

## JOINT SERVICES FUND



*Lighting of the Square* funded by Georgetown Utility Systems

### NEW POSITIONS FY2016

Development Account Specialist .....	1
GIS Analyst/Sys Eng Associate.....	1
Public Improvements Inspector .....	1
<b>TOTAL NEW POSITIONS FY2016 .....</b>	<b>3</b>

### 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 City funds and departments. The City's Economic Development department is included, which is funded by the General Fund and the City's Electric and Water Service funds.

### JOINT SERVICES ISF INCOME STATEMENT

Joint Services Fund 540	FY2014 Actual	FY2015 Budget	FY2015 Proj. Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Beginning Fund Balance</b>	<b>261,766</b>	<b>426,170</b>	<b>188,143</b>	<b>804,116</b>	<b>0</b>	<b>804,116</b>
<b>Revenues</b>						
Service Fees/General	2,543,852	2,947,016	2,973,597	2,804,369	-	2,804,369
Service Fees/Airport	48,162	54,992	53,099	120,251	-	120,251
Service Fees/Electric	3,531,149	3,978,267	4,271,318	3,593,917	-	3,593,917
Service Fees/Stormwater	725,837	828,838	840,944	834,079	-	834,079
Service Fees/Wastewater	1,175,887	1,355,915	1,281,072	1,933,157	-	1,933,157
Service Fees/Water	1,654,349	2,050,623	1,918,543	2,591,685	-	2,591,685
Service Fees/Rural Water	-	-	-	998,207	-	998,207
Conservation	48,698	62,939	33,780	66,939	-	66,939
Economic Devel. Allocation	457,758	421,734	474,414	476,039	-	476,039
GTEC Admin/Contract Fee	93,903	174,827	181,318	132,698	-	132,698
GEDCO Admin/Contract Fee	76,566	229,430	229,430	305,216	-	305,216
Interest	1,347	7,500	1,500	7,500	-	7,500
Other	30,177	10,500	15,010	10,500	-	10,500
Transfers In , Gfund	-	57,000	110,410	-	-	-
Transfers In , Utilities	4,760	187,000	315,614	-	730,763	730,763
Transfers In , Comp Study	172,690	205,024	-	65,194	-	65,194
<b>Total Revenues</b>	<b>10,565,135</b>	<b>12,571,605</b>	<b>12,700,049</b>	<b>13,939,751</b>	<b>730,763</b>	<b>14,670,514</b>
<b>Expenditures</b>						
Main Street	135,239	137,435	137,261	141,466	20,000	161,466
<b>total Dwntrwn &amp; Comm Services</b>	<b>135,239</b>	<b>137,435</b>	<b>137,261</b>	<b>141,466</b>	<b>20,000</b>	<b>161,466</b>
Finance & Administration	846,798	863,123	802,267	1,048,492	-	1,048,492
Accounting	672,841	746,337	719,276	843,643	-	843,643
Purchasing & Properties	646,439	677,610	676,938	718,203	-	718,203
Customer Care	2,330,516	2,488,780	2,486,207	3,049,286	286,063	3,335,349
<b>total Finance &amp; Administration</b>	<b>4,496,594</b>	<b>4,775,850</b>	<b>4,684,688</b>	<b>5,659,624</b>	<b>286,063</b>	<b>5,945,687</b>
GUS Admin	954,103	1,278,657	1,259,211	1,260,667	105,000	1,365,667
Systems Engineering	1,266,706	1,509,286	1,501,752	1,535,245	41,898	1,577,143
Conservation	406,054	934,991	629,167	845,711	339,700	1,185,411
Engineering Support	772,370	906,878	904,275	1,176,589	48,282	1,224,871
<b>total GUS</b>	<b>3,399,233</b>	<b>4,629,812</b>	<b>4,294,405</b>	<b>4,818,212</b>	<b>534,880</b>	<b>5,353,092</b>
Economic Development	353,841	439,700	417,349	453,252	-	453,252
Insurance	588,123	635,000	575,000	705,000	-	705,000
Human Resources	639,025	802,106	801,728	801,643	-	801,643
HR - City-Wide Services*	277,916	496,543	455,100	610,952	-	610,952
Legal Department	618,202	793,685	691,739	887,345	-	887,345
<b>total Management Services</b>	<b>2,477,107</b>	<b>3,167,034</b>	<b>2,940,916</b>	<b>3,458,192</b>	<b>-</b>	<b>3,458,192</b>
Transfers Out, Other	815	-	-	-	-	-
Transfers Out, ISF	118,460	24,065	24,065	-	26,450	26,450
Transfers Out, General Fund	1,500	2,741	2,741	-	-	-
<b>Total Expenditures</b>	<b>\$ 10,628,948</b>	<b>\$ 12,736,937</b>	<b>\$ 12,084,076</b>	<b>\$ 14,077,494</b>	<b>\$ 867,393</b>	<b>\$ 14,944,887</b>
<b>Ending Fund Balance</b>	<b>197,953</b>	<b>260,838</b>	<b>804,116</b>	<b>666,373</b>	<b>(136,630)</b>	<b>529,743</b>
CAFR Adjustment	(9,810)	-	-	-	-	-
<b>Available Working Capital</b>	<b>\$ 188,143</b>	<b>\$ 260,838</b>	<b>\$ 804,116</b>	<b>\$ 666,373</b>	<b>\$ (136,630)</b>	<b>\$ 529,743</b>

## 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 ACHs, and the City's payroll. Additionally, the Department tracks investments and cash flow of 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.

FINANCE AND ADMINISTRATION

ACCOUNTING

10 FTEs  
 9.62% OF FTE'S WITHIN  
 THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Participated with Georgetown Utility Systems (GUS) to implement an Enterprise Asset Management (EAM) program for the utility.
- ✓ Prepared a Request for Applications (RFA) and selected a bank depository institution for the City's banking needs.
- ✓ Updated and redesigned the investment portion of the Quarterly Report.
- ✓ Implemented electronic budget worksheets for the annual budget process.
- ✓ Prepared and conducted training on Cash Handling Procedures, Year End Processes, and the Annual Budget Process.
- ✓ Updated and redesigned the monthly Airport, GTEC, and GEDCO reports.
- ✓ Reviewed and updated the Travel Policy.
- ✓ Implemented electronic pay stubs for biweekly payroll.

### PRIMARY COUNCIL STRATEGIC GOALS



### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

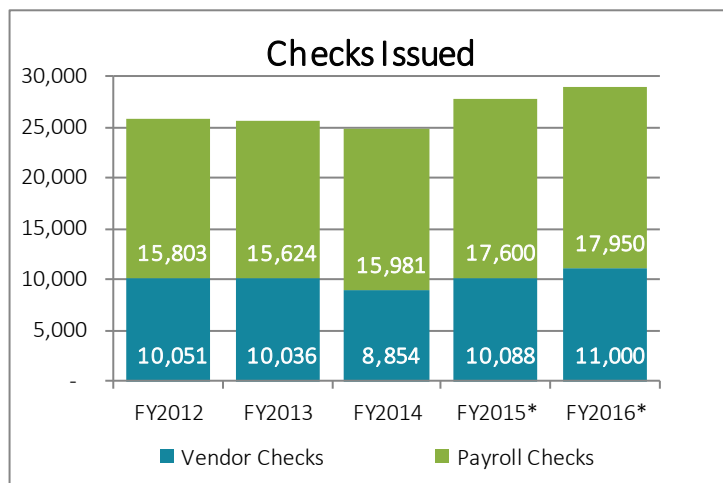
- Convey financial information in the form, frequency and timeliness needed for management decisions.
- Provide accurate and timely payments to City employees & vendors.
- Deliver financial reporting that conforms with generally accepted accounting principles that receives the Government Finance Officers Association (GFOA) Certificate of Achievement.
- Monitor budget revenues and expenses to ensure fiscal accountability and responsible use of City resources.
- Ensure maximum safety of invested funds while achieving a competitive rate of return.
- Foster a "customer-oriented" approach toward internal departments of the City.
- Monitor internal controls to safeguard the City's resources & assets.
- Integrate Fixed Asset and Project Accounting information received via EAM program into our financial information system, Incode.
- Update "Helpful Hints" training materials and conduct trainings related to the topics.

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	590,891	669,091	653,820	747,158	-	747,158
Operations	81,950	77,246	65,456	96,485	-	96,485
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 672,841</b>	<b>\$ 746,337</b>	<b>\$ 719,276</b>	<b>\$ 843,643</b>	<b>\$ -</b>	<b>\$ 843,643</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. Vendor checks issued	8,854	10,000	10,088	11,000	0	11,000
2. Invoices processed	18,508	20,000	20,540	21,500	0	21,500
3. Payroll checks issued	15,981	16,100	17,600	17,950	0	17,950
4. Annual investment portfolio	\$96,665,132	\$ 90,000,000	\$ 94,759,385	\$ 95,000,000	\$ -	\$ 95,000,000
5. # of grants	22	12	20	10	0	10
6. Annual grant expenditures	\$ 4,852,516	\$ 4,288,152	\$ 4,618,000	\$ 1,100,000	\$ -	\$ 1,100,000
<b>Performance Measures</b>						
1. Payments processed within vendor terms	98%	98%	98%	98%	0%	98%
2. # of manual payroll checks processed	41	45	24	26	0	26
3. # of securities/CDs purchased	17	15	14	14	0	14
4. Internal customer rating of satisfied or better	N/A	90%	N/A	90%	0%	90%

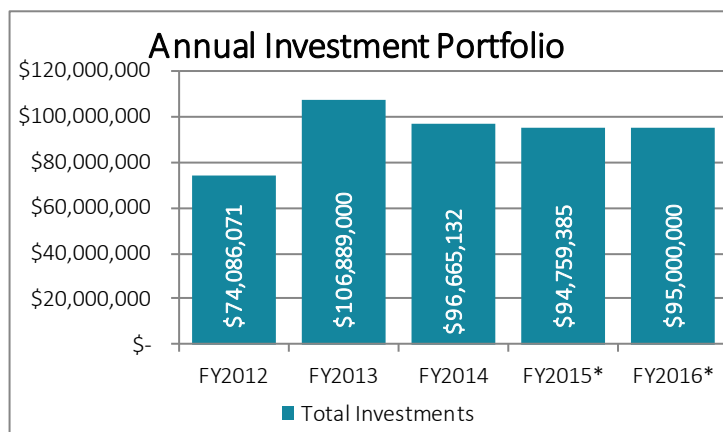


The number of *Checks Issued* provides insight into the workload of this department.

### AWARDS/ACCREDITATIONS

The Department was awarded the *Certificate of Achievement for Excellence* in Financial Reporting for the 2013 CAFR for the 28th consecutive year.

The Department won the *Distinguished Budget Presentation Award* for the 26th consecutive year. This is the highest form of recognition in governmental budgeting.



## 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, fund 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. Conservation Services also provides management oversight of Environmental Services.

GEORGETOWN UTILITY SYSTEM

CONSERVATION

6 FTEs  
 5.77% OF FTE'S WITHIN  
 THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Designed the landscape, irrigation, and rainwater capture demonstration showcase to be built at the new Westside Service Center.
- ✓ Delivered water conservation and native landscape lectures to multiple Homeowner Associations (HOAs,) civic organizations and church groups throughout the service territories.
- ✓ Conducted a series of Native Landscape Workshops to promote the advantages of native and adaptive plants with low water requirements as a water conservation tool.
- ✓ Expanded the abilities and scope of the Conservation Services department by hiring a licensed irrigator and a certified energy auditor to work with utility customers to teach and assist them with the management of their own utility usage.
- ✓ Partnered with Texas A&M in a year-long Drought Survivability Study to identify the water requirements and drought tolerance of 100 species of native and adaptive plants commonly used in landscaping.
- ✓ Planned and installed a drought simulator that houses 40 species of perennial plants to be monitored in the Drought Survivability Study.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Item

WSSC Demonstration  
 Garden  
 \$139,700

Irrigation & Landscape  
 Rebates  
 \$200,000

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

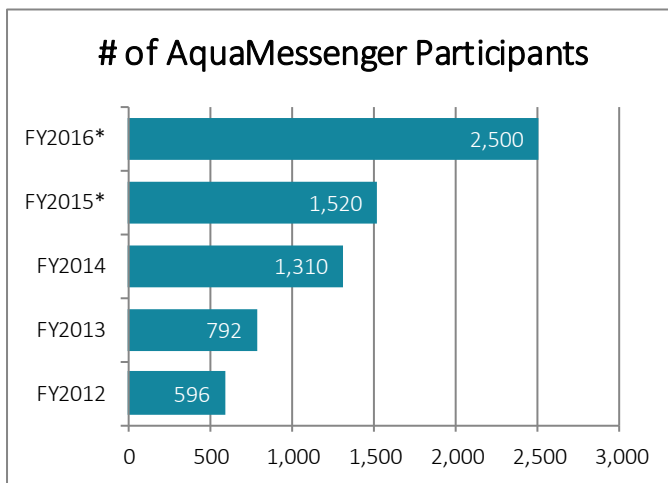
- Maintain the City's statutory compliance with local, state, and federal environmental legislation and regulations. 🏠
- Establish and communicate Customer specific water usage and conservation objectives. 🏠
- Provide useful education and opportunities to aid customers in managing their water and energy use. 🏠
- Develop and implement marketing analysis and campaigns to identify specific target customer segments to more effectively administer conservation programs. 🏠
- Implement water incentive programs for turf replacement, irrigation upgrades and irrigation system annual checkups. 🏠
- Make best use of financial aid and subject matter expertise from environmental agencies and organizations. 🏠
- Collaborate with GISD to incorporate water conservation and energy efficiency into the standard school curriculum. 🏠
- Relocate the Conservation Services department to the new Westside Service Center, upon its construction. 🏠

## DEPARTMENTAL BUDGET

POC	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	292,967	505,069	366,540	504,539	-	504,539
Operations	113,087	337,722	170,427	339,422	250,000	589,422
Capital	-	92,200	92,200	1,750	89,700	91,450
<b>Total Departmental Budget</b>	<b>\$ 406,054</b>	<b>\$ 934,991</b>	<b>\$ 629,167</b>	<b>\$ 845,711</b>	<b>\$ 339,700</b>	<b>\$ 1,185,411</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. # of AquaMessenger Participants	1,310	3,500	1,520	2,500	0	2,500
2. # of Home Energy Audits Performed	0	35	10	35	0	35
3. # of Rebates Distributed	0	250	100	500	100	600
<b>Performance Measures</b>						
1. % of Energy Audits that resulted in improvements to the home	0%	25%	5%	25%	0%	25%
2. % of residential customers participating in the AquaMessenger Program	6.00%	16.00%	6.00%	10.00%	0.00%	10.00%



The number of *AquaMessenger participants* is measured against total water customer base. This measure provides insight into the customers' support and adoption of water conservation measures provided by the City.

The percentage of *energy audits that resulted in improvements to the home* is measured against all customers having energy audits and allows the Department to document the efficiency gained from the energy audit program.

## CUSTOMER CARE

### DEPARTMENT DESCRIPTION

The Customer Care Department, consists of both office and field personnel. This Department offers 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.

FINANCE & ADMINISTRATION

CUSTOMER CARE

24 FTEs  
23.08% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

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

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Items

Western District Employees  
to Permanent  
(Accounted for in "Base")

Western District Meter  
Audit (Utility Funds)  
\$184,800

CIS Temp Staffing  
(Utility Funds)  
\$84,000

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

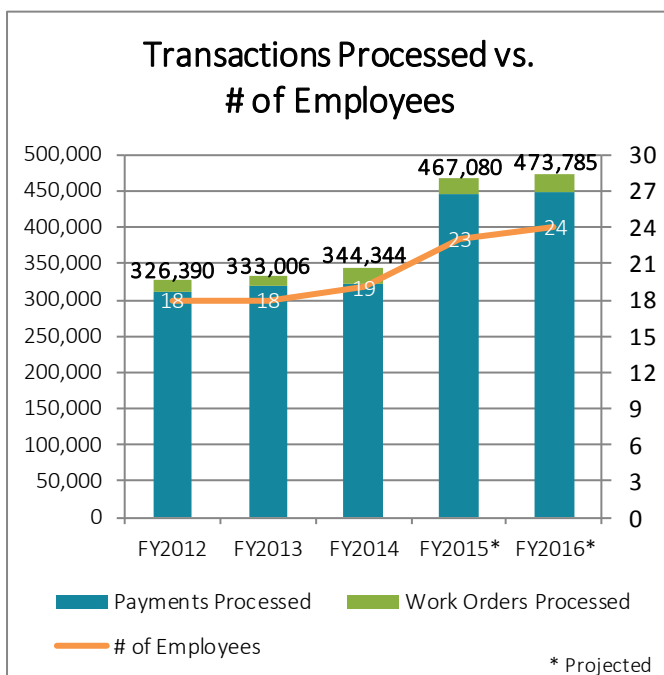
- Grow and maintain quality utility programs and innovative services administered in a positive, proactive, and professional manner. 🏠
- Provide proactive communication to customers to increase awareness of utility operations and service impacts. 🏠
- Respond to customer inquiries and issues timely manner. 🏠
- Ensure the effective delivery of timely and accurate billing and payment information to our customers. 🏠
- Develop an organizational design and staffing plan to meet the Georgetown Utility Systems (GUS) customer vision. 🏠
- Build upon the foundation of behavior based standards to foster a better experience that emphasizes customer relationships. 🏠
- Reengineer Interactive Voice Response (IVR) System to enhance capabilities and improve services. 🏠
- Replace existing Customer Information Software (CIS) that includes a Customer Relationship Management (CRM) system to facilitate interactions with customers. 🏠

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Customer Care</b>						
Personnel	1,046,868	1,279,962	1,236,809	1,557,315	61,963	1,619,278
Operations	404,569	482,536	421,291	553,864	221,300	775,164
Capital	3,649	2,875	2,875	2,875	2,800	5,675
POC Details Sub-Total	1,455,086	1,765,373	1,660,975	2,114,054	286,063	2,400,117
<b>Other Operational Expenses</b>						
Credit Card Fees	545,152	354,175	650,000	660,000	-	660,000
Bad Debt	256,841	300,000	100,000	197,232	-	197,232
Contracts - Other	73,437	69,232	75,232	78,000	-	78,000
Other Expenses Sub-Total	875,430	723,407	825,232	935,232	-	935,232
<b>Total Departmental Budget</b>	<b>\$ 2,330,516</b>	<b>\$ 2,488,780</b>	<b>\$ 2,486,207</b>	<b>\$ 3,049,286</b>	<b>\$ 286,063</b>	<b>\$ 3,335,349</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. Work orders processed	22,788	16,000	22,032	22,032	2,200	24,232
2. Payments processed	321,556	325,000	445,048	445,048	4,505	449,553
3. Customers paying by ACH draft	4,283	4,500	6,412	6,412	641	7,053
4. Families helped by the Good Neighbor Fund (GNF)	150	250	185	185	18	203
5. # of AquaMessenger customers	1,200	2,500	1,500	1,500	150	1,650
<b>Performance Measures</b>						
1. Avg. monthly customer service cost per account	\$4.38	\$4.70	\$4.70	\$4.70	\$0.00	Yes
2. % of walk-in customers	7.07%	7%	14%	14%	0%	14%
3. % of payments by draft	25.27%	30%	30%	30%	3%	33%
4. % of customers contributing to the Good Neighbor Fund	7%	8%	8%	8%	1%	9%



The number of *Payments Processed* and number of *Work Orders Processed* are important departmental measures because they show the growth of the department. These measures are also impacted by the addition of the Western District in FY2015.

### AWARDS/ACCREDITATIONS

The *Texas Public Power Association (TPPA) Honor Roll Award* is a statewide award recognizing the cooperative effort of four utilities including Georgetown Utility Systems, Austin Energy, New Braunfels Utilities and San Marcos. This award was presented to these utilities because of their shared ad campaign to warn Spanish-speaking customers about electricity bill scams.

## ECONOMIC DEVELOPMENT

### DEPARTMENT DESCRIPTION

Economic Development coordinates and leads the City's economic development efforts. The Department's mission is to create and maintain a balanced and dynamic local economy while embracing community values. 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.

MANAGEMENT SERVICES

ECONOMIC DEVELOPMENT

3 FTEs  
 2.88% OF FTE'S WITHIN  
 THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Worked with developers to locate prime areas for building spec space to attract businesses.
- ✓ Assisted existing companies with growth and job creation.
- ✓ Maintained the "Shop Georgetown" Facebook page, which has over 3,500 "likes."
- ✓ Increased marketing efforts with individual broker meetings, marketing trips, tradeshow participation, target advertising, and social media.
- ✓ Attracted additional life sciences business to the Texas Life Sciences Commercialization Center (TLCC).
- ✓ Helped to create a Williamson County economic development partnership.
- ✓ Worked with other City departments to create the Westinghouse TIRZ and helped developers in planning for growth in the area.
- ✓ Provided information and assistance to existing and prospective businesses.
- ✓ Facilitated the expansion and relocation of businesses to Georgetown.

### PRIMARY COUNCIL STRATEGIC GOALS



### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

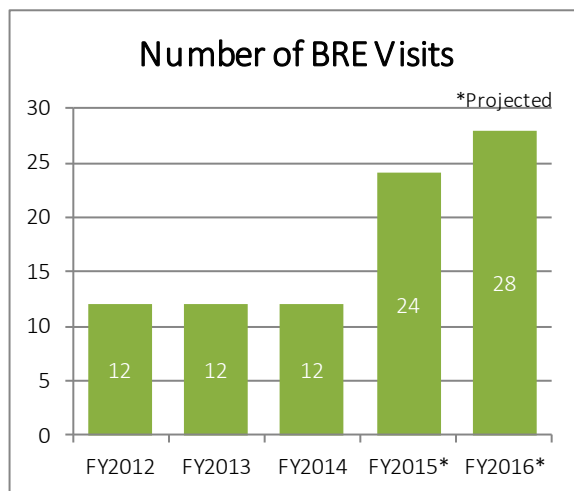
- Develop and implement quality advertising and marketing.
- Continue to develop areas for business expansion and job creation.
- Promote and expand the retention and expansion program and meet with owners and senior staff of at least 12 businesses per year.
- Coordinate, develop and maintain positive relationships to promote the City's reputation as a place to do business.
- Work with economic development organizations develop and encourage the success and growth of local businesses.
- Improve and increase our social media presence with YouTube videos of existing business testimonials and other projects.
- Continue to develop and maintain up-to-date, in-depth information on Georgetown.
- Maintain and expand the "buy local" program.

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	257,801	316,215	316,214	325,312	-	325,312
Operations	96,040	123,485	101,135	127,940	-	127,940
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 353,841</b>	<b>\$ 439,700</b>	<b>\$ 417,349</b>	<b>\$ 453,252</b>	<b>\$ -</b>	<b>\$ 453,252</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. # of inquiries	70	70	0	0	0	0
2. # of proposals generated	50	50	60	50	5	55
3. # of Business Retention and Expansion (BRE) visits	12	24	24	24	4	28
4. # of Shop Georgetown fans	1,000	2,800	3,985	3,985	500	4,485
<b>Performance Measures</b>						
1. # of prospects	20	20	20	20	5	25
2. # of site visits	12	12	12	12	3	15



*Business Retention and Expansion* (BRE) visits ensures the Department communicates with existing businesses to discover and solve any weaknesses before they become an issue. The number is conservative because time and effort is not confined to the initial visit. The Department carefully decided on this number based on past experience of issues that arise in the meetings and limited staffing.

## ENGINEERING SUPPORT

### DEPARTMENT DESCRIPTION

Engineering Support is responsible for efficiently managing the utility's geographic information systems and its core operating and planning engineering models. 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.

GEORGETOWN UTILITY SYSTEM

ENGINEERING SUPPORT

11 FTEs  
10.58% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Realigned staffing resources and responsibilities to handle the system administrator and asset administrator roles of EAM.
- ✓ Continued to improve electric distribution system modeling and mapping capabilities through software upgrades, training efforts, and organizational changes. Completed the engineering analysis, mapping and outage management software version upgrade.
- ✓ Maintained and expanded the utilization of the Development Pipeline map and underlying data layers.
- ✓ Incorporated the Western District water system assets into GIS and EAM.
- ✓ Acquired new aerial imagery for the utility service region.
- ✓ Leveraged GIS customization and programming capabilities to automate critical GIS layer and attribute update processes.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Items

GIS Analyst (1 FTE)  
Address Validation System  
(Utility Funds)  
\$100,000  
Integrate Infor and Lasefiche  
(Technology ISF)  
\$50,000  
Move As-Built  
(Technology ISF)  
\$31,000

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

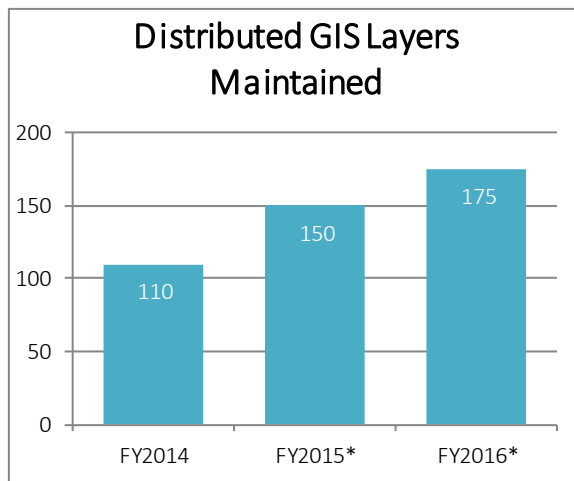
- Retain a comprehensive system inventory of GUS assets.
- Support, enhance and expand the EAM program.
- Keep and promote a reliable and current electric model.
- Maintain a reliable Pavement Management Information System to support GASB 34 and Capital Improvement Plan (CIP) efforts.
- Preserve current information on the status of growth within the utility service boundaries and planning region.
- Support the expansion of conservation & planning programs.
- Provide useful and effective services for information requests.
- Uphold current utility construction standards and specifications.
- Convert existing digital as-built archive database to a new system.
- Expand department cross-training efforts in critical support areas.
- Improve mobile GIS mapping solutions for all user types by updating our address validation system and hiring additional personnel.
- Develop and deploy tools and aids for training staff to use mapping, EAM and other viewer services.

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	624,511	668,026	668,340	825,809	43,207	869,016
Operations	147,858	238,852	235,935	350,780	5,075	355,855
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 772,369</b>	<b>\$ 906,878</b>	<b>\$ 904,275</b>	<b>\$ 1,176,589</b>	<b>\$ 48,282</b>	<b>\$ 1,224,871</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. # of utility information requests processed	140	140	150	160	0	160
2. # of distributed GIS layers maintained on server	110	115	150	165	10	175
3. Total # of utility as-built sheets	24,250	25,000	27,500	28,500	0	28,500
4. EAM System users supported	NA	100	160	175	0	175
5. Utility & Transportation employees supported	164	175	195	217	0	217
<b>Performance Measures</b>						
1. % of "Support" requests responded to within one day	95%	95%	95%	95%	0%	95%
2. % of GIS layers maintained per maintenance schedule	70%	80%	85%	85%	0%	85%



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.

The number of *Utility & Transportation Employees Supported* is a measure of the amount of staff supported by this Department. One of the Department missions is to develop, acquire, maintain, and provided the most complete and accurate data sets to City staff, enabling them to perform their work. As City staffing increases so does the demand on our staff.

## FINANCE ADMINISTRATION

### DEPARTMENT DESCRIPTION

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

FINANCE & ADMINISTRATION

ADMINISTRATION

6 FTEs  
5.77% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Completed integration of Chisholm Trail Special Utility District (CTSUD) into the City's financial structure.
- ✓ Coordinated debt issue that funded Phase 1 of the Rivery Conference Center financing plan.
- ✓ Coordinated three new bond issues and two refunding bond issues.
- ✓ Revised the City's budget process and developed a new structure for the budget document.
- ✓ Managed the selection of the City's Investment Advisor and Bank Depository Services contracts.

### PRIMARY COUNCIL STRATEGIC GOALS



### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Safeguard the City's assets by maximizing available resources, minimizing costs, and protecting principle.
- Plan for the City's future financial growth to protect and enhance 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 citizens and ensure the efficient use of City resources.
- Foster a "customer-oriented" philosophy toward internal and external customers.
- Work with Customer Care in the selection of an enterprise Customer Information and Billing system software.
- Assist in the development of an update to the City's Annexation Plan and Comprehensive Plan update.

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	500,044	468,414	434,958	645,190	-	645,190
Operations	346,754	394,709	367,309	403,302	-	403,302
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 846,798</b>	<b>\$ 863,123</b>	<b>\$ 802,267</b>	<b>\$ 1,048,492</b>	<b>\$ -</b>	<b>\$ 1,048,492</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. # of bond issues outstanding	38	44	40	40	3	43
2. Amount of debt outstanding	\$173,210,705	\$185,947,574	\$215,045,006*	\$215,045,006	\$ 30,340,168	\$245,385,174
3. Utility customers	28,000	28,400	39,800	39,800	1,200	41,000
4. Adopted Annual Budget	\$225,189,384	\$231,124,287	\$252,554,675	\$282,815,124	\$ -	\$282,815,124
5. Presentations to Council	28	30	25	25	-	25
6. Total # of Division Employees	79	74	74	74	2	76
<b>Performance Measures</b>						
1. Receive GFOA Budget Award	Yes	Yes	Yes	Yes	Yes	Yes
2. Special projects completed/ initiated within the same fiscal year	97%	97%	97%	97%	0%	97%
3. Cost to produce budget document	\$90.00	\$95.00	\$85.00	\$85.00	\$10.00	\$95.00
4. Bond Rating						
Standard & Poor's Rating Group	AA+	AA+	AA+	AA+	-	AA+
Moody's Investors Service	AA2	AA2	AA2	AA2	-	AA2
5. # of "kudos" for Customer Service awarded to divisional employees	230	250	77	77	3	80

\* The addition of Chisholm Trail SUD did not happen until after the adoption of the FY2015 budget. This accounts for the large increase in the FY2015 Annual Budget as well as the jump in the number of Utility Customers.

The *Debt and 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+ for the past few years.

## AWARDS/ACCREDITATIONS

The *Distinguished Budget Presentation Award* is presented by the Government Finance Officers Association (GFOA) for the Annual Budget for 26 consecutive years.

The *Certificate of Achievement for Excellence in Financial Reporting* is presented by the Government Finance Officers Association for the Comprehensive Annual Financial Report for 28 consecutive years.

The *Silver Leadership Circle Award* is presented by the Texas Comptroller of Public Accounts for moving forward towards financial transparency.

## 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.

GEORGETOWN UTILITY SYSTEM

GUS ADMINISTRATION

9 FTEs  
8.65% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Pursue implementation of the Regional Wastewater Master Plan.
- ✓ Implemented contracts for energy supplies for 2016 – 2023.
- ✓ Finalized contracts and plans to fulfill Integrated Resource Plan (IRP) related to energy supplies.
- ✓ Transferred Chisholm Trail Special Utility District (CTSUD) assets, personnel and operations to Georgetown Utility Systems (GUS).
- ✓ Continued Public Utility Commission process for ownership of CTSUD - completion expected in 4th quarter of 2015.
- ✓ Began construction on multi-use service facility on city's West Side.
- ✓ Enhanced operations at Georgetown Municipal Airport by implementing elements of business analysis.
- ✓ Reorganized structure to include central clearinghouse for inspections.
- ✓ Refined fuels hedging strategy, scheduling protocol, and operational training information for Energy Services.
- ✓ Completed Enterprise Asset Management project to improve Energy Services and Water asset and field work management.
- ✓ Engaged in setting regional water planning goals and strategies through membership on Brazos River Authority Region G Board.
- ✓ Active support to legislative team at 2015 Texas Legislative Session.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Items

Records into Laserfiche  
(Utility Funds)  
\$179,705

SharePoint Management  
Portal  
(Utility Funds)  
\$25,000

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Encourage a safe and positive working environment for employees. 🏢
- Provide and maintain reliable, competitive, cost effective utility and transportation services that reflect community values, and promote well-planned, long-range development. 🏠 🏢
- Ensure excellent customer service to the Georgetown community. 🏠
- Promote consumer education programs for efficient use of utilities and conservation of natural resources. 🏠
- Effectively manage energy/water resource deployment. 🏠
- 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. 🏠
- Utilize new software programs to maintain accurate and comprehensive utility records. 🏠
- Commence operation of the West Side Service Center. 🏠
- Share in setting regional water planning goals and strategies through membership on Brazos River Authority Region G Board 🏠
- Begin implementation of renewable energy contracted supplies. 🏠

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	653,515	883,999	905,958	896,237	-	896,237
Operations	300,588	394,658	353,253	364,430	-	364,430
Capital	-	-	-	-	105,000	105,000
<b>Total Departmental Budget</b>	<b>\$ 954,103</b>	<b>\$ 1,278,657</b>	<b>\$ 1,259,211</b>	<b>\$ 1,260,667</b>	<b>\$ 105,000</b>	<b>\$ 1,365,667</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. Professional Association Meetings	120	120	131	131	12	143
2. Contracts Negotiated	73	115	88	88	7	95
3. Purchase Orders Processed	1,651	1,500	1,716	1,716	25	1,741
<b>Performance Measures</b>						
1. Consumer education program contacts	572,650	572,650	675,634	675,634	13,513	689,147
2. Customer satisfaction of field operations	97.85%	97.85%	97.85%	97.85%	0.00%	97.85%
3. Lost time injury/accidents	2	1	2	1	0	1

## AWARDS/ACCREDITATIONS

The *Public Service Innovation Award* is presented by the American Society of Public Administration for innovations in energy supply portfolio management.

## HUMAN RESOURCES

### DEPARTMENT DESCRIPTION

The Human Resources (HR) Department develops and delivers innovative human resource programs and services designed to support the City of Georgetown's mission statement. The Department's core services and competencies include recruitment and staffing, employee relations, and organizational and employee development. The Department also oversees safety, compensation and benefits, wellness, performance management, and policy interpretation. This is all done with an emphasis on customer service based on respect and integrity.

MANAGEMENT SERVICES

HUMAN RESOURCES

7 FTEs  
6.73% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Coordinated the search process for the Council's selection of a new City Manager and City Secretary.
- ✓ Collaborated with Police & Fire Departments to streamline recruitment process to increase staffing.
- ✓ Facilitated organizational values review, including face-to-face feedback from 450 employees.
- ✓ Organized Meet & Confer processes for Fire & Police.
- ✓ Completed procurement for new employee health plans.
- ✓ Conducted Compensation Market Review by identifying benchmark cities and applying a consistent research method to compile, analyze, and present results.
- ✓ Implemented merit pay and cost of living adjustment (COLA) for non-civil service employees, and pay plan adjustment for civil service employees.
- ✓ Updated the New Employee Orientation process and E-Verify.
- ✓ Streamlined the reporting process for the Employee Wellness Program.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Items

Salary Market Adjustments

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Prepare for HR/Payroll Information System to increase efficiency of workforce services, as well as employee engagement. 🧑🏫
- Repeat market-based compensation review to retain competitive workforce and submit astrategic compensation recommendation to Management. 🧑🏫
- Implement employee training program tied to Core Values, inclusive of succession planning and leadership development. 🧑🏫
- Continue development of employee safety program. 🧑🏫
- Study feasibility of employee clinic options. 🧑🏫
- Update Personnel Policies and Procedures. 🧑🏫
- Conduct a review of the current hiring process and implement improvements for better efficiencies. 🧑🏫
- Coordinate Police and Fire Meet and Confer discussions and agreement implementation. 🏠
- Arrange and organize the City Attorney selection. 🧑🏫
- Optimize Human Resources processes and programs. 🧑🏫

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Human Resources</b>						
Personnel	559,176	711,274	711,009	708,838	-	708,838
Operations	75,195	90,832	90,719	92,805	-	92,805
Capital	4,654	-	-	-	-	-
Human Resources Sub-total	639,025	802,106	801,728	801,643	-	801,643
<b>HR City-wide Services</b>						
Benefits/Market	94,961	158,543	126,200	319,752	-	319,752
Operations	182,955	338,000	328,900	291,200	-	291,200
Insurance	565,379	575,000	575,000	630,000	-	630,000
Insurance Deductible	22,744	60,000	-	75,000	-	75,000
HR City-wide Services Sub-total	866,039	1,131,543	1,030,100	1,315,952	-	1,315,952
<b>Total Departmental Budget</b>	<b>\$ 1,505,064</b>	<b>\$ 1,933,649</b>	<b>\$ 1,831,828</b>	<b>\$ 2,117,595</b>	<b>\$ -</b>	<b>\$ 2,117,595</b>

### HUMAN RESOURCES CITYWIDE SERVICES

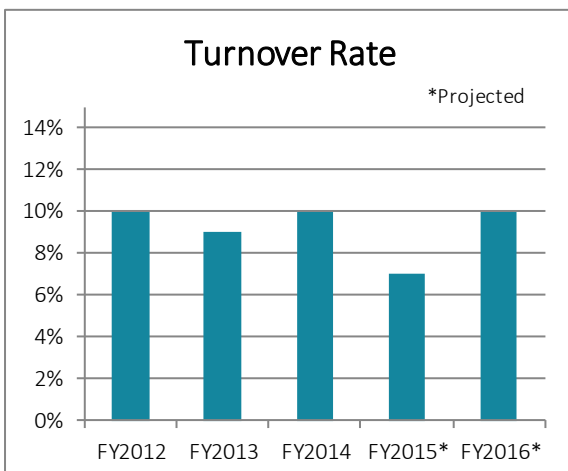
This department represents the pooled funds available for the City's one-time performance bonus program, as well as, market adjustments for employees funded through the Joint Services Fund. Training for City-wide issues, such as supervisory training and safety are also included here, as is property and liability insurance for the City.

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Budget	FY2016 Changes	FY2016 Budget2
<b>Workload Measures</b>						
1. Application/resumes processed	9,061	9,000	9,200	9,500	0	9,500
2. # of Civil Service Commission mtgs	5	5	5	5	0	5
3. # of worker's compensation claims processed	47	40	56	59	0	59
<b>Performance Measures</b>						
1. Average # of open positions *	21	21	25	25	0	0
2. Turnover rate **	10%	7%	10%	10%	0%	10%
3. # of work injuries/illness requiring days off or modified duty	14	17	22	21	0	21

\* Monthly

\*\* FT & Regular PT/Actual Avg Filled



**Turnover Rate:** Some turnover is healthy (e.g., retirement), but the turnover rate is a standard measure in which large variations can indicate retention problems and a higher risk to human capital investment. Typically, less than 20% indicates satisfactory retention.

## LEGAL

### DEPARTMENT DESCRIPTION

The Legal Department provides in-house legal services for the City Council, Staff, Boards, and Commissions. The Department supervises outside counsel, issues legal opinions on the City Charter, City ordinances, policies and procedures, and represents the City in litigation and administrative matters. The Department also provides advice and training on legal issues to City Staff and provides annual ethics training for the City Council, Boards, and Commissions. The Legal Department coordinates all open record correspondence with the Attorney General and serves as a legal resource to staff regarding standard open records.

MANAGEMENT SERVICES

LEGAL

5 FTEs  
4.81% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Issued opinions or presentations on various legal issues including the Open Meetings Act, Public Information Act, ethics, parliamentary procedure, and conflicts of interest, including additional training for Advisory Board officers.
- ✓ Negotiated and drafted agreements, contracts and documents, including several Interlocal Agreements.
- ✓ Assisted with the negotiation and drafting of amended development agreement packages for significant developments.
- ✓ Supported the negotiation and drafting of real estate transactions.
- ✓ Effectively managed and coordinated Contract Attorneys for significant projects.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Item(s)

Contract Management  
Software  
\$40,000

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

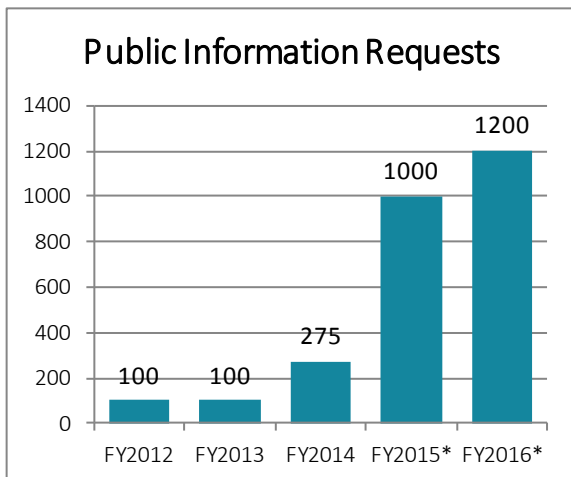
- Provide legal services in a timely and efficient manner.
- Recommend and prepare amendments to City codes and ordinances in accordance with Council direction.
- Support Police and Code Enforcement efforts through effective Municipal Court prosecution consistent with Council objectives.
- Provide support for the City's Boards and Commissions training.
- Negotiate and provide legal review for development agreements.
- Manage web-based, City-wide Public Information Request (PIR) System for streamlined and effective PIR management.
- Issue opinions or presentations on various legal issues, including additional training for Advisory Board officers and members.
- Assist in the City's economic development and transportation initiatives through effective negotiation and preparation of economic incentive agreements, including participation in formulation and implementation of the Airport Business Plan.
- Continue efforts to standardize City documents.
- Work with staff to identify and address risk management issues.
- Continue systematic review and revision of the Code of Ordinances.

## DEPARTMENTAL BUDGET

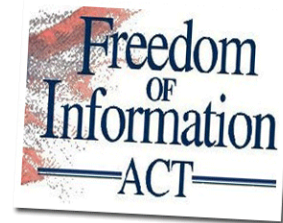
	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	401,308	592,211	521,765	676,870	-	676,870
Operations	209,156	201,474	169,974	210,475	-	210,475
Capital	7,738	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 618,202</b>	<b>\$ 793,685</b>	<b>\$ 691,739</b>	<b>\$ 887,345</b>	<b>\$ -</b>	<b>\$ 887,345</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. Legal Consultations	120	120	120	120	120	240
2. Memorandum / Opinions / Comments	75	75	75	75	75	150
3. Lawsuits	10	10	10	10	10	20
4. Claims	24	24	24	24	24	48
5. Contracts / Agreements	50	50	50	50	50	100
6. Board, Commission, Agenda and other Staff Meetings	120	120	120	120	120	240
7. Public Information Act Requests	275	450	1000	1000	200	1200
8. Municipal Court Cases (arrangements, bench trials and jury trials)	Contracted	Contracted	Contracted	Contracted	Contracted	Contracted
<b>Performance Measures</b>						
1. Provide timely legal counsel as requested by City staff	100%	100%	100%	100%	0%	100%
2. Provide annual ethics training to Council and Committee Members	100%	100%	100%	100%	0%	100%
3. Review of documents that are submitted to the Legal Department for Council action and attend respective Department, Board and Council meetings	100%	100%	100%	100%	0%	100%
4. Provide timely assistance with and response to Open Records Act requests	100%	100%	100%	100%	0%	100%



The number of *Public Information Act Requests* is an important measure that shows the City's commitment and dedication to transparency.



## MAIN STREET

### DEPARTMENT DESCRIPTION

The Main Street program focuses on downtown revitalization within the context of historic preservation to help diversify the economic base of the community. The Main Street Program seeks to enhance downtown vibrancy and historic preservation by using the National Main Street Center's Four-Point Approach of organization, design, promotion, and economic restructuring. The overall goal is to help provide opportunities to enhance the downtown for citizens and tourists.

DOWNTOWN & COMMUNITY  
SERVICES

MAIN STREET  
MAIN STREET FAÇADE

1 FTEs  
.96% OF FTE'S WITHIN  
THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Partnered with six downtown restaurants and two downtown wineries to help celebrate National Preservation Month in May with *The Table on Main*.
- ✓ Offered the *6th Annual Georgetown Swirl*, a wine, food and shopping event for the square, as an annual fundraiser for the Main Street Façade & Sign Grant Program, raising over \$23,000.
- ✓ Awarded seven Façade & Sign Grants totaling \$28,411 to downtown property and business owners.
- ✓ Held *2nd Annual Ladies Nite Out* retail event to help kick off the *Shop Small* holiday season and raise funds for the *Light Up the Square* holiday lighting campaign.
- ✓ Raised funds for the *Light Up the Square* holiday lighting campaign by raising over \$17,000 to match City Council's contribution to make downtown a holiday destination for locals and tourists.
- ✓ Supported signage for Southwestern University on the water tower.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Item(s)

Increased Parking  
Enforcement  
\$15,000

Holiday Lighting  
(Utility Funds)  
\$60,000

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

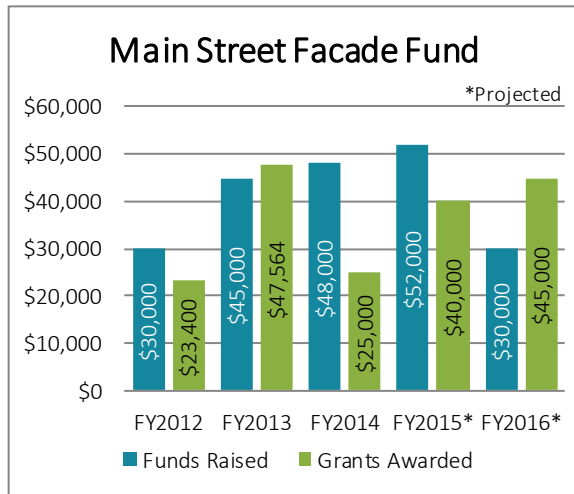
- Redefine the Downtown's niche in the marketplace, sharpen the competitiveness of existing businesses, and nurture new enterprises. 📈
- Focus on high-quality image development campaigns and events that will attract new shoppers, visitors, residents and investors. 📈
- Partner with Arts & Culture and CVB to build on downtown's signature destination image through Cultural District designation. 📍
- Continue to attract and retain a healthy business mix including targeting breweries, ice cream shops, a men's clothing shop, hardware stores, kitchen stores, etc. to help bring new shoppers, visitors, investors and residents to downtown. 📈
- Hold fundraising dinner to benefit the 8th St. Courtyard Project with *The Table on Main* during National Preservation Month in May. 📍

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Main Street</b>						
Personnel	85,011	88,713	88,785	88,990	-	88,990
Operations	46,228	48,722	48,476	52,476	20,000	72,476
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 131,239</b>	<b>\$ 137,435</b>	<b>\$ 137,261</b>	<b>\$ 141,466</b>	<b>\$ 20,000</b>	<b>\$ 161,466</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. # of façade/sign grants awarded	7	10	9	10	0	10
2. # of fundraising projects	5	5	5	5	0	5
<b>Performance Measures</b>						
1. Amount of façade/sign grants awarded	\$25,000	\$38,000	\$40,000	\$45,000	\$0	\$45,000
2. # of downtown business openings	21	10	12	10	0	10
3. Amount of funds raised	\$48,000	\$30,000	\$52,000	\$60,000	\$0	\$60,000



This department oversees the management of the *Main Street Façade Fund*. To see more details regarding this special revenue fund, please go to the *Special Revenue Funds* section of this budget document.

The *Amount of Funds Raised* with our downtown special events works towards the Main Street Program's goal of Raising Awareness and Funding for Main Street Program Projects and Façade Fund.

Additionally, *Grants Awarded* directly correlates to the number of new businesses opening downtown or completing improvements to their façade. These improvements drive increased property valuations, which in turn increase TIRZ revenues.



**National Main Street Center**  
a subsidiary of the  
National Trust for Historic Preservation

## AWARDS/ACCREDITATIONS

*National Main Street Accreditation*: to obtain this award, a city must meet ten criteria as determined by the Texas Historical Commission. Though these criteria are assessed by a state agency, the award is presented on a National platform.

## PURCHASING

### DEPARTMENT DESCRIPTION

The Purchasing Department procures all supplies, equipment, and services for the City. These activities include establishing contracts, blanket purchase orders to reduce cost, and preparing bid specifications. The Department conducts formal bid proceedings for procurements over \$50,000. Purchasing educates City departments about purchasing procedures and solicits ideas to improve efficiency. Purchasing is responsible for the management of communication devices as well as assisting the Accounting Department with the management of the credit card program. Additionally, Purchasing oversees the operation of the City's central receiving/distribution warehouses and is responsible for disposing of surplus items.

FINANCE & ADMINISTRATION

PURCHASING

8 FTEs  
 7.69% OF FTE'S WITHIN  
 THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Implemented the Enterprise Asset Management system in the City Warehouse.
- ✓ Initiated scanning of all contracts with a goal of scanning purchase orders and other documents.
- ✓ Carried out process improvements to expedite mid-level procurements and approval requirements.
- ✓ Completed internal web site for employee services.
- ✓ Concluded procurement activities for Public Safety Operations and Training facility.

### PRIMARY COUNCIL STRATEGIC GOALS



### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

- Develop and maintain an above average level of performance while maintaining a high degree of efficiency and economy through easily accessible information and readily available assistance.
- Provide the COG user departments with needed materials and services by utilizing best value purchases in a timely manner.
- Establish positive and productive working relationships.
- Arrange ongoing training for our customers, with a focus on online training.
- Review and consider updates to warehousing processes and inventory levels.
- Improve public web site to provide useful information for vendors and citizens.
- Standardize processes, policies, and forms across all departments to increase efficiency of processing.
- Expand leadership development into departmental operations.

## DEPARTMENTAL BUDGET

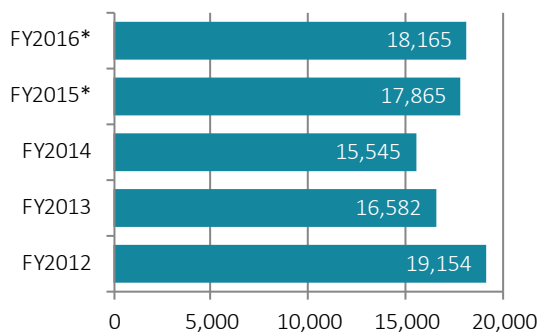
	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	509,877	552,001	573,229	585,725	-	585,725
Operations	136,562	125,609	103,709	132,478	-	132,478
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 646,439</b>	<b>\$ 677,610</b>	<b>\$ 676,938</b>	<b>\$ 718,203</b>	<b>\$ -</b>	<b>\$ 718,203</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. Purchase orders entered	6,600	7,000	7,000	7,000	500	7,500
2. Inventory items disbursed by requisition	15,545	17,000	17,865	17,865	300	18,165
3. Inventory deliveries received	1,716	1,850	1,310	1,310	800	2,110
4. Formal bids processed	70	75	80	80	5	85
<b>Performance Measures</b>						
1. Registered vendors (cumulative)	2800	3000	3,200	3,200	100	3,300
2. Registered Georgetown vendors (cumulative)	185	210	200	200	210	410
3. Contracts completed	115	138	110	110	22	132
4. Cost of Inventory disbursed	\$3,506,687	\$3,600,000	\$3,181,003	\$3,181,003	\$300,000	\$3,481,003
5. Gross revenue from Impound/Surplus Auction	\$45,000**	\$60,000	\$60,000	\$60,000	\$5,000	\$65,000
6. Internal Customer Service rating of satisfied or better	N/A	95.5%	N/A	0.0%	0.0%	0.0%
7. Variance of GL to Inventory						
Main Warehouse	1%	1%	2%	2%	0%	2%
Electric Warehouse	1%	1%	1%	1%	0%	1%

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

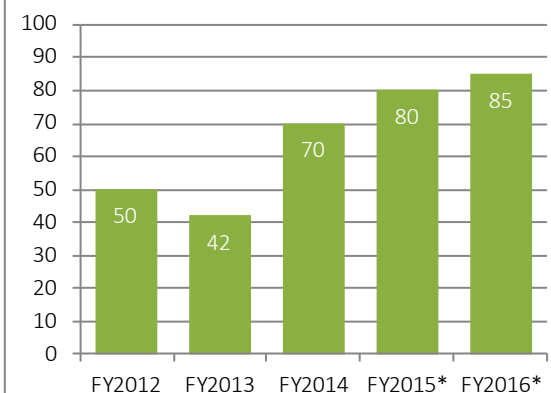
### Warehouse Inventory Items Disbursed by Requisition



**Formal Bids Processed:** Our internal goal is to delegate smaller purchases and focus on larger, higher risk purchases. The increase in these larger purchases is a driving force in process improvement, as we have to appropriately use limited staff. As activity levels rise, it affects other areas such as contracting and issuing purchase orders.

**Warehouse Inventory Items Disbursed by Requisition:** These are materials going out to our internal customers to provide services to the City. Our departmental goal is to consistently have appropriate stock available to ultimately provide uninterrupted services to the citizens. We support this goal by maintaining the accuracy of our inventory at around 97% or better, even though the industry standard is 95%.

### Formal Bids Processed



## SYSTEMS ENGINEERING

### DEPARTMENT DESCRIPTION

Systems Engineering is responsible for the development, coordination and implementation of the Capital Improvement Plan (CIP) using consulting engineering firms and contractors; 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. The Utility Engineers support the review of development plans and provide support to the Project Management Group. Additionally, the department provides planning support for overall utility growth, master utility planning, and development agreements. The department also manages Engineering Support, Electric Engineering, and Permitting & Inspections.

GEORGETOWN UTILITY SYSTEM

SYSTEMS ENGINEERING

14 FTEs  
 13.46% OF FTE'S WITHIN  
 THIS FUND

### MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FY2015

- ✓ Provided engineering support to Chisholm Trail Special Utility District (CTSUD)/Western District.
- ✓ Updated the Utility Master Plans for the Water and Wastewater systems.
- ✓ Finished construction of Edwards Aquifer Recharge Zone (EARZ) 2013 - 2014 sanitary sewer improvements.
- ✓ Concluded construction of Tin Barn Alley Utilities, Sidewalks, Street, and Drainage improvements.
- ✓ Completed property acquisition for the Public Training Facility Off-Site Wastewater, FM 1460, Snead Dr. Wastewater, and others.
- ✓ Wrapped up construction of 9th Street (Main to Rock Street), Paving, Drainage, and Sidewalk Improvements.
- ✓ Completed various other street maintenance, sidewalk projects, and drainage projects.
- ✓ Completed various other water and wastewater utility projects in conjunction with roadway and development projects
- ✓ Assisted with development and negotiation of multiple water, wastewater, and municipal utility district agreements.

### PRIMARY COUNCIL STRATEGIC GOALS



### Notable Budget Items

Public Improvements  
 Inspector (1 FTE)

### MAJOR DEPARTMENT GOALS & STRATEGIES FOR FY2016

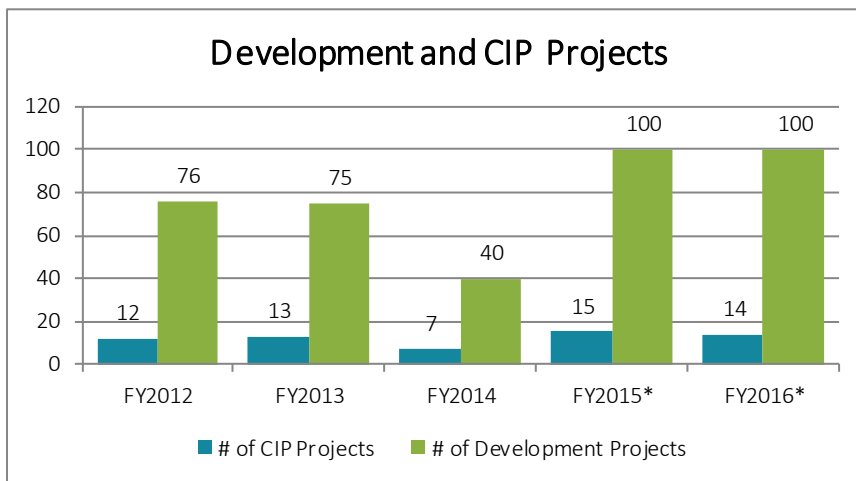
- Develop, coordinate, and maintain current Capital Improvement Plan (CIP) for utilities and transportation. 🏗️ 🏠
- Provide superior quality project management, inspection, and quality control for CIP and development infrastructure construction. 🏠
- Deliver high-quality, efficient, customer-oriented real estate services for the citizens of Georgetown. 🏗️ 🏠
- Acquire cost effective rights-of-way and easements. 🏗️ 🏠
- Administer timely, accurate, and complete plan review services for new development within the city's service areas. 📊
- Bring support to other city departments as needed. 🏠
- Hire additional Public Improvements Inspector to help with increasing workload. 🏠
- Update City Construction Specifications and Standards manuals. 🏗️ 🏠
- Utilize project management practices to successfully complete all construction projects in a timely and efficient manner. 🏗️ 🏠
- Encourage and promote professional development and cross training opportunities throughout Systems Engineering. 🏠
- Maintain our commitment to safety awareness and training. 🏠
- Complete Westside Service Center facility construction. 🏗️ 🏠

## DEPARTMENTAL BUDGET

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
Personnel	1,030,580	1,229,846	1,235,017	1,270,111	38,738	1,308,849
Operations	236,127	279,440	266,735	265,134	3,160	268,294
Capital	-	-	-	-	-	-
<b>Total Departmental Budget</b>	<b>\$ 1,266,707</b>	<b>\$ 1,509,286</b>	<b>\$ 1,501,752</b>	<b>\$ 1,535,245</b>	<b>\$ 41,898</b>	<b>\$ 1,577,143</b>

## DEPARTMENTAL PERFORMANCE MEASURES

	FY2014 Actual	FY2015 Budget	FY2015 Proj Actual	FY2016 Base	FY2016 Changes	FY2016 Budget
<b>Workload Measures</b>						
1. Capital Improvement Projects						
# of projects	7	15	15	14	0	14
Project budget	\$ 9,642,000	\$ 18,140,000	\$ 18,456,000	\$ 20,628,000	\$ -	\$ 20,628,000
2. GTEC Projects						
# of projects	4	2	5	5	2	7
Project budget	\$ 964,000	\$ 1,575,000	\$ 10,434,000	\$ 10,434,000	\$ 9,747,000	\$ 20,181,000
3. Development Projects						
# of projects	40	60	100	100	0	100
4. Easement/Right-Of-Way						
Acquisitions/Research	120	120	103	251	0	251
<b>Performance Measures</b>						
1. % of CIP projects - design complete	77%	100%	80%	14%	0%	14%
2. % of CIP projects under construction	77%	100%	73%	0%	0%	0%
3. % of CIP projects within budget	100%	100%	100%	100%	0%	100%



The *# of CIP projects* measure is indicative of the demands placed on the department as well as the city's infrastructure.

The *# of development projects* measure is a direct indicator of department demands, infrastructure needs, and the economic growth of the city.



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