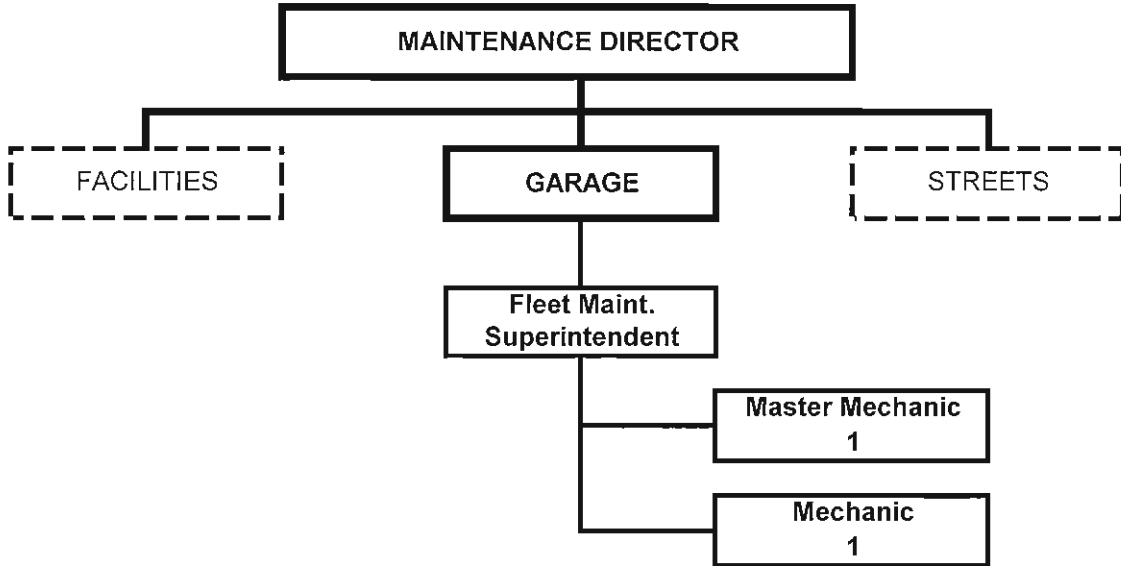


*Internal Service Funds
(500's)*

Table of Contents

Section	Description	Page #	
Internal Service Funds	Internal Service Funds Contents	Internal	IX.1
	Central Garage		IX.2
	Utility Billing		IX.8
	Utility Administration		IX.16

Organization Chart
Garage



Central Garage Department	Full-Time: 3	Part-Time: 0	Seasonal: 0
<i>Facilities Maintenance Department</i>	<i>Full-Time: 6</i>	<i>Part-Time: 0</i>	<i>Seasonal: 0</i>
<i>Streets Department</i>	<i>Full-Time: 9</i>	<i>Part-Time: 1</i>	<i>Seasonal: 0</i>
Total: Maintenance Division	Full-Time: 18	Part-Time: 1	Seasonal: 0

Position Control Summary
Central Garage

<u>Position/Title</u>	<u>2008-2009</u>	
	<u>Budget</u>	
Full-Time		
Fleet Maint Superintendent	1	44,262
Master Mechanic	1	48,319
Mechanic	1	30,160
Cola/Merit Pool		6,751
Total FT	3	129,492
Total Budgeted Positions	3	129,492

Garage Fund

FUND TITLE/DEPARTMENT TITLE:# <i>Garage:510</i>	SOURCES <i>All Garage Fund Revenues & Cash Balances</i>			
REVENUE OBJECT #/TITLE	ACTUAL 2006	ACTUAL 2007	BUDGET 2008	BUDGET 2009
OTHER REVENUES				
331.2000 FEMA Grant	-	-	-	-
361.1000 Interest	210	1,319	-	-
362.0000 Loss	-	-	-	-
369.5000 Transfer From General Fund	-	-	-	-
369.9000 Other Revenue	32,693	32,944	30,000	8,500
369.9100 Loaner Vehicle Revenue	1,296	4,099	2,500	2,500
369.9200 Gain on Sale of Assets	-	24,903	-	20,000
Total	34,198	63,265	32,500	31,000
INTERFUND REIMBURSEMENTS				
381.1000 General/Parts	177,810	149,101	157,000	184,500
381.1010 General/Labor	105,808	115,000	114,200	110,150
381.4000 Golf Course/Parts	2,416	2,382	2,000	7,000
381.4110 Golf Course Labor	1,057	1,754	3,000	3,250
381.4200 Airport Parts	6,369	5,718	7,000	7,000
381.4210 Airport Labor	3,354	2,907	5,000	4,000
381.4400 Sanitation/Parts	-	-	-	-
381.4410 Sanitation/Labor	-	-	-	-
381.4500 Wastewater Operations/Parts	28,757	32,984	42,500	40,000
381.4510 Wastewater Operations/Labor	23,873	17,431	30,000	25,000
381.4600 Water Operations/Parts	20,072	17,635	25,000	25,000
381.4610 Water Operations/Labor	12,663	10,105	17,000	15,000
381.4700 Storm Water Mgmt Parts	-	170	500	850
381.4710 Storm Water Mgmt Labor	-	-	500	750
381.4800 Marina Parts	38	51	250	250
381.4810 Marina Labor	130	-	250	250
381.4900 Cemetery/Parts	1,159	608	1,000	1,250
381.4910 Cemetery/Labor	592	574	750	600
381.5000 Wastewater O & M/Parts	-	-	-	-
381.5300 Gas/Oil	271,183	281,368	326,600	479,000
Total	655,281	637,787	732,550	903,850
TOTAL REVENUES	689,479	701,052	765,050	934,850
CASH BALANCE FORWARD				
389.1000 Cash Balance Forward	-	(18,315)	26,000	52,150
Total	-	(18,315)	26,000	52,150
TOTAL REVENUE & CASH BALANCES	689,479	682,737	791,050	987,000

Garage Fund

FUND TITLE:/FUND # <i>Garage:510</i>	EXPENDITURES BY FUNCTION <i>Internal Service</i>			
FUND/DEPARTMENT # <i>510-1950-519.</i>	ACTUAL 2006	ACTUAL 2007	BUDGET 2008	BUDGET 2009
EXPENDITURE OBJECT #/NAME				
PERSONNEL SERVICES				
1200 Salaries	106,556	103,999	130,985	129,492
1300 Temporary	-	-	-	-
1350 Part Time	-	-	-	-
1400 Overtime	3,259	3,763	3,000	3,000
1500 Incentive	-	-	-	-
1600 Longevity	1,456	1,456	1,456	1,872
2100 FICA	8,329	11,395	10,361	10,279
2200 Retirement	4,939	7,025	11,186	11,018
2300 Health	7,925	12,142	11,150	14,391
2301 Life	463	747	678	943
2400 Worker's Comp	2,838	7,304	7,717	4,554
2500 Unemployment	-	-	-	-
Total	135,764	147,830	176,533	175,549
OPERATING EXPENSES				
3100 Professional Services	-	-	-	-
3200 Audit	2,000	1,957	2,100	2,274
3400 Contractual	3,637	2,129	5,868	6,221
3900 Auto Allowance	-	-	-	-
4000 Training/Travel	2,320	2,808	3,450	3,200
4100 Communications	619	639	-	-
4101 Communications - Cell	196	1,139	900	1,500
4102 Communications - Pager	-	-	-	-
4103 Communications - Internet	435	482	785	660
4200 Postage	79	19	200	250
4300 Utilities	3,498	5,822	5,200	6,250
4500 Insurance	21,049	21,085	23,762	16,815
4610 R/M Buildings	380	372	1,750	1,750
4620 R/M Equipment	2,484	1,874	3,000	3,700
4630 R/M Vehicles-Labor	-	1,287	4,000	2,500
4640 R/M Vehicles-Parts	1,826	3,502	4,000	3,250
4700 Printing	-	-	-	-
4800 Promotional	-	-	-	-
4900 Other Current	-	-	-	-
4910 Billing Costs-Sanitation	-	-	-	-
5100 Office Supplies	459	662	500	450
5200 Operating Supplies	6,142	4,226	4,150	6,850
5210 Uniforms	518	532	-	525
5220 Household/Instit	-	-	-	-
5230 Gas/Oil	2,567	3,733	4,500	8,000
5240 Chemicals/Medical Supplies	139	409	400	750
5400 Books/Subs/Dues	-	-	-	-
Total	48,347	52,676	64,565	64,945
CAPITAL OUTLAY				
6300 Improvements	-	-	-	-
6400 Machinery/Equipment	-	2,563	-	36,000
6401 Machinery/Equipment Non-CAP	-	6,405	11,850	1,000
Total	-	8,968	11,850	37,000
FUEL & MERCHANDISE FOR RESALE				
8600 Gas/Oil	269,163	264,107	296,900	435,500
8700 Vehicle Parts /Services	220,698	200,379	208,152	237,000
Total	489,861	464,486	505,052	672,500
TOTAL EXPENDITURES	673,973	673,960	758,000	949,994
TRANSFERS, CONTINGENCIES, RESERVES				
9500 Transfer to General Fund	-	-	-	7,500
9900 Contingency	15,506	8,777	33,050	29,506
Total	15,506	8,777	33,050	37,006
TOTAL EXPENDITURES, TRANSFERS, CONTINGENCIES & RESERVES	689,479	682,737	791,050	987,000

PROGRAM GOALS AND OBJECTIVES

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

2. **Principal Programs:**

- A. Timely Service Response and Equipment Upkeep
- B. Alternative fuel vehicles
- C. Reduce petroleum fuel dependency
- D. Vehicle disposal

3. **Programs Goals and Objectives:**

- A. Program: Fleet Standardization
Goal: Increase the division's level of efficiency and department fairness by continuing to standardize the vehicular fleet
Objective: Standardize vehicle acquisition in regards to make/model/specification
Deadline: March 2009
Measure: Compare newly acquired vehicles against current fleet inventory

- B. Program: Emergency Lighting
Goal: Increase the usage of emergency lighting on public service vehicles to insure visibility and safe operation
Objective: Continue to equip public service vehicles that are subject to stops in right-of-way areas with appropriate emergency lights to insure truck visibility and employee/public safety
Deadline: January 2009
Measure: Inspect all public service vehicles that are used in City right-of-way for compliance. Install strobe systems on all vehicles used in right-of-way areas
Person responsible – Jeremiah Glisson, Fleet Maintenance Supervisor.

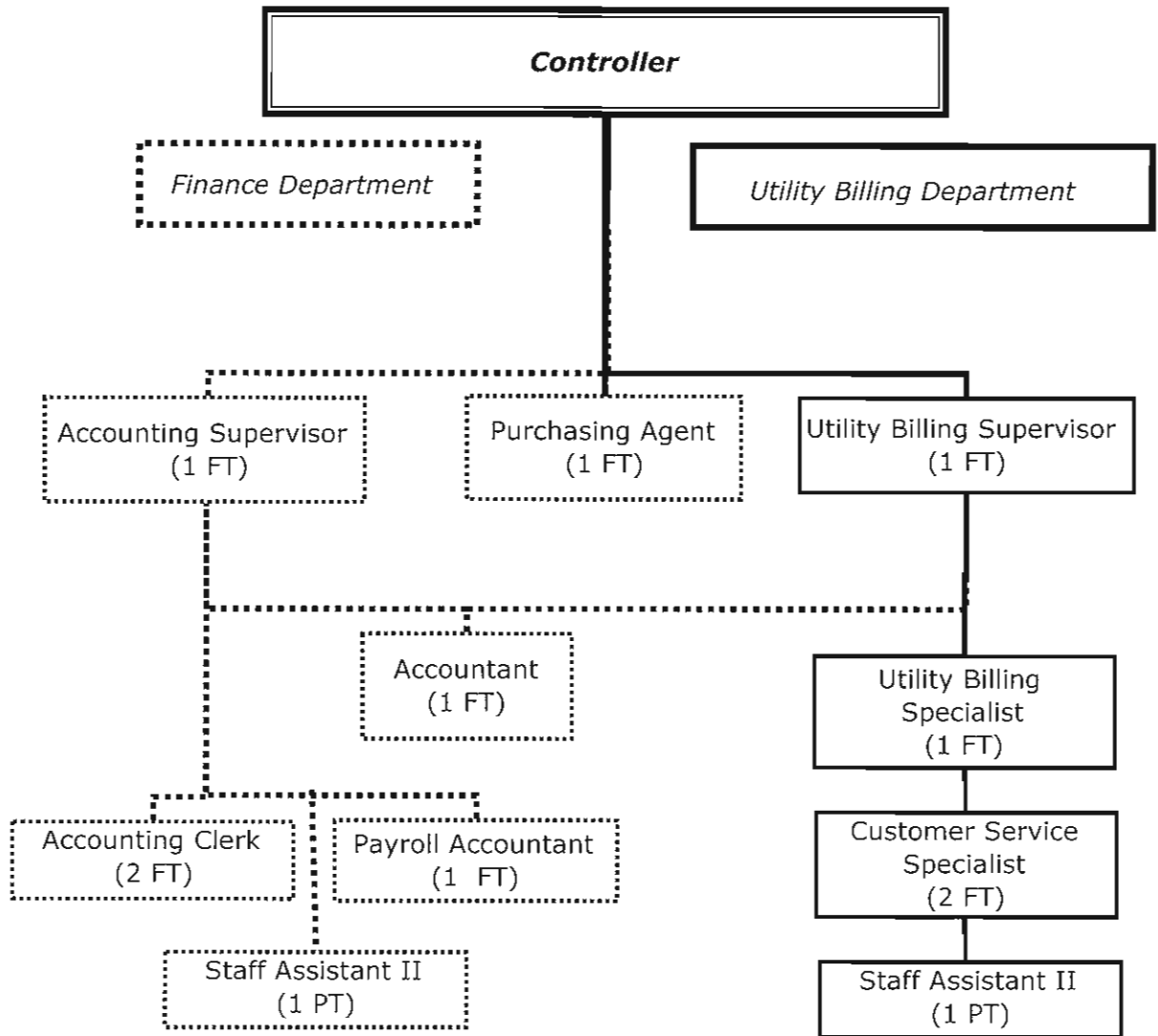
- C. Program: Reduce petroleum fuel dependency
Goal: Reduce the City's consumption of petroleum fuel
Objective: Continue to purchase both fuel efficient and electric vehicles. Continue utilization of Biodiesel blended fuels
Deadline: Ongoing
Measure: Compare fuel consumption with last year's data
Person responsible – Jeremiah Glisson, Fleet Maintenance Supervisor.

- D. Program: Surplus & Disposal
Goal: Pursue alternative means for vehicle & equipment disposal
Objective: Use alternative means for vehicle disposal to achieve the greatest return on vehicle sale and surplus
Deadline: Ongoing
Measure: Compare vehicle disposal revenue with that of previous years

Utility Billing Mission Statement

The Utility Billing Department provides residential and commercial billing for water, sewer, and sanitation service where available. We strive to render accurate billing on a timely basis to all of our customers with the highest regard for public satisfaction and to provide excellent customer service in a professional and courteous manner.

Organization Chart
Utility Billing



Finance Department:	Full-Time: 7	Part-Time: 1	Seasonal: 0
Utility Billing Department:	Full-Time: 4	Part-Time: 1	Seasonal: 0
Total: Controller Division	Full-Time: 11	Part-Time: 2	Seasonal: 0

Position Control Summary
Utility Billing

Position/Title	2008-2009 Budget	
Full-Time		
Utility Billing Supervisor	1	46,188
Utility Billing Specialist	1	40,684
Customer Service Specialist	2	66,559
Cola/Merit Pool		8,439
Total FT	4	161,870
Part-Time		
Staff Assistant II	1	11,440
Total PT	1	11,440
Total Budgeted Positions	5	173,310

Utility Billing Fund

FUND TITLE/DEPARTMENT TITLE:# <i>Utility Billing:520</i>	SOURCES <i>All Utility Billing Fund Revenues & Cash Balances</i>			
REVENUE OBJECT #/TITLE	ACTUAL 2006	ACTUAL 2007	BUDGET 2008	BUDGET 2009
OTHER REVENUES				
331.2000 FEMA Grant	-	-	-	-
343.0000 Admin Fees	-	-	15,000	24,000
361.1000 Interest	5,504	10,361	8,000	1,000
369.4100 Airport Revenue for UB	-	-	6,000	6,000
369.4400 Sanitation Revenue for UB	89,333	90,000	90,000	90,000
369.4500 Wastewater Revenue for UB	120,000	120,000	100,000	100,000
369.4600 Water Revenue for UB	120,000	120,000	120,000	120,000
369.9000 Other Revenue	1,164	9	4,000	-
Total	336,001	340,370	343,000	341,000
INTERFUND REIMBURSEMENTS				
381.1000 General	-	-	-	-
Total	-	-	-	-
TOTAL REVENUES	336,001	340,370	343,000	341,000
TRANSFERS IN & CASH BALANCE FORWARD				
382.4600 Transfer IN Water	-	-	200,000	-
389.1000 Cash Balance Forward	67,781	144,454	222,000	146,000
Total	67,781	144,454	422,000	146,000
TOTAL REVENUES & CASH BALANCES	403,782	484,824	765,000	487,000
FUND TITLE:/FUND # <i>Utility Billing:520</i>	EXPENDITURES BY FUNCTION <i>Internal Service</i>			
FUND/DEPARTMENT # <i>520-1320-513.</i>	ACTUAL 2006	ACTUAL 2007	BUDGET 2008	BUDGET 2009
PERSONNEL SERVICES				
1200 Salaries	138,164	126,957	151,578	161,870
1350 Part Time	-	1,385	11,440	11,440
1400 Overtime	2,939	4,760	3,500	3,000
1600 Longevity	1,456	832	1,248	1,872
2100 FICA	10,659	10,904	12,834	13,631
2200 Retirement	10,787	10,005	13,672	13,673
2300 Health	14,668	14,330	17,235	19,549
2301 Life	806	756	836	1,017
2400 Worker's Comp	560	402	484	587
Total	180,040	170,331	212,827	226,639
OPERATING EXPENSES				
3100 Professional Services	236	116	-	-
3400 Contractual	9,959	13,052	18,305	24,575
4000 Training/Travel	1,004	88	2,545	2,220
4100 Communications	2,601	2,161	3,000	3,000
4101 Communications - Cell	-	-	-	-
4200 Postage	40,158	40,671	42,500	48,000
4300 Utilities	1,597	1,900	3,000	3,000
4500 Insurance	-	-	-	-
4610 R/M Buildings	363	813	2,000	3,000
4620 R/M Equipment	536	341	1,000	700
4700 Printing	4,892	6,310	10,150	8,600
4902 Bad Debt Expense	-	-	-	-
5100 Office Supplies	5,666	2,949	7,000	7,000
5200 Operating Supplies	1,394	2,513	17,500	14,000
5210 Uniforms	431	459	700	700
5220 Household/Insttit	-	-	500	500
5400 Books/Subs/Dues	-	99	350	350
Total	68,839	71,474	108,550	115,645
CAPITAL OUTLAY				
6200 Buildings	-	-	200,000	120,000
6300 Improvements	-	-	-	-
6400 Machinery/Equipment	598	-	6,500	6,000
6401 Machinery/Equipment Non CAP	-	4,736	2,500	1,500
Total	598	4,736	209,000	127,500
TOTAL EXPENDITURES	249,477	246,541	530,377	469,784
CONTINGENCIES/RESERVES				
9900 Contingency/Reserve	154,305	238,283	234,623	17,216
Total	154,305	238,283	234,623	17,216
TOTAL EXPENDITURES, CONTINGENCIES, TRANSFERS & RESERVES	403,782	484,824	765,000	487,000

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 8,000 accounts for water, sewer, garbage, airport hanger and storage unit rent, and city marina leases consisting of residential, commercial and industrial customers. We maintain billing by auditing each billing 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:

Number of Funded Employees	Budget 2007	Budget 2008	Budget 2009
Utility Billing Supervisor	1 FT	1 FT	1 FT
Customer Service Specialist	1 FT	1 FT	1 FT
Customer Service Specialist	2 FT	2 FT	2 FT
Staff Assistant II	1 PT	1 PT	1 PT
Total	4 FT 1 PT	4 FT 1 PT	4 FT 1 PT

4. Performance Indicators

Performance Indicators	Budget 2007	Budget 2008	Budget 2009
New Service Connections	2,325	2,400	2,225
Service Disconnects	1,820	1,850	1,625
All Other Service Orders	1,800	2,500	2,100
Active Account Bills Mailed (Including Disconnect For Nonpayment Notices)	98,875	96,000	95,600
Final Account Bills Mailed	1,920	2,000	1,795
Payments Received & Posted to Customer Accounts (Including cash, check, credit cards)	93,350	95,000	97,500
Accounts With Adjustments (Including transfers of unpaid account balances)	350	700	900
Number of Complaints Handled	2,600 Stateline Disposal took over contract September 2005.	2,100	1,900
Deposit and Credit Balance Refunds	700	850	1,120
NSF Returned Checks	85	100	90
Direct Debit Accounts	8,450	9,200	10,885

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 different companies that sell CASS Certification Software to determine which program will be compatible with IMS. Option #2-Investigate outsourcing only the sorting and mailing with a company that can combine our mail with thousands of other pieces for maximum postage discount.
Deadline: September 2008
Measure: Decrease in cost of postage by 18% or \$6,000.00 per year.

After some investigation of cost, it appears that outsourcing would be the most feasible and cost effective option with a savings of \$600.00 per year to outsource the mailing of the utility bills vs. leasing the software and paying for an annual subscription.

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.

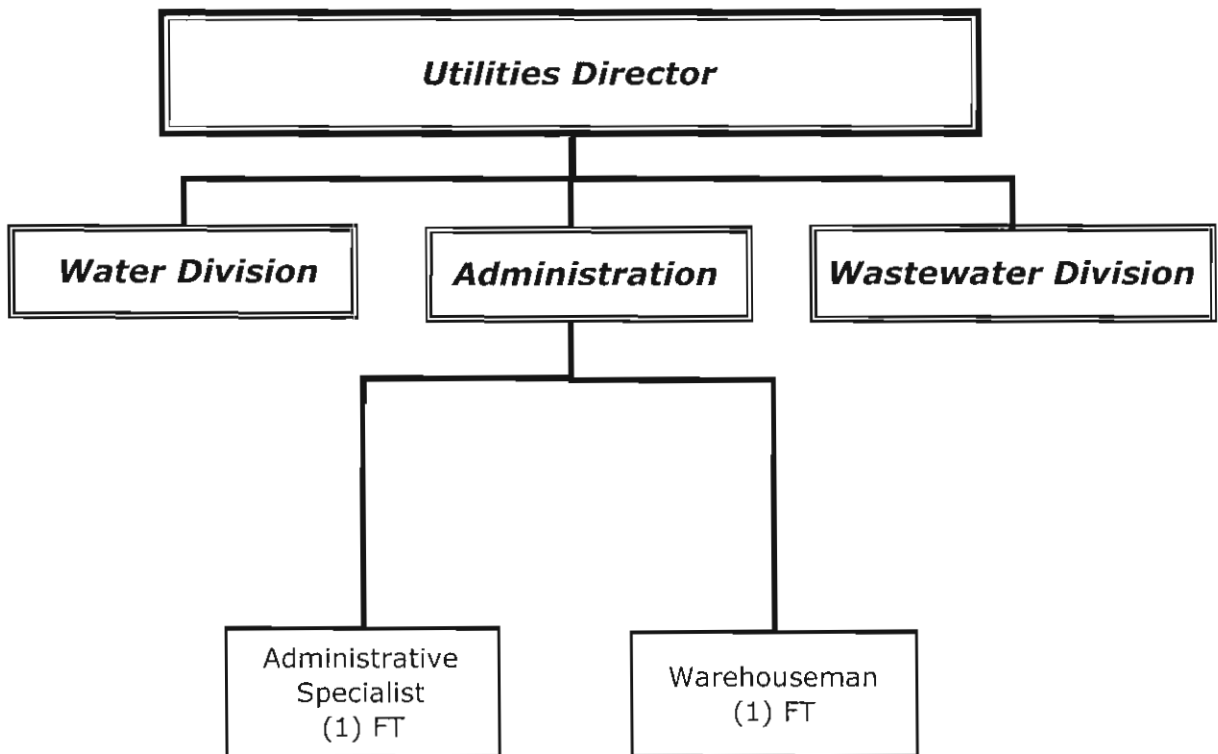
E. Renovate Existing Office Space

Goal: Improve the existing working environment.
Objective: Enlarge work stations, better secure the cashier area, move mail equipment into an enclosed room to decrease noise, & create a new work station for our future Staff Assistant.
Deadline: April 2009
Measure: Cramped & uncomfortable work stations, elevated noise levels from mail equipment close to customer service area, & no private office/area to discuss issues with customers.

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



Full-Time: 3

Part-Time: 0

Seasonal: 0

Position Control Summary
Utilities Administration

Position/Title	2008-2009 Budget	
Full-Time		
Utilities Director	1	93,323
Warehouseman	1	40,130
Administrative Specialist	1	30,555
Cola/Merit Pool		9,020
Total FT	3	173,028
Total Budgeted Positions	3	173,028

Utilities Administration Fund

FUND TITLE/DEPARTMENT TITLE:# <i>Utilities Administration Fund:530</i>	SOURCES <i>All Utilities Administration Revenues & Cash Balances</i>			
REVENUE OBJECT #/TITLE	ACTUAL 2006	ACTUAL 2007	BUDGET 2008	BUDGET 2009
OTHER REVENUE				
331.2000 FEMA Grant	-	-	-	-
361.1000 Interest	3,189	6,243	2,500	4,066
369.4500 Wastewater Revenue for UA	130,000	217,600	81,723	105,000
369.4600 Water Revenue for UA	142,000	54,400	81,723	105,000
369.9000 Other Revenue	101	-	-	-
Total	275,290	278,243	165,946	214,066
INTERFUND REIMBURSEMENTS				
381.1000 General / Streets	-	-	-	-
Total	-	-	-	-
TOTAL REVENUES	275,290	278,243	165,946	214,066
CASH BALANCE FORWARD				
389.1000 Cash Balance Forward	46,781	91,291	154,554	82,734
Total	46,781	91,291	154,554	82,734
TOTAL REVENUE AND CASH BALANCES	322,071	369,534	320,500	296,800

FUND TITLE:/FUND # <i>Utilities Administration Fund:530</i>	EXPENDITURES BY FUNCTION <i>Internal Service</i>			
FUND/DEPARTMENT # <i>530-1921-519</i>	ACTUAL 2006	ACTUAL 2007	BUDGET 2008	BUDGET 2009
EXPENDITURE OBJECT #/NAME				
PERSONNEL SERVICES				
1200 Salaries	156,320	136,799	168,600	173,028
1210 Worker's Comp Reimbursement	-	-	-	-
1300 Temporary	-	-	-	-
1350 Part Time	-	37	-	-
1400 Overtime	3,373	2,693	5,000	3,000
1500 Incentive	-	-	-	-
1600 Longevity	-	-	832	2,288
2100 FICA	13,693	11,912	13,344	13,641
2200 Retirement	12,762	11,576	14,106	14,376
2300 Health	20,495	18,587	19,975	23,258
2301 Life	386	663	690	1,131
2400 Worker's Comp	582	6,957	7,042	9,695
2500 Unemployment	-	2,451	-	-
Total	207,610	191,675	229,589	240,417
OPERATING EXPENSES				
3100 Professional Services	-	-	-	-
3400 Contractual	3,737	4,460	2,920	4,895
4000 Training/Travel	2,525	1,384	4,000	9,250
4100 Communications	2,343	2,508	2,000	1,500
4101 Communications - Cell	1,104	1,475	1,801	2,400
4200 Postage	211	(153)	500	500
4300 Utilities	1,598	1,900	2,300	5,000
4610 R/M Buildings	98	191	1,000	2,000
4620 R/M Equipment	9	-	-	2,500
4800 Promotional	-	-	-	-
5100 Office Supplies	2,970	2,699	3,500	5,000
5200 Operating Supplies	993	1,817	3,500	7,500
5210 Uniforms	733	655	825	975
5220 Household/Instit	244	-	3,000	3,000
5230 Gas/Oil	263	72	-	-
5400 Books/Subs/Dues	1,955	800	1,000	3,000
Total	18,783	17,807	26,346	47,520
CAPITAL OUTLAY				
6300 Improvements	-	-	-	-
6400 Machinery/Equipment	-	-	-	-
6401 Machinery/Equipment Non-CAP	-	1,128	1,000	-
Total	-	1,128	1,000	-
TOTAL EXPENDITURES	226,394	210,610	256,935	287,937
TRANSFERS, CONTINGENCIES, RESERVES				
9900 Contingency	95,678	158,924	63,565	8,863
Total	95,678	158,924	63,565	8,863
TOTAL EXPENDITURES, TRANSFERS, CONTINGENCIES & RESERVES	322,071	369,534	320,500	296,800

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:

<u>Number of Funded Employees</u>	<u>FY2007/2008</u>	<u>FY 2007/2008</u>	<u>FY 2008/2009</u>
Utility Department Director	1 FT	1 FT	1 FT
Administrative Assistant	1 FT	1 FT	1 FT
Warehouseman	1 FT	1 FT	1 FT
Total	3 FT	3 FT	3 FT

4. Program Performance Indicators:

Performance Indicators	Actual 2006	Actual 2007	Actual 2008	Projected 2008/2009
Water O&M/Customer	514.27	461.78	438.72	543.27
Wastewater O&M Exp/customer	602.37	511.46	654.39	641.55

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.