

**WATER AND
WASTEWATER FUND**

**ADMINISTRATION DIVISION
ACCOUNT 501-7100-580**

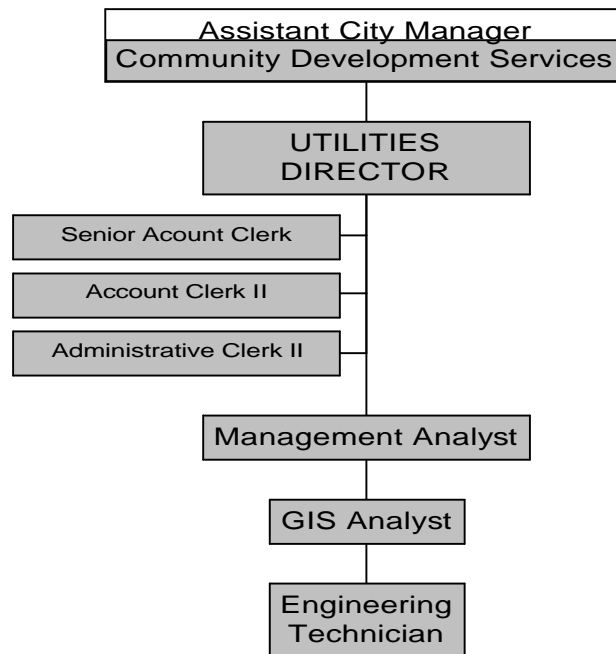
2005 DEPARTMENT / DIVISION SPENDING SUMMARY

| EXPENDITURES | 2003 Actual | 2004 Adopted | 2004 Estimate | 2005 Budget |
|-----------------------------|--------------|--------------|---------------|--------------|
| Personal Services | \$ 598,368 | \$ 466,709 | \$ 466,709 | \$ 482,336 |
| Contractual Services | 158,293 | 273,300 | 273,300 | 274,200 |
| Commodities | 59,937 | 89,000 | 89,000 | 93,000 |
| Capital Outlay | 4,158 | 302,000 | 302,000 | 302,000 |
| Debt Service | - | - | - | - |
| Transfers | 650,000 | 650,000 | 650,000 | 715,000 |
| Contingency | - | - | - | - |
| Total | \$ 1,470,756 | \$ 1,781,009 | \$ 1,781,009 | \$ 1,866,536 |

DEPARTMENT / DIVISION PERSONNEL SUMMARY

| PERSONNEL | 2003 Actual | 2004 Adopted | 2004 Estimate | 2005 Budget |
|-----------------------------|-------------|--------------|---------------|-------------|
| Authorized Positions | 7.00 | 7.50 | 7.50 | 7.50 |

DEPARTMENT / DIVISION ORGANIZATIONAL CHART



* Shading indicates positions funded from this account.

DEPARTMENT / DIVISION PROFILE

Department's Mission:

Provide the City with an adequate supply of clean, safe, drinking water and properly return this precious resource back to the environment so that its life-sustaining properties can be utilized for generations to come.

Division's Mission:

Provide support services and direction for the five operation areas of the department; human resources, budgeting, policy development, regulatory compliance project management, GIS functions and clerical support.

Significant Issues for 2005 - The increase in Personal Services for 2005 can be attributed to merit increases for eligible employees and increased health insurance costs as well as a 2% general wage adjustment and implementation of the Primary Pay Plan. Department wide physical system security will be a concern in the future as Homeland Security promulgates new standards for the industry. A Vulnerability Assessment was submitted December, 2003 to the EPA and future security measures will be provided.

CURRENT YEAR ACCOMPLISHMENTS

- Handled approximately 12,000 customer requests for service calls, walk-in traffic and website visits.
- Completed planning for 2004 Annual Safety/Employee Appreciation Event scheduled for June 10, 2004.
- Processed 220 work orders, collected payment for 115 water installation contracts.
- Completed Diversity for all employees within the department

MAJOR GOALS AND OBJECTIVES FOR 2005

1. **PLANNING FOR REGULATIONS, RELIABILITY AND GROWTH:** To maintain and implement short and long range plans for future growth of the Water and Wastewater System. Complete Vulnerability Assessments, Rate Study and MP Projects.
2. **RESOURCE MANAGEMENT:** To effectively utilize human and capital resources within the Utilities Department. Management staff to attend City's mediation training.
3. **GIS SERVICES:** Continue to provide support for the implementation and use of the City Geographic Information System (GIS). Complete Distribution digital Map Book and complete staff training for laptop computers in crew trucks.
4. **PROFESSIONAL DEVELOPMENT:** To support programs which assist employees in reaching their maximum profession potential within the department. Send all staff to appropriate professional development training. Cross training of staff as appropriate.
5. **PUBLIC EDUCATION AND PUBLIC RELATIONS:** To provide the public and local officials with information about the department's programs and services. Review and consider enhancing the Conservation Program using "Water Use It Wisely" Campaign.

PERFORMANCE INDICATORS

| | 2003 | 2004 | 2005 | |
|----------------------------------------------------|--------|-----------|-----------|----------|
| | Actual | Estimated | Projected | Standard |
| Customer Service and Technical Quality Complaints | N/A | <25 | <25 | N/A |
| % of customers rating services as "good" or higher | N/A | 99 | 99 | N/A |
| Training Hours per Employee | N/A | 8 | 8 | N/A |