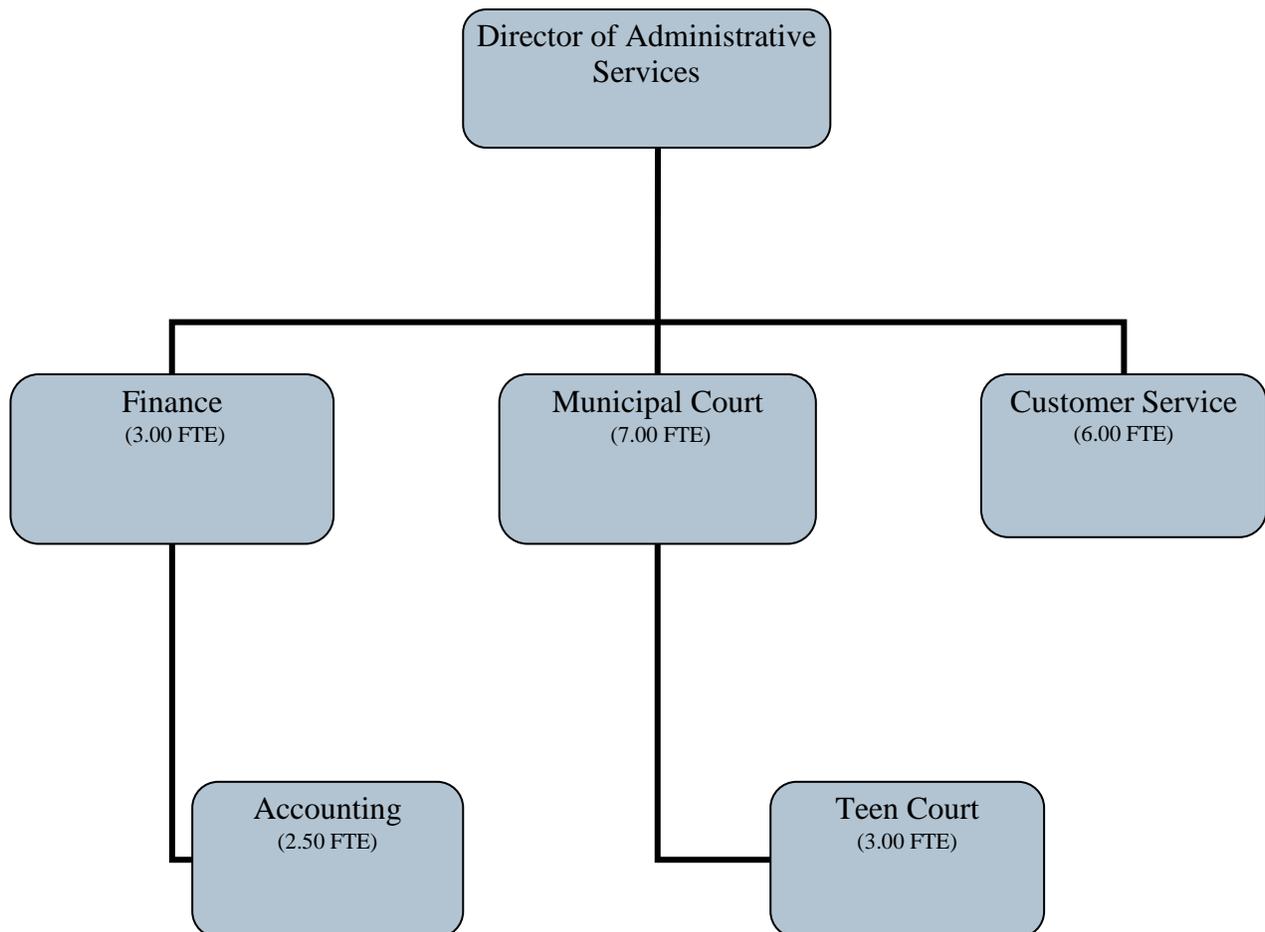


ADMINISTRATIVE SERVICES



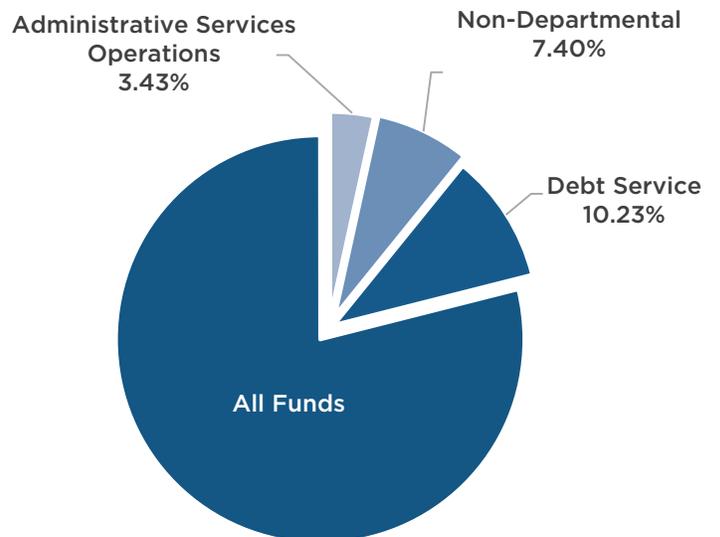
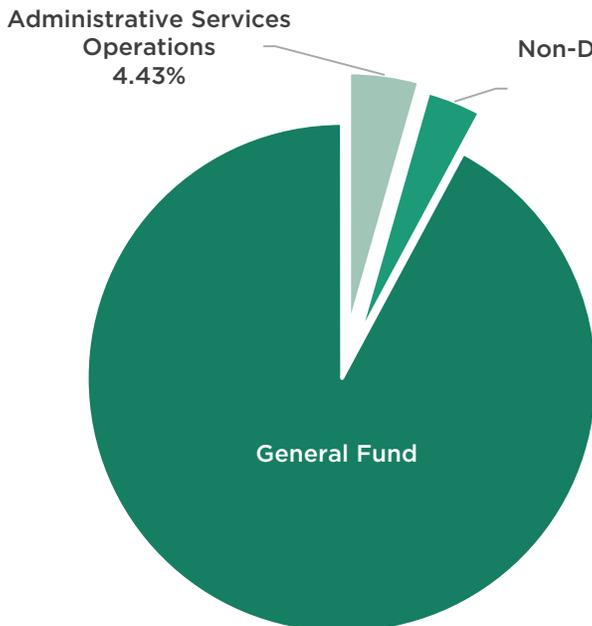
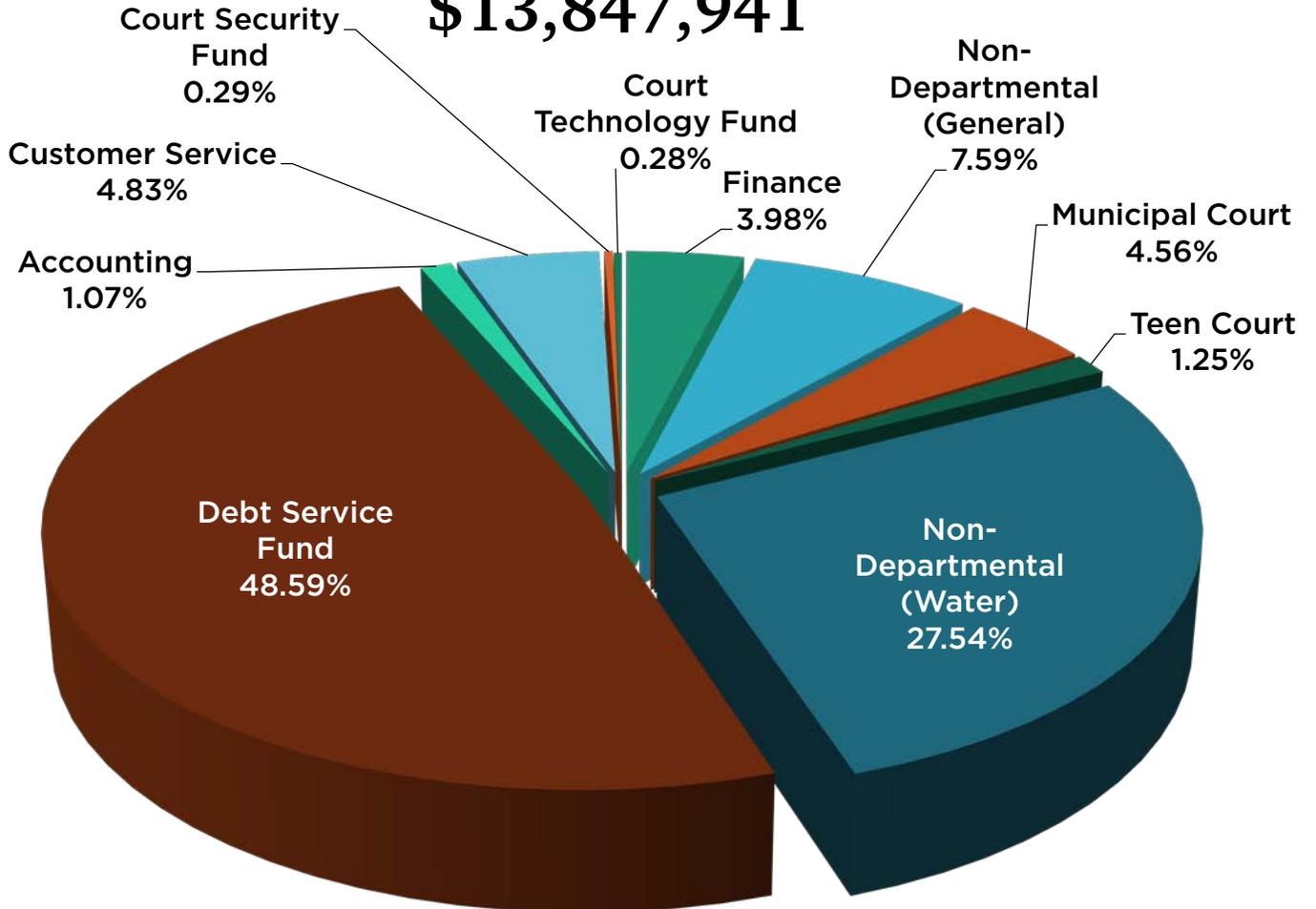
**City of Bedford
Administrative Services Organization Chart
FY 2015 - 2016**



ADMINISTRATIVE SERVICES

Total Expenditures

\$13,847,941



ADMINISTRATIVE SERVICES

TOTAL EXPENDITURES \$13,847,941

| DIVISION/FUND | ACTUAL 13-14 | BUDGET 14-15 | BASE 15-16 | REQUESTS 15-16 | BUDGET 15-16 |
|--------------------------------|---------------------|---------------------|---------------------|-------------------|---------------------|
| Finance | 518,879 | 522,596 | 551,760 | - | 551,760 |
| General Fund Non-Departmental | 1,305,715 | 1,332,350 | 1,001,218 | 50,150 | 1,051,368 |
| Municipal Court | 580,290 | 583,982 | 616,118 | 16,000 | 632,118 |
| Hurst Eules Bedford Teen Court | 155,343 | 167,704 | 173,530 | - | 173,530 |
| Accounting | 123,138 | 135,230 | 148,666 | - | 148,666 |
| Customer Service | 617,205 | 652,692 | 669,397 | - | 669,397 |
| Water Fund Non-Departmental | 4,268,539 | 3,679,943 | 3,732,139 | 81,145 | 3,813,284 |
| Court Security Fund | 35,000 | 40,000 | 40,000 | - | 40,000 |
| Court Technology Fund | 22,174 | 79,785 | 39,180 | - | 39,180 |
| Debt Service Fund | 6,632,860 | 7,043,258 | 6,728,638 | - | 6,728,638 |
| TOTAL | \$14,259,143 | \$14,237,540 | \$13,700,646 | \$ 147,295 | \$13,847,941 |

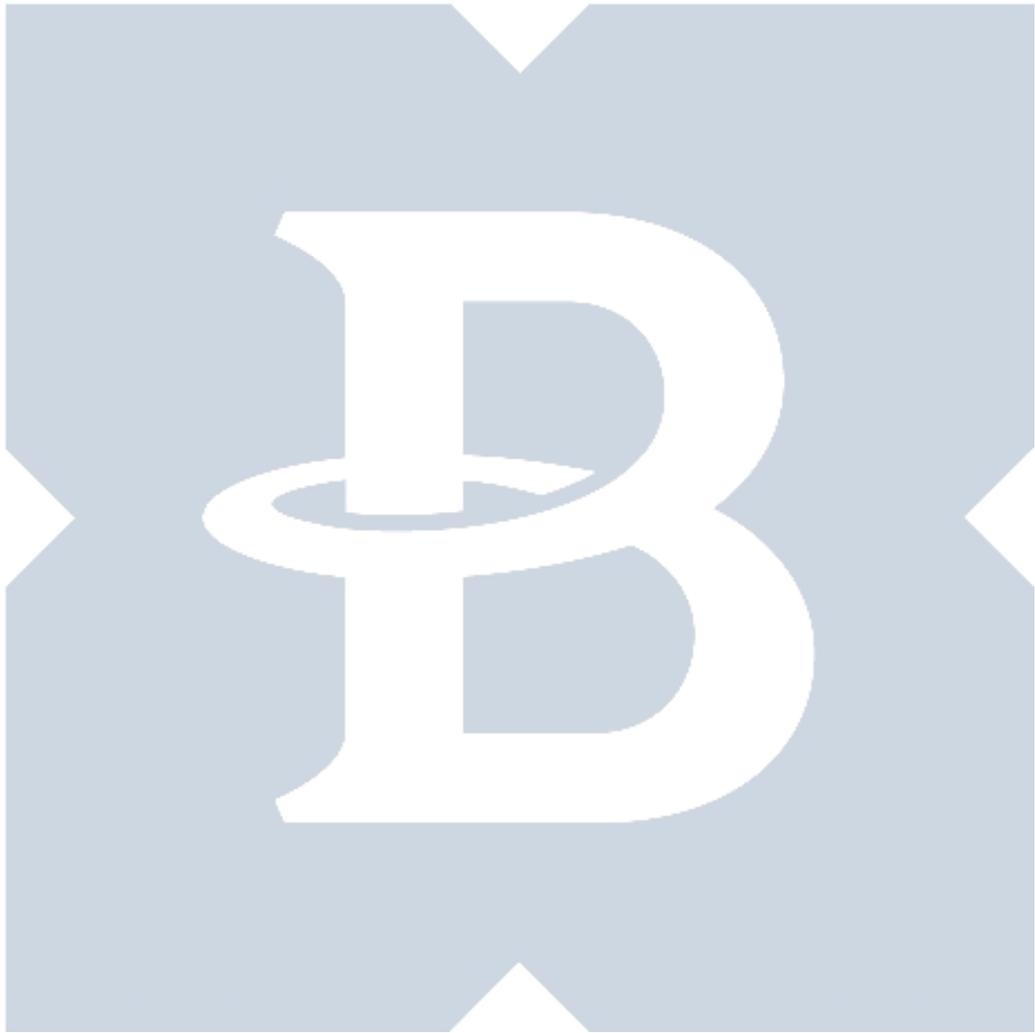
Future Budget Considerations

Finance/Accounting - Currently, the Administrative Services department is implementing new software for Finance, Human Resources, Payroll, Utility Management and Community Development. As the project gets underway, the growing need for training and resources will become more prevalent in the future. Additional funding will have to be set aside for ongoing maintenance and upgrades.

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. Such a change may require additional staff to manage a larger workload.

Hurst Eules Bedford 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 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.

Customer Service - As costs continue to increase from the Trinity River Authority, the City's wholesale water and wastewater provider, the City will continue to implement rate increases in order to maintain funding due to increasing costs.





**City of Bedford
Finance Division
FY 2015 – 2016**





City of Bedford
Program Summary
FY 2015-2016

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 2014-2015 HIGHLIGHTS

- * The Finance Division received its 18th consecutive Certificate for Excellence in Financial Reporting award from the Government Finance Officers Association of the United States and Canada.
- * The Finance Division successfully implemented the Finance Module during 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 President Elect of the Board of Directors for the 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 2015-2016 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 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|------------------|------------------|------------------|--------------------|------------------|
| Personnel Services | \$328,315 | \$281,243 | \$283,771 | \$287,661 | \$309,310 |
| Supplies | 5,729 | 4,936 | 5,230 | 4,508 | 5,230 |
| Maintenance | - | - | - | - | - |
| Contractual Services | 189,475 | 198,776 | 197,595 | 197,058 | 201,220 |
| Utilities | 36,235 | 33,923 | 36,000 | 27,721 | 36,000 |
| Sundry | - | - | - | - | - |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | \$559,754 | \$518,879 | \$522,596 | \$516,948 | \$551,760 |

PERSONNEL SUMMARY

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

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|-------------------------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| 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

| | |
|--|----------|
| Change in employee benefit costs | \$25,539 |
| Increased fees for Tarrant Appraisal District services | \$2,000 |
| Contractual increase for audit services | \$1,680 |



Fund: General
Department: Administrative Services
Division: Finance

PERFORMANCE MEASURES

| Indicator | 2013-14 ACTUAL | 2014-15 PROJECTED | 2015-16 TARGET |
|--|-------------------|----------------------|-------------------|
| INPUTS | | | |
| # of Total Journal Entries | 3,979 | 3,900 | 3,800 |
| # of Manual Journal Entries | 1,117 | 1,072 | 1,000 |
| # of FTEs | 3 | 3 | 3 |
| OUTPUTS | | | |
| Total Interest Earnings | \$65,814 | \$67,130 | \$68,473 |
| Average % of Portfolio Yield | 0.16% | 0.18% | 0.20% |
| Total Outstanding Debt (thousands) | \$55,450 | \$48,805 | \$42,205 |
| EFFICIENCY | | | |
| # of Days to Reconcile City Bank Accounts | 15 | 15 | 15 |
| % of City Funds Invested | 38% | 40% | 42% |
| # of Audit Adjustments | 15 | 12 | 10 |
| % of Property Taxes Collected | 99.5% | 99.5% | 99.5% |
| Division Budget as a % of General Fund | 1.83% | 1.72% | 1.84% |
| EFFECTIVENESS & 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 2015-2016

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 charged to 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.

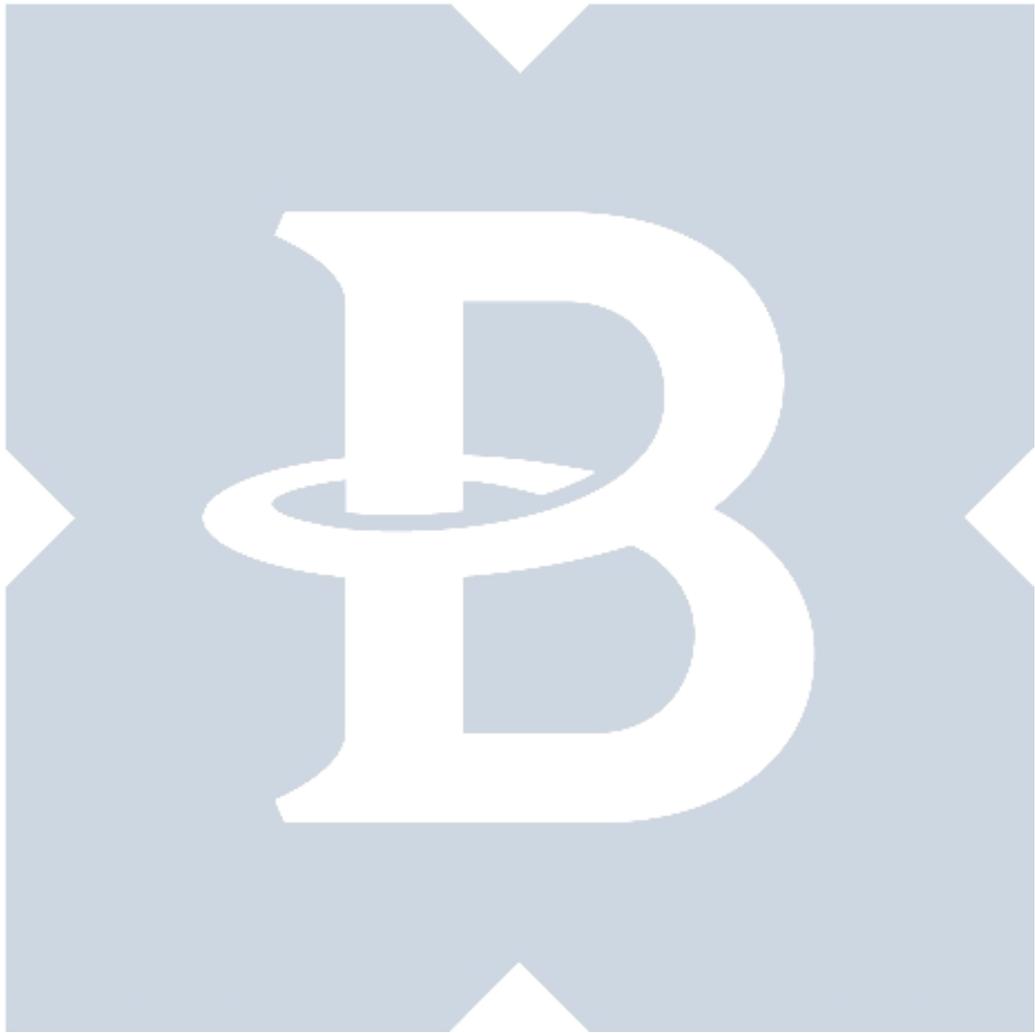
EXPENDITURE SUMMARY

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|------------------|--------------------|--------------------|--------------------|--------------------|
| Personnel Services* | - | - | \$326,891 | - | - |
| Supplies | 4,316 | 3,754 | 4,300 | 3,300 | 4,300 |
| Maintenance | 77,229 | 55,339 | 150,444 | 150,444 | 176,128 |
| Contractual Services | 545,025 | 675,688 | 510,715 | 594,709 | 570,940 |
| Utilities | 1,041 | - | - | - | - |
| Sundry | 250,685 | 380,013 | 340,000 | 340,000 | 300,000 |
| Capital Outlay | - | 190,920 | - | 19,890 | - |
| TOTAL: | \$878,296 | \$1,305,715 | \$1,332,350 | \$1,108,343 | \$1,051,368 |

*This area does not have any personnel assigned.

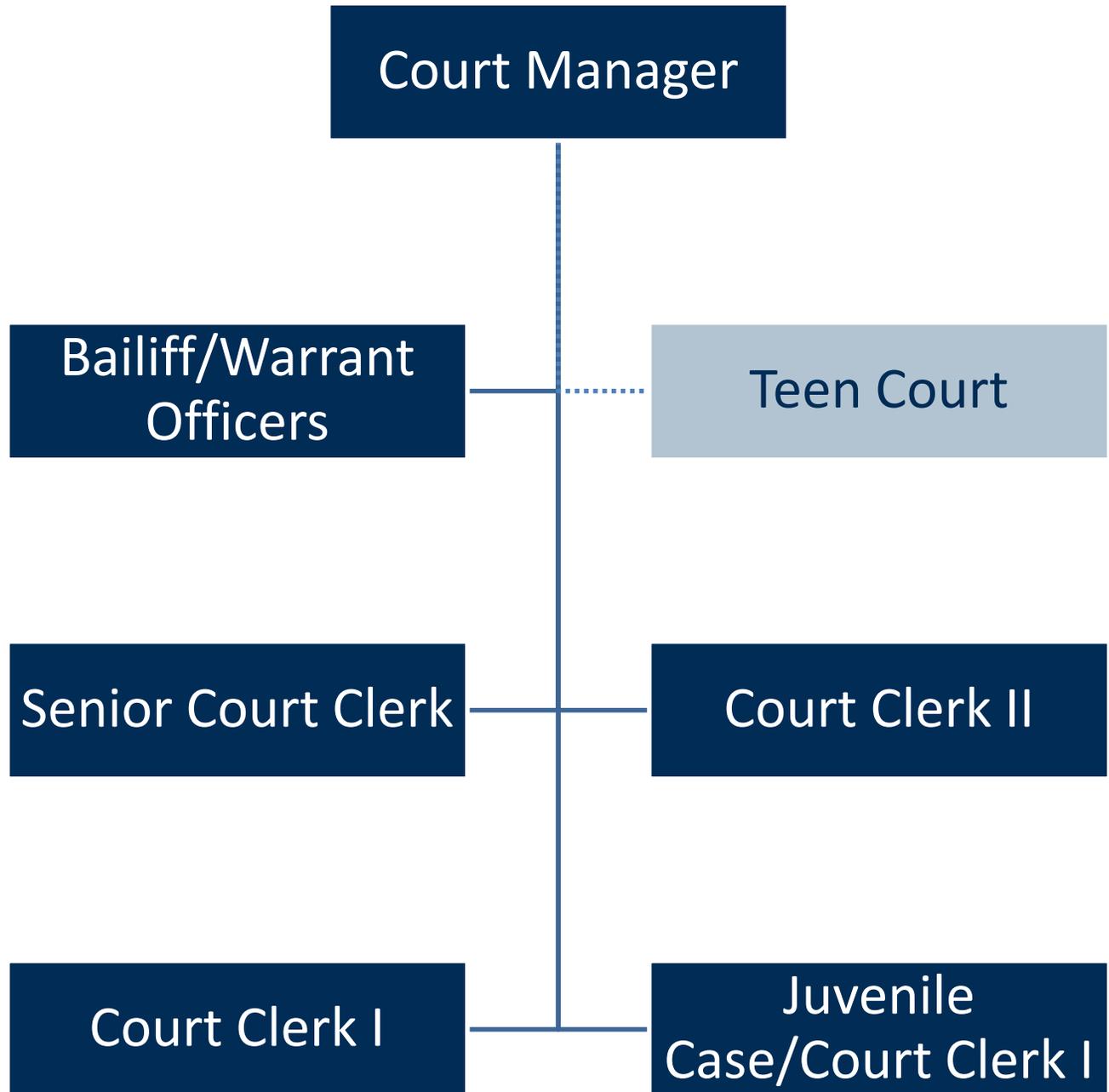
SIGNIFICANT CHANGES

| | |
|--|-------------|
| Employee Compensation Program budgeted in individual divisions | (\$326,891) |
| Decrease in transfers to maintenance funds | (\$40,000) |
| Supplemental for Legal Services budget | \$20,000 |
| Supplemental for General Fund portion of Kronos Timekeeping Software | \$30,150 |
| Increase in contract costs for Trunk Radio maintenance | \$22,500 |





**City of Bedford
Municipal Court Division
FY 2015 – 2016**





City of Bedford
Program Summary
FY 2015-2016

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 municipal courts in 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. This includes: 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 is also responsible for all open records requests, discovery requests and judicial open records requests.

FY 2014-2015 HIGHLIGHTS

- * Implemented full use of Blackboard Connect to expedite and maximize collection efforts for defendants who have outstanding warrants and those that go into a delinquent status.
- * Reorganized the Municipal Court lobby to better serve staff members and defendants.
- * Actively participated in the 2015 State of Texas "Great Texas Warrant Round Up" and cleared 1,306 warrants while generating approximately \$68,603 in revenue as compared to last year where 515 warrants were cleared and approximately \$49,111 in revenue was generated.
- * Audited numerous areas of Municipal Court to improve efficiencies in customer service, data entry, and the warrant issuance process.

FY 2015-2016 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 Clerk 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 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|------------------|------------------|------------------|--------------------|------------------|
| Personnel Services | \$425,210 | \$440,252 | \$448,442 | \$462,976 | \$479,668 |
| Supplies | 14,513 | 15,349 | 19,560 | 17,725 | 19,330 |
| Maintenance | 726 | 1,157 | 1,000 | 5,047 | 2,000 |
| Contractual Services | 107,941 | 121,363 | 113,480 | 132,848 | 129,620 |
| Utilities | - | - | - | - | - |
| Sundry | 920 | 2,169 | 1,500 | 1,500 | 1,500 |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | \$549,310 | \$580,290 | \$583,982 | \$620,096 | \$632,118 |

PERSONNEL SUMMARY

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

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|-------------------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| 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

| | |
|--|----------|
| Change in employee benefit costs | \$31,226 |
| Supplemental for increase in Legal Services budget | \$16,000 |



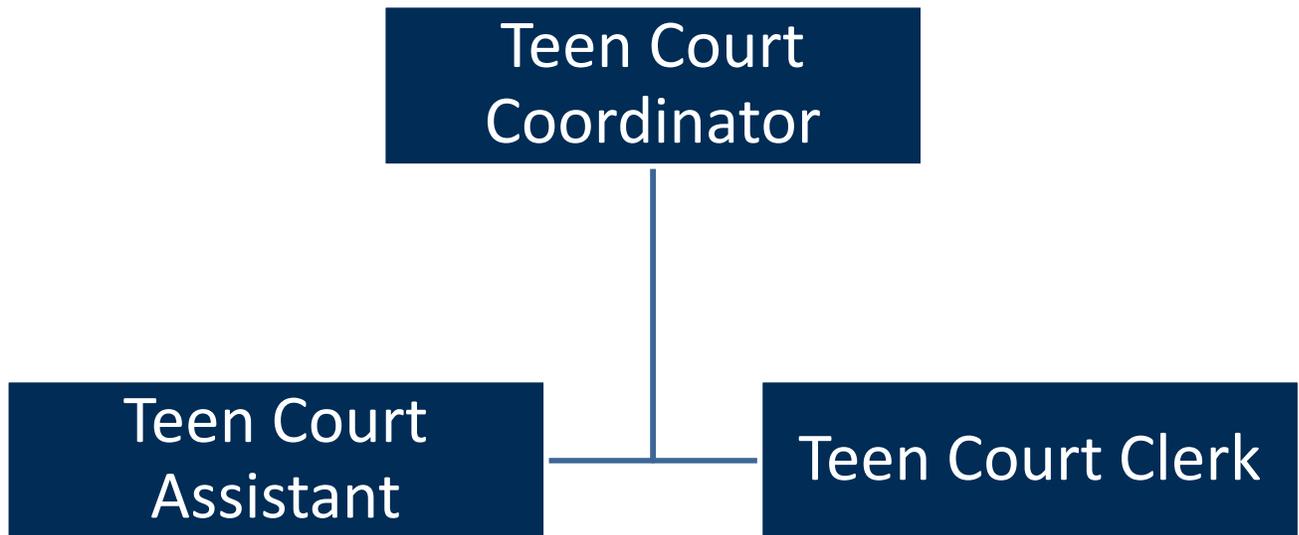
Fund: General
Department: Administrative Services
Division: Municipal Court

PERFORMANCE MEASURES

| Indicator | 2013-14 ACTUAL | 2014-15 PROJECTED | 2015-16 TARGET |
|--|-------------------|----------------------|-------------------|
| INPUTS | | | |
| # of Citations Filed | 23,971 | 24,000 | 24,000 |
| # of Warrants Issued | 10,727 | 13,000 | 16,000 |
| # of Court Clerk FTEs | 5 | 5 | 5 |
| # of Warrant Officer / Bailiff FTEs | 2 | 2 | 2 |
| OUTPUTS | | | |
| Amount of Total Fine Revenue Received | \$1,848,617 | \$1,550,000 | \$1,675,000 |
| # of Payment Transactions Processed | 18,562 | 19,500 | 19,500 |
| # of Online Payments Processed | 1,476 | 1,500 | 1,000 |
| # of Cases Given Time Served Credit (jail / indigent) | 400 | 450 | 450 |
| # of Open Records Requests Processed | 627 | 650 | 650 |
| # of Cases Set for Attorney Docket | 9,111 | 8,800 | 10,000 |
| # of Cases Set for Trial Docket | 240 | 265 | 400 |
| # of Warrants Closed | 10,218 | 12,000 | 12,000 |
| # of Citations Current and Delinquent | 24,129 | 26,500 | 20,000 |
| EFFICIENCY | | | |
| Average # of Payment Transactions Processed per Clerk | 3,714 | 3,900 | 3,900 |
| Average # of Cases Docketed per Clerk | 4,795 | 4,800 | 4,800 |
| Division Budget as a % of General Fund | 2.04% | 2.06% | 2.06% |
| EFFECTIVENESS & OUTCOMES | | | |
| % of Total Cases Set for Attorney Docket | 38% | 53% | 53% |
| % of Total Cases Set for Trial Docket | 2% | 2% | 2% |
| # of Warrants Cleared During the Great Texas Warrant Round Up | 515 | 515 | 525 |
| Total Outstanding Fines / Fees Collected During the Great Texas Warrant Round Up | \$49,111 | \$68,603 | \$55,000 |
| Total Outstanding Fines / Fees Cleared During the Great Texas Warrant Round Up | \$133,208 | \$135,000 | \$140,000 |



**City of Bedford
Teen Court Division
FY 2015 – 2016**





City of Bedford
Program Summary
FY 2015-2016

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 2014-2015 HIGHLIGHTS

- * An annual Teen Court Scholarship program was established to assist with Teen Court volunteer teens to further their education. In April 2015, eight teenage volunteers were awarded scholarships, for a total of \$6,300. These eight teens provided approximately 1,080 community volunteer hours to the Teen Court Program.
- * HEB Teen Court participated in the 9th 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 2015-2016 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.

- * Have adult and teen volunteers within the communities work side by side to provide 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 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|------------------|------------------|------------------|--------------------|------------------|
| Personnel Services | \$151,411 | \$147,554 | \$159,069 | \$116,568 | \$165,295 |
| Supplies | 4,233 | 4,561 | 4,325 | 2,617 | 4,385 |
| Maintenance | 186 | 1,095 | 500 | 269 | 500 |
| Contractual Services | 3,249 | 2,132 | 3,810 | 3,122 | 3,350 |
| Utilities | - | - | - | - | - |
| Sundry | - | - | - | - | - |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | \$159,079 | \$155,343 | \$167,704 | \$122,576 | \$173,530 |

PERSONNEL SUMMARY

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

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|------------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| 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

Change in employee benefit costs \$6,226



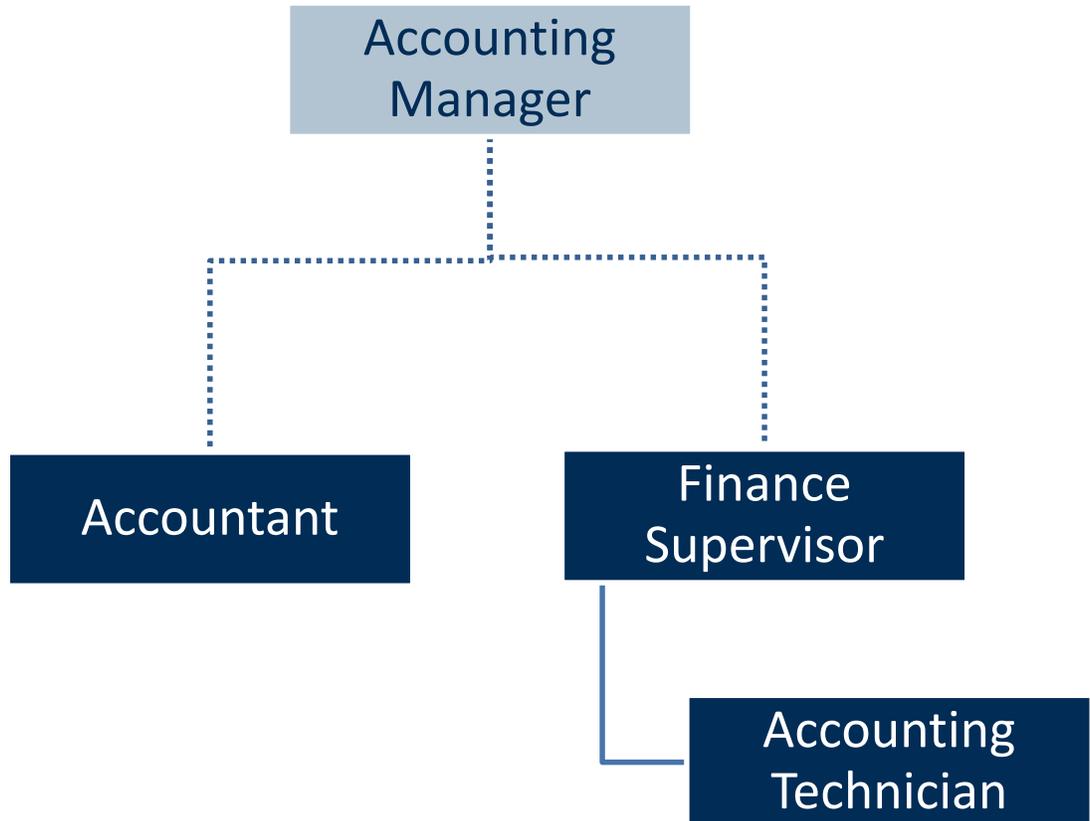
Fund: General
Department: Administrative Services
Division: Teen Court

PERFORMANCE MEASURES

| Indicator | 2013-14 ACTUAL | 2014-15 PROJECTED | 2015-16 TARGET |
|--|-------------------|----------------------|-------------------|
| INPUTS | | | |
| # of Community Service Placement Agencies Provided | 25 | 25 | 25 |
| # of Volunteers Managed | 63 | 52 | 55 |
| # of Cases Annually | 622 | 570 | 600 |
| # of Defendants Processed Annually | 510 | 500 | 550 |
| # of FTEs | 3 | 3 | 3 |
| Dollar Value of a Volunteer Hour (www.independentsector.org) | \$23.40 | \$24.66 | \$24.66 |
| OUTPUTS | | | |
| # of Community Service Hours Completed by Defendants | 15,343 | 12,500 | 13,400 |
| # of Community Service Hours Completed by Volunteers | 1,470 | 1350 | 1370 |
| EFFICIENCY | | | |
| Average # of Community Service Hours per Defendant | 30 | 25 | 25 |
| Average # of Community Service Hours per Volunteer | 23 | 24 | 24 |
| Division Budget as a % of General Fund | 0.55% | 0.41% | 0.58% |
| EFFECTIVENESS & OUTCOMES | | | |
| % of Teen Court Cases Completed Successfully | 80% | 80% | 80% |
| Average Time to Complete Teen Court Requirements | 90 days | 90 days | 90 days |
| Value of Defendant Community Service Hours to the Community | \$359,026 | \$308,250 | \$330,444 |
| Value of Volunteer Service Hours to the Community | \$34,398 | \$33,291 | \$33,784 |



**City of Bedford
Accounting Division
FY 2015 – 2016**





City of Bedford
Program Summary
FY 2015-2016

Fund: Water & Sewer

Department: Administrative Services

Division: Accounting

PROGRAM DESCRIPTION

The Accounting Division is part of the Finance function, which 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 and accurately reports financial statement information. The Accounting Division 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 2014-2015 HIGHLIGHTS

- * The Accounting Division received the 18th 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 year long Emerging Finance Directors Program. The North Central Texas Council of Governments (NCTCOG) has partnered with Government Resource Associates to create a program geared towards new and emerging finance directors for municipalities and special districts. NCTCOG selects the participants based on their experience and the potential to make the group interactive. The course curriculum consists of the following educational topics: Utility Rate Management, Information Technology/Data Analytics, Employment Costs, Financial Reporting/Audit, Internal Controls/Staffing and Operations, Long-Range Financial Planning, Budgeting for Municipalities, Debt Management, Treasury Management/ Economic Development, Fiscal Policies and Financial Management Practices, and the State required Public Funds Investment Act course.

FY 2015-2016 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Be responsive to the needs of the community.

- * Have accurate and adequate financial reports to respond to citizens as needed

Demonstrate excellent customer service in an efficient manner.

- * Achieve the Certificate of Excellence in Financial Reporting Award from the Government Finance Officers Association of the U.S. and Canada



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

EXPENDITURE SUMMARY

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|------------------|------------------|------------------|--------------------|------------------|
| Personnel Services | \$118,393 | \$121,498 | \$130,395 | \$131,963 | \$143,446 |
| Supplies | 702 | 747 | 750 | 500 | 800 |
| Maintenance | - | - | - | - | - |
| Contractual Services | 329 | 893 | 4,085 | 4,045 | 4,420 |
| Utilities | - | - | - | - | - |
| Sundry | - | - | - | - | - |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | \$119,424 | \$123,138 | \$135,230 | \$136,508 | \$148,666 |

PERSONNEL SUMMARY

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

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|--------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| Accountant | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Finance Supervisor | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 |
| Lead Account Clerk | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 |
| 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

| | |
|----------------------------------|----------|
| Change in employee benefit costs | \$13,051 |
|----------------------------------|----------|



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

PERFORMANCE MEASURES

| Indicator | 2013-14 ACTUAL | 2014-15 PROJECTED | 2015-16 TARGET |
|---|-------------------|----------------------|-------------------|
| INPUTS | | | |
| # of Purchase Card Users | 188 | 190 | 192 |
| # of A/P Invoices | 17,754 | 17,650 | 17,900 |
| # of A/P Checks | 2,968 | 3,315 | 3,410 |
| # of Purchase Card Transactions | 10,108 | 10,401 | 10,500 |
| # of Total A/P Transactions | 13,076 | 13,250 | 13,400 |
| # of FTEs | 2.50 | 2.50 | 2.50 |
| OUTPUTS | | | |
| A/P Purchase Cards in Dollar Volume | \$3,042,868 | \$3,025,500 | \$3,195,000 |
| Total City Purchases in Dollar Volume | \$25,514,448 | \$24,000,000 | \$24,500,000 |
| EFFICIENCY | | | |
| Average A/P Transaction Value | \$8,597 | \$7,750 | \$8,130 |
| Average Purchase Card Transaction Value | \$362 | \$290 | \$300 |
| Division Budget as a % of the Water & Sewer Fund | 0.60% | 0.66% | 0.71% |
| EFFECTIVENESS & OUTCOMES | | | |
| % of Purchase Card Usage vs. Total City Purchases | 77.30% | 78.50% | 78.70% |
| % of Payroll that is Electronic vs. Paper | 99.92% | 99.50% | 99.70% |
| Rebate Amount for the Purchase Card Program | 47,520 | 49,500 | 49,750 |



**City of Bedford
Customer Service Division
FY 2015 – 2016**





City of Bedford
Program Summary
FY 2015-2016

Fund: Water & Sewer

Department: Administrative Services

Division: Customer Service

PROGRAM DESCRIPTION

The Customer Service Division is primarily responsible for addressing customer requests and issues. The staff assists customers with helpful information regarding utilities, solid waste, recycling, vital statistics and contacts for other 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, this division provides certified birth and death records upon request from the vital statistics operation. To better assist the needs of the visitors who come to the City, Customer Service is often regarded as the ambassador for the Bedford community. This division informs the public of local areas of interest, various services provided by City departments and emergency notifications that could temporarily hinder current service levels.

FY 2014-2015 HIGHLIGHTS

- * Established a pass-through volume rate increase from the Trinity River Authority (T.R.A.) to current volume rates as of January 1, 2015.
- * The Vital Statistics team earned the City's 16th 5-Star Award (the 5th Exemplary one) from the State of Texas for excellence in vital registration.
- * Implemented the Blackboard Connect call-out phone system, which has significantly reduced the number of accounts on the monthly delinquent list.
- * Completed an annual audit of the vital statistics operation by the Texas Department of State Health Services.

FY 2015-2016 DIVISIONAL GOALS (AS RELATED TO COUNCIL MISSION)

Be responsive to the needs of the community.

- * The Customer Service team responds immediately by handling all customer inquiries, concerns and/or issues in an efficient and timely manner.

Demonstrate excellent customer service in an efficient manner.

- * The team is courteous and respectful, and will go the extra mile to help citizens understand water billing issues, provide vouchers, recycling bins and lids, garage sale permits and the issuance of certified copies of birth and death records.
- * Keep all procedures and policies effective and up to date with all legislative changes.
- * Continue to provide training for staff for enhanced customer service as well as evolving technology.

Encourage citizen involvement.

- * Interface with Allied/Republic Waste, Communication Department and Code Enforcement regarding changing over to recycling carts.
- * Coordinate with the Public Works Department to better educate residents on water conservation methods and restrictions.
- * Provide educational handouts, brochures and information at City events.



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

EXPENDITURE SUMMARY

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|------------------|------------------|------------------|--------------------|------------------|
| Personnel Services | \$311,499 | \$301,354 | \$310,652 | \$304,491 | \$327,467 |
| Supplies | 88,547 | 97,511 | 94,970 | 84,150 | 95,200 |
| Maintenance | - | - | 200 | - | 200 |
| Contractual Services | 194,267 | 194,993 | 222,870 | 219,673 | 222,530 |
| Utilities | 23,950 | 23,347 | 24,000 | 19,144 | 24,000 |
| Sundry | - | - | - | - | - |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | \$618,263 | \$617,205 | \$652,692 | \$627,458 | \$669,397 |

PERSONNEL SUMMARY

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

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|------------------------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| 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

| | |
|----------------------------------|----------|
| Change in employee benefit costs | \$16,815 |
|----------------------------------|----------|



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

PERFORMANCE MEASURES

| Indicator | 2013-14 ACTUAL | 2014-15 PROJECTED | 2015-16 TARGET |
|--|-------------------|----------------------|-------------------|
| INPUTS | | | |
| # of Water Customers | 23,041 | 23,250 | 23,176 |
| # of Meter Reads | 181,404 | 181,550 | 181,550 |
| # of Rechecks (Customer Generated) | 275 | 289 | 303 |
| # of Gallons Billed | 194,764 | 195,000 | 195,500 |
| # of Gallons Purchased | 2,444,959 | 2,546,250 | 2,500,000 |
| # of Service Orders | 3,130 | 2,822 | 2,850 |
| # of Meter Reread (Billing Generated) | 1,280 | 1,184 | 1,695 |
| OUTPUTS | | | |
| Water Revenue | \$11,596,490 | \$12,550,800 | \$13,137,405 |
| Sewer Revenue | \$6,403,118 | \$7,117,718 | \$8,493,354 |
| Water Purchased | \$8,010,050 | \$7,720,000 | \$8,200,000 |
| # of Connects & Disconnects | 2,912 | 2,800 | 2,775 |
| # of Payments Received | 172,585 | 173,000 | 173,310 |
| # of Utility Bills Processed | 177,642 | 177,500 | 178,340 |
| EFFICIENCY | | | |
| Division Budget as a % of Water & Sewer Fund | 3.03% | 3.06% | 3.20% |
| Water Revenue per Capita | \$220.84 | \$228.57 | \$224.71 |
| EFFECTIVENESS & OUTCOMES | | | |
| Water Purchased Cost as a % of Total Water Revenue | 63.31% | 65.25% | 64.28% |
| # of Delinquent Notices | 19,419 | 18,500 | 18,960 |
| % of Manual Payments vs Automated Payments | 20.91% | 21.38% | 21.15% |



City of Bedford
 Program Summary
 FY 2015-2016

Fund: Water & Sewer

Department: Administrative Services

Division: Non-Departmental

PROGRAM DESCRIPTION

The Non-Departmental function of Administrative Services is to provide a means to budget expenditures that are not typically charged to specific operating departments or divisions. The expenditures allocated to Non-Departmental are beneficial to the City as a whole. In addition, the Non-Departmental function of the Water & Sewer Fund also includes a transfer into the General Fund for administrative costs allocated on behalf of proprietary funds. The Administrative Services Department is responsible for managing and monitoring these expenditures.

EXPENDITURE SUMMARY

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Personnel Services* | - | - | \$30,885 | - | - |
| Supplies | - | 889 | - | - | - |
| Maintenance | 10,555 | 19,344 | 34,736 | 19,511 | 35,532 |
| Contractual Services | 254,408 | 266,144 | 176,452 | 154,284 | 175,250 |
| Utilities | - | - | - | 1,514 | - |
| Sundry | 3,772,748 | 3,968,222 | 3,437,870 | 3,438,260 | 3,595,148 |
| Capital Outlay | - | 13,940 | - | - | 7,354 |
| TOTAL: | \$4,037,711 | \$4,268,539 | \$3,679,943 | \$3,613,569 | \$3,813,284 |

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

| | |
|--|------------|
| Employee Compensation Program budgeted in individual divisions | (\$30,885) |
| Increases to operational transfers | \$157,278 |
| Water Fund portion of phone system upgrade | \$7,354 |



City of Bedford
 Program Summary
 FY 2015-2016

Fund: Court Security

Department: Administrative Services

Division: Administration

PROGRAM DESCRIPTION

The Court Security Fund is provided by a fee of \$3.00 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 Security Fund is utilized to cover a portion of the cost of two Warrant Officer/Bailiffs who are budgeted in the Municipal Court Division. 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.

EXPENDITURE SUMMARY

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| Personnel Services* | - | - | - | - | - |
| Supplies | - | - | - | - | - |
| Maintenance | - | - | - | 7,074 | - |
| Contractual Services | - | - | - | 1,998 | - |
| Utilities | - | - | - | - | - |
| Sundry | 35,000 | 35,000 | 40,000 | 40,000 | 40,000 |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | \$35,000 | \$35,000 | \$40,000 | \$49,072 | \$40,000 |

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

No significant changes



City of Bedford
 Program Summary
 FY 2015-2016

Fund: Court Technology

Department: Administrative Services

Division: Administration

PROGRAM DESCRIPTION

The Court Technology Fund is provided by a fee of \$4.00 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 ticket writers.

EXPENDITURE SUMMARY

| | ACTUAL 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|-----------------|-----------------|-----------------|--------------------|-----------------|
| Personnel Services* | - | - | - | - | - |
| Supplies | 2,957 | 3,656 | 3,105 | 3,105 | 3,105 |
| Maintenance | 696 | 1,042 | 800 | 1,104 | 800 |
| Contractual Services | 14,879 | 17,476 | 25,405 | 25,405 | 35,275 |
| Utilities | - | - | - | - | - |
| Sundry | - | - | - | - | - |
| Capital Outlay | - | - | 50,475 | 50,475 | - |
| TOTAL: | \$18,532 | \$22,174 | \$79,785 | \$80,089 | \$39,180 |

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

| | |
|--|------------|
| One-time supplemental for server and software upgrade | (\$50,475) |
| Maintenance & Technical support for Municipal Court Software | \$16,975 |
| Contract Savings for Blackboard Connect service | (\$5,010) |



City of Bedford
 Program Summary
 FY 2015-2016

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 12/13 | ACTUAL 13/14 | BUDGET 14/15 | PROJECTED 14/15 | BUDGET 15/16 |
|----------------------|-------------------|--------------------|--------------------|--------------------|--------------------|
| Personnel Services* | - | - | - | - | - |
| Supplies | - | - | - | - | - |
| Maintenance | - | - | - | - | - |
| Contractual Services | 18,859 | 5,477 | 18,500 | 11,713 | 18,500 |
| Utilities | - | - | - | - | - |
| Sundry | 10,449,887 | 6,627,383 | 7,024,758 | 7,024,758 | 6,710,138 |
| Capital Outlay | - | - | - | - | - |
| TOTAL: | 10,468,746 | \$6,632,860 | \$7,043,258 | \$7,036,471 | \$6,728,638 |

*This area does not have any personnel assigned.

SIGNIFICANT CHANGES

Change in annual payment amount based on debt schedule (\$314,620)