

Finance and Administration

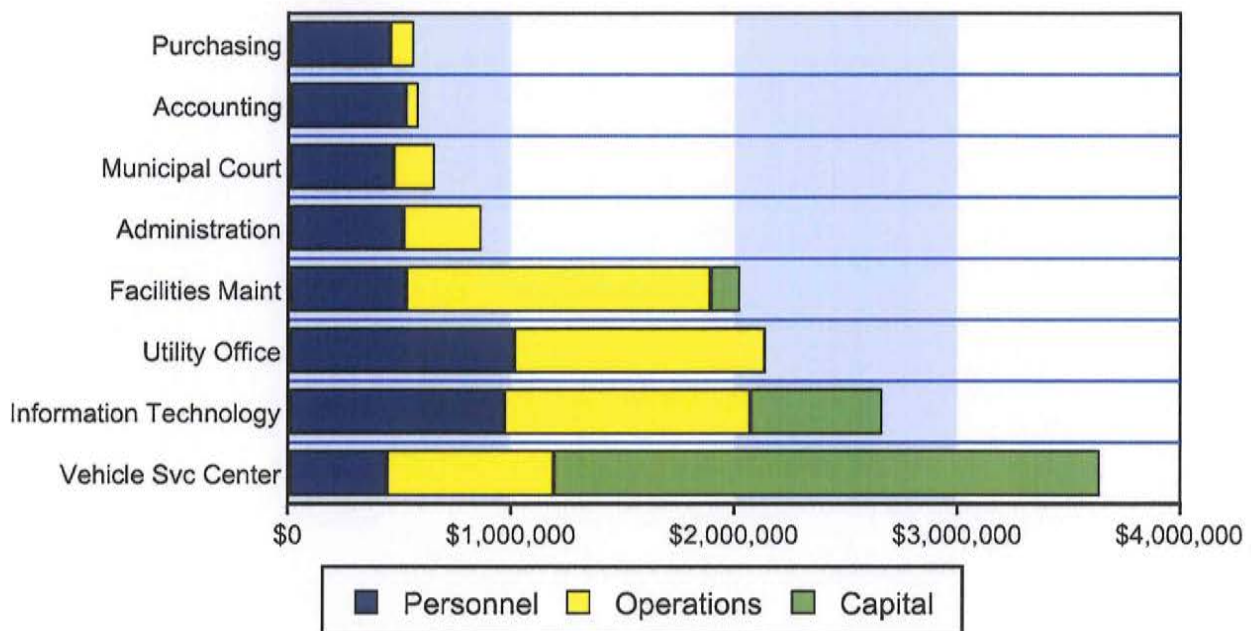
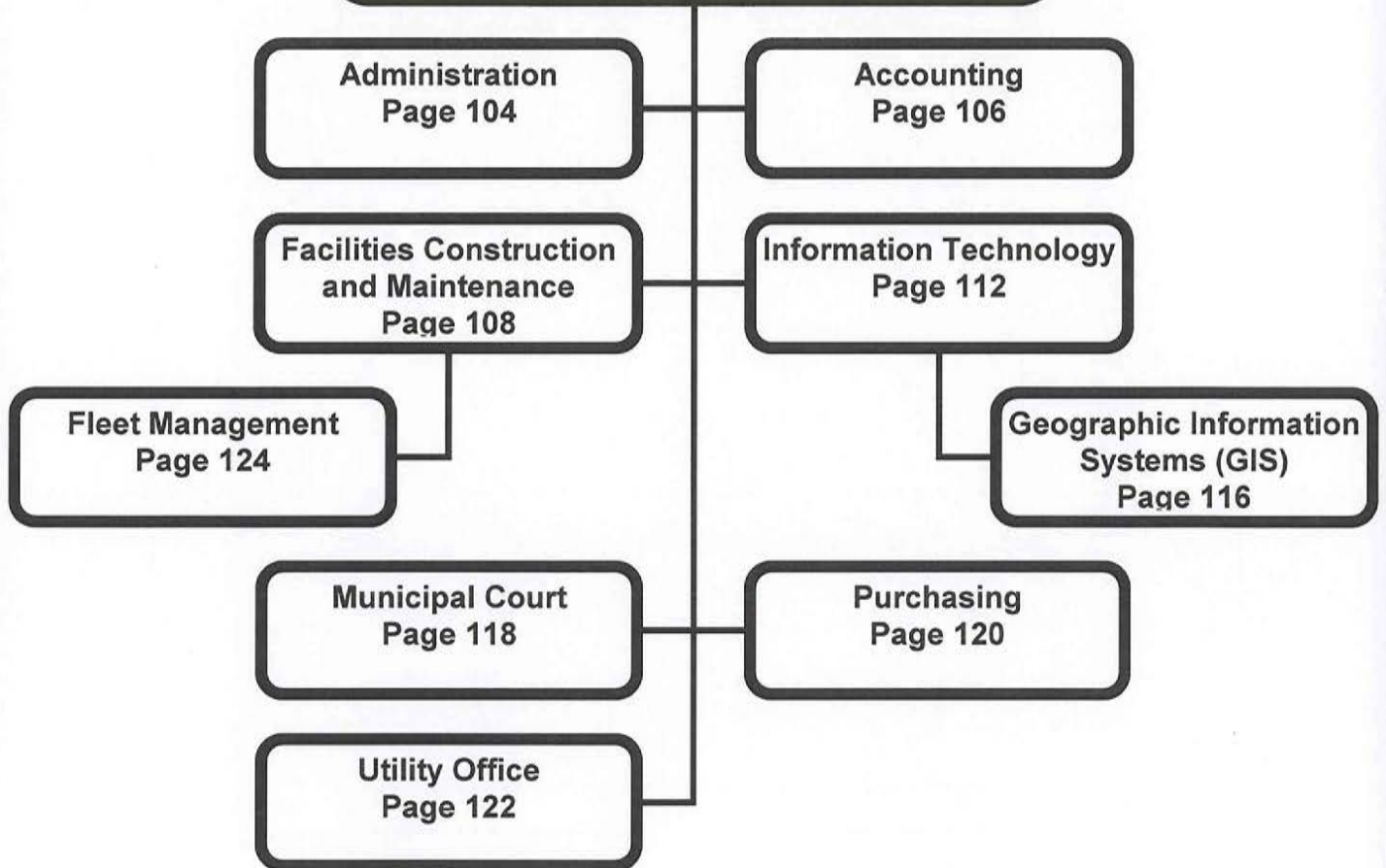


Division Director: Micki Rundell, Chief Financial Officer

The Finance & Administration Division serves City departments and citizens through Accounting, Administration, Facilities Construction and Maintenance, Fleet Management, Geographic Information Systems (GIS), Information Technology, Municipal Court, Purchasing, and the Utility Office. 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 & Administration

Uses & Expenses

	10/11	10/11	11/12 PROPOSED BUDGET			% CHANGE (PROJ. ACTUAL)
	AMENDED BUDGET	PROJECTED ACTUAL	BASE	NEW PROGRAMS	TOTAL	
<u>General Fund</u>						
Municipal Court	571,480	565,337	526,256		526,256	-6.9%
total General Fund	571,480	565,337	526,256		526,256	-6.9%
<u>Special Revenue Funds</u>						
Court Fees SRF	116,275	116,275	67,243		67,243	-42.2%
Juvenile SRF	55,308	55,216	55,860		55,860	1.2%
total Special Rev. Funds	171,583	171,491	123,103		123,103	-28.2%
<u>Internal Service Funds</u>						
Facilities Maintenance	660,087	658,970	648,773		648,773	-1.5%
Facilities Maint. Contracts	1,528,816	1,490,916	1,370,174		1,370,174	-8.1%
Fleet Contracts	2,115,058	2,115,058	2,688,595		2,688,595	27.1%
Vehicle Service Center	935,232	909,739	941,932		941,932	3.5%
Accounting	580,392	580,353	574,130		574,130	-1.1%
Finance & Admin.	950,238	949,271	857,751		857,751	-9.6%
Purchasing	567,592	560,377	554,362		554,362	-1.1%
Utility Office	2,171,554	2,144,943	2,133,286		2,133,286	-0.5%
Information Technology	901,581	891,275	881,408		881,408	-1.1%
I/T Contracts	1,615,329	1,547,329	1,426,235		1,426,235	-7.8%
GIS	361,227	298,557	349,584		349,584	100.0%
total Internal Svc. Funds	12,387,106	12,146,788	12,426,230		12,426,230	2.3%
Division Total	13,130,169	12,883,616	13,075,589		13,075,589	1.5%

11/12 PROPOSED BUDGET					PERSONNEL SUMMARY (FTE's)
PERSONNEL	OPERATING	CAPITAL	TOTAL		
<u>General Fund</u>					
Municipal Court	407,127	119,129		526,256	6
total General Fund	407,127	119,129		526,256	6
<u>Special Revenue Funds</u>					
Court Fees SRF		67,243		67,243	
Juvenile SRF	55,860			55,860	1
total Special Rev. Funds	55,860	67,243		123,103	1
<u>Internal Service Funds</u>					
Facilities Maintenance	520,513	128,260		648,773	7
Facilities Maint. Contracts		964,074	406,100	1,370,174	
Fleet Contracts		241,095	2,447,500	2,688,595	
Vehicle Service Center	436,047	505,885		941,932	6.5
Accounting	516,092	58,038		574,130	8
Finance & Admin.	505,488	352,263		857,751	6
Purchasing	446,630	107,732		554,362	7
Utility Office	1,005,565	1,127,721		2,133,286	18
Information Technology	691,292	190,116		881,408	9.5
I/T Contracts		834,715	591,520	1,426,235	
GIS	270,629	78,955		349,584	3
total Internal Svc. Funds	4,392,256	4,588,854	3,445,120	12,426,230	65
Division Total	4,855,243	4,775,226	3,445,120	13,075,589	72

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 2010/11

- Assisted the Public Safety Tax Force in preparing a \$29.5 million ballot initiative for consideration in the May election to fund a public safety operations and training facility.
- Coordinated the 2011 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.
- Developed a funding plan for the 100 Austin Avenue project and helped coordinate the successful approval of the project.
- Coordinated the 2012 Strategic Plan update.
- Developed a revised funding strategy for the Rivery Park project to further the public private partnership and expedite the development of a conference center and park improvements.
- Redesigned the Finance Division web pages to increase usability to the community.
- Completed the financial impact analysis of new City power contracts for post 2016.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Develop a funding strategy to the Southeast Quadrant economic development area.
- Assist in creation of Tax Increment Reinvestment Zones for areas identified as growth corridors or redevelopment areas within the City.
- Implement the Rivery Park project's funding plan.
- Continue to implement the City's recently adopted IT Master Plan.
- Coordinate a new five-year strategic and financial planning process.

ADMINISTRATION	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 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
Administrative Manager	1	1	1	1	1
Administrative Assistant III	1	1	1	1	1
TOTAL	6	6	6	6	6

*includes 1 "frozen" unfunded position

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. # of bond issues outstanding	27	27	32	32	34
Amount of debt outstanding	\$116,053,477	\$137,348,588	\$139,686,423	\$139,686,423	\$143,600,922
2. Utility customers	24,754	25,450	26,000	25,705	26,500
3. Adopted Annual Budget	\$214,712,611	\$191,037,182	\$209,142,057	\$204,426,227	\$178,271,253
4. Presentations to Council	25	28	25	26	26
5. # of total division employees	69	69	70	72	72

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Receive GFOA Budget Award	Yes	Yes	Yes	Yes	Yes
2. Special projects completed/ initiated within the same fiscal year	95%	97%	95%	97%	97%
3. Cost to produce budget document	\$90.00	\$83.19	\$100.00	\$110.00	\$110.00
4. Bond Rating: Standard & Poor's Rating Group	AA-	AA	AA+	AA+	AA+
Moody's Investors Service	Aa3	AA2	AA2	AA2	AA2
5. # of "kudos" for Customer Service awarded to divisional employees	231	214	225	225	230

DEPARTMENT BUDGET: JOINT SERVICES FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
548,399	574,785	574,768	Personnel	505,488	544,993
369,878	375,453	374,503	Operations	352,263	376,263
<u>918,277</u>	<u>950,238</u>	<u>949,271</u>		<u>857,751</u>	<u>921,256</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 2010/11

- Ensured compliance with new generally accepted accounting principles for intangible assets and fund balance reservations.
- Developed a policy for safeguarding non-capital assets on the Division level by establishing a method of identifying and tracking assets under \$5,000.
- Ensured compliance for accounts payable reporting that requires all vendors who receive more than \$600 to receive a form 1099 for both goods and services.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Establish consistent use of time entry system across all departments.
- Implement the use of cash forecasting to ensure fiduciary responsibility.
- Expand the auditing of city revenues and processes by developing audits that check for possible loss revenues and handling of City assets.
- Review and update internal policies that will change due the implementation of new Financial Information System.
- Implement payroll direct deposit requirement for all City personnel to increase efficiency and effectiveness.

ACCOUNTING	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Accounting Manager	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 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Vendor checks issued	12,089	12,919	13,500	13,000	13,500
2. Invoices processed	18,862	19,895	21,000	21,000	22,750
3. Payroll checks issued	14,004	15,012	14,225	15,500	15,575
4. Annual investment portfolio	\$52,602,611	\$66,029,499	\$60,000,000	\$84,782,000	\$85,000,000
5. # of grants	13	14	14	18	15
Annual grant expenditures	\$487,152	483,326	\$472,179	1,503,780	1,000,000

PERFORMANCE MEASURES	ACTUAL 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Payments processed within vendor terms	95%	96%	97%	97%	97%
2. Manual payroll check percentage	.15%	.13%	.20%	.15%	.15%
3. # of securities/CDs purchased	9	12	15	20	20
4. Internal customer rating of satisfied or better	94%	N/A	96%	93%	N/A

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

DEPARTMENTAL BUDGET: JOINT SERVICES FUND

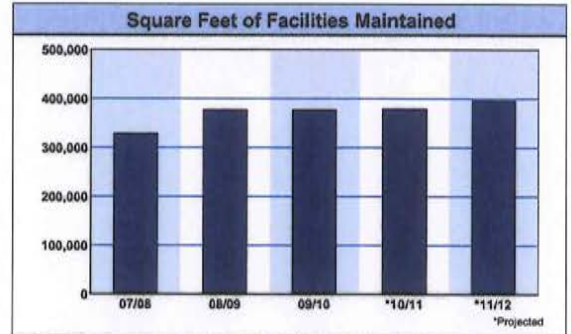
09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
483,138	515,230	515,191	Personnel	516,092	516,052
51,779	65,162	65,162	Operations	58,038	58,038
<u>534,917</u>	<u>580,392</u>	<u>580,353</u>		<u>574,130</u>	<u>574,090</u>

Finance and Administration

Facilities Construction and Maintenance

DEPARTMENT DESCRIPTION

The Facilities Construction and Maintenance Department provides building maintenance, facilities construction management, major and minor renovations, supervision of architects and consultants, janitorial services, landscape services, equipment replacement and emergency repairs for approximately 28 municipal buildings (approx. 377,000 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. Facilities Construction and Maintenance is managed by the Support Services Director, who also oversees coordination and project management for construction and renovation of City buildings.



MAJOR DEPARTMENT GOALS

- Provide effective project management of all construction and renovation of City buildings and facilities.
- 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 2010/11

- Participated in the identification and purchase of 20 acres on DB Wood Road for Fire Station 5 and future Public Safety Operations and Training Facility.
- Selected an architect and completed design, as well as, a Construction Manager-at-Risk and began construction of Fire Station 5.
- Participated in the Public Safety bond package development process and the public education on the project.
- Developed a design/build process for Fire Station 2 in conjunction with the purchase and demolition of two houses for the expansion of Fire Station 2.
- Demolished the old high school football stadium to provide space for the future construction of an amphitheater.
- Selected an architect to design the amphitheater.
- Selected an architect to provide design for the extension of the San Gabriel River Trail.
- Demolished the old San Gabriel Pool to provide space for additional parking for the Community Center.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Construct Fire Station 5.
- Construct Fire Station 2
- Design the Public Safety Operations and Training Center.
- Construct the San Gabriel River Trail extension.
- Renovate City offices for the relocation of the Visitor's Center.

FACILITIES MAINTENANCE	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 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

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Work orders processed	1,156	1,163	1,200	1,169	1,300
2. Facilities maintained	27	27	28	28	29
3. Square feet of facilities maintained	377,000	377,000	379,000	379,000	396,000
4. Service contracts managed	16	16	17	17	17
5. New construction dollars	\$11,575,000	\$1,489,000	\$1,800,000	\$1,800,000	\$35,600,000

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Work orders / PM requests completed within 3 days	97%	97%	97%	94%	97%
2. New construction completed	100%	90%	50%	20%	50%
3. Avg. completion time per work order	5 days	4 days	4 days	5 days	4 days
4. Internal Customer Service rating of satisfied or better	97.4*	N/A	95%	84%	84%

* The Internal Customer Service Survey is conducted biennially.

DEPARTMENTAL BUDGET: FACILITIES FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
499,818	523,958	523,884	Personnel	520,513	520,473
98,126	136,129	135,086	Operations	128,260	128,260
<u>597,944</u>	<u>660,087</u>	<u>658,970</u>		<u>648,773</u>	<u>648,733</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

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
61,544	42,000	42,000	Buildings & Structures	48,000	
592,387	955,557	950,557	Lease and Contracts	677,215	660,215
511,330	309,275	291,375	Bldg. Improvements	288,375	287,375
81,760	221,984	206,984	Other Operating	356,584	66,484
<u>1,247,021</u>	<u>1,528,816</u>	<u>1,490,916</u>		<u>1,370,174</u>	<u>1,014,074</u>

Facilities Maintenance

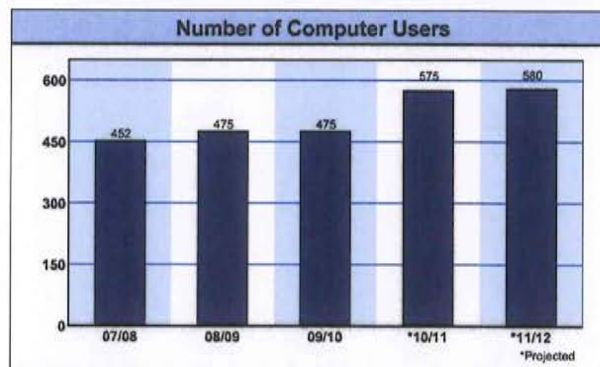
Internal Service Fund – 5 Year Replacement Plan

By Function	2011/12	2012/13	2013/14	2014/15	2015/16
Copier Replacement	48,000	0	24,000	0	0
Copier Maint.	27,814	27,814	27,814	27,814	27,814
Contingency	30,000	30,000	30,000	30,000	30,000
Painting, Int.	14,500	10,000	17,000	7,000	7,000
Painting, Ext.	0	0	0	0	16,000
Roof Replacement	0	0	0	0	0
HVAC Replacement	28,000	37,000	25,000	25,000	0
Parking Lot Maintenance	12,000	10,000	2,500	0	17,500
Water Softener Maintenance	1,500	1,500	1,500	1,500	1,500
Pest Extermination	8,387	8,387	8,387	8,387	8,387
Carpet Replacement	25,000	11,000	36,000	0	0
Vinyl Replacement	0	5,000	0	0	0
Concrete Staining	0	0	0	0	0
Landscape Maintenance	144,982	144,982	144,982	144,982	144,982
Tree Trimming	20,000	20,000	20,000	20,000	20,000
Fountain Maintenance	4,800	4,800	4,800	4,800	4,800
Janitorial Svcs.	395,140	395,140	392,140	392,140	392,140
Janitorial Supplies	37,984	37,984	36,484	36,484	36,484
HVAC Maintenance	53,845	53,845	53,845	53,845	53,845
Elevator Maintenance	22,920	22,920	22,920	22,920	22,920
Emergency Gen. Maint.	37,419	35,819	35,819	35,819	35,819
Racquetball Court Ceiling Tiles	0	5,000	0	0	0
Gym and Racquetball Floor Maintenance	0	0	25,000	0	0
Table and Chair Replacements	6,500	0	0	0	0
Overhead Door Maintenance	8,700	8,700	8,700	8,700	8,700
Halon/Fire Alarm Maintenance	850	850	850	850	850
Tennis Court Resurfacing	0	0	10,000	0	0
Dry Deck	0	0	0	0	0
Security System Maintenance/Phone/Monitoring	349,526	51,026	51,026	51,026	51,026
Fire Extinguisher/Inspection	34,506	34,506	34,506	34,506	34,506
Seal Kennels floors	0	0	3,500	0	0
Audio Maintenance	9,900	9,900	9,900	9,900	9,900
Preventative Maintenance	103,678	103,678	88,178	88,178	88,178
Gate Maintenance	5,090	5,090	5,090	5,090	5,090
Total Costs by Function	1,431,041	1,074,941	1,119,941	1,008,941	1,017,441
By Facility					
Airport Terminal	43,045	18,045	8,045	8,045	8,045
Airport Tower	20,130	20,130	20,130	20,130	20,130
Animal Shelter	22,906	18,406	21,906	18,406	34,406
Municipal Court/Council Chambers	20,574	20,574	32,574	20,574	20,574
City Office Building	22,844	32,844	22,844	22,844	22,844
Community Center	37,103	33,603	30,603	30,603	30,603
Contingency	30,000	30,000	30,000	30,000	30,000
Park & Rec Administration	26,718	42,718	26,718	26,718	26,718
Fire Admin.	12,155	12,155	12,155	12,155	12,155
Fire Station #1	22,339	22,339	24,839	22,339	22,339
Fire Station #2	6,691	6,691	6,691	6,691	6,691
Fire Station #3	21,486	21,486	21,486	46,486	21,486
Fire Station #4	14,728	31,728	14,728	14,728	14,728
Old Library	28,460	28,460	8,460	8,460	8,460
Library	178,556	154,556	154,556	154,556	154,556
Madellia Hilliard	3,276	3,276	3,276	3,276	3,276
City Hall	107,304	54,304	54,304	54,304	54,304
Police Dept. Annex	10,675	7,675	32,675	7,675	7,675
Park & Ride Facility	1,957	1,957	1,957	1,957	4,957
Police Station	36,334	36,334	48,334	36,334	36,334
Recreation Center	183,361	187,361	207,361	182,361	182,361
Municipal Complex	396,739	119,239	145,239	109,239	109,239
Chamber Building	2,163	2,163	2,163	2,163	2,163
Scenic Drive Median	6,235	6,235	6,235	6,235	6,235
Williams Drive Median	824	824	824	824	824
Williams Drive & I35 Medians	824	824	824	824	824
Country Club Rivery	1,030	1,030	1,030	1,030	1,030
University Drive & I35 Medians	824	824	824	824	824
6th & Main Parking Lot Landscape Maint.	2,163	2,163	2,163	2,163	2,163
9th & Main Parking Lot Landscape Maint.	3,708	3,708	3,708	3,708	11,208
Fueling Station	4,635	4,635	4,635	4,635	4,635
4th & Austin Parking Lot Landscape Maint.	3,090	3,090	3,090	3,090	10,090
Industrial Lot	2,060	2,060	2,060	2,060	2,060
Main Street Landscape	15,500	15,500	15,500	15,500	15,500
Interway Signs	10,000	10,000	10,000	10,000	10,000
Electric Substation East & South	14,000	14,000	14,000	14,000	14,000
Tree Trimming at Parking lots	3,500	3,500	3,500	3,500	3,500
Georgetown Village Landscape Maint. (City Portion)	19,440	19,440	19,440	19,440	19,440
GCAI	64,322	52,322	62,322	52,322	52,322
Grace Heritage Center	5,990	5,990	5,990	5,990	5,990
Tennis Center	22,752	22,752	32,752	22,752	22,752
Total Costs by Facility	1,431,041	1,074,941	1,119,941	1,008,941	1,017,441

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 2010/11

- Implemented the Police/Fire Computer-Aided Dispatch (CAD-RMS) system, including mobile integration to police and fire vehicles.
- Updated the City IT Master plan and continued implementation of key projects identified in the plan.
- Implemented a video broadcasting solution for City Council meetings, on both Suddenlink Channel 10 and through the City website.
- Upgraded several enterprise-level applications including the ESRI Geographic Information System (GIS) and the Incode Financials/Purchasing/Payroll.
- Began implementation of an Advanced Metering Infrastructure (AMI) system, replacing the City's current Automated Meter Reading (AMR) system.
- Expanded the features offered in the City's Voice-over-IP (VOIP) phone system.
- Replaced and expanded the City's video surveillance system with a fully digital, high resolution product.
- Replaced the City's wireless network infrastructure, offering more features for both staff and the public.
- Began virtualization of the City's desktop/laptop computer inventory, including operating system and Office tools upgrades.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Continue implementation of the IT Master Plan.
- Complete implementation of the AMI system for Utilities.
- Implement Microsoft Exchange as the new messaging/calendaring platform for all City employees.
- Implement a new ticketing/work tracking system for internal departments.
- Continue to virtualize servers wherever practical to improve efficiency and expand resiliency.

INFORMATION TECHNOLOGY	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
IT Director	1	1	1	1	1
Technical Support Supervisor	1	1	1	1	1
Technical Support Specialist II	1	1	1	1	1
Business Analyst	1	1	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
Systems Analyst	1	0	0	0	0
Technical Support Specialist I (P/T)	0.5	0.5	0.5	0.5	0.5
TOTAL (FT/PT)	9/5	8/5	8/5	8/5	8/5

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Help desk calls received	1,900	1,900	1,500	1,500	1,600
2. # of computer user accounts managed	452	475	550	575	580
3. # of servers managed	60	75	100	100	110

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Network uptime/core services uptime	99.8%	99.8%	99.8%	99.6%	99.6%
2. % of servers virtualized	40%	65%	80%	90%	95%
3. Cost of service per user/per yr.	\$2,340	\$3,060	\$3,700*	\$3,700*	\$3,840*

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

DEPARTMENTAL BUDGET: INFORMATION SERVICES FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
699,109	697,032	686,767	Personnel	691,292	691,240
196,920	204,549	204,508	Operations	190,116	190,116
<u>896,029</u>	<u>901,581</u>	<u>891,275</u>		<u>881,408</u>	<u>881,356</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

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
743,237	834,919	834,919	Operating	834,715	834,715
333,606	780,410	712,410	Capital	591,520	253,500
<u>1,076,843</u>	<u>1,615,329</u>	<u>1,547,329</u>		<u>1,426,235</u>	<u>1,088,215</u>

Information Technology
Internal Service Fund – 5 Year Projections

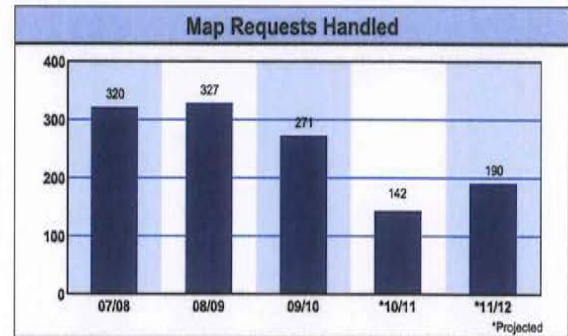
Services	2011/12	2012/13	2013/14	2014/15	2015/16
First Contact meetings	700	700	700	700	700
Software	10,000	10,000	10,000	10,000	10,000
Technology Training	10,000	10,000	10,000	10,000	10,000
Annual Contracts	714,215	714,215	785,637	864,200	950,620
Printer/Switch Replacements	17,500	17,500	17,500	17,500	17,500
Desktop Operations	5,000	5,000	5,000	5,000	5,000
Network Operations	54,800	54,800	54,800	54,800	54,800
Contingency	22,500	22,500	22,500	22,500	22,500
Network Replacement Contingency					
Total Services	834,715	834,715	906,137	984,700	1,071,120
Capital Outlays and Projects					
Replacement Network Hardware	591,520	253,500	278,850	306,735	337,409
Total Capital Replacement	591,520	253,500	278,850	306,735	337,409
Total IT Internal Service Fund	1,426,235	1,088,215	1,184,987	1,291,435	1,408,529

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 2010/11

- 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.
- Improved GIS web technology, including the implementation of several online mapping sites with more user friendly and robust interfaces.
- Implemented new online mapping tools including a tool that allows citizens to track Planning Department cases during public notice periods.
- Provided mapping support for special projects such as the 2010 U.S. Census, City Council redistricting (ongoing), impervious land cover study, proposed automatic vehicle locations system, INCODE financial software upgrade, AMI project, and asset management system.
- Expanded development of Case Farmer Case Management software for tracking Planning Department cases.
- Supported system planning for the City's proposed intelligent metering system.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Continue to enhance 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), and Computer Aided Dispatch (CAD) system.
- Maintain heavy involvement in major IT initiatives such as AMI, CIS, INCODE upgrade, and CAD.

GEOGRAPHIC INFORMATION SYSTEMS	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Applications Manager	1	1	1	1	1
Business Analyst II	1	1	1	1	1
Business Analyst	0	2	2	2	2
GIS Technician	1	0	1	1	1
TOTAL	3	4	4	4	4

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. New GIS data layers placed on distribution drive	32	22	25	35	20
2. Number of map requests handled	327	271	192	142	190
3. GIS data sets served over internet	35	35	40	51	60
4. Special mapping projects	7	3	4	4	6

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Total GIS data sets on network	140	162	180	180	200
2. Percent of map requests completed in 3 days	--	83%	90%	90%	90%
3. GIS data sets served over internet	--	35	40	51	60

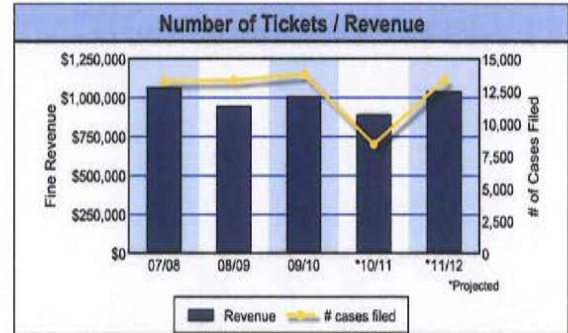
DEPARTMENTAL BUDGET: JOINT SERVICES FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
185,547	290,686	228,016	Personnel	270,629	270,608
69,557	70,541	70,541	Operating	78,955	78,955
<u>255,104</u>	<u>361,227</u>	<u>298,557</u>		<u>349,584</u>	<u>349,563</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 two Customer Service Representatives 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 2010/11

- Participated in annual statewide warrant round up along with 200+ jurisdictions.
- Coordinated a "mini" warrant roundup with other local municipalities within the County.
- Upgraded phone and message system to a call center to improve customer service and decrease missed calls.
- Implemented a new Records Management System for document imaging that's compatible with existing Court software to streamline processes for a paperless court office.
- Evaluate collection agency opportunities 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.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- 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 add one deputy clerk without decreasing 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.
- Implement proactive workload management process, including proactive collection and customer service improvement initiatives.

MUNICIPAL COURT	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Municipal Court Administrator	1	1	1	1	1
Court Supervisor	1	1	1	1	1
Deputy Court Clerk	2	2	1	1	1
Juvenile Case Worker	1	1	1	1	1
Customer Service Rep I	2	2	3	3	3
TOTAL	7	7	7	7	7

WORKLOAD MEASURES	ACTUAL FY 8/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Number of cases filed	13,333	13,778	13,407	8,418	13,350
2. Number of courtesy letters	20,556	22,355	23,045	16,272	22,198
3. Number of warrants issued	4,049	3,806	3,881	3,212	3,539
4. Municipal Court fine revenue:					
Retained by City	\$942,781	\$1,005,173	\$1,017,267	\$887,078	\$1,037,612
Remitted to State	\$583,605	583,605	\$534,947	\$457,757	\$545,646

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Arraignment docket scheduling	65 days	60 days	90 days	60 days	90 days
2. Processing of ticket entry	2 days	2 days	2 days	2 days	2 days
3. Customer use of website	22,929	18,073	25,279	17,496	18,371
4. Warrants cleared as % of issued	19%	18%	23%	18%	18%
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	\$157,130	\$167,529	\$169,545	\$147,846	\$172,935

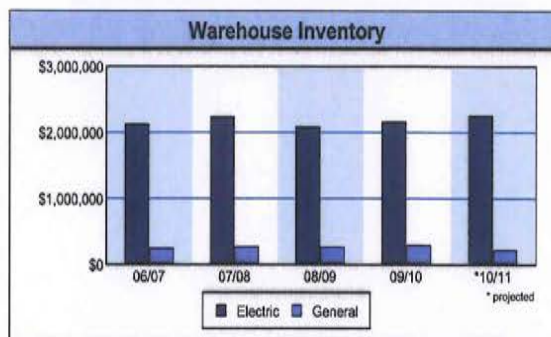
DEPARTMENTAL BUDGET: GENERAL FUND / COURT FEES SRF / JUVENILE SRF

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
463,441	501,207	494,972	Personnel	462,987	479,113
137,004	281,856	281,856	Operations	226,372	182,929
<u>600,445</u>	<u>783,063</u>	<u>776,828</u>		<u>689,359</u>	<u>662,042</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 items \$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 meets 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 conducting the annual citywide auction.



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 2010/11

- Increased dollar limits for procurements, and the limit for Council consideration and approval.
- Increased usage of cooperative agreements and interlocal agreements to facilitate and improve the City's purchasing power.
- Established blanket contract covering online auctioning of City surplus items and abandoned vehicles, increased revenues from auction events and decreasing cost associated with on site auctions.
- Developed initial set of standardized forms for commonly used purchasing and contracting documents.
- Continued benchmarking actions taken to improve customer service delivery to internal customers.
- Reviewed and updated signature cards to ensure accuracy and completeness.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Seek other cooperative purchasing groups that the City can utilize to improve their purchasing power and assist with the expansion of the purchasing alliance with other Williamson County municipalities.
- Pursue obtaining professional purchasing certifications for staff to ensure a proficient and well-trained department and to assist with obtaining National Institute of Governmental Purchasing (NIGP) award in Purchasing.
- Create and put into practice a vendor satisfaction questionnaire to provide end users with documented vendor performance.
- Develop standardized "Invitation to Bid" documents and prepare as templates to ensure consistency in bidding.
- Develop and implement training for both internal departments and the vendor community.
- Develop and present for consideration and approval by Council remainder of standardized forms commonly used in purchasing and contracting.
- Develop deadline list for renewal/re-advertisement of blanket contracts and bids to ensure there is no lapse.

PURCHASING	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 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 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Purchase orders entered	7,856	7,432	7,780	7,900	8,000
2. Inventory items disbursed by requisition	16,709	16,103	15,000	18,500	18,000
3. Inventory deliveries received	1,879	2,061	1,700	1,800	1,800
4. Formal bids processed	74	66	62	66	70

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Registered vendor (cumulative)	650	1,358	1,800	1,600	1,800
2. Registered Georgetown vendors (cumulative)	72	107	90	125	145
3. Contracts completed	136	73	150	125	125
4. Cost of Inventory disbursed	\$2,630,590	\$2,363,690	\$2,000,000.00	\$1,800,000	\$1,800,000
5. Gross revenue from Impound/ Surplus Auction	\$33,662	\$24,260	\$30,000	\$60,000	\$40,000
6. Internal Customer Service rating of satisfied or better	97.6%	N/A*	97%	94.3%	N/A
7. Variance of GL to Inventory					
Main Warehouse	.05%	.26%	.05%	.02%	.02%
Electric Warehouse	.04%	.01%	.02%	.01%	.02%

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

**Historical information not available.

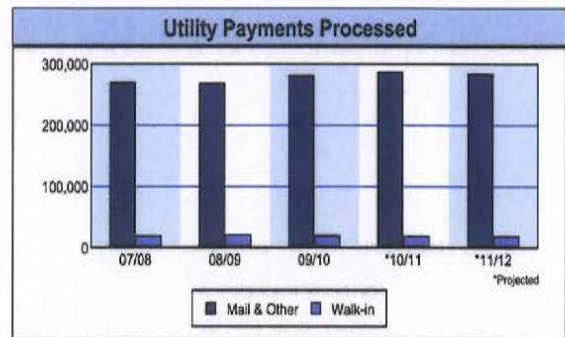
DEPARTMENTAL BUDGET: JOINT SERVICES FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
425,908	452,190	444,975	Personnel	446,630	446,596
99,786	115,402	115,402	Operations	107,732	107,732
<u>525,694</u>	<u>567,592</u>	<u>560,377</u>		<u>554,362</u>	<u>554,328</u>

Finance and Administration Utility Office

DEPARTMENT DESCRIPTION

The Utility Office Team, consisting of both office and field personnel, reads utility meters, bills and collects for all City utility services, as well as, handling new development service creation; utility service requests; bad debt and non-payment issues; customer assistance with conservation and utility programs; payment options and arrangements; maintenance of City utility account records; and billing inquiries.



MAJOR DEPARTMENT GOALS

- Ensure the efficient delivery of timely and accurate billing and payment information to our customers.
- Develop and maintain quality utility programs and innovative services that are administered in a friendly, helpful manner.
- Respond to customer requests and issues quickly and fairly, with the intention of satisfying each customer.
- Increase public awareness of utility issues and topics through proactive communication with customers.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2010/11

- Worked with System Engineering and HDR Engineering, Inc. to review and assess the current stormwater drainage (SWD) billing process and ordinance and develop a strategy to obtain updated data and maintain the system going forward.
- Selected a vendor for development and implementation of a new CIS system.
- Initiated Phase I of a 36 month implementation plan for the new AMI system and begin deployment of both water and electric meters.
- Implemented a \$1.00 Conservation and Energy Efficiency Fee to be billed to all residential and commercial electric customers.
- Developed and implemented a communication plan to publicize the Advanced Metering Infrastructure (AMI) Deployment Project.
- Worked with Georgetown Utility Systems (GUS) to develop City Links, our AMI deployment program.
- Received a "zero liability" rating on the Sales and Use Tax Audit conducted by the State of Texas.
- Implemented a Call Center environment for the Telephone Customer Service Representatives.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Implement an e-mail bill distribution option for customers that would rather receive their bills electronically, rather than through the US Postal Service.
- Enhance the Utility Office Interactive Voice Response (IVR) System to accept credit card payments and authorize payment arrangements.
- Expand the Call Center to include utility calls from all sources, leaving the GUS dispatchers responsible for field dispatch of GUS personnel only.
- Conduct a review and update of all Utility Office processes and procedures in order to streamline our activities, alleviate duplication of effort, and even out workload distribution.

UTILITY OFFICE	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Utility Office Manager	1	1	1	1	1
Utility Billing Supervisor	1	1	1	1	1
Collections 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	3	3
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	5	5
AMR Systems Operator	2	2	2	2	2
TOTAL	18	18	18	18	18

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Work orders processed	17,184	20,790	21,297	18,621	19,664
2. Payments processed	288,500	299,378	310,916	304,796	301,481
3. Customers paying by ACH Draft	2,439	2,513	2,471	2,600	2,554
4. Families helped by the Good Neighbor Fund (GNF)	120	17	280	75	125
5. # of AquaMessenger customers	N/A	82	255	455	750

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. Utility payment collection rate	99.9942%	99.9964%	99.9952%	99.9960%	99.9952%
2. Avg. monthly customer service cost per account	\$4.42	\$4.56	\$4.30	\$4.75	\$4.80
3. % of walk-in customers	7.08%	6.37%	6.30%	6.00%	6.00%
4. % of customers contributing to the Good Neighbor Fund	6.63%	6.60%	6.00%	5.46%	6.00%

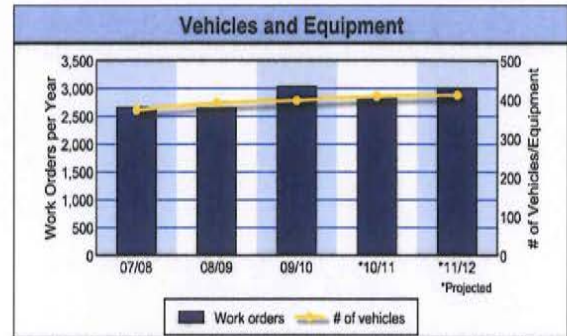
DEPARTMENTAL BUDGET: JOINT SERVICES FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
984,420	1,031,662	1,005,051	Personnel	1,005,565	1,005,565
356,609	417,717	417,717	Operations	405,546	405,546
<u>1,341,029</u>	<u>1,449,379</u>	<u>1,422,768</u>	Subtotal - Department	<u>1,411,111</u>	<u>1,411,111</u>
262,770	363,175	363,175	Credit Card Fees	358,175	358,175
291,315	300,000	300,000	Bad Debt	300,000	300,000
			Insurance Deductible		
<u>56,330</u>	<u>59,000</u>	<u>59,000</u>	Contracts - Other	<u>64,000</u>	<u>64,000</u>
<u>1,951,444</u>	<u>2,171,554</u>	<u>2,144,943</u>		<u>2,133,286</u>	<u>2,133,286</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 Support Services Director.



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 2010/11

- 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 third year in a row.
- Purchased 10 replacement Police cars, including 2 SUV's.
- Purchased 6 replacement pickups and two hybrid vehicles.
- Purchased a replacement wire trailer for the Electric department.
- Purchased a replacement vehicle, camera van for Water services.
- Purchased a replacement utility service truck.
- Purchased 6 additional pickups and two Hybrids.
- Partnered with Clean Fuels USA on testing a propane assist system for one of our diesel dump trucks.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2011/12

- Continue to increase professionalism for all mechanics by obtaining additional ASE and EVT Certifications.
- Purchase 10 replacement Police vehicles.
- Purchase 2 replacement 12 yard dump trucks.
- Purchase a replacement van and utility vehicle for the Parks department.
- Purchase a replacement tractor for the Airport.
- Purchase three replacement pickups and one Hybrid.
- Purchase two replacement bucket trucks for Electric department.
- Purchase replacement backhoe for Water 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.

VEHICLE SERVICE CENTER	09/10 ACTUAL	10/11 ORIGINAL BUDGET	10/11 FINAL / ACTUAL	11/12 ADOPTED	12/13 PROPOSED
Service Center Supervisor	1	1	1	1	1
Lead Mechanic	1	1	1	1	1
Mechanic III	4	4	3	3	3
Mechanic I	0	0	1	1	1
Service Writer/Parts	0	0	0	0.5	0.5
TOTAL	6	6	6	6/0.5	6/0.5

WORKLOAD MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. # of City-owned vehicles and equipment	391	398	398	408	412
2. Mechanic to vehicle ratio	1-78	1-80	1-80	1-82	1-82
3. Mechanic to Maintenance Repair Units (MRU)	1-149	1-151	1-151	1-161	1-166
4. # of work orders per year	2,645	3,031	3,000	2,847	3,000
5. Gallons of fuel used per year:					
Unleaded gasoline	94,577	103,696	98,909	105,526	107,356
Diesel fuel	97,241	95,161	95,866	97,572	99,983

PERFORMANCE MEASURES	ACTUAL FY 08/09	ACTUAL FY 09/10	BUDGETED FY 10/11	PROJECTED FY 10/11	PROJECTED FY 11/12
1. # of ASE, John Deere and EVT certifications held by VSC Staff	63	89	89	83	90
2. Percent of budget sent out for service/repairs	29%	30%	31%	29%	31%
3. Average age of City fleet:					
• Police - Patrol	3 yrs	4 yrs	5 yrs	5 yrs	5 yrs
• GUS & other dept.	7 yrs	8 yrs	8 yrs	8 yrs	8 yrs
• Fire Trucks	9 yrs	9 yrs	10 yrs	9 yrs	9 yrs
• Fire Prevention	6 yrs	7 yrs	7 yrs	7 yrs	7 yrs
• Other Equipment	7 yrs	8 yrs	8 yrs	8 yrs	8 yrs
4. "Green" vehicles/equipment					
• Hybrids	11	12	14	18	19
• E85 capable	16	16	17	35	45
• Propane	1	2	2	3	3
4. Internal Customer Service rating of satisfied or better	95%	N/A	95%	93%	95%

DEPARTMENTAL BUDGET: FLEET MANAGEMENT FUND

09/10 ACTUAL	10/11 BUDGET	10/11 PROJECTED ACTUAL		11/12 ADOPTED	12/13 ESTIMATED BASE
375,633	433,743	408,256	Personnel	436,047	436,015
468,535	501,489	501,483	Operations	505,885	505,885
<u>844,168</u>	<u>935,232</u>	<u>909,739</u>		<u>941,932</u>	<u>941,900</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

09/10	10/11	10/11		11/12	12/13
ACTUAL	BUDGET	PROJECTED		ADOPTED	ESTIMATED
		ACTUAL			BASE
96,920	115,755	115,755	Insurance	119,095	119,095
112,170	122,000	122,000	Contracts & Leases	122,000	122,000
531,222	1,877,303	1,877,303	Capital Outlay	2,447,500	2,423,100
<u>740,312</u>	<u>2,115,058</u>	<u>2,115,058</u>		<u>2,688,595</u>	<u>2,664,195</u>

Fleet Management
Internal Service Fund – 5 Year Replacement Plan

Capital Replacement	2011/12	2012/13	2013/14	2014/15	2015/16
Georgetown Utility Systems					
Replacement Cost	295,000	98,600	365,750	108,000	477,105
Number of Units	4	4	6	3	9
Transportation Services					
Replacement Cost	246,000	301,000	235,500	179,500	198,800
Number of Units	4	8	3	4	3
Community Development					
Replacement Cost	0	38,000	19,000	57,000	0
Number of Units	0	2	1	3	0
Finance & Administration					
Replacement Cost	159,500	63,000	63,500	51,200	0
Number of Units	3	4	2	4	0
Fire Services					
Replacement Cost	742,500	680,000	230,000	610,000	180,000
Number of Units	2	3	2	2	1
Management Services					
Replacement Cost	0	0	0	0	0
Number of Units	0	0	0	0	0
Community Services					
Replacement Cost	38,000	64,500	113,500	140,000	34,500
Number of Units	2	4	4	6	2
Police Services					
Replacement Cost	616,000	944,000	671,000	58,000	591,000
Number of Units	14	24	19	2	15
W & WW Treatment Facilities					
Replacement Cost	80,000	234,000	60,000	220,000	134,000
Number of Units	1	6	2	6	4
Insurance/Radio Maintenance					
Annual Cost	241,095	241,095	241,095	241,095	241,095
Total Fleet ISF Replacement Costs	2,418,095	2,664,195	1,999,345	1,664,795	1,856,500
Total ISF Replacements/Purchases	30	55	39	30	34
Non-ISF Capital Items					
Number of Units	270,500				
	3				
Total Fleet Replacement Costs	2,688,595				
Total Fleet Replacements/Purchases	33				



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