

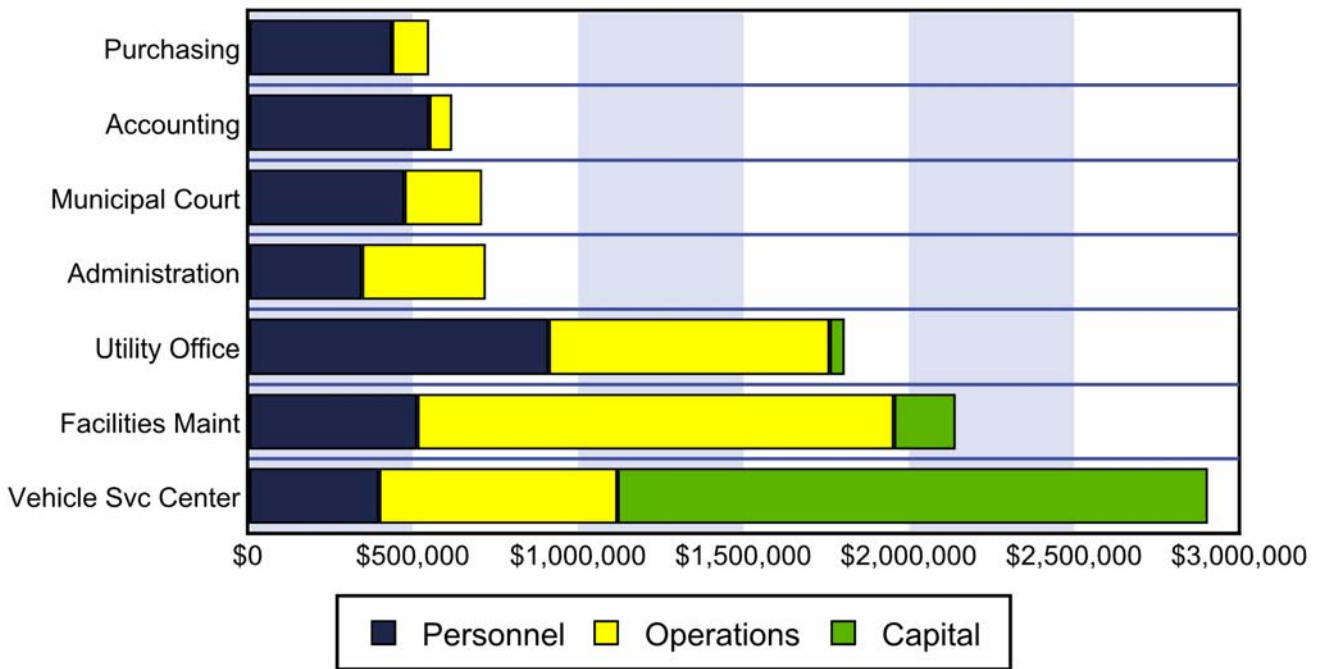
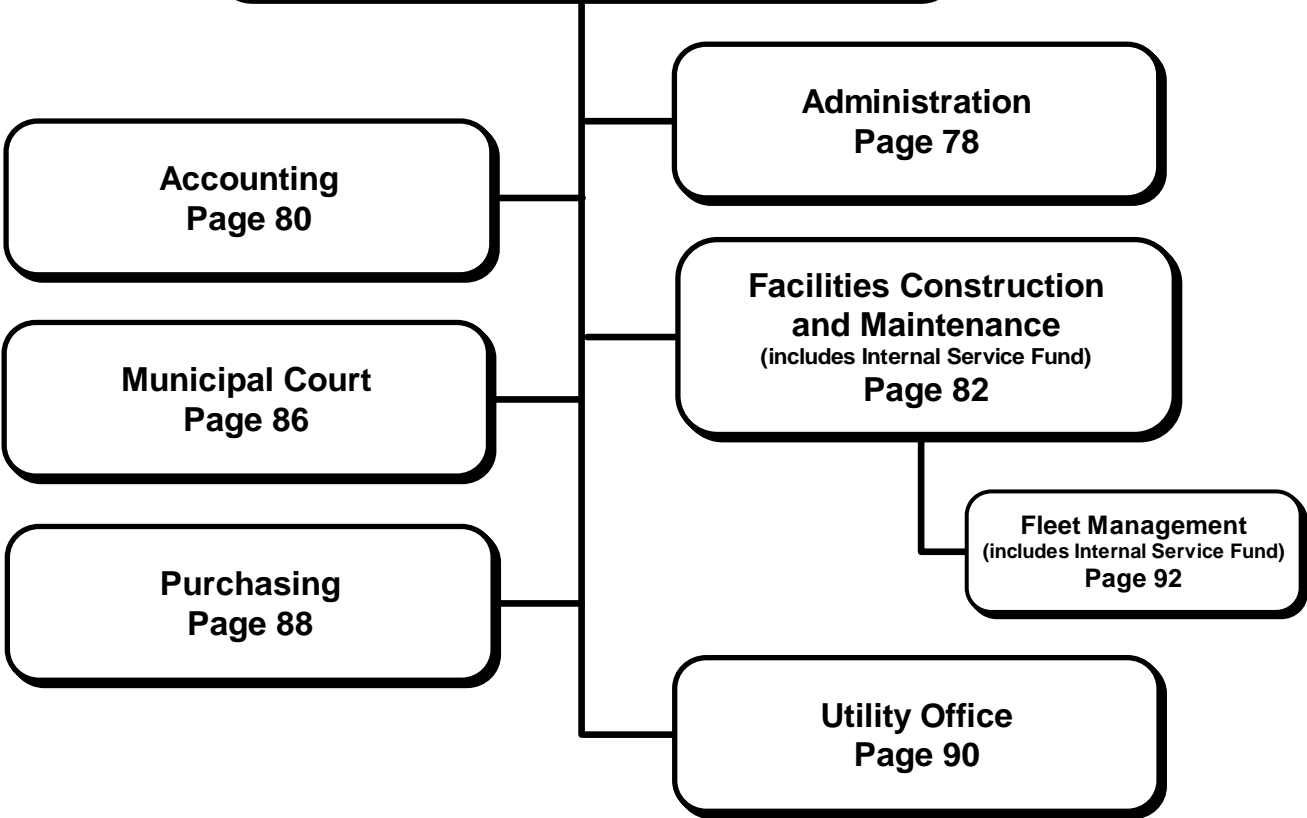
Finance and Administration



The Finance & Administration Division serves City departments and citizens through Accounting, Administration, Facilities Construction and Maintenance, Fleet Management, Municipal Court, Purchasing, and the Utility Office. The Division also manages the City's internal service funds for Facilities and Fleet.

The primary funding sources include the Joint Services Fund (Administration, Accounting, Purchasing, Utility Office), General Fund (Municipal Court) and the Fleet and Facilities Internal Service Funds.

Finance & Administration



Finance & Administration

Uses & Expenses

	07/08	07/08	08/09 PROPOSED BUDGET			% CHANGE (PROJ. ACTUAL)
	AMENDED BUDGET	PROJECTED ACTUAL	BASE	NEW PROGRAMS	TOTAL	
<u>General Fund</u>						
Municipal Court	472,560	471,992	530,851		530,851	12.5%
<i>total General Fund</i>	<i>472,560</i>	<i>471,992</i>	<i>530,851</i>		<i>530,851</i>	12.5%
<u>Special Revenue Funds</u>						
Court Fees SRF	53,000	15,632	120,157		120,157	668.7%
Juvenile SRF	51,707	51,555	53,430		53,430	3.6%
<i>total Special Rev. Funds</i>	<i>104,707</i>	<i>67,187</i>	<i>173,587</i>		<i>173,587</i>	158.4%
<u>Internal Service Funds</u>						
Facilities Maintenance	554,357	554,345	649,744		649,744	17.2%
Facilities Maint. Contracts	936,320	936,320	1,486,909		1,486,909	58.8%
Fleet Contracts	732,325	732,325	1,993,188		1,993,188	172.2%
Vehicle Service Center	877,788	847,082	906,501		906,501	7.0%
Accounting	665,585	664,480	613,890		613,890	-7.6%
Finance & Admin.	602,660	602,394	715,348		715,348	18.8%
Purchasing	519,523	456,318	543,845		543,845	19.2%
Utility Office	1,588,435	1,547,866	1,801,067		1,801,067	16.4%
<i>total Internal Svc. Funds</i>	<i>6,476,993</i>	<i>6,341,130</i>	<i>8,710,492</i>		<i>8,710,492</i>	37.4%
Division Total	7,054,260	6,880,309	9,414,930		9,414,930	36.8%

	08/09 PROPOSED BUDGET				PERSONNEL SUMMARY (FTE's)	
	PERSONNEL	OPERATING	CAPITAL	TOTAL		
<u>General Fund</u>						
Municipal Court		415,899	114,952		530,851	6
<i>total General Fund</i>		<i>415,899</i>	<i>114,952</i>		<i>530,851</i>	6
<u>Special Revenue Funds</u>						
Court Fees SRF			120,157		120,157	
Juvenile SRF		53,430			53,430	1
<i>total Special Rev. Funds</i>		<i>53,430</i>	<i>120,157</i>		<i>173,587</i>	1
<u>Internal Service Funds</u>						
Facilities Maintenance		508,131	138,113	3,500	649,744	7
Facilities Maint. Contracts			1,224,109	262,800	1,486,909	
Fleet Contracts			207,188	1,786,000	1,993,188	
Vehicle Service Center		392,950	513,551		906,501	6
Accounting		544,600	69,290		613,890	9
Finance & Admin.		341,146	374,202		715,348	4
Purchasing		431,638	112,207		543,845	7
Utility Office		905,575	850,112	45,380	1,801,067	18
<i>total Internal Svc. Funds</i>		<i>3,124,040</i>	<i>3,488,772</i>	<i>2,097,680</i>	<i>8,710,492</i>	51
Division Total		3,593,369	3,723,881	2,097,680	9,414,930	58

Finance and Administration Administration

DEPARTMENT DESCRIPTION

The Administration Department provides support to City departments through leading and managing Accounting, Facilities Construction and Maintenance, Fleet Management, Municipal Court, Purchasing & Properties and Utility Office. This department plans and directs the City's financial activities: accounting, purchasing, tax collections, billings, financial reporting, and debt and investment management. The department directs the City's budgeting process; the preparation and publication of the annual budget; monitors and updates long-term financial plan and prepares related policy recommendations; plans and coordinates city debt issuance, including presentations to bond rating agencies, and monitors the City's utility rate structure to ensure financial stability of the City's utility systems. The department also provides financial management and support to the both of the City's economic development corporations, the 4A Georgetown Economic Development Corporation (GEDCO) and 4B Georgetown Transportation Enhancement Corporation (GTEC) as well as, various Public Improvement Districts and Tax Increment Reinvestment Zones.

MAJOR DEPARTMENT GOALS

- Ensure the City's assets by maximizing available resources, minimizing costs, and protecting cash principle.
- Plan for the City's future financial growth, thus protecting and enhancing the City's quality of life.
- Be the leader in providing the highest level of service in administering the operating and capital budgets and implementing innovative approaches toward budgeting.
- Evaluate and make recommendations on City operations and procedures to make the City more effective in providing services to the citizens of Georgetown and more efficient in the use of City resources.
- Foster a "customer-oriented" philosophy toward internal and external departments in the City.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/08

- Renegotiated the operating contract with the Williamson County Emergency Services District (ESD) 8 for Fire Services, incorporating new partnership opportunities for improved service response within the County.
- Coordinated the 2008 bond ratings presentation that facilitated the City's bond rating upgrade from AA- to AA for tax supported debt issues.
- Contracted with external actuarial firm for third party analysis of future costs related to City's retirement plan through the Texas Municipal Retirement System (TMRS), and made recommendations for future funding.
- Assisted the Georgetown Transportation Advisory Board (GTAB) and City Council in developing a proposed road bond package for the November 2008 election.
- Coordinated the 2008 Quality of Life survey.
- Implemented a "Finance Update" newsletter to improve communications between the Finance division and City departments and provide better customer service.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/09

- Develop and implement a service agreement for other local water providers to read and bill water meters of mutual customers. *(Policy Principal 4.0 C / Priority Area D)*
- Develop a funding strategy to implement the Wastewater Regional Master Plan.
- Assist in creation of Tax Increment Reinvestment Zones for areas identified as growth corridors or redevelopment areas within the City.
- Re-certify the City's Investment Policy through the Government Treasurer's of Texas (GTOT).
- Assist Water Services in updating the Water and Wastewater Impact Fees.
- Assist in conducting a review of all development related fees collected by the City of Georgetown.
- Coordinate the 2009 Internal Customer Service Survey.
- Analyze the cost / benefit of purchasing commercial property for an industrial park to promote jobs and increase tax base. *(Policy Principal 2.1 D / Priority Area A)*

ADMINISTRATION	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Director of Finance	1	1	1	1	1
Chief Utilities Analyst	0	0	0	1	1
Administrative Analyst	1	1	1	1	1
Administrative Assistant II	1	1	1	1	1
TOTAL	3	3	3	4	4

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. # of bond issues outstanding	13	28	27	27	29
Amount of debt outstanding	\$87,734,288	\$124,465,000	\$134,713,776	\$132,235,000	\$152,945,000
2. Utility customers	21,365	22,784	22,400	23,825	24,157
3. Adopted Annual Budget	\$148,913,006	\$160,203,159	\$185,824,472	\$165,606,985	\$214,700,611
4. Presentations to Council	15	19	18	25	28
5. # of total division employees	48	51	48	51	56

PERFORMANCE MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Receive GFOA Budget Award	Yes	Yes	Yes	Yes	Yes
2. Special projects completed/ initiated within the same fiscal year	95%	95%	95%	97%	95%
3. Cost to produce budget document	\$78.48	\$86.42	\$80.00	\$87.98	\$95.00
4. Bond Rating: Standard & Poor's Rating Group	A+	AA-	AA-	AA	AA
Moody's Investors Service	A1	A1	Aa3	A2	A2

DEPARTMENT BUDGET: JOINT SERVICES FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
231,385	250,757	250,393	Personnel	341,146	341,838
269,643	351,903	352,001	Operations	374,202	394,202
<u>501,028</u>	<u>602,660</u>	<u>602,394</u>		<u>715,348</u>	<u>736,040</u>

Finance and Administration Accounting

DEPARTMENT DESCRIPTION

The Accounting Department is responsible for keeping accurate financial records for the City and providing financial and related information to division directors, department heads, and council members when they make financial decisions for the City. The Department pays accounts payable promptly by issuing and mailing checks weekly, processes the City's payroll and related reports, tracks investments and cash flow of all City funds, maintains the general ledger and monitors internal controls, prepares interim and annual financial budget and investment reports, tracks the City's capital improvements and grant projects, monitors bond proceed disbursements and pays the City's debt service.

MAJOR DEPARTMENT GOALS

- Provide financial information in the form, frequency and timeliness needed for management decisions.
- Provide for accurate and timely payments to City employees and vendors.
- Provide financial reporting conformity with generally accepted accounting principles that receives the Government Finance Officers Association (GFOA) Certificate of Achievement.
- Monitor budget revenues and expenses to ensure fiscal accountability and responsible use of City resources.
- Ensure maximum safety of invested funds while achieving a competitive rate of return.
- Foster a "customer-oriented" approach toward internal departments of the City.
- Monitor internal controls to safeguard the City's assets.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/08

- Implemented new general ledger account structure for "re-implementation" of City's financial software.
- Implemented recommendations of needs assessment for various modules of financial software - Automated Meter Reading, General Ledger (AMR, GL).
- Developed pilot program to utilize pay cards for seasonal employees.
- Completed disclosure requirements for Governmental Accounting Standards Board (GASB 45).

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/09

- Maximize credit card rebate program through the use of procurement card in conjunction with disbursements.
- Explore software options to expand electronic payments to vendors.
- Evaluate and implement a document imaging system.
- Expand the auditing of City processes and internal controls to comply with all required auditing standards.
- Coordinate franchise fee audits of external utility providers.

ACCOUNTING	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Controller	1	1	1	1	1
Chief Accountant	1	1	1	1	1
Accountant II	1	1	1	1	1
Accounting Specialist III	2	2	3	3	3
Accounting Specialist II	3	3	3	3	3
Utility Financial Analyst	1	1	1	0	0
Utility Accountant	1	1	0	0	0
TOTAL	10	10	10	9	9

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Vendor checks issued	10,704	11,960	12,000	12,600	13,500
2. Invoices processed	17,200	17,500	16,000	19,600	20,800
3. Payroll checks issued	11,800	12,611	12,500	13,200	13,800
4. Annual investment portfolio	\$53,762,688	\$56,267,152	\$60,000,000	\$70,000,000	\$75,000,000
5. # of grants	10	11	3	6	4
Annual grant expenditures	\$1,492,602	\$1,248,515	\$42,000	\$387,656	\$46,000

PERFORMANCE MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Payments processed within vendor terms	91%	92%	93%	96%	96%
2. Manual payroll check percentage	.18%	.17%	.15%	.16%	.15%
3. # of securities purchased	23	36	35	36	38
4. Internal customer rating of satisfied or better	N/A *	87.7% *	90%	90%	90%

* The Internal Customer Service Survey was not conducted in 2007/08.

DEPARTMENTAL BUDGET: JOINT SERVICES FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
491,848	597,790	596,610	Personnel	544,600	546,006
98,628	67,795	67,870	Operations	69,290	69,290
<u>590,476</u>	<u>665,585</u>	<u>664,480</u>		<u>613,890</u>	<u>615,296</u>

MAJOR BUDGET CHANGES/ISSUES:

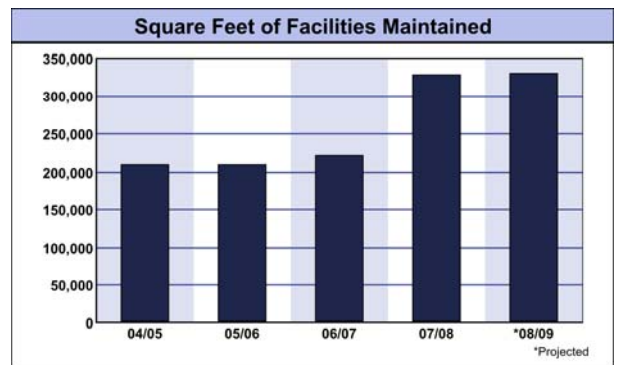
The Chief Utilities Analyst is now included in the Finance Administration department.

Finance and Administration

Facilities Construction and Maintenance

DEPARTMENT DESCRIPTION

The Facilities Construction and Maintenance Department provides building maintenance, facilities construction management, major and minor renovations, supervision of architects and consultants, janitorial services, landscape services, equipment replacement and emergency repairs for approximately 27 municipal buildings (approx. 330,000 sq.ft.). This department is responsible for developing and maintaining the Facilities Internal Service Fund which provides a repair/replacement schedule for various building maintenance items and equipment. The department conducts monthly inspections of each facility to identify existing or potential problems and corrects those situations. Facilities Construction and Maintenance is managed by the Support Services Construction Manager, who also oversees coordination and project management for construction and renovation of City buildings.



MAJOR DEPARTMENT GOALS

- Provide effective project management of all construction and renovation of City buildings and facilities.
- Provide quality maintenance of City public facilities which fosters a safe and positive atmosphere for our employees and citizens.
- Provide preventative maintenance services on all Heating Ventilating and Air Conditioning (HVAC) equipment, elevators, emergency generators, landscaping, copiers, and fire protection systems to ensure optimum operational efficiency and extend the life of capital investments.
- Modify and update the internal service fund to provide a perpetual funding source for facility repairs and services.
- Assist in the annual update of the Facility Plan to ensure adequate space for customers to transact business and for employees to work, and forecast future funding requirements.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/2008

- Coordinated space Needs Assessment process for Public Safety and Municipal Court.
- Completed renovations to the Communications and Technology Building (GCAT) and relocated the Information Technology Department and the Police dispatch center to the facility
- Coordinated the construction/expansion of the Recreation Center.
- Completed the installation of the entry gateway monument signs and Phase I of the wayfinding signage program.
- Managed the renovation to the unfinished kennel space at the Animal Shelter.
- Coordinated the design and began the construction of the parking lots at Parks Administration, Dog Park, Georgetown Municipal Complex (GMC), the Community Center, 8th Street across from the Library, and City Hall.
- Designed and re-landscaped the downtown square.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/2009

- Continue the installation of wayfinding and monument signs at strategic locations as determined by the program.
- Complete the construction of the Recreation Center.
- Select an architect for the design of the new Police Station/Municipal Court and begin the design process.
- Complete the relocation and upgrading of the vehicle impound lot.
- Continue the process of purchasing equipment and implementing processes that reduce energy consumption as required by the State Energy Conservation Program (SECO).
- Select an architect for the design and renovation to the Municipal Complex.
- Install security equipment in critical City facilities. (*Policy Principal 4.1 A / Priority Area L*)

FACILITIES MAINTENANCE	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Support Services Construction Manager	1	1	1	1	1
Building Maintenance Tech Senior	1	1	2	2	2
Building Maintenance Tech	1	3	2	2	2
Facilities Coordinator	1	1	1	1	1
Capital Projects Manager	1	1	1	1	1
TOTAL	5	7	7	7	7

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Work orders processed	540	648	800	1000	1,050
2. Facilities maintained	23	24	26	27	27
3. Square feet of facilities maintained	210,000	222,000	315,000	328,000	330,000
4. Service contracts managed	12	12	13	15	16
5. New construction dollars	\$850,000	\$12,980,000	\$27,080,000	\$12,100,000	\$11,575,000

PERFORMANCE MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Work orders / PM requests completed within 3 days	85%	95%	95%	95%	95%
2. New construction completed	100%	60%	90%	60%	90%
3. Avg. completion time per work order	7 days	5 days	5 days	5 days	4 days
4. Internal Customer Service rating of satisfied or better	N/A	89.2%	90%	90%	91%

* The Internal Customer Service Survey was not conducted in 2005/06.

DEPARTMENTAL BUDGET: FACILITIES FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
334,397	425,697	425,697	Personnel	508,131	507,217
150,743	110,160	110,148	Operations	138,113	123,113
	18,500	18,500	Capital	3,500	3,500
<u>485,140</u>	<u>554,357</u>	<u>554,345</u>		<u>649,744</u>	<u>630,330</u>

**Finance and Administration
Facilities Contracts**

Major building maintenance expenses as well as janitorial services, copier replacement and landscape maintenance are included in this department. Each maintenance service is assigned an annual lease value, which the leasing department pays into the Internal Service Fund. The annual lease value is determined by the projected replacement cost divided into the years of useful life for each item. These lease payments enable the Internal Service Fund to replace or repair items on a pre-planned schedule. Thus, the City maintains comfortable, safe and aesthetically appealing City facilities.

FACILITIES CONTRACTS BUDGET: FACILITIES FUND

<u>06/07 ACTUAL</u>	<u>07/08 BUDGET</u>	<u>07/08 PROJECTED ACTUAL</u>		<u>08/09 ADOPTED</u>	<u>09/10 ESTIMATED BASE</u>
31,436	19,600	19,600	Buildings & Structures	182,800	21,000
443,177	663,870	663,870	Lease and Contracts	822,636	657,636
242,412	222,939	222,939	Bldg. Improvements	445,875	365,875
<u>20,595</u>	<u>29,911</u>	<u>29,911</u>	Other Operating	<u>35,598</u>	<u>35,598</u>
<u><u>737,620</u></u>	<u><u>936,320</u></u>	<u><u>936,320</u></u>		<u><u>1,486,909</u></u>	<u><u>1,080,109</u></u>

MAJOR BUDGET CHANGES/ISSUES:

2008/09 reflects costs of maintaining two new City facilities: the new Georgetown Communications and Technology Building (GCAT), which opened in November 2007, as well as, costs associated with maintaining the expanded Recreation Center (partial opening in December 2008 and the remainder of the facility opening in March 2009).

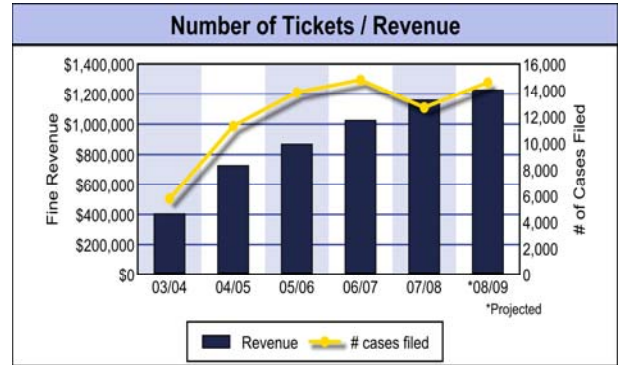
Facilities Maintenance Internal Service Fund

By Function	08/09	09/10	10/11	11/12	12/13
Copier Replacement	31,500	21,000	60,500		
Copier Maint.	22,924	22,924	22,924	22,924	22,924
Painting, Int.	34,500	13,500	31,000	8,500	5,500
Painting, Ext.	33,000	5,000			
Roof Replacement			35,000		
HVAC Replacement	25,000		85,000		88,000
Pest Extermination	8,060	8,060	8,060	8,060	8,060
Carpet Replacement	75,400	2,500	16,000	46,000	47,000
Vinyl Replacement	31,500				5,000
Landscape Maintenance	189,379	189,379	178,379	178,379	178,379
Tree Trimming	23,900	23,900	23,900	23,900	23,900
Fountain Maintenance	4,800	4,800	4,800	4,800	4,800
Janitorial Svcs.	437,671	437,671	437,671	437,671	437,671
HVAC Maintenance	123,266	123,266	89,266	89,266	89,266
Elevator Maintenance	11,026	11,026	11,026	11,026	11,026
Emergency Gen. Maint.	25,844	25,844	25,844	25,844	25,844
Racquetball Court Ceiling Tiles	200	200	200	200	200
Gym and Racquetball Floor Maintenance		4,700			
Table and Chair Replacement	9,800			6,500	
Overhead Door Maintenance	8,700	8,700	8,700	8,700	8,700
Halon/Fire Alarm Maintenance	1,700	1,700	1,700	1,700	1,700
Tennis Court Resurfacing	10,000				
Security System Maintenance	57,945	57,945	57,945	57,945	57,945
Fire/Phone/Inspection	12,226	12,226	12,226	12,226	12,226
Seal Kennel Floors		3,500		3,500	
Audio Maintenance	1,000	1,000	1,000	1,000	1,000
Preventative Maintenance	86,178	86,178	86,178	86,178	86,178
Gate Maintenance	5,090	5,090	5,090	5,090	5,090
Vehicle Impound Lot	80,000				
Total Costs by Function	1,350,609	1,070,109	1,202,409	1,039,409	1,120,409
By Facilities					
Airport Terminal	2,852	2,852	10,852	2,852	2,852
Airport Tower	9,880	9,880	9,880	9,880	9,880
Animal Shelter	21,169	24,669	21,169	24,669	21,169
Municipal Court/Council Chambers	27,530	17,730	22,730	17,730	17,730
City Office Building	47,636	26,636	26,636	26,636	54,636
Community Center	27,900	27,900	27,900	34,400	27,900
Park & Rec Administration	33,306	33,306	59,306	33,306	49,306
Central Fire Station	13,046	13,046	23,546	13,046	13,046
Fire Station #1	23,376	23,376	23,376	23,376	23,376
Fire Station #2	11,495	21,995	36,495	11,495	29,495
Fire Station #3	22,701	22,701	37,701	32,701	47,701
Fire Station #4	52,539	20,639	20,639	20,639	37,639
Old Library Facility	16,339	16,339	16,339	16,339	16,339
Library	158,093	158,093	158,093	158,093	158,093
Madellia Hilliard	2,875	2,875	2,875	2,875	2,875
City Hall	129,842	57,842	92,842	57,842	57,842
Police Dept Annex	15,843	7,843	32,843	10,843	7,843
Park & Ride Facility	1,957	1,957	1,957	1,957	1,957
Police Station	106,263	35,263	60,263	35,263	35,263
Recreation Center	209,823	259,523	220,323	209,823	209,823
Municipal Complex	213,029	127,529	133,029	142,529	142,529
Chamber Building	2,163	2,163	2,163	2,163	2,163
Scenic Drive Median	3,740	3,740	3,740	3,740	3,740
Williams Drive Median	824	824	824	824	824
Williams Drive & I-35 Medians	824	824	824	824	824
Country Club Median	1,030	1,030	1,030	1,030	1,030
University Drive & I-35 Medians	824	824	824	824	824
6th & Main Parking Lot Landscape Maint.	2,163	2,163	2,163	2,163	2,163
9th & Main Parking Lot Landscape Maint.	3,708	3,708	3,708	3,708	3,708
Fueling Station	4,635	4,635	4,635	4,635	4,635
4th & Austin Parking Lot Landscape Maint.	3,090	3,090	3,090	3,090	3,090
Industrial Lot	2,060	2,060	2,060	2,060	2,060
Main Street Landscape	12,000	12,000	12,000	12,000	12,000
Interway Signs	10,000	10,000	10,000	10,000	10,000
Tree Trimming @ Parking Lots	3,500	3,500	3,500	3,500	3,500
Georgetown Village Landscape Maint. (City)	19,440	19,440	19,440	19,440	19,440
GCAT	48,143	48,143	58,643	48,143	48,143
Grace Heritage Center	6,052	6,052	6,052	6,052	6,052
Tennis Center	78,919	33,919	28,919	28,919	28,919
Total Costs by Facilities	1,350,609	1,070,109	1,202,409	1,039,409	1,120,409

Finance and Administration Municipal Court

DEPARTMENT DESCRIPTION

The Municipal Court handles the judicial processing of Class C misdemeanors that originate from traffic citations, citizen complaints, code violations, and misdemeanor arrest, occurring within the territorial limits of the City of Georgetown. The Municipal Court processing is pre-determined by the Texas Code of Criminal Procedure and the Code of Judicial Conduct. In addition to the judicial processing, the Court prepares dockets, schedules trials, processes juries, records and collects fine payments, and issues warrants for Violation of Promise to Appear and Failure to Appear. Municipal Court also processes code and parking violations as part of the citywide code enforcement effort.



The Municipal Judge holds monthly arraignment, juvenile, show cause, interpreter and trial dockets. The Judge also facilitates the Teen Court Program in conjunction with the Georgetown High School. Three Deputy Court Clerks, one Juvenile Case Manager and two Customer Service Representatives perform administrative and clerical activities. The department reports to the Court Administrator.

MAJOR DEPARTMENT GOALS

- Foster a "customer service" philosophy with court defendants, treating all with professional courtesy and respect.
- Increase Court efficiency through streamlined procedures and automation.
- Protect and preserve individual liberties of court defendants.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/2008

- Participated in the facility needs assessment project for current and future space needs.
- Participated in annual warrant round up along with 200+ jurisdictions.
- Hired a part-time temporary/associate judge to assist when our presiding judge is not available or recused.
- Implemented statutory requirements mandated by the 80th Legislative session.
- Updated and created forms to enhance customer service.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/2009

- Implement an upgraded phone system, including an Interactive Voice Response (IVR) system, to increase court efficiency and improve customer service.
- Prepare for relocation as proposed from the results of the facility needs assessment project.
- Decrease timeline for docket processing by adding additional dockets to the court calendar.
- Implement additional efficiencies during court sessions.
- Participate in annual multi-jurisdictional warrant round up.
- Implement statutory requirements mandated by the 81st Legislative session.
- Implement proactive workload management process, including proactive collection and customer service improvement initiatives.

MUNICIPAL COURT	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Municipal Court Administrator	1	1	1	1	1
Deputy Court Clerk	3	3	3	3	3
Juvenile Case Worker	1	1	1	1	1
Customer Service Rep I	2	2	2	2	2
TOTAL	7	7	7	7	7

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED 08/09
1. Number of cases filed	13,830	14,787	17,250	12,680	14,600
2. Number of courtesy letters	19,906	25,914	27,600	18,400	21,160
3. Number of warrants issued	1,625	3,169	3,105	3,970	3,105
4. Municipal Court fine revenue:					
Retained by City	\$865,400	\$1,022,113	\$1,223,950	\$1,157,000	\$1,223,950
Remitted to State	\$590,583	\$659,808	\$815,925	\$560,068	\$593,672

PERFORMANCE MEASURES	ACTUAL 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Arraignment docket scheduling	120 days	60 days	90 days	90 days	90 days
2. Processing of ticket entry	2 days	2 days	2 days	2 days	2 days
3. Customer use of website	N/A	14,500	32,185	32,185	41,840
4. Warrants cleared as % of issued	31%	18%	30%	18%	30%
5. Citations issued through auto systems - % of total	23%	90%	99%	99%	99%
6. Bailiff attendance for court	99%	99%	100%	100%	100%
7. Collections per clerk – City portion	\$216,350	\$212,500	\$244,790	\$192,833	\$244,790

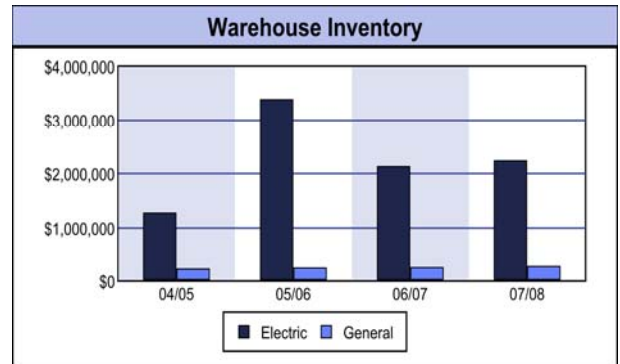
DEPARTMENTAL BUDGET: GENERAL FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
289,530	370,021	369,453	Personnel	415,899	416,949
79,200	102,539	102,539	Operations	114,952	114,952
<u>368,730</u>	<u>472,560</u>	<u>471,992</u>		<u>530,851</u>	<u>531,901</u>

Finance and Administration Purchasing

DEPARTMENT DESCRIPTION

The Purchasing Department procures all supplies, equipment, and services for all departments within the City organization. Procurement activities include establishing annual contracts and blanket purchase orders to reduce cost; preparing bid specification and tabulations; conducting bid proceedings; expediting materials; and preparing recommendations to the City Council for material purchases over \$25,000 and professional services over \$15,000. The department regularly meets with using departments to review purchasing procedures and solicit ideas for improved efficiency. Purchasing is responsible for monitoring the communication systems currently in use by the City, including pagers, long distance service and cellular telephones. Purchasing also oversees the operation of the City's central receiving/distribution warehouses and is responsible for disposing of surplus items and conducting the annual citywide auction.



MAJOR DEPARTMENT GOALS

- Develop and maintain a level of performance considered above average by our customers while maintaining a high degree of efficiency and economy.
- Provide the City of Georgetown user departments with needed materials and services by utilizing best value purchases in a timely manner.
- Develop and maintain a positive and productive working relationship with all user departments.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/2008

- Educated City personnel in procurement procedures and State law by conducting departmental training sessions.
- Purchased major replacement equipment for all City divisions.
- Continued to partner with other purchasing cooperatives through interlocal purchasing agreements to facilitate and improve the City's purchasing power.
- Secured the services of a Contract Specialist to review all City contracts to ensure proper documentation, as well as, conformity to City standards.
- Continued benchmarking actions taken to improve customer service delivery to internal customers.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/2009

- Seek other cooperative purchasing groups that the City can utilize to improve their purchasing power and assist with formation of a purchasing alliance with other Williamson County municipalities.
- Pursue obtaining professional purchasing certifications for staff to ensure a proficient and well-trained department and to assist with obtaining National Institute of Governmental Purchasing (NIGP) award in Purchasing.
- Research barcoding in City warehouses to assist in inventory management and prevent potential materials loss.
- Expand risk management efforts to proactively ensure standardization of City contracts prior to bid award.

PURCHASING	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Purchasing Manager	1	1	1	1	1
Buyer II	2	2	1	1	1
Contract Specialist	0	0	0	1	1
Warehouse Superintendent	1	1	1	1	1
Warehouse Clerk II	2	2	2	2	2
Warehouse Clerk I	0	0	1	1	1
TOTAL	6	6	6	7	7

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Purchase orders entered	7,315	7,520	7,550	7,860	7,800
2. Inventory items disbursed by requisition	17,426	20,737	21,000	20,300	22,500
3. Inventory deliveries received	2,588	2,515	2,520	2,450	2,550
4. Formal bids processed	53	59	60	75	70

PERFORMANCE MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Registered vendor (cumulative)	NA	510	550	550	550
2. Registered Georgetown vendors (cumulative)	NA	70	105	105	105
3. Contracts completed	NA	NA	124	125	125
4. Cost of Inventory disbursed	\$4,097,488	\$4,866,677	\$5,000,000	\$4,000,000	\$5,300,000
5. Gross revenue from Impound/ Surplus Auction	\$90,115	\$5,899**	\$50,000	\$81,362	\$50,000
6. Internal Customer Service rating of satisfied or better	*	95%	95%	95%	95%

* The Internal Customer Service Survey was not conducted in 2007/08

** Library auction only

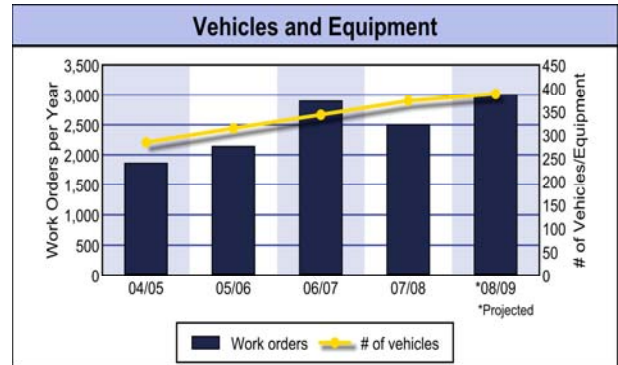
DEPARTMENTAL BUDGET: JOINT SERVICES FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
309,671	364,606	351,322	Personnel	431,638	432,643
88,772	104,917	104,996	Operations	112,207	112,207
35,000	50,000		Capital		
433,443	519,523	456,318		543,845	544,850

Finance and Administration Vehicle Service Center

DEPARTMENT DESCRIPTION

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



MAJOR DEPARTMENT GOALS

- Ensure a safe and efficient fleet for City operations.
- Preserve mechanical, electrical and hydraulic integrity of the City's fleet, thus extending the useful life of City assets.
- Decrease vehicle down time through efficient, cost-effective operations.
- Maintain the integrity of the City's fleet through effective management of the Fleet Internal Service Fund.
- Foster a "customer-oriented" approach toward internal and external customers.

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/2008

- Increased the number of Automotive Service Excellence (ASE) and Emergency Vehicle Technician (EVT) certifications held by Vehicle Service Center (VSC) staff from 47 to 56.
- Purchased replacement Quint Fire Apparatus.
- Purchased and outfitted 5 Police Impact Team vehicles.
- Installed equipment in 23 new vehicles and contracted with vendor to equip 10 police cars.
- Purchased new Street Sweeper and two Electric Utility Bucket Trucks.
- Developed monitoring and assessment plan to gauge success of hybrid vehicle program to determine program success and expansion.
- Coordinated replacement and upgrade of Motorola digital radios in City Vehicles.
- Began replacement process for converting Police cameras from analog to digital system.
- Upgraded City fuel site to include electronic tank monitoring system and new equipment building to keep site in TCEQ compliance.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/2009

- Continue to increase professionalism for all mechanics by obtaining ASE and EVT Certifications.
- Purchase 10 replacement vehicles / equipment for City departments.
- Purchase 13 replacement vehicles for Police.
- Continue with hybrid vehicle testing program to measure cost effectiveness and efficiency for expansion as future vehicle replacements to various City departments.
- Paint and upgrade lighting on 2 Fire Attack Trucks in order to extend their useful life.
- Continue replacement process for converting Police cameras from older technology to digital system.
- Implement fuel monitoring system to safeguard against negligent use of City fuel.

VEHICLE SERVICE CENTER	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Service Center Supervisor	1	1	1	1	1
Mechanic III	2	2	2	2	2
Mechanic II	1	1	1	1	1
Mechanic I	2	2	2	2	2
TOTAL	6	6	6	6	6

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. # of City-owned vehicles and equipment	314	343	353	373	388
2. Mechanic to vehicle ratio	1-73	1-69	1-71	1-75	1-77
3. Mechanic to Maintenance Repair Units (MRU)	1-146	1-142	1-141	1-146	1-149
4. # of work orders per year	2,136	2,893	3,000	2,493	3,000
5. Gallons of fuel used per year:					
Unleaded gasoline	77,320	93,455	93,455	95,324	99,062
Diesel fuel	66,946	78,380	78,380	81,954	83,019

PERFORMANCE MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. # of ASE and EVT certifications held by VSC Staff	21	47	55	56	60
2. % of repairs sent out for service	24%	23%	21%	29%	25%
3. Average age of City fleet:					
▶ Police - Patrol	3 yrs	2 yrs	2 yrs	3 yrs	3 yrs
▶ GUS & other dept.	6 yrs	5 yrs	5 yrs	5 yrs	6 yrs
▶ Fire Trucks	8 yrs	8 yrs	7 yrs	8 yrs	7 yrs
▶ Fire Prevention	6 yrs	4 yrs	4 yrs	5 yrs	6 yrs
▶ Other Equipment	8 yrs	8 yrs	8 yrs	8 yrs	8 yrs
4. Internal Customer Service rating of satisfied or better	N/A*	90%	90%	N/A*	90%

DEPARTMENTAL BUDGET: FLEET MANAGEMENT FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
329,079	382,027	349,138	Personnel	392,950	392,709
416,906	495,761	497,944	Operations	513,551	561,618
<u>745,985</u>	<u>877,788</u>	<u>847,082</u>		<u>906,501</u>	<u>954,327</u>

Finance and Administration
Vehicle Replacement & Insurance

The purchases of vehicle replacements, vehicle specific equipment and radio communication equipment for all City departments are accounted for in this department. All major equipment and vehicles used in providing services to citizens of Georgetown, are purchased through the Fleet Management Fund. All vehicles except Public Safety (Police and Fire) and Street heavy equipment, are assigned an annual lease value, which the leasing department pays into the Internal Service Fund. The lease payments made by the various departments enable the Internal Service Fund to schedule equipment and vehicle replacements. Public Safety vehicles, such as fire apparatus and patrol vehicles, as well as, street heavy equipment are funded through a debt funded replacement program. The Public Safety replacement program was initiated in 2002/03 and includes four-year replacements for all patrol vehicles and a ten year (if needed) fire apparatus plan. Heavy street equipment was added to the ten-year replacement program in 2004/05. Each year's replacement costs are included in the City's annual short-term funding plan.

CAPITAL REPLACEMENT & INSURANCE BUDGET: FLEET MANAGEMENT FUND

<u>06/07</u> <u>ACTUAL</u>	<u>07/08</u> <u>BUDGET</u>	<u>07/08</u> <u>PROJECTED</u> <u>ACTUAL</u>		<u>08/09</u> <u>ADOPTED</u>	<u>09/10</u> <u>ESTIMATED</u> <u>BASE</u>
107,597	115,492	115,492	Insurance	115,755	115,755
40,018	91,433	91,433	Contracts & Leases	91,433	91,433
<u>2,361,624</u>	<u>1,142,200</u>	<u>1,067,000</u>	Capital Outlay	<u>1,786,000</u>	<u>2,019,200</u>
<u>2,509,239</u>	<u>1,349,125</u>	<u>1,273,925</u>		<u>1,993,188</u>	<u>2,226,388</u>

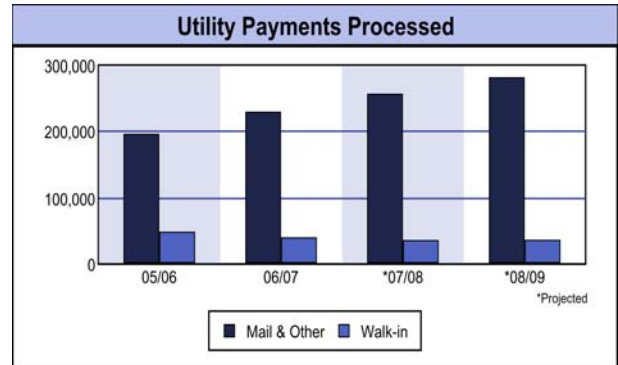
Fleet Management Internal Service Fund

Capital Replacement	08/09	09/10	10/11	11/12	12/13
Georgetown Utility Systems					
Replacement Cost	584,000	133,500	154,000	291,500	35,000
Number of Units	10	5	6	7	1
Transportation Services					
Replacement Cost	253,500	100,000	169,500	155,000	235,500
Number of Units	5	2	4	3	3
Community Development					
Replacement Cost		19,000			19,000
Number of Units		1			1
Finance & Administration					
Replacement Cost		78,600	112,500	3,200	36,500
Number of Units		4	4	1	2
Fire Services					
Replacement Cost		626,000	475,000	469,000	1,050,000
Number of Units		3	2	2	2
Management Services					
Replacement Cost	30,000				
Number of Units	1				
Community Services					
Replacement Cost	15,000	54,600	41,500	158,000	
Number of Units	1	3	2	8	
Police Services					
Replacement Cost	656,500	888,000	787,000	662,000	787,500
Number of Units	13	21	19	17	18
W & WW Treatment Facilities					
Replacement Cost	247,000	119,500	50,000		204,000
Number of Units	3	3	2		4
Insurance/Radio Maintenance					
Annual Cost	207,188	207,188	207,188	207,188	207,188
Total Fleet Replacment Costs	1,993,188	2,226,388	1,996,688	1,945,888	2,574,688
Total Replacements/Purchases	33	42	39	38	31
Fleet ISF Funded	1,333,188	673,388	623,188	697,888	536,688
Bond Funded - (Pub Safety/Streets)	660,000	1,553,000	1,373,500	1,248,000	2,038,000

Finance and Administration Utility Office

DEPARTMENT DESCRIPTION

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



MAJOR DEPARTMENT GOALS

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

MAJOR DEPARTMENT ACCOMPLISHMENTS FOR FISCAL YEAR 2007/2008

- Implemented an Interactive Voice Response (IVR) system to process utility connects, disconnects, extensions and payments to improve customer response times and efficiency.
- Rerouted the utility meter reading and billing cycles by compacting existing routes, expanding to 5 billing cycles, and creating 9-digit account numbers to accommodate growth.
- Worked with GUS to create and implement an Irrigation Pilot Project in Sun City in order find the most efficient means to educate customers about water conservation and to positively influence their irrigation patterns.
- Created an Energy Management Team to establish and track energy conservation efforts, as mandated by the Department of Energy (DOE) and the State Energy Conservation Office (SECO.)
- Developed a Data Scrubbing project to collect and update utility customers' phone and e-mail contact information to facilitate the implementation of new billing, conservation and outage management programs.
- Renegotiated the utility bill printing and mailing contract, reducing the cost by over 7%.
- Worked with the Automated Meter Reading (AMR) Department to implement a pilot project utilizing staff from both AMR and the Utility Office to collect meter reading data, thus avoiding duplicate effort and to take advantage of efficiencies gained through the cross-training of staff with similar skill sets and goals.
- Worked with Georgetown Utility Systems (GUS) and Information Technologies (IT) to implement Energy Depot as a tool for utility customers to help them control their energy and water usage.

MAJOR DEPARTMENT STRATEGIES FOR FISCAL YEAR 2008/2009

- Reorganize utility billing infrastructure, through an internal software migration, in order to make the system more efficient, comprehensive, and user friendly.
- Implement a Check by Phone bill payment option to make bill payment more convenient.
- Review and update Utility Office Procedure Manual to reflect utility billing and collection process improvements implemented over the last year.
- Work with Building Inspections to automate the interface between the Building Inspections and Utility Billing software.
- Complete integration of AMR Meter Reading process into Utility Office.

UTILITY OFFICE	06/07 ACTUAL	07/08 ORIGINAL BUDGET	07/08 FINAL / ACTUAL	08/09 ADOPTED	09/10 PROPOSED
Utility Office Manager	1	1	1	1	1
Utility Billing Account Supervisor	1	1	1	1	1
Customer Service Supervisor	1	1	1	1	1
Utility Payment Coordinator	1	1	1	1	1
Customer Service Representative III	1	1	1	1	1
Customer Service Representative II	2	2	2	2	2
Customer Service Representative I	3	3	3	3	3
Development Account Specialist	1	1	1	1	1
Field Customer Service Rep II	1	2	2	2	2
Field Customer Service Rep I	2	2	2	2	2
AMR Systems Operator	0	0	0	2	2
AMR Meter Reader	0	0	0	1	1
TOTAL	14	15	15	18	18

WORKLOAD MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Work orders processed	18,368	20,285	18,250	15,610*	25,000
2. Payments processed	236,727	269,756	288,126	292,862	318,000
3. Customers paying by ACH Draft	1,880	2,061	2,100	2,140	2,250
4. Families helped by the Good Neighbor Fund (GNF)	141	120	150	125	125

PERFORMANCE MEASURES	ACTUAL FY 05/06	ACTUAL FY 06/07	BUDGETED FY 07/08	PROJECTED FY 07/08	PROJECTED FY 08/09
1. Utility payment collection rate	99.9971%	99.9958%	99.9975%	99.9950%	99.9950%
2. Avg. monthly customer service cost per account	\$3.33	\$3.75	\$2.98	\$3.17	\$3.63
3. % of walk-in customers	10.8%	10.00%	9.5%	6.48%	5.50%
4. % of customers contributing to the Good Neighbor Fund	7.11%	6.92%	6.75%	6.61%	6.00%

*Workload measures are lower than projected for FY 07/08 because all past due payment collection processes were suspended for three months in recognition of the possible hardship created by the out-of-cycle transition billings required by the Rerouting Project.

DEPARTMENTAL BUDGET: JOINT SERVICES FUND

06/07 ACTUAL	07/08 BUDGET	07/08 PROJECTED ACTUAL		08/09 ADOPTED	09/10 ESTIMATED BASE
631,470	733,121	731,592	Personnel	905,575	908,365
319,391	331,024	331,474	Operations	361,112	370,692
176	45,380	1,000	Capital	45,380	45,380
<u>951,037</u>	<u>1,109,525</u>	<u>1,064,066</u>	Subtotal - Department	<u>1,312,067</u>	<u>1,324,437</u>
174,183	278,910	283,800	Credit Card Fees	289,000	289,000
<u>168,910</u>	<u>200,000</u>	<u>200,000</u>	Bad Debt	<u>200,000</u>	<u>200,000</u>
<u>1,294,130</u>	<u>1,588,435</u>	<u>1,547,866</u>		<u>1,801,067</u>	<u>1,813,437</u>

MAJOR BUDGET CHANGES/ISSUES:

In 2008/09, 3 positions responsible for gathering billing data were transferred from the AMR department to improve billing efficiency, shortening the billing process by 5 – 6 days.