

JOINT SERVICES FUND



Blue Hole Park

JOINT SERVICES FUND

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JOINT SERVICES FUND

The Joint Services Fund is composed of departments providing administrative support to the City. GUS Administration, Systems Engineering, and Customer Care provide support to the City's utility funds. Administrative Departments including Accounting, Finance Administration, Human Resources, and Purchasing provide support to all the City's funds and departments.

Joint Services Allocation Methodology

The Joint Service Fund is funded through user charges in the funds it supports, like the General, Electric, and Water funds. Each of these funds are charged for services provided by the departments in the Joint Service Fund. For each department in the Joint Service fund, there is a specific allocation method to charge the other operating fund based upon its demand for resources. For example, services provided by Human Resources are allocated based on the number of employees in the various funds.

Mid-Year Budget Amendment

Helping to respond to issues of growth, the Joint Service Fund was amended mid-year in FY2017 to add a Treasurer position in Finance Administration and an Assistant Controller position in Accounting.

FISCAL YEAR 2018

Total revenues are budgeted to be \$16.4 million, which represents an increase of 7% relative to the FY2017 Projection. The increase in revenue is due to the fact that in FY2017 the beginning fund balance of \$749,366 was applied as a credit and therefore not charged to the operating funds. It represents the savings in operating expenses that should go back to the funds that support Joint Services. This one-time event accounts for a majority of the percentage increase.

Total expenditures are budgeted to be \$16.7 million, which represents an increase of 9% relative to the FY2017 Projection. The increase in expenses largely driven by increases in the IT Allocation model. The largest increase was in Customer Care which saw IT charges increase by over \$479,000 related to the new Customer Information System. Overall, the fund saw a 31% increase in IT charges. The Main Street program is merging into the Economic Development Department in 2018. Below are highlights of the proposed service level enhancements in Joint Services. A full list is available following the fund schedule.

Proposed Enhancements:

- **Finance Administration: CIS Internal Controls Phase II:** In FY2017 staff contracted for consulting on internal controls for the Customer Information System conversion and daily interface with Incode. A second phase is needed to document all internal controls. Proposed Cost: \$50,000.
- **Finance Administration and Human Resources: Business Systems Analysts:** As part of the ERP implementation process, three Business Systems Analysts are proposed. One of these positions is budgeted in the Information Technology fund, while the other two positions are in Finance Administration and Human Resources. Proposed Cost: \$139,800.
- **Customer Care: Expanded Call Center Hours:** To help improve customer service, this proposed enhancement would provide funds to expand hours from 8am to 6pm. One additional FTE is needed in this request. Proposed Cost: \$57,679.
- **GUS Administration: Office Specialist:** This proposed enhancement will help manage the administrative workload in the utility departments and at the West Side Service Center. Proposed Costs: \$52,000.
- **Systems Engineering: Contract Coordinator:** The contract coordinator is envisioned to provide support with purchase orders, contract document preparation, invoice processing and tracking, agenda item preparation and assembly, legal document review, real estate document recording, grant administration, grant reimbursement, partner reimbursements, records management, and interagency communication (TxDOT, Wilco, neighboring cities, TWDB, USACOE, USF&W, TDLR, TCEQ, et al.) Proposed Cost: \$94,000.

FUND SCHEDULE

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Beginning Fund Balance	801,019	749,366	343,362	302,565	-	302,565
Revenues	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Service Fees Water	2,831,411	4,517,867	4,517,867	7,248,183	-	7,248,183
Service Fees Electric	3,109,294	3,782,058	3,782,058	4,233,598	-	4,233,598
Services Fees General	2,420,641	2,988,741	2,988,741	3,345,567	-	3,345,567
Service Fees Wastewater	1,595,500	1,957,252	1,957,252		-	-
Service Fees Stormwater	704,500	838,822	838,822	938,969	-	938,969
Transfer In	1,045,957	582,137	582,137	5,000	-	5,000
GEDCO Contract Fee	132,392	197,722	197,722	221,328	-	221,328
GTEC Contract Fee	76,234	149,083	149,083	166,882	-	166,882
Service Fees Airport	80,882	117,729	117,729	131,785	-	131,785
Conservation	8,690	89,647	89,647	100,350	-	100,350
Other	92,728	29,000	66,125	26,774	-	26,774
VPID Joint Serv Allocation	11,935	13,279	13,279	8,966	-	8,966
Interest	2,874	9,000	9,000	10,000	-	10,000
Economic Development	135,088	-			-	-
Grand Total	12,248,127	15,272,338	15,309,463	16,437,402	-	16,437,402
Expenses	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
0000 - Transfer	26,450	25,000	25,000	-	30,800	30,800
0302 - Finance Administration	723,199	900,293	889,379	992,233	120,809	1,113,042
0315 - Accounting	788,716	855,700	790,114	956,503	-	956,503
0317 - Purchasing	636,526	737,185	711,332	734,434	-	734,434
0321 - Customer Care	2,072,237	3,544,585	3,401,387	4,029,914	24,679	4,054,593
0338 - Joint Service Contracts	976,696	935,232	990,400	536,000	33,000	569,000
0502 - GUS Administration	1,255,211	1,392,815	1,414,575	1,417,747	52,165	1,469,912
0526 - Engineering	1,645,810	2,049,288	1,845,466	2,044,192	98,920	2,143,112
0534 - Conservation	370,371	1,047,322	680,355	982,774	-	982,774
0547 - Engineering Support	982,669	1,239,024	1,098,298	1,069,289	-	1,069,289
0637 - Economic Development	352,067	427,990	406,838	457,176	175,916	633,092
0638 - Insurance & Legal	544,408	705,000	705,000	705,000	-	705,000
0639 - Human Resources	805,648	806,051	789,562	882,130	67,609	949,739
0640 - City Wide HR	452,861	119,756	403,620	404,400	11,000	415,400
0653 - Main Street	141,288	157,537	153,810	155,916	(155,916)	-
0654 - Legal	1,025,067	1,072,128	1,045,124	913,277	-	913,277
Grand Total	12,799,224	16,014,907	15,350,260	16,280,985	458,982	16,739,967
	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Ending Fund Balance	249,922	6,797	302,565	458,982	(458,982)	(0)
CAFR Adjustment	93,440	-	-	-	-	-
Available Fund Balance	343,362	6,797	302,565	458,982	(458,982)	(0)



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ACCOUNTING

DEPARTMENT DESCRIPTION

The Accounting Department is responsible for keeping accurate financial records for the City and providing financial and related information to City management and policy makers. The Department oversees and processes accounts payable, electronic payments, and the City's payroll. Additionally, the Department tracks cash for all City funds, maintains the general ledger, and monitors internal controls. The Department actively participates in the budget process, investment reporting, and tracking the City's capital improvements and grant projects.

JOINT SERVICES FUND

ACCOUNTING

11 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Received the Certificate of Achievement for Excellence Award for the Comprehensive Annual Financial Report (CAFR).
- ✓ Completed procurement for a risk assessment of the City's processes.
- ✓ Established and hired full-time Assistant Controller position.
- ✓ Ensured proper internal controls by completing the first phase of controls review for the new Customer Billing software system.
- ✓ Improved efficiency for staff and customers by realigning cash collections for Hotel Occupancy Taxes.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Select and implement a cloud-based Enterprise Resource Planning (ERP) software for all financial and human resources functions in the City.
- Provide timely reporting for the annual external audit and the Comprehensive Annual Financial Report (CAFR) by closing year-end efficiently.
- Continue to improve the month-end process in order to provide timely and meaningful financial reporting to management and the public.
- Develop Capital Improvement Plan reporting – including budget, project accounting and financial management reporting.
- Complete the citywide risk assessment and provide an audit plan to address the city's needs.
- Complete phase two of the internal controls study related to the Customer Billing software system to limit risk in the City's highest revenue center.



City of Georgetown Accounting Team.



DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Accounting						
Personnel	700,420	788,330	724,342	890,139	-	890,139
Operations	88,296	67,370	65,772	66,364	-	66,364
Capital	-	-	-	-	-	-
Total	788,716	855,700	790,114	956,503	-	956,503

DEPARTMENTAL PERFORMANCE MEASURES

The Accounting Department is responsible for timely, accurate vendor payments. One major initiative is to provide more electronic methods of payments to help streamline the payment process. The growth to more efficient and economical payments has increased over the past few years.

AWARDS/ACCREDITATIONS

Certificate of Achievement for Excellence in Financial Reporting is presented by the Government Finance Officers Association for the Comprehensive Annual Financial Report (CAFR).

Reports submitted to the CAFR program are reviewed by selected members of the GFOA professional staff and the GFOA Special Review Committee (SRC), which comprises individuals with expertise in public sector financial reporting and includes financial statement preparers, independent auditors, academics, and other finance professionals.



CONSERVATION

DEPARTMENT DESCRIPTION

The Conservation Services Department provides stewardship and management of our natural resources through the application of environmentally sound practices. The Department seeks the development of a strong foundation of leadership and education by providing opportunities, funding incentives, and assistance to citizens in the management of their own resources. This approach supports both Georgetown Utility Systems and its customers in achieving their energy efficiency and water conservation goals.

JOINT SERVICES FUND

CONSERVATION

5 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Collaborated on Phase II of a multi-departmental team to develop a water loss process by implementing operational metrics.
- ✓ Implemented Phase II of the Water Conservation Irrigation Campaign.
- ✓ Developed educational & promotional materials for energy conservation.
- ✓ Implemented an energy assessment audit program to assist customers with high bill resolution.
- ✓ Redesigned Georgetown Utility Systems website to provide a streamlined user experience.
- ✓ In conjunction with the Texas A&M Natural Resources Institute, created an addendum to the Drought Survivability Study that identifies the drought tolerance of 100 species of plants specific to the Georgetown water service area.
- ✓ Implemented rebates & incentives to promote conservation objectives.
- ✓ Expanded the utility social media presence in the community.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Establish and communicate conservation objectives.
- Act as a resource for conservation through public outreach and community involvement.
- Develop an educational outreach program to communicate conservation goals within community.
- Update 5-year Conservation Plan to meet state requirements by 2019.
- Expand current rebate programs to achieve conservation objectives.
- Define processes for utilizing various customer communication channels.



City of Georgetown Conservation Team.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Conservation						
Personnel	198,726	444,215	382,898	388,517	-	388,517
Operations	171,226	603,107	297,457	594,257	-	594,257
Capital	418	-	-	-	-	-
Total	370,371	1,047,322	680,355	982,774	-	982,774

DEPARTMENTAL PERFORMANCE MEASURES

Red Poppy Festival Waste Diversion is a conservation effort to reduce the amount of festival generated materials sent to the landfill through various upstream waste reductions and proactive materials management and services. Conservation's goal is to educate festival attendees and vendors about the benefits of utilizing consumer materials that generate less waste.

Our goal is to be better stewards of our environment's finite resources by encouraging responsible purchasing of consumer products by citizens, visitors, and vendors, thus providing a zero-waste event by the year 2021.



CUSTOMER CARE

DEPARTMENT DESCRIPTION

The Customer Care Department provides customer assistance with utility operations and billing inquiries. The Department communicates and educates the public on Georgetown Utility Systems processes relating to utility and conservation programs. Additionally, the Department guides new development service initiations through City processes, manages the automated meter reading process, and bills & collects for all City utility and airport services.

JOINT SERVICES FUND

CUSTOMER CARE

24 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Reengineered business processes and developed interface designs for the new Customer Information Software (CIS) System which expands customer services and options.
- ✓ Configured Interactive Voice Response (IVR) System to route callers to appropriate areas for the GoGEO! transit initiative.
- ✓ Redesigned Lobby cashiering area to facilitate a friendlier and collaborative customer interaction.
- ✓ Delivered timely and accurate billing and payment information to customers.
- ✓ Responded to customer inquiries and issues in a timely manner.
- ✓ Provided proactive customer communications increasing awareness of utility operations, service impacts, and programs.
- ✓ Increased utilization of the Georgetown Utility Systems E-Bill Program by providing targeted communications to customers.
- ✓ Consolidated and redesigned water quality report to include entire service area and increased customer awareness through social media.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Configure, test, and train on the new Customer Information Software (CIS) System.
- Reengineer the Interactive Voice Response (IVR) System to align with the new CIS System.
- Continue to build upon behavior based standards through training and mentoring and fostering an experience that emphasizes customer relationships.
- Provide customer billing information by offering ability to receive text message billing reminders.
- Continue to maintain a high level of customer service by responding to customer inquiries and issues in a timely manner.
- Provide proactive communication to customers to increase awareness of utility operations, service impacts, and CIS project impacts.
- Expand hours of operations for the Utility Customer Care Call Center to meet customer needs.
- Work with City of Leander to transition customers in their extraterritorial jurisdiction based on agreement from Chisholm Trail Special Utility District (CTSUD) acquisition.
- Implement new solid waste contract rates.



Notable Budget Item(s)

Customer Service
Representative for Expanded
Services
\$57,679

City of Georgetown Customer Care Team.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Customer Care						
Personnel	1,497,492	1,631,848	1,541,438	1,689,137	57,404	1,746,541
Operations	568,738	1,906,737	1,853,949	2,340,777	(32,725)	2,308,052
Capital	6,008	6,000	6,000	-	-	-
Total	2,072,237	3,544,585	3,401,387	4,029,914	24,679	4,054,593

DEPARTMENTAL PERFORMANCE MEASURES

In the most recent citizen survey, when asked to rate their interaction with City employees, the majority of respondents, 91%, indicated City employee interaction to be good or excellent. Good or excellent ratings from residents indicate that City employees meet or exceed expectations within the community.

The City of Georgetown and Georgetown Utility Systems proudly sponsor the Good Neighbor Fund, a program to assist eligible customers who are having difficulty paying their utility bill. Voluntary contributions from our customers fund this valuable community program. Pledge forms can be found online at gus.georgetown.org/gnf. In 2017, 263 families were helped by the Good Neighbor Fund.



ECONOMIC DEVELOPMENT AND MAIN STREET

DEPARTMENT DESCRIPTION

The Economic Development Department coordinates and leads the City's economic development efforts. The Department's mission is to create and maintain a balanced and dynamic local economy. The Department markets the community to business prospects, provides economic and demographic information, and encourages partnerships between private and public entities. In addition, the Department represents the community in regional, state, national, and international economic development initiatives and programs. Economic Development also oversees the Main Street program which focuses on Downtown revitalization within the context of historic preservation to help diversify the economic base of the community.

JOINT SERVICES FUND

ECONOMIC DEVELOPMENT

4 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Recruited and expanded businesses including Holt Caterpillar, Rentsch Brewery, Ewald Kubota, and Watkins Insurance. Upon completion of all four projects, they will represent more than \$28,000,000 in capital investment and 155+ jobs.
- ✓ Held the Inaugural Economic Development Symposium – “The Election Economy.”
- ✓ Assisted in the retail strategy and began implementation of recommendations, working with retail developers to create space to meet demand.
- ✓ Ramped up the Business Retention & Expansion program to complete over 55 business visits.
- ✓ Received a Texas Economic Development Council Excellence in Workforce award for the Workforce Development Alliance partnership with the Chamber and ISD.
- ✓ Completed the Target Industry & Workforce Analysis.
- ✓ Created the Georgetown Community Profile.
- ✓ Brought the Main Street program into Economic Development and hired the Downtown Development Manager.
- ✓ Developed a department mission statement, strategic goals, and performance measures in order to participate in the 2nd and 3rd Qtr. of the City's Performance Management Program.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Create a departmental Strategic Plan based on the retail, workforce, and target industry assessments.
- Begin generating targeted leads through staff research and identification.
- Build strong business relationships by surpassing 75 business retention visits and 75 touches.
- Hold the first “Industry Appreciation Month” in October with Manufacturers’ Day and the Industry Appreciation Celebration.
- Host the 2nd Annual Economic Development Symposium – “The Retail Ripple.”
- Partner with the Chamber to create the Small Business Resource Expo.
- Hold the Swirl to generate funds for the Main Street Facade & Sign Grant.
- Continue hosting Breakfast Bites to engage downtown stakeholders.
- Overhaul the department website to include video testimonials and target industry pages.
- Continue hosting Twelve@12 roundtables with relevant groups.
- Participate in six recruitment trips/trade shows with the state, Opportunity Austin, and the WilCo Economic Development Partnership.
- Continue improving marketing materials.



Notable Budget Item(s)
Economic Development
Analysis

\$20,000

Economic Development Team strolling through
the Most Beautiful Town Square in Texas.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Economic Development						
Personnel	315,958	395,901	396,449	417,418	-	417,418
Operations	177,397	189,626	164,199	195,674	20,000	215,674
Capital	-	-	-	-	-	-
Total	493,355	585,527	560,648	613,092	20,000	633,092

BUDGET NOTE: For FY2018, the Main Street Program is merged into the Economic Development department. The prior year budgets have been restated to reflect this change.

DEPARTMENTAL PERFORMANCE MEASURES

The *Business Retention and Expansion (BRE)* program is a resource for local businesses focused on fostering open lines of communication and building relationships with the business community. Through visitation and outreach the Department identifies opportunities, concerns, and barriers in the health and continued growth of local businesses.

In FY2017, the BRE program ramped up activity and more than doubled the number of business visits completed the previous two fiscal years. In addition, the program began tracking touches, which includes communication with businesses outside of formal business visits. This is vital in order to maintain strong relationships with businesses outside of the annual formal business visit they may receive.



ENGINEERING

DEPARTMENT DESCRIPTION

Engineering is responsible for the development, coordination, and implementation of the Capital Improvement Plan (CIP). Using consulting and engineering firms and contractors, the Department focuses on delivering high-quality, efficient, customer-oriented real estate services for the acquisition of easements and rights-of-way, providing timely and reliable inspections, and contract management for projects.

JOINT SERVICES FUND

ENGINEERING

17 FTEs


MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Completed major capital improvement projects including: Rabbit Hill Elevated Storage Tank, Cedar Breaks Elevated Storage Tank, Mays Street, Westinghouse Regional Lift Station, 2017 Street Maintenance, ADA/Sidewalk Improvements and EARZ (ongoing).
- ✓ Design & Right of Way Acquisition of the following major capital improvement projects: Airport Road, Rivery Blvd, Northwest Blvd/FM971, Rabbit Hill Road, 2017 Miscellaneous drainage improvements, Berry Creek Interceptor, Shell Road Waterline, Sun City Elevated Storage Tank, Domel Pump Station Upgrades, Pecan Branch Wastewater Treatment Plant, multiple other water & wastewater projects.
- ✓ Worked directly with outside entities on regional projects – multiple County Road projects, FM 1460 (TxDOT), Mays St. (Round Rock), Regional Flood Study (TWDB).
- ✓ Maintained consistent two week turnaround on development plan review and facilitated the expeditious acceptance of new development.
- ✓ Continued to support with new development due diligence and development agreement negotiations.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Bid & Construct the following: Rivery Blvd Extension, Northwest Blvd Extension, Berry Creek Interceptor, Park Wastewater Treatment Plant (WWTP) Lift Station, Pecan Branch WWTP, Domel Pump Station and Sun City Elevated Storage Tank (EST).
- Continue to increase communication (internal and external) and improve project management tracking.
- Improve development and utility agreement tracking of obligations and triggers.
- Continue to aggressively pursue necessary right-of-way and easements for major capital improvement plan projects.
- Lead and manage an update of the City's water and wastewater master plans, including an updated impact fee study.
- Complete the Texas Water Development Board regional flood study and develop a plan of action for potential flood mitigation measures as part of the FY2019 budget process.
- Update City Construction Specification and Standards.
- Exhibit and maintain a commitment to safety for ourselves and others.




 Mays Street Project completed in FY2017.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Engineering						
Personnel	1,357,950	1,627,901	1,577,789	1,750,455	94,458	1,844,913
Operations	287,860	421,387	267,677	293,737	4,462	298,199
Capital	-	-	-	-	-	-
Total	1,645,810	2,049,288	1,845,466	2,044,192	98,920	2,143,112

DEPARTMENTAL PERFORMANCE MEASURES

The Engineering department aims to finish capital projects in a timely fashion and on budget. Further, the department aims to purchase land within the market price to ensure a good investment. In the coming year, the Engineering Department will be engaging in the City's updated performance management program to develop quality performance metrics focused on timely project completion, fiscal transparency, and cost effectiveness of these activities.

BUSINESS SYSTEMS SERVICES

DEPARTMENT DESCRIPTION

Business Systems Services is responsible for efficiently managing the utility's Geographic Information Systems, Enterprise Asset Management System (EAM), Customer Information System (CIS), and its other core business systems. The Department manages, maintains, and supports utility asset data, enterprise asset management functions, as well as system models. The Department oversees all of the core functions of GIS, computer-aided drafting and global positioning systems services for the utility. Additionally, the Department supports several highly technical utility specific software applications for engineering design, GIS, EAM, pavement management, and electric outage management. The Department is responsible for handling all utility information requests from citizens, utility customers, and the development community.

JOINT SERVICES FUND

ENGINEERING SUPPORT

10 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Expanded the use of EAM to include SCADA and Storm Water Drainage assets.
- ✓ Completed the conversion of the existing digital as-built archive database to a system conforming to the City's enterprise records management system (Laserfiche).
- ✓ Completed the development of all data models to integrate GIS and EAM with the new Customer Information System.
- ✓ Supported major CIS application conversion through system design and testing.
- ✓ Expanded the GIS server environment to support all existing and planned GIS systems, mapping applications, and system integrations.
- ✓ Delivered a solar analysis GIS service to support the initiative for suitability for solar energy in the Georgetown electric service area.
- ✓ Supported the planning and development of the fixed routed bus system, GoGEO!
- ✓ Completed collecting storm water assets for MS4 in Priority Areas 1 and 2. Collection is a year ahead of schedule.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Expand the use of EAM to include public works, utility metering, fiber, and electric distribution.
- Provide staffing support to deliver timely and relevant services for the final phases of the Customer Information System replacement project.
- Begin providing functional support to the internal users of the City's new customer information system.
- Complete the integration effort to sync digital information on assts between the City's enterprise records management system with the Utility's enterprise asset management system.
- Leverage systems administration tools which will allow for more proactive monitoring of the health and efficiency of the enterprise Geographic Information Systems.
- Continue GPS inventory efforts of the storm water assets for MS4 in Priority Area 3.



SCADA Control Center for the City.

DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Business Systems Services						
Personnel	719,100	903,415	804,439	846,832	-	846,832
Operations	263,569	323,609	281,859	222,457	-	222,457
Capital	-	12,000	12,000	-	-	-
Total	982,669	1,239,024	1,098,298	1,069,289	-	1,069,289

DEPARTMENTAL PERFORMANCE MEASURES

The number of *Distributed GIS Layers Maintained* is a measure of the amount of required data maintained for purposes of adequately supporting the key functions of the Utility and Transportation Divisions. As the number of GIS layers grows so does the time required to maintain them.



FINANCE ADMINISTRATION

DEPARTMENT DESCRIPTION

Finance Administration plans and directs the City's financial activities. The Department oversees accounting, purchasing, tax collection, financial reporting, debt, and investment management. Finance directs the City's budgeting process, monitors the long-term financial plan, and prepares related policy recommendations. Finance is also the liaison to several boards including the General Government and Finance Advisory Board (GGAF), the Georgetown Economic Development Corporation (GEDCO), and the Georgetown Transportation Enhancement Corporation (GTEC).

JOINT SERVICES FUND

FINANCE ADMINISTRATION

6 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Maintained General Obligation Bond rating of AA+ and Utility Revenue Bond rating of AA.
- ✓ Completed business process needs assessment and request for proposal phases of the Enterprise Resource Planning software selection project.
- ✓ Improved financial transparency to Council, boards, and residents by meeting the State's website standards for traditional finances.
- ✓ Established a full-time Treasury function to manage debt and investment portfolios.
- ✓ Established succession plans in Fleet and Municipal Court.
- ✓ Improved alignment of the 5-year capital improvement plan and debt capacity models.
- ✓ Completed the City's largest sale of tax-supported and utility debt for major infrastructure projects and capital equipment.
- ✓ Collaborated with project managers to more accurately forecast use of bond funds to improve investment practices.



Notable Budget Item(s)

CIS Internal Controls
 \$50,000

Business Systems Analyst for
 ERP
 \$72,200

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Select and implement a cloud-based Enterprise Resource Planning software for all financial and human resources functions in the City.
- Improve efficiency and reporting by updating the City's chart of accounts.
- Execute an advanced refunding and early defeasance of certificate of obligation debt to save tax dollars.
- Improve financial transparency to Council, board and residents by updating the website to meet the State's transparency program standards for municipal debt.
- In partnership with Texas State University, conduct a new citizen survey.
- Establish performance measures to track the effectiveness of finance departments.

City of Georgetown Finance Team.



DEPARTMENTAL BUDGET

	FY2016 Actual	FY2017 Budget	FY2017 Projected	FY2018 Base	FY2018 Changes	FY2018 Budget
Finance Administration						
Personnel	321,646	448,626	446,889	535,805	66,609	602,414
Operations	401,553	451,667	442,490	456,428	54,200	510,628
Capital	-	-	-	-	-	-
Total	723,199	900,293	889,379	992,233	120,809	1,113,042

DEPARTMENTAL PERFORMANCE MEASURES

The Finance Department has a fiduciary responsibility to manage the City's [Annual Investment Portfolio](#). Invested funds are managed conservatively in order to provide safe, legal, efficient, and liquid investment alternatives to the City. The City's investment policy ensures full compliance of all invested funds per the Texas Public Funds Investment Act. The size of the portfolio changes based on capital projects and bond funding, and has increased more than 50% over the five-year period consistent with the growth in the capital improvement program. The [Annual Investment Yield](#) depends on market rates and weighted average maturity. While the City cannot control market rates, staff track cash flows and select the best maturity to meet forecasted needs.

[Bond Ratings](#) are important in determining the financial strength and stability of a municipality. These ratings determine the ability of an entity to borrow money and clarify for investors the risk associated with investing in the organization. The City has maintained a [AA+ bond rating](#) for the past seven years.

AWARDS/ACCREDITATIONS

This year the City received the State Comptroller's [Transparency Star Award](#) for Traditional Finances, which recognizes organizations that provide easy online access to important financial data.

Finance Administration received the GFOA's [Distinguished Budget Presentation Award](#) for the 27th consecutive year. This award established by the GFOA's guidelines and best practices recognizes exceptional public sector budget documents



GEORGETOWN UTILITY SYSTEMS ADMINISTRATION

DEPARTMENT DESCRIPTION

The Georgetown Utility Systems (GUS) Administration Department manages key business functions of the Division. The Department oversees strategic planning, organizational structure, business systems, resource allocations, and financial management. The Department also provides administrative support, including process planning and implementation, customer relations, reception, record keeping, and secretarial services to all departments within the Georgetown Utility Systems Division. Long-term system planning is coordinated by the Department as is the coordination and operation of all utilities during emergency management situations.

JOINT SERVICES FUND

GUS ADMINISTRATION

10 FTEs

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2017

- ✓ Successfully passed Legislation to dissolve the Chisholm Trail Special Utility District (CTSUD) Board of Directors.
- ✓ Completed Phase I of Records Management Process Project and completed records inventory of consolidated CTSUD records.
- ✓ Successfully resolved the impact of zebra mussels on water supply.
- ✓ Continued to engage in setting regional water planning goals and strategies through membership on the Brazos River Authority (BRA) Region G Board.
- ✓ Completed reorganizations of Streets, Stormwater, Solid Waste and Airport into the new Public Works Division.
- ✓ Completed construction of the new Rabbit Hill and Cedar Breaks elevated water storage tanks.
- ✓ Restored the Georgetown Municipal Airport Fund to full health.
 - Completed replacement of underground fuel storage with a new above ground storage facility.
- ✓ Continued multi-year Customer Information System replacement project.
- ✓ Completed a 5 year contract extension for solid waste services.
- ✓ Launched GoGEO!, the City's inaugural fixed-route transit service.
- ✓ Completed the Williams Drive Corridor Study.
- ✓ Developed and implemented a City-Wide right-of-way mowing program.

MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2018

- Provide and maintain reliable, competitive, cost effective utility and transportation services that promote well-planned, long-range development.
- Promote consumer education programs for efficient use of utilities and conservation of natural resources.
- Effectively manage energy/water resource deployment.
- Promote a regional approach to utility system development and planning by partnering with utility providers and political subdivisions.
- Continue implementation of the Regional Wastewater Master Plan for the San Gabriel Basin.
- Share in setting regional water planning goals and strategies through membership on the BRA Region G Board.
- Continue implementation of renewable energy contracted supplies.



Notable Budget Item(s)

Office Specialist
\$52,200