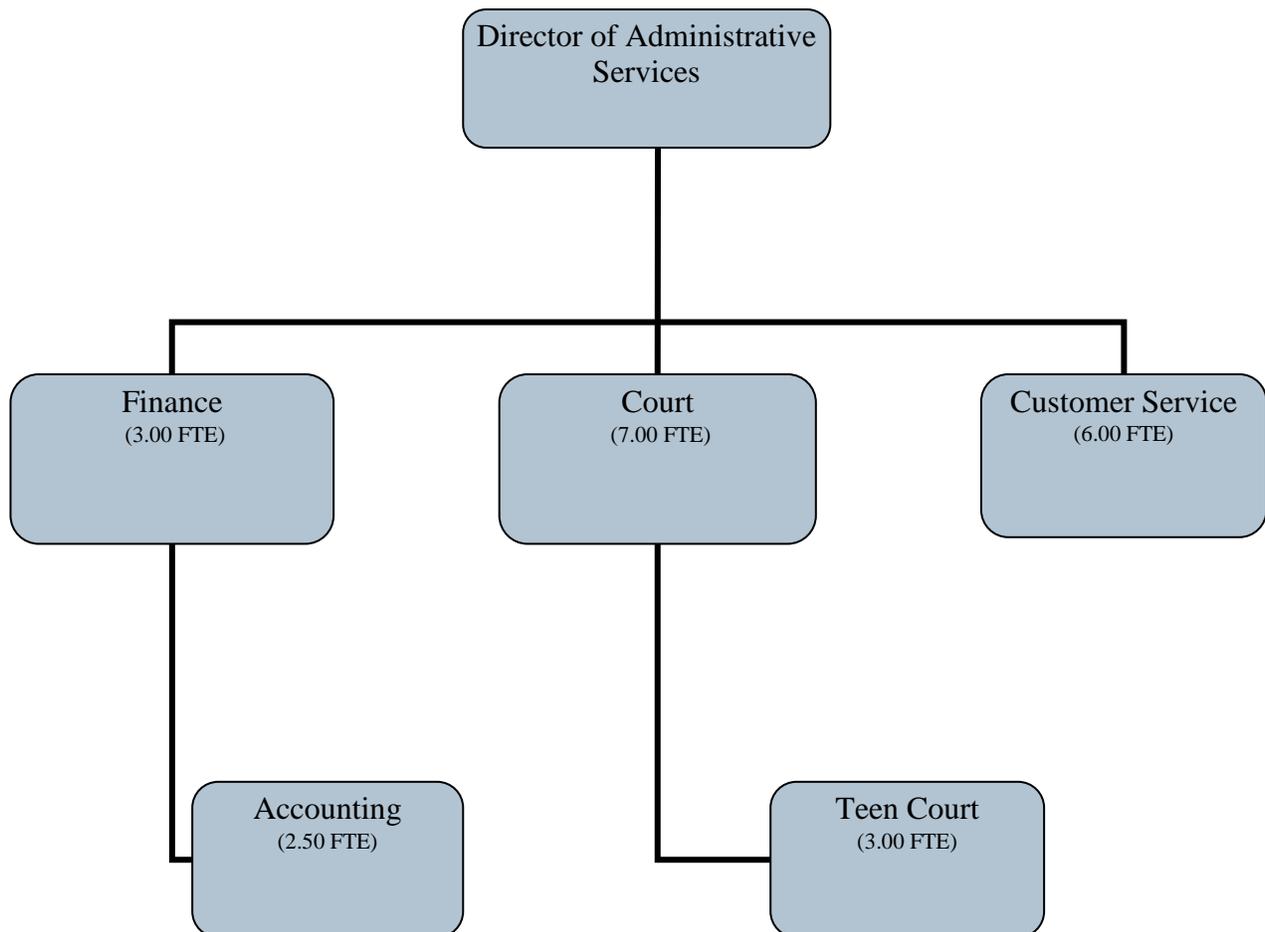


ADMINISTRATIVE SERVICES



City of Bedford
Administrative Services Organization Chart
FY 2014 - 2015



ADMINISTRATIVE SERVICES

TOTAL EXPENDITURES

\$14,237,540

DIVISION/FUND	ACTUAL 12-13	BUDGET 13-14	BASE 14-15	REQUESTS 14-15	BUDGET 14-15
Finance	559,755	517,183	522,596	-	522,596
General Fund Non-Departmental	878,296	1,348,707	1,281,406	50,944	1,332,350
Municipal Court	549,311	573,391	583,982	-	583,982
Teen Court	159,078	163,583	167,704	-	167,704
Accounting	119,424	132,546	135,230	-	135,230
Customer Service	618,263	660,333	652,692	-	652,692
Water Fund Non-Departmental	4,037,711	3,658,485	3,667,207	12,736	3,679,943
Court Security Fund	35,000	35,000	40,000	-	40,000
Court Technology Fund	18,532	20,555	29,310	50,475	79,785
Debt Service Fund	10,468,747	6,551,187	7,043,258	-	7,043,258
TOTAL	\$17,444,117	\$13,660,970	\$14,123,385	\$ 114,155	\$14,237,540

Future Budget Considerations

Municipal Court - Due to current term limits, the municipal court operations could potentially see turnover in the judge's seat. This can lead to significant changes in standard court operating procedures including, but not limited to, increased court sessions, trials, and dockets. The effect of such a change, may require additional staff to manage a larger workload.

Teen Court - Due to recent legislative changes, police officers located within the Hurst, Eules and Bedford schools are limited to the types of citations they are allowed to issue. Therefore, this change has significantly reduced the number of cases appearing before Teen Court. With a reduced court docket per session, Teen Court faces the challenge of maintaining the program's viability moving forward.

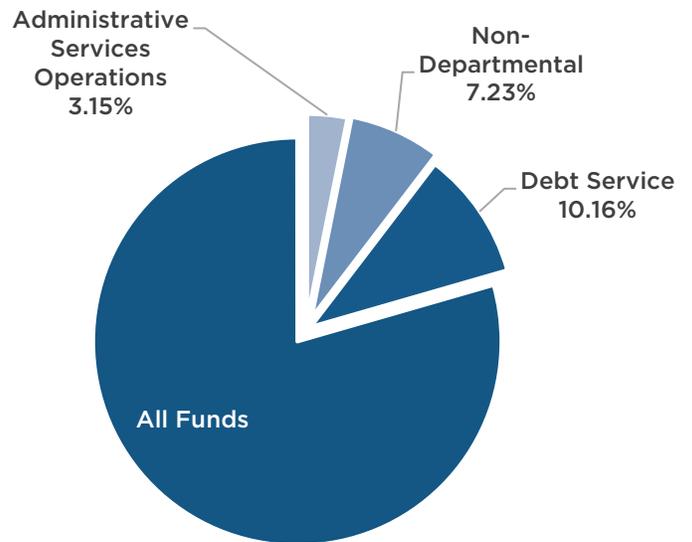
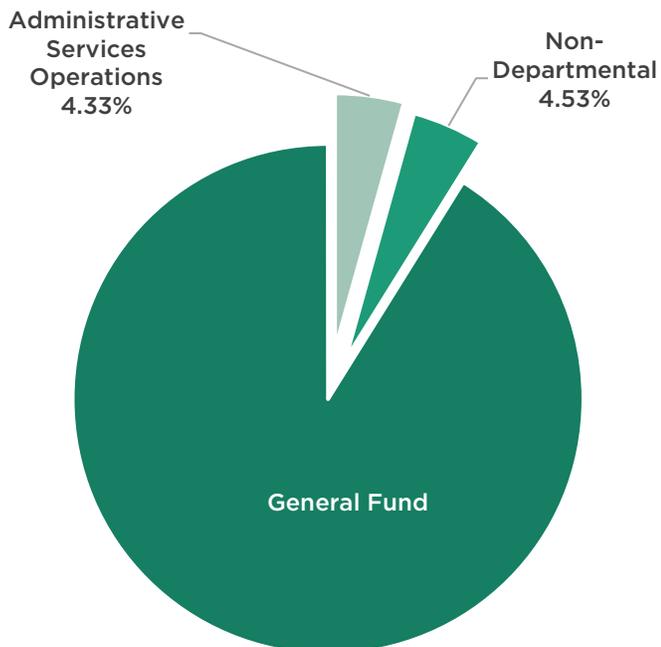
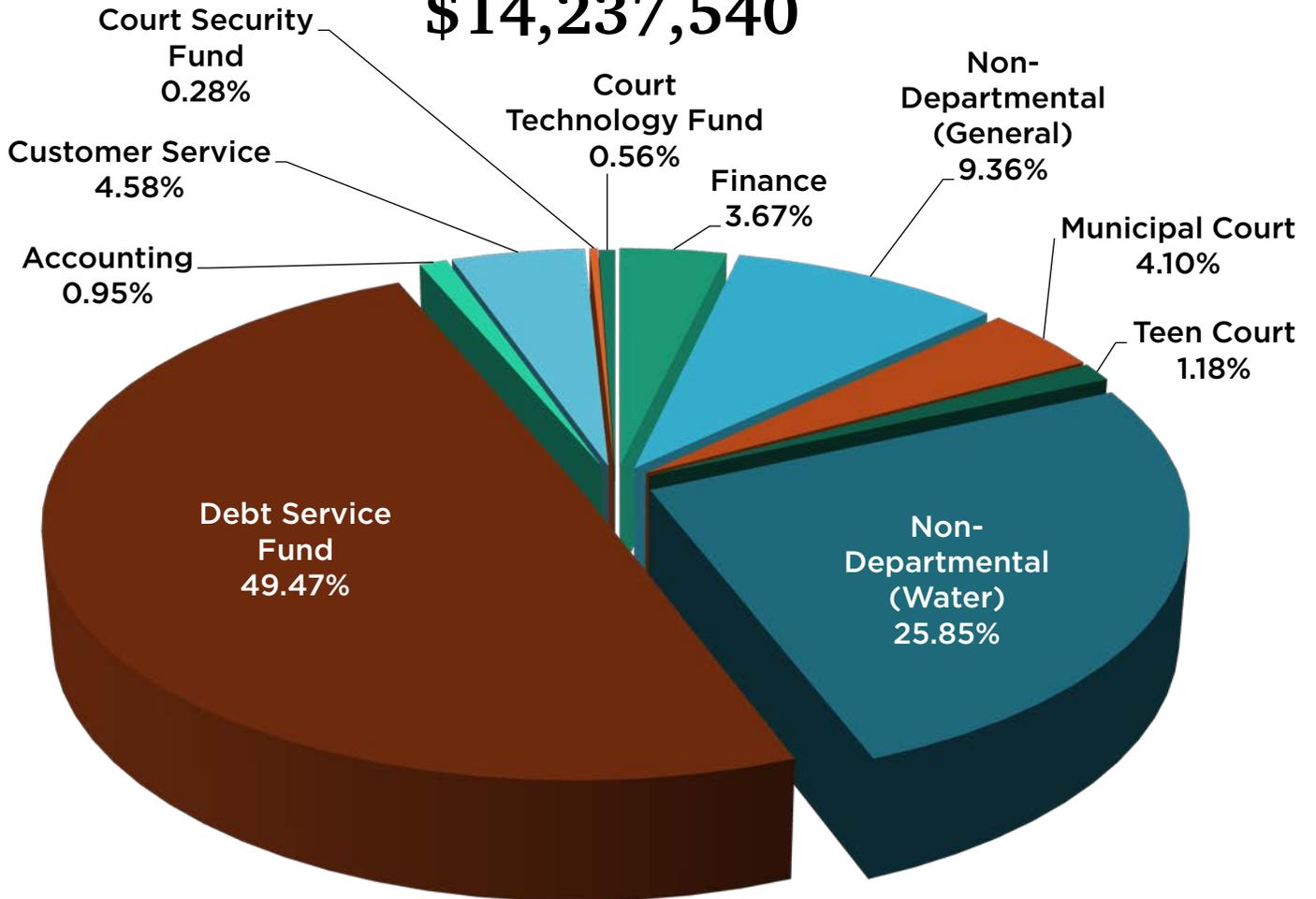
Teen Court partners with the cities of Hurst and Eules to administratively handle its court operations by combining dockets where needed. Should either City pull out of the program, the City of Bedford will have to increase its funding to absorb up to two-thirds of the cost.

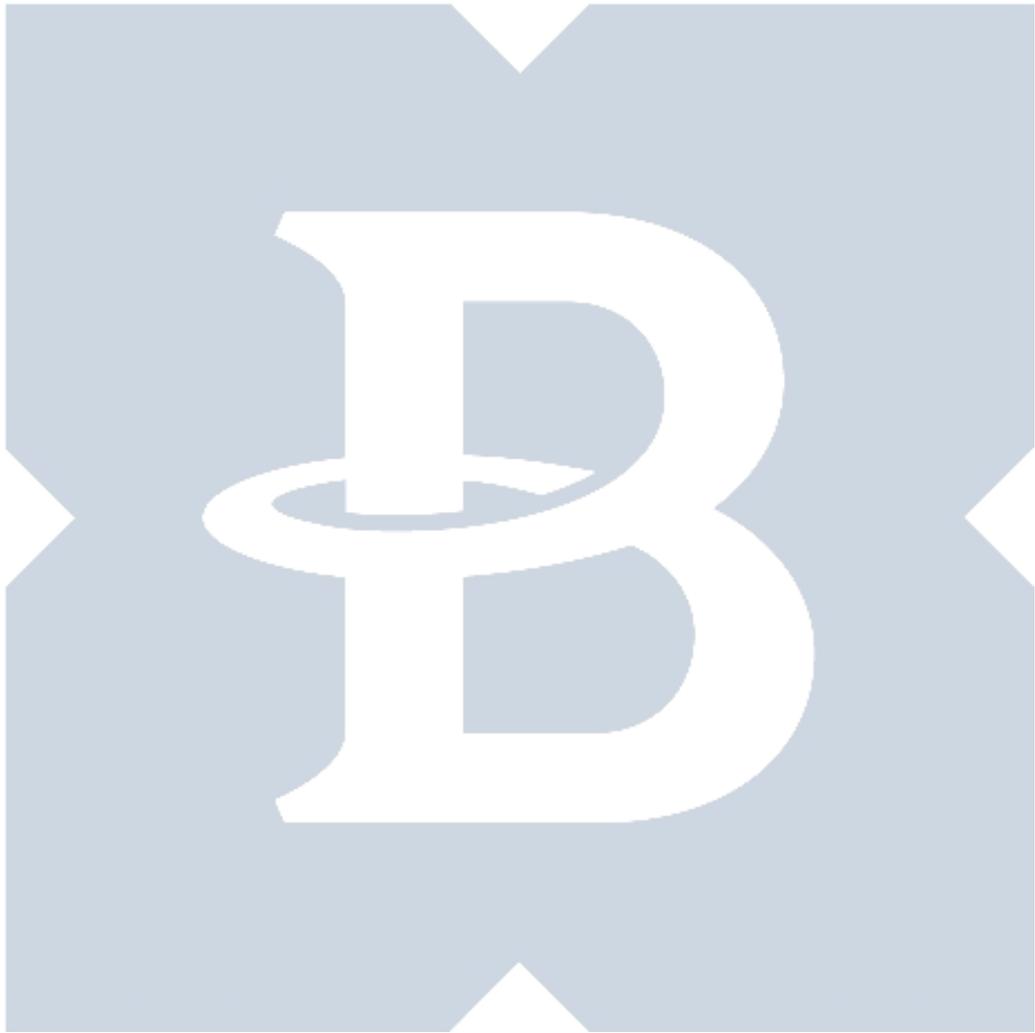
Customer Service - As costs continue to rise from the Trinity River Authority, the City's wholesale water and wastewater provider, the City will have to consider rate increases. These increases are necessary to ensure cost recovery for water and wastewater service.

ADMINISTRATIVE SERVICES

Total Expenditures

\$14,237,540







**City of Bedford
Finance Division
FY 2014 – 2015**





City of Bedford
Program Summary
FY 2014-2015

Fund: General

Department: Administrative Services

Division: Finance

PROGRAM DESCRIPTION

The City of Bedford collects revenue from all areas of municipal operations. The Finance Division is responsible for the oversight and management of the City's assets. Moreover, Finance is primarily responsible for ensuring proper stewardship of the City's financial resources by properly classifying and accounting for every dollar the City collects and spends. This is accomplished through various services that include Payroll, Accounts Payable, Accounts Receivable, Revenue Monitoring, Cash and Investment Management, Purchasing, Financial Reporting, Banking, Debt Management and Capital Financing. In addition, this Division is responsible for coordinating the annual audit process and preparing the Comprehensive Annual Financial Report (CAFR). The citizens of Bedford can rely on Finance to accurately disclose how the City effectively manages its financial assets.

FY 2013-2014 HIGHLIGHTS

- * The Finance Division received its 17th consecutive Certificate for Excellence in Financial Reporting award from the Government Finance Officers' Association of the United States and Canada.
- * The Finance Division began a major software conversion from an AS/400 to a .NET platform as approved by the City Council.
- * The Director of Administrative Services has been appointed to serve as the North Representative of the Board of Directors for Government Finance Officers' Association of Texas.
- * The Finance Division has maintained its 'AA' long-term bond rating for the City's general obligation (GO) bonds and its public property finance contractual obligations, which categorizes the City as having a stable outlook.
- * The Finance Division revised the Purchasing Policy to address changes in State law and combine related policies, which was then approved by the City Council.

FY 2014-2015 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Demonstrate excellent customer service in an efficient manner.

- * Adhere to policies and changes in legislative statutes governing all aspects of financial accounting.
- * Promote the highest ethical standards in presenting financial information fairly and free of material misstatements.
- * Monitor technological advances to automate processes, streamline procedures and increase efficiency.
- * Maximize the highest yield on investments while maintaining safety and liquidity of public funds and minimizing risk.
- * Monitor market conditions and determine feasibility of potential debt refunding opportunities.



Fund: General

Department: Administrative Services

Division: Finance

EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services	\$319,353	\$328,315	\$277,310	\$278,907	\$283,771
Supplies	4,652	5,729	5,430	4,908	5,230
Maintenance	-	-	-	-	-
Contractual Services	187,202	189,476	189,743	195,257	197,595
Utilities	45,180	36,235	44,700	35,784	36,000
Sundry	-	-	-	-	-
Capital Outlay	-	-	-	-	-
TOTAL:	\$556,388	\$559,755	\$517,183	\$514,855	\$522,596

PERSONNEL SUMMARY

**Only budgeted positions are listed here. All positions (including frozen) can be found on the City-wide Position Summary.*

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Director of Administrative Services	1.00	1.00	1.00	1.00	1.00
Accounting Manager	1.00	1.00	1.00	1.00	1.00
Budget Analyst	1.00	1.00	0.00	0.00	0.00
Account Clerk II	1.00	1.00	1.00	1.00	1.00
*TOTAL:	4.00	4.00	3.00	3.00	3.00

SIGNIFICANT CHANGES

Increase in employee benefit costs	\$6,400
Actuarial study for Post Employment Benefits	\$6,000
Decrease in utility costs	(\$8,700)



Fund: General
Department: Administrative Services
Division: Finance

PERFORMANCE MEASURES

Indicator	2012-13 ACTUAL	2013-14 PROJECTED	2014-15 TARGET
INPUTS			
# of Total Journal Entries	45,236	45,236	45,236
# of Manual Journal Entries	1,326	1,155	1,000
# of FTEs	3.00	3.00	3.00
OUTPUTS			
Total Interest Earnings	\$62,114	\$61,124	\$62,500
Average % of Portfolio Yield	0.21%	0.18%	0.20%
Total Outstanding Debt (thousands)	\$56,075	\$55,450	\$48,805
EFFICIENCY			
Maintenance & Operation Budget per Capita	\$11.56	\$10.45	\$10.39
Division Budget as a % of General Fund	2.06%	1.79%	1.80%
Outstanding Debt per Capita	\$1,154.61	\$1,138.11	\$996.02
EFFECTIVENESS			
# of Days to Reconcile City Bank Accounts	15	13	12
% of City Funds Invested	82.84%	86.17%	87.50%
# of Audit Adjustments	27	15	12
% of Property Taxes Collected	98.9%	99.2%	99.5%
OUTCOMES			
Received Unmodified Audit Opinion	Yes	Yes	Yes
Received GFOA Certificate of Achievement Award	Yes	Yes	Yes
CAFR submitted to City Council by February	Yes	Yes	Yes
Bond Rating on General Obligation Bonds	AA	AA	AA



City of Bedford
Program Summary
FY 2014-2015

Fund: General

Department: Administrative Services

Division: Non-Departmental

PROGRAM DESCRIPTION

The Non-Departmental function of Administrative Services provides a means to budget expenditures that are not typically associated with specific operating departments or divisions. The expenditures allocated to Non-Departmental are beneficial to the City as a whole. The Administrative Services Department is responsible for managing and monitoring these expenditures.

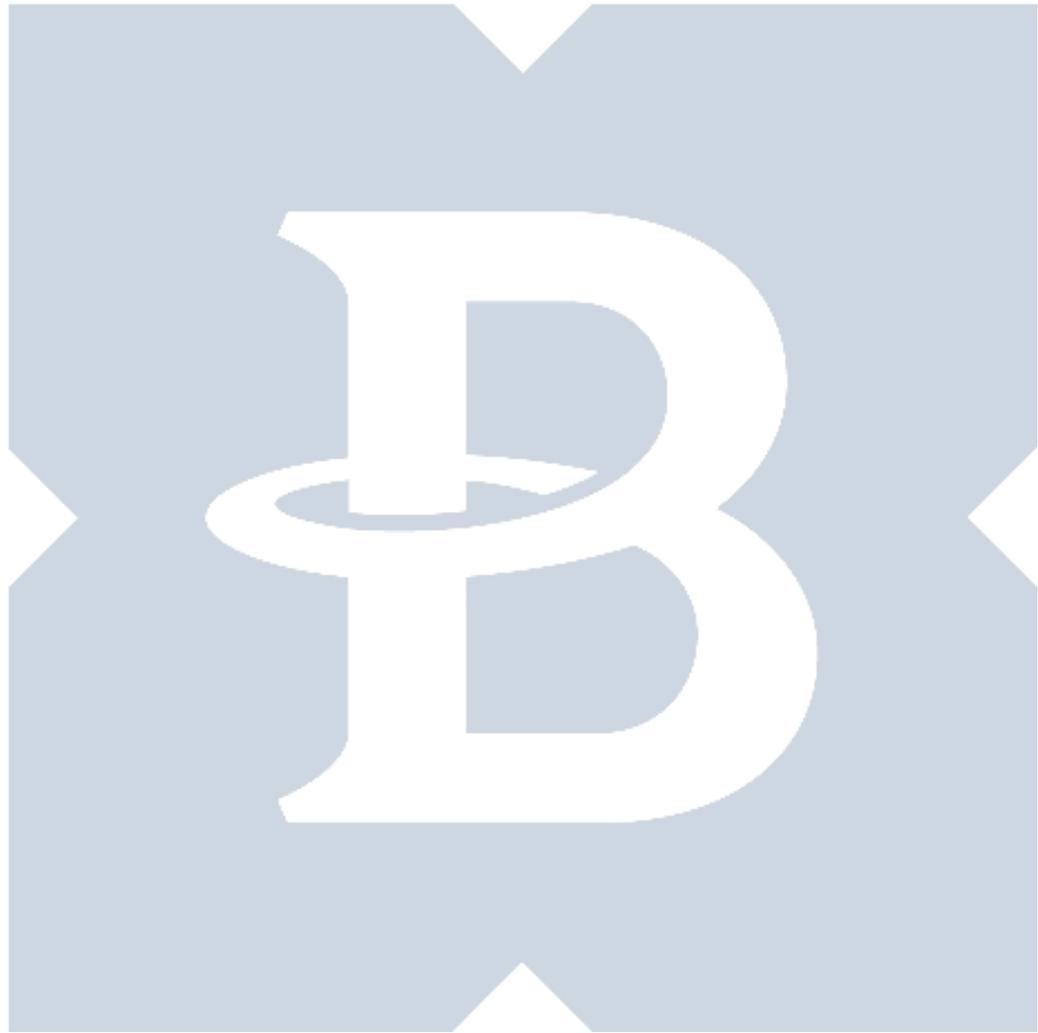
EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services*	-	-	\$121,540	-	\$326,891
Supplies	2,758	4,316	4,300	3,509	4,300
Maintenance	107,164	77,229	87,250	87,250	150,444
Contractual Services	549,426	545,025	495,140	617,949	510,715
Utilities	24,375	1,041	-	-	-
Sundry	289,254	250,685	365,000	365,682	340,000
Capital Outlay	-	-	275,477	275,477	-
TOTAL:	\$972,978	\$878,296	\$1,348,707	\$1,349,868	\$1,332,350

*This area does not have any personnel assigned.

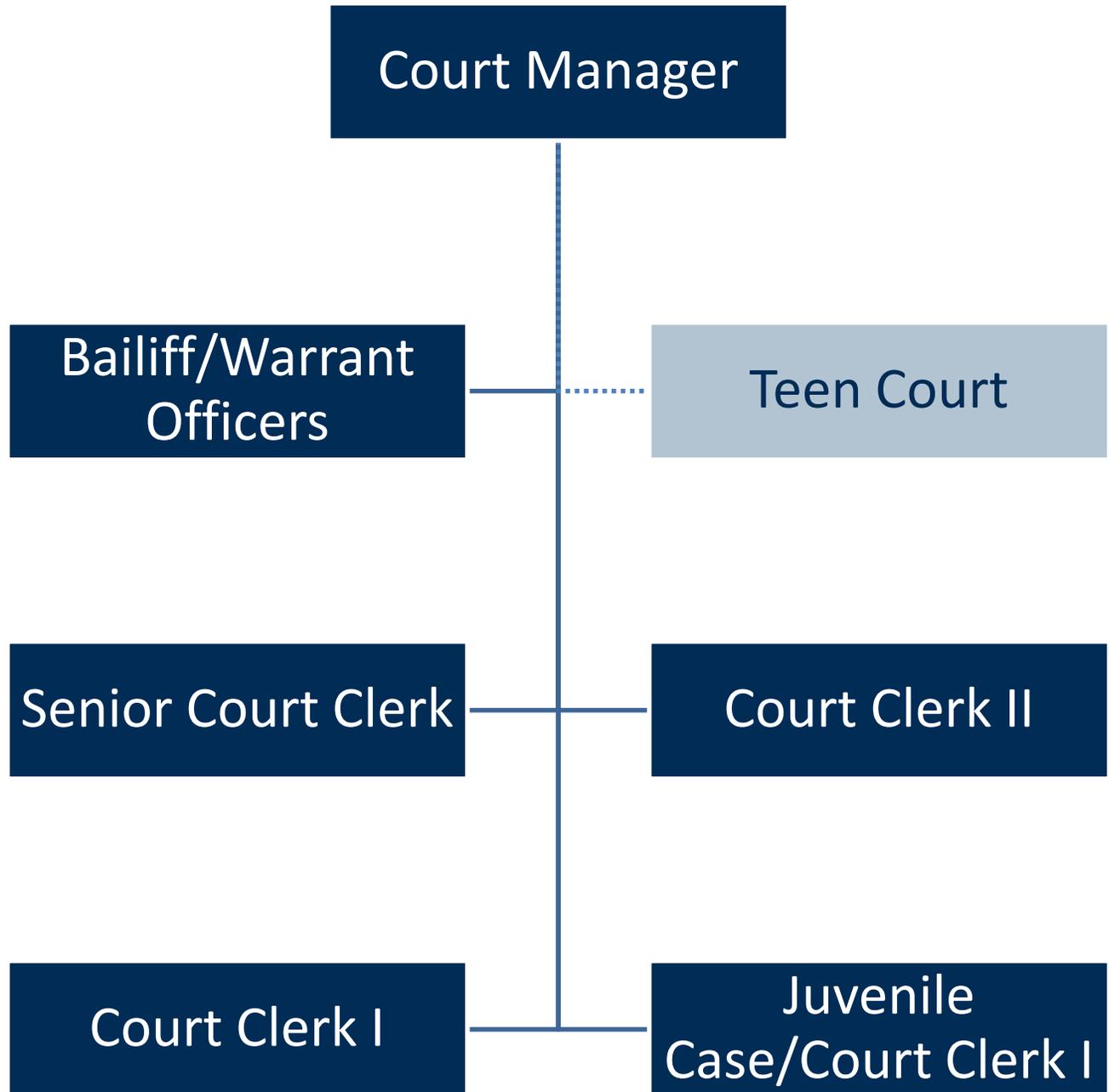
SIGNIFICANT CHANGES

Supplemental for General Fund portion of New World Software Maintenance	\$50,944
Reduction in operating transfer to Computer Replacement Fund	(\$25,000)
One-time capital purchases for staff computers	(\$275,477)
Compensation plan funding for General Fund Personnel - to be allocated at a later date	\$326,891
Prior year compensation plan funding	(\$121,540)





**City of Bedford
Municipal Court Division
FY 2014 – 2015**





City of Bedford
Program Summary
FY 2014-2015

Fund: General

Department: Administrative Services

Division: Municipal Court

PROGRAM DESCRIPTION

The Municipal Court is a court of record that has jurisdiction within the City of Bedford's territorial limits over all Class C misdemeanor cases brought under City ordinances and the Texas State Statutes. The mission of the Bedford Municipal Court is to provide the City of Bedford with adjudication of Class C misdemeanor criminal laws within the city limits and warrant issuance/collection services. The Municipal Court has the responsibility to remain educated and informed on all laws that pertain to the Municipal Courts of Texas and the impact that those laws will have on the City of Bedford and Court functions. This Division processes all documentation in accordance with State law and judicial procedures. Municipal Court duties include payment of fines, distribution of court costs into mandated State accounts and City of Bedford accounts, daily cash reconciliation, defendant correspondence, citation entry, preparation and issuance of all Class C misdemeanor alias and capias warrants, filing of citizen complaints, scheduling of trial/court dockets, processing of cash and surety bonds, forfeiting of cash bonds, and filing of attorney motions. The Municipal Court also responds to all court related open records requests, discovery requests, and judicial open records requests.

FY 2013-2014 HIGHLIGHTS

- * Implemented an outside collection agency (Linebarger) to collect delinquent Municipal Court ordered fines, costs, and fees.
- * Actively participated in the 2014 State of Texas Great Texas Warrant Round Up and cleared 515 warrants while generating approximately \$49,111 as compared to last year where 474 warrants were cleared and approximately \$40,487 in revenue was generated.
- * Implemented the use of Blackboard Connect to expedite and maximize collection efforts for defendants who have outstanding warrants.
- * Implemented an online web Failure to Appear (FTA) interface with Omnibase Services of Texas to allow instant clearing and adding of cases into the FTA program.
- * Implemented an online Texas Department Public Safety Conviction Reporting web interface to allow the Municipal Court to more accurately report convictions to the Driver Records Bureau.
- * Evaluated staff duties to improve efficiencies in customer service, data entry, and warrant processes.

FY 2014-2015 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Be responsive to the needs of the community.

- * Maximize Municipal Court efficiency and enhance the customer experience through the use of technology.

Demonstrate excellent customer service in an efficient manner.

- * Provide a fair and impartial process to defendants and complainants.
- * Keep all procedures and policies effective and up to date with legislative changes.
- * Focus on employee development by continuing to provide training to personnel through the Texas Court Clerks Association, Texas Municipal Courts Education Center, and Texas Commission on Law Enforcement.
- * Increase compliance with delinquent citations/warrants by utilizing automated reminder calls to notify defendants of scheduled Municipal Court due dates.
- * Increase collection rates on citations, delinquent accounts, and outstanding warrants.

Provide for a safe and friendly community environment.

- * Increase the alias/capias pro fine warrant clearance rate.



Fund: General

Department: Administrative Services

Division: Municipal Court

EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services	\$424,636	\$425,210	\$445,546	\$439,113	\$448,442
Supplies	16,208	14,513	16,170	15,230	19,560
Maintenance	1,867	726	600	1,439	1,000
Contractual Services	115,373	107,941	110,075	122,049	113,480
Utilities	-	-	-	-	-
Sundry	1,196	920	1,000	1,600	1,500
Capital Outlay	3,997	-	-	-	-
TOTAL:	\$563,277	\$549,311	\$573,391	\$579,431	\$583,982

PERSONNEL SUMMARY

**Only budgeted positions are listed here. All positions (including frozen) can be found on the City-wide Position Summary.*

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Municipal Court Manager	1.00	1.00	1.00	1.00	1.00
Senior Court Clerk	1.00	1.00	1.00	1.00	1.00
Court Clerk II	1.00	1.00	1.00	1.00	1.00
Court Clerk I	1.00	1.00	1.00	1.00	1.00
Juvenile Case / Court Clerk I	1.00	1.00	1.00	1.00	1.00
Warrant Officer / Bailiff	2.00	2.00	2.00	2.00	2.00
*TOTAL:	7.00	7.00	7.00	7.00	7.00

SIGNIFICANT CHANGES

Increase in employee benefit costs	\$2,900
Payments for Associate Judge services	\$1,400



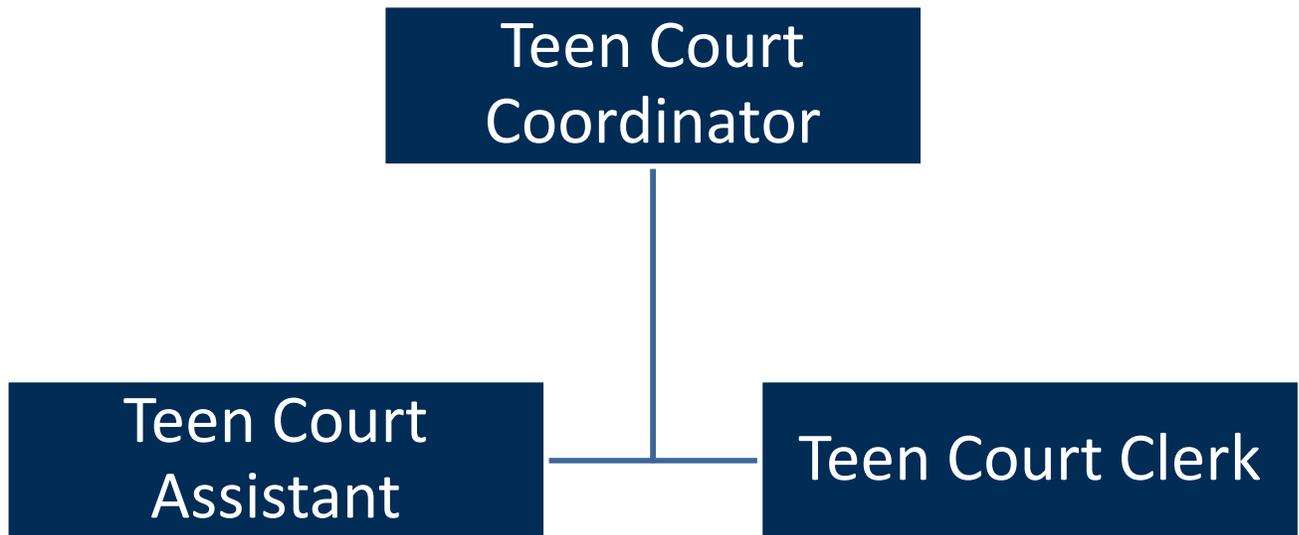
Fund: General
Department: Administrative Services
Division: Municipal Court

PERFORMANCE MEASURES

Indicator	2012-13 ACTUAL	2013-14 PROJECTED	2014-15 TARGET
INPUTS			
# of Citations Filed	15,485	22,248	24,000
# of Warrants Issued	7,620	5,699	5,800
# of Court Clerk FTEs	5	5	5
# of Warrant Officer/Bailiff FTEs	2	2	2
OUTPUTS			
Amount of Total Fine Revenue Received	\$1,079,891	\$1,603,510	\$1,550,000
# of Payment Transactions Processed	12,428	17,714	19,500
# of Online Payments Processed	717	1,300	1,500
# of Cases Given Time Served Credit (jail/indigent)	407	423	450
# of Open Records Requests Processed	564	600	650
# of Cases Set for Attorney Docket	6,134	7,986	8,800
# of Cases Set for Trial Docket	224	252	265
# of Warrants Closed	6,356	11,519	12,000
# of Citations Current and Delinquent	14,505	25,677	26,500
EFFICIENCY			
Average # of Payment Transactions Processed per Clerk	2,486	3,543	3,900
Average # of Cases Docketed per Clerk	3,097	4,450	4,800
Division Budget as a % of General Fund	2.02%	1.99%	2.01%
EFFECTIVENESS			
% of Total Cases Set for Attorney Docket	40%	52%	53%
% of Total Cases Set for Trial Docket	2%	1%	2%
OUTCOMES			
# of Warrants Cleared During the Great Texas Warrant Round Up	474	515	515
Total Outstanding Fines/Fees Collected During the Great Texas Warrant Round Up	\$40,487	\$49,111	\$50,000
Total Outstanding Fines/Fees Cleared During the Great Texas Warrant Round Up	\$120,326	\$133,208	\$135,000



**City of Bedford
Teen Court Division
FY 2014 – 2015**





City of Bedford
Program Summary
FY 2014-2015

Fund: General

Department: Administrative Services

Division: Teen Court

PROGRAM DESCRIPTION

The H.E.B. Teen Court is responsible for the management of a diversionary program that allows juvenile offenders with Class C misdemeanors, from the Hurst, Euless, and Bedford Municipal Courts, an alternative to the criminal justice system. This program allows teen or adult volunteers and community members to be involved in the judicial system. Participants from all three cities are offered sentencing alternatives in lieu of fines, including educational programs. Numerous local educational programs are presented to the teens and parents on their Teen Court night. Teen Court is overseen by an Advisory Board comprised of citizens appointed by the City Councils at Hurst, Euless, and Bedford. The Advisory Board's mission statement is: Provide Counsel to the Teen Court to guide and support students and parents, and positively connect with the community.

FY 2013-2014 HIGHLIGHTS

- * An annual Teen Court Scholarship program was established to assist with Teen Court volunteer teens to further their education. In April 2014, there were six teen volunteers who were each awarded \$1,000 scholarships for a total of \$6,000. These six teens also provided approximately 270 community volunteer hours to the Teen Court Program.
- * HEB Teen Court participated in the 8th Annual Texas Teen Court Competition held at Southwest Municipal Court, Ft. Worth.
- * HEB Teen Court has utilized the City of Bedford's Facebook, Twitter, and City magazine to reach out for future teen and adult volunteers. The number of volunteers has increased through partnerships with the Communications Director at HEB ISD and teachers at the junior high and high school levels.

FY 2014-2015 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Be responsive to the needs of the community.

- * Provide efficient and courteous assistance to city and community events by providing teen defendants.

Provide for a safe and friendly community environment.

- * Strengthening the ties the teen defendants have to their own communities by providing adult volunteers and community service opportunities in which they live in.

Protect the vitality of neighborhoods.

- * Having adult and teen volunteers within the communities willing to work side by side with teens, providing a sense of belonging and connecting within their community.

Encourage citizen involvement.

- * Provide volunteer opportunities for both teens and adults within the community.



Fund: General
 Department: Administrative Services
 Division: Teen Court

EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services	\$140,965	\$151,411	\$154,948	\$151,491	\$159,069
Supplies	4,226	4,233	5,415	5,377	4,325
Maintenance	814	186	500	259	500
Contractual Services	2,868	3,249	2,720	1,862	3,810
Utilities	-	-	-	-	-
Sundry	-	-	-	-	-
Capital Outlay	-	-	-	-	-
TOTAL:	\$148,873	\$159,078	\$163,583	\$158,989	\$167,704

PERSONNEL SUMMARY

**Only budgeted positions are listed here. All positions (including frozen) can be found on the City-wide Position Summary.*

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Teen Court Coordinator	1.00	1.00	1.00	1.00	1.00
Teen Court Assistant	1.00	1.00	1.00	1.00	1.00
Teen Court Clerk	1.00	1.00	1.00	1.00	1.00
*TOTAL:	3.00	3.00	3.00	3.00	3.00

SIGNIFICANT CHANGES

Increase in employee benefit costs	\$4,500
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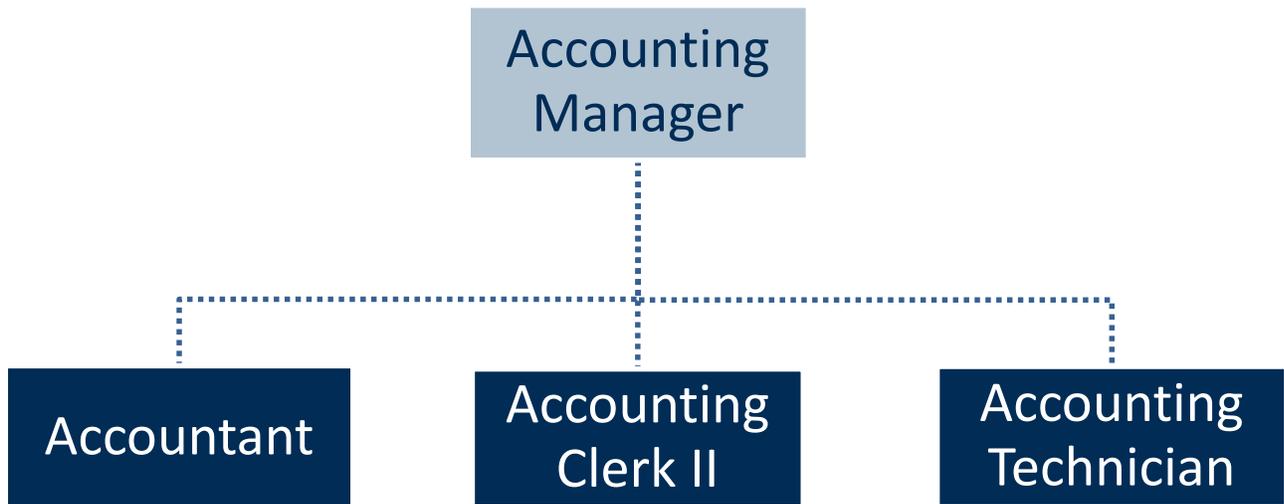
Fund: General
 Department: Administrative Services
 Division: Teen Court

PERFORMANCE MEASURES

Indicator	2012-13 ACTUAL	2013-14 PROJECTED	2014-15 TARGET
INPUTS			
# of Community Service Placement Agencies Provided	25	25	25
# of Volunteers Managed	76	63	65
# of Cases Annually	725	622	650
# of Defendants Processed Annually	787	510	575
# of FTEs	3	3	3
Dollar Value of a Volunteer Hour (www.indepentsector.org)	\$22.14	\$23.40	\$23.40
OUTPUTS			
# of Community Service Hours Completed by Defendants	15,824	15,343	15,600
# of Community Service Hours Completed by Volunteers	1,560	1,470	1,550
EFFICIENCY			
Average # of Community Service Hours per Defendant	20	30	27
Average # of Community Service Hours per Volunteer	21	23	24
Division Budget as a % of General Fund	0.59%	0.57%	0.58%
EFFECTIVENESS			
% of Teen Court Cases Completed Successfully	58%	80%	85%
Average Time to Complete Teen Court Requirements	90 days	90 days	90 days
OUTCOMES			
Value of Defendant Community Service Hours to the Community	\$350,343	\$359,026	\$365,040
Value of Volunteer Service Hours to the Community	\$34,538	\$34,398	\$36,270



**City of Bedford
Accounting Division
FY 2014 – 2015**





City of Bedford
Program Summary
FY 2014-2015

Fund: Water & Sewer

Department: Administrative Services

Division: Accounting

PROGRAM DESCRIPTION

The Accounting Division is part of the Finance function that is responsible for the oversight and management of the City's financial assets. Accounting is responsible for managing the City's funds for operational expenses as well as capital project financing. There are several functions that are used to manage the assets including processing Payroll, Accounts Payable, Revenue monitoring and Cash/Investment Management. Additionally, it coordinates the City-wide Purchase Card program, while accurately reporting financial statement information. The Accounting Division also schedules the semiannual debt payments towards the City's outstanding debt. And lastly, this Division develops the necessary schedules for the annual audit process and prepares the Comprehensive Annual Financial Report.

FY 2013-2014 HIGHLIGHTS

- * The Accounting Division received the 17th consecutive Certificate of Achievement for Excellence in Financial Reporting Award from the Government Finance Officer's Association of the United States and Canada.
- * The Accounting Manager completed the State required Public Funds Investment Act course.
- * The Accounting Division developed an end of year audit closing procedures checklist as suggested in the 2013 audit.

FY 2014-2015 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Demonstrate excellent customer service in an efficient manner.

- * Adhere to policies and changes in legislative statutes governing all aspects of financial accounting.
- * Promote the highest ethical standards in presenting financial information fairly and free of material misstatements.
- * Ensure timely payment of City payable and debt obligations.
- * Ensure compliance with the City financial policies.



Fund: Water & Sewer
 Department: Administrative Services
 Division: Accounting

EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services	\$116,642	\$118,393	\$130,591	\$123,138	\$130,395
Supplies	238	702	750	750	750
Maintenance	-	-	-	-	-
Contractual Services	2,059	329	1,205	494	4,085
Utilities	-	-	-	-	-
Sundry	-	-	-	-	-
Capital Outlay	-	-	-	-	-
TOTAL:	\$118,940	\$119,424	\$132,546	\$124,382	\$135,230

PERSONNEL SUMMARY

**Only budgeted positions are listed here. All positions (including frozen) can be found on the City-wide Position Summary.*

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Accountant	1.00	1.00	1.00	1.00	1.00
Account Clerk II	1.00	1.00	1.00	1.00	1.00
Account Technician	0.50	0.50	0.50	0.50	0.50
*TOTAL:	2.50	2.50	2.50	2.50	2.50

SIGNIFICANT CHANGES

Increase in travel and training \$2,880



Fund: Water & Sewer
Department: Administrative Services
Division: Accounting

PERFORMANCE MEASURES

Indicator	2012-13 ACTUAL	2013-14 PROJECTED	2014-15 TARGET
INPUTS			
# of Purchase Card Users	188	188	190
# of A/P Invoices	17,480	17,520	17,650
# of A/P Checks	2,946	3,200	3,315
# of Purchase Card Transactions	10,132	10,258	10,401
# of Total A/P Transactions	13,078	13,100	13,250
# of FTEs	2.50	2.50	2.50
OUTPUTS			
A/P Purchase Cards in Dollar Volume	\$3,006,224	\$3,007,245	\$3,025,500
Total City Purchases in Dollar Volume	\$22,699,026	\$23,450,800	\$24,000,000
EFFICIENCY			
Average A/P Transaction Value	\$7,705	\$7,742	\$7,750
Average Purchase Card Transaction Value	\$297	\$285	\$290
Division Budget as a % of the Water & Sewer Fund	0.67%	0.67%	0.61%
EFFECTIVENESS			
% of Purchase Card Usage vs. Total City Purchases	77.47%	78.30%	78.50%
% of Payroll that is Electronic vs. Paper	98.42%	99.20%	99.50%
OUTCOMES			
Rebate Amount for the Purchase Card Program	\$47,020	\$48,225	\$49,500



**City of Bedford
Customer Service Division
FY 2014 – 2015**





City of Bedford
Program Summary
FY 2014-2015

Fund: Water & Sewer

Department: Administrative Services

Division: Customer Service

PROGRAM DESCRIPTION

The Customer Service Division is primarily responsible for addressing customer requests and/or issues. Customer Service staff provide helpful advice related to utilities, solid waste, recycling, vital statistics and contacts for other local governmental services. Customer Service edits and manages the meter reading process and the printing and mailing of the water utility bills to both residential and commercial customers. In addition, the Division provides certified birth and death records upon request from its vital statistics operations. To better assist the needs of visitors who come to the City, Customer Service is often the ambassador for the Bedford community. The Division informs the public of local areas of interest, plus the various services provided by City departments.

FY 2013-2014 HIGHLIGHTS

- * Established a pass-through volume rate increase from the Trinity River Authority (T.R.A.), as well as a 3% increase on both base and volume charges, the first increase since October 2010.
- * Used the interlocal agreement with the City of Plano to approve a new contract for printing, mailing and online water bill services, thus saving the City approximately \$18,000/year.
- * Based on strict state-mandated requirements, the City of Bedford's Vital Statistics operations earned its 15th 5-Star Award (the 5th Exemplary one) from the State of Texas for excellence in vital registration.
- * Implemented a telephone contact system, via Blackboard Connect, that will replace the delinquent notice mail-outs.

FY 2014-2015 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Be responsive to the needs of the community.

- * Respond immediately to all customer inquiries, concerns and/or issues in an efficient and timely manner.

Demonstrate excellent customer service in an efficient manner.

- * Keep all procedures and policies effective and up to date with all legislative changes.
- * Provide ongoing staff training on emerging technologies and customer service.

Encourage citizen involvement.

- * Coordinate efforts with Public Works and Communications to better educate residents on water conservation methods.
- * Provide educational handouts and brochures at City events.



Fund: Water & Sewer
 Department: Administrative Services
 Division: Customer Service

EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services	\$366,885	\$311,499	\$309,764	\$293,974	\$310,652
Supplies	80,532	88,547	92,150	109,966	94,970
Maintenance	-	-	200	-	200
Contractual Services	257,104	194,267	230,119	186,939	222,870
Utilities	29,578	23,950	28,100	25,747	24,000
Sundry	-	-	-	-	-
Capital Outlay	4,423	-	-	-	-
TOTAL:	\$738,522	\$618,263	\$660,333	\$616,625	\$652,692

PERSONNEL SUMMARY

**Only budgeted positions are listed here. All positions (including frozen) can be found on the City-wide Position Summary.*

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Customer Service Supervisor	1.00	1.00	1.00	1.00	1.00
Senior Account Clerk	1.00	1.00	1.00	1.00	1.00
Customer Service Representative II	1.00	1.00	1.00	1.00	1.00
Customer Service Representative I	3.00	3.00	3.00	3.00	3.00
*TOTAL:	6.00	6.00	6.00	6.00	6.00

SIGNIFICANT CHANGES

Decrease in Water Bill printing costs	(\$18,000)
Decrease in electricity costs	(\$4,100)
Computer Programming services for software upgrade	\$10,500



Fund: Water & Sewer
Department: Administrative Services
Division: Customer Service

PERFORMANCE MEASURES

Indicator	2012-13 ACTUAL	2013-14 PROJECTED	2014-15 TARGET
INPUTS			
# of Water Customers	23,023	23,057	23,250
# of Meter Reads	182,152	196,461	181,550
# of Rechecks (Customer Generated)	277	317	289
# of Gallons Billed	2,092,850	4,028,730	2,080,210
# of Gallons Purchased	2,546,230	2,546,228	2,546,250
# of Service Orders	2,975	3,020	2,822
# of Meter Rereads (Billing Generated)	1,189	1,280	1,184
OUTPUTS			
Water Revenue	\$11,542,905	\$11,693,534	\$13,182,895
Sewer Revenue	\$5,902,343	\$6,408,782	\$6,720,955
Water Purchased	\$6,989,200	\$7,701,673	\$7,720,000
# of Connects & Disconnects	2,786	3,129	2,800
# of Payments Received	173,242	186,713	173,000
# of Utility Bills Processed	177,367	192,267	177,500
EFFICIENCY			
Division Budget as a % of Water & Sewer Fund	3.48%	3.35%	3.01%
Water Revenue per Capita	\$239.67	\$220.84	\$228.57
EFFECTIVENESS			
Water Purchased Cost as a % of Total Water Revenue	60.04%	63.31%	65.25%
OUTCOMES			
# of Delinquent Notices	17,747	19,419	17,544
% of Manual Payments vs Automated Payments	21.85%	20.91%	21.38%



City of Bedford
Program Summary
FY 2014-2015

Fund: Water & Sewer

Department: Administrative Services

Division: Non-Departmental

PROGRAM DESCRIPTION

The Non-Departmental Division of the Water & Sewer Fund is designed to provide a means to budget expenditures that are typically not associated with individual operating departments. The Administrative Services Department is responsible for managing the budget and monitoring the expenditures. For instance, debt payments for long term obligations of the Water and Sewer Fund are kept within this Division. It is also responsible for the transfer of funds to the General Fund to compensate for indirect costs that are incurred by the General Fund on behalf of the Water and Sewer Fund, as well as payment in lieu of taxes.

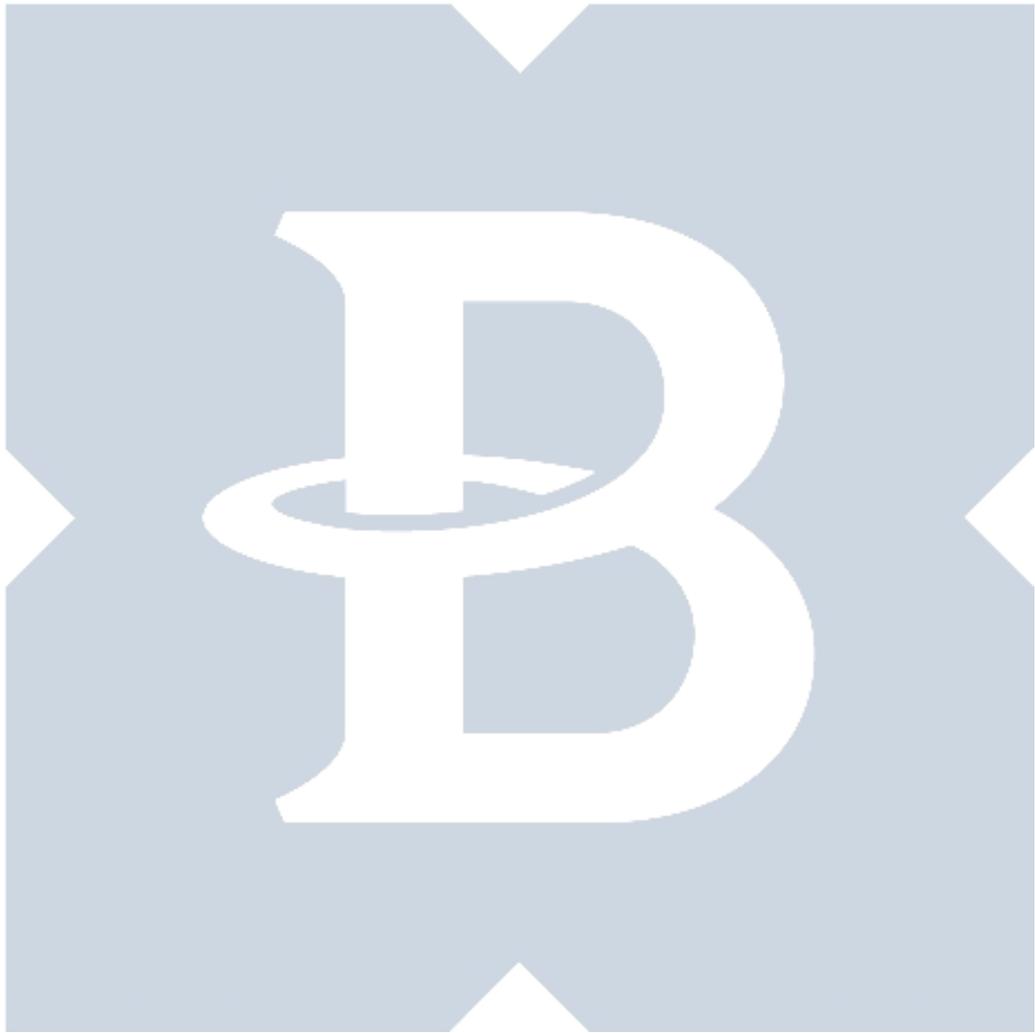
EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services*	-	-	\$13,542	-	\$30,885
Supplies	-	-	-	889	-
Maintenance	-	10,555	10,250	19,344	34,736
Contractual Services	213,600	254,408	174,942	249,124	176,452
Utilities	-	-	-	-	-
Sundry	3,588,662	3,772,748	3,442,508	3,404,807	3,437,870
Capital Outlay	-	-	17,243	13,940	-
TOTAL:	\$3,802,262	\$4,037,711	\$3,658,485	\$3,688,105	\$3,679,943

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

Compensation Plan Funding for Water Fund Personnel - to be allocated later	\$30,885
Prior year compensation plan funding	(\$13,542)
Supplemental for Water Fund portion of New World Software maintenance	\$12,736
One-time capital purchases for staff computers	(\$17,243)
Funding for radio replacements as needed	\$10,000





City of Bedford
 Program Summary
 FY 2014-2015

Fund: Court Security

Department: Administrative Services

Division: Administration

PROGRAM DESCRIPTION

The Court Security Fund is used to account for a \$3.00 fee assessed with each citation collected from the defendant upon conviction for a misdemeanor offense in the Municipal Court as a cost of court. A portion of the cost of two Warrant Officer/Bailiffs who are budgeted in the Municipal Court Division are paid for utilizing this fund. The Court Security Fund is designed to provide protection to the Municipal Court Judge, Court personnel, and defendants. This fund allows the Warrant Officer/Bailiffs to be readily available to monitor the security of the Bedford Municipal Court by utilizing the pass through metal detector during court sessions, as well as providing security for all court dockets.

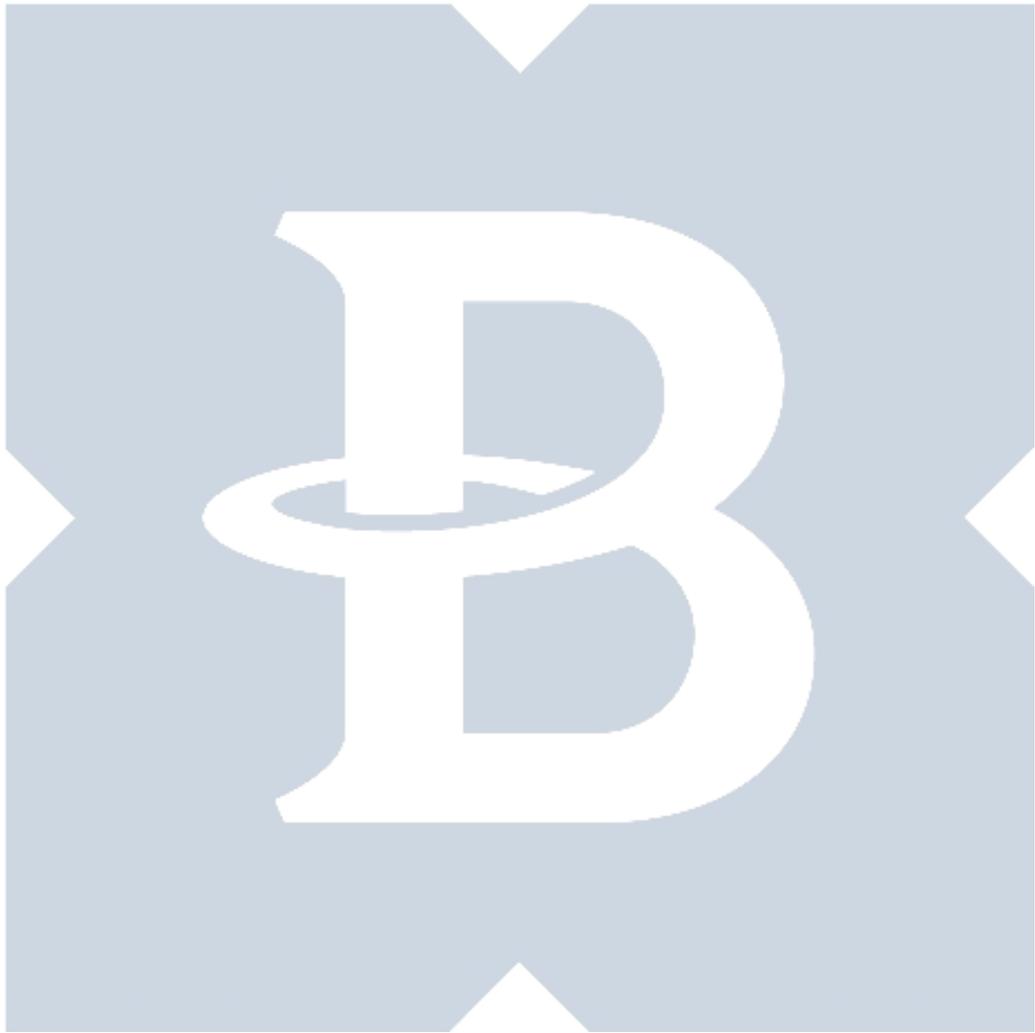
EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services*	-	-	-	-	-
Supplies	-	-	-	-	-
Maintenance	-	-	-	-	-
Contractual Services	-	-	-	-	-
Utilities	-	-	-	-	-
Sundry	30,000	35,000	35,000	35,000	40,000
Capital Outlay	-	-	-	-	-
TOTAL:	\$30,000	\$35,000	\$35,000	\$35,000	\$40,000

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

Increase in transfer to General Fund for Bailiff services \$5,000





City of Bedford
Program Summary
FY 2014-2015

Fund: Court Technology

Department: Administrative Services

Division: Administration

PROGRAM DESCRIPTION

The Court Technology Fund is used to account for a \$4.00 fee assessed with each citation collected from the defendant upon conviction for a misdemeanor offense in the Municipal Court as a cost of court. The Court Technology Fund is designed to provide funding for the purchase of technological enhancements for the Municipal Court including: computer systems, computer networks, computer hardware and software, imaging systems, replacement computers, printers, other equipment currently in use in the Municipal Court, or docket management systems. Currently, this fund is utilized to pay for the maintenance, technical support, and on-line payment access for the Municipal Court Record System software. This fund also pays for the maintenance, technical support, supplies, and repairs for twenty-two electronic ticket writers.

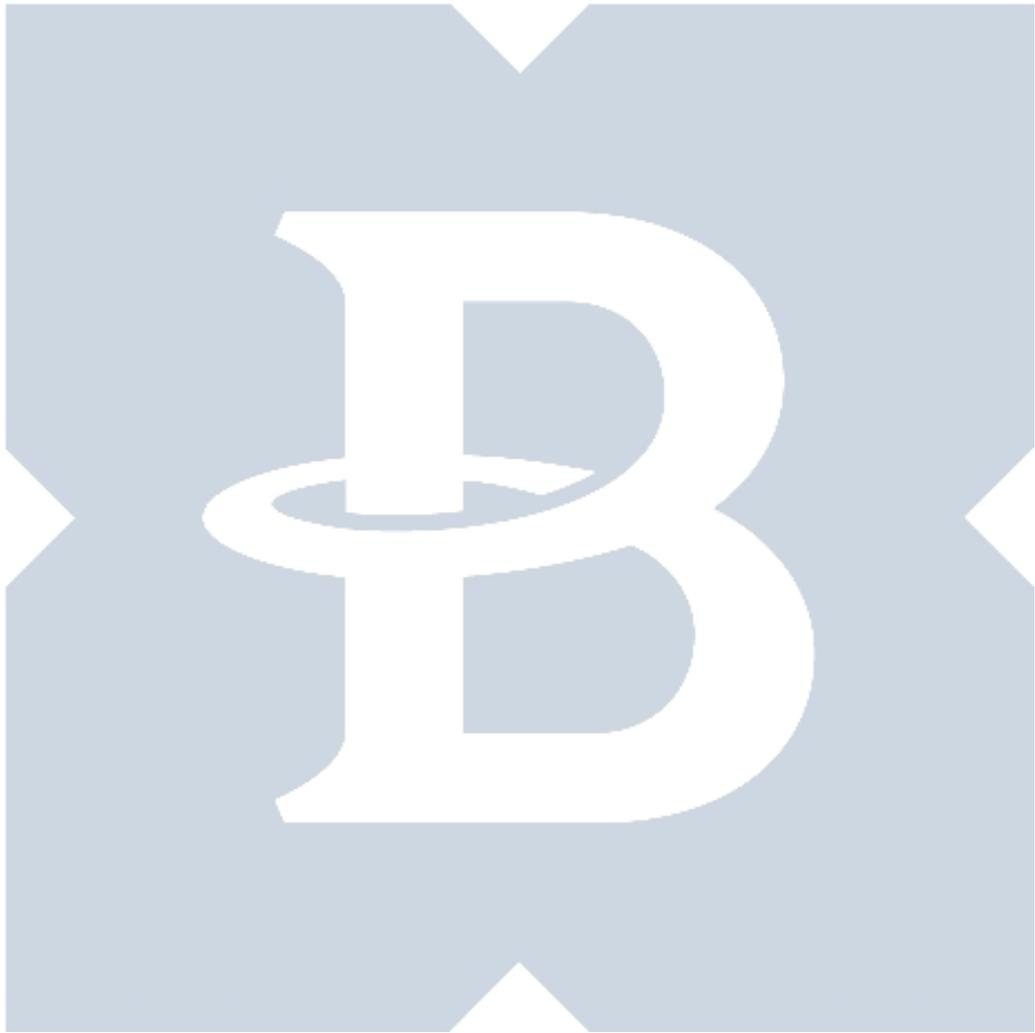
EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services*	-	-	-	-	-
Supplies	2,359	2,957	3,505	3,505	3,105
Maintenance	1,112	696	600	1,042	800
Contractual Services	13,381	14,879	16,450	16,450	25,405
Utilities	-	-	-	-	-
Sundry	-	-	-	-	-
Capital Outlay	18,375	-	-	-	50,475
TOTAL:	\$35,227	\$18,532	\$20,555	\$20,997	\$79,785

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

Supplemental for Municipal Court server and software	\$50,475
Increase in Blackboard Connect contract - Court Technology portion	\$8,755





City of Bedford
 Program Summary
 FY 2014-2015

Fund: Debt Service

Department: Administrative Services

Division: Administration

PROGRAM DESCRIPTION

The Administrative Services Department is responsible for oversight and management of the Debt Service Fund. This fund is utilized to manage all aspects of payment of long term general obligation debt. The Finance Division is responsible for the oversight and management of the City's assets.

EXPENDITURE SUMMARY

	ACTUAL 11/12	ACTUAL 12/13	BUDGET 13/14	PROJECTED 13/14	BUDGET 14/15
Personnel Services*	-	-	-	-	-
Supplies	-	-	-	-	-
Maintenance	-	-	-	-	-
Contractual Services	2,309	18,859	18,500	18,500	18,500
Utilities	-	-	-	-	-
Sundry	7,105,427	10,449,887	6,532,687	6,632,687	7,024,758
Capital Outlay	-	-	-	-	-
TOTAL:	\$7,107,735	10,468,746	\$6,551,187	\$6,651,187	\$7,043,258

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

Increase in annual debt service due to bond issuance \$492,000

