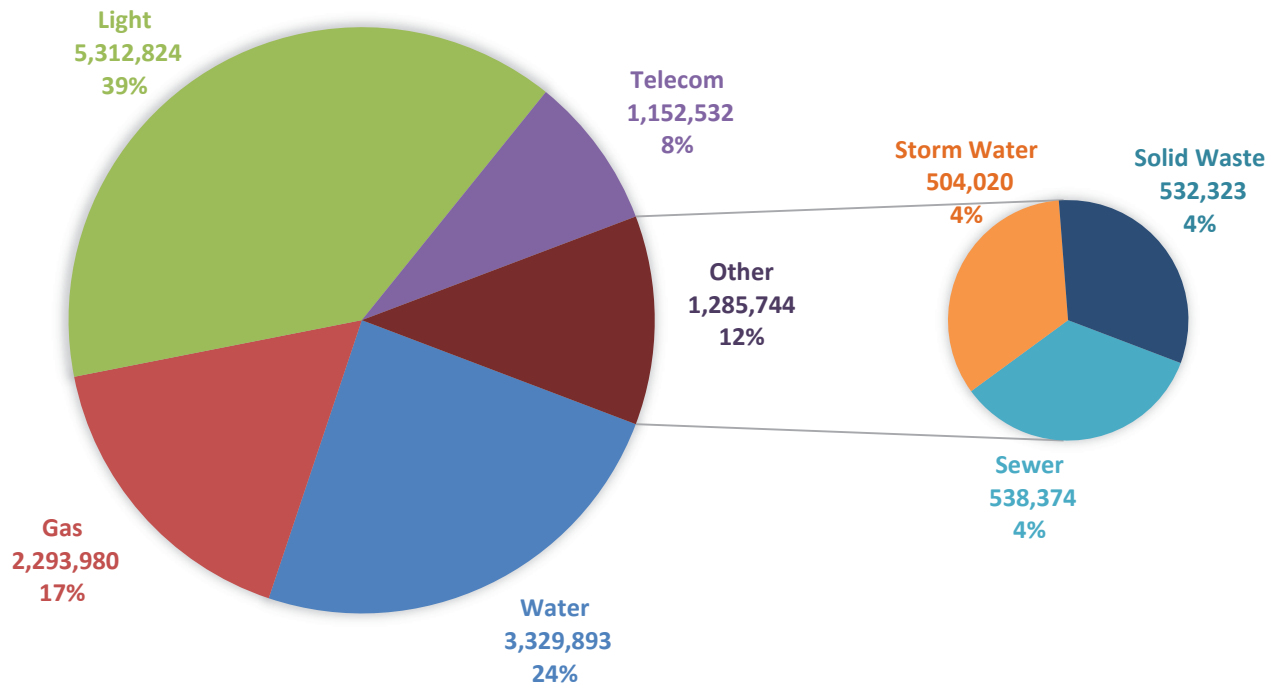




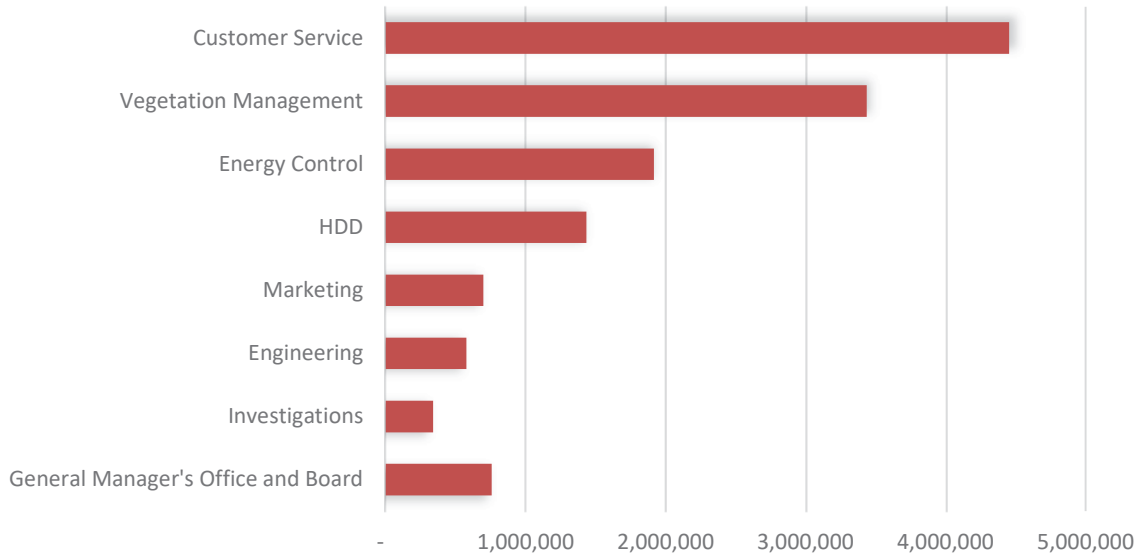
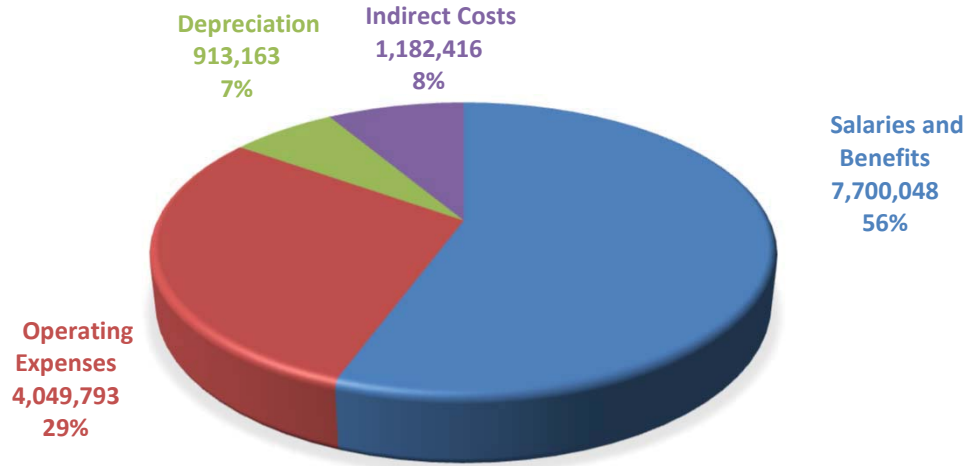
Utility Internal Service Funds

City of Albany Adopted Budget FY 2020 Utility Internal Service Fund (UISF)



Total Revenue
\$13,845,420

City of Albany Adopted Budget FY 2020 Utility Internal Service Fund (UISF)



**Total Expenditures
\$13,845,420**

UTILITY MANAGEMENT

DESCRIPTION

The Utility Management and Board is an internal service fund that will provide management services and support to all components of the Albany Utility Board.

STRATEGIC PRIORITIES (SP)

SP III: Infrastructure & Asset Management

GOALS & OBJECTIVES

SP III, G&O 1: Develop an Efficient & Sustainable Infrastructure Management Program

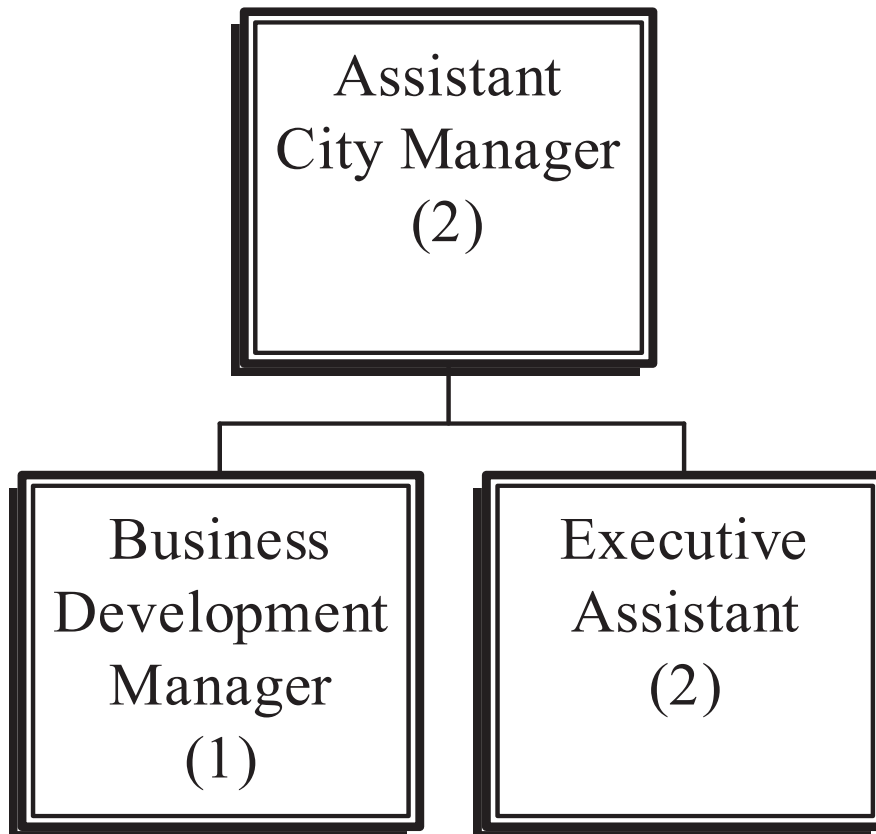
PERFORMANCE MEASURES

Measures	FY 2018	FY 2019	FY 2020
SP III, G&O 1, PM 1: % Street Lighting Converted to LED			
- RFP & Coordination	10%	100%	100%
- Installation of LED	0%	90%	100%
SP III, G&O 1, PM 2: % AMI Project Complete			
- RFP	0%	100%	100%
- Contract Negotiations	0%	80%	100%
- Software Installations	0%	0%	100%
- Water Meters	0%	0%	20%
- Gas Meters	0%	0%	20%
- Light Meters	0%	0%	20%

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Utility Management



UTILITY MANAGEMENT

DESCRIPTION

The Utility Management and Board is an internal service fund that will provide management services and support to all components of the Albany Utility Board.

Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONNEL SERVICES	1,404,191	607,871	635,920
OPERATING EXPENSES	87,444	92,537	92,382
DEPRECIATION EXPENSE	4,613	4,288	6,401
INDIRECT COST	66,888	53,106	52,286
TOTAL EXPENSES	1,563,136	757,802	786,989
FULL TIME POSITIONS	5	5	5

Class Title

Assistant City Manager	2	2	2
Executive Assistant	2	2	2
Business Development Manager	1	1	1
TOTAL	5	5	5

UTILITY MANAGEMENT					
ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4815					
7110	Regular Wages	437,075	447,380	467,106	19,726
7210	W/C Insurance	1,106	1,232	934	(298)
7230	Uniforms	1,148	1,500	1,000	(500)
7260	FICA Matching	30,929	34,263	35,734	1,471
7270	Pension Matching	860,539	48,819	56,053	7,234
7280	Insurance Matching	65,277	65,677	66,093	416
7290	Contribution Matching	8,117	8,500	9,000	500
7513	Adm.Svcs(Finance,Mgt)	11,600	12,000	12,000	0
7550	Communications	5,916	7,900	7,900	0
7600	Travel	29,050	30,149	29,715	(434)
7610	Auto Allowance	6,000	6,000	6,000	0
7630	Train/Cont. Education	5,745	8,915	10,975	2,060
7700	Risk Allocation	10,680	9,853	9,301	(552)
7870	Maint: Motor Equip.	2,691	1,250	433	(817)
7880	Manint: Mach/Imp/Tools	2,065	2,680	2,168	(512)
7990	Dues and Fees	715	1,000	800	(200)
8010	Supplies	2,789	7,000	7,000	0
8016	Small Equip	3,801	2,000	2,000	0
8018	Books & Subscriptions	2,255	200	300	100
8050	Rental of Equipment	2,322	2,325	2,325	0
8110	Motor Fuel	1,335	1,265	1,465	200
8900	Depreciation	4,613	4,288	6,401	2,113
8951	Indirect	66,888	53,106	52,286	(820)
Total		1,563,136	757,802	786,989	29,187

INVESTIGATIONS

DESCRIPTION

The Investigations Division provides physical security for the Albany Utilities and Board when in session. This division monitors, evaluate, and maintain security cameras, access control, burglar and fire alarms. Also perform criminal investigation of theft, fraud, meter tampering, identity misrepresentation cases. Participate with other Law Enforcement agencies on combined initiatives. In addition a full time Security Officer is posted at the main collection point for Administration Department of the Albany Utility.

STRATEGIC PRIORITIES (SP)

SP I: Safe, Sustainable, & Business Friendly

GOALS & OBJECTIVES (G&O)

SP I, G&O 1: Create a Safe Community to Live, Work, and Play that Encourages the Well-Being of Albany's Citizens and Assets.

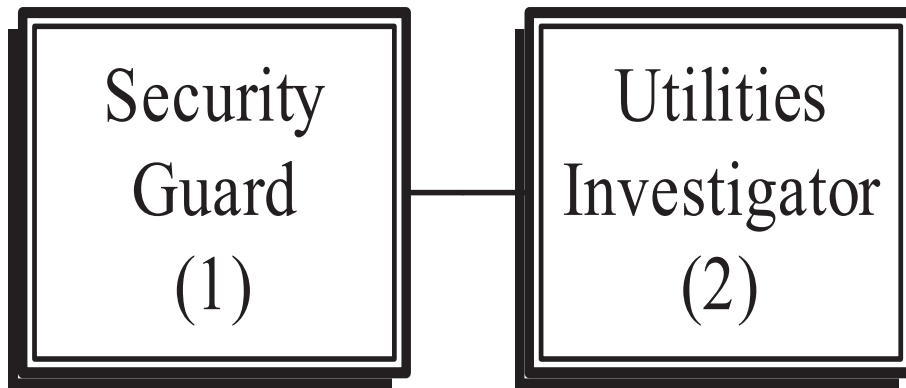
PERFORMANCE MEASURES (PM)

Measures	FY 2018	FY 2019	FY 2020
SP I, G&O 1, PM 1: # of Network Camera's Monitored on City Security System	99	127	135

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INVESTIGATIONS



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Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONNEL SERVICES	189,613	190,510	198,452
OPERATING EXPENSE	81,687	113,564	103,448
DEPRECIATION	5,938	5,938	5,938
INDIRECT COST	41,490	29,387	31,372
TOTAL	318,728	339,399	339,210

FULL TIME POSITIONS	3	3	3
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Capital Purchases	0	0	86,740
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<u>Class Title</u>			
Utilities Investigator	2	2	2
Security Guard	1	1	1
TOTAL	3	3	3

INVESTIGATIONS					
ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4825					
7110	Regular Wages	126,016	125,394	125,416	22
7120	Overtime	9,352	8,000	8,000	0
7210	W/C Insurance	3,691	3,690	5,415	1,725
7230	Uniforms	1,323	3,800	2,800	-1,000
7260	FICA Matching	9,919	10,205	10,206	1
7270	Pension Matching	17,540	17,752	18,626	874
7280	Insurance Matching	20,093	19,969	26,289	6,320
7290	Contribution Matching	1,679	1,700	1,700	0
7510	Professional Services	11,026	26,000	24,000	-2,000
7512	Tech.Svcs(Surveys,DP)	605	4,000	3,200	-800
7550	Communications	35,004	36,600	36,600	0
7600	Travel	606	1,000	1,000	0
7630	Train/Cont. Education	654	1,000	1,000	0
7700	Risk Allocation	7,668	8,799	7,114	-1,685
7860	Maint: Bldgs.	0	0	0	0
7870	Maint: Motor Equip.	6,436	1,800	6,079	4,279
7880	Maint: Mach/Imp/Tools	4,809	16,840	10,840	-6,000
8010	Supplies	1,087	2,000	1,000	-1,000
8016	Small Equip	11,373	14,000	10,000	-4,000
8110	Gasoline	2,419	1,525	2,615	1,090
8900	Depreciation	5,938	5,938	5,938	0
8951	Indirect Cost	41,490	29,387	31,372	1,985
Total		318,728	339,399	339,210	-189

ENGINEERING

DESCRIPTION

Engineering is a support department for all departments (Water, Gas, Light, Telecommunications, maintenance and downtown administration). The primary objectives of the engineering department are to review all plans approved by Albany/Dougherty Planning and Zoning, make first contacts with developers and outside engineering firms concerning developments, calculate electrical loads and size transformers and switches, calculate water and gas loads for line size, compose work orders and drawings for the installation of all utilities for residential and commercial developments and maintain postings to all water, gas, electrical and telecommunication maps and valve drawings. Other duties of the engineering department include checking overhead electrical lines for respec, department of transportation permitting, relocation of utilities on highway widening projects, meet customers about complaints, EPD permitting, security lights and street lights, etc.

STRATEGIC PRIORITIES (SP)

SP III: Infrastructure & Asset Management

GOALS & OBJECTIVES (G&O)

SP III, G&O 1: Develop an Efficient & Sustainable Infrastructure Management Program

PERFORMANCE MEASURES (PM)

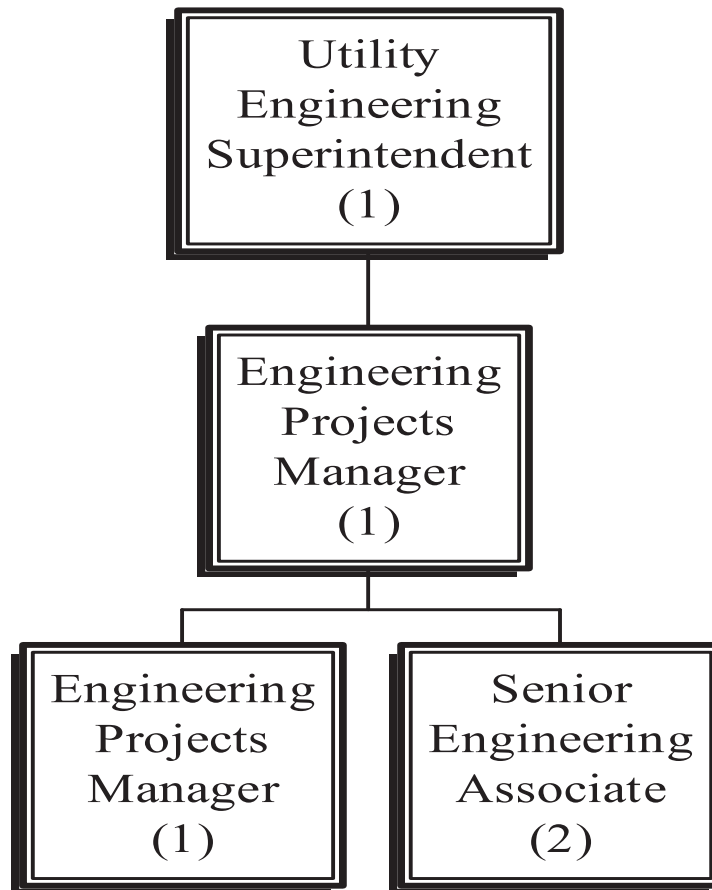
	FY 2018	FY 2019	FY 2020
SP III, G&O 1, PM 1: % Complete on the Manufacture Gas Plant Clean-up Project	20%	20%	20%

Note: Estimated completion date for the project is 2026.

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ENGINEERING



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DESCRIPTION

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Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	REQUESTED 2019/2020
PERSONAL SERVICES	385,758	445,792	464,229
OPERATING EXPENSE	53,138	63,043	57,730
DEPRECIATION	2,985	5,059	911
INDIRECT COST	90,644	62,340	52,286
TOTAL	532,525	576,234	575,156

Capital Projects Summary

Projects Totals	0	60,883	0
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FULL TIME POSITIONS	5	5	5
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Class Title

Engineering Project Manager	2	2	2
Engineering Associate, Senior	2	2	2
Utility Engineering Superintendent	1	1	1
TOTAL	5	5	5

ENGINEERING					
ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	REQUESTED 2019/2020	VARIANCE + / (-)
4830					
7110	Regular Wages	279,409	326,954	337,136	10,182
7210	W/C Insurance	691	817	674	(143)
7230	Uniforms	949	1,500	1,500	0
7260	FICA Matching	19,533	25,012	25,791	779
7270	Pension Matching	29,914	35,638	40,456	4,818
7280	Insurance Matching	50,574	50,871	52,672	1,801
7290	Contribution Matching	4,688	5,000	6,000	1,000
7510	Professional Services	10,835	10,835	10,962	127
7512	Tech.Svcs(Surveys,DP)	3,779	0	0	0
7550	Communications	7,739	6,500	7,200	700
7600	Travel	803	3,000	2,000	(1,000)
7630	Train/Cont. Education	0	3,000	0	(3,000)
7700	Risk Allocation	14,172	10,508	8,112	(2,396)
7870	Maint: Motor Equip.	3,619	5,900	5,300	(600)
7880	Maint: Mach/Imp/Tools	999	12,920	12,120	(800)
7900	Utilities	3,492	3,200	3,500	300
8010	Supplies	2,074	2,000	2,500	500
8016	Small Equip	2,133	1,500	1,500	0
8110	Motor Fuel	3,494	3,680	4,536	856
8900	Depreciation	2,985	5,059	911	(4,148)
8951	Indirect Costs	90,644	62,340	52,286	(10,054)
Total		532,525	576,234	575,156	(1,078)

Marketing/Sales

DESCRIPTION

The Marketing/Sales Department is responsible for all marketing and sales for the various departments of the Albany Utility Board. Those departments are water, gas, light, solid waste, and telecommunications. The department is responsible for all aspects of the various other programs designed to inform and educate the community about public utilities and safety.

STRATEGIC PRIORITIES (SP)

SP IV: Promotion of the City as a Great Place to Live, Work, and Play

GOALS & OBJECTIVES (G&O)

SP IV, G&O 2: To be recognized as a vibrant community & tourism destination

SP IV, G&O 3: To be recognized as a progressive & innovative community

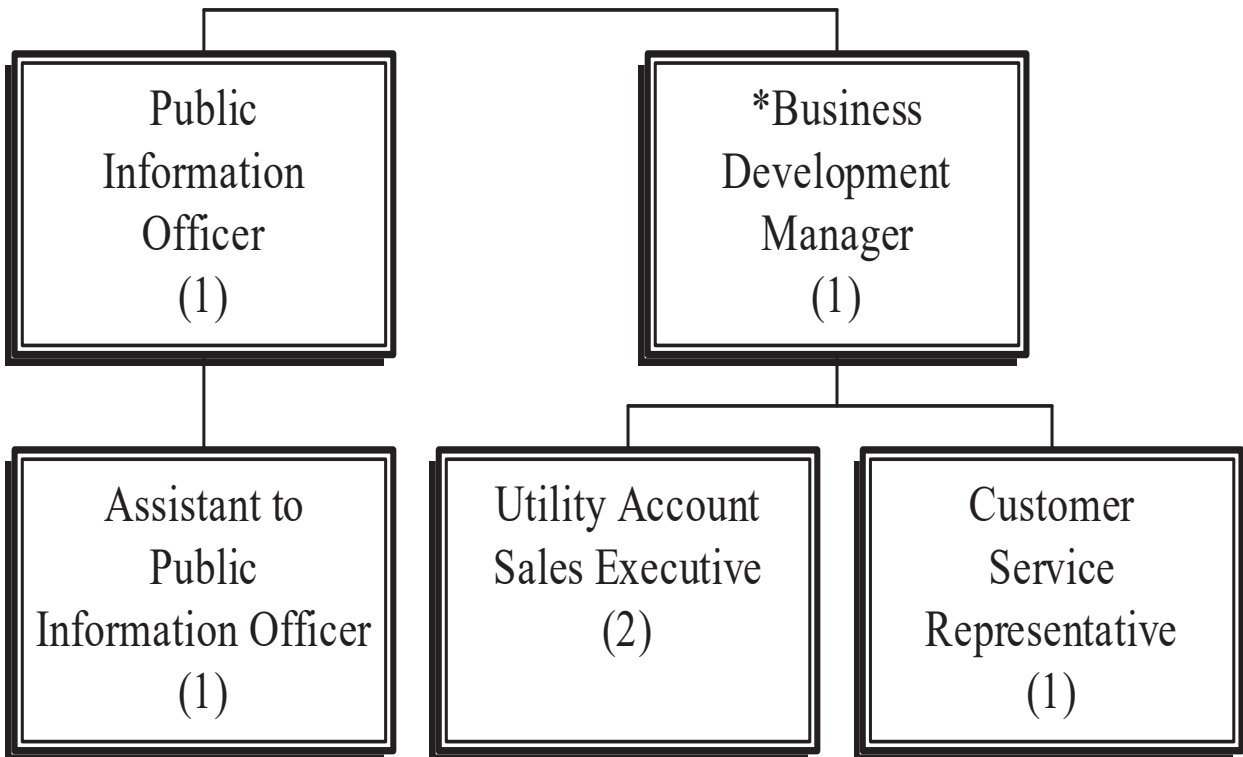
PERFORMANCE MEASURES (PM)

Measures	FY 2018	FY 2019	FY 2020
SP IV, G&O 2, PM 1: # of Followers on Social Media sites	N/A	1,546	2,319
SP IV, G&O 2, PM 2: # of Press Releases provided	N/A	58	70
SP IV, G&O 3, PM 1: # of Sponsorships Promoting the City and/or Utility	N/A	15	20

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Marketing



* Position housed in Utility Management

Marketing/Sales

DESCRIPTION

The Marketing/Sales Department is responsible for all marketing and sales for the various departments of the Albany Utility Board. Those departments are water, gas, light and telecommunications. The department is responsible for all aspects of the various other programs designed to inform and educate the community about public utilities and safety.

Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONNEL SERVICES	279,506	326,022	289,252
OPERATING EXPENSES	296,932	318,842	356,719
DEPRECIATION EXPENSE	3,297	3,297	3,297
INDIRECT COST	50,795	50,007	41,829
TOTAL EXPENSES	630,530	698,168	691,097
FULL TIME POSITIONS	4	5	4

Class Title

Marketing Manager	1	0	0
Public Information Officer	0	1	1
Asst. to PIO/Graphic Designer	0	1	1
Utility Account Sales Executive	2	2	1
Customer Service Representative	1	1	1
TOTAL	4	5	4

Marketing/Sales					
ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4835					
7110	Regular Wages	188,502	214,287	195,912	(18,375)
7120	Overtime	447	0	0	0
7130	Part Time	15,194	15,000	15,000	0
7210	W/C Insurance	1,456	3,670	422	(3,248)
7230	Uniforms	184	2,200	1,200	(1,000)
7260	FICA Matching	14,748	17,540	16,135	(1,405)
7270	Pension Matching	20,194	23,357	23,509	152
7280	Insurance Matching	36,566	47,968	34,074	(13,894)
7290	Contribution Matching	2,215	2,000	3,000	1,000
7510	Professional Services	167,739	170,000	165,775	(4,225)
7514	Contract Labor (Temp)	4,267	9,500	60,000	50,500
7550	Communications	3,868	4,860	3,500	(1,360)
7570	Advertising	87,060	70,000	80,000	10,000
7600	Travel	408	3,000	2,000	(1,000)
7630	Train/Cont. Education	215	3,700	4,000	300
7700	Risk Allocation	9,480	14,189	10,192	(3,997)
7870	Maint: Motor Equip	492	2,130	85	(2,045)
7880	Maint: Mach/Imp/Tools	3,429	16,883	4,927	(11,956)
7990	Dues and Fees	195	200	1,000	800
8010	Supplies	12,848	19,500	17,500	(2,000)
8016	Small Equip	3,206	0	2,000	2,000
8017	Printing(Not Std Forms)	2,500	3,500	4,500	1,000
8018	Books and Subscriptions	0	0	20	20
8110	Motor Fuel	1,226	1,380	1,220	(160)
8900	Depreciation	3,297	3,297	3,297	0
8951	Indirect Cost	50,795	50,007	41,829	(8,178)
Totals		630,531	698,168	691,097	(7,071)

HDD/URD Protection

DESCRIPTION

The department is responsible for locating and protecting existing utility systems. HDD also performs excavating and horizontal directional drilling to install utilities for all departments.

STRATEGIC PRIORITIES (SP)

SP II: Economic Development & Jobs

GOALS & OBJECTIVES (G&O)

SP II, G&O 1: Expand Albany Utilities Infrastructure

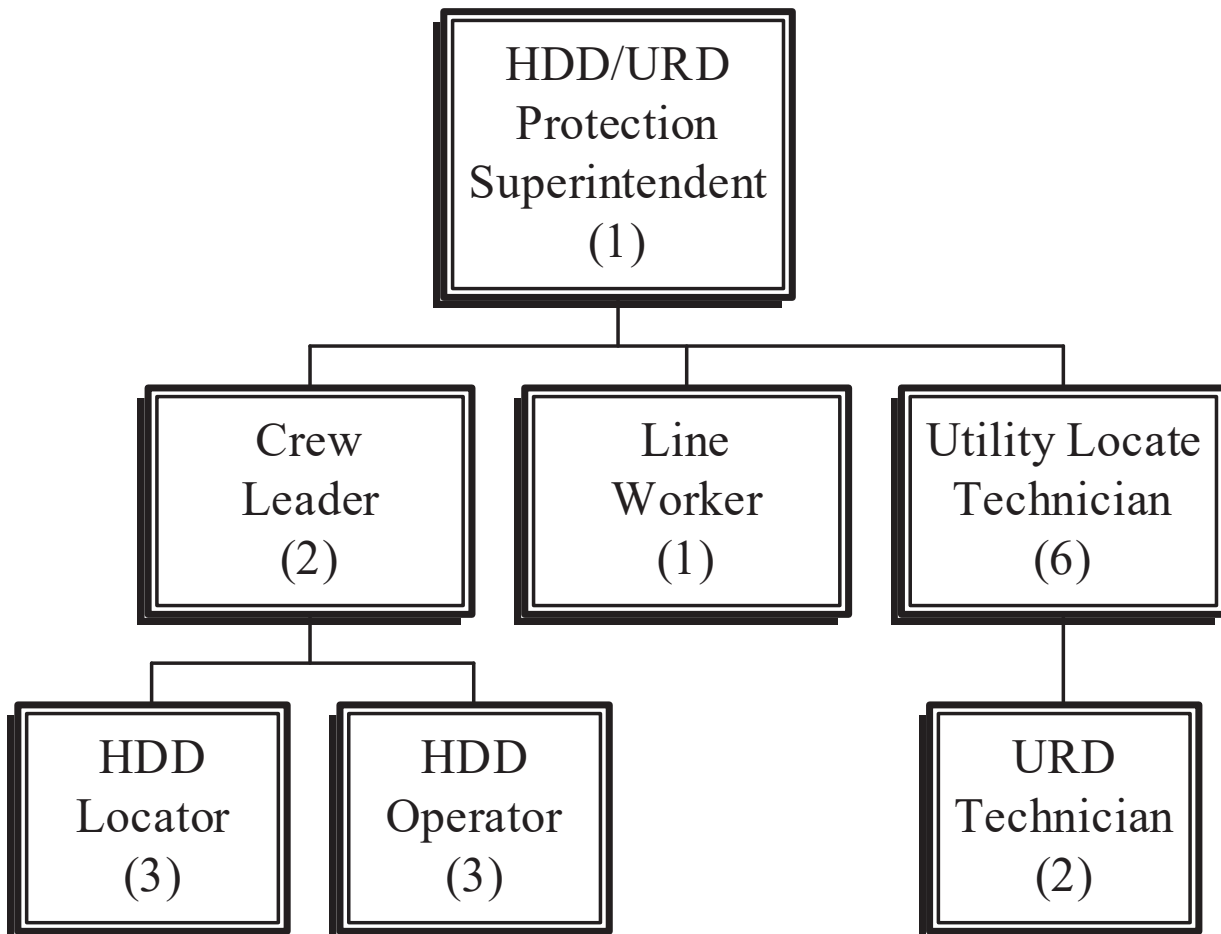
PERFORMANCE MEASURES (PM)

Measures	FY 2018	FY 2019	FY 2020
SP II, G&O 1, PM 1: # of Linear Feet Drilled for Utility Lines (Telecom, other departments work completed)	6,000'	7,500'	9,000'
SP II, G&O 1, PM 2: % Utility damages per total locates completed	N/A	2.54%	1.75%

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HDD/URD PROTECTION



HDD/URD Protection

DESCRIPTION

The department is responsible for locating and protecting existing utility systems. HDD also performs excavating and horizontal directional drilling to install utilities for all departments.

Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONNEL SERVICES	927,199	1,102,272	1,059,517
OPERATING EXPENSES	215,667	210,165	219,965
DEPRECIATION EXPENSE	27,843	18,201	37,402
INDIRECT COSTS	102,356	102,326	177,772
TOTAL EXPENSES	1,273,065	1,432,964	1,494,656

Capital Projects Summary

Project Totals	300,000	241,434	1,110,000
FULL TIME POSITIONS	18	18	17

Class Title

HDD/URD Protection Superintendent	1	1	1
URD Technician	2	2	2
HDD Operator	3	3	2
HDD Supervisor	0	0	1
Locate Supervisor	0	0	0
HDD Locator	3	3	2
HDD Crew Leader	2	2	1
Line Worker	1	1	0
Utility Locate Technician	6	6	6
TOTAL	18	18	17

HDD/URD Protection					
ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4840					
7110	Regular Wages	598,879	724,315	671,221	(53,094)
7120	Overtime	50,823	45,000	45,000	0
7210	W/C Insurance	14,424	14,761	17,882	3,121
7230	Uniforms	7,459	14,300	12,300	(2,000)
7260	FICA Matching	46,377	58,853	54,791	(4,062)
7270	Pension Matching	69,130	83,855	85,947	2,092
7280	Insurance Matching	131,203	153,788	163,876	10,088
7290	Contribution Matching	8,904	7,400	8,500	1,100
7510	Professional Services	40	60	0	(60)
7550	Communications	6,989	10,980	10,980	0
7600	Travel	361	2,000	2,000	0
7630	Train/Cont. Education	2,065	4,500	2,000	(2,500)
7700	Risk Allocation	20,928	37,685	19,387	(18,298)
7870	Maint: Motor Equip.	70,785	47,000	69,259	22,259
7880	Maint: Mach/Imp/Tools	6,594	17,640	18,644	1,004
7900	Utilities	232	500	500	0
7990	Dues and Fees	28,256	30,000	30,000	0
8004	Materials	329	0	0	0
8009	Licenses(CDL,CPA,Etc)	0	0	250	250
8010	Supplies	54,052	34,700	34,700	0
8016	Small Equip	350	1,500	4,000	2,500
8110	Motor Fuel	24,686	23,600	28,245	4,645
8900	Depreciation	27,843	18,201	37,402	19,201
8951	General Fund	102,356	102,326	177,772	75,446
Total		1,273,065	1,432,964	1,494,656	(13,754)

ENERGY CONTROL/SCADA

DESCRIPTION

The Energy Control internal service fund will provide support to all utility divisions. This fund will provide 24 hour monitoring and control of all utility systems through a Supervisory Control and Data Acquisition (SCADA) system. This fund will also provide afterhours response for customer needs. Electric substation relay maintenance and other technical substation activities will also be performed by this internal service fund. The service department performs work functions associated with meter reading, connecting services for new customers, disconnects utility services for nonpayment, closed accounts and reconnect once account is paid. Other work functions such as detecting gas leaks, tampered meters, water leaks, locating meters and delivering written notices for final bill payments, returned checks, delinquent priority accounts to customer sites as appropriate. There are 20 billing cycles and those cycles help determine meter reading dates, cut off dates, due dates and days of service for the year which plays a major factor with the customer receiving their bill on time. The audit control department send rereads, audit control trouble tickets and off showing consumption work orders after they audit the meter reading report and the service department go get physical reads before billing and investigate any reason for consumption being shown. The service department is essential to the company and other departments in many ways and also we strive to display great customer service because our customers makes us.

STRATEGIC PRIORITIES (SP)

SP V: Effective and Excellent Service Delivery

GOALS & OBJECTIVES (G&O)

G&O 2: Provide customer satisfaction, not only customer service

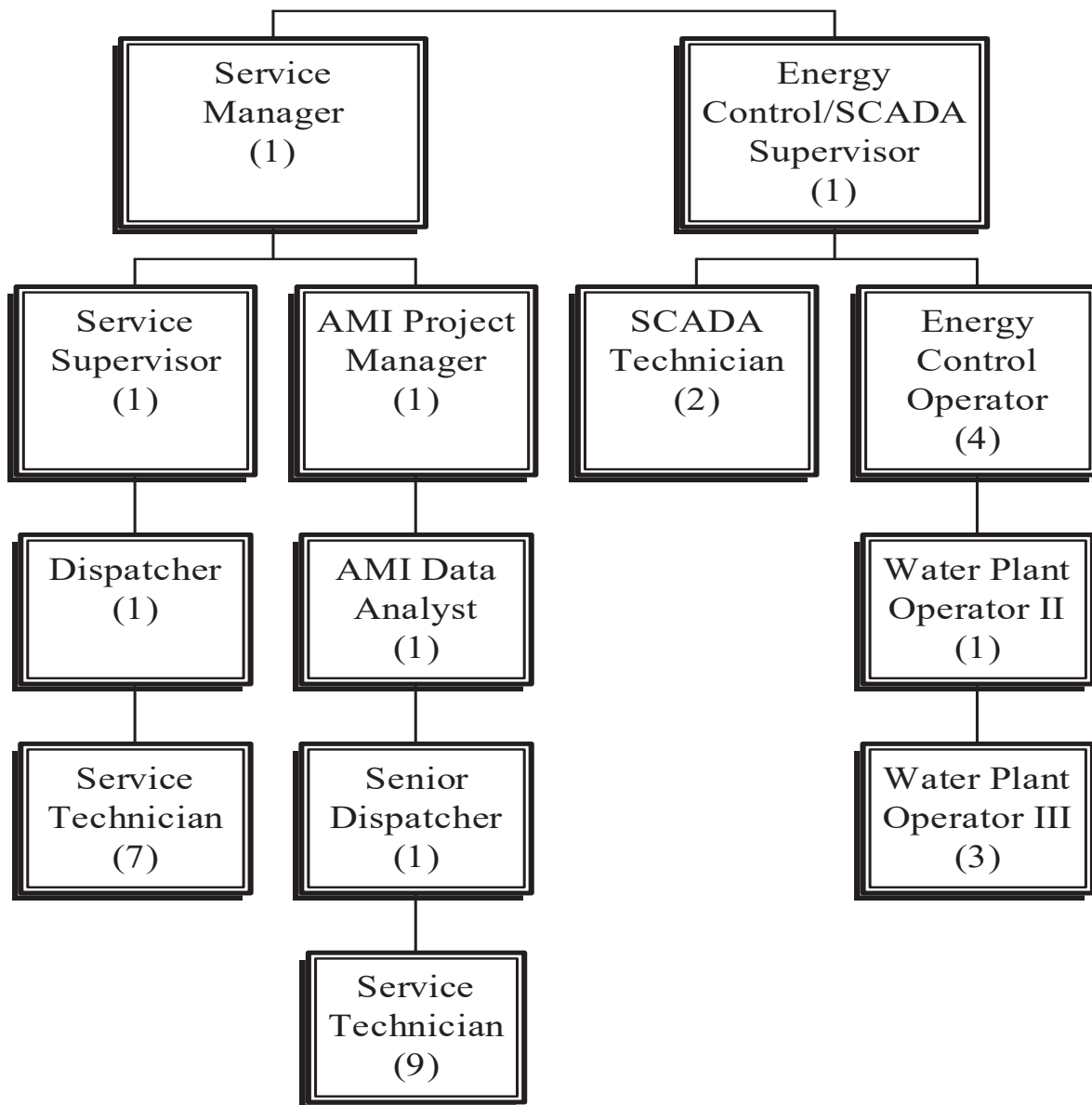
PERFORMANCE MEASURES (PM)

Measures	FY 2018	FY 2019	FY 2020
SP V, G&O 2, PM 1: Open Tickets (Average per day)	16.8	28.4	15.1
SP V, G&O 2, PM 2: Closed Tickets (Average per day)	31.5	35.9	21.2

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ENERGY CONTROL



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Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONNEL SERVICES	2,011,811	2,109,365	2,036,654
OPERATING EXPENSE	404,581	391,374	388,749
DEPRECIATION EXPENSE	705,343	706,648	705,672
INDIRECT COST	325,788	230,763	324,173
TOTAL EXPENSES	3,447,523	3,438,150	3,455,248

FULL TIME POSITIONS	33	33	31
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Class Title

Energy Cntrl/SCADA Manager	1	1	1
AMI Project Manager	0	1	1
AMI Data Analyst	0	1	1
Energy Control Operator	4	4	4
SCADA Technician	2	2	2
Water Plant Operator I	1	1	0
Water Plant Operator II	0	0	1
Water Plant Operator III	4	3	3
Service Manager	1	1	1
Dispatcher, Senior	1	1	1
Service Supervisor	1	1	1
Dispatcher, Utilities	1	1	0
Service Technician	17	16	15
TOTAL	33	33	31

Energy Control/SCADA

ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4850					
7110	Regular Wages	1,274,146	1,348,884	1,294,698	(54,186)
7120	Overtime	106,829	65,000	65,000	0
7210	W/C Insurance	27,590	26,811	21,204	(5,607)
7230	Uniforms	16,673	22,150	22,150	0
7260	FICA Matching	96,413	108,162	104,017	(4,145)
7270	Pension Matching	142,665	154,113	163,164	9,051
7280	Insurance Matching	334,367	370,245	352,421	(17,824)
7290	Contribution Matching	13,128	14,000	14,000	0
7510	Professional Services	0	10,500	0	(10,500)
7512	Tech.Svcs(Surveys,DP)	54,385	71,990	51,990	(20,000)
7550	Communications	24,779	26,600	26,600	0
7600	Travel	18,223	18,600	18,600	0
7630	Train/Cont. Education	12,842	20,300	20,300	0
7700	Risk Allocation	85,836	62,498	56,107	(6,391)
7870	Maint: Motor Equip.	100,882	72,650	107,884	35,234
7880	Maint: Mach/Imp/Tools	13,882	10,716	10,716	0
7900	Utilities	11,683	14,000	14,000	0
7990	Dues and Fees	325	0	0	0
8009	Licenses (CDL, CPA, et	0	720	2,000	1,280
8010	Supplies	23,368	19,000	13,000	(6,000)
8016	Small Equip	2,767	2,500	6,500	4,000
8017	Printing(Not Std Forms	846	0	2,000	2,000
8110	Motor Fuel	53,819	59,800	57,552	(2,248)
8150	Food	943	1,500	1,500	0
8900	Depreciation	705,343	706,648	705,672	(976)
8915	Indirect Cost	325,788	230,763	324,173	93,410
Total		3,447,523	3,438,150	3,455,248	17,098

Vegetation Management

DESCRIPTION

Vegetation Management is an internal service fund providing tree and right of way maintenance services to the City of Albany.

STRATEGIC PRIORITIES (SP)

SP III: Infrastructure & Asset Management

GOALS & OBJECTIVES (G&O)

SP III, G&O 1: Develop an Efficient & Sustainable Infrastructure Management Program

PERFORMANCE MEASURES (PM)

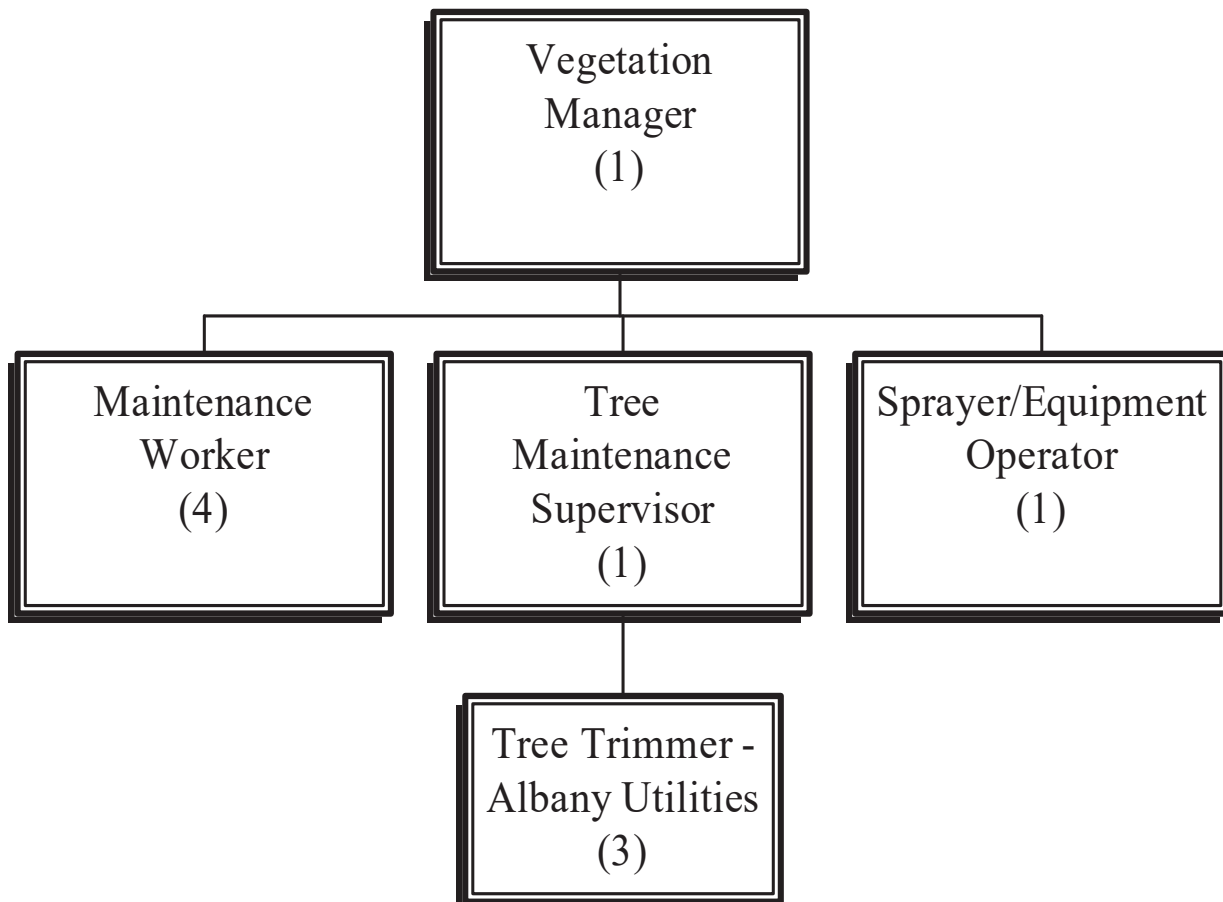
	FY 2018	FY 2019	FY 2020
SP III, G&O 1, PM 1: % of Lines Trimmed **	12.25%	11.16%	12.25%
SP III, G&O 1, PM 2: Average # of Crews Trimming	6	6	6
SP III, G&O 1, PM 3: # of Risk Trees Responded to	1,514	1,317	1,000

** There are approximately 600 miles of Lines that Vegetation Management is responsible for trimming around

- SP I = Safe, Sustainable, & Business Friendly
- SP II = Economic Development & Jobs
- SP III = Infrastructure & Asset Management
- SP IV = Promotion of the City of Albany as a Great Place to Live, Work, & Play
- SP V = Effective & Excellent Service Delivery
- SP VI = Fiscal Responsibility



Vegetation Management



Vegetation Management

DESCRIPTION

Vegetation Management is an internal service fund providing tree and right of way maintenance services to the City of Albany.

Major Object of Expenditure	ACTUAL 2017/2019	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONAL SERVICES	551,322	583,949	602,620
OPERATING EXPENSES	1,145,839	1,251,975	1,162,037
DEPRECIATION EXPENSE	20,683	19,771	25,242
INDIRECT COSTS	68,531	59,931	104,572
TOTAL EXPENSES	1,786,376	1,915,626	1,894,471

Capital Projects Summary

Project Totals	218,000	140,000	608,000
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FULL TIME POSITIONS	10	10	10
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Class Title

Vegetation Manager	1	1	1
Tree Trimmer	5	3	3
Tree Maint. Crew Supervisor, Senior	1	1	1
Maintenance Worker	2	4	4
Sprayer/Equipment Operator	1	1	1
TOTAL	10	10	10

Vegetation Management

ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2019	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4860					
7110	Regular Wages	340,255	358,261	361,513	3,252
7120	Overtime	25,799	25,000	25,000	0
7210	W/C Insurance	12,025	14,148	11,356	(2,792)
7230	Uniforms	5,605	9,300	9,300	0
7260	FICA Matching	25,402	29,319	29,568	249
7270	Pension Matching	38,516	41,775	46,382	4,607
7280	Insurance Matching	100,463	103,146	115,501	12,355
7290	Contribution Matching	3,258	3,000	4,000	1,000
7510	Professional Services	44,386	26,900	26,400	(500)
7512	Tech.Svcs (Surveys,DP)	879,323	991,088	895,757	(95,331)
7550	Communications	3,165	3,480	3,480	0
7600	Travel	8,223	5,140	5,140	0
7630	Train/Cont. Education	2,500	3,114	3,114	0
7700	Risk Allocation	25,356	21,869	18,037	(3,832)
7870	Maint: Motor Equip.	68,750	66,330	68,667	2,337
7880	Maint: Mach/Imp/Tools	2,346	1,892	6,892	5,000
7990	Dues and Fees	2,120	3,000	3,000	0
8004	Materials	66,996	87,458	87,920	462
8009	Licenses(CDL,CPA,Etc)	0	120	0	(120)
8010	Supplies	8,619	7,000	7,000	0
8016	Small Equip	2,030	2,304	4,000	1,696
8017	Printing (Not Std. Forms)	0	0	350	350
8110	Motor Fuel	32,027	32,280	32,280	0
8900	Depreciation	20,683	19,771	25,242	5,471
8951	Indirect Costs	68,531	59,931	104,572	44,641
	Total	1,786,376	1,915,626	1,894,471	(21,155)

CUSTOMER SERVICE

DESCRIPTION

The Customer Service Department is responsible for providing external and internal customer service support to citizens and city departments. The department investigates and resolves customer complaints and concerns as well as collects and posts customer payments for utilities. Customer Service Department also provides free non-emergency information to the public with quick and easy access to all City of Albany, Dougherty County, and Albany Utility services. In addition, the customer service department audits and prepares billing for utility customers. The department also provides energy audits and conducts energy conservation evaluations for customers.

STRATEGIC PRIORITIES (SP)

SP V: Effective & Excellent Service Delivery

GOALS & OBJECTIVES (G&O)

SP V, G&O 2: Provide Customer Satisfaction, Not Only Customer Service

PERFORMANCE MEASURES (PM)

	FY 2018	FY 2019	FY 2020
SP V, G&O 2, PM 1: # of minutes to service walk-in customers	N/A	12	9
SP V, G&O 2, PM 2: # of Minutes to Serve 311 Calls	2.22	3.08	3.00
SP V, G&O 2, PM 3: # of Minutes to Serve Customer Service Calls	2.50	2.50	2.50
SP V, G&O 2, PM 4: # of Payments Through Web Service	N/A	51,164	55,000

SP I = Safe, Sustainable, & Business Friendly

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SP III = Infrastructure & Asset Management

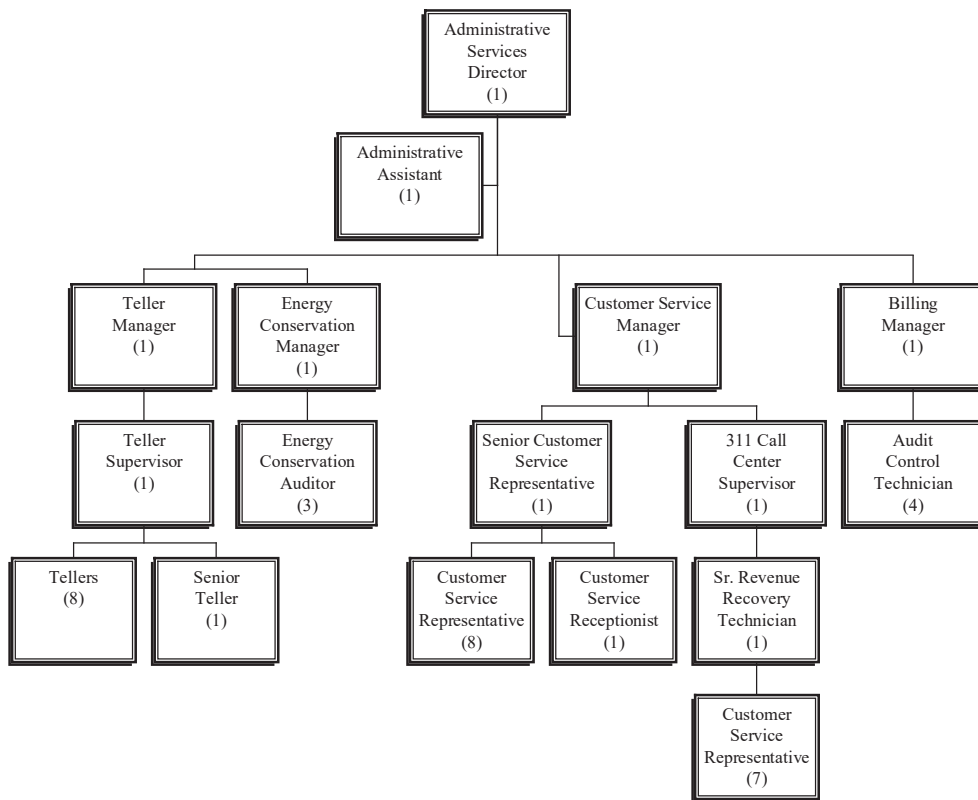
SP IV = Promotion of the City of Albany as a Great Place to Live, Work, & Play

SP V = Effective & Excellent Service Delivery

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CUSTOMER SERVICE



CUSTOMER SERVICE

DESCRIPTION

The Customer Service Department is responsible for providing external and internal customer service support to citizens and city departments. The department investigates and resolves customer complaints and concerns as well as collects and posts customer payments for utilities. In addition, the customer service department audits and prepares billing for utility customers. The department also provides energy audits and conducts energy conservation evaluations for customers.

Major Object of Expenditure	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020
PERSONNEL SERVICES	2,221,415	2,326,399	2,413,404
OPERATING EXPENSES	1,504,879	1,619,583	1,668,763
DEPRECIATION EXPENSE	20,322	110,994	128,300
INDIRECT COSTS	555,355	398,126	398,126
TOTAL EXPENSES	4,301,970	4,455,102	4,608,593

FULL TIME POSITIONS	46	44	42
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Capital Purchases	0	0	35,000
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Class Title

Director of Administrative Services	1	1	1
Administrative Assistant	1	1	1
Energy Conservation Manager	0	1	1
Energy Conservation Auditor	3	3	3
Audit Control Technician	3	4	4
311 Call Center Supervisor	1	1	1
Customer Service Receptionist	1	1	1
Customer Service Supervisor	1	1	0
Customer Service Rep., Sr.	1	0	1
Customer Service Rep	12	17	15
Customer Service Manager	0	1	1
Revenue Recovery Tech. Sr.	1	1	1
Revenue Recovery Tech	1	0	0
Teller Manager	1	1	1
Special Services Supervisor	1	0	0
Accounts Analyst, Senior	1	0	0
Accounts Analyst	7	0	0
Rate & Utility Billing Manager	0	1	1
Teller, Senior	1	1	1
Teller	8	8	8
Teller Supervisor	1	1	1
TOTAL	46	44	42

CUSTOMER SERVICE

ACCOUNT NUMBER	ACCOUNT NAME	ACTUAL 2017/2018	ADOPTED 2018/2019	ADOPTED 2019/2020	VARIANCE + / (-)
4870					
7110	Regular Wages	1,451,349	1,513,414	1,499,148	(14,266)
7120	Overtime	25,556	15,000	15,000	0
7130	Part Time	77,937	79,848	153,853	74,005
7210	W/C Insurance	4,088	4,101	3,403	(698)
7230	Uniforms	1,989	2,136	3,200	1,064
7260	FICA Matching	111,478	123,032	127,602	4,570
7270	Pension Matching	155,344	166,597	181,698	15,101
7280	Insurance Matching	376,511	404,271	410,500	6,229
7290	Contribution Matching	17,163	18,000	19,000	1,000
7510	Professional Services	857,000	879,940	849,188	(30,752)
7510	HOPE Payments	85,000	85,000	70,000	(15,000)
7514	Contract Labor (Temp)	23,397	0	0	0
7550	Communications	36,744	33,484	33,900	416
7570	Advertising	1,985	0	0	0
7600	Travel	3,308	3,000	3,000	0
7630	Train/Cont. Education	1,249	4,000	4,000	0
7700	Risk Allocation	118,236	107,862	161,520	53,658
7860	Maint: Bldgs.	1,582	0	0	0
7870	Maint: Motor Equip.	8,826	4,900	3,558	(1,342)
7880	Maint: Mach/Imp/Tools	26,050	25,839	30,217	4,378
7900	Utilities	141,728	118,200	160,000	41,800
7990	Dues and Fees	23,419	32,900	25,000	(7,900)
8010	Supplies	44,467	30,500	30,500	0
8016	Small Equip	17,785	6,000	6,000	0
8017	Printing(Not Std Forms)	5,095	4,500	7,500	3,000
8110	Motor Fuel	4,974	5,290	6,211	921
8150	Food	4,387	4,000	4,000	0
8460	Weatherizat on Expense	51,122	40,000	40,000	0
8495	Cash Over/Short	1,012	0	0	0
8900	Depreciation	20,322	110,994	128,300	17,306
8951	Indirect Cost	555,355	398,126	398,126	0
8970	Bad Debt Writeoff	82,340	57,169	57,169	0
8971	Bad Debt Allowance	(34,824)	177,000	177,000	0
	TOTAL	4,301,970	4,455,102	4,608,593	153,491