

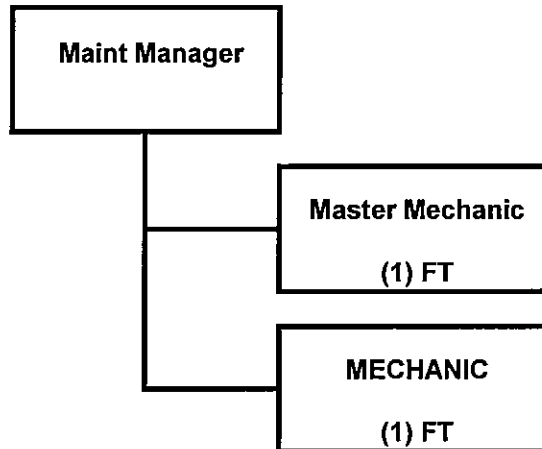
*Internal Service Funds  
(500's)*

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**Organization Chart**  
**Garage**

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**Central Garage Department**

**Full-Time: 3**

**Part-Time: 0**

**Seasonal: 0**

Position Control Summary  
Central Garage

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Position/Title	2012-2013 Budget	
<b>Full-Time</b>		
Maintenance Manager	1	54,355
Master Mechanic	1	52,811
Mechanic	1	29,993
Total FT	3	137,159
<b>Total Budgeted Positions</b>	<b>3</b>	<b>137,159</b>

Garage Fund

FUND TITLE/DEPARTMENT TITLE:# <i>Garage:510</i>	SOURCES <i>All Garage Fund Revenues &amp; Cash Balances</i>					
REVENUE OBJECT #/TITLE	ACTUAL 2010	ACTUAL 2011	BUDGET 2011	BUDGET 2012	BUDGET 2013	INCREASE/ DECREASE
<b>OTHER REVENUES</b>						
331.2000 FEMA Grant	-	-	-	-	-	0.0%
361.1000 Interest	-	-	-	-	-	0.0%
362.0000 Loss	-	-	-	-	-	0.0%
369.5000 Recycling Services - Sanitation	-	13,750	15,000	13,500	13,500	0.0%
369.7000 Humane Society - Parts	801	2,743	4,000	3,000	1,500	-50.0%
369.7010 Humane Society - Labor	1,352	1,241	2,500	1,500	1,000	-33.3%
369.7053 Humane Society - Fuel	4,981	6,486	5,000	8,500	8,000	-5.9%
369.8000 Mosquito Control - Parts	-	-	-	-	-	0.0%
369.8010 Mosquito Control - Labor	-	-	-	-	-	0.0%
369.8053 Mosquito Control - Fuel	-	-	-	-	-	0.0%
369.9000 Other Revenue	17,323	36,882	12,500	9,000	9,000	0.0%
369.9100 Loaner Vehicle Revenue	7,541	8,125	7,500	8,500	7,000	-17.6%
369.9200 Gain on Sale of Assets	30,839	75,740	20,000	24,675	20,000	-18.9%
Total	62,837	144,967	66,500	68,675	60,000	-12.6%
<b>INTERFUND REIMBURSEMENTS</b>						
381.1000 General/Parts	203,856	201,135	206,000	215,000	209,600	-2.5%
381.1010 General/Labor	112,500	119,750	119,750	114,000	121,300	6.4%
381.4000 Golf Course/Parts	1,048	2,224	2,500	500	-	-100.0%
381.4110 Golf Course Labor	1,831	866	1,500	500	-	-100.0%
381.4200 Airport Parts	7,972	3,183	6,500	4,000	4,000	0.0%
381.4210 Airport Labor	5,027	3,214	4,000	3,500	3,000	-14.3%
381.4400 Sanitation/Parts	-	-	-	-	-	0.0%
381.4410 Sanitation/Labor	-	-	-	-	-	0.0%
381.4500 Wastewater Operations/Parts	30,499	37,910	40,000	45,000	40,000	-11.1%
381.4510 Wastewater Operations/Labor	18,630	18,061	25,000	22,500	25,000	11.1%
381.4600 Water Operations/Parts	23,066	17,202	30,000	25,000	20,000	-20.0%
381.4610 Water Operations/Labor	12,338	12,094	17,500	17,500	15,000	-14.3%
381.4700 Storm Water Mgmt Parts	-	-	-	-	-	0.0%
381.4710 Storm Water Mgmt Labor	-	-	-	-	-	0.0%
381.4800 Marina Parts	837	135	250	250	200	-20.0%
381.4810 Marina Labor	616	153	250	250	400	60.0%
381.4900 Cemetery/Parts	1,155	1,180	1,000	1,500	1,300	-13.3%
381.4910 Cemetery/Labor	693	589	750	750	1,000	33.3%
381.5000 Wastewater O & M/Parts	-	-	-	-	-	0.0%
381.5300 Gas/Oil	358,574	397,841	391,500	432,775	454,000	4.9%
Total	778,642	815,537	846,500	883,025	894,800	1.3%
<b>TOTAL REVENUES</b>	841,479	960,504	913,000	951,700	954,800	0.3%
<b>CASH BALANCE FORWARD</b>						
389.1000 Cash Balance Forward	(22,849)	(34,104)	(4,800)	37,800	8,800	-76.7%
Total	(22,849)	(34,104)	(4,800)	37,800	8,800	-76.7%
<b>TOTAL REVENUE &amp; CASH BALANCES</b>	818,630	926,400	908,200	989,500	963,600	-2.6%

Garage Fund

FUND TITLE:/FUND # Garage:510	EXPENDITURES BY FUNCTION Internal Service					
FUND/DEPARTMENT # 510-1950-519.	ACTUAL 2010	ACTUAL 2011	BUDGET 2011	BUDGET 2012	BUDGET 2013	INCREASE/ DECREASE
EXPENDITURE OBJECT #/NAME						
<b>PERSONAL SERVICES</b>						
1200 Salaries	137,084	134,381	136,818	137,214	137,159	0.0%
1300 Temporary	-	-	-	-	-	0.0%
1350 Part Time	-	-	-	-	-	0.0%
1400 Overtime	3,574	2,601	4,750	3,500	4,000	14.3%
1500 Incentive	-	-	-	-	-	0.0%
1600 Longevity	1,664	1,872	1,872	1,872	1,872	0.0%
2100 FICA	10,812	10,656	10,973	10,908	10,942	0.3%
2200 Retirement	18,934	21,782	21,782	26,010	20,557	-21.0%
2300 Health	16,178	16,682	15,682	18,044	18,605	3.1%
2301 Life	828	831	840	841	712	-15.3%
2400 Worker's Comp	4,806	5,964	5,964	4,254	4,713	10.8%
2500 Unemployment	-	1,650	-	-	-	0.0%
Total	193,880	196,419	198,681	202,643	198,560	-2.0%
<b>OPERATING EXPENSES</b>						
3100 Professional Services	-	-	-	250	200	-20.0%
3200 Audit	2,454	2,577	2,577	2,394	2,394	0.0%
3400 Contractual	6,158	13,133	9,532	9,782	9,506	-2.8%
3900 Auto Allowance	-	-	-	-	-	0.0%
4000 Training/Travel	1,721	1,396	2,450	2,750	3,000	9.1%
4100 Communications	285	270	470	400	350	-12.5%
4101 Communications - Cell	1,138	932	1,200	1,100	1,000	-9.1%
4102 Communications - Pager	-	-	-	-	-	0.0%
4103 Communications - Internet	781	780	780	408	1,200	194.1%
4200 Postage	85	146	250	350	250	-28.6%
4300 Utilities	9,059	8,167	10,000	10,500	8,000	-23.8%
4500 Insurance	17,889	20,151	20,151	20,337	21,682	6.6%
4610 R/M Buildings	1,539	2,347	2,000	3,300	5,000	51.5%
4620 R/M Equipment	5,541	3,469	3,500	7,500	7,000	-6.7%
4630 R/M Vehicles-Labor	414	772	2,500	1,500	1,500	0.0%
4640 R/M Vehicles-Parts	2,177	1,866	3,000	3,000	2,500	-16.7%
4700 Printing	-	-	-	-	-	0.0%
4800 Promotional	-	-	-	-	-	0.0%
4900 Other Current	-	-	-	-	-	0.0%
4910 Billing Costs-Sanitation	-	-	-	-	-	0.0%
5100 Office Supplies	273	351	450	600	500	-16.7%
5200 Operating Supplies	5,324	5,680	5,250	9,200	10,150	10.3%
5210 Uniforms	417	800	975	975	1,950	100.0%
5220 Household/Instit	-	-	-	-	-	0.0%
5230 Gas/Oil	6,100	8,094	7,000	8,500	8,000	-5.9%
5240 Chemicals/Medical Supplies	63	381	400	500	500	0.0%
5400 Books/Subs/Dues	-	50	-	-	-	0.0%
Total	61,418	71,362	72,485	83,346	84,682	1.6%
<b>CAPITAL OUTLAY</b>						
6200 Buildings	-	-	-	-	-	0.0%
6300 Improvements	-	-	-	8,500	-	-100.0%
6400 Machinery/Equipment	-	32,455	-	-	-	0.0%
6401 Machinery/Equipment Non-CAP	-	-	16,000	-	-	0.0%
Total	-	32,455	16,000	8,500	-	-100.0%
<b>FUEL &amp; MERCHANDISE FOR RESALE</b>						
8600 Gas/Oil	330,293	375,198	353,000	406,000	405,000	-0.2%
8700 Vehicle Parts /Services	250,101	250,763	255,000	267,000	247,000	-7.5%
Total	580,394	625,961	608,000	673,000	652,000	-3.1%
<b>TOTAL EXPENDITURES</b>	835,692	926,197	895,166	967,489	935,242	-3.3%
<b>TRANSFERS, CONTINGENCIES, RESERVES</b>						
9500 Transfer to General Fund	-	-	-	12,000	6,000	-50.0%
9900 Contingency	(17,062)	203	13,034	10,011	22,358	123.3%
Total	(17,062)	203	13,034	22,011	28,358	28.8%
<b>TOTAL EXPENDITURES, TRANSFERS, CONTINGENCIES &amp; RESERVES</b>	818,630	926,400	908,200	989,500	963,600	-2.6%

### Department Description & Function

1. **Department:** Maintenance      **Division:** Fleet

2. **Department/Division Function Summary:**

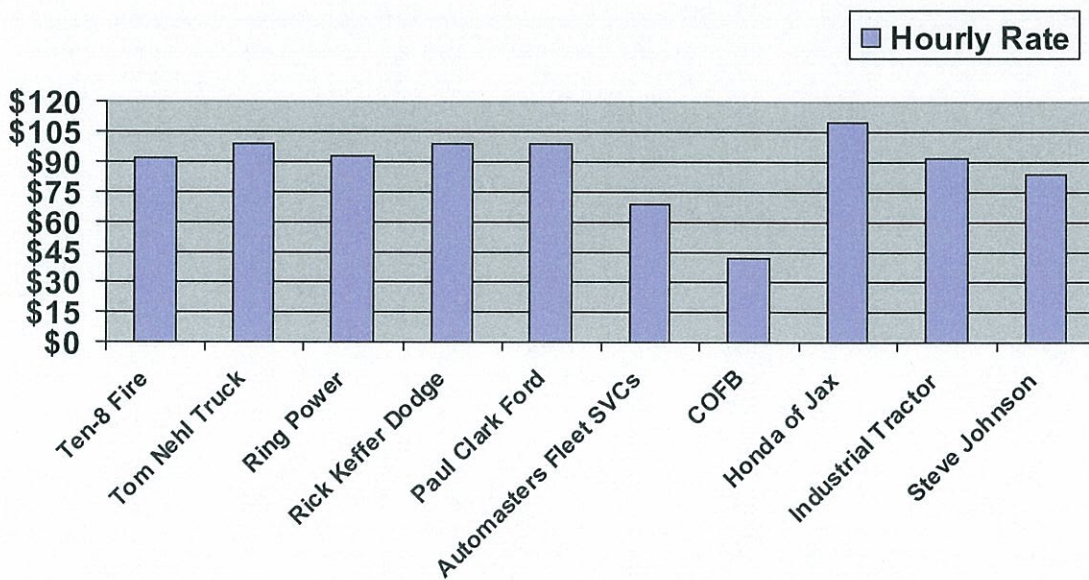
To provide preventative maintenance and repairs to all City vehicles, & equipment - the Fleet Maintenance Division purchases, maintains, and disposes of all City vehicles & equipment. This division assists contractors with outsourced repairs. This division purchases & distributes fuel by means of an on-site fuel station. Partial functions of the Sanitation Department also fall under the responsibility of the Fleet Division and include: biannual recycling events, web updates, recycle station program, etc.

3. **Department Description:**

Number of Funded Employees	Actual 2009-10	Actual 2010-11	Budget 2011-12	Budget 2012-13
Maintenance Manager	0 FT	0 FT	0 FT	1 FT
Maintenance Supt.	1 FT	1 FT	1 FT	0 FT
Master Mechanic	1 FT	1 FT	1 FT	1 FT
Mechanic	1 FT	1 FT	1 FT	1 FT
Total	3 FT	3 FT	3 FT	3 FT

4. **Program Performance Indicators:**

Performance Indicators	Actual 2009-10	Actual 2010-11	Budget 2011-12	Budget 2012-13
Number of work orders (Fleet)	2,006 (yr 2009)	2,085 (yr 2010)	1,770 (yr 2011)	1,900 (yr 2012)
Fuel used (gallons)	108,879	103,137	94,112	94,000
Number of training hours completed	N/A	N/A	N/A	125



## PROGRAM GOALS AND OBJECTIVES

**1. Department:** Maintenance      **Division:** Fleet

**2. Principal Programs:**

- A. Fleet Maintenance & Repair
- B. Fleet Rightsizing
- C. Biannual recycle/cleanup events

**3. Programs Goals and Objectives:**

- A. Program: Fleet Maintenance & Repair  
Goal: Improve maintenance program.  
Objective: Improve preventative maintenance program to reduce vehicle downtime & breakdowns  
Deadline: Ongoing  
Measure: Compare number of annual work orders with prior years & vehicle downtime
  
- B. Program: Fleet Management & Cost Savings  
Goal: Make adjustments within the City fleet to cut costs  
Objective: Continue to research viable options that will improve the effectiveness of the City fleet while reducing operating costs.  
Deadline: Ongoing  
Measure: Depending on the options select – compare with prior year's data
  
- C. Program: Bi-annual recycle/cleanup events  
Goal: Continue to streamline & improve biannual recycle/cleanup events  
Objective: Use logistics and grant funding to improve events and reduce costs  
Deadline: Ongoing  
Measure: Compare with prior events

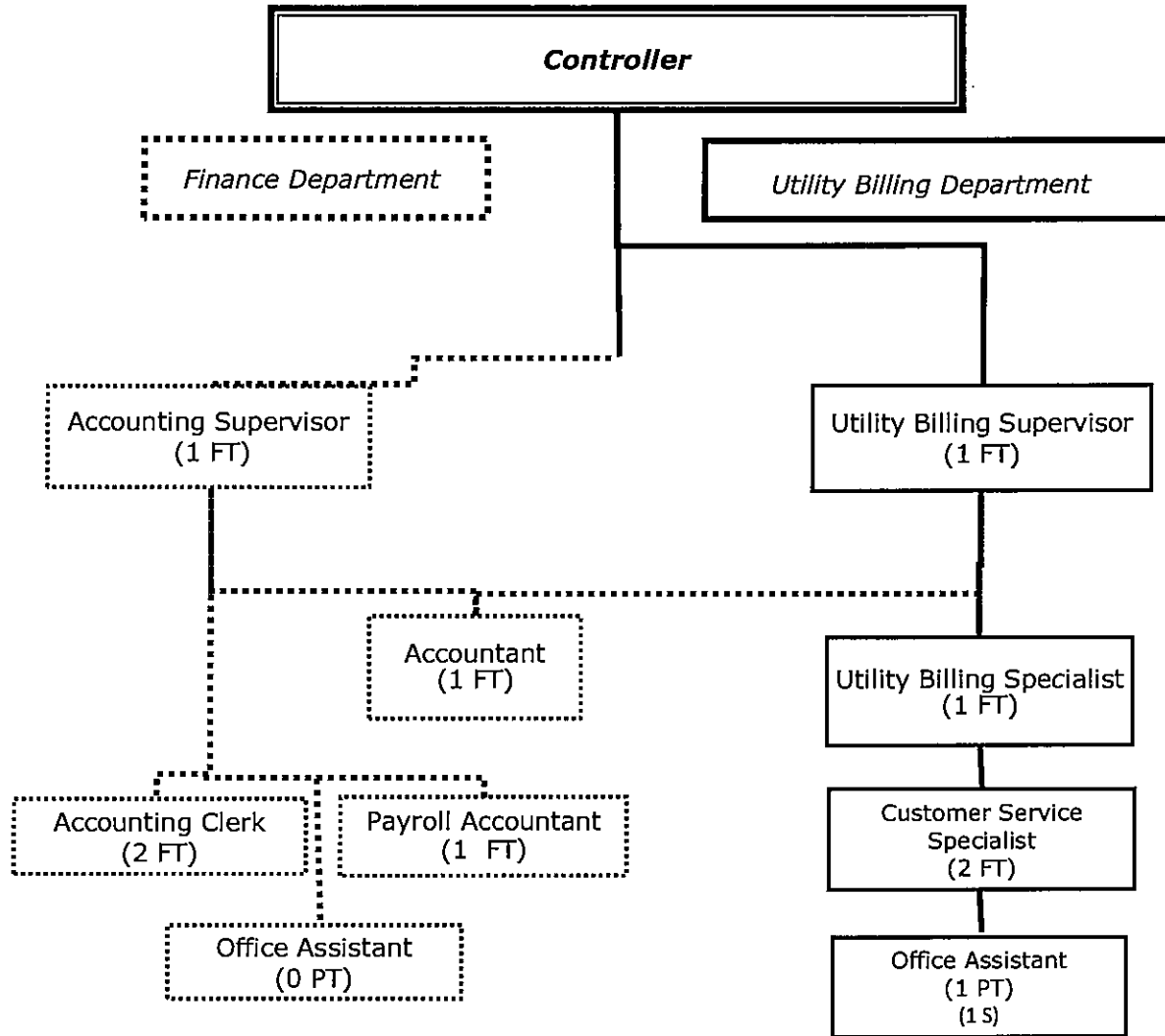


*Utility Billing Mission Statement*

*The Utility Billing Department provides residential and commercial billing for water, sewer, sanitation, airport hangars and storage units, and other City property leases. We strive to render accurate billing on a timely basis to all of our customers and to provide excellent customer service in a professional and courteous manner.*

**Organization Chart**  
**Utility Billing**

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Finance Department:	Full-Time: 6	Part-Time: 0	Seasonal: 0
Utility Billing Department:	Full-Time: 4	Part-Time: 1	Seasonal: 1
Total: Controller Division	Full-Time: 10	Part-Time: 1	Seasonal: 1

Position Control Summary  
Utility Billing

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<u>Position/Title</u>	<u>2012-2013</u>	
	<u>Budget</u>	
<b>Full-Time</b>		
Utility Billing Supervisor	1	51,747
Utility Billing Specialist	1	45,802
Customer Service Specialist	2	72,943
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Total FT	4	170,492
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<b>Temporary/Seasonal</b>		
Office Assistant	1	6,400
<hr/>		
Total Temp/Seasonal	1	6,400
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<b>Part-Time</b>		
Office Assistant	1	13,479
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Total PT	1	13,479
<hr/>		
<b>Total Budgeted Positions</b>	<b>6</b>	<b>190,371</b>

Utility Billing Fund

FUND TITLE/DEPARTMENT TITLE:# <i>Utility Billing:520</i>	SOURCES <i>All Utility Billing Fund Revenues &amp; Cash Balances</i>					
REVENUE OBJECT #/TITLE	ACTUAL 2010	ACTUAL 2011	BUDGET 2011	BUDGET 2012	BUDGET 2013	INCREASE/ DECREASE
<b>OTHER REVENUES</b>						
331.2000 FEMA Grant	-	-	-	-	-	0.0%
343.0000 Admin Fees	34,323	31,421	30,200	32,000	32,000	0.0%
361.1000 Interest	-	-	-	-	-	0.0%
369.4100 Airport Revenue for UB	6,000	5,000	5,000	5,000	5,000	0.0%
369.4400 Sanitation Revenue for UB	90,000	75,000	75,000	75,000	75,000	0.0%
369.4500 Wastewater Revenue for UB	120,000	100,000	100,000	120,000	120,000	0.0%
369.4600 Water Revenue for UB	120,000	100,000	100,000	120,000	120,000	0.0%
369.4700 Storm Water Revenue for UB	-	3,000	-	-	-	0.0%
369.4800 Marina Revenue for UB	3,000	-	2,500	-	-	0.0%
369.9000 Other Revenue	157	649	-	800	-	-100.0%
<b>Total</b>	<b>373,480</b>	<b>315,070</b>	<b>312,700</b>	<b>352,800</b>	<b>352,000</b>	<b>-0.2%</b>
<b>INTERFUND REIMBURSEMENTS</b>						
381.1000 General	-	-	-	-	-	0.0%
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>TOTAL REVENUES</b>	<b>373,480</b>	<b>315,070</b>	<b>312,700</b>	<b>352,800</b>	<b>352,000</b>	<b>-0.2%</b>
<b>TRANSFERS IN &amp; CASH BALANCE FORWARD</b>						
382.4600 Transfer IN Water	-	-	-	-	-	0.0%
389.1000 Cash Balance Forward	116,739	154,033	135,300	116,200	87,000	-25.1%
<b>Total</b>	<b>116,739</b>	<b>154,033</b>	<b>135,300</b>	<b>116,200</b>	<b>87,000</b>	<b>-25.1%</b>
<b>TOTAL REVENUES &amp; CASH BALANCES</b>	<b>490,219</b>	<b>469,103</b>	<b>448,000</b>	<b>469,000</b>	<b>439,000</b>	<b>-6.4%</b>
<b>FUND TITLE:/FUND # <i>Utility Billing:520</i></b>	<b>EXPENDITURES BY FUNCTION <i>Internal Service</i></b>					
<b>FUND/DEPARTMENT # <i>520-1320-513.</i></b>	<b>ACTUAL 2010</b>	<b>ACTUAL 2011</b>	<b>BUDGET 2011</b>	<b>BUDGET 2012</b>	<b>BUDGET 2013</b>	<b>INCREASE/ DECREASE</b>
<b>PERSONAL SERVICES</b>						
1200 Salaries	168,693	160,608	168,680	173,267	170,492	-1.6%
1300 Temporary	-	-	-	-	6,400	0.0%
1350 Part Time	12,852	13,577	13,200	13,087	13,479	3.0%
1400 Overtime	646	609	1,000	700	700	0.0%
1600 Longevity	1,664	2,080	2,080	2,080	2,288	10.0%
2100 FICA	13,453	13,052	14,149	14,469	14,792	2.2%
2200 Retirement	22,510	26,562	26,562	26,429	41,551	57.2%
2300 Health	23,900	21,517	23,665	25,520	25,949	1.7%
2301 Life	(385)	1,021	1,020	1,051	888	-15.5%
2400 Worker's Comp	669	1,203	1,203	471	522	10.8%
<b>Total</b>	<b>244,002</b>	<b>240,229</b>	<b>251,559</b>	<b>257,074</b>	<b>277,061</b>	<b>7.8%</b>
<b>OPERATING EXPENSES</b>						
3100 Professional Services	-	-	-	-	-	0.0%
3400 Contractual	15,563	22,351	24,550	38,090	37,419	-1.8%
4000 Training/Travel	183	617	1,720	2,095	2,120	1.2%
4100 Communications	2,251	2,272	3,400	2,400	875	-63.5%
4103 Communications - Internet	-	-	-	408	1,200	194.1%
4200 Postage	41,755	48,288	50,000	42,000	42,000	0.0%
4300 Utilities	4,969	4,744	7,000	5,800	5,000	-13.8%
4500 Insurance	-	-	-	-	-	0.0%
4610 R/M Buildings	115	2,376	3,000	8,700	5,200	-40.2%
4620 R/M Equipment	16	140	700	700	700	0.0%
4700 Printing	6,757	5,406	8,800	9,600	7,935	-17.3%
4902 Bad Debt Expense	956	2,154	3,500	5,000	5,000	0.0%
5100 Office Supplies	719	1,584	4,500	4,500	3,940	-12.4%
5200 Operating Supplies	18,205	24,971	21,810	24,500	26,805	9.4%
5210 Uniforms	269	119	700	700	525	-25.0%
5220 Household/Instit	426	336	500	500	500	0.0%
5400 Books/Subs/Dues	-	-	350	350	150	-57.1%
<b>Total</b>	<b>92,184</b>	<b>115,358</b>	<b>130,530</b>	<b>145,343</b>	<b>139,369</b>	<b>-4.1%</b>
<b>CAPITAL OUTLAY</b>						
6200 Buildings	-	-	-	-	-	0.0%
6300 Improvements	-	-	-	6,000	-	-100.0%
6400 Machinery/Equipment	-	-	-	-	-	0.0%
6401 Machinery/Equipment Non CAP	-	-	3,000	3,000	-	-100.0%
<b>Total</b>	<b>-</b>	<b>-</b>	<b>3,000</b>	<b>9,000</b>	<b>-</b>	<b>-100.0%</b>
<b>TOTAL EXPENDITURES</b>	<b>336,186</b>	<b>355,587</b>	<b>385,089</b>	<b>411,417</b>	<b>416,430</b>	<b>1.2%</b>
<b>CONTINGENCIES/RESERVES</b>						
9900 Contingency/Reserve	154,033	113,516	62,911	57,583	22,570	-60.8%
<b>Total</b>	<b>154,033</b>	<b>113,516</b>	<b>62,911</b>	<b>57,583</b>	<b>22,570</b>	<b>-60.8%</b>
<b>TOTAL EXPENDITURES, CONTINGENCIES, TRANSFERS &amp; RESERVES</b>	<b>490,219</b>	<b>469,103</b>	<b>448,000</b>	<b>469,000</b>	<b>439,000</b>	<b>-6.4%</b>

### Department Description & Function

**1. Department:** Utility Billing                      **Division:** Finance

**2. Department/Division Function Summary:**

To provide excellent customer service to all internal & external customers. To assist customers by phone or in person with their water, sewer & garbage billing questions, new or disconnection of service, change in customer account information, complaints, adjustments, etc. To post all payments delivered by mail or in person to customers' accounts as received daily. Balance all revenue received daily to the cash receipts report. Compute, audit, print, and mail bills by cycles weekly. Audit delinquent accounts weekly by cycle and mail the customers disconnect notices if applicable. If delinquent balance is not paid within 10 days of notice, meter is disconnected for nonpayment.

**3. Department Description:**

This department provides monthly billing to approximately 8,500 accounts for water, sewer, garbage, airport hanger and storage unit rent, and city property leases consisting of residential, commercial and industrial customers. We maintain billing by auditing each designated area after the water meters have been read by the meter reader and imported into our billing system via Invensys Metering Systems. In order to provide professional customer service, the following employees are listed:

<b>Number of Funded Employees</b>	<b>Actual 2009-10</b>	<b>Actual 2010-11</b>	<b>Budget 2011-12</b>	<b>Budget 2012-13</b>
Utility Billing Supervisor	1 FT	1 FT	1 FT	1 FT
Utility Billing Specialist	1 FT	1 FT	1 FT	1 FT
Customer Service Specialist	2 FT	2 FT	2 FT	2 FT
Office Assistant	1 PT	1 PT	1 PT	1 PT
Total	4 FT 1 PT	4 FT 1 PT	4 FT 1 PT	4 FT 1 PT

**4. Performance Indicators**

<b>Performance Indicators</b>	<b>Actual 2009-10</b>	<b>Actual 2010-11</b>	<b>Budget 2011-12</b>	<b>Budget 2012-13</b>
New Service Connections (new meter sets & daily turn on's)	1,550	1,475	1,750	1,500
Service Disconnects (daily turn offs, turn off & remove meter, & disconnects for nonpay)	2,856	2,359	2,600	2,450
All Other Service Orders	2,515	3,089	2,950	3,550
Active Account Bills Mailed (Including Disconnect For Nonpayment Notices)	103,000 (increase in nonpay notices)	107,066	104,500	102,500
Final Account Bills Mailed	1,570	1,454	1,700	1,350
Payments Received & Posted to Customer Accounts (Including cash, check, credit cards)	96,505	97,300	96,500	97,000
Accounts With Adjustments (Including transfers of unpaid account balances)	890	833	950	875
Number of Complaints Handled	1,750	2,180	2,450	2,340
Deposit and Credit Balance Refunds	1110	812	800	920
NSF Returned Checks	133	85	95	132
Direct Debit Accounts	11,950	13,500	15,000	15,200
Number of training hours completed by staff	3	33	32	32

## **Program Goals and Objectives**

**1. Department:** Utility Billing      **Division:** Finance

**2. Principal Programs:**

- A. Customer Service
- B. Billing
- C. Collection of Delinquent Balances

**3. Program Goals and Objectives:**

**A. Enhance Customer Service**

**Goal:** To provide excellent customer service to our citizens in a timely and professional manner.  
**Objective:** Increase customer satisfaction by decreasing response time from CSR's through education and training.  
**Deadline:** Ongoing  
**Measure:** The number of customer requests, inquires, suggestions, and complaints made on a weekly basis verses average response time.

**B. Decrease Postage Costs**

**Goal:** Improve cost of postage used for mailing of bills.  
**Objective:** Option #1-Research electronic statement options. IMS has a program that will allow UB to email monthly statements vs. mailing it. Option #2-Research presort options to maximize postal discounts.  
**Deadline:** December 2012  
**Measure:** Option #1 - Decrease in cost of postage the first year by approx. \$3,800 and there after by \$5,800 annually. Option #2 - Decrease postal costs by approx. 6% or \$0.03 per mail piece with an annual savings of \$2,700.

**C. Billing Procedures**

**Goal:** Improve billing procedures and resolve issues with the IMS program.  
**Objective:** Revise old procedures according to improved methods and corrected program issues.  
**Deadline:** Ongoing and long term goal  
**Measure:** Number of external and internal customer complaints and enhancement suggestions.

**D. Collection of Delinquent Balances**

Goal: Report 90 day delinquent accounts to our contracted collection agency quarterly.  
Objective: Decrease aged accounts and increase revenue.  
Deadline: Ongoing and long term goal  
Measure: The number and amount of aged accounts.

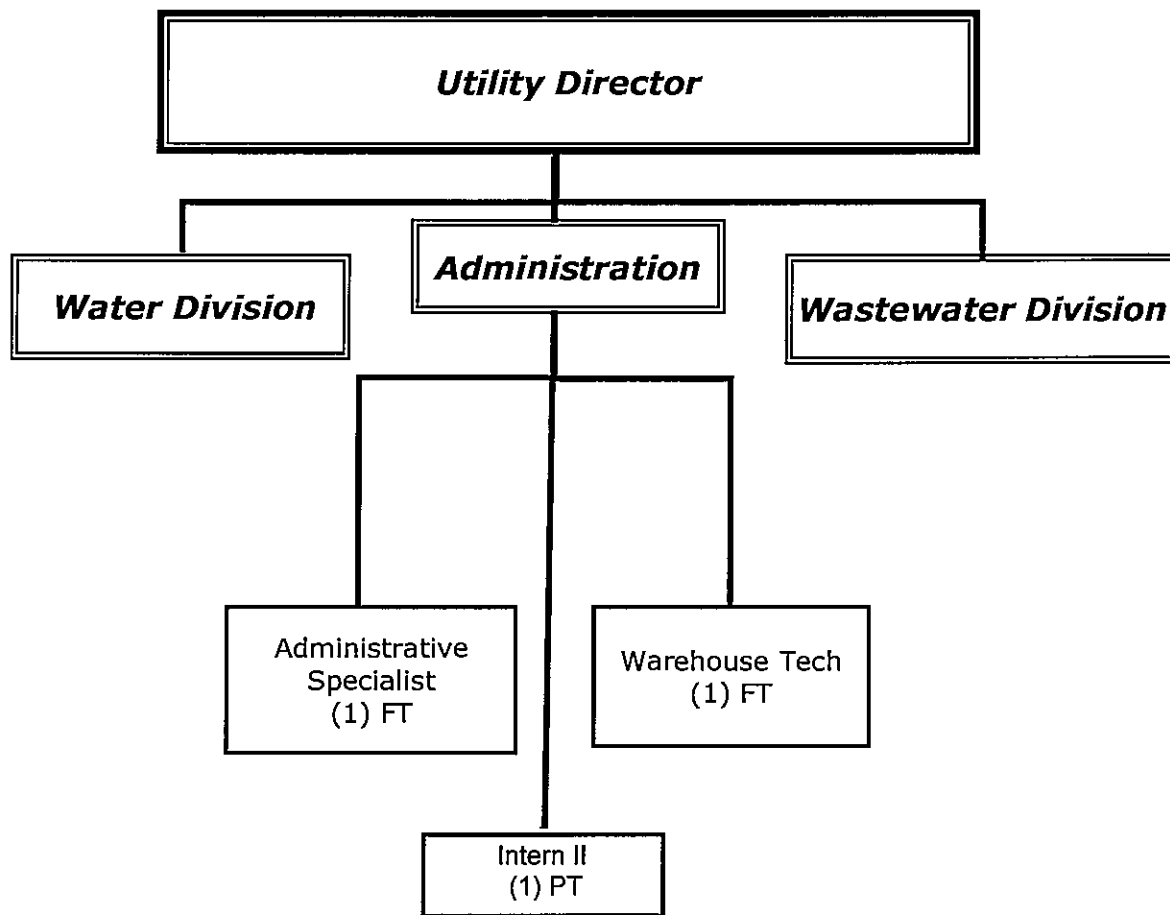


*Utility Administration Mission Statement*

*The Utility Administration Division is a professional, community organization serving the needs of residents, businesses and visitors by providing management support to the Water and Wastewater Divisions in the areas of material supply, record keeping, engineering, budget preparation, and long term planning.*

Organization Chart  
Utility Administration

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Full-Time: 3

Part-Time: 1

Seasonal: 0

Position Control Summary  
Utilities Administration

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Position/Title	2012-2013 Budget	
<b>Full-Time</b>		
Utilities Director	1	100,000
Warehouse Tech	1	46,738
Administrative Specialist	1	37,003
Total FT	3	183,741
<b>Part-Time</b>		
Intern II	1	24,055
Total PT	1	24,055
<b>Total Budgeted Positions</b>	<b>4</b>	<b>207,796</b>

Utilities Administration Fund

FUND TITLE/DEPARTMENT TITLE:# <i>Utilities Administration Fund:530</i>		SOURCES <i>All Utilities Administration Revenues &amp; Cash Balances</i>				
REVENUE OBJECT #/TITLE	ACTUAL 2010	ACTUAL 2011	BUDGET 2011	BUDGET 2012	BUDGET 2013	INCREASE/ DECREASE
<b>OTHER REVENUE</b>						
331.2000 FEMA Grant	-	-	-	-	-	0.0%
361.1000 Interest	-	-	-	-	-	0.0%
369.4500 Wastewater Revenue for UA	158,673	130,000	130,000	150,000	175,000	16.7%
369.4600 Water Revenue for UA	158,673	130,000	130,000	150,000	175,000	16.7%
369.9000 Other Revenue	-	-	-	-	-	0.0%
<b>Total</b>	<b>317,346</b>	<b>260,000</b>	<b>260,000</b>	<b>300,000</b>	<b>350,000</b>	<b>16.7%</b>
<b>INTERFUND REIMBURSEMENTS</b>						
381.1000 General / Streets	-	-	-	-	-	0.0%
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>
<b>TOTAL REVENUES</b>	<b>317,346</b>	<b>260,000</b>	<b>260,000</b>	<b>300,000</b>	<b>350,000</b>	<b>16.7%</b>
<b>CASH BALANCE FORWARD</b>						
389.1000 Cash Balance Forward	67,865	104,721	133,600	61,500	46,000	-25.2%
<b>Total</b>	<b>67,865</b>	<b>104,721</b>	<b>133,600</b>	<b>61,500</b>	<b>46,000</b>	<b>-25.2%</b>
<b>TOTAL REVENUE AND CASH BALANCES</b>	<b>385,211</b>	<b>364,721</b>	<b>393,600</b>	<b>361,500</b>	<b>396,000</b>	<b>9.5%</b>

FUND TITLE:/FUND # <i>Utilities Administration Fund:530</i>		EXPENDITURES BY FUNCTION <i>Internal Service</i>				
FUND/DEPARTMENT # <i>530-1921-519</i>	ACTUAL 2010	ACTUAL 2011	BUDGET 2011	BUDGET 2012	BUDGET 2013	INCREASE/ DECREASE
<b>EXPENDITURE OBJECT #/NAME</b>						
<b>PERSONAL SERVICES</b>						
1200 Salaries	171,526	179,179	178,143	184,097	183,741	-0.2%
1210 Worker's Comp Reimbursement	-	-	-	-	-	0.0%
1300 Temporary	-	-	-	-	-	0.0%
1350 Part Time	4,568	23,330	32,304	19,968	24,055	20.5%
1400 Overtime	1,705	580	3,000	1,000	1,000	0.0%
1500 Incentive	-	-	-	-	-	0.0%
1600 Longevity	2,080	2,288	2,288	2,288	2,496	9.1%
2100 FICA	13,943	15,064	16,504	15,863	16,164	1.9%
2200 Retirement	23,079	28,200	28,200	34,790	44,780	28.7%
2300 Health	24,325	23,748	23,760	25,688	26,116	1.7%
2301 Life	1,073	1,108	1,080	1,133	955	-15.7%
2400 Worker's Comp	11,052	9,447	9,447	6,602	8,276	25.4%
2500 Unemployment	-	-	-	-	-	0.0%
<b>Total</b>	<b>253,351</b>	<b>282,944</b>	<b>294,726</b>	<b>291,429</b>	<b>307,583</b>	<b>5.5%</b>
<b>OPERATING EXPENSES</b>						
3100 Professional Services	-	-	-	-	-	0.0%
3400 Contractual	6,604	2,506	4,420	6,974	6,862	-1.6%
4000 Training/Travel	2,041	1,107	7,250	7,250	11,250	55.2%
4100 Communications	889	884	2,500	1,000	500	-50.0%
4101 Communications - Cell	2,864	2,610	3,400	2,500	2,500	0.0%
4103 Communications - Internet	-	-	-	408	1,200	194.1%
4200 Postage	855	12	1,000	1,000	1,000	0.0%
4300 Utilities	4,042	4,744	4,000	4,000	3,664	-8.4%
4610 R/M Buildings	2,455	887	12,650	6,600	6,600	0.0%
4620 R/M Equipment	-	-	2,500	2,500	2,500	0.0%
4800 Promotional	-	-	-	-	-	0.0%
5100 Office Supplies	2,463	2,469	7,000	7,000	7,000	0.0%
5200 Operatlnq Supplies	2,158	5,116	5,400	5,400	7,650	41.7%
5210 Uniforms	594	624	975	975	975	0.0%
5220 Household/Instit	584	410	6,000	6,000	600	-90.0%
5230 Gas/Oil	-	-	-	-	-	0.0%
5400 Books/Subs/Dues	742	1,103	3,000	3,000	3,000	0.0%
<b>Total</b>	<b>26,291</b>	<b>22,472</b>	<b>60,095</b>	<b>54,607</b>	<b>55,301</b>	<b>1.3%</b>
<b>CAPITAL OUTLAY</b>						
6200 Buildings	-	-	-	6,000	10,000	66.7%
6300 Improvements	-	-	17,000	-	-	0.0%
6400 Machinery/Equipment	-	-	-	-	-	0.0%
6401 Machinery/Equipment Non-CAP	848	-	-	3,000	3,000	0.0%
<b>Total</b>	<b>848</b>	<b>-</b>	<b>17,000</b>	<b>9,000</b>	<b>13,000</b>	<b>44.4%</b>
<b>TOTAL EXPENDITURES</b>	<b>280,490</b>	<b>305,416</b>	<b>371,821</b>	<b>355,036</b>	<b>375,884</b>	<b>5.9%</b>
<b>TRANSFERS, CONTINGENCIES, RESERVES</b>						
9900 Contingency	104,721	59,305	21,779	6,464	20,116	211.2%
<b>Total</b>	<b>104,721</b>	<b>59,305</b>	<b>21,779</b>	<b>6,464</b>	<b>20,116</b>	<b>211.2%</b>
<b>TOTAL EXPENDITURES, TRANSFERS, CONTINGENCIES &amp; RESERVES</b>	<b>385,211</b>	<b>364,721</b>	<b>393,600</b>	<b>361,500</b>	<b>396,000</b>	<b>9.5%</b>

**Department Description & Function**

1. **Department: Utilities**                      Division: **Administration**

2. **Department/Division Function Summary:**

Performs administrative, budgeting, planning, engineering, purchasing, and inventory control for the Water and Wastewater divisions within the Utilities Department; file permits with various federal, state and county agencies for projects; file monthly operating reports to state agencies; functions as support staff for City Hall; provides courteous service in response to citizen requests/complaints.

3. **Department Description:**

<b>Number of Funded Employees</b>	<b>Actual 2009-10</b>	<b>Actual 2010-11</b>	<b>Budget 2011-12</b>	<b>Budget 2012-13</b>
Utility Department Director	1 FT	1 FT	1 FT	1 FT
Administrative Specialist	1 FT	1 FT	1 FT	1 FT
Warehouse Tech	1 FT	1 FT	1 FT	1 FT
Intern I	0 PT	1 PT	0 PT	0 PT
Intern II	0 PT	1 PT	1 PT	1 PT
<b>Total</b>	<b>3 FT</b>	<b>3 FT 2 PT</b>	<b>3 FT 1 PT</b>	<b>3 FT 1 PT</b>

4. **Program Performance Indicators:**

<b>Performance Indicators</b>	<b>Actual 2009-10</b>	<b>Actual 2010-11</b>	<b>Budget 2011-12</b>	<b>Budget 2012-13</b>
Water O&M/Customer	207.35	207.61	470.00	250
Wastewater O&M Exp/customer	335.80	336.78	650.00	350

## *Program Goals & Objectives*

1. **Department:** Utility Administration

2. **Principal Programs:**

Principal Programs:

- 1.) Administration
- 2.) Inventory Control
- 3.) Plan Review
- 4.) Long term planning of facilities.
- 5.) Engineering Services
- 6.) Budget preparation
- 7.) Fiscal review of Water and Wastewater budgets.

Short Term Goals:

**Goal:** Provide effective and efficient management of the Water and Wastewater Divisions.

**Objective:** Ensure that safety, quality of service, and maximum returns by the Department are achieved through proper management of personnel, projects, and equipment.

**Measure:** The Utilities Director will evaluate all lost time incidents, equipment damage reports, and projects to determine if they are meeting industry standards.

**Goal:** Keep expenses for the operation and maintenance of the Wastewater Division to a minimum so that the highest margin is achieved.

**Objective:** Monthly budget reports will be reviewed with monthly operating reports so that any activities that are outside the norm are flagged for further analysis.

**Measure:** The Utilities Director will evaluate the O & M expenses per customer and compare it to the average monthly revenues collected per customer.

**Goal:** Keep expenses for the operation and maintenance of the Water Division to a minimum so that the highest margin is achieved.

**Objective:** Monthly budget reports will be reviewed with monthly operating reports so that any activities that are outside the norm are flagged for further analysis.

**Measure:** The Utilities Director will evaluate the O & M expenses per customer and compare it to the average monthly revenues collected per customer.