

**2002-03
APPROVED BUDGET**

VOLUME IV

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CITY COUNCIL

Gus Garcia
Mayor

Mayor Pro Tem
Jackie Goodman

Council Members
Raul Alvarez
Betty Dunkerley
Daryl Slusher
Danny Thomas
Will Wynn

Toby Futrell
City Manager



**City of Austin, Texas
City Council Priorities
2002–03**

*Youth, Family, and
Neighborhood Vitality*

Public Safety

*Sustainable
Community*

Affordability

The City of Austin Commitment 2002

Vision

We want Austin to be the most livable
community in the country

Values

- 3 Courage
- 3 Diversity
- 3 Integrity
- 3 Open, Honest Communication
- 3 Respect, Care and Appreciation
for Family and Environment
- 3 Teamwork

Leadership Principle

Provide quality, affordable services
with a competitive workforce
accessible and accountable to our community



Executive Team

Toby Hammett Futrell
City Manager

City Council Appointments

City Clerk
Municipal Court
City Auditor

Joe Canales
Deputy City Manager

Government Relations
John Hrcir, Officer

Public Works Department
Peter Rieck, Director

Small and Minority
Business Resources
Lino Rivera, Director

Water & Wastewater
Chris Lippe

John Stephens
Acting Assistant City Manager

Aviation
Jim Smith, Executive Director

Austin Convention Center
Robert Hodge, Director

Solid Waste Services Department
Willie Rhodes, Director

Austin Energy
Juan Garza, General Manager

Vickie Schubert, CPA
Acting Director, Financial and
Administrative Services

Financial and
Administrative Services
Vickie Schubert, CPA
Acting Director, Financial and
Administrative Services

Information Systems Department
Robert Bowmer, Chief Information Officer

Human Resources Department
Vanessa Downey-Little, Director

Law Department
Sedora Jefferson, Acting Director

PIO/Customer Service
Michele Middlebrook-Gonzalez

Chief Michael McDonald
Acting Chief of Staff

Health and Human Services Department
David Lurie, Director

Library Department
Brenda Branch, Director

Neighborhood Housing and Community
Development Dept.
Paul Hilgers, Community Development
Officer

Parks and Recreation Department
Jesus M. Olivares, Director

Community Care Department
Trish Young, Director

Laura Huffman
Assistant City Manager

Community Court
Gregory Toomey, Community Court
Administrator

Emergency Medical Services
Richard Herrington, Director

Fire Department
Gary Warren, Chief

Office of Emergency Management
Steve Collier, OEM Officer

Police Department
Stanley L. Knee, Chief

Lisa Gordon
Assistant City Manager

Economic Growth and Redevelopment
Services
Sue Edwards, Director

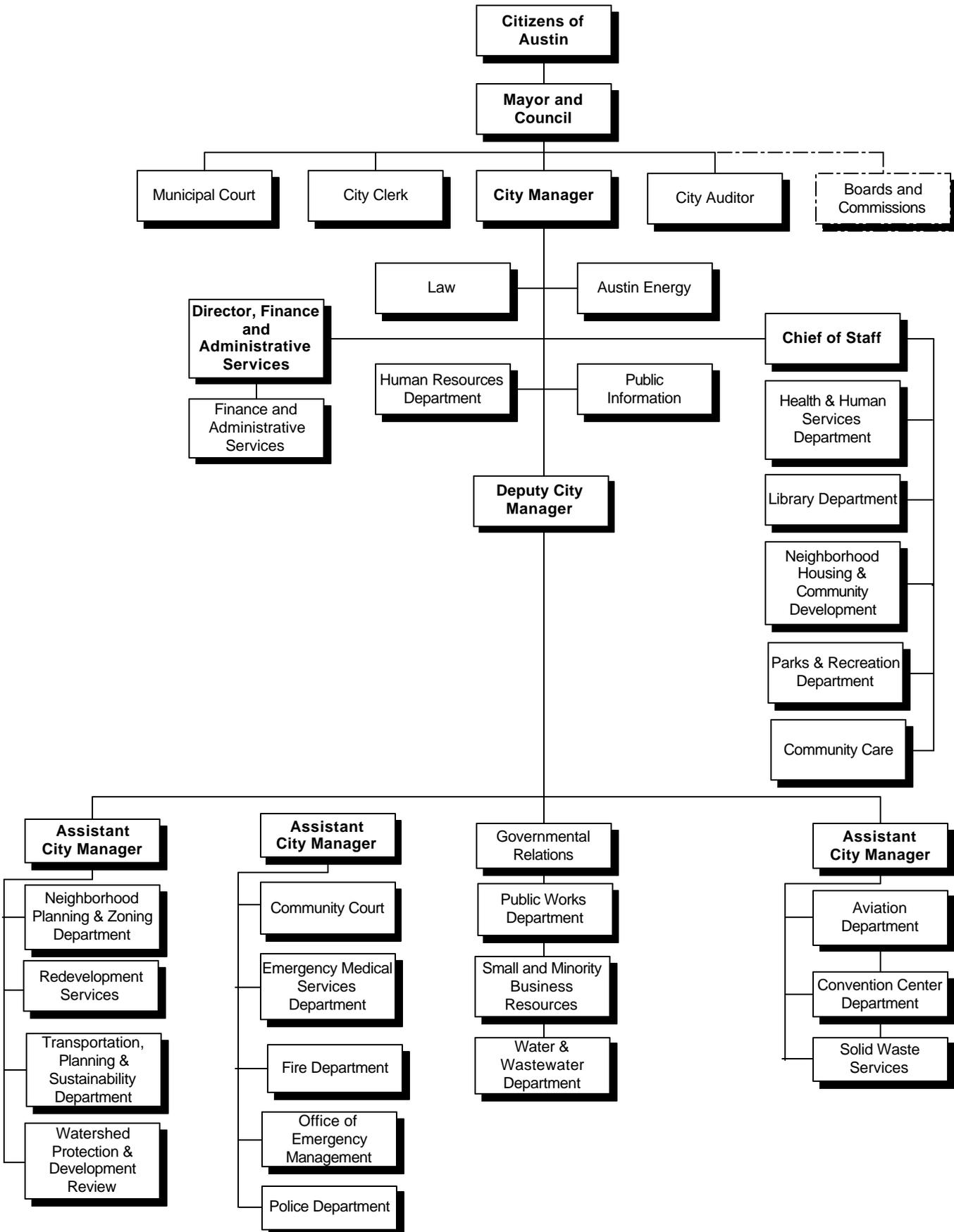
Neighborhood Planning & Zoning
Department
Alice Glasco, Director

Transportation, Planning &
Sustainability Department
Austan Librach, Director

Watershed Protection and Developer
Review Department
Mike Heitz, Director

City of Austin, Texas

ORGANIZATIONAL CHART



2002- 03
Approved Operating Budget

Acknowledgments

The Budget Office would like to thank the City Council, management and staff for their assistance in preparing the 2002–03 Approved Budget. The preparation of this document would not have been possible without the timely cooperation and assistance of each City department.

In addition, employees from many City departments contributed their time and efforts to the business planning process and the preparation and publication of the budget documents. We would particularly like to thank those listed below:

Mike Abkowitz	Sylnovia Holt
Art Alfaro	Jill Horton
Sandra Alvarado	Julie Jary
AnaLiza Alba	Gail Jemelka
Anissa Alvarez	David Kutach
David Anders	Jeff Knodel
Tyler Anderson	Scott Lookabaugh
Diana Arredondo, CPA	Dana McBee
Fran Ashenfelter	Peggie McLaurin
Janet Bartles	Justin Meyer
Sue Barton	Michele Middlebrook-Gonzalez
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Robert Byrne	Leslie O'Shea
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Eyna Canales-Zarate	Joyce Pulich
Shelley Carter	John Ralston
Sarah Chen	Sandra Ramirez
Rusty Cobern, CPA	William B. Ransom-Nelson
Sue Cooper	Vanorda Richardson
Marisa Cortinas	Rory Roberts
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Dirck Goss	Jay Stone
Jody Hamilton	Shannon Szymczak
Clarke Hammond	Barbara Tipple, CPA
Diane Harrison	Yolanda Tovar
Mike Hendon	Tommy Tucker
Evelyn Herron	Dale Van Blokland
Jan Hilton	Dennis Waley
Lang Hoang	Otis Williams
Barbara Holmes	Cheryl Woods

Preface

The Proposed Budget consists of six volumes:

- **Policy Budget**—Summarizes the City's financial structure, explains where we get our money and what we do with it in a narrative and graphic format. It also includes a financial summary of all City funds and comparative information on revenue, expenditures and fund balance for all budgeted funds. The remainder of the budget volumes are categorized by the services provided.
- **Volume I**—Includes detailed information on the revenue and expenditures of departments in the following categories: Infrastructure and Public Safety.
- **Volume II**—Includes detailed information on the revenue and expenditures of departments in the following categories: Health and Human Services, Recreation and Culture and Housing.
- **Volume III**— Includes detailed information on the revenue and expenditures of departments in the following categories: Support Services and grants and trust.
- **Volume IV**—Includes detailed information on the revenue and expenditures of the City's utilities and major enterprises, other funds, debt service and the capital budget.
- **Supporting Documents**—Contains the Council approved City Financial Policies, a summary schedule of capital outlay, property tax information, a list of fees and charges and the ordinances necessary for adoption and implementation of the budget.

Copies of all budget documents are available at all City libraries and City Hall. The Policy Budget as well as program and activity pages with performance information for all City departments are available on the Internet at <http://www.ci.austin.tx.us/budget/>. Requests for additional information can be made to the Budget Office at 974-2610.

Other References

In addition to the Proposed Budget, additional information concerning the City's financial plan is contained in the Financial Forecast issued by the Financial and Administrative Services Department during the Spring. This document provides additional information on the local economy as well as projections of future revenue and expenditures. In accordance with the City Charter the Planning Commission, each year compiles a list of recommended capital improvements for the next five years. These recommendations are contained in the Capital Improvement Plan that is adopted by the commission. Funding authorization for the next fiscal year is shown in the Capital Budget, contained in Volume III.

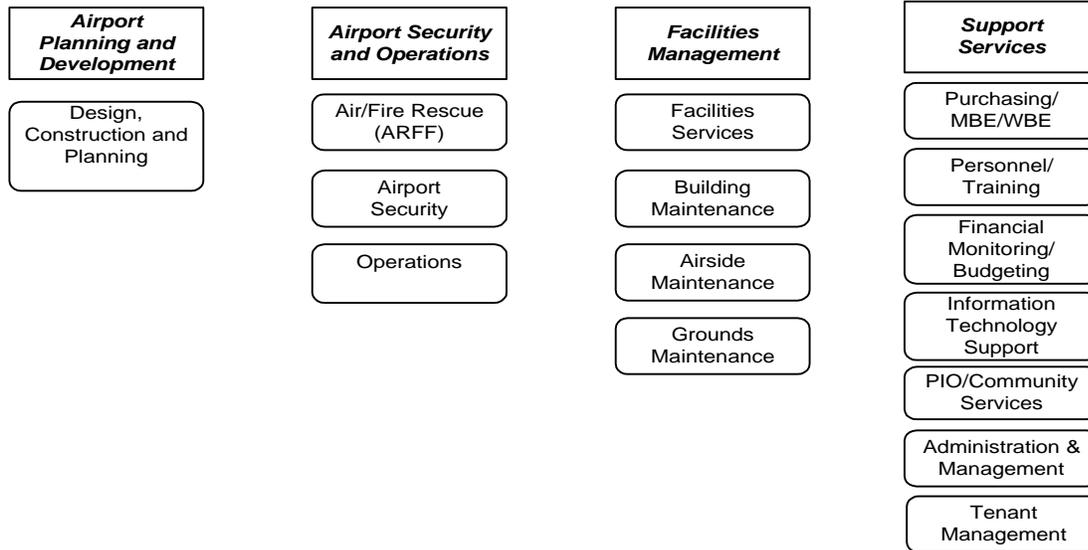
Financial Policies

The Austin City Council has adopted a comprehensive set of financial policies to govern the financial management of the various City funds. A complete copy of these policies is contained in the Supporting Documents.

Basis of Accounting

Revenue and expenditures are budgeted in a format that is consistent with the City's financial statement. Financial statements are prepared annually in accordance with generally accepted accounting principles applicable to state and local governments and audited by an independent outside auditor. Governmental funds are accounted for on a modified accrual basis.

Aviation Department — 2002-03



LEGEND= Programs Activities

Airport Fund	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	\$70,368,918	\$76,085,000	\$62,338,708	\$68,006,000	\$68,006,000
Transfers In	\$0	\$6,992,897	\$6,992,897	\$7,332,360	\$7,332,360
Requirements	\$58,792,220	\$64,598,464	\$60,149,557	\$63,745,824	\$63,745,824
Contribution to Capital Fund	\$13,862,745	\$18,479,433	\$9,705,083	\$11,592,536	\$11,592,536
Full-time Equivalents (FTE's)	374.25	386.75	386.75	392.75	392.75

Aviation Department — 2002-2003

Purpose and Nature of Fund

The Department of Aviation continuously strives to provide quality airport facilities and services by focusing on our customers needs, our employees' work environment, improving our operations, and preparing for the future.

Factors Affecting Funding

Concession revenue, including parking, is projected to decrease \$8.1 million due to the events of September 11 and the overall declining economy.

Landing fees and leasing of terminal space revenue is projected to decrease \$0.1 million due to events of September 11 and the overall declining economy.

Other income, rentals, and fee revenue is projected to increase \$0.8 million primarily due to increases in ground rent and fuel facility fees.

Interest income is projected to decrease \$0.6 million due to smaller investment balances.

An increase of \$0.3 million in transfers from the Capital Fund is projected to assure adequate funding for debt service coverage and operating fund requirements.

Factors Affecting Requirements

Total 2002-03 operating requirements for the Department of Aviation are projected to decrease \$1.3 million due to a \$2.5 million reduction in Facilities Management costs which is offset by an \$1.6 million increase in Security and Operations costs. The Security and Operations costs increase results from the new federal mandates instituted for airports after September 11. The Facilities Management decrease is the result of reducing costs due to a decreased workload.

The 2002-03 Budget, as approved, reflects a decrease in travel as a result of the economic downturn experienced by the high tech industry and by the airline industry due to the events of September 11. The airport continues the economic restraints instituted in FY 2002 into FY 2003. Actual airport passenger traffic has fallen to FY 1999 levels; reflective of activity prior to the opening of Austin–Bergstrom International Airport.

The new federal agency, the Transportation Security Administration, will require airports to make changes in their Public Safety operations in order to meet the new federal requirements. Additional Airport Police Officers and Security Agents have been added to the Security and Operations program. The 2002-03 Budget approves five new Airport Police positions.

The Department is approved to add a Parking Facilities Manager to monitor ABIA Parking Operations.

A \$6.9 million decrease in the contribution to the Airport Capital Fund is approved based on the excess of available funds over total requirements in the operating fund.

AIRPORT FUND SUMMARY

	2000-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	1,640,444	0	523,035	0	0
REVENUE					
AIRLINE REVENUE					
Landing Fees	15,772,043	16,001,000	13,097,709	16,233,000	16,233,000
Terminal Rental & Other Fees	12,896,688	14,897,000	14,084,000	14,561,000	14,561,000
TOTAL AIRLINE REVENUE	28,668,731	30,898,000	27,181,709	30,794,000	30,794,000
NON-AIRLINE REVENUE					
Parking	23,172,282	26,301,000	17,548,942	18,191,000	18,191,000
Other Concessions	11,396,771	11,897,000	10,563,370	11,905,000	11,905,000
Other Rentals and Fees	5,290,658	5,232,000	5,952,077	6,016,000	6,016,000
TOTAL NON-AIRLINE REVENUE	39,859,711	43,430,000	34,064,389	36,112,000	36,112,000
Interest Income	1,840,476	1,757,000	1,092,610	1,100,000	1,100,000
TOTAL REVENUE	70,368,918	76,085,000	62,338,708	68,006,000	68,006,000
TRANSFERS IN					
Airport Capital Fund	0	6,992,897	6,992,897	7,332,360	7,332,360
TOTAL TRANSFERS IN	0	6,992,897	6,992,897	7,332,360	7,332,360
TOTAL AVAILABLE FUNDS	70,368,918	83,077,897	69,331,605	75,338,360	75,338,360
OPERATING REQUIREMENTS					
Facilities Management	14,569,608	16,188,052	13,648,258	13,708,129	13,708,129
Security and Operations	15,670,115	15,124,619	15,596,279	16,765,073	16,765,073
Planning and Development	745,065	949,066	811,996	838,369	838,369
Support Services	7,022,336	8,180,552	6,794,422	7,802,320	7,802,320
TOTAL OPERATING REQUIREMENTS	38,007,124	40,442,289	36,850,955	39,113,891	39,113,891
TRANSFERS OUT					
GO Debt Service Fund	302,740	284,627	284,627	248,277	248,277
Airport Revenue Bond Debt Service	16,413,594	18,334,521	18,334,887	19,277,488	19,277,488
Airport Variable Rate Notes Debt Service	924,416	1,396,164	562,225	1,256,548	1,256,548
Trunked Radio Allocation	0	32,070	32,070	16,890	16,890
Austin Energy	133,333	0	0	0	0
DSMBR	0	133,333	133,333	133,333	133,333
TOTAL TRANSFERS OUT	17,774,083	20,180,715	19,347,142	20,932,536	20,932,536

	2000-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
OTHER REQUIREMENTS					
Workers' Compensation	92,025	166,895	166,895	305,615	305,615
Administrative Support - Support Serv	2,762,506	2,528,745	2,528,745	2,387,257	2,387,257
Administrative Support - ISD	0	596,899	596,899	692,441	692,441
Accrued Payroll	106,482	89,000	65,000	76,000	76,000
Liability Reserve	50,000	36,000	36,000	37,000	37,000
Wage Adjustment	0	0	0	0	0
Operating Reserve	0	557,921	557,921	201,084	201,084
TOTAL OTHER REQUIREMENTS	3,011,013	3,975,460	3,951,460	3,699,397	3,699,397
TOTAL REQUIREMENTS	58,792,220	64,598,464	60,149,557	63,745,824	63,745,824
EXCESS (DEFICIT) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS					
	11,576,698	18,479,433	9,182,048	11,592,536	11,592,536
Contribution To Capital Fund (1)	13,862,745	18,479,433	9,705,083	11,592,536	11,592,536
Adjustment to GAAP	1,168,638	0	0	0	0
ENDING BALANCE	523,035	0	0	0	0

- (1) As required by the Airport Bond Revenue ordinance, the excess of available funds over total requirements is to be transferred annually to the Airport Capital Fund. Capital Improvement projects may be funded with money available in the Airport Capital Fund.

Aviation Department—2002-03

Mission

The mission of the Aviation Department is to provide quality airport facilities and services by focusing on our customer's needs, our employees' work environment, continuously improving our operations, and preparing for the future. To help the department achieve its mission the following goals have been developed:

Goals

- Ensure our customers have a positive experience at the airport
 - Percent of positive responses to customer survey
- Provide a quality workplace for our employees
 - Lost time due to on-the-job injuries
- Continuously improve our performance
 - Airline cost per enplaned passenger
 - Maintaining competitive concession pricing
- Develop airport facilities and services to meet the expanding needs of our community
 - Actual peak hour aircraft operations/peak hour capacity

To assist the department in measuring how well the goals are being met, key indicators have been developed along with appropriate performance measures. The Aviation Department's approved budget supports these goals.

Key Indicators

The Key Indicators used by the Aviation Department include:

- Concession revenue per enplaned passenger
- Airline cost per enplaned passenger
- Total number of passengers
- Total cargo tons

Business Plan

The Approved Budget contains a number of performance measures, which support the goals of the department:

Customer Satisfaction

One objective for the Department of Aviation is to maintain the airport facilities for the traveling public and airport tenants so they will have a safe and clean environment. Both building maintenance and facility services directly contribute to the attainment of this objective.

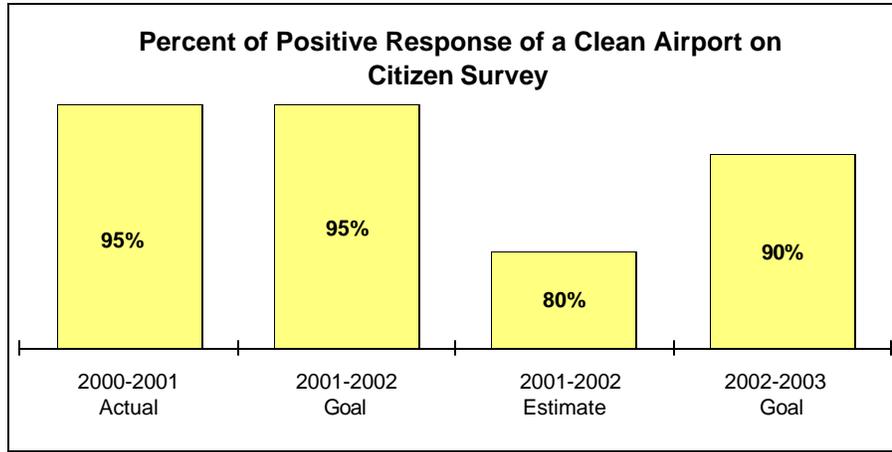
Responses received from surveyed citizens and customers indicate their satisfaction with the airport's cleanliness. The goal for 2001-02 was to receive a 95% positive response of a clean airport on the Citizen Survey. The goal for 2002-03 is 90% due to a reduction in FTE's.

The Approved Budget directly supports the following Department of Aviation goals:

- Ensure our customers have a positive experience at the airport.
- Continuously improve our performance.

Aviation Department—2002-03

Customer Satisfaction

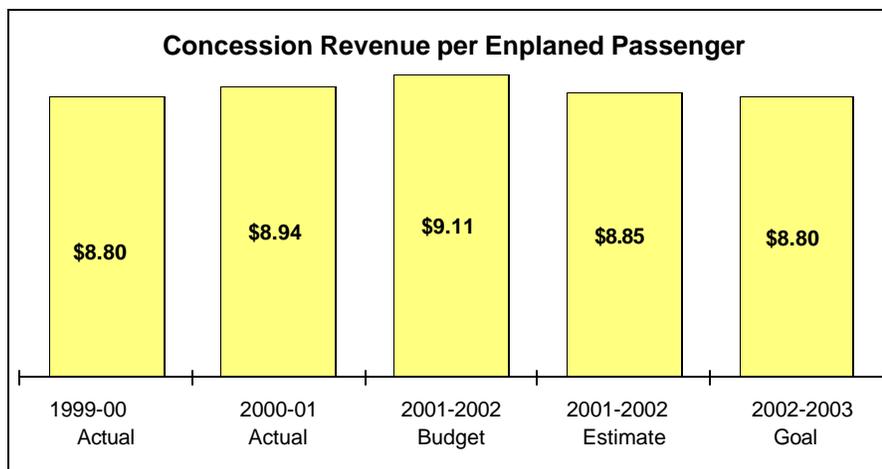


Concession Revenue

The goal of concession management is to ensure that travelers have a wide array of concessions and that leases are negotiated to maximize the amount of revenue received by the Airport Fund. Concession revenue per enplaned passenger is an Airport industry indicator that is a function of concession revenue and enplanement trends. In the 2002-03 Approved Budget, concession revenue, including parking, is projected to decrease \$8.1 million due to passenger growth projected to be less than previous years. Aviation's goal is to generate at least \$8.80 of concession revenue per enplaned passenger in 2002-03.

The Approved Budget directly supports the following Department of Aviation goals:

- Continuously improve our performance by maintaining competitive concession pricing
- Ensure our customers have a positive experience



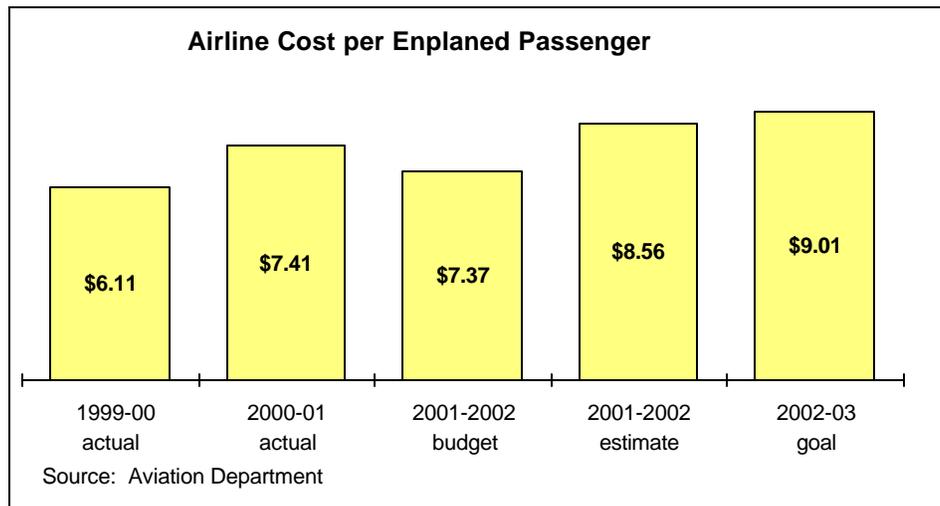
Aviation Department—2002-03

Requirements

The airline cost per enplaned passenger is one of the Department of Aviation's key indicators and is a key indicator of the airport industry. This measure is a function of airport costs and enplanement trends. FY 2002-2003 projected airline costs include \$16.2 million in landing fees and \$14.6 million in terminal rent and other fees. The airlines' landing fees are based on the estimated landed weight of commercial and cargo carriers and are set to recover the City's costs for the construction, operation, and maintenance of the airfield. Terminal rents are paid by the airlines and are intended to recover the capital, operating, and maintenance costs associated with the airlines' use of the terminal.

Overall operating costs and debt service requirements have decreased in the 2002-03 Approved Budget. The majority of the \$39.1 million operating cost is in the Security and Operations and Facilities Management areas. The Security and Operations area includes \$16.8 million of expenses and the costs associated with airport security. The Facilities Management area includes the cost of maintaining all building facilities at Austin Bergstrom International Airport.

The airline cost per enplaned passenger goal for 2002-03 is \$9.01, which reflects the slight increase in operating costs and debt service requirements. The Approved 2002-03 budget is higher than the 2001-02 budget due to the slower growth rate of enplaned passengers. This is reasonable when compared to other recently expanded airports whose airline cost per enplaned passenger ranges from \$8.71 to \$14.46. Providing quality facilities while controlling costs contributes to maintaining a reasonable cost per enplaned passenger.



Aviation Department—2002-03

FTE and other Personnel Changes

The Approved Budget includes five Airport Police Officer positions to meet new Transportation Securities Act airport security requirements, at a cost of \$241,553, and a Parking Facilities Manager at a cost of \$74,637.

The Approved Budget directly supports the following Department of Aviation goals:

- Ensure our customers have a positive experience at the airport
- Continuously improve our performance

Contribution to the Airport Capital Fund

The contribution to the Airport Capital Fund represents the excess of revenue over requirements. Total approved revenue of \$68 million is anticipated to provide more than sufficient funding required for total operating and other requirements approved at \$42.8 million and total debt service requirements and other transfers of \$20.9 million.

The Contribution to the Airport Capital Fund is approved at \$11.6 million for 2002-03. The Airport Capital Fund may be used only for lawful purposes related to the Airport System, including expenditures associated with the airport Capital Improvement Program (CIP). A more detailed discussion of this fund can be found by referring to the Airport Capital Fund section of the budget document.

The Approved Budget proposal directly supports the following Department of Aviation goals:

- Develop Airport Facilities and Services to meet the expanding needs of our community
- Continuously improve our performance via competitive Airline cost per Enplaned passenger

Aviation Department—2002-2003

Significant Revenue and Expenditure Changes by Program

<u>Revenue Changes</u>	Dollars	FTEs
1. Concession revenue, including parking, is projected to decrease \$8,102,000 due to the events of September 11 and the overall declining economy.	(\$8,102,000)	
2. Landing fees and leasing of terminal space revenue is projected to decrease \$104,000 due to events of September 11 and the overall declining economy.	(\$104,000)	
3. Other income, rentals, and fee revenue is projected to increase \$784,000 primarily due to increases in ground rent and fuel facility fees.	\$784,000	
4. Interest income is projected to decrease \$657,000 due to smaller investment balances.	(\$657,000)	
5. An increase of \$339,463 in transfers from the Capital Fund is projected to assure adequate funding for debt service coverage and operating fund requirements.	\$339,463	
 <u>Expenditure Changes</u>		
1. <u>City-Wide</u>		
The Approved Budget includes \$134,911 for incremental costs of Pay for Performance in 2002.	\$134,911	
An additional \$171,828 has been included in the Approved Budget for anticipated changes in health contributions and \$33,194 for increases in retirement costs.	\$205,022	
2. <u>Security & Operations</u>		
The 2002-03 Approved Budget includes five police officers at a cost of \$241,553 to comply with new security mandates. A parking facility manager position was added at a cost of \$74,637 to manage the parking lot operations. Due to the events of September 11, Aviation Department was reorganized to meet the new Federal mandates. 15 FTEs were transferred from other divisions at a total cost of \$522,836.	\$839,026	6.0
The Approved Budget includes an increase in expenditures of \$49,150 for police supplies. Three vehicle replacements are needed due to age and high repair costs requiring an increase in capital items of \$82,500. Shift differential costs increased \$52,000.	\$183,650	
Services other will be reduced \$82,400 for contractual security services.	(\$82,400)	
The 2002-03 Approved Budget includes an increase of \$984,000 for overtime costs mainly for security services at the checkpoints. The FAA/TSA will reimburse Aviation Department for checkpoint security costs in the amount of \$800,000 and for the costs associated with the 3 bomb detection dogs in the amount of \$120,000.	\$64,000	
Interdepartmental services costs increased \$106,722 due to "Step and Longevity" pay for all fire fighters.	\$106,722	
The 2002-03 Approved Budget includes projected savings of \$625,270 for the parking lot management system contract.	(\$625,270)	

Aviation Department—2002-2003

3. Facilities Management

The 2002-03 Approved Budget includes 14 FTEs transferred to Security and Operations at a decreased cost of \$389,183. (\$389,183)

As a result of the September 11 events, costs saving measures were put into effect. The replacement of vehicles and other equipment will be delayed, resulting in a decreased cost of \$353,500. Chemicals will be reduced \$60,000. Household and cleaning supplies will be reduced \$105,000. (\$518,500)

Utility costs are projected to decrease \$935,437 as a result of energy conservation measures put in place. (\$935,437)

4. Planning and Development

Consultant services and inspection services will be performed in-house, decreasing costs by \$90,000. (\$90,000)

5. Support Services

As a result of September 11, cost saving measures were put into effect for the Aviation Department. A change in the scheduled replacement of computer hardware equipment resulted in a decreased cost of \$500,500. A decrease in the number of replacement parts for the MUFIDS equipment resulted in savings of \$63,350. (\$563,850)

The Approved Budget adds the installation of an 800 Mhz trunking system at a total cost of \$250,000. \$250,000

The 2002-03 Approved Budget includes the transfer of 1 FTE to security at a total costs of \$33,211. (\$32,934)

The 2002-03 Approved Budget includes the reduction of \$109,517 for travel and training costs. (\$109,517)

Liability insurance costs increased \$236,527. \$236,527

6. Transfers/Other Requirements

The approved transfer to the Airport Revenue Bond debt service is increased by \$906,617. The approved transfer to the Airport Variable Rate Notes debt service is projected to decrease \$139,616. \$767,001

The Trunked Radio transfer is approved at a decreased cost of \$15,180 (\$15,180)

The workers' compensation transfer is increased \$138,720 and the administrative support transfer is decreased \$45,946. The accrued payroll transfer is projected to decrease \$13,000. \$79,774

The approved transfer to the Operating Reserve Fund is decreased by \$356,837. (\$356,837)

The approved contribution to the Airport Capital Fund is decreased by \$6,886,897, which reflects the excess of available funds over total requirements. (\$6,886,897)

Airport Capital Fund — 2002-2003

Purpose and Nature of Fund

The Airport Capital Fund was established in September 1989 by ordinance authorizing the issuance of \$30 million Airport System Prior Lien Revenue Bonds for new airport development. As specified in the ordinance, the Airport Operating Fund is required to transfer the excess of available funds over total requirements, less a reserve for future operating expenses, to the Airport Capital Fund on an annual basis. These funds may be used only for lawful purposes related to the Airport System, including expenditures associated with the Airport Capital Improvements Program (CIP).

Factors Affecting Funding

Total available funds of \$13.0 million are approved for fiscal year 2002-03. The major sources of available funds includes an approved transfer of \$11.6 million from the Airport Operating Fund. Additionally, a \$0.6 million transfer from the General Fund is anticipated as reimbursement of the City's obligation to pay the Airport for amounts spent on the new State Aircraft Pooling Board facility at Austin-Bergstrom International Airport. Interest income of \$0.9 million is also approved.

Factors Affecting Requirements

A transfer to Austin-Bergstrom International Airport CIP fund will provide \$9.9 million in funding for capital projects associated with improvements at the new airport. A \$7.3 million transfer to the Operating Fund is approved to assure adequate funding for debt service coverage and Operating Fund requirements. Additionally, a transfer to the General Government CIP for \$0.05 million is included for the GIS Flyover.

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	\$1,004,412	\$879,456	\$909,715	\$900,000	\$900,000
Transfers in	\$33,841,447	\$25,041,852	\$10,267,502	\$12,154,955	\$12,154,955
Requirements	\$15,634,355	\$20,587,897	\$19,580,897	\$17,332,360	\$17,332,360

AIRPORT CAPITAL FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	15,485,262	15,606,573	34,547,866	26,144,186	26,144,186
REVENUE					
Interest Earnings	1,004,412	879,456	909,715	900,000	900,000
TOTAL REVENUE	1,004,412	879,456	909,715	900,000	900,000
TRANSFERS IN					
Transfers from Airport Fund (1)	13,862,745	18,479,433	9,705,083	11,592,536	11,592,536
Transfers from General Fund	0	562,419	562,419	562,419	562,419
Transfers from New Airport CIP Fund	19,978,702	6,000,000	0	0	0
TOTAL TRANSFERS IN	33,841,447	25,041,852	10,267,502	12,154,955	12,154,955
TOTAL AVAILABLE FUNDS	34,845,859	25,921,308	11,177,217	13,054,955	13,054,955
TRANSFERS OUT					
Transfer to CIP - ABIA	3,939,367	13,595,000	12,494,000	9,952,000	9,952,000
Transfer to GGCIP	0	0	0	48,000	48,000
Transfer to Disposition Fund	4,194,988	0	0	0	0
Transfer to CIP - New Airport	0	0	94,000	0	0
Transfer to Operating Fund	0	6,992,897	6,992,897	7,332,360	7,332,360
TOTAL TRANSFERS OUT	8,134,355	20,587,897	19,580,897	17,332,360	17,332,360
OTHER REQUIREMENTS					
Austin Cargo Port Payment	7,500,000	0	0	0	0
TOTAL OTHER REQUIREMENTS	7,500,000	0	0	0	0
TOTAL REQUIREMENTS	15,634,355	20,587,897	19,580,897	17,332,360	17,332,360
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS	19,211,504	5,333,411	(8,403,680)	(4,277,405)	(4,277,405)
ADJUSTMENT TO GAAP	(148,900)				
ENDING BALANCE	34,547,866	20,939,984	26,144,186	21,866,781	21,866,781
FUND BALANCE					
Reserve for Retirement of Variable Rate Notes (2)	0	2,225,000	0	0	0
Unreserved	34,547,866	18,714,984	0	0	0
ENDING BALANCE	34,547,866	20,939,984	0	0	0

- (1) As required by the Airport Revenue Bond ordinance, the excess of available funds over total requirements in the Airport Operating Fund is to be transferred annually to the Airport Capital Fund. Capital Improvement projects may be funded with money available in the Airport Capital Fund.
- (2) Represents \$2,225,000 Variable Rate Notes principal amortized in FY 2001. Amortization delayed until FY2005 due to September 11, 2001.

Airport Capital Fund — 2002-2003

Significant Revenue and Expenditure Changes

<u>Revenue Changes</u>	Dollars	FTEs
1. The transfer from the Airport Operating Fund is anticipated to decrease (\$6,886,897).	(\$6,886,897)	
2. The transfer from the New Airport CIP Fund is projected to decrease (\$6,000,000).	(\$6,000,000)	
3. Interest earnings are projected to increase \$20,544	\$20,544	
 <u>Expenditure Changes</u>		
1. The transfer to the ABIA CIP is projected to decrease \$3,643,000 for the 2002-03 capital improvement plan program.	(\$3,643,000)	
2. A transfer of \$48,000 to the General Government CIP is included in the FY2002-03 Approved Budget for the GIS Flyover.	\$48,000	
3. The transfer to the Operating Fund is projected to increase \$339,463 to assure adequate funding for debt service coverage and Operating Fund requirements.	\$339,463	

Programs and Activites

Aviation-2002-03

Airport Operating Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
AIRPORT PLANNING AND DEVELOPMENT										
Design, Construction and Planning	\$745,065	10.60	\$949,066	11.60	\$811,996	11.60	\$838,369	11.60	\$838,369	11.60
AIRPORT SECURITY AND OPERATIONS										
ARFF	\$3,014,229	0.00	\$3,189,552	0.00	\$3,172,246	0.00	\$3,310,611	0.00	\$3,310,611	0.00
Operations	\$9,565,219	45.00	\$8,376,784	45.00	\$8,329,170	17.40	\$7,167,704	20.70	\$7,167,704	20.70
Security	\$3,090,667	57.00	\$3,558,283	60.00	\$4,094,863	100.60	\$6,286,758	105.30	\$6,286,758	105.30
FACILITIES MANAGEMENT										
Airside Maintenance	\$1,855,154	23.30	\$2,342,104	23.30	\$1,845,985	23.30	\$1,956,306	23.20	\$1,956,306	23.20
Building Maintenance	\$7,232,246	36.10	\$7,743,050	37.10	\$6,510,713	37.10	\$6,349,682	37.90	\$6,349,682	37.90
Facility Services	\$4,396,955	99.35	\$4,781,857	102.85	\$4,259,610	91.85	\$4,331,045	89.90	\$4,331,045	89.90
Grounds Maintenance	\$1,085,253	22.30	\$1,321,041	22.30	\$1,031,950	21.30	\$1,071,096	19.50	\$1,071,096	19.50
SUPPORT SERVICES										
Administration and Management	\$1,867,551	17.55	\$1,612,697	16.60	\$1,366,016	15.60	\$1,814,872	15.85	\$1,814,872	15.85
Financial Monitoring/ Budgeting	\$1,036,760	12.35	\$943,000	12.40	\$931,800	12.40	\$948,512	12.40	\$948,512	12.40
Information Technology Services	\$1,790,515	13.05	\$2,656,155	14.05	\$1,992,330	14.05	\$2,382,714	14.85	\$2,382,714	14.85
Personnel/ Training	\$657,531	9.70	\$985,275	13.20	\$734,946	13.20	\$867,681	13.85	\$867,681	13.85
PIO/Community Services	\$792,089	9.20	\$925,939	9.75	\$740,833	9.75	\$696,473	9.75	\$696,473	9.75
Purchasing/ M/WBE	\$496,132	11.60	\$603,803	11.35	\$571,848	11.35	\$594,578	10.70	\$594,578	10.70
Tenant Management	\$381,758	7.15	\$453,683	7.25	\$456,649	7.25	\$497,490	7.25	\$497,490	7.25
TRANSFERS/OTHER REQUIREMENTS										
Other Requirements	\$3,011,013	0.00	\$3,975,460	0.00	\$3,951,460	0.00	\$3,699,397	0.00	\$3,699,397	0.00
Transfers	\$31,636,828	0.00	\$38,660,148	0.00	\$29,052,225	0.00	\$32,525,072	0.00	\$32,525,072	0.00
Total	\$72,654,965	374.25	\$83,077,897	386.75	\$69,854,640	386.75	\$75,338,360	392.75	\$75,338,360	392.75

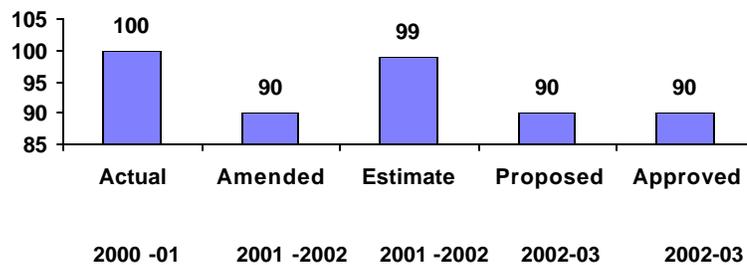
Aviation-2002-03

Program: AIRPORT PLANNING AND DEVELOPMENT

Program Objective: The purpose of the Planning and Development program is to design and construct facilities for users of the airport to ensure a safe and secure environment.

Program Results Measures:

Percent of projects completed on or under budget



Performance Measures:

	2000-01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of projects completed on or under budget	100%	90%	99%	90%	90%

List of Activities (Includes all Funding Sources)

Activity Name	2000-01 Actual	2000-01 FTE	2001-2002 Amende	2001-2002 FTE	2001-2002 Estimate	2001-2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Design & Construction	\$0	0.00	\$653,088	5.80	\$0	0.00	\$0	0.00	\$0	0.00
Design, Construction and Planning	\$747,234	10.60	\$949,066	11.60	\$811,996	11.60	\$838,369	11.60	\$838,369	11.60
Planning	\$0	0.00	\$295,978	5.80	\$0	0.00	\$0	0.00	\$0	0.00
Total	\$747,234	10.60	\$1,898,132	23.20	\$811,996	11.60	\$838,369	11.60	\$838,369	11.60

Aviation-2002-03

Activity: *Design, Construction and Planning*

Activity Code: 6PDC

Program Name: AIRPORT PLANNING AND DEVELOPMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$745,065	\$949,066	\$811,996	\$838,369	\$838,369
Expense Refunds	\$2,169	\$0	\$0	\$0	\$0
Total Requirements	\$747,234	\$949,066	\$811,996	\$838,369	\$838,369
Full-Time Equivalents	10.60	11.60	11.60	11.60	11.60

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Actual peak aircraft operations/peak hour capacity	Demand	No Data	32.8%	32.8%	33.4%	33.4%
Design and construction costs per annual CIP expenditures	Efficiency	\$.03	\$.02	\$.03	\$.03	\$.03
Percent of projects completed on or under budget	Result	100%	90%	99%	90%	90%

Activity History and Description: This activity is classified as core. No legal mandate. The Design, Construction and Planning manages, through Public Works, the Capital Improvement Program (CIP) and coordinates third party projects. Ancillary functions include records file management for projects, as-built drawings files, and computer generated documents for consultants, ABIA staff and other City Staff. Manages airport master plans, environmental impact/assessments and FAR Part 150 Noise Studies, the airport's storm water pollution prevention program, conduct environmental site inspections, respond to spills and obtain necessary permits.

Activity Objective: The purpose of the design, construction and planning activity is to design and construct facilities for users of the airport to ensure a safe and secure environment.

Services of the Activity:

Core Services

Manage CIP projects. Monitor contracts for CIP Projects. Compliance with FAA regulation (grants program). Monitoring noise program and complaints. Monitoring environmental activities and reports.

Semi Core Services

Planning for future needs. Maintaining accurate facility plans and records.

Service Enhancements

Changes in Requirements and Performance Measures:

Consultant services and inspection services will be performed in-house, decreasing costs by \$90,000. Copier rental costs are projected to decrease \$9,852 due to the reduction of one copier machine and a reduction in the number of copies being made. The number of subscriptions will be reduced for a cost savings of \$2,815.

Responsible Employee:

Ron Gentry

512-530-6603

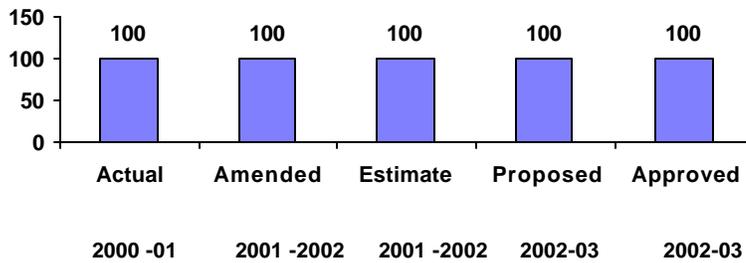
Aviation-2002-03

Program: AIRPORT SECURITY AND OPERATIONS

Program Objective: The purpose of the Security and Operations program is to provide a safe and secure environment, to ensure the efficient movement and parking of aircraft and motor vehicles, so the traveling public may benefit from safe and efficient travel.

Program Results Measures:

Percent of ARFF emergency responses that is superior to the FAA standard of 3.0 minute or less



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of findings of non-compliance with FAA and TSA security inspections	0	0	0	0	0
Percent of ARFF emergency responses that is superior to the FAA standard of 3.0 minute or less	100	100	100	100	100
Zero findings of noncompliance with Part 139 of Federal Regulations during federal inspections	0	0	0	0	0

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
ARFF	\$3,014,229	0.00	\$3,189,552	0.00	\$3,172,246	0.00	\$3,310,611	0.00	\$3,310,611	0.00
Operations	\$9,565,476	45.00	\$8,376,784	45.00	\$8,389,020	17.40	\$7,167,704	20.70	\$7,167,704	20.70
Security	\$3,163,452	57.00	\$3,574,283	60.00	\$4,122,863	100.60	\$7,226,758	105.30	\$7,226,758	105.30
Total	\$15,743,157	102.00	\$15,140,619	105.00	\$15,684,129	118.00	\$17,705,073	126.00	\$17,705,073	126.00

Aviation-2002-03

Activity: ARFF

Activity Code: 5ARF

Program Name: AIRPORT SECURITY AND OPERATIONS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$3,014,229	\$3,189,552	\$3,172,246	\$3,310,611	\$3,310,611
Total Requirements	\$3,014,229	\$3,189,552	\$3,172,246	\$3,310,611	\$3,310,611
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
ARFF costs per passenger	Efficiency	\$.40	\$.39	\$.51	\$.50	\$.50
Percent of ARFF emergency responses that is superior to the FAA standard of 3.0 minute or less	Result	100	100	100	100	100

Activity History and Description: ARFF is classified as a Core Activity. Federal, State and City Mandates. Prior to 1980, the Fire Department provided emergency response to the airport from established structural firefighting stations. By 1980, growth in airport operations had increased significantly, justifying a fire unit at the airport dedicated to air carrier protection and general fire protection and to meet aircraft rescue and firefighting requirements under federal regulations. The ARFF section responds to all aircraft alerts, fuel spills, medical calls, alarm activations, and other emergencies at the airport. The unit also inspects fuel farms, fuel trucks, and commercial sites on the airport. All FTEs are contained in the Fire Department's budget. The Fire Department provides services as mandated under federal regulations at ABIA from the new fire station completed in February 1996.

Activity Objective: The purpose of the ARFF activity is to provide firefighting rescue operations and fire prevention services to air travelers and clients of the aviation industry so they can be provided with acceptable emergency responses.

Services of the Activity:

Core Services

Emergency assistance. Inspection of fuel farms and fuel trucks. Safety equipment. Compliance with the Texas State Commission on Fire Protection certification. Compliance with the FAA standards on safety, equipment and training. Medical first responder.

Semi Core Services

Inspection of commercial sites.

Service Enhancements

Changes in Requirements and Performance Measures:

Interdepartmental service costs increased \$106,722 due to "Step and Longevity" pay for all fire fighters. ARFF costs per passenger are expected to increase \$.11 due to the above salary cost increases and an expected decrease in the number of passenger in 2002-2003.

Responsible Employee:

Craig Braddock

512-530-2733

Aviation-2002-03

Activity: Operations
Activity Code: 50PR
Program Name: AIRPORT SECURITY AND OPERATIONS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$9,565,219	\$8,376,784	\$8,329,170	\$7,167,704	\$7,167,704
Expense Refunds	\$257	\$0	\$59,850	\$0	\$0
Total Requirements	\$9,565,476	\$8,376,784	\$8,389,020	\$7,167,704	\$7,167,704
Full-Time Equivalents	45.00	45.00	17.40	20.70	20.70

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Operations costs per passenger	Efficiency	\$1.27	\$1.03	\$1.35	\$1.08	\$1.08
Zero findings of noncompliance with Part 139 of Federal Regulations during federal inspections	Result	0	0	0	0	0

Activity History and Description: Operations is classified as a Core Activity. Federal, State and City requirements. Operations is responsible for the oversight of surface parking operations, commercial ground transportation, terminal operations, tenant relations, passenger services, curbside management and the revenue control system management. Coordinate with ground transportation providers to ensure compliance with City and Department rules and regulations. Also, responsibilities include ensuring that the airport meets federal, state, and local requirements, rules and regulations, to include the safety operations of all airport aeronautical activities. The division is a 24-hour operation that provides immediate response to all airfield emergency incidents or accidents.

Activity Objective: The purpose of the operations management activity is to ensure that FAR Part 139 (Airport Certification) requirements are met or exceeded and to manage ground transportation for the traveling public so that they may reach their destination in a safe and timely manner.

Services of the Activity:

Core Services

Manage ramp operations. Compliance with local, state, and federal rules and regulations. Respond to all incidents and emergencies. Manage revenue

Semi Core Services

Provide liaisons between DOA and all agencies dealing with the AOA. Coordinate all construction activities. Technical support. Leadership and

Service Enhancements

Monitor rental car operations. Monitor services delivered by terminal concessionaires. Inspect displays and advertisement.

Aviation-2002-03

Activity: Operations

Activity Code: 50PR

Program Name: AIRPORT SECURITY AND OPERATIONS

control system. Contract administration of parking management contract.

guidance in safety by the safety committee. Drive safety training. Monitor and inspect public parking facilities. Manage ground transportation service. Provide customer service to tenants and traveling public.

Changes in Requirements and Performance Measures:

As a result of the events of September 11, the Department of Aviation was reorganized to comply with the DOT and/or FAA security regulations. This reorganization caused a reduction of 27.6 FTEs. These positions were transferred to Security at a decreased cost of \$1,055,562. An increase of 0.30 FTE is due to an internal reallocation of personnel. 2 FTEs were transferred from Facilities Services at an increased cost of \$53,793. 1 FTE for a parking facility manager position was added at a cost of \$74,637 to manage the parking lot operations. The 2002-2003 Approved Budget includes \$311,610 for previously unbudgeted credit card fee expenses. Costs are projected to decrease \$625,270 for the AMPCO parking lot management system. Allowances other increased \$61,400.

Responsible Employee:

Bruce Mills

512-530-7534

Aviation-2002-03

Activity: Security

Activity Code: 5SEC

Program Name: AIRPORT SECURITY AND OPERATIONS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$3,090,667	\$3,558,283	\$4,094,863	\$6,286,758	\$6,286,758
Expense Refunds	\$72,785	\$0	\$28,000	\$940,000	\$940,000
Grants	\$0	\$16,000	\$0	\$0	\$0
Total Requirements	\$3,163,452	\$3,574,283	\$4,122,863	\$7,226,758	\$7,226,758
Full-Time Equivalents	57.00	60.00	100.60	105.30	105.30

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport security costs per passenger	Efficiency	\$.42	\$.44	\$.67	\$1.09	\$1.09
Number of findings of non-compliance with FAA and TSA security inspections	Result	0	0	0	0	0

Activity History and Description: Security is classified as a Core Activity. Federal, State and City Mandates. In 1972, the federal government began requiring certain airports to assign state-certified law enforcement officers to combat hijackings and other acts of terrorism against civil aviation. Airport police enforce security as mandated under federal regulations and perform all law enforcement duties required at ABIA.

Activity Objective: The purpose of the airport security program is to provide a security program that meets or exceeds the requirements set out in FAR Part 107 (Airport Security) for users of the airport so they will be in a safe and secure environment.

Services of the Activity:

Core Services

Law enforcement. Emergency Assistance. Traffic control. Coordinate ABIA security plan. Coordinate with other law enforcement agencies. Anti-terrorism/anti-hijacking security program. Enforce security in compliance with FAA standards.

Semi Core Services

Service Enhancements

Aviation-2002-03

Activity: Security

Activity Code: 5SEC

Program Name: AIRPORT SECURITY AND OPERATIONS

Medical first responder.

Changes in Requirements and Performance Measures:

As a result of the events of September 11, the Aviation Department transferred FTEs to the security activity, including 1 FTE from support services \$32,934, 27.6 FTEs from operations \$1,055,562, 11 FTEs from facility services \$397,809, 1 FTE from ground maintenance \$38,299 and adding 5 new FTEs (police officers) at a cost of \$241,553. A decrease of 0.30 FTE is due to an internal reallocation of personnel. Services Other will be reduced by \$82,400 for contracted security services. Three police replacement vehicles will be added at a cost of \$82,500. Miscellaneous expenses increased \$29,063. Overtime costs increased \$984,000 primarily due to the security services at the checkpoints. FAA/TSA will reimburse Aviation Department for checkpoint security costs \$800,000 and for the costs of 3 bomb detection dogs \$120,000. Airport security costs per passenger increased from \$.44 to \$1.09 because of the above salary cost increases due to the September 11th tragedy.

Responsible Employee:

Bruce Mills

512-530-7534

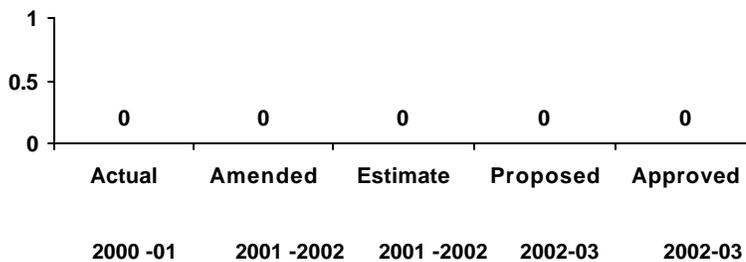
Aviation-2002-03

Program: FACILITIES MANAGEMENT

Program Objective: The purpose of the Facilities Management program is to maintain airport facilities for the traveling public and airport tenants so they will have a safe and clean environment.

Program Results Measures:

No incidents of noncompliance with part 139 during federal inspections



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Incidents of noncompliance during federal inspections	0	0	0	0	0
No incidents of noncompliance with part 139 during federal inspections	0	0	0	0	0
Percent of positive response of a clean airport on the citizen survey	100%	95%	80%	90%	90%
Percent of productive work hours accounted for in work order system	No Data	80%	80%	80%	80%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Airside Maintenance	\$1,857,335	23.30	\$2,372,104	23.30	\$1,846,485	23.30	\$1,971,306	23.20	\$1,971,306	23.20
Building Maintenance	\$7,521,027	36.10	\$7,833,050	37.10	\$6,600,713	37.10	\$6,409,682	37.90	\$6,409,682	37.90
Facility Services	\$4,397,235	99.35	\$4,781,857	102.85	\$4,259,610	91.85	\$4,331,045	89.90	\$4,331,045	89.90
Grounds Maintenance	\$1,085,323	22.30	\$1,321,041	22.30	\$1,031,950	21.30	\$1,071,096	19.50	\$1,071,096	19.50
Total	\$14,860,920	181.05	\$16,308,052	185.55	\$13,738,758	173.55	13,783,129	170.50	13,783,129	170.50

Aviation-2002-03

Activity: *Airside Maintenance*
Activity Code: *4ARR*
Program Name: *FACILITIES MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$1,855,154	\$2,342,104	\$1,845,985	\$1,956,306	\$1,956,306
Expense Refunds	\$2,181	\$30,000	\$500	\$15,000	\$15,000
Total Requirements	\$1,857,335	\$2,372,104	\$1,846,485	\$1,971,306	\$1,971,306
Full-Time Equivalents	23.30	23.30	23.30	23.20	23.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Airside maintenance costs per acre maintained	Efficiency	\$1,092.55	\$1,395.36	\$1,086.17	\$1,159.59	\$1,159.59
No incidents of noncompliance with part 139 during federal inspections	Result	0	0	0	0	0

Activity History and Description: Airside Maintenance is classified as a Core Activity. Federal mandate and City Ordinance. The Airside Maintenance program provides care of the airside ground areas, the runway/taxiway system, and the surrounding acreage within the boundaries of the airport. This includes all landscaping, mowing, pavement repairs, airfield pavement striping, and snow and ice removal, as needed.

Activity Objective: The purpose of the airside maintenance activity is to maintain the airside of the airport for users of the airport so that they will have a clean and safe environment in which to operate.

Services of the Activity:

Core Services

Pavement repair. Mowing. Snow and ice removal. Fence repairs. FAA compliance-Part 139 (Airport Safety). Manage Airside Maintenance Contracts.

Semi Core Services

Landscaping. Cleaning. Pavement striping. Tree trimming.

Service Enhancements

Changes in Requirements and Performance Measures:

A decrease of 0.10 FTE is due to an internal reallocation of personnel. As a result of the events of September 11, costs saving measures were put into effect for the Aviation Department, and replacement of vehicles and other equipment will be delayed, resulting in a decreased cost of \$353,500. Chemicals will be reduced \$60,000. Transportation - Fuel costs increased by \$19,000 due to increased fuel prices. Airside Maintenance costs per acre maintained decreased \$235.77 primarily due to the decrease in the capital items.

Responsible Employee:

Patti Edwards

512-530-6366

Aviation-2002-03

Activity: *Building Maintenance*

Activity Code: *4BLD*

Program Name: *FACILITIES MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$7,232,246	\$7,743,050	\$6,510,713	\$6,349,682	\$6,349,682
Expense Refunds	\$288,781	\$90,000	\$90,000	\$60,000	\$60,000
Total Requirements	\$7,521,027	\$7,833,050	\$6,600,713	\$6,409,682	\$6,409,682
Full-Time Equivalents	36.10	37.10	37.10	37.90	37.90

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Building maintenance cost per square foot	Efficiency	\$2.51	\$2.50	\$2.11	\$2.05	\$2.05
Incidents of noncompliance during federal inspections	Result	0	0	0	0	0

Activity History and Description: Building Maintenance is classified as a Core Activity. Federal Mandate. The Building Maintenance program provides preventative maintenance and repair services for all Department of Aviation operated physical plant facilities, equipment and systems, office space and storage units. This includes all HVAC systems, airfield lighting and controls systems, airport access and security system, baggage conveyor and carousel system, fire alarm and suppression systems, passenger loading bridges, airport paging system and other equipment and systems essential to the operations of the ABIA.

Activity Objective: The purpose of the building maintenance activity is to provide maintenance services for users of the airport so they will be in a safe environment.

Services of the Activity:

Core Services

Maintain all airport terminal building systems which include plumbing, baggage conveyor, loading bridges, electrical, fire protection and suppression. Airfield lighting system. FAA compliance Part 139.

Semi Core Services

Maintain airport terminal HVAC, elevator/escalator systems and all utilities.

Service Enhancements

Changes in Requirements and Performance Measures:

One FTE was transferred from grounds maintenance for an increased cost of \$44,938. A decrease of (0.20 FTE) is due to an internal reallocation of personnel. Decrease in costs of (\$30,000) for interdepartmental services, which will be performed in house. Utility costs are projected to decrease (\$935,437) as a result of energy conservation measures put in place. Reduction in the scope of maintenance for buildings, computers (airport access and security system), and equipment will decrease the 2002-2003 Approved Budget in the amount of (\$288,000). Electrical parts are projected to decrease (\$95,000). Costs for office supplies in the amount of (\$100,000) were transferred to support services program. The decrease of (\$.45) in the building maintenance costs per square foot is related to the projected decrease in utilities and maintenance for buildings, computers and equipment.

Responsible Employee:

Patti Edwards

512-530-6366

Aviation-2002-03

Activity: Facility Services
Activity Code: 4FAS
Program Name: FACILITIES MANAGEMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$4,396,955	\$4,781,857	\$4,259,610	\$4,331,045	\$4,331,045
Expense Refunds	\$280	\$0	\$0	\$0	\$0
Total Requirements	\$4,397,235	\$4,781,857	\$4,259,610	\$4,331,045	\$4,331,045
Full-Time Equivalents	99.35	102.85	91.85	89.90	89.90

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Facilities service cost per square foot	Efficiency	\$6.11	\$6.64	\$5.65	\$5.74	\$5.74
Percent of positive response of a clean airport on the citizen survey	Result	100%	95%	80%	90%	90%

Activity History and Description: Facility Services is classified as a Core Activity. No Legal Mandates. The Facility Services program is responsible for providing janitorial services to designated tenant leasehold areas and all common areas in the ABIA passenger terminal building. In addition to the passenger terminal building, Facilities Services maintains designated areas in the parking garage and the Department of Aviation office facilities on the campus, which include tenant leasehold buildings. The section employs staff to work three shifts to meet this responsibility.

Activity Objective: The purpose of the facility services activity is to provide custodial services to maintain the airport facilities for the traveling public and airport tenants so that they will have a clean and safe environment.

Services of the Activity:

Core Services

Clean and maintain the terminal building.

Semi Core Services

Clean and maintain office buildings and designated parts of the parking garage. Cleaning supplies and custodial equipment. Manage waste disposal and recycling program.

Service Enhancements

Changes in Requirements and Performance Measures:

11 FTEs were internally reallocated to public safety in the current fiscal year for a decreased cost of \$297,091. 2 FTEs were transferred to the Operations, decreasing costs by \$53,793. An increase of 0.05 FTE is due to an internal reallocation of personnel. Window cleaning in the terminal will only be done one time per year, decreasing janitorial services \$41,500. A carpet extractor will not be needed, reducing other equipment by \$20,000. A decrease in Facility Service costs per square foot of \$.90 is related to the decrease in salary costs and to an increase in square footage of additional facilities to be maintained.

Responsible Employee:

Patti Edwards

512-530-6366

Aviation-2002-03

Activity: Grounds Maintenance
Activity Code: 4GRD
Program Name: FACILITIES MANAGEMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$1,085,253	\$1,321,041	\$1,031,950	\$1,071,096	\$1,071,096
Expense Refunds	\$70	\$0	\$0	\$0	\$0
Total Requirements	\$1,085,323	\$1,321,041	\$1,031,950	\$1,071,096	\$1,071,096
Full-Time Equivalents	22.30	22.30	21.30	19.50	19.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Annual grounds maintenance per acre maintained	Efficiency	\$434.13	\$528.42	\$412.78	\$428.44	\$428.44
Percent of productive work hours accounted for in work order system	Result	No Data	80%	80%	80%	80%

Activity History and Description: Grounds Maintenance is classified as a Core Activity. City Ordinance. Provides grounds maintenance services at ABIA. Perform maintenance of water quality ponds. Perform all aspects of grounds maintenance including fence and street repairs, signage, landscape, and irrigation maintenance and repairs. Groom and care for landscape, showcasing the entrance to the airport.

Activity Objective: The purpose of the grounds maintenance activity is to maintain a visually pleasing airport ground in accordance with generally accepted forestry and landscaping standards so that users of the airport will have a well maintained environment.

Services of the Activity:

Core Services

Street signage. Maintenance of water quality ponds. Contract monitoring. Painting of roadways. Pavement maintenance.

Semi Core Services

Landscaping. Inspect irrigation system. Agriculture/horticulture supplies. Perform routine and emergency repairs to irrigation system. Clothing. Uniforms. Tree trimming. Fence repair and installation. Sweeping roadways. Debris pick up. Mowing. Pesticide applications.

Service Enhancements

Changes in Requirements and Performance Measures:

One FTE was transferred to the security activity, decreasing costs by \$38,299. One FTE was transferred to building maintenance for a decreased cost of \$44,938. A decrease of 0.80 FTE is due to an internal reorganization of personnel. As a result of the events of September 11, cost saving measures were put into effect for the Aviation Department, resulting in a decreased cost of \$45,000 for various commodities. Some ground maintenance work will be done in-house, resulting in a decreased cost of \$115,000. A decrease of \$99.98 in annual grounds maintenance per acre maintained was due to the decrease in salary costs, maintenance grounds and commodities.

Responsible Employee:

Patti Edwards

512-530-6366

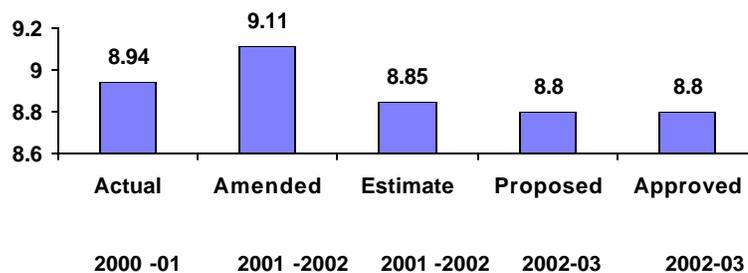
Aviation-2002-03

Program: **SUPPORT SERVICES**

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Concession revenue per enplaned passenger



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Concession revenue per enplaned passenger	\$8.94	\$9.11	\$8.85	\$8.80	\$8.80
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	86.58%	92.06%	87.74%	87.70%	87.70%
Percent of media calls responded to within 15 minutes	No Data	90%	90.14%	90%	90%
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	MBE=8.15%;WBE:13.78%	MBE:25%;WBE: 10%	MBE:10%;WBE:10%	MBE:25%;WBE:10%	MBE:25%;WBE:10%
Percent Variance of CYEs to Actual Expenditures	N/A	Q1: 2%; Q2: 2%; Q3: 1%			
Percent Variance of CYEs to Actual Revenue	N/A	Q1: 2%; Q2: 2%; Q3: 1%			
Personnel Action Form (PAF) error rate	8.76%	15%	6.50%	8.76%	8.76%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	38	30	25	30	30

Aviation-2002-03

Program: SUPPORT SERVICES

Violations of street pricing policies 1 0 0 0 0

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	\$1,873,367	17.55	\$1,622,697	16.60	\$1,366,016	15.60	\$1,973,668	15.85	\$1,973,668	15.85
Financial Monitoring/ Budgeting	\$1,036,760	12.35	\$943,000	12.40	\$931,800	12.40	\$948,512	12.40	\$948,512	12.40
Information Technology Services	\$2,818,705	13.05	\$3,429,642	14.05	\$2,765,817	14.05	\$3,158,406	14.85	\$3,158,406	14.85
Personnel/ Training	\$658,451	9.70	\$985,275	13.20	\$734,946	13.20	\$867,681	13.85	\$867,681	13.85
PIO/Community Services	\$792,089	9.20	\$925,939	9.75	\$740,833	9.75	\$696,473	9.75	\$696,473	9.75
Purchasing/ M/WBE	\$496,132	11.60	\$603,803	11.35	\$571,848	11.35	\$594,578	10.70	\$594,578	10.70
Tenant Management	\$381,758	7.15	\$453,683	7.25	\$456,649	7.25	\$497,490	7.25	\$497,490	7.25
Total	\$8,057,262	80.60	\$8,964,039	84.60	\$7,567,909	83.60	\$8,736,808	84.65	\$8,736,808	84.65

Aviation-2002-03

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

Requirements and FTE

	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$1,867,551	\$1,612,697	\$1,366,016	\$1,814,872	\$1,814,872
Expense Refunds	\$5,816	\$10,000	\$0	\$158,796	\$158,796
Total Requirements	\$1,873,367	\$1,622,697	\$1,366,016	\$1,973,668	\$1,973,668
Full-Time Equivalents	17.55	16.60	15.60	15.85	15.85

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	\$.021	\$.016	\$.015	\$.020	\$.020
Airline cost per enplaned passenger	Efficiency	\$7.41	\$7.37	\$8.56	\$9.01	\$9.01
Total airline flights	Output	49,709	45,425	45,425	49,183	49,183
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: The Office of the Director is responsible for the overall management of the Austin Airport System. Personnel/Training, Security and Operations, Planning and Development and Facilities Management are under the direct supervision of the Executive Director of Aviation. Financial management, network services, tenant management and PIO/Marketing are under the supervision of the Director of Finance and Administration.

Activity Objective: The purpose of the Administration and Management is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services

Staff meetings. Meeting with Airline Representatives. Council meetings. Coordination with Chamber of Commerce. Board and commission support. Developing business plans and performance measures. Request for information. Federal Aviation Administration - DOT. Subscriptions and memberships. City Manager, Assistant City managers, Department Directors and associated office expenses.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: 1 FTE was transferred to security at a total cost of \$32,934. An increase of 0.25 FTE is due to an internal reallocation of personnel. Miscellaneous costs decreased \$17,810. Liability insurance costs increased \$236,527. Airline cost per enplaned passenger increased by \$1.64 due to the increased costs associated with the events of September 11.

Responsible Employee:

Jim Smith

512-530-7518

Aviation-2002-03

Activity: Financial Monitoring/ Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$1,036,760	\$943,000	\$931,800	\$948,512	\$948,512
Total Requirements	\$1,036,760	\$943,000	\$931,800	\$948,512	\$948,512
Full-Time Equivalents	12.35	12.40	12.40	12.40	12.40

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	\$.012	\$.009	\$.010	\$.010	\$.010
Percent Variance of CYEs to Actual Expenditures	Result	N/A	Q1: 2%; Q2: 2%; Q3: 1%			
Percent Variance of CYEs to Actual Revenue	Result	N/A	Q1: 2%; Q2: 2%; Q3: 1%			

Activity History and Description: Responsible for providing financial services which include daily fiscal management, preparation of the operating and capital budgets, financial reporting, management of Passenger Facility Charges (PFC) and federal grant programs, airport rate setting, and debt management.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Federal grants management.
 Developing rates and charges. Bonds proceeds management. PFC program.
 Auditing petty cash. Developing CIP.
 Performance reports. Department budgeting- development and monitoring. In-house tracking of revenue and expenditures. Cash handling-petty cash. CYE development. Accounts receivable.
 Developing 5 year forecast. TB's, RB's, EB's, AA's, JV's and org updates. Monitor performance information. Inventory management.
 Manage the department central warehouse.

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Barbara Tipple

512-530-6688

Aviation-2002-03

Activity: Information Technology Services

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$1,790,515	\$2,656,155	\$1,992,330	\$2,382,714	\$2,382,714
Expense Refunds	\$1,028,190	\$773,487	\$773,487	\$775,692	\$775,692
Total Requirements	\$2,818,705	\$3,429,642	\$2,765,817	\$3,158,406	\$3,158,406
Full-Time Equivalents	13.05	14.05	14.05	14.85	14.85

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	\$.03	\$.03	\$.03	\$.03	\$.03
Information technology support costs per workstation	Efficiency	\$5,869.20	\$6,351.19	\$5,762.12	\$6,580.01	\$6,580.01
Percent of information technology problems resolved at time of call	Result	86.58%	92.06%	87.74%	87.70%	87.70%

Activity History and Description: Responsible for acquisition, installation, and maintenance of hardware and software for approximately 540 computer workstations. Also responsible for acquisition and maintenance of hardware and software for Fifty-eight Virtual Local Area Networks (VLANs). Provide support for Shared Tenant Services at ABIA.

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support, information technology planning and shared tenant services for the department and ABIA to produce and communicate information.

Services of the Activity:

Core Services

Repair/maintain/upgrade computers. Computer hardware and software support. Programming. Local Area Network (LAN) maintenance. Software licenses and upgrades. Information systems planning, design, development and implementation. Provide and

Semi Core Services

Service Enhancements

Aviation-2002-03

Activity: *Information Technology Services*

Activity Code: *9CPU*

Program Name: *SUPPORT SERVICES*

maintain shared tenants services.
Telephone support.

**Changes in Requirements and
Performance Measures:**

0.80 FTE increase is due to the internal reallocation of personnel. Replacements of leased computers increased costs by \$28,300. The 2002-2003 Approved Budget includes cost increases for Radio Communications in the amount of \$43,670. A decrease in the number of replacement parts for the MUFIDS equipment resulted in savings of \$63,350. As a result of the events of September 11, the cost saving measures put into effect for the Aviation Department and the scheduled replacement of computer hardware equipment resulted in a decreased cost of \$500,500. The installation of an 800 MHz trunking system increased costs of radio equipment by \$250,000. A telecommunications consultant will not be hired this year, resulting in a decrease in costs of \$45,000. Rental – Other equipment increased \$15,600 for pager rentals and an increase of \$5,086 is projected for Maintenance – Computer software contracts.

Responsible Employee:

Michelle Moheet

512-530-6336

Aviation-2002-03

Activity: Personnel/ Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$657,531	\$985,275	\$734,946	\$867,681	\$867,681
Expense Refunds	\$920	\$0	\$0	\$0	\$0
Total Requirements	\$658,451	\$985,275	\$734,946	\$867,681	\$867,681
Full-Time Equivalents	9.70	13.20	13.20	13.85	13.85

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	\$1,759.39	\$2,547.58	\$1,900.31	\$2,209.25	\$2,209.25
Personnel Action Form (PAF) error rate	Result	8.76%	15%	6.50%	8.76%	8.76%

Activity History and Description: Responsible for compliance and coordination of human resource programs for the airport. These programs include workers compensation, unemployment benefits, employment and compensation, employee relations, regular employment benefits and employee training.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Timesheet completion and processing.
 Hiring and recruiting. Evaluations.
 Workers comp claims. Employee counseling up to and including termination. Pay check/stub distribution and correction. Benefits administration. Providing training.
 Outside training and related travel.
 Evaluating safety conditions. SSPR's.
 Secretarial/clerical support.
 Reception. Mail distribution.

Changes in Requirements and Performance Measures: An increase of 0.65 FTE is due to an internal reallocation of personnel. As a result of the events of September 11, costs saving measures were put into effect for the Aviation Department. Travel and training costs were cut in half, resulting in a decreased cost of \$109,517. Cost of personnel activity per Budgeted FTE decreased by \$338.33 due to the travel and training cost saving measures mentioned above. PAF error rate decreased (6.24%) due to increased efficiency.

Responsible Employee: Liz Haran

512-530-6390

Aviation-2002-03

Activity: *PIO/Community Services*

Activity Code: *9SVC*

Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$792,089	\$925,939	\$740,833	\$696,473	\$696,473
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Total Requirements	\$792,089	\$925,939	\$740,833	\$696,473	\$696,473
Full-Time Equivalents	9.20	9.75	9.75	9.75	9.75

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Value of Department-Initiated Media Coverage	Efficiency	\$.93	\$9.26	\$1.85	\$6.96	\$6.96
Number of people responded to (Visitor's Center)	Output	No Data	162,704	183,217	162,704	162,704
Percent of media calls responded to within 15 minutes	Result	No Data	90%	90.14%	90%	90%

Activity History and Description: Responsible for air service development marketing, media relations, tours, public information, the airport's art and music program, advertising in the terminal, and staffing the airport Visitor's Information Center. Several publications and brochures are produced by the staff, as is the on-going daily updates to the popular website.

Activity Objective: The purpose of the PIO/Community Service/Marketing activity is to provide written and verbal communication to the public and City employees about department activities and events so that they can be aware, understand and appreciate the services/events offered.

Services of the Activity:

Core Services

Press calls/releases. Tours. Community hotlines. Posters/brochures. Speaking engagements. Newsletters. Press conferences. Customer service. Media requests and assistance. News release writing and distribution. Setting up coordinating news conferences.

Semi Core Services

Visitor Center customer service.

Service Enhancements

Present story ideas to media including national trade, local and regional news. Special events - news conferences and promotional. Customer comment response. Music and art programs.

Aviation-2002-03

Activity: *PIO/Community Services*

Activity Code: *9SVC*

Program Name: *SUPPORT SERVICES*

Special events planning.

Create/maintain internet/intranet sites.

Community meeting coordination.

Citizens complaint response.

**Changes in Requirements and
Performance Measures:**

As a result of the events of September 11, costs saving measures were put into effect for the Aviation Department. Air development consultant services will be reduced for a savings of \$61,000. The custom music contract requirements will be performed in-house for a savings of \$20,000. Advertising/publication and educational/promotional costs were cut, resulting in a decreased cost of \$79,000. Memberships and subscriptions were reduced \$11,999. Printing costs decreased \$16,000. Temporary employees and overtime costs decreased \$16,675. A 25% decrease in cost per value of department-initiated media coverage is due to a corresponding 25% decrease in PIO activity costs as a result of the above mentioned cost saving measures.

Responsible Employee:

Jamy Kazanoff

512-530-6681

Aviation-2002-03

Activity: Purchasing/ M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$496,132	\$603,803	\$571,848	\$594,578	\$594,578
Total Requirements	\$496,132	\$603,803	\$571,848	\$594,578	\$594,578
Full-Time Equivalents	11.60	11.35	11.35	10.70	10.70

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	\$42.40	\$50.32	\$88.66	\$78.23	\$78.23
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	Result	MBE=8.15%;WB E:13.78%	MBE:25%; WBE: 10%	MBE:10%;WBE: 10%	MBE:25%;WBE: 10%	MBE:25%;WBE :10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	38	30	25	30	30

Activity History and Description: Responsible for the procurement and payment of goods and services for the Austin airport system.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding operational purchasing contracts so the department can have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Bid processing. Contract monitoring of operations. Checking under \$5,000 guidelines. Technical assistance. Reporting. Accounts Payable processing. Subcontracted Procurement and Management database. Travel processing. Equipment/vehicle purchasing.

Changes in Requirements and Performance Measures: A decrease of 0.65 FTE is due to an internal reallocation of personnel. Purchasing cost per transaction increased by \$27.91 due to a decrease in the number of transactions, as a result of the events of September 11.

Responsible Employee: Barbara Tipple

512-530-6688

Aviation-2002-03

Activity: Tenant Management

Activity Code: TMG

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$381,758	\$453,683	\$456,649	\$497,490	\$497,490
Total Requirements	\$381,758	\$453,683	\$456,649	\$497,490	\$497,490
Full-Time Equivalents	7.15	7.25	7.25	7.25	7.25

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of deplaned passengers	Demand	3,673,324	3,968,769	3,016,500	3,238,000	3,238,000
Number of enplaned passengers	Demand	3,867,625	4,193,251	3,176,000	3,419,000	3,419,000
Total cargo tonnage	Demand	169,368	216,196	136,199	141,781	141,781
Concession revenue per enplaned passenger	Result	\$8.94	\$9.11	\$8.85	\$8.80	\$8.80
Violations of street pricing policies	Result	1	0	0	0	0

Activity History and Description: Tenant management is classified as a Core Activity. No legal mandate. Responsible for managing leases and agreements with a variety of clients to include commercial airlines, air cargo carriers, general aviation sales/services, federal and state agencies, other City departments, commercial real estate developers, and concessions (rental cars, in-terminal concessions, etc.). Each lease category is unique in that requirements must be addressed based on the facilities used and the services provided.

Activity Objective: The purpose of the tenant management activity is to negotiate leases and agreements for the Department of Aviation that maximizes the airport's concession revenues.

Services of the Activity:

Core Services

Lease contract compliance. Long and short term leases and agreements.

Semi Core Services

Monitor concessions program. Develop facilities. Concession contract administration.

Service Enhancements

Changes in Requirements and Performance Measures:

The projected decrease of 730,769 in the number of deplaned passengers and 774,251 in the number of enplaned passengers is attributed to the decreased number of passengers caused by the events of September 11 and the overall declining economy. The cargo tonnage is projected to decrease 74,415.

Responsible Employee:

Frederick Scott

512-530-7507

Aviation-2002-03

Activity: Transfers

Activity Code: 9XFR

Program Name: TRANSFERS/OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Airport Operating Fund	\$31,636,828	\$38,660,148	\$29,052,225	\$32,525,072	\$32,525,072
Total Requirements	\$31,636,828	\$38,660,148	\$29,052,225	\$32,525,072	\$32,525,072
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description:

Activity Objective: To account for transfers made at the fund level and to other funds including the General Obligation Debt Service Fund, the Airport Revenue Bond Debt Service Fund, the Airport Variable Rate Notes Debt Service Fund, and the annual contribution to the Airport Capital Fund for fiscal year 2002-03.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

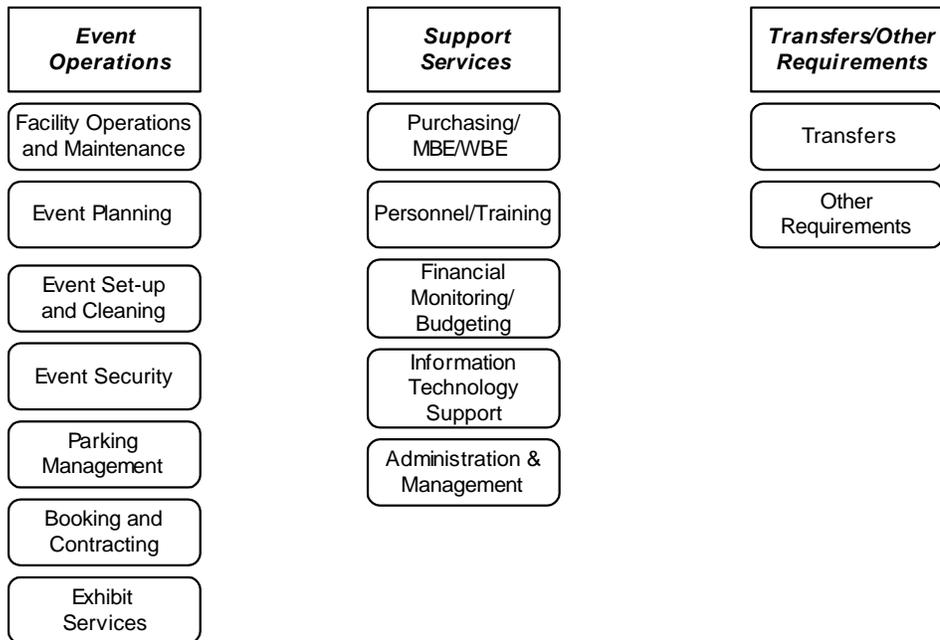
In FY02-03, an increase in transfers in airport Revenue Bond Debt Service is approved at a cost of \$942,967. The Airport Variable Notes Debt Service decreased by \$139,616. A decrease of \$36,350 is approved for the GO Debt Service Fund. Trunked Radio allocation is approved to decrease to \$15,180. The contribution to the capital fund will decrease \$6,886,897.

Responsible Employee:

Charles Gates

512-530-7526

Austin Convention Center Department — 2002–2003



LEGEND= Programs Activities

Convention Center Department Combined Funds	2000-01 Actual	2001-02 Amended	2001-02 Estimated	2002-03 Proposed	2002-03 Approved
Convention Center Funds					
Revenue	\$28,404,032	\$27,170,955	\$22,281,778	\$24,669,108	\$24,669,108
Requirements	\$37,914,685	\$33,618,328	\$26,911,881	\$27,168,059	\$27,168,059
Venue Project Fund					
Revenue	\$6,968,490	\$6,934,222	\$5,557,378	\$5,848,254	\$5,848,254
Requirements	\$7,495,215	\$7,511,800	\$7,527,378	\$8,598,001	\$8,598,001
Palmer Events Center (PEC) Combined Funds					
Revenue	\$5,912,918	\$6,472,372	\$5,458,016	\$6,924,265	\$6,924,265
Requirements	\$10,710,151	\$5,822,949	\$4,674,894	\$8,438,862	\$8,438,862
Full-time Equivalents (FTE's)-Cntr.	154.00	177.50	177.50	158.75	158.75
Full-time Equivalents (FTE's)-PEC Operating	0.00	40.50	40.50	59.00	59.00
Full-time Equivalents (FTE's)-PEC Garage	0.00	10.00	10.00	10.25	10.25

CONVENTION CENTER ALL FUNDS COMBINED FUND SUMMARY*

	2000-01 <u>ACTUAL</u>	2001-02 <u>AMENDED</u>	2001-02 <u>ESTIMATED</u>	2002-03 <u>PROPOSED</u>	2002-03 <u>APPROVED</u>
BEGINNING BALANCE					
Convention Center Combined Funds	25,943,061	13,170,670	16,422,347	10,414,347	10,414,347
Venue Project Fund	1,099,513	519,337	572,788	0	0
PEC Combined Funds	5,954,465	1,085,755	1,157,232	1,940,354	1,940,354
REVENUE/TRANSFERS IN					
Hotel/Motel Bed Tax-Convention Cntr.	15,579,972	15,489,500	12,391,600	13,023,572	13,023,572
Hotel/Motel Bed Tax (2.0%)-Venue	6,908,352	6,884,222	5,507,378	5,788,254	5,788,254
Car rental tax revenue-PEC	5,727,028	5,422,181	4,727,825	4,968,471	4,968,471
Garage Parking Revenue-PEC	0	623,000	323,000	424,000	424,000
Facility Revenue-Convention Center	5,430,404	4,806,299	4,015,022	5,075,664	5,075,664
Contractor Revenue-Convention Cntr.	5,641,432	5,688,156	4,688,156	5,382,872	5,382,872
Facility Revenue-PEC	0	166,857	166,857	848,026	848,026
Contractor Revenue-PEC	0	180,334	180,334	633,768	633,768
Interest Earnings-Convention Center	1,752,224	1,187,000	1,187,000	1,187,000	1,187,000
Interest Earnings-Venue Project Fund	60,138	50,000	50,000	60,000	60,000
Interest Earnings-PEC	185,890	80,000	60,000	50,000	50,000
TOTAL REVENUE/TRANSFERS IN	<u>41,285,440</u>	<u>40,577,549</u>	<u>33,297,173</u>	<u>37,441,627</u>	<u>37,441,627</u>
EXPENSES					
Event Operations-Convention Center	8,533,266	12,109,107	10,559,107	10,992,549	10,992,549
Contractor Expenses-Convention Cntr.	4,685,476	4,827,889	5,027,889	4,310,778	4,310,778
Support Services-Convention Center	1,774,385	2,933,193	2,583,193	2,719,565	2,719,565
Event Operations-PEC	0	2,819,102	1,669,102	4,132,245	4,132,245
Contractor Expenses-PEC	0	183,259	183,259	482,629	482,629
Support Services-PEC	0	146,112	146,112	739,138	739,138
TOTAL OPERATING EXPENSES	<u>14,993,127</u>	<u>23,018,662</u>	<u>20,168,662</u>	<u>23,376,904</u>	<u>23,376,904</u>
TRANSFERS OUT					
CIP-PEC	8,300,000	0	0	0	0
GO Debt Service-trunked radio	77,704	79,213	79,213	81,007	81,007
GO Debt Service-retrofit	0	818,482	818,482	780,913	780,913
Wireless Communication Fund	0	23,132	23,132	12,183	12,183
Public Improvement Dist.-Conv. Cntr.	75,000	75,000	75,000	75,000	75,000
Debt Service-Convention Center	6,817,312	6,826,903	6,826,856	6,836,893	6,836,893
Debt Service-Venue Fund	7,495,215	7,511,800	7,527,378	8,598,001	8,598,001
Debt Service-PEC	2,410,151	2,414,860	2,420,605	2,681,711	2,681,711
TOTAL TRANSFERS OUT	<u>25,175,382</u>	<u>17,749,390</u>	<u>17,770,666</u>	<u>19,065,708</u>	<u>19,065,708</u>

CONVENTION CENTER ALL FUNDS COMBINED FUND SUMMARY*

	<u>2000-01 ACTUAL</u>	<u>2001-02 AMENDED</u>	<u>2001-02 ESTIMATED</u>	<u>2002-03 PROPOSED</u>	<u>2002-03 APPROVED</u>
OTHER REQUIREMENTS					
Hotel-economic development-Conv. Cntr.	14,995,500	0	0	0	0
Steam Train-Convention Center	82,603	0	0	0	0
Land Purchase	0	5,000,000	0	0	0
Accrued Payroll-Convention Center	40,046	48,400	42,000	20,000	20,000
Accrued Payroll-PEC	0	13,800	10,000	2,000	2,000
Admin. Support-Convention Center	746,684	817,871	817,871	1,260,358	1,260,358
Administrative Support-PEC	0	228,991	228,991	377,331	377,331
Workers Comp-Convention Center	77,709	56,024	56,024	72,669	72,669
Workers Compensation-PEC	0	15,939	15,939	21,952	21,952
Liability Reserve-Convention Center	9,000	3,114	3,114	6,144	6,144
Liability Reserve-PEC	0	886	886	1,856	1,856
TOTAL OTHER REQUIREMENTS	<u>15,951,542</u>	<u>6,185,025</u>	<u>1,174,825</u>	<u>1,762,310</u>	<u>1,762,310</u>
TOTAL REQUIREMENTS	<u>56,120,051</u>	<u>46,953,077</u>	<u>39,114,153</u>	<u>44,204,922</u>	<u>44,204,922</u>
EXCESS (DEFICIENCY) OF REVENUE/ TRANSFERS IN OVER REQUIREMENTS	<u>(14,834,611)</u>	<u>(6,375,528)</u>	<u>(5,816,980)</u>	<u>(6,763,295)</u>	<u>(6,763,295)</u>
Adjustment to GAAP	<u>1,241,221</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Unavailable Resources	<u>(1,251,282)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u>18,152,367</u>	<u>8,400,234</u>	<u>12,335,387</u>	<u>5,591,406</u>	<u>5,591,406</u>
COMPONENTS OF ENDING BALANCE					
Convention Center-unreserved	16,422,347	6,665,056	10,414,347	5,165,649	5,165,649
Venue Fund-unreserved	572,788	0	0	0	0
Palmer Events Center (PEC)-reserved	0	0	0	225,757	225,757
Palmer Events Center (PEC)-unreserved	1,157,232	1,735,178	1,940,354	0	0
Palmer Events Center (PEC) Restricted for Repair and Replacements	0	0	0	200,000	200,000

(*) Funds are accounted for separately in order to comply with State statutes. Includes: (1) Convention Center Combined Funds, (2) Venue Project Fund (3) Palmer Events Center (PEC) Combined Funds.

Austin Convention Center Department — 2002-2003

Mission

The central mission of the Austin Convention Center Department is to provide event facilities and services to our customers so they can have a positive experience.

Goals

The following competitive future goals will focus the Convention Center Department's efforts on achieving its mission:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.2 (5.0 scale) *
- Continue the financial success of the department whereby total revenue exceeds requirements
- Meet the needs of our customers for technology
 - Percentage of technology needs met (customer survey)
- Provide staffing for additional facilities as needed
- Continue to add to the local economy through Austin's hospitality industry
 - Bed Tax Collections
- Complete projects based on following timetable:
 - Open Convention Center Headquarters Hotel in 2004
 - Open Convention Center Garage in Summer 2003**

* The customer satisfaction rating goal has been increased to 4.25 for 2002-03.

**The projected Convention Center garage opening date was by Summer 2003. However, due to delays in acquiring the land upon which the garage will be built, it is currently scheduled to be completed in 2004.

Key Indicators

To help the department track how well the goals are being met, key indicators have been developed along with appropriate program and activity performance measures. The Convention Center Department has selected the following key indicators to evaluate our overall performance:

- Client Evaluation Ratings
- Percentage of Clients indicating they would schedule another event at the Convention Center
- Exhibition Hall Occupancy
- Hotel Tax Collections
- Combined Fund Balances

Business Plan

The budget contains a number of proposals that support the goals of the department:

Maintaining an expanded facility

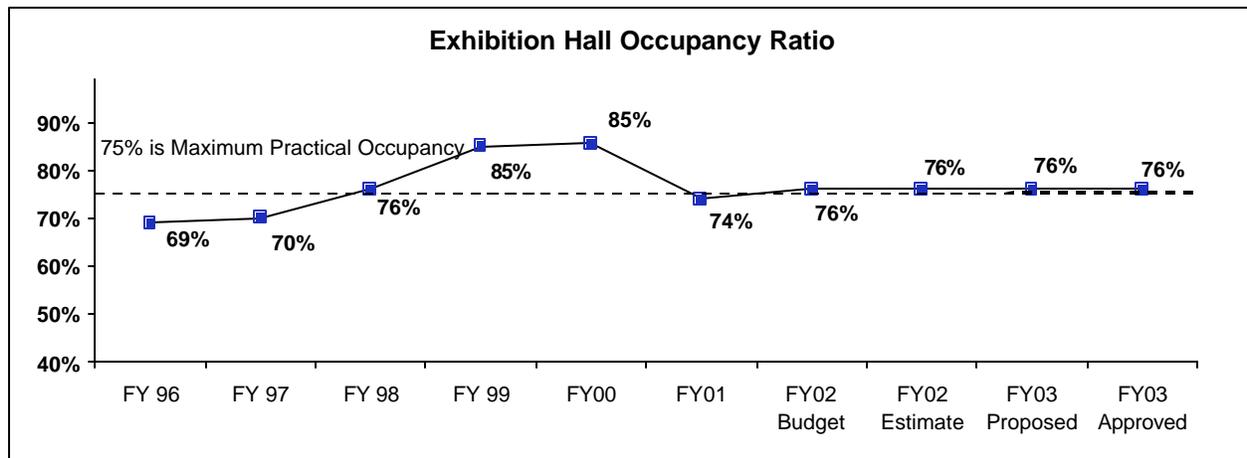
The upcoming fiscal year will be particularly challenging as the Convention Center Department operates a Convention Center that has doubled in size, the new Palmer Events Center (PEC) facility and the PEC parking garage for the first full fiscal year. To determine the best and most efficient use of the department's resources, we are reviewing all functions performed by the Convention Center Department and analyzing the needs of each of our facilities. Through this review process, we are developing a plan to streamline the way we do business. No new FTEs are requested for 2002-03.

Austin Convention Center Department — 2002-2003

Convention Center Expansion Garage

The Department is proceeding with plans to construct a parking garage to support the expanded facilities. Funding for this project will be appropriated through the CIP account.

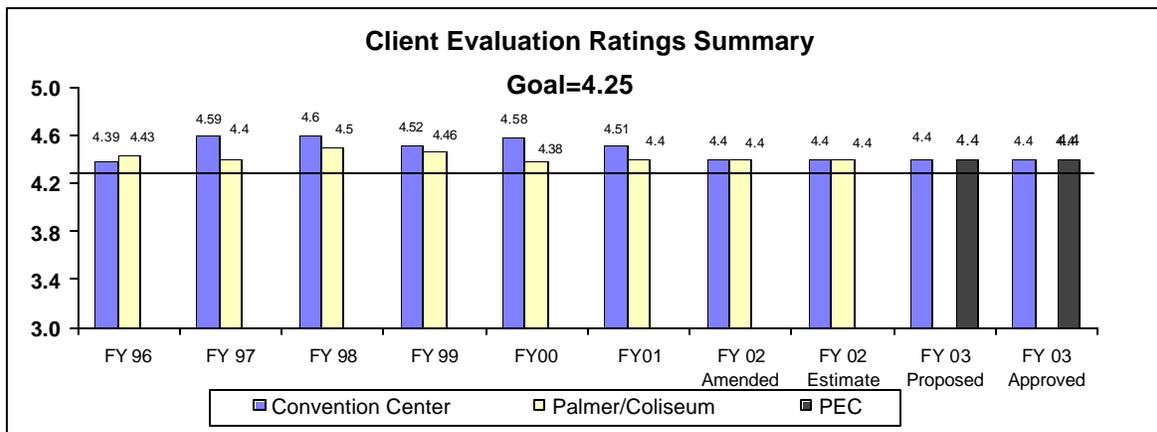
Expansion of the Convention Center will address several areas of concern. As shown on the chart below, the Department continues to project maximum occupancy in its facilities in 2002-03. Therefore, it is anticipated that the new facility will accommodate the larger conventions and shows that have outgrown the existing space, allowing them to continue holding their events in Austin. It will also permit the holding of multiple smaller events concurrently. This is of particular benefit because it will help alleviate competition for dates during peak demand times of the year.



The exhibition hall occupancy ratio indicator measures the number of days an exhibition hall is rented divided by the number of days in the year. Within the industry, maximum occupancy of an exhibition hall is considered to be between 65 to 75 percent. Holidays and gaps between the scheduling of events cause periods in which the exhibition hall cannot be occupied. Occupancy levels above maximum practical occupancy indicate more constant usage of the facilities. The facilities are most successful when increases in occupancy levels result in increases in bed tax collections.

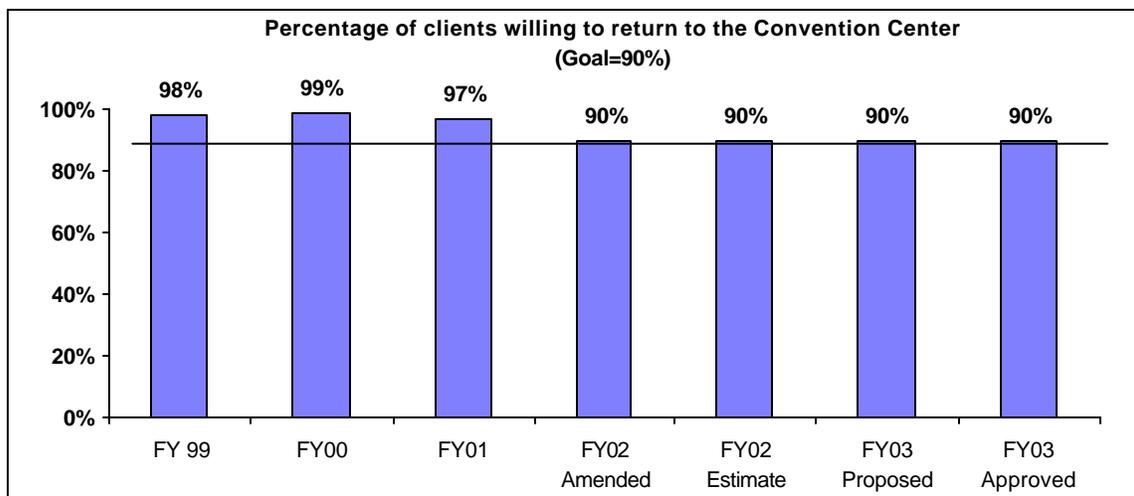
Austin Convention Center Department — 2002-2003

In order to maintain a high level of customer service, surveys of Convention Center clients and users are conducted on a routine basis. The survey results are used to continually monitor the quality of service and ensure that the needs of our customers are being met. The customer satisfaction survey identifies each activity area within the department and asks the customer to rate each activity. As depicted in the following chart, the Austin Convention Center Department expects to achieve customer satisfaction ratings above 4.25 (on a 5.0 scale) in each activity area during 2002-03.



* In Summer 2002, Palmer Auditorium and the City Coliseum close for business and the new Palmer Events Center (PEC) begins operations. Therefore, ratings prior to Summer 2002 apply to Palmer Auditorium/City Coliseum and ratings after that time period pertain to the PEC.

It is not only important that clients are satisfied with the facilities and services they have received but that they also would like to hold future events in Convention Center facilities, thereby contributing to positive revenue growth for the Department. The goal for 2002-03 is for nine of every ten clients to express a willingness to return to the Convention Center facilities.



Austin Convention Center Department — 2002-2003

This budget directly supports the following Convention Center Department goals:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.25 (5.0 scale)
- Continue the financial success of the department whereby total revenue exceeds requirements
- Meet the needs of our customers for technology
- Continue to add to the local economy through Austin's hospitality industry
 - Bed Tax Collections

Town Lake Park Community Events Center Project

On November 3, 1998, Austin residents voted for a bond proposition authorizing the City of Austin to finance, construct, and develop the Town Lake Park Community Events Center venue project. The project included building a new Events Center, construction of a 1,200 car parking garage and parkland development. The project was financed through a 5.0-cent increase car rental tax. The PEC parking garage became operational in November, 2001 and the PEC opened in summer, 2002. The 2002-03 Approved Budget transfers all existing Palmer Auditorium FTEs to the Palmer Events Center Operating Fund. No new FTEs are approved for 2002-03.

This budget directly supports the following Convention Center Department goals:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.25 (on a 5.0 scale)
- Continue the financial success of the department whereby total revenue exceeds requirements
- Meet the needs of our customers for technology

Investment in Technology

The Convention Center has continually expanded its technology services to meet customer demand. Over 50% of all events at the Convention Center make use of the facility's network capable of handling voice, video, or data from virtually any point in the building. The Convention Center's business plan emphasizes the department's commitment to technology by setting a goal to meet the growing need for technology by its customers. This budget includes funding for only essential telecommunications needs. Continued investment in technology will further strengthen the Convention Center's competitive position in the tech-intensive convention market.

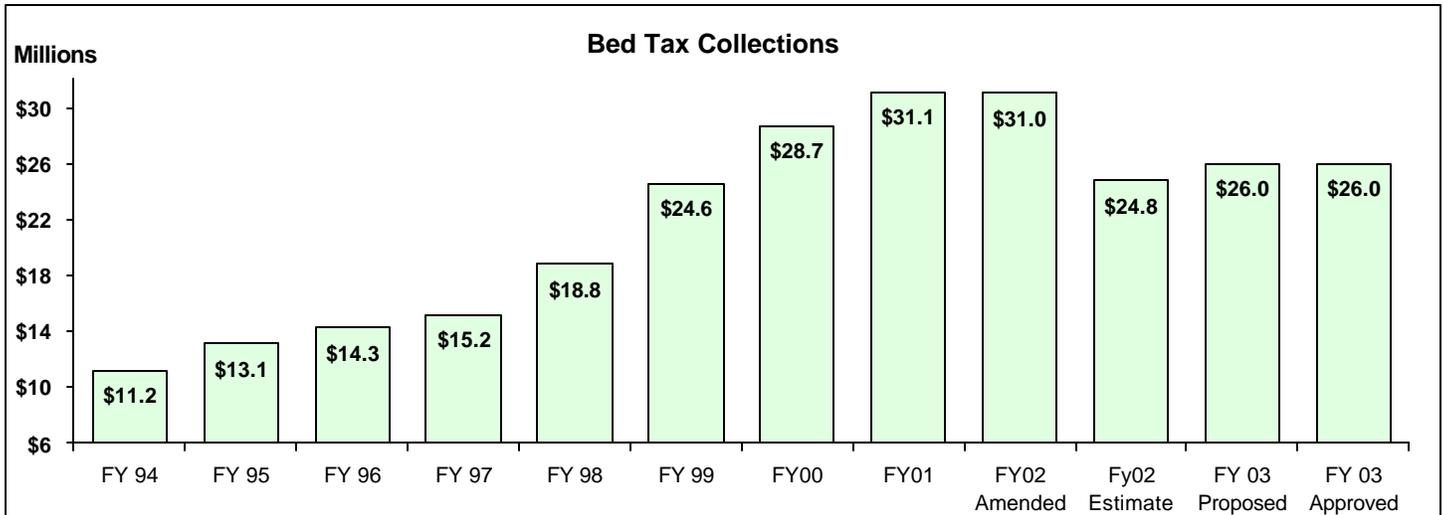
This budget directly supports the following Convention Center Department goals:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.25 (on a 5.0 scale)
- Meet the needs of our customers for technology

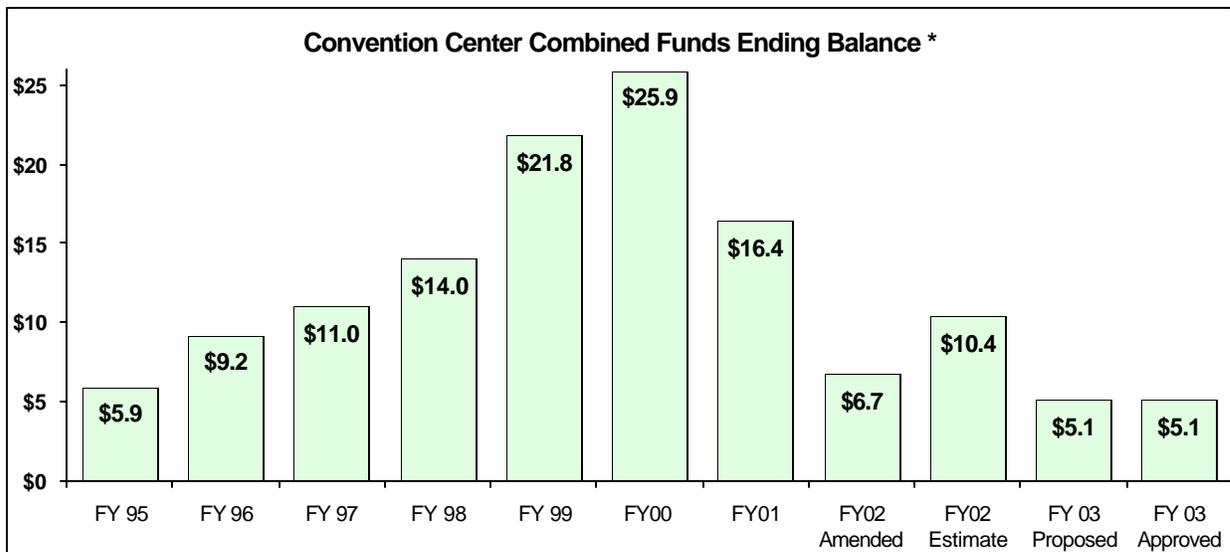
Revenue— The economic slowdown has had a substantial impact on the travel/tourism industry. Accordingly, the 2002-03 budget includes a net overall decrease in revenue as compared to 2001-02 budgeted revenue collections. Budgeted Hotel/Motel bed tax collections for 2002-03 are 16% lower than the 2001-02 amended budget but are expected to increase 5.1% over 2001-02 estimated levels. However, Convention Center facility revenue is expected to increase due to the expanded Convention Center and a full year of operations at the Palmer Events Center. Increases in revenue are also expected from food and beverage, audio-visual, and exhibitor services.

Austin Convention Center Department — 2002-2003

Conventions and trade shows held at the Austin Convention Center facilities are a mechanism to attract out-of-town visitors to the City of Austin and to stay in local hotels. The Convention Center's ability to host these types of events directly impacts Austin's economy. The money spent by visitors to Austin translates into increased retail sales for local businesses, which in turn generates additional sales and bed tax revenue for the City of Austin. The significant increase in bed tax collections in 1998-99 is due to a 2.0-cent increase in the hotel occupancy tax rate approved by the voters in May 1998 for the Convention Center Expansion/Waller Creek Tunnel Project. Bed tax collections in 2002-03 are expected to increase 5.1% above 2001-02 estimated levels.



The following Combined Funds Ending Balance indicator measures the financial position of the Convention Center Department. It is important that the Convention Center Department maintain an appropriate level of funding to provide for any unexpected financial needs. The 2000-01 actual ending balance is significantly lower than the 1999-2000 actual ending balance primarily due to a \$15 million expenditure associated with the headquarters hotel.



* The Convention Center Combined Funds Ending Balance does not include the Venue Project or the Palmer Events Center (PEC) Combined funds.

Austin Convention Center Funds — 2002-2003

Purpose and Nature of Fund

The Convention Center Funds include the Tax Fund and the Operating Fund. The purpose of the Convention Center Funds is to support and account for the revenue and expenditures of the Convention Center and to transfer money to the Debt Service Funds for payment of bond debt related to the construction of the Convention Center.

The Convention Center Combined Funds also includes the Venue Project Fund. On May 2, 1998, the voters authorized City Council to: (1) plan, acquire, develop, construct, and finance the Convention Center/Waller Creek Project, a Venue Project of the type described in Section 334.001(4)(B) of Chapter 334, Local Government Code; and (2) secure payment of \$135,000,000 of revenue bonds issued by the City to pay the costs of the project by imposing a hotel occupancy tax at a rate not to exceed 2.0% of the price of the room. The Venue Project Fund was created to collect the additional two percent hotel occupancy tax that will be used to assist in the debt service payment of the revenue bonds for the Venue Project.

The Lester E. Palmer Events Center becomes operational in 2001-02. Funds related to that facility are included in the Palmer Events Center Combined Fund summary, which is discussed in a separate section.

The Convention Center Combined Funds, Venue Project Fund, and the Palmer Events Center funds are accounted for separately in compliance with State statutes.

Factors Affecting Funding

Convention Center Department operations are funded by Hotel/Motel Bed Tax Revenue, operating revenue and investment earnings. Currently 6.5 cents of every nine cents collected by the City of Austin in the form of Hotel/Motel Bed Taxes is allocated to the Austin Convention Center Department and is pledged to repay the Hotel Occupancy Tax Revenue Refunding Bonds and the Convention Center Revenue Refunding Bonds. Tax revenue in excess of the debt service requirements can be used to fund operating expenses. On May 2, 1998, voters approved a 2.0 cent increase in the Bed Tax to fund the Convention Center Expansion/Waller Creek Tunnel Project which is included as a part of the 6.5 cents mentioned above.

Hotel/Motel Bed Tax revenue is dependent upon the hotel/motel industry performance in the Austin metropolitan area. Factors such as the total number of available rooms in the city, room rates, and occupancy rates of the hotels and motels affect the amount of revenue generated.

Operating revenue is generated by rental of facility floor space and equipment, catering and concessions, event support services, parking fees and novelty charges. Operating revenue can be used to fund operating expenses. The level of usage of the facilities and the types of events held determines the amount of operating revenue received.

The Venue Project Fund receives two cents out of the nine cents hotel occupancy tax. The effective date of the two percent hotel occupancy tax increase was August 1, 1998. Typically, a lag time occurs between the time the tax is collected by hotels to when the City receives the money. Therefore, the hotel occupancy tax received by the City for the first quarter of any fiscal year (October 1 through December 31) are those taxes that were collected by hotels from July 1 through September 30.

Austin Convention Center Funds — 2002-2003

Factors Affecting Requirements

The requirements of the Convention Center are the result of expenditures made in support of events held at the Convention Center and to cover the debt service on existing facilities. Additional expenditure increases for the Convention Center are discussed in more detail on the following pages.

The Venue Project Fund is projected to transfer \$8.6 million to the Hotel Tax Revenue Bond Redemption Fund in 2002-03. The Hotel Tax Revenue Bond Redemption Fund collects revenue to pay for the debt service requirements of all outstanding bonds and bank charges and other costs and expenses related to the payment. All of the money that is transferred into the Venue Project Fund and transferred out to this bond redemption fund is used to pay the debt service requirement on the \$135,000,000 bond issue related to the Convention Center/Waller Creek Project.

CONVENTION CENTER COMBINED FUND SUMMARY *

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE					
Convention Center Combined Funds	25,943,061	13,170,670	16,422,347	10,414,347	10,414,347
Venue Project Fund	1,099,513	519,337	572,788	0	0
REVENUE/TRANSFERS IN					
Hotel/Motel Bed Tax-Convention Cntr.	15,579,972	15,489,500	12,391,600	13,023,572	13,023,572
Hotel/Motel Bed Tax (2.0%)-Venue	6,908,352	6,884,222	5,507,378	5,788,254	5,788,254
Facility Revenue-Convention Center	5,430,404	4,806,299	4,015,022	5,075,664	5,075,664
Contractor Revenue-Convention Cntr.	5,641,432	5,688,156	4,688,156	5,382,872	5,382,872
Interest Earnings-Convention Center	1,752,224	1,187,000	1,187,000	1,187,000	1,187,000
Interest Earnings-Venue Project Fund	60,138	50,000	50,000	60,000	60,000
TOTAL REVENUE/TRANSFERS IN	35,372,522	34,105,177	27,839,156	30,517,362	30,517,362
EXPENSES					
Event Operations-Convention Center	8,533,266	12,109,107	10,559,107	10,992,549	10,992,549
Contractor Expenses-Convention Cntr.	4,685,476	4,827,889	5,027,889	4,310,778	4,310,778
Support Services-Convention Center	1,774,385	2,933,193	2,583,193	2,719,565	2,719,565
TOTAL OPERATING EXPENSES	14,993,127	19,870,189	18,170,189	18,022,892	18,022,892
TRANSFERS OUT					
GO Debt Service-trunked radio	77,704	79,213	79,213	81,007	81,007
GO Debt Service-retrofit	0	818,482	818,482	780,913	780,913
Wireless Communication Fund	0	23,132	23,132	12,183	12,183
Public Improvement Dist.-Conv. Cntr.	75,000	75,000	75,000	75,000	75,000
Debt Service-Convention Center	6,817,312	6,826,903	6,826,856	6,836,893	6,836,893
Debt Service-Venue Fund	7,495,215	7,511,800	7,527,378	8,598,001	8,598,001
TOTAL TRANSFERS OUT	14,465,231	15,334,530	15,350,061	16,383,997	16,383,997
OTHER REQUIREMENTS					
Hotel-economic development-Conv. Cntr.	14,995,500	0	0	0	0
Steam Train-Convention Center	82,603	0	0	0	0
Land Purchase	0	5,000,000	0	0	0
Accrued Payroll-Convention Center	40,046	48,400	42,000	20,000	20,000
Admin. Support-Convention Center	746,684	817,871	817,871	1,260,358	1,260,358
Workers Comp-Convention Center	77,709	56,024	56,024	72,669	72,669
Liability Reserve-Convention Center	9,000	3,114	3,114	6,144	6,144
TOTAL OTHER REQUIREMENTS	15,951,542	5,925,409	919,009	1,359,171	1,359,171
TOTAL REQUIREMENTS	45,409,900	41,130,128	34,439,259	35,766,060	35,766,060
EXCESS (DEFICIENCY) OF REVENUE/ TRANSFERS IN OVER REQUIREMENTS	(10,037,378)	(7,024,951)	(6,600,103)	(5,248,698)	(5,248,698)
Adjustment to GAAP	(10,061)	0	0	0	0
ENDING BALANCE	16,995,135	6,665,056	10,395,032	5,165,649	5,165,649
COMPONENTS OF ENDING BALANCE					
Convention Center	16,422,347	6,665,056	10,414,347	5,165,649	5,165,649
Venue Fund	572,788	0	0	0	0

(*) Funds are accounted for separately in order to comply with State statutes. Includes: (1) Convention Center Funds, (2) Venue Project Fund.

CONVENTION CENTER OPERATING FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	24,966,075	11,751,922	16,422,347	10,414,347	10,414,347
REVENUE					
Facility Revenue	5,430,404	4,806,299	4,015,022	5,075,664	5,075,664
Contractor Revenue	5,641,432	5,688,156	4,688,156	5,382,872	5,382,872
Interest Earnings	1,355,522	612,000	612,000	674,000	674,000
TOTAL REVENUE	<u>12,427,358</u>	<u>11,106,455</u>	<u>9,315,178</u>	<u>11,132,536</u>	<u>11,132,536</u>
TRANSFERS IN					
Convention Center Tax Fund	10,136,348	10,598,104	4,742,532	3,949,932	3,949,932
TOTAL TRANSFERS IN	<u>10,136,348</u>	<u>10,598,104</u>	<u>4,742,532</u>	<u>3,949,932</u>	<u>3,949,932</u>
TOTAL AVAILABLE FUNDS	<u>22,563,706</u>	<u>21,704,559</u>	<u>14,057,710</u>	<u>15,082,468</u>	<u>15,082,468</u>
EXPENSES					
Event Operations	8,533,266	12,109,107	10,559,107	10,992,549	10,992,549
Contractor Expenses	4,685,476	4,827,889	5,027,889	4,310,778	4,310,778
Support Services	1,774,385	2,933,193	2,583,193	2,719,565	2,719,565
TOTAL OPERATING EXPENSES	<u>14,993,127</u>	<u>19,870,189</u>	<u>18,170,189</u>	<u>18,022,892</u>	<u>18,022,892</u>
TRANSFERS OUT					
GO Debt Service-trunked radio	77,704	79,213	79,213	81,007	81,007
GO Debt Service-retrofit	0	818,482	799,167	780,913	780,913
Wireless Communication Fund	0	23,132	23,132	12,183	12,183
Public Improvement District	75,000	75,000	75,000	75,000	75,000
TOTAL TRANSFERS OUT	<u>152,704</u>	<u>995,827</u>	<u>976,512</u>	<u>949,103</u>	<u>949,103</u>
OTHER REQUIREMENTS					
Land Purchase	0	5,000,000	0	0	0
Hotel- Economic Development	14,995,500	0	0	0	0
Steam Train	82,603	0	0	0	0
Accrued Payroll	40,046	48,400	42,000	20,000	20,000
Administrative Support	746,684	817,871	817,871	1,260,358	1,260,358
Workers Compensation	77,709	56,024	56,024	72,669	72,669
Liability Reserve	9,000	3,114	3,114	6,144	6,144
TOTAL OTHER REQUIREMENTS	<u>15,951,542</u>	<u>5,925,409</u>	<u>919,009</u>	<u>1,359,171</u>	<u>1,359,171</u>
TOTAL REQUIREMENTS	<u>31,097,373</u>	<u>26,791,425</u>	<u>20,065,710</u>	<u>20,331,166</u>	<u>20,331,166</u>
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	<u>(8,533,667)</u>	<u>(5,086,866)</u>	<u>(6,008,000)</u>	<u>(5,248,698)</u>	<u>(5,248,698)</u>
Adjustment to GAAP	<u>(10,061)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u>16,422,347</u>	<u>6,665,056</u>	<u>10,414,347</u>	<u>5,165,649</u>	<u>5,165,649</u>

CONVENTION CENTER TAX FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	976,986	1,418,748	0	0	0
REVENUE					
Interest Income	396,702	575,000	575,000	513,000	513,000
TOTAL REVENUE	396,702	575,000	575,000	513,000	513,000
TRANSFERS IN					
Hotel/Motel Bed Tax Fund	15,579,972	15,489,500	12,391,600	13,023,572	13,023,572
TOTAL TRANSFERS IN	15,579,972	15,489,500	12,391,600	13,023,572	13,023,572
TOTAL AVAILABLE FUNDS	15,976,674	16,064,500	12,966,600	13,536,572	13,536,572
TRANSFERS OUT					
Series A-Debt Service	5,614,538	5,620,390	5,619,626	5,625,486	5,625,486
Series A-1999 Taxable Bonds	1,202,774	1,206,513	1,207,230	1,211,407	1,211,407
Venue Project Fund	0	58,241	1,397,212	2,749,747	2,749,747
Operating Fund	10,136,348	10,598,104	4,742,532	3,949,932	3,949,932
TOTAL TRANSFERS OUT	16,953,660	17,483,248	12,966,600	13,536,572	13,536,572
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	(976,986)	(1,418,748)	0	0	0
ENDING BALANCE	0	0	0	0	0

VENUE PROJECT FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	1,099,513	519,337	572,788	0	0
REVENUE					
Interest	60,138	50,000	50,000	60,000	60,000
TOTAL REVENUE	60,138	50,000	50,000	60,000	60,000
TRANSFERS IN					
Hotel/Motel Bed Tax Fund	6,908,352	6,884,222	5,507,378	5,788,254	5,788,254
Convention Center Tax Fund	0	58,241	1,397,212	2,749,747	2,749,747
TOTAL TRANSFERS IN	6,908,352	6,942,463	6,904,590	8,538,001	8,538,001
TOTAL AVAILABLE FUNDS	6,968,490	6,992,463	6,954,590	8,598,001	8,598,001
TRANSFERS OUT					
Hotel Tax Revenue Bond Redemption Fund	7,495,215	7,511,800	7,527,378	8,598,001	8,598,001
TOTAL REQUIREMENTS	7,495,215	7,511,800	7,527,378	8,598,001	8,598,001
EXCESS (DEFICIENCY) OF AVAILABLE FUNDS OVER REQUIREMENTS	(526,725)	(519,337)	(572,788)	0	0
ENDING BALANCE	572,788	0	0	0	0

Austin Convention Center Combined Fund-2002-2003

Significant Revenue and Expenditure Changes by Program

<u>Revenue Changes</u>	Dollars	FTEs
1. Contractor revenue at the Convention Center is projected to decrease \$305,284 primarily due to the closing of Palmer Auditorium and the City Coliseum.	(\$305,284)	
2. The Convention Center's bed tax allocation has decreased by \$2,465,928.	(\$2,465,928)	
3. The Venue Project Fund's bed tax allocation has decreased by \$1,095,968.	(\$1,095,968)	
4. Increased facility usage at the Convention Center will generate an additional \$860,642.	\$860,642	
5. Closing of Palmer Auditorium and the City Coliseum results in decreased facility revenue of \$591,277 to the Combined Convention Center Funds.	(\$591,277)	
6. Interest income for the Venue Project Fund will increase by \$10,000.	\$10,000	
<u>Expenditure Changes</u>	Dollars	FTEs
1. <u>City-Wide</u>		
The Approved Budget includes \$53,955 for incremental costs of Pay for Performance in 2002.	\$53,955	
An additional \$43,815 has been included in the Approved Budget for anticipated changes in health contributions.	\$70,485	
2. <u>Event Operations Program</u>		
Salary and operational costs of \$1,543,470 and 18.75 FTEs were transferred to the Community Events Center Operating Fund resulting from the closure of Palmer Auditorium.	(\$1,543,470)	(18.75)
Operational costs of \$80,455 are reduced as a result of the closure of the City Coliseum.	(\$80,455)	
An additional \$280,200 is included for utility cost increases based on anticipated increased usage and higher rates.	\$280,200	

Austin Convention Center Combined Fund-2002-2003

Significant Revenue and Expenditure Changes by Program

	Dollars	FTEs
Additional funding of \$72,667 is included for increased property insurance costs as a result of the expansion.	\$72,667	
Vacancy savings are included at \$141,661.	(\$141,661)	
Anticipated expenditures for items such as lightbulbs, household cleaning supplies and other associated commodities are increased \$263,919 due to the center expansion.	\$263,919	
Miscellaneous cost decreases total \$58,852.	(\$58,852)	
3. <u>Contractor Expenses</u>		
Contractor expenses are projected to decrease \$517,111.	(\$517,111)	
4. <u>Support Services Program</u>		
Support services program costs of \$563,736 were charged to the PEC in order to capture all expenses associated with that facility.	(\$563,736)	
Vacancy savings are included at \$78,034.	(\$78,034)	
The Approved Budget includes cost increases of \$389,000 for promotional costs and other services.	\$389,000	
Miscellaneous cost increases total \$5,796.	\$5,796	
5. <u>Transfers/Other Requirements Program</u>		
The Approved Budget includes a net decrease of \$17,880 due to changes in accrued payroll, workers compensation, liability reserve, GO debt service for trunked radio and the transfer to the Wireless Communication Fund.	(\$17,880)	
The Approved Budget includes an increase of \$442,487 for the City-wide administrative support transfer.	\$442,487	

Austin Convention Center Combined Fund-2002-2003

Significant Revenue and Expenditure Changes by Program

	Dollars	FTEs
Debt service related to the Convention Center will increase \$9,990; debt service requirements related to the Venue Project Fund will increase \$1,060,415. GO debt service related to the Convention Center retrofit will decrease \$35,776.	\$1,060,415	
The Approved Budget includes a \$5,000,000 decrease for the parking garage land purchase.	(\$5,000,000)	

Palmer Events Center Funds — 2002-03

Purpose and Nature of Fund

On November 3, 1998, voters approved the Town Lake Park (TLP) Community Events Center Project, to be funded through a tax on motor vehicle rentals in the City. Several funds have been established in accordance with TLP bond covenants. The combined Palmer Events Center (PEC) funds include the Town Lake Park Venue Project Fund, the Palmer Events Center Revenue Fund, the Palmer Events Center Operating Fund and the Palmer Events Center Garage Fund. The Palmer Events Center funds are accounted for separately in compliance with State statutes. The word "Palmer" has been substituted for the word "Community" in the above-mentioned fund names to more closely align itself with the name of the new Lester E. Palmer Events Center.

The purpose of the PEC funds are to support and account for the revenue and expenditures of the Events Center and the adjacent parking garage. The Town Lake Park Venue Project Fund is a special revenue fund that has been established to deposit revenue received from the rental car tax. Vehicle rental tax receipts are based on a tax rate of 5% of gross vehicle rental receipts. Debt service payments of bond debt related to the construction of the events center and garage are also funded from this fund.

Factors Affecting Funding

Palmer Events Center operations are funded by the vehicle rental tax, operating revenue and investment earnings. Because of the venue project status of these funds, state statutes do not allow co-mingling of other revenue sources. Therefore, revenue from the vehicle rental tax and operating revenue of the events center and the parking garage are the only means of support for these facilities.

Vehicle tax revenue is affected by the level of rental car usage and rates charged for those rentals. Factors such as the state of the economy, and the region's ongoing role as an important center for high-technology manufacturing, education, and government play a role in the level of vehicle rental activity. Vehicle tax revenue is pledged to repay the Town Lake Park Bonds and any surplus not required for debt service can be used to fund operating expenses of the events center or garage. Typically, a lag time occurs between the time the tax is collected to when the City receives the money. Therefore, the vehicle tax received by the City for the first quarter of any fiscal year (October 1 through December 31) are those taxes that were collected from July 1 through September 30.

Operating revenue is generated by rental of facility floor space and equipment, catering and concessions, event support services and parking fees. The level of usage of the facilities and the types of events held determines the amount of operating revenue received.

Factors Affecting Requirements

The Town Lake Park Venue Project Fund is projected to transfer \$2.7 million to the Town Lake Park Revenue Bond Redemption Fund in 2002-03. The Town Lake Park Revenue Bond Redemption Fund collects revenue to pay for the debt service requirements of all outstanding bonds and bank charges and other costs and expenses related to the payment. All of the money that is transferred into the Town Lake Park Venue Project Fund and transferred out to this bond redemption fund is used to pay the debt service requirement on the \$40,000,000 bond issue related to the Palmer Events Center.

The requirements of the Palmer Events Center and parking garage are the result of expenditures made in support of events held at the facilities and to cover the debt service on existing facilities. Additional expenditure increases for the PEC funds are discussed in more detail on the following pages.

PALMER EVENTS CENTER (PEC) COMBINED FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	5,954,465	1,085,755	1,157,232	1,940,354	1,940,354
REVENUE					
Car rental tax revenue	5,727,028	5,422,181	4,727,825	4,968,471	4,968,471
Garage Parking Revenue	0	623,000	323,000	424,000	424,000
Facility Revenue	0	166,857	166,857	848,026	848,026
Contractor Revenue	0	180,334	180,334	633,768	633,768
Interest Earnings	185,890	80,000	60,000	50,000	50,000
TOTAL REVENUE	<u>5,912,918</u>	<u>6,472,372</u>	<u>5,458,016</u>	<u>6,924,265</u>	<u>6,924,265</u>
EXPENSES					
Event Operations	0	2,819,102	1,669,102	4,132,245	4,132,245
Contractor Expenses	0	183,259	183,259	482,629	482,629
Support Services	0	146,112	146,112	739,138	739,138
TOTAL OPERATING EXPENSES	<u>0</u>	<u>3,148,473</u>	<u>1,998,473</u>	<u>5,354,012</u>	<u>5,354,012</u>
TRANSFERS OUT					
CIP	8,300,000	0	0	0	0
Town Lake Park Venue Project					
Bond Redemption Fund	2,410,151	2,414,860	2,420,605	2,681,711	2,681,711
TOTAL TRANSFERS OUT	<u>10,710,151</u>	<u>2,414,860</u>	<u>2,420,605</u>	<u>2,681,711</u>	<u>2,681,711</u>
OTHER REQUIREMENTS					
Accrued Payroll	0	13,800	10,000	2,000	2,000
Administrative Support	0	228,991	228,991	377,331	377,331
Workers Compensation	0	15,939	15,939	21,952	21,952
Liability Reserve	0	886	886	1,856	1,856
TOTAL OTHER REQUIREMENTS	<u>0</u>	<u>259,616</u>	<u>255,816</u>	<u>403,139</u>	<u>403,139</u>
TOTAL REQUIREMENTS	<u>10,710,151</u>	<u>5,822,949</u>	<u>4,674,894</u>	<u>8,438,862</u>	<u>8,438,862</u>
EXCESS (DEFICIENCY) OF TOTAL REVENUE OVER TOTAL REQUIREMENTS	<u>(4,797,233)</u>	<u>649,423</u>	<u>783,122</u>	<u>(1,514,597)</u>	<u>(1,514,597)</u>
Adjustment to GAAP	<u>1,251,282</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Unavailable Resources	<u>(1,251,282)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u>1,157,232</u>	<u>1,735,178</u>	<u>1,940,354</u>	<u>425,757</u>	<u>425,757</u>
COMPONENTS OF ENDING BALANCE					
Reserved Ending Balance	0	0	0	225,757	225,757
Unreserved Ending Balance	1,157,232	1,735,178	1,940,354	0	0
Restricted for Repair and Replacements	0	0	0	200,000	200,000

PALMER EVENTS CENTER OPERATING FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	0	0	0	1,940,354	1,940,354
REVENUE					
Interest earnings	0	30,000	10,000	18,750	18,750
TOTAL REVENUE	0	30,000	10,000	18,750	18,750
TRANSFERS IN					
TLP Venue Project Fund	0	4,143,076	3,138,605	1,843,842	1,843,842
PEC Garage Fund	0	247,153	318,000	352,015	352,015
PEC Revenue Fund	0	163,932	163,932	999,165	999,165
TOTAL TRANSFERS IN	0	4,554,161	3,620,537	3,195,022	3,195,022
TOTAL AVAILABLE FUNDS	0	4,584,161	3,630,537	3,213,772	3,213,772
OPERATING EXPENSES					
Event Operations	0	2,443,255	1,293,255	3,658,077	3,658,077
Support Services	0	146,112	146,112	739,138	739,138
TOTAL OPERATING EXPENSES	0	2,589,367	1,439,367	4,397,215	4,397,215
OTHER REQUIREMENTS					
Accrued Payroll	0	13,800	5,000	1,000	1,000
Administrative Support	0	228,991	228,991	310,759	310,759
Workers Compensation	0	15,939	15,939	17,883	17,883
Liability Reserve	0	886	886	1,512	1,512
TOTAL OTHER REQUIREMENTS	0	259,616	250,816	331,154	331,154
TOTAL REQUIREMENTS	0	2,848,983	1,690,183	4,728,369	4,728,369
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS	0	1,735,178	1,940,354	(1,514,597)	(1,514,597)
ENDING BALANCE	0	1,735,178	1,940,354	425,757	425,757
COMPONENTS OF ENDING BALANCE					
Reserved Ending Balance	0	0	0	225,757	225,757
Unreserved Ending Balance	0	1,735,178	1,940,354	0	0
Restricted for Repair and Replacements	0	0	0	200,000	200,000

PALMER EVENTS CENTER REVENUE FUND SUMMARY

	<u>2000-01 ACTUAL</u>	<u>2001-02 AMENDED</u>	<u>2001-02 ESTIMATED</u>	<u>2002-03 PROPOSED</u>	<u>2002-03 APPROVED</u>
BEGINNING BALANCE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
REVENUE					
Facility Revenue	0	166,857	166,857	848,026	848,026
Contractor Revenue	<u>0</u>	<u>180,334</u>	<u>180,334</u>	<u>633,768</u>	<u>633,768</u>
TOTAL REVENUE	<u>0</u>	<u>347,191</u>	<u>347,191</u>	<u>1,481,794</u>	<u>1,481,794</u>
OPERATING EXPENSES					
Contractor Expenses	<u>0</u>	<u>183,259</u>	<u>183,259</u>	<u>482,629</u>	<u>482,629</u>
TOTAL OPERATING EXPENSES	<u>0</u>	<u>183,259</u>	<u>183,259</u>	<u>482,629</u>	<u>482,629</u>
TRANSFERS OUT					
PEC Operating Fund	<u>0</u>	<u>163,932</u>	<u>163,932</u>	<u>999,165</u>	<u>999,165</u>
TOTAL TRANSFERS OUT	<u>0</u>	<u>163,932</u>	<u>163,932</u>	<u>999,165</u>	<u>999,165</u>
TOTAL REQUIREMENTS	<u>0</u>	<u>347,191</u>	<u>347,191</u>	<u>1,481,794</u>	<u>1,481,794</u>
EXCESS (DEFICIENCY) OF TOTAL REVENUE OVER TOTAL REQUIREMENTS	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>

PALMER EVENTS CENTER GARAGE FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	0	0	0	0	0
REVENUE					
Parking garage revenue	0	623,000	323,000	424,000	424,000
Interest	0	0	0	0	0
TOTAL REVENUE	0	623,000	323,000	424,000	424,000
TRANSFERS IN					
TLP Venue Project Fund	0	0	375,847	474,168	474,168
TOTAL TRANSFERS IN	0	0	375,847	474,168	474,168
TOTAL AVAILABLE FUNDS	0	623,000	698,847	898,168	898,168
OPERATING EXPENSES					
Event Operations	0	375,847	375,847	474,168	474,168
TOTAL OPERATING EXPENSES	0	375,847	375,847	474,168	474,168
TRANSFERS OUT					
PEC Operating Fund	0	247,153	318,000	352,015	352,015
TOTAL TRANSFERS OUT	0	247,153	318,000	352,015	352,015
OTHER REQUIREMENTS					
Accrued Payroll	0	0	5,000	1,000	1,000
Administrative Support	0	0	0	66,572	66,572
Workers Compensation	0	0	0	4,069	4,069
Liability Reserve	0	0	0	344	344
TOTAL OTHER REQUIREMENTS	0	0	5,000	71,985	71,985
TOTAL REQUIREMENTS	0	623,000	698,847	898,168	898,168
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS	0	0	0	0	0
ENDING BALANCE	0	0	0	0	0

TOWN LAKE PARK VENUE PROJECT FUND

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	5,954,465	1,085,755	1,157,232	0	0
REVENUE					
Car rental tax	5,727,028	5,422,181	4,727,825	4,968,471	4,968,471
Interest	185,890	50,000	50,000	31,250	31,250
TOTAL REVENUE	<u>5,912,918</u>	<u>5,472,181</u>	<u>4,777,825</u>	<u>4,999,721</u>	<u>4,999,721</u>
TRANSFERS OUT					
Transfer to PEC Operating Fund	0	4,143,076	3,138,605	1,843,842	1,843,842
Transfer to PEC Garage Fund	0	0	375,847	474,168	474,168
Town Lake Park Venue Project					
Bond Redemption Fund	2,410,151	2,414,860	2,420,605	2,681,711	2,681,711
CIP	8,300,000	0	0	0	0
TOTAL TRANSFERS OUT	<u>10,710,151</u>	<u>6,557,936</u>	<u>5,935,057</u>	<u>4,999,721</u>	<u>4,999,721</u>
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER TOTAL REVENUE	<u>(4,797,233)</u>	<u>(1,085,755)</u>	<u>(1,157,232)</u>	<u>0</u>	<u>0</u>
Adjustment to GAAP	<u>1,251,282</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Unavailable Resources	<u>(1,251,282)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u><u>1,157,232</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>

Palmer Events Center (PEC) Combined Fund-2002-2003

Significant Revenue and Expenditure Changes by Program

<u>Revenue Changes</u>	Dollars	FTEs
1. Approved car tax revenue is projected to decrease by \$453,710 due to slowdown of the economy.	(\$453,710)	
2. Contractor revenue will increase \$453,434 due to a full year of operations.	\$453,434	
3. Closing of Palmer Auditorium and increased facility usage of the Palmer Events Center results in increased facility revenue of \$681,169.	\$681,169	
4. Interest revenue will decrease by \$30,000.	(\$30,000)	
5. Approved revenue from the parking garage has decreased \$199,000.	(\$199,000)	
<u>Expenditure Changes</u>	Dollars	FTEs
1. <u>City-Wide</u>		
The Approved Budget includes \$4,082 for incremental costs of Pay for Performance in 2002 for the PEC Operating Fund. The Approved Budget includes \$1,901 for incremental costs of Pay for Performance in 2002 for the PEC Garage Fund.	\$5,983	
An additional \$26,196 has been included for anticipated changes in health contributions for the PEC Operating Fund and \$4,551 for the PEC Garage Fund.	\$30,747	
2. <u>Event Operations Program</u>		
Salary and operational costs of \$1,543,470 and 18.75 FTEs were transferred from the Convention Center resulting from the closure of Palmer Auditorium.	\$1,543,470	18.75
The Approved Budget includes \$13,774 for utility cost increases.	\$13,774	
Funding of \$75,559 is included for property insurance.	\$75,559	
Vacancy savings for the PEC Operating Fund total \$199,850 and the PEC Garage are \$21,650.	(\$221,500)	
An increase of \$15,870 is included for household cleaning supplies.	\$15,870	
The Approved Budget includes a decrease of \$250,000 for costs associated with opening the new facility.	(\$250,000)	
Miscellaneous cost increases total \$24,930	\$24,930	
The Approved Budget includes \$76,600 for temporary employees for parking control at the PEC garage.	\$76,600	

Palmer Events Center (PEC) Combined Fund-2002-2003

Significant Revenue and Expenditure Changes by Program

3.	<u>Contractor Expenses</u>	
	Contractor expenses are expected to increase by \$299,370.	\$299,370
4.	<u>Support Services Program</u>	
	Support service program costs of \$563,736 were charged to the PEC in order to capture all expenses associated with this facility.	\$563,736
	Capital outlay costs of \$15,000 are included.	\$15,000
	Unemployment taxes are included at \$12,000.	\$12,000
5.	<u>Transfers/Other Requirements Program</u>	
	Debt service costs related to the Town Lake Park project have increased \$266,851.	\$266,851
	Net decreases in accrued payroll, workers compensation, and liability reserve costs total \$4,817.	(\$4,817)
	An increase of \$148,340 is included for the City-wide administrative support transfer.	\$148,340

Programs and Activites

Convention Center-2002-03

Convention Center Operating

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
EVENT OPERATIONS										
Booking and Contracting	\$276,089	6.00	\$1,124,204	7.00	\$624,204	7.00	\$1,227,186	8.00	\$1,227,186	8.00
Event Planning	\$1,112,243	17.00	\$1,060,972	17.50	\$960,972	17.50	\$776,397	11.00	\$776,397	11.00
Event Security	\$1,029,600	19.00	\$1,547,207	28.50	\$1,247,207	28.50	\$1,575,162	28.50	\$1,575,162	28.50
Event Set-Up/Cleaning	\$1,590,671	43.00	\$2,012,008	47.25	\$1,862,008	47.25	\$1,684,944	41.00	\$1,684,944	41.00
Exhibit Services	\$726,081	9.50	\$1,380,968	10.50	\$1,132,968	10.50	\$1,147,864	11.50	\$1,147,864	11.50
Facility Operations & Maintenance	\$7,795,341	28.00	\$9,072,765	32.75	\$9,122,765	32.75	\$8,180,670	24.00	\$8,180,670	24.00
Parking Management	\$688,717	13.00	\$738,872	13.00	\$636,872	13.00	\$711,104	13.75	\$711,104	13.75
SUPPORT SERVICES										
Administration and Management	\$746,364	2.00	\$1,499,014	4.75	\$1,299,014	4.75	\$1,623,701	4.75	\$1,623,701	4.75
Financial Monitoring / Budgeting	\$427,523	8.00	\$597,284	7.50	\$597,284	7.50	\$505,574	7.50	\$505,574	7.50
Information Technology Services	\$331,238	3.50	\$540,677	4.25	\$390,677	4.25	\$334,174	4.25	\$334,174	4.25
Personnel / Training	\$141,026	3.00	\$198,282	2.50	\$198,282	2.50	\$180,027	2.50	\$180,027	2.50
Purchasing / M/WBE	\$128,234	2.00	\$97,936	2.00	\$97,936	2.00	\$76,089	2.00	\$76,089	2.00
TRANSFERS & OTHER REQUIREMENTS										
Other Requirements	\$15,951,542	0.00	\$5,925,409	0.00	\$919,009	0.00	\$1,359,171	0.00	\$1,359,171	0.00
Transfers	\$14,465,231	0.00	\$15,334,530	0.00	\$15,350,061	0.00	\$16,383,997	0.00	\$16,383,997	0.00
Total	\$45,409,900	154.00	\$41,130,128	177.50	\$34,439,259	177.50	\$35,766,060	158.75	\$35,766,060	158.75

Convention Center-2002-03

Palmer Events Center Operating Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
EVENT OPERATIONS										
Booking and Contracting	\$0	0.00	\$0	0.00	\$0	0.00	\$8,300	0.00	\$8,300	0.00
Event Planning	\$0	0.00	\$483,760	4.50	\$78,760	4.50	\$508,706	9.00	\$508,706	9.00
Event Security	\$0	0.00	\$1,017,292	21.50	\$517,292	21.50	\$1,090,939	21.50	\$1,090,939	21.50
Event Set-Up/Cleaning	\$0	0.00	\$245,794	6.75	\$120,794	6.75	\$590,871	14.00	\$590,871	14.00
Exhibit Services	\$0	0.00	\$391,228	3.00	\$301,228	3.00	\$226,556	3.00	\$226,556	3.00
Facility Operations & Maintenance	\$0	0.00	\$305,181	3.25	\$275,181	3.25	\$1,232,705	10.00	\$1,232,705	10.00
SUPPORT SERVICES										
Administration and Management	\$0	0.00	\$35,768	0.25	\$35,768	0.25	\$355,766	0.25	\$355,766	0.25
Financial Monitoring / Budgeting	\$0	0.00	\$31,532	0.50	\$31,532	0.50	\$154,559	0.50	\$154,559	0.50
Information Technology Services	\$0	0.00	\$45,848	0.25	\$45,848	0.25	\$148,593	0.25	\$148,593	0.25
Personnel / Training	\$0	0.00	\$32,964	0.50	\$32,964	0.50	\$57,492	0.50	\$57,492	0.50
Purchasing / M/WBE	\$0	0.00	\$0	0.00	\$0	0.00	\$22,728	0.00	\$22,728	0.00
TRANSFERS & OTHER REQUIREMENTS										
Other Requirements	\$0	0.00	\$259,616	0.00	\$250,816	0.00	\$331,154	0.00	\$331,154	0.00
Transfers	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00
Total	\$0	0.00	\$2,848,983	40.50	\$1,690,183	40.50	\$4,728,369	59.00	\$4,728,369	59.00

Convention Center-2002-03

Palmer Events Center revenue

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
EVENT OPERATIONS										
Facility Operations & Maintenance	\$0	0.00	\$183,259	0.00	\$183,259	0.00	\$482,629	0.00	\$482,629	0.00
Total	\$0	0.00	\$183,259	0.00	\$183,259	0.00	\$482,629	0.00	\$482,629	0.00

Convention Center-2002-03

Palmer Events Center Garage

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
EVENT OPERATIONS										
Parking Management	\$0	0.00	\$375,847	10.00	\$375,847	10.00	\$474,168	10.25	\$474,168	10.25
TRANSFERS & OTHER REQUIREMENTS										
Other Requirements	\$0	0.00	\$0	0.00	\$0	0.00	\$71,985	0.00	\$71,985	0.00
Transfers	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00
Total	\$0	0.00	\$375,847	10.00	\$375,847	10.00	\$546,153	10.25	\$546,153	10.25

Convention Center-2002-03

TLP Venue Project Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
TRANSFERS & OTHER REQUIREMENTS										
Transfers	\$10,710,151	0.00	\$2,414,860	0.00	\$2,420,605	0.00	\$2,681,711	0.00	\$2,681,711	0.00
Total	\$10,710,151	0.00	\$2,414,860	0.00	\$2,420,605	0.00	\$2,681,711	0.00	\$2,681,711	0.00

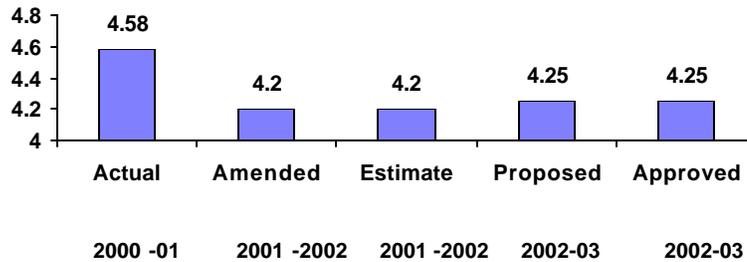
Convention Center-2002-03

Program: **EVENT OPERATIONS**

Program Objective: The purpose of the Event Operations Program is to provide event services for users of the facility so they can have a successful event.

Program Results Measures:

Functionality of Facility Satisfaction Rating (1:Poor—5: Excellent)



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Event Planning Satisfaction Rating (1: Poor—5: Excellent)	4.85	4.2	4.2	4.25	4.25
Exhibit Services Revenue	\$1,320,278	\$978,948	\$978,948	\$1,147,670	\$1,147,670
Functionality of Facility Satisfaction Rating (1:Poor—5: Excellent)	4.58	4.2	4.2	4.25	4.25
Number of Double Bookings	0	0	0	0	0
Room Set-up and Cleanliness Satisfaction Rating (1:Poor—5: Excellent)	4.63	4.2	4.2	4.25	4.25
Security Incidents in Convention Center Parking Areas per 1,000 Vehicles	0.28	0.35	0.35	0.35	0.35
Security Services Satisfaction Rating (1: Poor—5: Excellent)	4.24	4.2	4.2	4.25	4.25

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Booking and Contracting	\$276,089	6.00	\$1,124,204	7.00	\$624,204	7.00	\$1,235,486	8.00	\$1,235,486	8.00

Convention Center-2002-03

<i>Program:</i>	<i>EVENT OPERATIONS</i>									
Event Planning	\$1,112,243	17.00	\$1,544,732	22.00	\$1,039,732	22.00	\$1,285,103	20.00	\$1,285,103	20.00
Event Security	\$1,029,600	19.00	\$2,564,499	50.00	\$1,764,499	50.00	\$2,666,101	50.00	\$2,666,101	50.00
Event Set-Up/Cleaning	\$1,590,671	43.00	\$2,257,802	54.00	\$1,982,802	54.00	\$2,275,815	55.00	\$2,275,815	55.00
Exhibit Services	\$726,081	9.50	\$1,772,196	13.50	\$1,434,196	13.50	\$1,374,420	14.50	\$1,374,420	14.50
Facility Operations & Maintenance	\$7,795,341	28.00	\$9,561,205	36.00	\$9,581,205	36.00	\$9,896,004	34.00	\$9,896,004	34.00
Parking Management	\$688,717	13.00	\$1,114,719	23.00	\$1,012,719	23.00	\$1,185,272	24.00	\$1,185,272	24.00
Total	\$13,218,742	135.50	\$19,939,357	205.50	\$17,439,357	205.50	\$19,918,201	205.50	\$19,918,201	205.50

Convention Center-2002-03

Activity: *Booking and Contracting*

Activity Code: 2BKG

Program Name: EVENT OPERATIONS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$276,089	\$1,124,204	\$624,204	\$1,227,186	\$1,227,186
Palmer Events Center Operating Fund	\$0	\$0	\$0	\$8,300	\$8,300
Total Requirements	\$276,089	\$1,124,204	\$624,204	\$1,235,486	\$1,235,486
Full-Time Equivalents	6.00	7.00	7.00	8.00	8.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Booking and Contracting Costs per Contract	Efficiency	\$1,969	\$4,443	\$2,467	\$3,089	\$3,089
Number of Double Bookings	Result	0	0	0	0	0

Activity History and Description: There is no legal mandate for this activity. Manage the Austin Convention Center Department facility reservations/booking process and administer facility use contracts.

Activity Objective: The purpose of the Booking and Contracting Activity is to provide an accurate contract to the client in order to define the parameters of their event.

Services of the Activity:

Core Services

- Effectively manage master facility reservation book.
- Improve the facility reservation and contracting process by continuing the implementation of an integrated computerized database system.
- Respond to calls from potential clients inquiring about facility availability in an efficient manner.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: One FTE was internally reallocated from the Event Planning activity at a cost of \$33,210. The services of temporary employees are projected to increase \$10,000. Convention Center Breeze software maintenance costs associated with the Palmer Events Center will amount to \$3,300. Brochures and the web-site update are projected at \$8,000. Books, office supplies and other commodities will increase \$6,500.

Responsible Employee: Monica Hammond

512-404-4201

Convention Center-2002-03

Activity: *Event Planning*

Activity Code: *2PLN*

Program Name: *EVENT OPERATIONS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$1,112,243	\$1,060,972	\$960,972	\$776,397	\$776,397
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Palmer Events Center Operating Fund	\$0	\$483,760	\$78,760	\$508,706	\$508,706
Total Requirements	\$1,112,243	\$1,544,732	\$1,039,732	\$1,285,103	\$1,285,103
Full-Time Equivalents	17.00	22.00	22.00	20.00	20.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Facility revenue per dollar of event planning costs	Efficiency	\$4.89	\$3.22	\$4.02	\$5.61	\$5.61
Event Planning Satisfaction Rating (1: Poor—5: Excellent)	Result	4.85	4.2	4.2	4.25	4.25

Activity History and Description: There is no legal mandate for this activity. Event Planning plans and coordinates events for Austin Convention Center Department clients. They also assist the sales and marketing staff at the Austin Convention and Visitors Bureau with developing event bid proposals.

Activity Objective: The purpose of the Event Planning Activity is to plan and coordinate event-related services for our facility clients and lessees so they can have a well-planned event.

Services of the Activity:

Core Services

- Provide accurate and timely event pre-plan documents to support services divisions and coordinate the implementation of the plan.
- Facilitate communication between event management staff and all affected work groups in planning events to ensure that all set-ups and requirements are achieved.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

One FTE was internally reallocated to the Booking/Contracting activity at a decreased cost of \$33,210. One FTE was internally reallocated to the Exhibit

Convention Center-2002-03

Activity: *Event Planning*

Activity Code: *2PLN*

Program Name: *EVENT OPERATIONS*

Services activity at a decreased cost of \$29,917. Promotional costs associated with opening of the Palmer Events Center will decline \$250,000. Temporary employees will increase \$34,000. The rental of an office copier is projected at \$6,500 and costs for office supplies and minor hardware will increase \$7,200. Vacancy savings total \$43,059. The facility revenue per dollar of event planning costs measure has increased due to increases in facility revenue and decreases in planning costs.

Responsible Employee:

Monica Hammond

512-404-4201

Convention Center-2002-03

Activity: *Event Security*

Activity Code: *2SEC*

Program Name: *EVENT OPERATIONS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$1,029,600	\$1,547,207	\$1,247,207	\$1,575,162	\$1,575,162
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Palmer Events Center Operating Fund	\$0	\$1,017,292	\$517,292	\$1,090,939	\$1,090,939
Total Requirements	\$1,029,600	\$2,564,499	\$1,764,499	\$2,666,101	\$2,666,101
Full-Time Equivalents	19.00	50.00	50.00	50.00	50.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Event Security Direct Labor Costs per 100 responses	Efficiency	\$150,188	\$193,065	\$160,409	\$215,694	\$215,694
Security Services Satisfaction Rating (1: Poor—5: Excellent)	Result	4.24	4.2	4.2	4.25	4.25

Activity History and Description: There is no legal mandate for this activity. Event Security is responsible for the Department's overall security program. This includes 24-hour security, event safety, facility medical services, and assistance with operations. In order to improve the quality and types of security services the Department could provide, these services were brought in-house in 1995-96.

Activity Objective: The purpose of the Event Security Activity is to provide facility security, medical services, and event safety/assistance to users of the facility so they can have a safe visit.

Services of the Activity:

Core Services

- Monitor facility security and fire safety systems 24 hours a day.
- Monitor facility physical plant systems (such as boilers and air conditioners) after hours.
- Provide quick and effective response to all emergency situations.
- Provide customer assistance to visitors and event attendees. Assist clients and event coordinators in

Semi Core Services

Service Enhancements

Convention Center-2002-03

Activity: *Event Security*

Activity Code: *2SEC*

Program Name: *EVENT OPERATIONS*

developing/implementing safety, security, crowd management, and traffic control plans. Procure and manage security officers, peace officers, and emergency medical technicians for events.

Changes in Requirements and Performance Measures:

Temporary employees to work events and assist with clients moving in and out of the Palmer Events Center will increase \$36,072. Clothing costs will increase \$4,000. Funding for two automated external defibrillators at Convention Center and one at Palmer Events Center are budgeted at \$7,400 and \$3,700, respectively to upgrade medical services provided in the facilities. Miscellaneous increases amount to \$500.

Responsible Employee:

Olan Kelley

512-404-4200

Convention Center-2002-03

Activity: *Event Set-Up/Cleaning*

Activity Code: *2CUS*

Program Name: *EVENT OPERATIONS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$1,590,671	\$2,012,008	\$1,862,008	\$1,684,944	\$1,684,944
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Palmer Events Center Operating Fund	\$0	\$245,794	\$120,794	\$590,871	\$590,871
Total Requirements	\$1,590,671	\$2,257,802	\$1,982,802	\$2,275,815	\$2,275,815
Full-Time Equivalents	43.00	54.00	54.00	55.00	55.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Event Set-up and Cleaning Costs per Dollar of Revenue	Efficiency	\$0.29	\$0.45	\$0.47	\$0.34	\$0.34
Room Set-up and Cleanliness Satisfaction Rating (1:Poor—5:Excellent)	Result	4.63	4.2	4.2	4.25	4.25

Activity History and Description: There is no legal mandate for this activity. Manage overall facility cleaning programs, plan and implement event equipment set-up/take-down, and provide event support services. Other responsibilities include identifying, purchasing, and maintaining appropriate rental equipment inventories needed to support event requirements.

Activity Objective: The purpose of the Event Set-up/Cleaning Activity is to prepare the facilities based on event pre-plans for clients, subcontractors, and exhibitors so they can have a well set, clean event.

Services of the Activity:

Core Services

- Obtain and supervise the necessary staff to setup, takedown and clean up each event efficiently and effectively.

- Review event pre-plans and develop effective implementation strategies for each event.

- Maintain an adequate, high quality

Semi Core Services

Service Enhancements

Convention Center-2002-03

Activity: *Event Set-Up/Cleaning*

Activity Code: 2CUS

Program Name: *EVENT OPERATIONS*

inventory of rental equipment
necessary for supporting events.

**Changes in Requirements and
Performance Measures:**

Two FTEs were internally reallocated from the Operations and Maintenance activity at a cost of \$69,499. One FTE was internally reallocated to the Parking Management activity at a decreased cost of \$68,430. Capital outlay costs will increase \$37,000 for the purchase of a riding scrubber and computer hardware costs will increase \$9,000. Vacancy savings total \$43,300.

Responsible Employee:

Olan Kelley

512-404-4200

Convention Center-2002-03

Activity: Exhibit Services
Activity Code: 2UTL
Program Name: EVENT OPERATIONS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$726,081	\$1,380,968	\$1,132,968	\$1,147,864	\$1,147,864
Palmer Events Center Operating Fund	\$0	\$391,228	\$301,228	\$226,556	\$226,556
Total Requirements	\$726,081	\$1,772,196	\$1,434,196	\$1,374,420	\$1,374,420
Full-Time Equivalents	9.50	13.50	13.50	14.50	14.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Exhibit Service Revenue per Dollar of Cost	Efficiency	\$1.82	\$0.55	\$0.68	\$0.78	\$0.78
Exhibit Services Revenue	Result	\$1,320,278	\$978,948	\$978,948	\$1,147,670	\$1,147,670

Activity History and Description: There is no legal mandate for this activity. Exhibit Services provides technical, telecommunications, and utilities to Convention Center exhibitors and clients.

Activity Objective: The purpose of the Exhibit Services Activity is to provide technical, telecommunication, and utility services to users of the facilities so they are able to conduct their business.

Services of the Activity:

Core Services

- Provide Electrical/Power/Equipment Rentals
- Provide phone/voice services to clients
- Provide computer/networking/data/internet services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

One FTE was internally reallocated from the Event Planning activity at a cost of \$29,917. Credit card service fees will decline \$15,000 due to reallocation of costs to Financial Monitoring/Budgeting activity. Relocation costs for telecommunications switch for Palmer Events Center will decrease \$100,000. Replacement switches needed to service events at the Convention Center and LAN switch for Palmer Events Center will decrease \$50,000 and \$35,000, respectively. Other capital outlay decreases total \$102,000. A decrease in small tools/minor hardware is projected at \$5,250. Vacancy savings total \$103,195. Exhibit Service revenue is projected to increase as a result of a full year of operations at the PEC and the Convention Center Expansion.

Responsible Employee:

Olan Kelley

512-404-4200

Convention Center-2002-03

Activity: Facility Operations & Maintenance

Activity Code: 2FAC

Program Name: EVENT OPERATIONS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$7,795,341	\$9,072,765	\$9,122,765	\$8,180,670	\$8,180,670
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Palmer Events Center Operating Fund	\$0	\$305,181	\$275,181	\$1,232,705	\$1,232,705
Palmer Events Center revenue	\$0	\$183,259	\$183,259	\$482,629	\$482,629
Total Requirements	\$7,795,341	\$9,561,205	\$9,581,205	\$9,896,004	\$9,896,004
Full-Time Equivalents	28.00	36.00	36.00	34.00	34.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Operations and Maintenance costs per square foot	Efficiency	\$4.50	\$6.61	\$2.33	\$2.62	\$2.62
Functionality of Facility Satisfaction Rating (1:Poor—5: Excellent)	Result	4.58	4.2	4.2	4.25	4.25

Activity History and Description: There is no legal mandate for this activity. Provide preventive and emergency infrastructure maintenance services for Austin Convention Center facilities.

Activity Objective: The purpose of the Facility Operations and Maintenance Activity is to provide preventive/emergency facility infrastructure maintenance and assist in utility service installation for users of our facilities so they can utilize the facilities' functionality.

Services of the Activity:

Core Services

- Review event pre-planning documents and develop implementation plans for providing the most effective service.

- Develop and implement a comprehensive preventive maintenance program for all facilities, systems and associated equipment.

- Develop specifications and bid

Semi Core Services

Service Enhancements

Convention Center-2002-03

Activity: *Facility Operations & Maintenance*

Activity Code: 2FAC

Program Name: *EVENT OPERATIONS*

documents for outsourcing specialty maintenance services and facility repair projects.

Changes in Requirements and Performance Measures:

Two FTEs were internally reallocated to the Event Set-up/Cleaning activity at a decreased cost of \$69,499. Funding for Convention Center contractor expenses will decrease \$517,111 while Palmer Events Center (PEC) contractor expenses will increase \$299,370 reflecting a full year of operations at PEC during FY03. Utility costs are budgeted to increase \$274,352 related to the Convention Center expansion while PEC utility costs are budgeted to increase \$13,774. Property insurance costs are projected to increase \$137,804. Maintenance contract costs and light bulbs and other commodities related to the expansion of the Convention Center total \$184,500 and \$41,400, respectively. Capital outlay costs for a scrubber at PEC total \$39,000. Increased taxes on lot rental total \$20,000 and miscellaneous increases are budgeted at 13,367. Vacancy savings total \$151,957. The operations and maintenance costs per square foot measure has decreased substantially. This is due to a significant increase in the square footage as a result of the expansion and the opening of the PEC and the PEC Garage.

Responsible Employee:

Olan Kelley

512-404-4200

Convention Center-2002-03

Activity: *Parking Management*

Activity Code: *2PRK*

Program Name: *EVENT OPERATIONS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$688,717	\$738,872	\$636,872	\$711,104	\$711,104
Palmer Events Center Garage	\$0	\$375,847	\$375,847	\$474,168	\$474,168
Total Requirements	\$688,717	\$1,114,719	\$1,012,719	\$1,185,272	\$1,185,272
Full-Time Equivalents	13.00	23.00	23.00	24.00	24.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Parking Costs per Vehicle Served	Efficiency	\$3.25	\$3.72	\$3.38	\$3.66	\$3.66
Security Incidents in Convention Center Parking Areas per 1,000 Vehicles	Result	0.28	0.35	0.35	0.35	0.35

Activity History and Description: There is no legal mandate for this activity. Responsible for management of the Austin Convention Center's parking facilities. Parking facilities include an 1,100-car parking garage owned by the Department, a 128-car surface parking lot leased by the Department and a 1200-car parking garage near the Community Events Center. Management of the surface parking lot was brought in-house in 1995-96.

Activity Objective: The purpose of the Parking Management Activity is to manage parking resources for event attendees so they can have accessible, clean and safe parking.

Services of the Activity:

Core Services

- Obtain and supervise staff necessary to manage the parking requirements (including security and traffic control plans) for events.
- Develop and implement safe and effective revenue controls for all paid parking operations.
- Provide clean, well-lit and well-maintained facilities.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

One FTE was internally reallocated from the Event Set-up/Cleaning activity at a cost of \$68,430. Costs for temporary employees to be utilized for parking control at the PEC total \$76,600. Decreases in capital outlay purchases total \$102,000. Property insurance is included at \$10,422. Vacancy savings total \$21,650.

Responsible Employee:

Bill Panick

512-404-4400

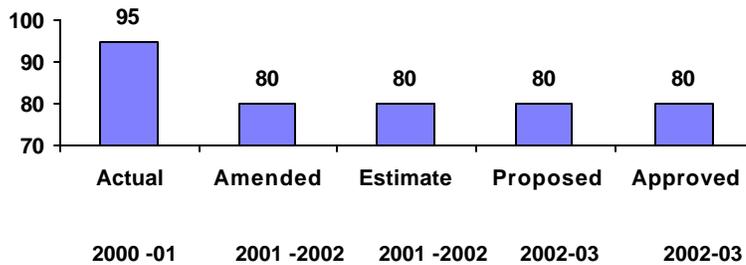
Convention Center-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Percent of information technology problems resolved at time of call



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	95%	80%	80%	80%	80%
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	MBE 46.4% WBE 20.7%	MBE 25% WBE 10%	MBE 25% WBE 10%	MBE 25% WBE 10%	MBE 25% WBE 10%
Percent Variance of CYEs to Actual Expenditures	no data	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%
Percent Variance of CYEs to Actual Revenue	no data	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%
Personnel Action Form (PAF) error rate	0.28%	1%	1%	1%	1%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	25 days	25 days	25 days	25 days	25 days

Convention Center-2002-03

Program: SUPPORT SERVICES

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	\$746,364	2.00	\$1,534,782	5.00	\$1,334,782	5.00	\$2,284,059	5.00	\$2,284,059	5.00
Financial Monitoring / Budgeting	\$427,523	8.00	\$628,816	8.00	\$628,816	8.00	\$781,789	8.00	\$781,789	8.00
Information Technology Services	\$331,238	3.50	\$586,525	4.50	\$436,525	4.50	\$574,619	4.50	\$574,619	4.50
Personnel / Training	\$141,026	3.00	\$231,246	3.00	\$231,246	3.00	\$260,427	3.00	\$260,427	3.00
Purchasing / M/WBE	\$128,234	2.00	\$97,936	2.00	\$97,936	2.00	\$121,545	2.00	\$121,545	2.00
Total	\$1,774,385	18.50	\$3,079,305	22.50	\$2,729,305	22.50	\$4,022,439	22.50	\$4,022,439	22.50

Convention Center-2002-03

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$746,364	\$1,499,014	\$1,299,014	\$1,623,701	\$1,623,701
Expense Refunds	\$0	\$0	\$0	\$304,592	\$304,592
Palmer Events Center Operating Fund	\$0	\$35,768	\$35,768	\$355,766	\$355,766
Total Requirements	\$746,364	\$1,534,782	\$1,334,782	\$2,284,059	\$2,284,059
Full-Time Equivalents	2.00	5.00	5.00	5.00	5.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	1.3%	3.3%	3.4%	4.5%	4.5%
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: None

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the Department in order to produce more effective services.

Services of the Activity:

Core Services

- Staff and Council meetings support
- Board and commission support
- Business plans and performance measures development
- Secretarial/clerical support
- Subscriptions and membership processing
- Survey development and response
- Management including costs associated with City Manager, Assistant City Managers, Department Directors and associated office expenses. Reception-related services. Files and records management. Mail distribution.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Convention Center promotional costs and services have increased \$389,000.

Responsible Employee: Robert Hodge

512-404-4040

Convention Center-2002-03

Activity: Financial Monitoring / Budgeting
Activity Code: 9BUD
Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$427,523	\$597,284	\$597,284	\$505,574	\$505,574
Expense Refunds	\$0	\$0	\$0	\$121,656	\$121,656
Palmer Events Center Operating Fund	\$0	\$31,532	\$31,532	\$154,559	\$154,559
Total Requirements	\$427,523	\$628,816	\$628,816	\$781,789	\$781,789
Civilian	8.00	8.00	8.00	8.00	8.00
N/A	0.00	0.00	0.00	0.00	0.00
Full-Time Equivalents	8.00	8.00	8.00	8.00	8.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	0.76%	1.34%	1.61%	1.49%	1.49%
Percent Variance of CYEs to Actual Expenditures	Result	no data	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%
Percent Variance of CYEs to Actual Revenue	Result	no data	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%	Q1: 2%; Q2: 2% Q3: 1%

Activity History and Description:

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the Department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services

- Petty cash auditing and handling
- Performance report development and monitoring
- Department budget (operating and CIP) development and monitoring
- Revenue and expenditures tracking
- CYE development
- Accounts receivable
- Five year forecast development. TB, RB, EB, AA, and JV processing.
- Inventory Management. Travel Processing.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Larry Anderson

512-404-4055

Convention Center-2002-03

Activity: Information Technology Services

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$331,238	\$540,677	\$390,677	\$334,174	\$334,174
Expense Refunds	\$0	\$0	\$0	\$91,852	\$91,852
Palmer Events Center Operating Fund	\$0	\$45,848	\$45,848	\$148,593	\$148,593
Total Requirements	\$331,238	\$586,525	\$436,525	\$574,619	\$574,619
Full-Time Equivalents	3.50	4.50	4.50	4.50	4.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	0.58%	1.25%	1.12%	1.09%	1.09%
Information technology support costs per workstation	Efficiency	\$3,122.24	\$4,847.31	\$3,607.64	\$4,634.72	\$4,634.72
Percent of information technology problems resolved at time of call	Result	95%	80%	80%	80%	80%

Activity History and Description:

Activity Objective: The purpose of the Information Technology Support activity is to provide network interconnectivity, computer hardware and software support and information technology planning for the Department to produce and communicate information.

Services of the Activity:

Core Services

- Computers repair, maintenance and upgrade
- Computer hardware and software support
- Programming
- LAN maintenance
- Software licensing and upgrades
- Information systems planning, design, development and implementation
- Telephone support

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

Vacancy savings total \$78,034 and have resulted in a lower information technology support costs per workstation amount as compared to the 2001-02 budgeted amount.

Responsible Employee:

Michael Hall

512-404-4035

Convention Center-2002-03

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$141,026	\$198,282	\$198,282	\$180,027	\$180,027
Expense Refunds	\$0	\$0	\$0	\$22,908	\$22,908
Palmer Events Center Operating Fund	\$0	\$32,964	\$32,964	\$57,492	\$57,492
Total Requirements	\$141,026	\$231,246	\$231,246	\$260,427	\$260,427
Full-Time Equivalents	3.00	3.00	3.00	3.00	3.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	\$531.14	\$588.26	\$628.83	\$645.89	\$645.89
Personnel Action Form (PAF) error rate	Result	0.28%	1%	1%	1%	1%

Activity History and Description: None

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the Department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services

- Timesheet completion and processing
- Hiring and recruiting
- Workers compensation claim processing
- Grievance-related activities
- Employee counseling up to and including termination
- Pay check/stub distribution and correction
- Benefits administration.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Monica Ross

512-404-4015

Convention Center-2002-03

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$128,234	\$97,936	\$97,936	\$76,089	\$76,089
Expense Refunds	\$0	\$0	\$0	\$22,728	\$22,728
Palmer Events Center Operating Fund	\$0	\$0	\$0	\$22,728	\$22,728
Total Requirements	\$128,234	\$97,936	\$97,936	\$121,545	\$121,545
Full-Time Equivalents	2.00	2.00	2.00	2.00	2.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	\$30.52	\$16.36	\$16.36	\$16.47	\$16.47
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	Result	MBE 46.4% WBE 20.7%	MBE 25% WBE 10%	MBE 25% WBE 10%	MBE 25% WBE 10%	MBE 25% WBE 10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	25 days	25 days	25 days	25 days	25 days

Activity History and Description: None.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding purchasing contracts so the Department can have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services

- Bid processing (under \$5,000)
- Contract administration, monitoring and compliance
- RCA preparation for contract awards
- Coordinating RFQs
- Checking under \$5,000 guidelines
- Technical assistance
- Purchase reporting and payment activities
- Payments processing.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Larry Anderson

512-404-4055

Convention Center-2002-03

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$15,951,542	\$5,925,409	\$919,009	\$1,359,171	\$1,359,171
Palmer Events Center Garage	\$0	\$0	\$0	\$71,985	\$71,985
Palmer Events Center Operating Fund	\$0	\$259,616	\$250,816	\$331,154	\$331,154
Palmer Events Center revenue	\$0	\$0	\$0	\$0	\$0
Total Requirements	\$15,951,542	\$6,185,025	\$1,169,825	\$1,762,310	\$1,762,310
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description:

Activity Objective: To account for other departmental requirements that occur at the fund level including accrued payroll, administrative support, worker's compensation and liability reserve.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Accrued payroll has decreased \$40,200, administrative support has increased \$590,827, Worker's Compensation has increased \$22,658 Liability Reserve has increased \$4,000 A land purchase related to the Convention Center parking garage has decreased \$5,000,000.

Responsible Employee: Larry Anderson

512-404-4055

Convention Center-2002-03

Activity: Transfers

Activity Code: 9XFR

Program Name: TRANSFERS & OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Convention Center Operating	\$14,465,231	\$15,334,530	\$15,350,061	\$16,383,997	\$16,383,997
Palmer Events Center Garage	\$0	\$0	\$0	\$0	\$0
Palmer Events Center Operating Fund	\$0	\$0	\$0	\$0	\$0
Palmer Events Center revenue	\$0	\$0	\$0	\$0	\$0
TLP Venue Project Fund	\$10,710,151	\$2,414,860	\$2,420,605	\$2,681,711	\$2,681,711
Total Requirements	\$25,175,382	\$17,749,390	\$17,770,666	\$19,065,708	\$19,065,708
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description:

Activity Objective: To account for transfers made at the fund level and to other funds including the CIP, Public Improvement District, GO debt service, and other debt service funds.

Services of the Activity:

Core Services

Semi Core Services

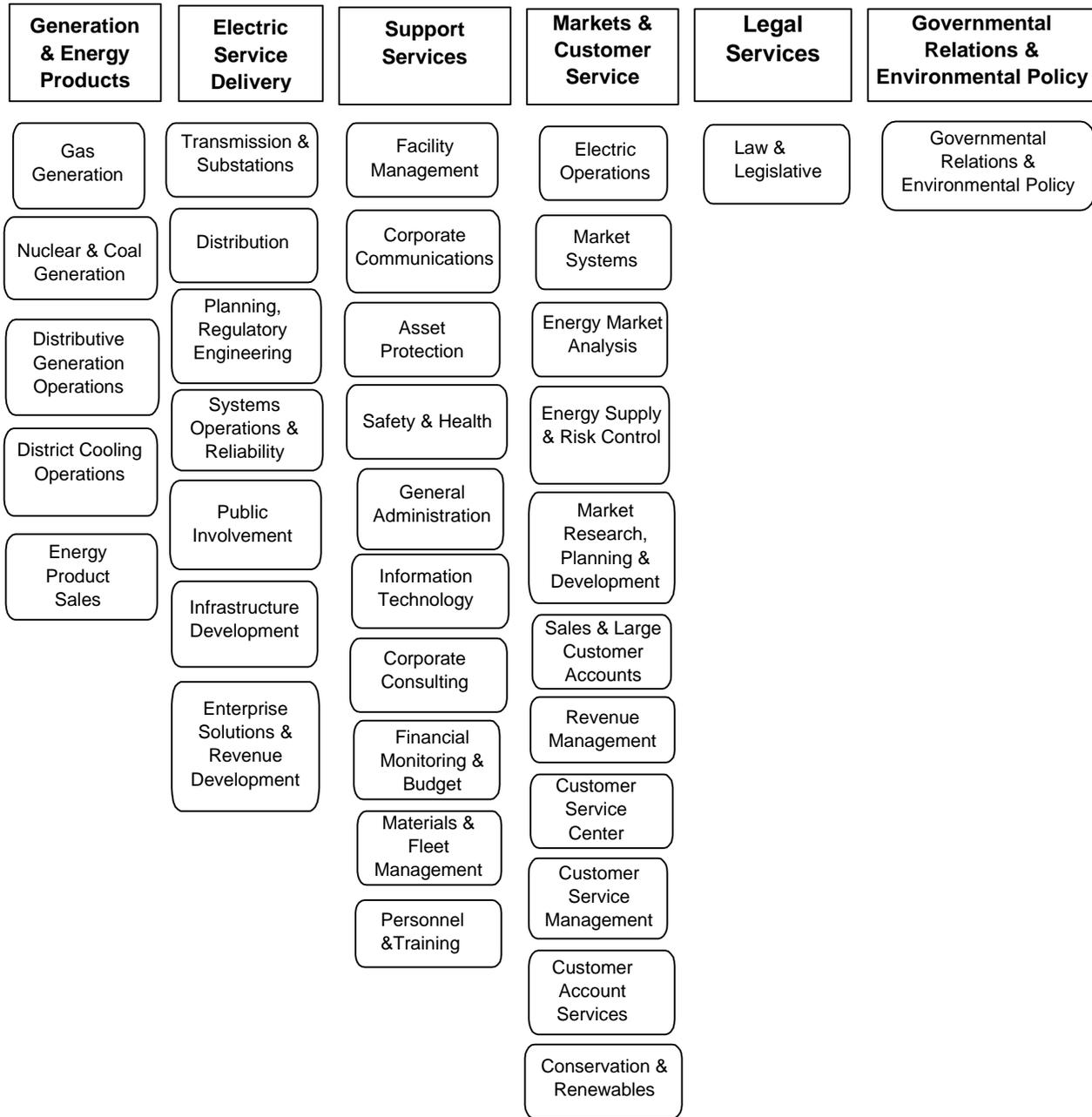
Service Enhancements

Changes in Requirements and Performance Measures:

Responsible Employee: Larry Anderson

512-404-4055

Austin Energy — 2002-2003



LEGEND = Programs Activities

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	\$835,036,311	\$822,086,835	\$762,991,353	\$815,409,471	\$815,409,471
Transfer-In	\$36,800,212	\$15,659,592	\$15,659,592	\$0	\$0
Expenditures	\$858,987,442	\$848,838,186	\$785,112,495	\$829,139,440	\$830,869,440
Full-time Equivalents (FTE's)	1,360.93	1,435.50	1,435.50	1,435.50	1,434.50

Austin Energy — 2002–2003

Purpose and Nature of Fund

Austin Energy (AE), the City of Austin's community owned electric utility, has been providing electric power to the Austin area since 1895. The electric utility fund is an enterprise fund. Its operating budget consists of revenue received and appropriated for all operating requirements of the electric utility system and payment of principal and interest of its bond indebtedness. Any net revenue remaining is the result of Austin Energy meeting or exceeding its revenue bond debt service coverage requirement of 1.5 times established by the City of Austin financial policies. Any net revenue resulting from the debt service coverage can be used to fund transfers to Austin Energy's Capital Budget, Debt Management Fund, Repair and Replacement Fund as well as the General Fund.

Factors Affecting Funding

Operating Revenues for Austin Energy are projected to be \$815,409,471 for 2002-2003, compared to the amended 2001-2002 budget of \$822,086,835. This represents a reduction of \$6,677,364 or 0.81% primarily due to a decrease in fuel revenue associated with the reduction of fuel costs. In addition, de-appropriation of CIP Fund projects in 2001-2002 of \$15,659,592 provided a one-time transfer revenue that is not available in 2002-2003. Total resources are \$22,336,956 less in 2002-2003.

No change in base electric rates is approved for 2002-2003. An amendment is approved to the Fuel Adjustment Rider Tariff to include certain Electric Reliability Council of Texas fees for 2002-2003.

A new fee is approved for customer requests to locate underground facilities other than those required by Texas One Call (The Texas Underground Facility Damage Prevention Act).

Austin Energy's budgeted beginning balance is the previous year's ending balance carried forward. The budgeted balance is calculated by combining cash, net accounts receivable and unrecovered fuel revenue, then deducting accounts payable, accrued payroll, and encumbrances. The beginning balance does not represent only cash.

Total available funds including Revenues and Transfers In amount to \$815,409,471 for 2002-2003.

Factors Affecting Requirements

Total Approved 2002-2003 requirements for Austin Energy are estimated at \$830,869,440 compared to the 2001-2002 amended budget of \$848,838,186. This represents a reduction of \$18.0M or 2.12% primarily due to decreased fuel costs of \$14.6 million, a \$8.3 million increase in operating requirements, a \$3.9 million increase in the General Fund transfer, a \$5.5 million increase in debt service, a \$17.2 million reduction in the CIP transfer, a \$7.6 million reduction in the debt management fund transfer and a \$3.7 million increase in other transfers.

Austin Energy Utility Fund

	Actual 2000-2001	Amended 2001-2002	Estimate 2001-2002	Proposed 2002-2003	Approved 2002-2003
BEGINNING BALANCE	\$ 106,577,203	\$ 107,998,061	\$ 107,998,061	\$ 101,536,511	\$ 101,536,511
REVENUE					
Service Area Revenue	756,187,306	726,284,400	673,429,432	721,369,207	721,369,207
Other Revenue	78,849,005	95,802,435	89,561,921	94,040,264	94,040,264
REVENUE TOTAL	835,036,311	822,086,835	762,991,353	815,409,471	815,409,471
TRANSFERS IN					
Utility Debt Management Fund	36,800,212	0	0	0	0
Electric Capital Improvement Program Fund	0	15,659,592	15,659,592	0	0
TRANSFERS IN TOTAL	36,800,212	15,659,592	15,659,592	0	0
AVAILABLE FUNDS TOTAL	\$871,836,523	\$837,746,427	\$778,650,945	\$815,409,471	\$815,409,471
REQUIREMENTS					
OPERATING REQUIREMENTS					
Operations and Maintenance, including Joint Projects	383,003,912	374,123,563	316,725,418	370,275,661	370,275,661
Conservation-Energy	4,645,268	6,755,042	6,111,027	5,566,816	5,566,816
Conservation-Load Management Program	3,579,789	7,488,356	3,230,000	3,031,856	3,761,856
Conservation-Rebates & Incentives	7,452,500	7,984,500	4,706,972	6,925,325	6,925,325
Conservation-Chillers	409,760	6,451,151	5,248,047	6,658,541	6,658,541
Other Operating Expenses	41,035,486	41,027,724	47,336,724	44,324,736	44,324,736
OPERATING REQUIREMENTS TOTAL	440,126,715	443,830,336	383,358,188	436,782,935	437,512,935
OTHER REQUIREMENTS					
Workers' Compensation	792,311	653,233	653,233	673,411	673,411
Liability Reserve	600,000	300,000	300,000	566,000	566,000
Administrative Support	6,855,853	7,972,468	7,972,468	10,081,357	10,081,357
Accrued Payroll	328,895	289,000	444,000	555,000	555,000
OTHER REQUIREMENTS TOTAL	8,577,059	9,214,701	9,369,701	11,875,768	11,875,768
SUBTOTAL BEFORE TRANSFERS OUT	448,703,774	453,045,037	392,727,889	448,658,703	449,388,703
TRANSFERS OUT					
General Fund	67,283,000	68,933,000	68,933,000	72,864,000	72,864,000
Debt Management	0	7,609,000	7,609,000	0	0
Electric Capital Improvement Program	150,215,626	134,266,816	132,975,816	117,033,000	117,033,000
Economic Development Fund	4,239,000	3,512,000	3,512,000	3,500,000	3,500,000
Trunked Radio	0	93,665	93,665	49,330	49,330
Support Services ISF	133,333	490,333	490,333	633,333	633,333
General Obligation Debt Service	469,047	482,081	482,081	493,793	493,793
Debt Service (Principal and Interest)	187,943,662	180,406,254	178,288,711	185,907,281	185,907,281
PARD Capital Improvement Program	0	0	0	0	1,000,000
TRANSFERS OUT TOTAL	410,283,668	395,793,149	392,384,606	380,480,737	381,480,737
TOTAL REQUIREMENTS	\$858,987,442	\$848,838,186	\$785,112,495	\$829,139,440	\$830,869,440
Excess (Deficiency) of Revenue over Requirements	\$12,849,081	(\$11,091,759)	(\$6,461,550)	(\$13,729,969)	(\$15,459,969)
Adjustment to GAAP	(11,428,223)	0	0	0	0
ENDING BALANCE	\$ 107,998,061	\$ 96,906,302	\$ 101,536,511	\$ 87,806,542	\$ 86,076,542

Austin Energy — 2002–2003

Mission

Austin Energy provides extraordinary customer service, affordable and reliable energy, environmental leadership and exceptional value for our community.

Goals

Austin Energy has developed the following department-wide goals for 2003 in order to respond more effectively to the changing electric utility industry.

Demonstrate Relentless Commitment to Our Customers

Austin Energy will be proactive in developing an understanding of our customer base by monitoring indicators and conducting customer surveys.

Enhance and Communicate the Value of Austin Energy to our Community

In response to deregulation, Austin Energy will provide products and services that are comparable to its competitors.

Produce Affordable Energy Services

Austin Energy will prepare its core business processes for competition by selecting candidate processes for reengineering or continuous improvement efforts.

Deliver Reliable Energy Services

Austin Energy will pursue best operating and maintenance practices for its power plants to ensure unit availability and reliability.

Lead Industry in Environmental Stewardship and Conservation Programs

Austin Energy will develop the maximum amount of renewable resources that are affordable.

Invest in Workforce by Enhanced Communication and Training Opportunities

Austin Energy will prepare all employees to work successfully in a competitive environment by providing the skill development and information necessary to make informed business decisions.

Key Initiatives

Austin Energy is committed to accomplishing its overall and ongoing strategic priorities:

- Annual competitive price and rate analysis; review of operations and competitive position.
- Austin Energy's base rates have not increased since 1994.
- Austin Energy's General Fund Transfer will remain within the range of 6.6% to 9.1%.
- Austin Energy will strategically manage the Debt Management Fund to improve its competitive position.

Austin Energy — 2002–2003

Business Plan

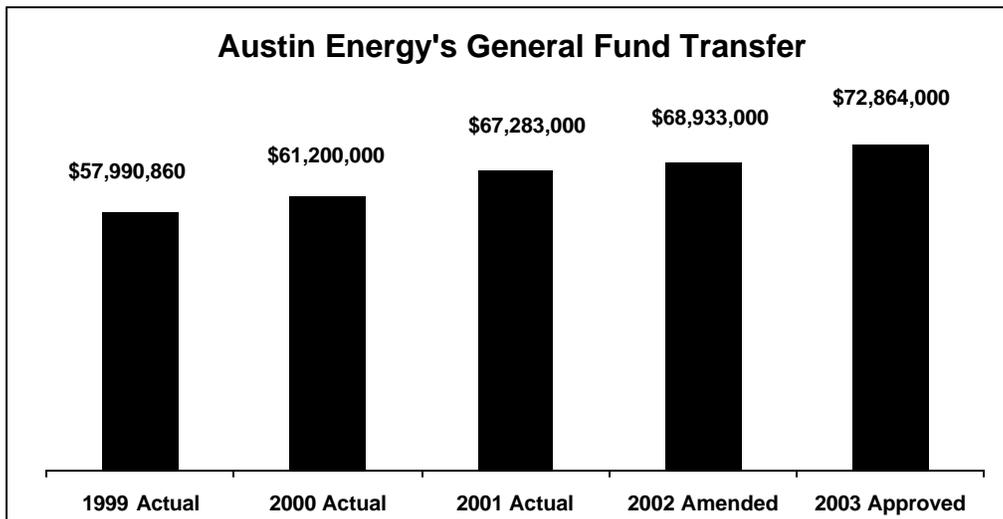
The approved budget contains a number of proposals that support the goals of the department.

Demonstrate relentless commitment to our customers.

- Continue to emphasize exceptional customer service. Operating costs for the Customer Care and Marketing programs are \$20.9 million.
- The capital budget includes \$8.2 million to support customer service related projects such as the automated meter reading program and customer care information technology management applications.

Enhance and communicate the value of Austin Energy to our community

- In 2003, Austin Energy will provide a return to its citizen owners in the form of a Transfer to the General Fund (GFT) amounting to \$72.9 million.



Austin Energy's General Fund Transfer is based on the target established by the City Council in its resolution on competition. The amount is calculated based on the actual revenues for two prior years plus the current year estimate. Actual transfers have increased as a result of revenue increases due to customer and load growth as well as fluctuations in fuel revenue.

- The operating budget also includes \$1.9 million for Austin Energy's Communications and Corporate Relations program that promotes our community owned utility during this transition into a deregulated industry.
- The capital budget includes \$6.6 million to support community related projects such as the relocation of overhead lines to underground, downtown renovations and streetlights for newly annexed areas.

Austin Energy — 2002–2003

Provide affordable energy services and deliver reliable energy services

- No base rate increase is approved for 2002-2003. There has been no change since 1994.
- Total operations and maintenance requirements for the production and delivery of energy services are approved at \$382.2 million. This amount includes items such as:
 - \$14.6 million reduction in fuel costs,
 - \$1.7 million increase in boiler insurance and,
 - \$3.7 million for Electric Reliability Council of Texas (ERCOT) fees.
- The capital budget includes \$173.3M to support both services:
 - \$72.1 million to support projects related to the production of energy services such as the Combined Cycle Plant, and other plant improvements.
 - \$101.2 million for projects related to the delivery of energy services. This includes transmission and distribution projects for meeting load requirements, system improvements and ERCOT requirements.

Lead industry in environmental stewardship and conservation programs

- Aggressively pursue conservation programs and emerging technology. Monitor and explore technological developments, such as distributed generation, renewable resources and energy efficiency improvements.
- MW savings for Austin Energy's Conservation and Energy Efficiency Program are estimated to be 39.4MW.
- The operating budget includes a total of \$22.9 million for conservation programs. They are:
 - \$3.7 million for the load management program,
 - \$6.9 million for rebates and incentives,
 - \$6.7 for chilled water operations,
 - \$4.9 million for the management and operations of the conservation programs, and
 - \$0.7 million for a Heat Island Mitigation program.
- The capital budget includes \$16.2 million to support environmental related projects such as the chilled water plants, thermal storage, and NOX reduction projects at the Holly and Decker plants.

Invest in workforce by enhanced communication and training opportunities

- The operating budget includes \$2.1 million to support workforce programs such as Organizational Development, Corporate Safety and Human Resources.
- Also included in support of the workforce is \$7.5 million for employee medical insurance cost, which represents an increase of \$0.6 million over last year's budget.

Austin Energy — 2002-2003

Significant Revenue and Expenditure Changes by Program

<u>Revenue Changes</u>	Dollars	FTEs
1. Service Area Revenue decrease primarily due to lower fuel revenues.	(4,915,193)	
2. Other Revenue decreased primarily due to a reduction in off-system sales.	(1,762,171)	
3. There are no approved deappropriations in Electric Capital Improvement Program funds for 2002-2003.	(15,659,592)	

<u>Expenditure Changes</u>	Dollars	FTEs
1. <u>Operating Requirements</u>		
Reduction in Fuel Expense	(14,559,613)	
Reduction in the transfer for conservation rebates and incentives by utilizing the Conservation Rebates and Incentive fund balance. The 2002-2003 approved transfer amount changes from \$7,984,500 to \$6,925,325.	(1,059,175)	
Increase in Operating Requirements	8,669,275	
Increase in health insurance	632,112	
2. <u>Transfers/Other Requirements</u>		
Increase in Workers' Compensation	20,178	
Increase in Liability Reserve	266,000	
Increase in Administrative Support	2,108,889	
Increase in the transfer to the General Fund	3,931,000	
No transfer to the Debt Management Fund	(7,609,000)	
Reduction in the transfer to the Electric CIP Fund	(17,233,816)	
Increase in the transfer to Debt Service	5,512,739	
Transfer to PARD CIP for Metz Recreation Center located in Holly Neighborhood	1,000,000	
Increase in other Transfers	352,665	

The following change was approved by Council at Budget Adoption

3. <u>Operating Requirements</u>		
One FTE transferred to Economic Development Services which Austin Energy will continue to fund.	\$0	(1.00)

Debt Management Fund — 2002-2003

Purpose and Nature of Fund

Austin Energy directs all excess electric utility cash to a debt management fund. The debt management fund will be used to improve the competitive position of its electric utility including, but not limited to, funding capital needs in lieu of debt issuance, reduction of outstanding debt, improving the debt to capital ratio and other competitive strategies such as rate reductions allocated in a fair and equitable manner across all classes of customers, and new technology.

Factors Affecting Revenue

Sources of revenue include:

- Austin Energy transfers from current revenue
- Interest earnings on the Debt Management Fund

Factors Affecting Requirements

Requirements may include, but are not limited to, funding capital needs in lieu of debt issuance, reduction of outstanding debt, improving the debt to capital ratio and competitive strategies such as rate reductions and new technology.

The 2002-2003 approved requirements for the Debt Management Fund includes a transfer of \$10 million to the Repair and Replacement Fund.

AUSTIN ENERGY
DEBT MANAGEMENT FUND

	<u>2000-2001</u> <u>ACTUAL</u>	<u>2001-2002</u> <u>AMENDED</u>	<u>2001-2002</u> <u>ESTIMATE</u>	<u>2002-2003</u> <u>PROPOSED</u>	<u>2002-2003</u> <u>APPROVED</u>
BEGINNING BALANCE	221,753,105	185,513,962	185,513,962	181,073,169	181,073,169
REVENUE					
Transfers from Utility Funds	0	7,609,000	7,609,000	0	0
Interest Income	0	0	0	0	0
TOTAL REVENUE	0	7,609,000	7,609,000	0	0
REQUIREMENTS					
Debt Defeasance	0	2,200,000	2,049,793	0	0
Transfer to CIP	36,800,212	0	0	0	0
Transfer to Repair and Replacement Fund	0	10,000,000	10,000,000	10,000,000	10,000,000
TOTAL REQUIREMENTS	36,800,212	12,200,000	12,049,793	10,000,000	10,000,000
Excess (Deficiency) of Revenue over Requirements	(36,800,212)	(4,591,000)	(4,440,793)	(10,000,000)	(10,000,000)
Adjustment to GAAP	561,069	0	0	0	0
ENDING BALANCE	185,513,962	180,922,962	181,073,169	171,073,169	171,073,169

Economic Growth and Redevelopment Services — 2002–2003



	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Approved
Revenue	\$4,311,661	\$3,582,000	\$3,572,000	\$3,560,000
Requirements	\$3,104,610	\$4,824,151	\$4,445,918	\$3,775,129
Full-time Equivalents (FTE's)	12.00	13.00	13.00	17.00

Economic Growth and Redevelopment Services — 2002-2003

Purpose and Nature of Fund

The Economic Development Fund was created to manage the City's economic development policies and programs as well as give the City the ability to plan and implement growth and redevelopment strategies on a timely basis. The fund provides redevelopment and project delivery services for the City, corporate clients, and developers to encourage employment opportunities and expansion of primary employers in the Desired Development Zone, as well as the redevelopment and reuse of sites consistent with adopted plans to enhance the economic, social and environmental health of the City. The Fund also allows the City to leverage resources and to partner with other public and private entities to promote economic growth and enhance the short-term and long-term economic viability of the City.

Factors Affecting Revenue

Austin Energy funds the Economic Development Fund, as it allows Austin Energy to increase the density in growth of the existing infrastructure and shorten the time it takes to bring new customers on line. The approved 2002-03 revenue total is \$3.6 million. Austin Energy will fund \$3.5 million.

Factors Affecting Requirements

The approved requirements for 2002-03 are \$3.8 million, a decrease of \$1.0 million from the current year's amended requirements. The Approved Budget includes the elimination of a one-time transfer to the CIP. In the Approved Budget the Master Developer for Robert Mueller Municipal Airport redevelopment, Catellus Development Corporation, will reimburse the City's expenses related to negotiating the Development Agreement; these reimbursements are included in the Approved Budget.

The Approved Budget includes the transfer of a position from the Parks and Recreation General Fund to coordinate a new activity related to the redevelopment of downtown. The Austin Sense of Place and Cultural Identity activity responds to a community concern that redevelopment efforts are causing a "loss" in Austin's nature and character. Austin's distinctive nature and character is an important identifying quality that can add a competitive advantage in attracting people who want to live in, work in, or visit a particular city. The purpose of this activity is to enrich and enliven public spaces in the downtown area in order to attract new residents, businesses and visitors. This individual has been working with the Economic Growth and Redevelopment Services Office on these efforts.

The Approved Budget includes the cost of operations for the Dispute Resolution Office, including the transfer of one position from Management Services for this function.

The Approved Budget includes the reallocation of a position from the Infrastructure Support Services Fund to assist with financial and budgetary information and reports.

ECONOMIC DEVELOPMENT FUND

	2000-2001 <u>ACTUAL</u>	2001-2002 <u>AMENDED</u>	2001-2002 <u>ESTIMATED</u>	2002-2003 <u>PROPOSED</u>	2002-2003 <u>APPROVED</u>
BEGINNING BALANCE	0	1,318,866	1,223,423	349,505	349,505
FUNDING SOURCES					
Interest Income	72,661	70,000	60,000	60,000	60,000
Austin Energy	4,239,000	3,512,000	3,512,000	3,500,000	3,500,000
TOTAL FUNDING SOURCES	<u>4,311,661</u>	<u>3,582,000</u>	<u>3,572,000</u>	<u>3,560,000</u>	<u>3,560,000</u>
OPERATING REQUIREMENTS					
Redevelopment Services	2,483,176	3,302,070	2,955,166	2,718,035	2,718,035
Support Services		100,739	105,046	279,094	279,094
TOTAL OPERATING REQUIREMENTS	<u>2,483,176</u>	<u>3,402,809</u>	<u>3,060,212</u>	<u>2,997,129</u>	<u>2,997,129</u>
TRANSFERS/OTHER REQUIREMENTS					
Transfer to CIP	0	539,000	539,000	0	0
Smart Development Review Project	0	62,000	51,800	62,000	62,000
Legal Services	603,229	704,617	693,181	710,000	710,000
Infrastructure Support Services	0	96,725	96,725	0	0
Accrued Payroll	18,205	19,000	5,000	6,000	6,000
TOTAL TRANSFERS/OTHER REQUIREMENTS	<u>621,434</u>	<u>1,421,342</u>	<u>1,385,706</u>	<u>778,000</u>	<u>778,000</u>
TOTAL REQUIREMENTS	<u>3,104,610</u>	<u>4,824,151</u>	<u>4,445,918</u>	<u>3,775,129</u>	<u>3,775,129</u>
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	<u>1,207,051</u>	<u>(1,242,151)</u>	<u>(873,918)</u>	<u>(215,129)</u>	<u>(215,129)</u>
Adjustment to GAAP	16,372				
ENDING BALANCE	<u>1,223,423</u>	<u>76,715</u>	<u>349,505</u>	<u>134,376</u>	<u>134,376</u>

Economic Growth and Redevelopment Services — 2002-2003

Mission

The purpose of the Economic Growth and Redevelopment Services Office is to manage the City's economic development policies and programs and promote and facilitate sustainable growth in the Desired Development Zone, in partnership with the community, project developers and the City of Austin organization in order to enhance livability and economic viability in a manner that preserves the character of Austin and its environment.

Goals

- Manage the City's economic development policies and programs.
 - Provide assistance to the City Manager and City Council to develop and implement the City's economic development policies and programs.
- Complete project deliverables on time.
 - Provide project management and implementation services to project owners and stakeholders in order to successfully complete projects on time.
- Increase property tax from relocations/expansions in the Desired Development Zone.
 - Form public/private partnerships with primary employers and key project developers in order to encourage location/expansion in the Desired Development Zone.
- Increase the number of residential units and retail square footage in the downtown area.
 - Provide information to and coordinate projects and studies that encourage a mixed use downtown.
- Provide up-to-date information about development in the downtown area.
 - Collect and distribute information about development to stakeholder groups and interested parties in order to promote Smart Growth and sustainability in the Desired Development Zone.
- Enrich and enliven public spaces in the downtown area.
 - Enrich and enliven public spaces in the downtown area in order to attract residents, businesses and visitors.

Key Indicators

The key indicators used by the Economic Growth and Redevelopment Services Office to measure the impact of our work include:

- The amount of property tax from relocations/expansions in the Desired Development Zone.
- The number of residential units and retail square footage in the downtown area.

Economic Growth and Redevelopment Services — 2002-2003

Business Plan

The Approved Budget contains the following proposals that support the goals of Redevelopment Services.

Robert Mueller Municipal Airport Site Redevelopment

The Robert Mueller Municipal Airport (RMMA) was closed in May of 1999, when the new Austin-Bergstrom International Airport opened. For the past four years, the City, with the assistance of the ROMA Design Group, the RMMA Advisory Council, the RMMA Plan Implementation Advisory Commission and a variety of interested citizens, has worked to prepare the RMMA/Redevelopment/Reuse Plan. This plan was completed and accepted by Council in 2000. In April 2002, Council authorized the City Manager to negotiate and execute an Exclusive Negotiation Agreement with Catellus Development Corporation, for the purpose of negotiating the terms and conditions of a Development Agreement for redevelopment of the former Robert Mueller Municipal Airport (RMMA) site. Negotiations between the City and Catellus are expected to continue throughout 2002-03.

Downtown Redevelopment and Economic Growth

The Approved Budget contains resources for the Redevelopment Services Office to continue project management of the New City Hall construction, Second Street Retail Project and to continue to assist primary employers and key project developers locate in the Desired Development Zone (DDZ). This assistance includes serving as a liaison between developers and City staff, and negotiating incentive packages. The office will continue to work to attract more residential housing to the downtown area and provide development assistance for special projects outside the downtown area.

Austin Sense of Place and Cultural Identity

The Approved Budget includes the transfer of one position from the Parks and Recreation General Fund to coordinate a new activity related to the redevelopment of downtown. The Austin Sense of Place and Cultural Identity activity responds to a community concern that redevelopment efforts are causing a “loss” in Austin’s nature and character. Austin’s distinctive nature and character is an important identifying quality that can add a competitive advantage when people want to live in, work in, or visit a particular city. The purpose of this activity is to enrich and enliven public spaces in the downtown area in order to attract new residents, businesses and visitors. This FTE is already working in the Economic Growth and Redevelopment Services.

Dispute Resolution Office

The Approved Budget includes the cost of operations of the new Dispute Resolution Office implemented in 2001-02. This includes the transfer of one position from Management Services to assist in various mediation efforts citywide.

Economic Growth and Redevelopment Services —2002-2003

Significant Revenue and Expenditure Changes by Program

<u>Revenue Changes</u>	Dollars	FTEs
1. The Approved Budget includes a decrease in funding from Austin Energy of \$12,000.	(\$12,000)	
2. A decrease in interest income of \$10,000 is proposed.	(\$10,000)	
<u>Expenditure Changes</u>		
1. City-wide The Approved Budget includes \$8,642 for incremental costs of Pay for Performance implemented in 2001-02. An additional \$5,772 has been included in the Approved Budget for anticipated changes in health benefit contributions.	\$14,414	
2. Redevelopment Services An Arts in Public Places Coordinator (1 FTE) is transferred from the Parks and Recreation Department to continue implementation of the Austin Sense of Place and Cultural Identity activity.	\$52,871	1.00
The transfer of one FTE and \$116,539 from Management Services is included in the Approved Budget to operate the new Dispute Resolution Office.	\$116,263	1.00
Consultant services related to the redevelopment of Robert Mueller Municipal Airport and other redevelopment projects are increased in the Approved Budget by \$375,000	\$375,000	
Approved Master Developer for RMMA is required to reimburse the City of Austin for costs associated with the negotiation and development of the agreement. This reimbursement is estimated to be \$1,483,000 in FY 2002-03.	(\$1,483,000)	
The Approved Budget includes additional charges for mapping services and financial services from other City Departments; engineering for redevelopment efforts.	\$42,400	
The Approved Budget assumes payment of Robert Mueller Municipal Airport drainage fees and maintenance costs of \$280,000.	\$280,000	
3. Support Services Rent for office space at One Texas Center is included in the 2002-03 Approved Budget.	\$60,357	
The reallocation of one FTE and \$35,795 from Infrastructure Support Services to assist in Financial Monitoring and Budgeting.	\$35,795	1.00
The Approved Budget includes \$ 61,625 for Temporary Employees to provide assistance in project analysis, financial monitoring and budgeting, special project needs, and other support functions.	\$61,625	

Transfers/Other Requirements

4.	The transfer to Infrastructure Support Services Department is eliminated from the 2002-03 Approved Budget.	(\$96,725)	
	One time transfer of \$539,000 to the CIP is eliminated from the 2002-03 Approved Budget.	(\$539,000)	
	The following change was approved by Council at budget adoption		
	Council approved the transfer of one FTE from Austin Energy. This position will be backcharged to Austin Energy.	\$0	1.00

Economic Growth and Redevelopment Services-2002-03

Economic Development Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
ECONOMIC GROWTH AND REDEVELOPMENT SERVICES										
Austin Sense of Place and Cultural Identity	\$0	0.00	\$0	0.00	\$0	0.00	\$170,005	1.65	\$170,005	1.65
Development and Redevelopment	\$0	0.00	\$386,018	2.95	\$175,872	2.95	\$748,711	4.15	\$748,711	5.15
Downtown Initiatives	\$0	0.00	\$168,559	2.20	\$166,626	2.20	\$166,730	1.25	\$166,730	1.25
Project Delivery	\$2,483,176	12.00	\$2,747,493	6.55	\$2,612,668	6.55	\$1,632,589	6.30	\$1,632,589	6.30
SUPPORT SERVICES										
Administration and Management	\$0	0.00	\$100,739	1.30	\$105,046	1.30	\$112,837	1.65	\$112,837	1.65
Facility Expenses	\$0	0.00	\$0	0.00	\$0	0.00	\$68,837	0.00	\$68,837	0.00
Financial Monitoring / Budgeting	\$0	0.00	\$0	0.00	\$0	0.00	\$97,420	1.00	\$97,420	1.00
TRANSFERS AND OTHER REQUIREMENTS										
Other Requirements	\$621,434	0.00	\$785,617	0.00	\$749,981	0.00	\$778,000	0.00	\$778,000	0.00
Transfers	\$0	0.00	\$635,725	0.00	\$635,725	0.00	\$0	0.00	\$0	0.00
Total	\$3,104,610	12.00	\$4,824,151	13.00	\$4,445,918	13.00	\$3,775,129	16.00	\$3,775,129	17.00

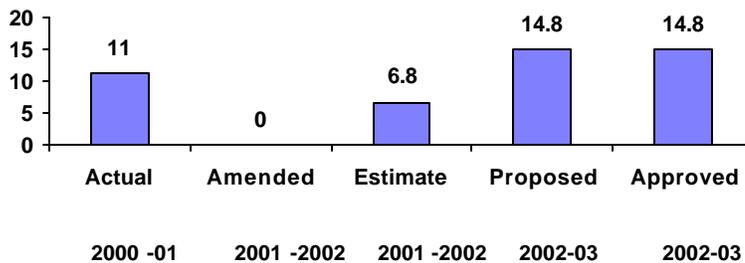
Economic Growth and Redevelopment Services-2002-0

Program: ECONOMIC GROWTH AND REDEVELOPMENT SERVICES

Program Objective: The purpose of the Economic Growth and Redevelopment Services Program is to manage the City's economic development policies and programs and promote and facilitate sustainable growth in the Desired Development Zone, in partnership with the community, project developers and the City of Austin organization in order to enhance livability and economic viability in a manner that preserves the character of Austin and its environment.

Program Results Measures:

Percent increase of residential units downtown



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per project	N/A	N/A	N/A	\$21,304	\$21,304
Cost per Emerging Projects map provided	N/A	N/A	N/A	\$.50	\$.50
Number of projects and partnerships in development	N/A	N/A	5	8	8
Number of projects that have a positive economic impact	N/A	N/A	12	14	14
Percent increase in property tax from locations/expansions	N/A	N/A	N/A	51%	51%
Percent increase of residential units downtown	11%	0%	6.8%	14.8%	14.8%
Percent increase of retail square footage available downtown	N/A	N/A	1.5%	0%	0%
Percent of project deliverables on time	N/A	N/A	N/A	100%	100%

Economic Growth and Redevelopment Services-2002-0

Program: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Austin Sense of Place and Cultural Identity	\$0	0.00	\$0	0.00	\$0	0.00	\$170,005	1.65	\$170,005	1.65
Development and Redevelopment	\$0	0.00	\$386,018	2.95	\$175,872	2.95	\$748,711	4.15	\$819,123	5.15
Downtown Initiatives	\$0	0.00	\$168,559	2.20	\$166,626	2.20	\$166,730	1.25	\$166,730	1.25
Project Delivery	\$2,483,176	12.00	\$2,747,493	6.55	\$3,007,668	6.55	\$3,115,589	6.30	\$3,115,589	6.30
Total	\$2,483,176	12.00	\$3,302,070	11.70	\$3,350,166	11.70	\$4,201,035	13.35	\$4,271,447	14.35

Economic Growth and Redevelopment Services-2002-03

Activity: *Austin Sense of Place and Cultural Identity*

Activity Code: 2ASP

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$0	\$0	\$170,005	\$170,005
Total Requirements	\$0	\$0	\$0	\$170,005	\$170,005
Full-Time Equivalents	0.00	0.00	0.00	1.65	1.65

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per project	Efficiency	N/A	N/A	N/A	\$21,304	\$21,304
Number of projects and partnerships in development	Result	N/A	N/A	5	8	8

Activity History and Description: This activity is Non-Core. No legal mandate.

Activity Objective: The purpose of the Austin Sense of Place and Cultural Identity activity is to enrich and enliven public spaces in the downtown area in order to attract residents, businesses and visitors.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

- Perform as resource regarding Austin's sense of place and cultural identity.
- Educate private and public entities on the value of the arts in economic development.
- Identify and implement strategies on how Austin's sense of place and cultural identity can be used as a tool for economic development.
- Encourage and build partnerships between the arts and private and public entities.
- Identify and nurture Austin's cultural traditions and artists.
- Participate in models of the creation of vibrant public spaces to showcase urban amenities.
- Perform as liaison to developers &

Economic Growth and Redevelopment Services-2002-03

Activity: *Austin Sense of Place and Cultural Identity*

Activity Code: 2ASP

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

architects on civic art and design matters.

·Identify and seek additional funds for art (write grants, and others).

Changes in Requirements and Performance Measures:

All measures for Economic Growth and Redevelopment Services Office are new for 2002-03, however historical data are presented where available. Estimates are based on 5 current projects with one complete by September 30,2002. Approved costs for 2003 include the transfer of 1.00 FTE from Parks and Recreation Department General Fund and \$52,871 to coordinate this new program. \$75,000 is included in the Approved Budget for services to assist in locating more art downtown. \$42,266 and 0.65 FTE have been internally reallocated to support this activity for 2002-03.

Responsible Employee:

Janet Seibert

512-974-7860

Economic Growth and Redevelopment Services-2002-03

Activity: *Development and Redevelopment*

Activity Code: 2DRV

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$386,018	\$175,872	\$748,711	\$748,711
Expense Refunds	\$0	\$0	\$0	\$0	\$70,412
Total Requirements	\$0	\$386,018	\$175,872	\$748,711	\$819,123
Full-Time Equivalents	0.00	2.95	2.95	4.15	5.15

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Real estate cost per transaction	Efficiency	N/A	N/A	N/A	\$2,000	\$2,000
Redevelopment cost per agreement	Efficiency	N/A	N/A	\$12,562	\$39,155	\$39,155
Number of projects that have a positive economic impact	Result	N/A	N/A	12	14	14
Percent increase in property tax from locations/expansions	Result	N/A	N/A	N/A	51%	51%

Activity History and Description: This activity is Non-Core. No legal mandate.

Activity Objective: The purpose of the Development/Redevelopment activity is to form public/private partnerships with primary employers and key project developers in order to encourage location/expansion in the Desired Development Zone.

Services of the Activity:

Core Services

- Provide assistance to the City Manager and City Council to develop and implement the City's economic development policies and programs.

Semi Core Services

- Primary employer encouragement to develop, locate or expand in the Desired Development Zone.
- Incentive package and other redevelopment agreements negotiation.
- Liaison between developers and City organization. .
- Facilitate developer's assessment of the feasibility of developing in the Desired Development Zone.
- Develop and distribute information on Redevelopment in the Desired Development Zone.

Service Enhancements

Economic Growth and Redevelopment Services-2002-03

Activity: *Development and Redevelopment*

Activity Code: *2DRV*

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

Changes in Requirements and Performance Measures:

All measures for Economic Growth and Redevelopment Services Office are new for 2002-03, however historical data is presented where available; Estimates are based on 20 Real Estate Transactions. The Approved Budget contains an internal reallocation of 1.00 vacant Planner Principal position from Project Delivery to provide redevelopment assistance of Robert Mueller Municipal Airport at \$69,749. Approved is the internal reallocation of 0.20 FTE of the Directors and support time for the time spent on RMMA Developer Agreement and related negotiations in 2002-03 at a cost of \$26,160. The Approved Budget assumes payment of the drainage fee of \$164,000 and maintenance costs of \$116,000 at the RMMA site. A decrease in Public Works – Real Estate assistance is anticipated in the upcoming year of \$25,000. At budget adoption, Council approved the transfer of one FTE from Austin Energy. This position will be back charged to Austin Energy.

Responsible Employee:

Mona Sanchez

512-974-7864

Economic Growth and Redevelopment Services-2002-03

Activity: *Downtown Initiatives*

Activity Code: 2DTN

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$168,559	\$166,626	\$166,730	\$166,730
Total Requirements	\$0	\$168,559	\$166,626	\$166,730	\$166,730
Full-Time Equivalents	0.00	2.20	2.20	1.25	1.25

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Emerging Projects map provided	Efficiency	N/A	N/A	N/A	\$.50	\$.50
Percent increase of residential units downtown	Result	11%	0%	6.8%	14.8%	14.8%
Percent increase of retail square footage available downtown	Result	N/A	N/A	1.5%	0%	0%

Activity History and Description: This activity is Non-Core. City Ordinance (#961010-D) mandates.

Activity Objective: The purpose of the Downtown Initiatives activity is to provide information to and coordinate projects and studies for the community that encourages a mixed used downtown.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

- Annual and 5 year reauthorization of the PID.

- Act as liaison to downtown groups (Downtown Austin Alliance and Downtown Austin Neighborhood Associations).
- Act as Staff Liaison to Downtown Commission (Ordinance 961010-D).
- Coordinate annual and 5 year reauthorization of the PID.
- Participate in studies affecting the downtown area.
- Administer Downtown Austin Alliance contract.
- Perform Central Business District ordinance review.
- Produce and distribute Emerging Projects Map and Database.

Economic Growth and Redevelopment Services-2002-03

Activity: *Downtown Initiatives*

Activity Code: 2DTN

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

- Maintain and expand Downtown Redevelopment web page.
- Develop and communicate information regarding development in the Downtown area.
- Produce and distribute the Downtown Report.

Changes in Requirements and Performance Measures:

All measures for Economic Growth and Redevelopment Services Office are new for 2002-03, however historical data are presented where available. Estimates are based on downloads of project maps, as well as, maps printed in-house. Estimated and Approved downtown residential units and commercial square footage are based on currently known projects and those projects estimated completions. The Approved Budget includes an internal reallocation of 0.95 FTE and \$63,400 to other activities. The funding for consultant services in the amount of \$50,000 is approved to provide for a Downtown Retail Master Plan. Map services and document printing is approved at \$12,000.

Responsible Employee:

Michael Knox

512-974-6415

Economic Growth and Redevelopment Services-2002-03

Activity: Project Delivery

Activity Code: 2PJD

Program Name: ECONOMIC GROWTH AND REDEVELOPMENT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$2,483,176	\$2,747,493	\$2,612,668	\$1,632,589	\$1,632,589
Expense Refunds	\$0	\$0	\$395,000	\$1,483,000	\$1,483,000
Total Requirements	\$2,483,176	\$2,747,493	\$3,007,668	\$3,115,589	\$3,115,589
Full-Time Equivalents	12.00	6.55	6.55	6.30	6.30

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per number of projects managed	Efficiency	N/A	N/A	\$103,713	\$98,879	\$98,879
Percent of project deliverables on time	Result	N/A	N/A	N/A	100%	100%

Activity History and Description: This activity is Semi-Core. No legal mandate.

Activity Objective: The purpose of the Project Delivery activity is to provide project management and implementation services to project owners and stakeholders in order to successfully complete projects on time.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

- Contract administration.
- Conflict resolution.
- Ancillary project completion.
- Develop and manages related RFPs, RFQs etc.
- Plan and monitors critical path items
- Council actions coordination.
- Facilitate the land development/permitting process.

- Assist with meeting special project needs.
- Coordinate City Hall and Public Plaza web page.
- Coordinate RMMA web page.

Changes in Requirements and Performance Measures:

All measures for Economic Growth and Redevelopment Services Office are new for 2002-03, however historical data are presented where available. Estimates are based on projects such as, CSC retail, New City Hall, RMMA Developer Agreement negotiation, Austin Film Society, and the Triangle.

The Approved Budget includes the internal reallocation of 1.25 FTE and

Economic Growth and Redevelopment Services-2002-03

Activity: *Project Delivery*

Activity Code: *2PJD*

Program Name: *ECONOMIC GROWTH AND REDEVELOPMENT SERVICES*

\$110,746, including the Planner Principal to the Development/Redevelopment activity for Robert Mueller Municipal Airport (RMMA) redevelopment. Legal services related to the RMMA Master Developer Agreement are approved to increase by \$375,000, while other services are approved to be reduced by \$415,000. The ROMA contract is approved to be extended during the negotiation and execution of the RMMA Developer Agreements at an increase of \$150,000. Costs for legal services and the ROMA contract at RMMA are expected to be reimbursed by the Master Developer in 2003 at \$1,483,000. The Approved Budget includes payment of full costs for the project management of the New City Hall, an increase of \$190,000. The Approved Budget transfers one FTE and \$116,539 from Management Services for dispute resolution.

Responsible Employee:

Mona Sanchez

512-974-7864

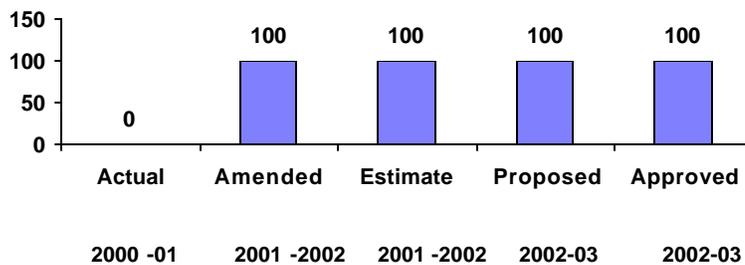
Economic Growth and Redevelopment Services-2002-0

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services Program is to provide operational support to the Redevelopment Services Office so that its employees have the necessary tools to perform their jobs.

Program Results Measures:

Percent of CAFs submitted within deadline



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	N/A	N/A	N/A	N/A	N/A
Percent of CAFs submitted within deadline	0%	100%	100%	100%	100%
Percent Variance of CYEs to Actual Expenditures	N/A	N/A	N/A	100%	100%
Percent Variance of CYEs to Actual Revenue	N/A	N/A	N/A	100%	100%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	\$0	0.00	\$100,739	1.30	\$105,046	1.30	\$112,837	1.65	\$112,837	1.65
Facility Expenses	\$0	0.00	\$0	0.00	\$0	0.00	\$68,837	0.00	\$68,837	0.00
Financial Monitoring / Budgeting	\$0	0.00	\$0	0.00	\$0	0.00	\$97,420	1.00	\$97,420	1.00
Total	\$0	0.00	\$100,739	1.30	\$105,046	1.30	\$279,094	2.65	\$279,094	2.65

Economic Growth and Redevelopment Services-2002-03

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$100,739	\$105,046	\$112,837	\$112,837
Total Requirements	\$0	\$100,739	\$105,046	\$112,837	\$112,837
Full-Time Equivalents	0.00	1.30	1.30	1.65	1.65

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	N/A	2.1%	2.4%	4.8%	4.8%
Percent of CAFs submitted within deadline	Result	0%	100%	100%	100%	100%

Activity History and Description: None.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support in order to produce more effective services.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

All measures for Economic Growth and Redevelopment Services Office are new for 2002-03, however historical data is presented where available; measure administrative costs as percentage of Total Department Budget is the efficiency measure designed to show the level of administration vs. operational costs. The formula is total activity costs (\$113,292) divided by total requirements (\$3,775,129). Substantially the same.

Responsible Employee: Jan Hilton

512-974-7852

Economic Growth and Redevelopment Services-2002-03

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$0	\$0	\$68,837	\$68,837
Total Requirements	\$0	\$0	\$0	\$68,837	\$68,837
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Facility expense per square foot (exclude security and custodial)	Efficiency	N/A	N/A	N/A	\$18.32	\$18.32
Total square feet of facilities	Output	N/A	N/A	N/A	3,756	3,756

Activity History and Description: None.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities to ensure and operational, clean and safe facility.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: All measures for Economic Growth and Redevelopment Services Office are new for 2002-03, however historical data are presented where available. The Approved Budget includes \$60,357 for rent at One Texas Center and cost for phones currently paid from Project Delivery activity.

Responsible Employee: Jan Hilton

512-974-7852

Economic Growth and Redevelopment Services-2002-03

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$0	\$0	\$97,420	\$97,420
Total Requirements	\$0	\$0	\$0	\$97,420	\$97,420
Full-Time Equivalents	0.00	0.00	0.00	1.00	1.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	N/A	N/A	N/A	2.6%	2.6%
Percent Variance of CYEs to Actual Expenditures	Result	N/A	N/A	N/A	100%	100%
Percent Variance of CYEs to Actual Revenue	Result	N/A	N/A	N/A	100%	100%

Activity History and Description: None.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

All measures for Economic Growth and Redevelopment Services Office are new for 2002-03. Approved costs for 2003 include the transfer of 1.00 FTE from Infrastructure Support Services and \$35,795 to assist in financial monitoring and budgeting. \$61,625 is included in the Approved Budget for temporary employees to assist in financial monitoring and budgeting.

Responsible Employee:

Jan Hilton

512-974-7852

Economic Growth and Redevelopment Services-2002-03

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS AND OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$621,434	\$785,617	\$749,981	\$778,000	\$778,000
Total Requirements	\$621,434	\$785,617	\$749,981	\$778,000	\$778,000
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: None.

Activity Objective: The purpose of the Other Requirements activity is to account for other departmental requirements that occur at the fund level, such as Smart Development Review Project and Legal Services.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.
None.

Responsible Employee: Jan Hilton

512-974-7852

Economic Growth and Redevelopment Services-2002-03

Activity: Transfers

Activity Code: 9XFR

Program Name: TRANSFERS AND OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Economic Development Fund	\$0	\$635,725	\$635,725	\$0	\$0
Total Requirements	\$0	\$635,725	\$635,725	\$0	\$0
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: None.

Activity Objective: The purpose of the Transfers activity is to account for departmental transfers that occur at the fund level, for example the administrative transfer to Infrastructure Support Services Fund.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: The Approved Budget eliminates a \$539,000 transfer to the Capital Budget and \$97,420 to Infrastructure Support Services.

Responsible Employee: Jan Hilton

512-974-7852

Repair and Replacement Fund — 2002-2003

Purpose and Nature of Fund

The Repair and Replacement Fund shall be used for providing extensions, additions, and improvements to the Electric System. Net revenues available after meeting the General Fund Transfer, capital investment (equity contributions from current revenues) and 45 days of working capital may be deposited in the Repair and Replacement Account.

Factors Affecting Revenue

Sources of revenue include:

- Austin Energy transfers from current revenue
- Austin Energy transfers from other funds

The 2002-2003 approved sources of revenue for the Repair & Replacement Fund includes a transfer of \$10 million from the Debt Management Fund.

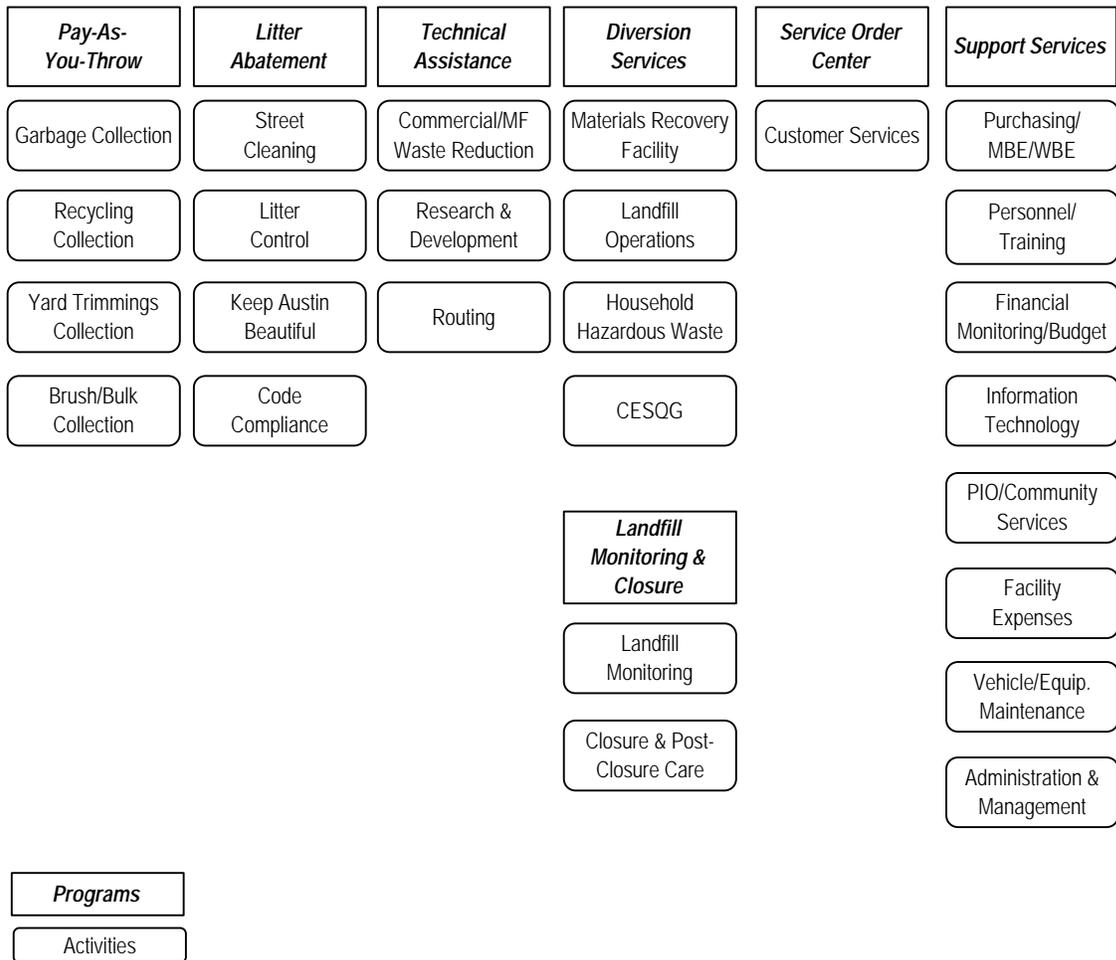
Factors Affecting Requirements

Expenditure requirements in the Repair and Replacement Fund are related to extensions, additions, and improvements to the Electric System.

AUSTIN ENERGY
REPAIR AND REPLACEMENT FUND

	<u>2000-2001 ACTUAL</u>	<u>2001-2002 AMENDED</u>	<u>2001-2002 ESTIMATE</u>	<u>2002-2003 PROPOSED</u>	<u>2002-2003 APPROVED</u>
BEGINNING BALANCE	<u>0</u>	<u>0</u>	<u>0</u>	<u>10,000,000</u>	<u>10,000,000</u>
REVENUE					
Transfers from Debt Management Fund	0	10,000,000	10,000,000	10,000,000	10,000,000
Interest Income	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL REVENUE	<u>0</u>	<u>10,000,000</u>	<u>10,000,000</u>	<u>10,000,000</u>	<u>10,000,000</u>
REQUIREMENTS	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL REQUIREMENTS	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Excess (Deficiency) of Revenue over Requirements	0	10,000,000	10,000,000	10,000,000	10,000,000
Adjustment to GAAP	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u><u>0</u></u>	<u><u>10,000,000</u></u>	<u><u>10,000,000</u></u>	<u><u>20,000,000</u></u>	<u><u>20,000,000</u></u>

Solid Waste Services — 2002-2003



	2000-01 Actual	2001-02 Amended	2001-02 Estimated	2002-03 Proposed	2002-03 Approved
SWS Operating Fund:					
Revenue	\$37,654,115	\$39,781,800	\$39,481,800	\$40,107,030	\$40,107,030
Transfers In	\$1,131,247	\$477,864	\$477,864	\$477,864	\$477,864
Requirements	\$43,432,103	\$40,483,739	\$40,483,739	\$0	\$42,205,217
LF Closure & PC Care Fund:					
Transfers In	\$269,527	\$278,960	\$278,960	\$1,250,000	\$1,250,000
Requirements	\$269,527	\$278,960	\$278,960	\$1,213,853	\$1,213,853
Full-time Equivalents (FTE's):					
SWS Operating Fund	385.00	376.00	376.00	393.00	393.00
LF Closure & PC Care Fund	0.00	0.00	0.00	3.00	3.00
Total FTE's	385.00	376.00	376.00	396.00	396.00
New Capital Appropriations	\$5,445,000	\$3,470,000	\$3,470,000	\$1,078,336	\$1,078,336

Solid Waste Services — 2002-03

Purpose and Nature of Fund

The Solid Waste Services Fund is an enterprise fund that accounts for the city's residential and commercial garbage and recyclable materials collection, landfill operation and litter abatement programs. For FY2002-03, Solid Waste Services programs will be funded by revenue generated by solid waste services fees and a significant portion of the fund's accumulated ending balance.

Factors Affecting Funding

Solid Waste Services revenue is generated from residential and commercial garbage collection, landfill, anti-litter and other miscellaneous fees. Revenue generated from residential garbage collection can vary depending on the service level customers select based on their needs. Commercial revenue is driven by demand as this service competes with private operators in securing accounts from small businesses. Landfill revenue is also reliant on demand, as there are several other area landfills which customers may patronize depending on price and location. Revenue from the sale of recyclable materials is driven by the volume and quality of materials collected and the market price for these recycled materials. Revenue generated from the Anti-Litter/Home Chemical fee supports street sweeping, litter control, brush/bulky collection, the Household Hazardous Waste Facility, Code Compliance, and the Landfill Closure and Post-Closure Care Fund.

In addition to the revenues listed above, the Approved Budget includes a plan to forestall rate increases and/or service reductions by subsidizing Solid Waste Services revenues by expending a significant portion of the accumulated ending balance of the fund.

The Solid Waste Services Fund does not have sufficient reserves to support continued operations at the current level without significant additional revenue past FY2002-03. Therefore, early in FY2002-03, the department will bring forth recommendations for either increasing Solid Waste Services revenues, eliminating or modifying services, or a combination of both revenue increases and service changes for consideration.

Factors Affecting Requirements

Personnel costs have increased due to increases in health benefit contributions and the cost of additional employees required to maintain current service levels (while accommodating an increasing number of customers). The transfer to the Capital Improvement Program will decrease due to the decision to finance the purchase of replacement vehicles and equipment. Other transfers are reduced due to the reorganization of the transfer to the Environmental Remediation Fund and a portion of the Debt Service to the Landfill Fund.

SOLID WASTE SERVICES FUND

	2000-2001 <u>ACTUAL</u>	2001-2002 <u>AMENDED</u>	2001-2002 <u>ESTIMATE</u>	2002-2003 <u>PROPOSED</u>	2002-2003 <u>APPROVED</u>
BEGINNING BALANCE	9,893,207	5,785,269	5,454,006	4,929,931	4,929,931
REVENUE					
Residential	24,503,246	24,905,800	25,100,000	25,156,200	25,156,200
Extra Stickers and Carts	386,460	415,000	415,000	415,000	415,000
Commercial	1,474,963	1,475,000	1,475,000	1,489,800	1,489,800
Landfill	526,505	426,400	530,000	550,000	550,000
Anti-Litter	7,727,222	9,430,800	9,184,288	9,562,900	9,562,900
CESQG	85,229	112,800	112,800	100,000	100,000
Recycling	1,769,443	1,139,000	1,139,000	1,179,000	1,179,000
MRF Processing Revenue	0	456,000	0	0	0
New Service Fees	0	300,000	403,485	400,000	400,000
Other	694,392	665,000	510,546	665,065	665,065
Auction Sales	118,393	150,000	150,000	155,265	155,265
Travis County	155,176	81,000	96,681	83,800	83,800
Code Compliance	213,086	225,000	365,000	350,000	350,000
Payroll Accrual	0	0	0	0	0
TOTAL REVENUE	<u>37,654,115</u>	<u>39,781,800</u>	<u>39,481,800</u>	<u>40,107,030</u>	<u>40,107,030</u>
TRANSFERS IN					
Transfer from Drainage Utility	46,893	0	0	0	0
Transfer from General Fund	1,084,354	477,864	477,864	477,864	477,864
TOTAL TRANSFERS IN	<u>1,131,247</u>	<u>477,864</u>	<u>477,864</u>	<u>477,864</u>	<u>477,864</u>
TOTAL AVAILABLE	<u>38,785,362</u>	<u>40,259,664</u>	<u>39,959,664</u>	<u>40,584,894</u>	<u>40,584,894</u>
EXPENSES					
Pay As You Throw (PAYT)	17,205,570	17,604,262	17,730,310	19,512,395	19,512,395
Technical Assistance	650,382	791,851	772,571	811,282	811,282
Litter Abatement	3,769,566	4,388,507	4,525,919	4,898,748	4,898,748
Diversion	2,570,086	3,101,115	2,937,515	2,970,276	2,970,276
Customer Services	596,070	617,876	613,373	641,076	641,076
Support Services	4,338,488	4,145,938	4,069,861	4,272,539	4,272,539
TOTAL EXPENSES	<u>29,130,162</u>	<u>30,649,549</u>	<u>30,649,549</u>	<u>33,106,316</u>	<u>33,106,316</u>
TRANSFERS OUT					
Transfer to Sustainability Fund	363,497	397,818	397,818	401,070	401,070
Transfer to GO Debt Service	2,651,838	2,489,535	2,489,535	2,153,938	2,153,938
Transfer to Landfill Fund	269,527	278,960	278,960	1,250,000	1,250,000
Transfer to ISD	377,366	930,312	930,312	687,200	687,200
Transfer to SWS CIP	4,577,300	1,500,000	1,500,000	420,000	420,000
Transfer to Wireless Communication	0	32,713	32,713	17,229	17,229
Environmental Remediation	1,750,000	241,500	241,500	0	0
TOTAL TRANSFERS OUT	<u>9,989,528</u>	<u>5,870,838</u>	<u>5,870,838</u>	<u>4,929,437</u>	<u>4,929,437</u>

SOLID WASTE SERVICES FUND

	2000-2001 <u>ACTUAL</u>	2001-2002 <u>AMENDED</u>	2001-2002 <u>ESTIMATE</u>	2002-2003 <u>PROPOSED</u>	2002-2003 <u>APPROVED</u>
OTHER REQUIREMENTS					
Workers' Compensation	643,311	610,917	610,917	834,503	834,503
Liability Reserve Fund	197,000	222,000	222,000	214,000	214,000
Administrative Support-City	1,717,852	2,009,639	2,009,639	2,016,669	2,016,669
Accrued Payroll	64,000	56,000	56,000	69,000	69,000
UCSO Billing Support	756,448	664,796	664,796	582,292	582,292
Bad Debt Expense	933,802	400,000	400,000	453,000	453,000
TOTAL OTHER REQUIREMENTS	<u>4,312,413</u>	<u>3,963,352</u>	<u>3,963,352</u>	<u>4,169,464</u>	<u>4,169,464</u>
TOTAL REQUIREMENTS	<u>43,432,103</u>	<u>40,483,739</u>	<u>40,483,739</u>	<u>42,205,217</u>	<u>42,205,217</u>
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	<u>(4,646,741)</u>	<u>(224,075)</u>	<u>(524,075)</u>	<u>(1,620,323)</u>	<u>(1,620,323)</u>
Adjustments to GAAP	<u>207,540</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE:					
Restricted for SWS Facilities	0	250,000	250,000	750,000	750,000
Unrestricted Ending Balance	<u>5,454,006</u>	<u>5,311,194</u>	<u>4,679,931</u>	<u>2,559,608</u>	<u>2,559,608</u>
TOTAL ENDING BALANCE	<u>5,454,006</u>	<u>5,561,194</u>	<u>4,929,931</u>	<u>3,309,608</u>	<u>3,309,608</u>

Landfill Closure and Post-Closure Care Fund — 2002-2003

Purpose and Nature of Fund

The Landfill Closure and Post-Closure Care Fund is a trust fund that accounts for the monitoring, closure and post-closure care expenditures for city-owned landfills. The fund is supported through transfers from the Solid Waste Services Fund.

Factors Affecting Funding

Solid Waste Services will transfer a portion of the Anti-Litter fee revenue it collects to the Landfill Closure and Post-Closure Care Fund in amounts sufficient to support the fund's anticipated requirements. It is anticipated that future transfers to this fund will fully fund the closure and post-closure requirements while improving the overall efficiency of landfill operations.

Factors Affecting Requirements

Since the City's FM 812 Landfill continues to accept and dispose of waste materials (construction and demolition debris), it is not considered a "Closed Landfill". However, there is a large portion of the landfill that has already been used and requires maintenance of the surface area and significant methane gas and leachate monitoring and collection activities. The Approved Budget includes the \$96,523 for monitoring activities, which includes funding for 1.0 new FTE (an Environmental Compliance Specialist as required by the Texas Natural Resource Conservation Commission). The Approved Budget includes \$596,566 for closure and post-closure care expenditures including funding for 1.0 new FTE (an Equipment Operator) along with funding for the transfer of 1.0 FTE from the Solid Waste Services Operating Fund to focus on closure and post-closure care activities. The Approved Budget includes \$522,617 for transfers and other requirements for the 2002-03 Fiscal Year. Once the FM 812 Landfill stops accepting waste, more substantial closure expenditures will be required. Additionally, it must be monitored and maintained for a period of 30 years after it stops accepting waste.

**SOLID WASTE SERVICES
LANDFILL CLOSURE AND POST-CLOSURE CARE FUND**

	2000-2001 <u>ACTUAL</u>	2001-2002 <u>AMENDED</u>	2001-2002 <u>ESTIMATE</u>	2002-2003 <u>PROPOSED</u>	2002-2003 <u>APPROVED</u>
BEGINNING BALANCE	0	0	0	0	0
TRANSFERS IN					
Transfer from Solid Waste Services Fund	269,527	278,960	278,960	1,250,000	1,250,000
TOTAL TRANSFERS IN	<u>269,527</u>	<u>278,960</u>	<u>278,960</u>	<u>1,250,000</u>	<u>1,250,000</u>
TOTAL AVAILABLE	<u>269,527</u>	<u>278,960</u>	<u>278,960</u>	<u>1,250,000</u>	<u>1,250,000</u>
EXPENSES					
Monitoring	0	0	0	96,247	96,247
Closure and Post-Closure Care	269,527	278,960	278,960	596,014	596,014
TOTAL EXPENSES	<u>269,527</u>	<u>278,960</u>	<u>278,960</u>	<u>692,261</u>	<u>692,261</u>
TRANSFERS OUT					
Transfer to GO Debt Service	0	0	0	255,389	255,389
Transfer to CIP	0	0	0	24,703	24,703
Transfer to Environmental Remediation	0	0	0	241,500	241,500
TOTAL TRANSFERS OUT	<u>0</u>	<u>0</u>	<u>0</u>	<u>521,592</u>	<u>521,592</u>
TOTAL REQUIREMENTS	<u>269,527</u>	<u>278,960</u>	<u>278,960</u>	<u>1,213,853</u>	<u>1,213,853</u>
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	<u>0</u>	<u>0</u>	<u>0</u>	<u>36,147</u>	<u>36,147</u>
TOTAL ENDING BALANCE	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>36,147</u></u>	<u><u>36,147</u></u>

Austin Convention Center Department — 2002-2003

Mission

The central mission of the Austin Convention Center Department is to provide event facilities and services to our customers so they can have a positive experience.

Goals

The following competitive future goals will focus the Convention Center Department's efforts on achieving its mission:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.2 (5.0 scale) *
- Continue the financial success of the department whereby total revenue exceeds requirements
- Meet the needs of our customers for technology
 - Percentage of technology needs met (customer survey)
- Provide staffing for additional facilities as needed
- Continue to add to the local economy through Austin's hospitality industry
 - Bed Tax Collections
- Complete projects based on following timetable:
 - Open Convention Center Headquarters Hotel in 2004
 - Open Convention Center Garage in Summer 2003**

* The customer satisfaction rating goal has been increased to 4.25 for 2002-03.

**The projected Convention Center garage opening date was by Summer 2003. However, due to delays in acquiring the land upon which the garage will be built, it is currently scheduled to be completed in 2004.

Key Indicators

To help the department track how well the goals are being met, key indicators have been developed along with appropriate program and activity performance measures. The Convention Center Department has selected the following key indicators to evaluate our overall performance:

- Client Evaluation Ratings
- Percentage of Clients indicating they would schedule another event at the Convention Center
- Exhibition Hall Occupancy
- Hotel Tax Collections
- Combined Fund Balances

Business Plan

The budget contains a number of proposals that support the goals of the department:

Maintaining an expanded facility

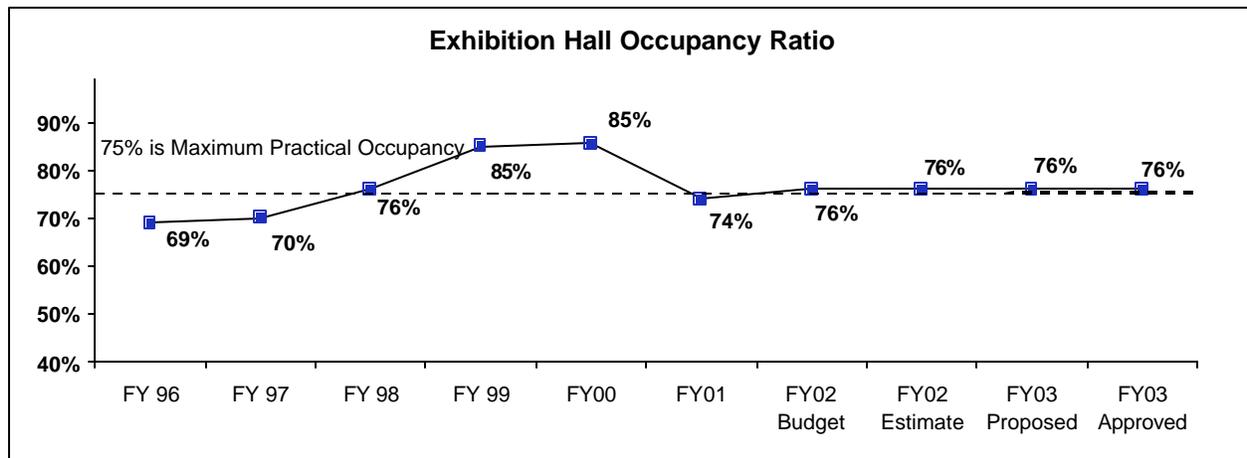
The upcoming fiscal year will be particularly challenging as the Convention Center Department operates a Convention Center that has doubled in size, the new Palmer Events Center (PEC) facility and the PEC parking garage for the first full fiscal year. To determine the best and most efficient use of the department's resources, we are reviewing all functions performed by the Convention Center Department and analyzing the needs of each of our facilities. Through this review process, we are developing a plan to streamline the way we do business. No new FTEs are requested for 2002-03.

Austin Convention Center Department — 2002-2003

Convention Center Expansion Garage

The Department is proceeding with plans to construct a parking garage to support the expanded facilities. Funding for this project will be appropriated through the CIP account.

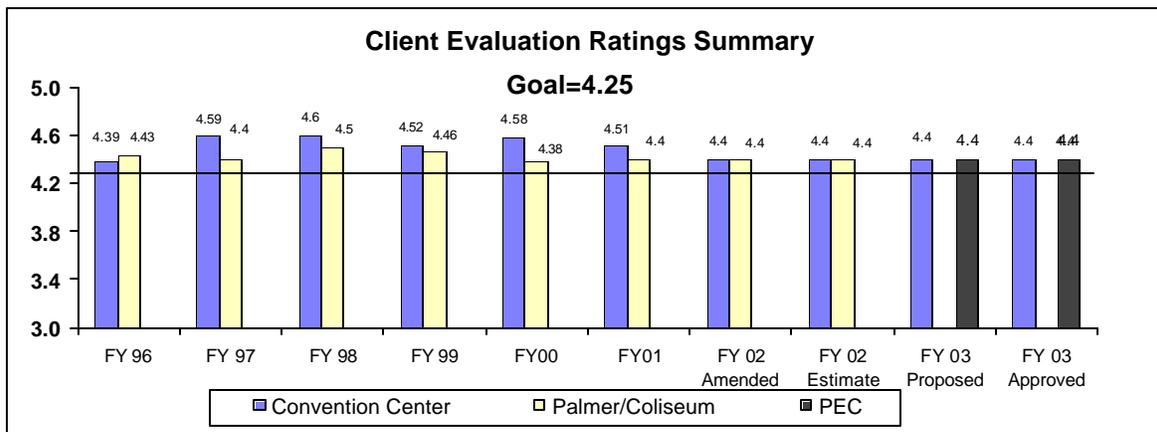
Expansion of the Convention Center will address several areas of concern. As shown on the chart below, the Department continues to project maximum occupancy in its facilities in 2002-03. Therefore, it is anticipated that the new facility will accommodate the larger conventions and shows that have outgrown the existing space, allowing them to continue holding their events in Austin. It will also permit the holding of multiple smaller events concurrently. This is of particular benefit because it will help alleviate competition for dates during peak demand times of the year.



The exhibition hall occupancy ratio indicator measures the number of days an exhibition hall is rented divided by the number of days in the year. Within the industry, maximum occupancy of an exhibition hall is considered to be between 65 to 75 percent. Holidays and gaps between the scheduling of events cause periods in which the exhibition hall cannot be occupied. Occupancy levels above maximum practical occupancy indicate more constant usage of the facilities. The facilities are most successful when increases in occupancy levels result in increases in bed tax collections.

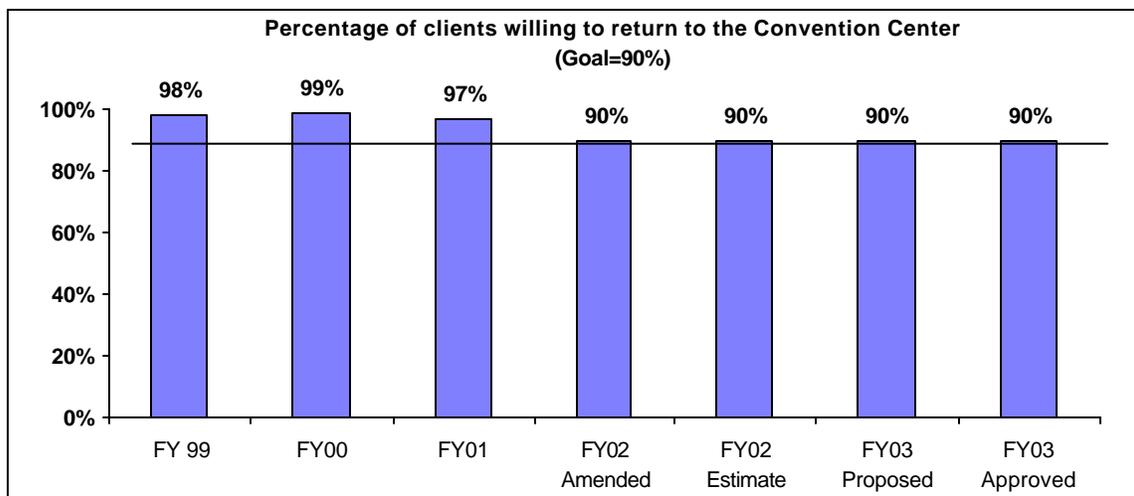
Austin Convention Center Department — 2002-2003

In order to maintain a high level of customer service, surveys of Convention Center clients and users are conducted on a routine basis. The survey results are used to continually monitor the quality of service and ensure that the needs of our customers are being met. The customer satisfaction survey identifies each activity area within the department and asks the customer to rate each activity. As depicted in the following chart, the Austin Convention Center Department expects to achieve customer satisfaction ratings above 4.25 (on a 5.0 scale) in each activity area during 2002-03.



* In Summer 2002, Palmer Auditorium and the City Coliseum close for business and the new Palmer Events Center (PEC) begins operations. Therefore, ratings prior to Summer 2002 apply to Palmer Auditorium/City Coliseum and ratings after that time period pertain to the PEC.

It is not only important that clients are satisfied with the facilities and services they have received but that they also would like to hold future events in Convention Center facilities, thereby contributing to positive revenue growth for the Department. The goal for 2002-03 is for nine of every ten clients to express a willingness to return to the Convention Center facilities.



Austin Convention Center Department — 2002-2003

This budget directly supports the following Convention Center Department goals:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.25 (5.0 scale)
- Continue the financial success of the department whereby total revenue exceeds requirements
- Meet the needs of our customers for technology
- Continue to add to the local economy through Austin's hospitality industry
 - Bed Tax Collections

Town Lake Park Community Events Center Project

On November 3, 1998, Austin residents voted for a bond proposition authorizing the City of Austin to finance, construct, and develop the Town Lake Park Community Events Center venue project. The project included building a new Events Center, construction of a 1,200 car parking garage and parkland development. The project was financed through a 5.0-cent increase car rental tax. The PEC parking garage became operational in November, 2001 and the PEC opened in summer, 2002. The 2002-03 Approved Budget transfers all existing Palmer Auditorium FTEs to the Palmer Events Center Operating Fund. No new FTEs are approved for 2002-03.

This budget directly supports the following Convention Center Department goals:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.25 (on a 5.0 scale)
- Continue the financial success of the department whereby total revenue exceeds requirements
- Meet the needs of our customers for technology

Investment in Technology

The Convention Center has continually expanded its technology services to meet customer demand. Over 50% of all events at the Convention Center make use of the facility's network capable of handling voice, video, or data from virtually any point in the building. The Convention Center's business plan emphasizes the department's commitment to technology by setting a goal to meet the growing need for technology by its customers. This budget includes funding for only essential telecommunications needs. Continued investment in technology will further strengthen the Convention Center's competitive position in the tech-intensive convention market.

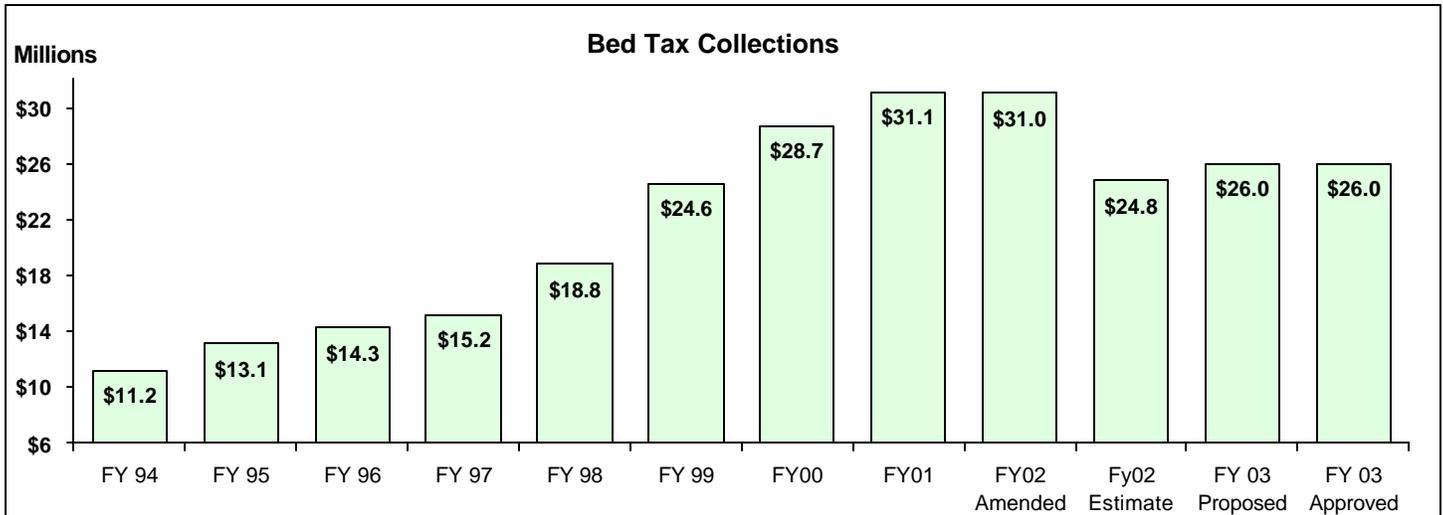
This budget directly supports the following Convention Center Department goals:

- Achieve a high level of customer satisfaction by exceeding a rating of 4.25 (on a 5.0 scale)
- Meet the needs of our customers for technology

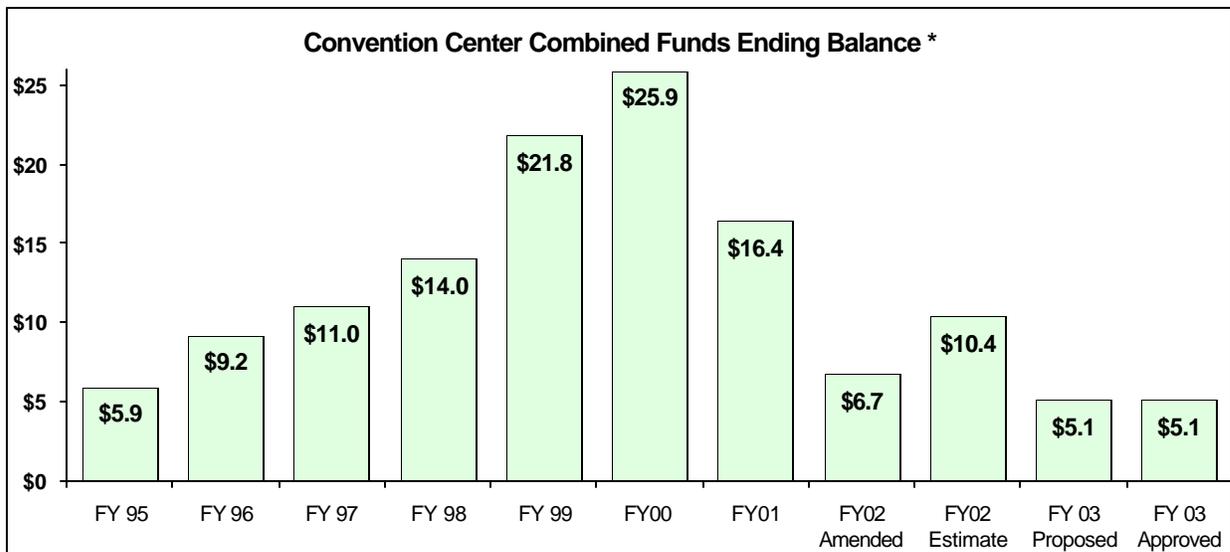
Revenue— The economic slowdown has had a substantial impact on the travel/tourism industry. Accordingly, the 2002-03 budget includes a net overall decrease in revenue as compared to 2001-02 budgeted revenue collections. Budgeted Hotel/Motel bed tax collections for 2002-03 are 16% lower than the 2001-02 amended budget but are expected to increase 5.1% over 2001-02 estimated levels. However, Convention Center facility revenue is expected to increase due to the expanded Convention Center and a full year of operations at the Palmer Events Center. Increases in revenue are also expected from food and beverage, audio-visual, and exhibitor services.

Austin Convention Center Department — 2002-2003

Conventions and trade shows held at the Austin Convention Center facilities are a mechanism to attract out-of-town visitors to the City of Austin and to stay in local hotels. The Convention Center's ability to host these types of events directly impacts Austin's economy. The money spent by visitors to Austin translates into increased retail sales for local businesses, which in turn generates additional sales and bed tax revenue for the City of Austin. The significant increase in bed tax collections in 1998-99 is due to a 2.0-cent increase in the hotel occupancy tax rate approved by the voters in May 1998 for the Convention Center Expansion/Waller Creek Tunnel Project. Bed tax collections in 2002-03 are expected to increase 5.1% above 2001-02 estimated levels.



The following Combined Funds Ending Balance indicator measures the financial position of the Convention Center Department. It is important that the Convention Center Department maintain an appropriate level of funding to provide for any unexpected financial needs. The 2000-01 actual ending balance is significantly lower than the 1999-2000 actual ending balance primarily due to a \$15 million expenditure associated with the headquarters hotel.



* The Convention Center Combined Funds Ending Balance does not include the Venue Project or the Palmer Events Center (PEC) Combined funds.

Solid Waste Services Department - 2002-03

Significant Revenue and Expenditure Changes by Program

Revenue Changes

	Dollars
1. The Approved Budget includes \$265,200 in increased revenue from Garbage Fees, and \$132,100 from Anti-Litter Fees due to increases in the customer base.	\$397,300
2. The Approved Budget includes \$123,600 in increased Landfill revenue corresponding to increased demand for disposal of construction and demolition debris.	\$123,600
3. Eliminate revenue generated from processing and marketing recyclable materials for other entities at the city's Materials Recovery Facility. Due to the recent opening of a privately operated MRF in the area, the City's MRF is not expected to generate significant processing revenue during FY2002-03.	(\$456,000)
4. Increased revenue generated from the SWS Service Initiation Fee due to a higher than previously anticipated number of customers moving into and/or out of served residences.	\$100,000
5. Increased revenue generated by Code Compliance activities due to increased enforcement efforts. An increase in Approved fees from \$75 to \$150 for administrative fees and an increase in legal fees from \$40 to \$46 is also included in the FY03 Approved Budget.	\$125,000
6. The Approved Budget includes increases in miscellaneous revenue sources.	\$35,330

Expenditure Changes

	Dollars	FTEs
<u>City-Wide</u>		
1. The Approved Budget includes \$132,081 for incremental costs of Pay for Performance in 2002.	\$132,081	
1. An additional \$166,944 has been included in the Approved Budget for anticipated changes in health contributions.	\$166,944	
2. The Approved Budget includes \$158,005 for full-year funding for salary adjustments implemented in the current fiscal year (related to the reclassification of Code Compliance Inspectors).	\$158,005	
1. <u>Pay-As-You-Throw</u>		
The Approved Budget includes increased expenditures of \$60,183 due to increased cost of disposal of garbage at private landfills and the personnel costs associated with the transfer of two FTEs to Garbage Collection from elsewhere within SWS (1.0 FTE from Landfill Operations and 1.0 FTE from Support Services).	\$60,183	2.00

Solid Waste Services Department - 2002-03

	Dollars	FTEs
The Approved Budget includes \$412,589 in additional salaries, benefits and supplies for 8 new FTEs for an additional brush crew and an additional bulky crew. The additional crews are necessary to accommodate the increased volume of brush and bulk required to be collected and to maintain the twice-per-year collection frequency of these services.	\$412,589	8.00
The Approved Budget includes \$786,530 in additional salaries, benefits and supplies for 9 new FTEs to add two additional Yard Trimmings Collection crews and five additional Recycling Collection crews. The additional crews are necessary to accommodate the increased resources required to maintain the provision of Yard Trimmings and Recycling collection services on the same day as customers' Garbage collection.	\$786,530	9.00
The Approved Budget includes increases of \$452,000 in Pay-As-You-Throw program expenditures due to the elimination of budgeted vacancy savings.	\$452,000	
The Approved Budget includes increases of \$30,000 associated with increases in the cost of contracted garbage services.	\$30,000	
2. <u>Technical Assistance</u>		
The Approved Budget includes increased expenditures of \$10,898 which includes an additional \$38,408 for a temporary Routing Analyst to assist with route equalization/efficiency improvement studies which was partially offset by \$27,510 reductions in various contractals and commodities.	\$10,898	
The Approved Budget includes the transfer of 1.0 FTE to the Watershed Protection Department for the management of the Brownfield Program. SWS will still continue to fund the personnel expenses associated with this position.	\$0	(1.00)
3. <u>Diversion</u>		
The Approved Budget includes increases of \$82,425 in Diversion program expenditures due to the elimination of budgeted vacancy savings.	\$82,425	
The Approved Budget includes reduced expenditures of \$170,975 associated with the transfer of expenditures relating to closure and post-closure care activities to the Landfill Fund's Closure and Post-Closure Care activity and the transfer of 1.0 FTE to Garbage Collection. Included in the expenses shifted to the Landfill Fund, is 1.0 FTE \$46,789 to work on closure and post-closure care issues for the FM 812 landfill and previously closed city-owned landfills.	(\$170,975)	(2.00)

Solid Waste Services Department - 2002-03

	Dollars	FTEs
The Approved Budget includes reduced expenditures of \$66,814 at the Materials Recovery Facility related to decreased shipping and maintenance expenses.	(\$66,814)	
4. <u>Litter Abatement</u>		
The Approved Budget includes \$220,691 in additional salaries, benefits and support expenditures for 3 new FTEs to form an additional Litter Control crew. The additional crew is necessary to accommodate the increased volume of litter required to be collected in the downtown area and illegal dump sites, and to assist with neighborhood clean-up projects. These increases were partially offset by reductions totaling \$23,013 in contractual and commodities.	\$197,678	3.00
The Approved Budget includes increases of \$104,387 in Litter Abatement program expenditures due to the elimination of budgeted vacancy savings.	\$104,387	
5. <u>Customer Services</u>		
The Approved Budget includes increased expenditures of \$34,981 associated with the transfer of 1.0 FTE from the department's Support Services program to Customer Services. The net impact on departmental FTEs and expenditures is zero. The approved increase in expenditures within Customer Services is partially offset by reductions totaling \$21,740 in various categories.	\$13,241	1.00
6. <u>Support Services</u>		
The Approved Budget includes \$92,470 in increased salaries and benefits for temporary administrative employees to assist with short-term management projects, which was partially offset by a reduction of \$34,981 associated with the transfer of 1.0 FTE from Support Services to the Customer Services program. The net impact of this transfer upon departmental FTEs and expenditures is zero.	\$57,489	(1.00)
The Approved Budget includes \$50,000 in increased expenditures to fund the lease payments associated with replacing obsolete computer equipment.	\$50,000	
The Approved Budget includes \$49,000 in increased expenditures for consultant services for safety and efficiency studies.	\$49,000	
The Approved Budget includes a reduction of \$68,894 in personnel and various miscellaneous administrative expenditures associated with the transfer of 1.0 FTE to Garbage Collection.	(\$68,894)	(1.00)
The Approved Budget includes the transfer of 1.0 FTE to the Watershed Protection Department for the management of the Brownfield Program. SWS will still continue to fund the personnel expenses associated with this position.	\$0	(1.00)

Solid Waste Services Department - 2002-03

	Dollars	FTEs
7. <u>Transfers Out</u>		
The Approved Budget includes decreased transfers to Capital Improvement Projects of \$1,080,000 due to the department's plan to debt finance \$3,000,000 in replacement vehicles planned for purchase during FY2002-03.	(\$1,080,000)	
The Approved Budget includes an increase of \$971,040 in the transfer to the Landfill Fund to support landfill monitoring, closure, and post-closure care activities associated with the FM 812 Landfill and previously closed city-owned landfills.	\$971,040	
The Approved Budget includes the elimination of the transfer to the Environmental Remediation Fund of \$241,500 as this transfer is approved to be made from the Landfill Fund to the Environmental Remediation Fund since it supports expenditures associated with closed city-owned landfills.	(\$241,500)	
The Approved Budget also includes decreased Debt Service of \$335,897. The decrease in Debt Service requirements includes a reduction of \$80,209 due to the refunding of several debt issuances at lower interest rates and by a reduction of \$255,388 as the Debt Service associated with previous debt issuances to fund landfill activities will be made from the Landfill Fund.	(\$335,597)	
The Approved Budget also includes reduced transfers to Information Systems of \$243,112, and Wireless Communication Fund of \$15,484, offset by an increase in the transfer to the Sustainability Fund of \$3,252.	(\$255,344)	
8. <u>Other Requirements</u>		
The Approved Budget includes increased requirements for the Workers' Compensation Fund.	\$223,586	
The Approved Budget includes an increase in projected Bad Debt Expense.	\$53,000	
The Approved Budget includes decreased requirements totaling \$90,504 for Utility Billing Support and the Liability Reserve Fund, offset by increased requirements for City-wide Administrative Support and Accrued Payroll of \$20,030.	(\$70,474)	

Solid Waste Services Department - 2002-03

Significant Revenue and Expenditure Changes by Program Landfill Closure and Post-Closure Care Fund

Revenue Changes

Dollars

The Approved Budget includes \$971,040 in increased transfers from the Solid Waste Services Operating Fund. \$971,040

Expenditure Changes

Dollars

FTEs

City-Wide

The Approved Budget includes \$1,025 for incremental costs of Pay for Performance in 2002. \$1,025

An additional \$444 has been included in the Approved Budget for anticipated changes in health contributions. \$444

Monitoring

The Approved Budget includes increased expenditures of \$96,842 for monitoring activities, which includes funding for 1.0 new FTE (an Environmental Compliance Specialist as required by the Texas Natural Resource Conservation Commission). \$95,842 1.00

Closure and Post-Closure Care

The Approved Budget includes increased expenditures of \$315,990 for closure and post-closure care expenditures. This includes salaries and benefits of \$82,780 associated with 1.0 new FTE (an Equipment Operator) and 1.0 FTE that is being transferred from the Solid Waste Services Operating Fund to focus on closure and post-closure care activities. Also included are \$227,210 in expenditures associated with the operation and maintenance of heavy equipment and \$6,000 to fund the cost of the independent auditor's annual review of the City's financial disclosure of closure and post-closure care costs. \$315,990 2.00

Transfers Out

The Approved Budget includes increased transfers to Capital Improvement Projects of \$24,703 as transfers to Capital Improvements Projects associated with Landfill projects will now be funded through the Landfill Closure and Post-Closure Care Fund instead of the Solid Waste Services Operating Fund. \$24,703

The Approved Budget includes the addition of the transfer to the Environmental Remediation Fund of \$241,500 as this transfer will be made from the Landfill Fund to the Environmental Remediation Fund (instead of the Solid Waste Services Operating Fund) since it supports expenditures associated with closed city-owned landfills. \$241,500

Solid Waste Services Department - 2002-03

The Approved Budget also includes increased Debt Service of \$255,389. The increase is due to the reallocation of the funding for Debt Service associated with landfill projects, which will be made from the Landfill Fund instead of the Solid Waste Services Operating Fund. \$255,389

Programs and Activites

Solid Waste Services-2002-03

Solid Waste Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
CUSTOMER SERVICES										
Service Order Center	\$596,070	12.00	\$617,876	12.33	\$613,373	12.33	\$641,076	13.33	\$641,076	13.33
LITTER ABATEMENT										
Code Compliance	\$785,786	15.00	\$1,076,362	17.20	\$1,213,774	17.20	\$1,278,391	17.20	\$1,278,391	17.20
Keep Austin Beautiful	\$207,518	3.32	\$231,217	3.32	\$231,217	3.32	\$235,601	3.32	\$235,601	3.32
Litter Control	\$1,252,251	17.90	\$1,402,069	18.95	\$1,402,069	18.95	\$1,673,213	21.70	\$1,673,213	21.70
Street Cleaning	\$1,524,011	20.90	\$1,678,859	21.70	\$1,678,859	21.70	\$1,711,543	21.95	\$1,711,543	21.95
PAY AS YOU THROW										
Brush / Bulk Collection	\$1,594,448	26.80	\$1,839,410	28.15	\$1,829,250	28.15	\$2,303,498	36.15	\$2,303,498	36.15
Garbage Collection	\$10,315,130	107.32	\$9,888,141	103.50	\$10,126,008	103.50	\$10,316,028	100.00	\$10,316,028	100.00
Recycling Collection	\$3,601,743	57.00	\$3,790,833	57.10	\$3,712,597	57.10	\$4,480,460	68.00	\$4,480,460	68.00
Yard Trimmings Collection	\$1,694,249	33.40	\$2,085,878	29.90	\$2,062,455	29.90	\$2,412,409	33.50	\$2,412,409	33.50
SUPPORT SERVICES										
Administration and Management	\$1,073,571	7.00	\$804,557	6.00	\$932,444	6.00	\$905,786	6.00	\$905,786	6.00
Facility Expenses	\$815,463	2.68	\$849,474	2.68	\$849,474	2.68	\$897,844	2.68	\$897,844	2.68
Financial Monitoring / Budgeting	\$167,902	4.00	\$282,254	4.00	\$221,888	4.00	\$284,632	4.00	\$284,632	4.00
Information Technology Support	\$384,721	4.00	\$61,410	0.00	\$190,040	0.00	\$118,000	0.00	\$118,000	0.00
Personnel / Training	\$977,446	17.68	\$1,286,215	20.00	\$1,037,504	20.00	\$1,215,664	18.00	\$1,215,664	18.00
PIO / Community Services	\$539,826	4.00	\$501,980	3.34	\$483,263	3.34	\$509,716	3.34	\$509,716	3.34
Purchasing / MWBE Compliance	\$313,249	5.50	\$297,178	5.50	\$292,378	5.50	\$255,898	4.50	\$255,898	4.50
Vehicle / Equipment Maintenance	\$66,310	1.84	\$62,870	1.00	\$62,870	1.00	\$84,999	1.00	\$84,999	1.00

Solid Waste Services-2002-03

TECHNICAL ASSISTANCE

Brownfields	\$61,657	1.34	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00
Commercial/Multi-Family Recycling Ordinance	\$115,868	1.33	\$225,060	1.33	\$225,000	1.33	\$0	0.00	\$0	0.00
Commercial/Multi-Family Waste Reduction Assistance	\$164,672	3.00	\$197,681	3.00	\$176,081	3.00	\$413,098	4.33	\$413,098	4.33
Research and Development	\$117,007	2.33	\$163,753	2.00	\$153,853	2.00	\$150,277	1.00	\$150,277	1.00
Routing	\$191,178	3.66	\$205,357	3.00	\$217,637	3.00	\$247,907	3.00	\$247,907	3.00

TRANSFERS & OTHER REQUIREMENTS

Other Requirements	\$4,689,778	0.00	\$4,893,664	0.00	\$4,893,664	0.00	\$4,856,664	0.00	\$4,856,664	0.00
Transfers	\$9,612,161	0.00	\$4,940,526	0.00	\$4,940,526	0.00	\$4,242,237	0.00	\$4,242,237	0.00

WASTE DIVERSION

CESQG	\$46,284	1.00	\$89,012	1.00	\$89,012	1.00	\$54,035	0.50	\$54,035	0.50
Household Hazardous Waste	\$688,767	6.75	\$869,354	7.00	\$830,358	7.00	\$840,332	6.50	\$840,332	6.50
Landfill Operations	\$490,962	9.25	\$686,128	8.50	\$671,025	8.50	\$551,057	7.00	\$551,057	7.00
Materials Recovery Facility	\$1,344,073	16.00	\$1,456,621	15.50	\$1,347,120	15.50	\$1,524,852	16.00	\$1,524,852	16.00

Total	\$43,432,101	385.00	\$40,483,739	376.00	\$40,483,739	376.00	\$42,205,217	393.00	\$42,205,217	393.00
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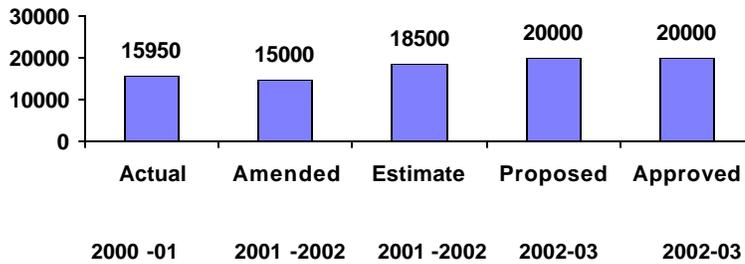
Solid Waste Services-2002-03

Program: *CUSTOMER SERVICES*

Program Objective: The purpose of the Customer Service program is to provide services to SWS customers so that they receive accurate billing and a timely response to their requests.

Program Results Measures:

Number of Service Order Center complaints



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of Service Order Center complaints	15,950	15,000	18,500	20,000	20,000

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Service Order Center	\$596,070	12.00	\$617,876	12.33	\$613,373	12.33	\$641,076	13.33	\$641,076	13.33
Total	\$596,070	12.00	\$617,876	12.33	\$613,373	12.33	\$641,076	13.33	\$641,076	13.33

Solid Waste Services-2002-03

Activity: Service Order Center

Activity Code: 6SVC

Program Name: CUSTOMER SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Solid Waste Services Fund	\$596,070	\$617,876	\$613,373	\$641,076	\$641,076
Total Requirements	\$596,070	\$617,876	\$613,373	\$641,076	\$641,076
Full-Time Equivalents	12.00	12.33	12.33	13.33	13.33

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of repeat service orders	Efficiency	6%	7%	5%	7%	7%
Number of Service Order Center complaints	Result	15,950	15,000	18,500	20,000	20,000
Total Number of calls answered	Result	N/A	N/A	N/A	120,000	120,000

Activity History and Description: Service Order Center is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-21. The Service Order Center "one-stop shop" concept was initiated in August 1993 and enhanced in 1998 with the implementation of the highly anticipated new Customer Information System (CIS). Customers may now call one number for assistance with utility and Solid Waste Services. The SWS Customer Service Division continues to process its customer calls, service orders, billing issues and dispatch duties. The consolidation of the utilities under the "one-stop" concept has yielded an improved level of service to the citizens of Austin.

Activity Objective: The purpose of the Service Order Center is to provide services to SWS customers so that they receive accurate billing and timely response to their requests.

Services of the Activity:

Core Services

Service order processing
Service order dispatch
Billing

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes increased expenditures of \$34,981 associated with the transfer of 1.0 FTE from Support Services and an increase of \$5,475 for additional health benefits contributions. These increases will partially offset

Solid Waste Services-2002-03

Activity: *Service Order Center*

Activity Code: *6SVC*

Program Name: *CUSTOMER SERVICES*

by reductions totaling (\$17,256) in various categories.

Responsible Employee:

Melissa Martinez

512-974-1973

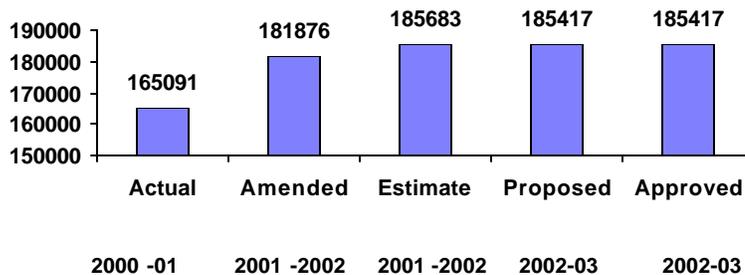
Solid Waste Services-2002-03

Program: **LITTER ABATEMENT**

Program Objective: The purpose of the Litter Abatement program is to provide a cleaner community for the citizens of Austin so they can enjoy an improved quality of life.

Program Results Measures:

Cost per residential street sweeping cycle



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average Code Compliance Vacant Lot Case Process Time (Days)	N/A	30 days	33 days	32 days	32 days
Cost per residential street sweeping cycle	\$165,091	\$181,876	\$185,683	\$185,417	\$185,417
Customer satisfaction with street cleaning	80%	90%	90%	90%	90%
Number of Code Compliance Field Investigations	N/A	23,100	22,000	20,000	20,000
Percent of dead animals collected within 24 hours of notification	100%	99.5%			
Reduction of litter accumulating on streets. (As measured by National Photo Metric Index)	No Data	75%	No Data	75%	75%
Value per volunteer per hour per event, activity, ed., presentation, outreach, awareness campaign provided by KAB, which results in savings or cost avoidance--City	\$13.50	\$15.00	\$13.50	\$17.86	\$17.86
Volunteer hours contributed to KAB activities	N/A	75,000	50,000	100,000	100,000

Solid Waste Services-2002-03

Program: *LITTER ABATEMENT*

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Code Compliance	\$807,610	15.00	\$1,076,362	17.20	\$1,213,774	17.20	\$1,278,391	17.20	\$1,278,391	17.20
Keep Austin Beautiful	\$207,518	3.32	\$231,217	3.32	\$231,217	3.32	\$235,601	3.32	\$235,601	3.32
Litter Control	\$1,252,251	17.90	\$1,402,069	18.95	\$1,402,069	18.95	\$1,673,213	21.70	\$1,673,213	21.70
Street Cleaning	\$1,524,011	20.90	\$1,678,859	21.70	\$1,678,859	21.70	\$1,711,543	21.95	\$1,711,543	21.95
Total	\$3,791,390	57.12	\$4,388,507	61.17	\$4,525,919	61.17	\$4,898,748	64.17	\$4,898,748	64.17

Solid Waste Services-2002-03

Activity: Code Compliance

Activity Code: 4CCP

Program Name: LITTER ABATEMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$21,824	\$0	\$0	\$0	\$0
Solid Waste Services Fund	\$785,786	\$1,076,362	\$1,213,774	\$1,278,391	\$1,278,391
Total Requirements	\$807,610	\$1,076,362	\$1,213,774	\$1,278,391	\$1,278,391
Full-Time Equivalents	15.00	17.20	17.20	17.20	17.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average Code Compliance Vacant Lot Case Process Time (Days)	Efficiency	N/A	30 days	33 days	32 days	32 days
Number of Code Compliance Field Investigations	Result	N/A	23,100	22,000	20,000	20,000

Activity History and Description: Code Compliance is a core activity. The legal mandates for this activity are the Texas Constitution, Article XI, Section 5 & Article XVI, Health & Safety Code, Title 5, and City Code, Chapters 10-2, 10-4, 12-3 & 16-7. In FY2000-01, the City Council consolidated the handling of complaints related to high weeds, junk, litter and illegal dumping on vacant and occupied public and private properties within the Solid Waste Services Department to provide citizens with a more direct means of resolving Code Compliance issues.

Activity Objective: The purpose of Solid Waste Services Code Compliance is to address complaints/requests from the public and to proactively pursue compliance with City of Austin Codes regarding high weeds, junk and litter and dumping on vacant and occupied public and private properties.

Services of the Activity:

Core Services

Performs surveys of targeted neighborhoods
Responds to complaints/requests from citizens

Semi Core Services

Coordinates with other activities in Solid Waste Services
Coordinates with other agencies in the City of Austin
Coordinates with other organizations

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes \$158,005 for full-year funding for market adjustments implemented in the current fiscal year. An additional \$7,637 has been included in the Approved Budget for anticipated changes in health

Solid Waste Services-2002-03

Activity: Code Compliance

Activity Code: 4CCP

Program Name: LITTER ABATEMENT

contributions. The Approved Budget also includes increases of \$36,387 in personnel expenditures due to the elimination of budgeted vacancy savings.

Responsible Employee:

Melissa Prescott

512-974-1944

Solid Waste Services-2002-03

Activity: *Keep Austin Beautiful*

Activity Code: 4KAB

Program Name: LITTER ABATEMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$207,518	\$231,217	\$231,217	\$235,601	\$235,601
Total Requirements	\$207,518	\$231,217	\$231,217	\$235,601	\$235,601
Full-Time Equivalents	3.32	3.32	3.32	3.32	3.32

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Value per volunteer per hour per event, activity, ed., presentation, outreach, awareness campaign provided by KAB, which results in savings or cost avoidance--City	Efficiency	\$13.50	\$15.00	\$13.50	\$17.86	\$17.86
Volunteer hours contributed to KAB activities	Result	N/A	75,000	50,000	100,000	100,000

Activity History and Description: Keep Austin Beautiful is a semi-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, and City Code Chapters 12-3-101 and 12-3-103. Keep Austin Beautiful (KAB) was chartered as a non-profit 501c3 in 1985. The COA has funded two positions and provided office space in order to support and solicit private sector participation in achieving the goals of KAB to fulfill the mission of increasing the environmental responsibility of each individual and the reduction of trash in our community. KAB is funded in part by the City of Austin, Travis County and many private sector organizations through in-kind donations. KAB also receives in-kind support from local media groups. Keep Austin Beautiful has a variety of different programs in place to educate the community and to facilitate and conduct cleanups. A vigorous education program supports solid waste outreach activities in local schools, corporate groups, neighborhood groups and with boy and girl scout groups and other youth groups. An excellent example of the savings in a citywide cleanup in April, 2002 (Keep Austin Beautiful Month) was a savings to the City of Austin of \$75,000 (for one month only). It is easy to calculate what the savings could amount to annually --with this monthly figure. It is almost one million dollars in savings for the City of Austin. From June 2001 - May, 2002, \$578,850.00 was the value of the time Keep Austin Beautiful volunteers spent while collecting trash across our city.

Activity Objective: The purpose of Keep Austin Beautiful is to reduce and prevent litter for the

Solid Waste Services-2002-03

Activity: *Keep Austin Beautiful*

Activity Code: 4KAB

Program Name: LITTER ABATEMENT

greater Austin community through education, community outreach activities and signature cleanup events drawing attention to the need to abate trash in our city. Currently, KAB works with eight different City of Austin departments in the effort to decrease solid waste.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Recruits and coordinates volunteers for cleanup projects
Organizes cleanups
Develops and delivers communication and presentation campaigns
Administers and promotes litter container programs
Educational programs

Changes in Requirements and Performance Measures:

Substantially the same.

Responsible Employee:

Irene Guzman-Krill

512-974-3576

Solid Waste Services-2002-03

Activity: Litter Control
Activity Code: 4LTC
Program Name: LITTER ABATEMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$1,252,251	\$1,402,069	\$1,402,069	\$1,673,213	\$1,673,213
Total Requirements	\$1,252,251	\$1,402,069	\$1,402,069	\$1,673,213	\$1,673,213
Full-Time Equivalents	17.90	18.95	18.95	21.70	21.70

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per ton of litter collected	Efficiency	\$3,370	\$3,545	\$3,573	\$3,604	\$3,604
Number of cleanups of illegal dumpsites	Result	543	900	900	900	900

Activity History and Description: Litter Control is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, and the Health and Safety Code of Texas Environmental Laws Chapters 365, 342.004 and 342.021(b). Litter Control is made up of separate but related services. Animal disposal, which is the removal of dead animals from City-owned property, right-of-ways, and from the City's animal shelter and transportation to a landfill; nightly cleanup of sidewalks and emptying of public trash receptacles in the downtown district, including flushing streets, which is coordinated with street sweepers; and cleanup of illegal dumps on public right-of-ways, as needed. A fixed amount of funding, \$561,329, is transferred annually to the Parks and Recreation Department for litter pickup in City parks and greenbelts.

Activity Objective: The purpose of the Litter Control activity is to remove litter and dumped materials from public property for citizens of Austin so they can have a cleaner city.

Services of the Activity:

Core Services

Dead animal collection
 Litter collection
 Illegal dumping clean-up
 Downtown litter collection

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes \$209,730 increased expenditures to support the addition of 2.5 new FTEs and 0.25 FTEs reallocated to Litter Control from Street Cleaning to form an additional Litter Control crew. The additional crew is

Solid Waste Services-2002-03

Activity: *Litter Control*
Activity Code: *4LTC*
Program Name: *LITTER ABATEMENT*

necessary to accommodate the increased volume of litter required to be collected in the downtown area and illegal dump sites, and to assist with neighborhood clean-up projects. The Approved Budget includes increases of \$53,000 in personnel expenditures due to the elimination of budgeted vacancy savings. The Approved Budget also includes \$8,414 for increases in anticipated changes in health contributions.

Responsible Employee: Melissa Prescott 512-974-1944

Solid Waste Services-2002-03

Activity: Street Cleaning
Activity Code: 4SCL
Program Name: LITTER ABATEMENT

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$1,524,011	\$1,678,859	\$1,678,859	\$1,711,543	\$1,711,543
Total Requirements	\$1,524,011	\$1,678,859	\$1,678,859	\$1,711,543	\$1,711,543
Full-Time Equivalents	20.90	21.70	21.70	21.95	21.95

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per residential curb-mile swept per year	Efficiency	\$45	\$50	\$50	\$50	\$50
Cost per residential street sweeping cycle	Efficiency	\$165,091	\$181,876	\$185,683	\$185,417	\$185,417
Total number of complaints	Output	9	175	175	175	175
Customer satisfaction with street cleaning	Result	80%	90%	90%	90%	90%

Activity History and Description: Street Cleaning is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, City Code 12-3-1 and a permit from the NPDES. The City's street sweeping program removes debris and contaminants from the downtown district daily, boulevards monthly and residential neighborhoods six times per year. This is accomplished by sweeping the concrete gutters along roadways and transporting the accumulated debris ultimately to a sanitary landfill for disposal. Sweeping streets diverts environmental pollution from creeks and drainage ways. This program is accomplished using skilled operators and specialized heavy equipment.

Activity Objective: The purpose of the Street Cleaning activity is to provide street cleaning services to the citizens of Austin so they can enjoy cleaner streets and improved water quality.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Street sweeping

Solid Waste Services-2002-03

Activity: *Street Cleaning*

Activity Code: 4SCL

Program Name: LITTER ABATEMENT

**Changes in Requirements and
Performance Measures:**

The Approved Budget includes an increase of \$11,898 to add a new .25 FTE to provide management support for the activity and \$9,635 for additional health benefits contributions. The Approved Budget includes increases of \$15,000 in personnel expenditures due to the elimination of budgeted vacancy savings. The Approved Budget also includes reductions in various categories totaling \$3,849.

Responsible Employee:

Melissa Prescott

512-974-1944

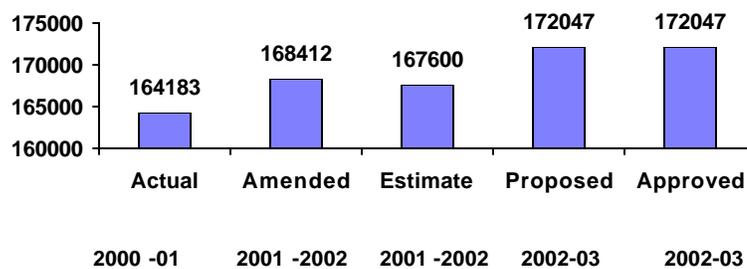
Solid Waste Services-2002-03

Program: **PAY AS YOU THROW**

Program Objective: The purpose of the Pay-As-You-Throw program is to provide diversion incentives and waste collection services to SWS Customers, so they can have their waste removed and control their expenses.

Program Results Measures:

Tons collected (Total for all PAYT services)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average pounds of recycled materials collected per household per week	8.64	9.55	8.68	8.94	8.94
Average pounds of yard trimmings collected per week per household	4.56	5.10	5.05	4.79	4.79
Cost per household-direct-residential garbage collection	\$54.20	\$49.95	\$51.88	\$51.09	\$51.09
Cost per household-direct-residential garbage collection	\$67.51	\$62.61	\$64.55	\$64.49	\$64.49
Direct cost per household to collect recycling materials	\$24.70	\$25.10	\$24.46	\$29.27	\$29.27
Net cost per ton to provide recycling services	(\$102.33)	(\$103.12)	(\$121.85)	(\$143.77)	(\$143.77)
Number of Brush/Bulk complaints	115	1,000	1,000	1,000	1,000
Number of recycling collection complaints	4,047	2,906	2,906	3,525	3,525
Number of yard trimmings collection complaints	3,263	2,200	2,200	2,500	2,500

Solid Waste Services-2002-03

Program: PAY AS YOU THROW

Percent of waste stream diverted from landfills through yard trimmings collection	10.60%	11.78%	11.90%	10.95%	10.95%
Percent of waste stream diverted from the landfill through recycling	18.43%	19.52%	19.50%	18.27%	18.27%
Pounds of garbage per household per week	32.37	31.00	31.63	32.31	32.31
Tons collected (Total for all PAYT services)	164,183	168,412	167,600	172,047	172,047
Total tons of yard trimmings collected	16,747	18,916	19,000	18,003	18,003

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Brush / Bulk Collection	\$1,594,448	26.80	\$1,839,410	28.15	\$1,829,250	28.15	\$2,303,498	36.15	\$2,303,498	36.15
Garbage Collection	\$10,315,130	107.32	\$9,888,141	103.50	\$10,126,008	103.50	\$10,316,028	100.00	\$10,316,028	100.00
Recycling Collection	\$3,601,743	57.00	\$3,790,833	57.10	\$3,712,597	57.10	\$4,480,460	68.00	\$4,480,460	68.00
Yard Trimmings Collection	\$1,694,249	33.40	\$2,085,878	29.90	\$2,062,455	29.90	\$2,412,409	33.50	\$2,412,409	33.50
Total	\$17,205,570	224.52	\$17,604,262	218.65	\$17,730,310	218.65	\$19,512,395	237.65	\$19,512,395	237.65

Solid Waste Services-2002-03

Activity: *Brush / Bulk Collection*

Activity Code: *2BBC*

Program Name: *PAY AS YOU THROW*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$1,594,448	\$1,839,410	\$1,829,250	\$2,303,498	\$2,303,498
Total Requirements	\$1,594,448	\$1,839,410	\$1,829,250	\$2,303,498	\$2,303,498
Full-Time Equivalents	26.80	28.15	28.15	36.15	36.15

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per ton of brush collected	Efficiency	\$146	\$261	\$203	\$312	\$312
Cost per ton of bulk items collected	Efficiency	\$146	\$164	\$170	\$190	\$190
Number of Brush/Bulk complaints	Result	115	1,000	1,000	1,000	1,000

Activity History and Description: Brush and Bulk Collection is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-4. The twice-per-year brush pickup service and twice-per-year bulk pickup service collect brush and large items that are not handled by the normal trash collection for the City's residential customers. These services were introduced in the Pay-As-You-Throw pilot program in 1991 and officially implemented in 1993. These services are now accomplished by using skilled operators and specialized equipment.

Activity Objective: The purpose of the Brush and Bulky Collection activity is to provide brush and bulky collection services to Solid Waste Services customers so that they have a convenient and cost effective way to dispose of items too large for garbage and recycling collection.

Services of the Activity:

Core Services

Brush collection
Bulky collection

Semi Core Services

On-call collection

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes \$412,589 in additional salaries, benefits and supplies for 8 new FTEs for an additional brush crew and an additional bulky crew. The additional crews are necessary to accommodate the increased volume of brush and bulk required to be collected and to maintain the twice-per-year collection frequency of these services. The Approved Budget also includes increases of \$39,000 in personnel expenditures due to the elimination of

Solid Waste Services-2002-03

Activity: *Brush / Bulk Collection*

Activity Code: *2BBC*

Program Name: *PAY AS YOU THROW*

budgeted vacancy savings. The Approved Budget also includes \$12,499 for increases in anticipated changes in health contributions.

Responsible Employee:

Melissa Prescott

512-974-1944

Solid Waste Services-2002-03

Activity: Garbage Collection

Activity Code: 2GCL

Program Name: PAY AS YOU THROW

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Solid Waste Services Fund	\$10,315,130	\$9,888,141	\$10,126,008	\$10,316,028	\$10,316,028
Total Requirements	\$10,315,130	\$9,888,141	\$10,126,008	\$10,316,028	\$10,316,028
Full-Time Equivalents	107.32	103.50	103.50	100.00	100.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per household-direct-residential garbage collection	Efficiency	\$54.20	\$49.95	\$51.88	\$51.09	\$51.09
Cost per household-direct-residential garbage collection and disposal	Efficiency	\$67.51	\$62.61	\$64.55	\$64.49	\$64.49
Cost per ton-residential-garbage collection	Efficiency	\$82.11	\$79.69	\$75.85	\$73.59	\$73.59
Number of complaints for residential garbage collection	Result	4,110	4,000	4,200	5,276	5,276
Pounds of garbage per household per week	Result	32.37	31.00	31.63	32.31	32.31
Tons collected (Total for all PAYT services)	Result	164,183	168,412	167,600	172,047	172,047
Total tons of garbage collected	Result	116,860	114,977	117,324	121,325	121,325

Activity History and Description: Garbage Collection is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-21. All residential customers receive garbage collection through a service named Pay-As-You-Throw (PAYT). PAYT maximizes diversion of solid waste by providing once-per-week yard waste, once-per-week recycling, and once-per-week garbage collection services. The pilot for PAYT was tested from August 1991 to October 1992. Service implementation began with Phase I in August 1993, Phase II in June 1994, Phase III A in November 1995 and Phase III B in June 1996. All customers have converted to PAYT. The City Council adopted residential variable rates in July 1997. Residents now pay fees calculated according to the size and number of carts.

Solid Waste Services-2002-03

Activity: *Garbage Collection*

Activity Code: 2GCL

Program Name: *PAY AS YOU THROW*

Activity Objective: The purpose of the Garbage Collection activity is to provide a system of collecting garbage that utilizes diversion incentives for SWS Customers so that they can have a reliable and efficient system for disposing of their refuse.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Residential garbage Collection
Commercial garbage collection
In-house garbage collection
Cart maintenance
Excess garbage collection
Contracted services (disposal and collection)

Changes in Requirements and Performance Measures:

The Approved Budget includes increased expenditures of \$129,933 which is due to increased cost of disposal of garbage at private landfills (associated with both an increase in the price per ton and additional tons from new customers). The Approved Budget includes increases of \$222,000 in personnel expenditures due to the elimination of budgeted vacancy savings. The Approved Budget also includes \$45,954 for increases in anticipated changes in health contributions and \$30,000 for increases in the cost of contracted garbage services.

Responsible Employee:

Vidal Maldonado

512-974-4312

Solid Waste Services-2002-03

Activity: *Recycling Collection*

Activity Code: *2RCY*

Program Name: *PAY AS YOU THROW*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$3,601,743	\$3,790,833	\$3,712,597	\$4,480,460	\$4,480,460
Total Requirements	\$3,601,743	\$3,790,833	\$3,712,597	\$4,480,460	\$4,480,460
Full-Time Equivalents	57.00	57.10	57.10	68.00	68.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Direct cost per household to collect recycling materials	Efficiency	\$24.70	\$25.10	\$24.46	\$29.27	\$29.27
Direct cost per ton to collect recycling materials	Efficiency	\$110.00	\$102.60	\$110.07	\$127.79	\$127.79
Average pounds of recycled materials collected per household per week	Result	8.64	9.55	8.68	8.94	8.94
Net cost per ton to provide recycling services	Result	(\$102.33)	(\$103.12)	(\$121.85)	(\$143.77)	(\$143.77)
Number of recycling collection complaints	Result	4,047	2,906	2,906	3,525	3,525
Percent of waste stream diverted from the landfill through recycling	Result	18.43%	19.52%	19.50%	18.27%	18.27%

Activity History and Description: Recycling Collection is a semi-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-4. The recycling pilot program began in 1982, which led to the City-wide implementation in 1989. The original materials collected were newspaper, cardboard, tin, aluminum, glass, and magazines were added in the fall of 1993. Plastic milk jugs and soda bottles were added in the winter of 1994. Additional materials were diverted by increasing the types of materials in the recycling stream. Junk mail and additional plastics were added in 1996. In addition, the program experienced an 11% increase in February of 1997 when the extra garbage stickers were introduced.

Activity Objective: The purpose of the Recycling Collection activity is to provide recycling services to the community in order to divert waste from landfills. The State of Texas has adopted a goal of a 40% diversion rate.

Solid Waste Services-2002-03

Activity: *Recycling Collection*

Activity Code: *2RCY*

Program Name: *PAY AS YOU THROW*

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Residential recycling collection
Commercial recycling collection
In-house recycling collection

Changes in Requirements and Performance Measures:

The Approved Budget includes \$545,275 in additional expenditures to support the addition of 6 new FTEs and the transfer of 4.9 FTEs from elsewhere within the department (3.5 from Garbage Collection and 1.4 from Support Services) to add five additional Recycling Collection crews. The additional crews are necessary to accommodate the increased resources required to maintain the provision of Yard Trimmings and Recycling collection services on the same day as customers' Garbage collection. Over the last two fiscal years, SWS has replaced its single operator recycling vehicles with two-person crews. While the use of two-person crews is slightly more expensive, it is safer and much less physically demanding for collection personnel since the lifting height of materials is substantially reduced and the two employees on a crew can alternate driving and/or collecting materials from recycling bins. The Approved Budget includes increases of \$119,000 in personnel expenditures due to the elimination of budgeted vacancy savings. The Approved Budget also includes \$25,352 for increases in anticipated changes in health contributions.

Responsible Employee:

Vidal Maldonado

512-974-4312

Solid Waste Services-2002-03

Activity: Yard Trimmings Collection

Activity Code: 2YTC

Program Name: PAY AS YOU THROW

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$1,694,249	\$2,085,878	\$2,062,455	\$2,412,409	\$2,412,409
Total Requirements	\$1,694,249	\$2,085,878	\$2,062,455	\$2,412,409	\$2,412,409
Full-Time Equivalents	33.40	29.90	29.90	33.50	33.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per ton of yard trimmings collected	Efficiency	\$101.16	\$110.27	\$108.55	\$134.00	\$134.00
Direct cost per household to collect yard trimmings	Efficiency	\$11.99	\$14.40	\$14.24	\$16.46	\$16.46
Average pounds of yard trimmings collected per week per household	Result	4.56	5.10	5.05	4.79	4.79
Number of yard trimmings collection complaints	Result	3,263	2,200	2,200	2,500	2,500
Percent of waste stream diverted from landfills through yard trimmings collection	Result	10.60%	11.78%	11.90%	10.95%	10.95%
Total tons of yard trimmings collected	Result	16,747	18,916	19,000	18,003	18,003

Activity History and Description: Yard Trimmings Collection is a semi-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-4. This activity was previously a part of the Garbage Collection Activity. During FY 1997-98 the two programs were reorganized into separate units. As a result of this reorganization, the service day for all Yard Trimmings Collection customers was moved from Monday to their regular Garbage and Recycling service day.

Activity Objective: The purpose of the Yard Trimmings Collection activity is to provide SWS residential customers a weekly opportunity to dispose of grass clippings, leaves, and small branches from typical residential lawn care, at the curb.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Solid Waste Services-2002-03

Activity: *Yard Trimmings Collection*

Activity Code: 2YTC

Program Name: *PAY AS YOU THROW*

Yard Trimmings Collection

Changes in Requirements and Performance Measures:

The Approved Budget includes \$241,255 in additional expenditures to support the addition of 3 new FTEs and the transfer of 0.6 FTEs from Support Services to add two additional Yard Trimmings Collection crews. The additional crews are necessary to accommodate the increased resources required to maintain the provision of Yard Trimmings and Recycling collection services on the same day as customers' Garbage collection. The Approved Budget includes increases of \$72,000 in personnel expenditures due to the elimination of budgeted vacancy savings. The Approved Budget also includes \$13,276 for increases in anticipated changes in health contributions.

Responsible Employee:

Vidal Maldonado

512-974-4312

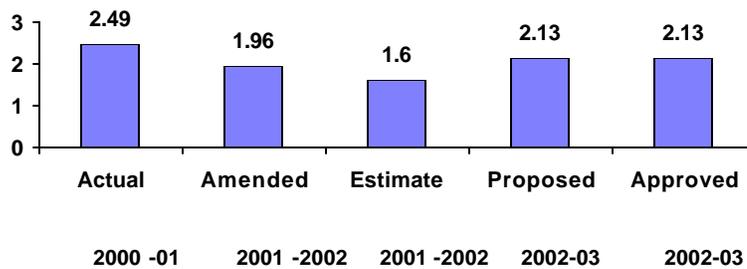
Solid Waste Services-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Administrative Cost as a percentage of Total Department Budget



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	2.49%	1.96%	1.60%	2.13%	2.13%
Customer Satisfaction with Custodial Services	N/A	N/A	N/A	N/A	N/A
Percent average daily out of service	9.62%	10.00%	10.90%	10.00%	10.00%
Percent of CAFs submitted within deadline	100%	95%	95%	100%	100%
Percent of information technology problems resolved at time of call	No Data	N/A	50%	75%	75%
Percent of media calls responded to within 15 minutes	100%	100%	100%	100%	100%
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	28.91% MBE, 9.12% WBE	25% MBE10% WBE	29.92% 10.64%	25% MBE10% WBE	25% MBE10% WBE
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	66%	70%	64%	70%	70%

Solid Waste Services-2002-03

Program: SUPPORT SERVICES

Percent of Vehicles using Alternative Fuel by Type of Vehicle	N/A	30%	30%	30%	30%
Percent Variance of CYEs to Actual Expenditures	0.00%	Q1:2% Q2:2% Q3:1%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	0.01%	Q1:2% Q2:2% Q3:1%	2%	2%	2%
Personnel Action Form (PAF) error rate	5.09%	8.5%	8.5%	8.5%	8.5%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	29 days	25 days	31 days	25 days	25 days

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	\$1,073,571	7.00	\$804,557	6.00	\$932,444	6.00	\$905,786	6.00	\$905,786	6.00
Facility Expenses	\$815,463	2.68	\$849,474	2.68	\$849,474	2.68	\$897,844	2.68	\$897,844	2.68
Financial Monitoring / Budgeting	\$167,902	4.00	\$282,254	4.00	\$221,888	4.00	\$284,632	4.00	\$284,632	4.00
Information Technology Support	\$384,721	4.00	\$61,410	0.00	\$190,040	0.00	\$118,000	0.00	\$118,000	0.00
Personnel / Training	\$977,446	17.68	\$1,286,215	20.00	\$1,037,504	20.00	\$1,215,664	18.00	\$1,215,664	18.00
PIO / Community Services	\$539,826	4.00	\$501,980	3.34	\$483,263	3.34	\$509,716	3.34	\$509,716	3.34
Purchasing / M/WBE Compliance	\$313,249	5.50	\$297,178	5.50	\$292,378	5.50	\$255,898	4.50	\$255,898	4.50
Vehicle / Equipment Maintenance	\$66,310	1.84	\$62,870	1.00	\$62,870	1.00	\$84,999	1.00	\$84,999	1.00
Total	\$4,338,488	46.70	\$4,145,938	42.52	\$4,069,861	42.52	\$4,272,539	39.52	\$4,272,539	39.52

Solid Waste Services-2002-03

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$1,073,571	\$804,557	\$932,444	\$905,786	\$905,786
Total Requirements	\$1,073,571	\$804,557	\$932,444	\$905,786	\$905,786
Full-Time Equivalents	7.00	6.00	6.00	6.00	6.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	2.49%	1.96%	1.60%	2.13%	2.13%
Percent of CAFs submitted within deadline	Result	100%	95%	95%	100%	100%

Activity History and Description: The General Administration activity will provide the leadership, planning and support necessary to achieve the goals and objectives of the Solid Waste Services Department. This activity tracks the cost of general administrative expenses which do not appropriately belong in any other administration activity or for which costs cannot be accurately distributed.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services

Services that comprise the activity are staff meetings, develop business plans, develop performance measures, secretarial/clerical support, office of director, council meetings, requests for information, managing, policy development, and supervising.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes increased expenditures of \$101,229 which includes \$52,729 for 1.0 FTE that was transferred to Administration from Personnel/Training and \$49,500 to support the department's waste reduction efforts through the Greater Austin Waste Reduction Alliance (GARWA). The Approved Budget also includes the transfer of 1.0 FTE to the Watershed

Solid Waste Services-2002-03

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

Protection Department for the management of the Brownfield Program. SWS will still continue to fund the personnel expenses associated with this position.

Responsible Employee:

Georgi Brooks-Newton

512-974-1932

Solid Waste Services-2002-03

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$815,463	\$849,474	\$849,474	\$897,844	\$897,844
Total Requirements	\$815,463	\$849,474	\$849,474	\$897,844	\$897,844
Full-Time Equivalents	2.68	2.68	2.68	2.68	2.68

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	\$1.92	\$2.71	\$1.92	\$1.75	\$1.75
Custodial cost per square foot by contract	Efficiency	\$0	\$0	\$0	\$0	\$0
Facility expense per square foot (exclude security and custodial)	Efficiency	\$10.60	\$11.03	\$9.05	\$8.08	\$8.08
Total square feet of facilities	Output	76,892	61,552	76,892	87,713	87,713
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: Solid Waste Services leases offices at 2100 St. Elmo for its Administration, Customer Service, Technical Assistance, and Code Compliance personnel. SWS also maintains the city-owned Materials Recovery Facility, Household Hazardous Waste Facility, and SWS South Service Center on Todd Lane.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities (excluding treatment and generation plants, tennis courts, park shelters/restrooms/parkland, golf courses, swimming pools) for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services

Services that comprise the activity are utility and telephone expense, leases, pagers and cellular phones, minor building repairs and maintenance, grounds maintenance, pest control, facility custodial, and security.

Semi Core Services

Service Enhancements

Solid Waste Services-2002-03

Activity: *Facility Expenses*

Activity Code: *9FAC*

Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: The Approved Budget includes \$ 48,370 in increased expenditures associated with \$47,180 in anticipated building repairs and \$1,190 in increases to health benefits contributions.

Responsible Employee: Georgi Brooks-Newton 512-974-1932

Solid Waste Services-2002-03

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$167,902	\$282,254	\$221,888	\$284,632	\$284,632
Total Requirements	\$167,902	\$282,254	\$221,888	\$284,632	\$284,632
Full-Time Equivalents	4.00	4.00	4.00	4.00	4.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	0.39%	0.70%	0.55%	0.67%	0.67%
Percent Variance of CYEs to Actual Expenditures	Result	0.00%	Q1:2% Q2:2% Q3:1%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	Result	0.01%	Q1:2% Q2:2% Q3:1%	2%	2%	2%

Activity History and Description: Solid Waste Services became an enterprise fund in fiscal year 1980-81 with an operating budget of \$6.5 million and revenues of \$7.0 million. This activity prepares budgets, financial forecasts, including revenue and rate requirements, Capital Improvement Plan documents, debt financing proposals, and monthly and quarterly financial performance reports. This activity also reviews, analyzes, and recommends requests for Council action on budget amendments, grants, and interlocal agreements.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Services that comprise the activity are general accounting, billing, revenue recovery, internal controls, operating budget development and monitoring, CIP budget and spending plan development, Five-Year forecast, and financial performance reports.

Solid Waste Services-2002-03

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Sue Cooper 512-974-7759

Solid Waste Services-2002-03

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$384,721	\$61,410	\$190,040	\$118,000	\$118,000
Total Requirements	\$384,721	\$61,410	\$190,040	\$118,000	\$118,000
Full-Time Equivalents	4.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	1.77%	2.45%	2.77%	1.88%	1.88%
Information technology support costs per workstation	Efficiency	\$2,957.52	\$2,091.48	\$8,118.49	\$5,834.78	\$5,834.78
Percent of information technology problems resolved at time of call	Result	No Data	N/A	50%	75%	75%

Activity History and Description: Solid Waste Services established the System Services section in FY 1996-1997 in order to provide computer, network and telecommunications resources and services that support the department's business operations. During FY2000-01, SWS transferred its day-to-day management of this activity to the Information Systems Department.

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services

Services that comprise the activity are telecommunication infrastructure planning and administration, telecommunication management, computer hardware and software support, and technology planning services to Solid Waste Services employees so that they are equipped with reliable tools which enable them

Semi Core Services

Service Enhancements

Solid Waste Services-2002-03

Activity: *Information Technology Support*

Activity Code: *9CPU*

Program Name: *SUPPORT SERVICES*

to perform their jobs efficiently and effectively.

Changes in Requirements and Performance Measures:

The Approved Budget includes \$50,000 in increased expenditures to fund the lease payments associated with replacing obsolete computer equipment and \$6,590 in additional expenditures associated with repair and/or replacement of computer and communications equipment.

Responsible Employee:

Georgi Brooks-Newton

512-974-1932

Solid Waste Services-2002-03

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Solid Waste Services Fund	\$977,446	\$1,286,215	\$1,037,504	\$1,215,664	\$1,215,664
Total Requirements	\$977,446	\$1,286,215	\$1,037,504	\$1,215,664	\$1,215,664
Full-Time Equivalents	17.68	20.00	20.00	18.00	18.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	\$2,538	\$3,421	\$2,759	\$3,054	\$3,054
Personnel Action Form (PAF) error rate	Result	5.09%	8.5%	8.5%	8.5%	8.5%

Activity History and Description: The administration of personnel related issues is conducted by the Human Resources Section of the department. The main focus of the section is to promote continuity and cooperation among the department's divisions and sections. Human Resources is charged with managing, developing and establishing programs and activities such as Americans With Disabilities, Alcohol and Drug Testing, Automation, Equal Opportunity Employment, Affirmative Action, employee relations, employee communications, records management, training and development, appraisals, labor relations, benefits, compensation, workers' compensation, reward and recognition, time keeping procedures, payroll management, and staff support for the management team.

Activity Objective: The purpose of the personnel and training activity is to provide administration of pay and benefits, City and Department human resource policies and procedures to SWS employees in order to compensate them accordingly and provide accurate information regarding human resources services.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Services that comprise the activity are benefits, compensation, employee relations, employment services, and organizational development.

Solid Waste Services-2002-03

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

**Changes in Requirements and
Performance Measures:**

The Approved Budget includes reduced expenditures of \$70,551. Travel and supplies expenses are reduced by \$24,507 and personnel expenses are reduced by \$98,130 due the transfer of 1.0 FTE to Administration and 1.0 FTE to Garbage Collection. These reductions in expenditures were partially offset by increases in health benefits contributions of \$8,880 and a \$43,206 increase in expenditures for temporary employees.

Responsible Employee:

Charles Williams

512-974-1968

Solid Waste Services-2002-03

Activity: PIO / Community Services

Activity Code: 9SVC

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$539,826	\$501,980	\$483,263	\$509,716	\$509,716
Total Requirements	\$539,826	\$501,980	\$483,263	\$509,716	\$509,716
Full-Time Equivalents	4.00	3.34	3.34	3.34	3.34

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Value of Department-Initiated Media Coverage	Efficiency	25%	13%	13%	18%	18%
Percent of media calls responded to within 15 minutes	Result	100%	100%	100%	100%	100%

Activity History and Description: Solid Waste Services Public Information activity plans, develops and implements strategies designed to inform our customers about our services and to influence these customers to adopt behavior that will meet Solid Waste Services and the City's goals. Community Education accomplishes its goals through outreach activities including exhibits, school programs, and neighborhood meetings; media activities including press releases, press conferences, and media contacts; development of brochures, flyers, and other publications for use in a variety of ways; print, radio, and television advertising; public service announcements; direct mail; and market research including surveys and focus groups. Community Education also maintains specific pages for Solid Waste Services for the City's Internet site and has an active role in internal communications including a quarterly newsletter and assistance with special activities.

Activity Objective: The purpose of the PIO/Community Service/Marketing activity is to provide written and verbal communication to the public and City employees about department activities and events so that they can be aware, understand and appreciate the services/events offered.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Services that comprise the activity are education/outreach, media relations, creative services, advertising, market

Solid Waste Services-2002-03

Activity: *PIO / Community Services*

Activity Code: *9SVC*

Program Name: *SUPPORT SERVICES*

research, and internal communications.

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Melissa Martinez

512-974-1973

Solid Waste Services-2002-03

Activity: Purchasing / M/WBE Compliance

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$313,249	\$297,178	\$292,378	\$255,898	\$255,898
Total Requirements	\$313,249	\$297,178	\$292,378	\$255,898	\$255,898
Full-Time Equivalents	5.50	5.50	5.50	4.50	4.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	No Data	No Data	No Data	\$41.52	\$41.52
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	Result	28.91% MBE, 9.12% WBE	25% MBE10% WBE	29.92% 10.64%	25% MBE10% WBE	25% MBE10% WBE
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	29 days	25 days	31 days	25 days	25 days

Activity History and Description: The purchasing program provides purchasing, accounts payable, contract compliance and administration support for the department. Major additional activities include departmental administration of office supplies and employee reimbursements.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services

Services that comprise the activity are procurement, MBE/WBE compliance, contract compliance, contract administration, warehousing, and inventory management.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: The Approved Budget includes reduced expenditures of \$43,722 associated with the transfer of 1.0 FTEs to Administration. This reduction in expenditures was partially offset by increases in health benefits contributions of \$2,442.

Responsible Employee: Sue Cooper

512-974-7759

Solid Waste Services-2002-03

Activity: Vehicle / Equipment Maintenance

Activity Code: 9VEH

Program Name: SUPPORT SERVICES

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$66,310	\$62,870	\$62,870	\$84,999	\$84,999
Total Requirements	\$66,310	\$62,870	\$62,870	\$84,999	\$84,999
Full-Time Equivalents	1.84	1.00	1.00	1.00	1.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Total department maintenance cost per piece of equipment (includes charges from inside per outside repair centers)	Efficiency	\$15,544.00	\$15,362.00	\$14,867.32	\$15,362.01	\$15,362.01
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	Result	66%	70%	64%	70%	70%
Percent of Vehicles using Alternative Fuel by Type of Vehicle	Result	N/A	30%	30%	30%	30%

Activity History and Description: This activity provides liaison services between SWS and Fleet Services and the Radio Shop, coordinating repairs and maintenance of the department's vehicles and radios.

Activity Objective: The purpose of the Vehicle/Equipment Maintenance activity is to provide maintenance and repair of City vehicles and equipment for the department to foster safe transportation and operations.

Services of the Activity:

Core Services

Services that comprise the activity are coordination of fleet services, vehicle maintenance, vehicle enhancements and modifications, and specifications development and acquisitions.

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: The Approved Budget includes increased expenditures of \$22,129. This includes increased personnel and benefits of \$7,101 plus \$15,028 to purchase soap and supplies for the truck wash facility.

Responsible Employee:

Vidal Maldonado

512-974-4312

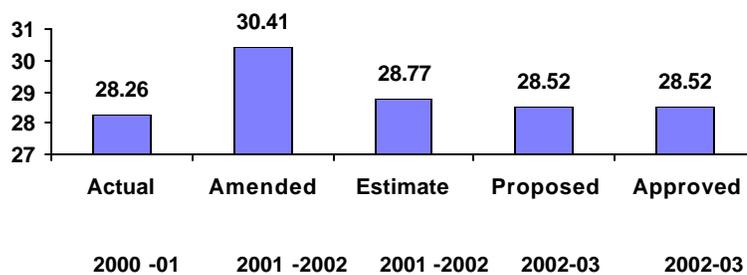
Solid Waste Services-2002-03

Program: TECHNICAL ASSISTANCE

Program Objective: The purpose of the Technical Assistance program is to provide research and development, and technical assistance to the City of Austin in order to increase waste diversion.

Program Results Measures:

Percent of waste diverted from landfill



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of commercial tons reported	N/A	N/A	N/A	60,000	60,000
Number of major re-routing projects completed	1	5	2	6	6
Number of route adjustments performed	447	455	404	414	414
Percent of waste diverted from landfill	28.26%	30.41%	28.77%	28.52%	28.52%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Brownfields	\$61,657	1.34	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00
Commercial/Multi-Family Recycling Ordinance	\$115,868	1.33	\$225,060	1.33	\$225,000	1.33	\$0	0.00	\$0	0.00
Commercial/Multi-Family Waste Reduction Assistance	\$164,672	3.00	\$197,681	3.00	\$176,081	3.00	\$413,098	4.33	\$413,098	4.33

Solid Waste Services-2002-03

Program: **TECHNICAL ASSISTANCE**

Research and Development	\$117,007	2.33	\$163,753	2.00	\$153,853	2.00	\$150,277	1.00	\$150,277	1.00
Routing	\$191,178	3.66	\$205,357	3.00	\$217,637	3.00	\$247,907	3.00	\$247,907	3.00
Total	\$650,382	11.66	\$791,851	9.33	\$772,571	9.33	\$811,282	8.33	\$811,282	8.33

Solid Waste Services-2002-03

Activity: *Brownfields*
Activity Code: *3BFR*
Program Name: *TECHNICAL ASSISTANCE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$61,657	\$0	\$0	\$0	\$0
Total Requirements	\$61,657	\$0	\$0	\$0	\$0
Full-Time Equivalents	1.34	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: Due to environmental concerns, the City of Austin conducted a study in 1992 to identify landfills in the Austin area that operated and closed prior to the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and Resource Conservation and Recovery Act (RCRA) regulations. The U.S. Environmental Protection Agency (EPA) identifies such properties as "brownfields" and has established funding to assist local, state, and national officials in dealing with brownfields. The City study identified 26 potential sites in the Austin area. In May 1998, the EPA selected Austin to receive a \$200,000 grant for a Brownfields Assessment Demonstration Pilot. The grant will focus various initiatives directed towards the assessment and redevelopment of three privately-owned, abandoned landfills in east Austin.

Activity Objective: The purpose of the Brownfields activity is to provide incentives and information to brownfields property owners so they can cleanup and ultimately redevelop their brownfields property.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

N/A

Changes in Requirements and Performance Measures: Due to its small size, this activity was deleted at the end of FY2000-01 and its services were merged into the department's Administration and Management activity.

Responsible Employee: N/A

N/A

Solid Waste Services-2002-03

Activity: Commercial/Multi-Family Recycling Ordinance

Activity Code: 3MFR

Program Name: TECHNICAL ASSISTANCE

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$115,868	\$225,060	\$225,000	\$0	\$0
Total Requirements	\$115,868	\$225,060	\$225,000	\$0	\$0
Full-Time Equivalents	1.33	1.33	1.33	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: Commercial/Multi-Family Recycling was a non-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, City Code Article 5, Chapter 12-3 and Commercial Multi-Family Recycling Ordinance. The City Council established multi-family recycling in 1998.

Activity Objective: The purpose of the Commercial/Multi-Family Recycling activity was to provide information and technical assistance to multi-family property owners/managers with 100 units or more in order to maximize the diversion of recyclable commodities.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Administer Multi-Family Recycling Ordinance

Changes in Requirements and Performance Measures: For FY 2002-03, this activity has been merged with the Waste Reduction Assistance Activity to form the Commercial/Multi-Family Waste Reduction Assistance Activity.

Responsible Employee: Melissa Martinez

512-974-1973

Solid Waste Services-2002-03

Activity: Commercial/Multi-Family Waste Reduction Assistance

Activity Code: 3WRA

Program Name: TECHNICAL ASSISTANCE

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$164,672	\$197,681	\$176,081	\$413,098	\$413,098
Total Requirements	\$164,672	\$197,681	\$176,081	\$413,098	\$413,098
Full-Time Equivalents	3.00	3.00	3.00	4.33	4.33

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per assisted business	Efficiency	\$395.85	\$377.25	\$293.47	\$206.55	\$206.55
Cost per ton reported recycled	Efficiency	N/A	N/A	N/A	\$3.95	\$3.95
Number of businesses assisted	Output	104	394	150	200	200
Number of commercial tons reported	Result	N/A	N/A	N/A	60,000	60,000
Number of multi-family tons reported recycled	Result	N/A	N/A	N/A	2,800	2,800

Activity History and Description: Commercial/Multi-Family Waste Reduction Assistance is a semi-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, City Code Chapter 12-3-21, the State of Texas 40% Reduction mandate, Commercial Multi-Family Recycling Ordinance and the City of Austin Comprehensive Recycling Resolution. The City Council established the Waste Reduction Assistance activity in 1994 to help Austin area businesses reduce the quantity and toxicity of their waste. The City Council established multi-family recycling in 1998.

Activity Objective: The purpose of the Commercial/Multi-Family Waste Reduction Assistance activity is to provide waste reduction technical assistance to Austin-area businesses and multi-family complexes so they can make informed decisions on reducing their waste stream and comply with the City's Commercial/Multi-Family Recycling Ordinance.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Administer Multi-Family Recycling Ordinance
Site assessments
Technical assistance

Solid Waste Services-2002-03

Activity: *Commercial/Multi-Family Waste Reduction Assistance*

Activity Code: 3WRA

Program Name: TECHNICAL ASSISTANCE

Education/outreach

Changes in Requirements and Performance Measures:

FTEs and expenditures will be increased as the result of merging the Waste Reduction Assistance activity with the Commercial/Multi-Family Recycling Ordinance activity. This activity has been renamed as the Commercial/Multi-Family Waste Reduction Assistance activity.

Responsible Employee:

Melissa Martinez

512-974-1973

Solid Waste Services-2002-03

Activity: *Research and Development*

Activity Code: 3SEP

Program Name: TECHNICAL ASSISTANCE

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Solid Waste Services Fund	\$117,007	\$163,753	\$153,853	\$150,277	\$150,277
Total Requirements	\$117,007	\$163,753	\$153,853	\$150,277	\$150,277
Full-Time Equivalents	2.33	2.00	2.00	1.00	1.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Program cost per ton of material diverted from landfill	Efficiency	\$2.52	\$3.26	\$3.27	\$3.13	\$3.13
Percent of waste diverted from landfill	Result	28.26%	30.41%	28.77%	28.52%	28.52%

Activity History and Description: Research and Development is a semi-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-21. Since the late 1980's, the Department has funded research, pilot and seasonal recycling programs to increase the volume of materials diverted from area landfills.

Activity Objective: The purpose of the Research and Development activity is to organize, coordinate and provide research, pilot studies, and information to the department(s) and citizens in order to maximize waste diversion. Within the performance measures for this activity, the tons of material recycled includes materials from the following activities: Recycling Collection, Yard Trimmings Collection, Brush/Bulky Collection, and small seasonal and pilot projects.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Program development
Grant development
Seasonal Project coordination
Pilot project coordination
Data collection/maintenance

Changes in Requirements and Performance Measures:

Substantially the same. The Approved Budget includes the transfer of 1.0 FTE to the Watershed Protection Department for the management of the Brownfield Program. SWS will still continue to fund the personnel expenses associated

Solid Waste Services-2002-03

Activity: *Research and Development*

Activity Code: 3SEP

Program Name: TECHNICAL ASSISTANCE

with this position.

Responsible Employee:

Melissa Martinez

512-974-1973

Solid Waste Services-2002-03

Activity: Routing

Activity Code: 3RTG

Program Name: TECHNICAL ASSISTANCE

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$191,178	\$205,357	\$217,637	\$247,907	\$247,907
Total Requirements	\$191,178	\$205,357	\$217,637	\$247,907	\$247,907
Full-Time Equivalents	3.66	3.00	3.00	3.00	3.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per major re-routing project	Efficiency	\$32,762	\$25,235	\$58,240	\$18,154	\$18,154
Number of major re-routing projects completed	Result	1	5	2	6	6
Number of route adjustments performed	Result	447	455	404	414	414

Activity History and Description: Routing is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-21. Routing was created to perform benchmarking, analysis and to provide efficient routes for the department's collection services.

Activity Objective: The purpose of the Routing activity is to provide route planning to SWS in order to produce efficient routes for collection services.

Services of the Activity:

Core Services

Data collection/maintenance
Analysis
Optimization

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes increased expenditures of \$42,550. This includes an increase in personnel expenditures of \$39,740 to provide for a temporary Routing Analyst and increases in benefit contributions. The Approved Budget also includes of \$2,810 in contracted services for maintenance of software and equipment (plotter).

Responsible Employee:

Vidal Maldonado

512-974-4312

Solid Waste Services-2002-03

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$4,689,778	\$4,893,664	\$4,893,664	\$4,856,664	\$4,856,664
Total Requirements	\$4,689,778	\$4,893,664	\$4,893,664	\$4,856,664	\$4,856,664
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: To account for other departmental requirements.

Activity Objective: To account for other departmental requirements that occur at the fund level such as, the Department's proportionate share of funding for Information Systems Support, Administrative Support and the Utility Customer Service Center.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: The Approved Budget includes increased requirements in Bad Debt Expense of \$53,000 and an increase of \$7,030 for City-wide Administrative Support. The Approved Budget includes decreased requirements totaling \$325,616 for Utility Billing Support and the Information Systems Fund, offset by increased requirements for Accrued Payroll of \$13,000.

Responsible Employee: Georgi Brooks-Newton

512-974-1932

Solid Waste Services-2002-03

Activity: Transfers

Activity Code: 9XFR

Program Name: TRANSFERS & OTHER REQUIREMENTS

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$9,612,161	\$4,940,526	\$4,940,526	\$4,242,237	\$4,242,237
Total Requirements	\$9,612,161	\$4,940,526	\$4,940,526	\$4,242,237	\$4,242,237
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description:

Activity Objective: This activity accounts for the transfer of SWS funds to other departments.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes decreased transfers to Capital Improvement Projects of (\$1,080,000) due to the department's plan to debt finance \$3,000,000 in replacement vehicles planned for purchase during FY2002-03. The Approved Budget includes an increase of \$971,040 in the transfer to the Landfill Fund to support landfill monitoring, closure, and post-closure care activities associated with the FM 812 Landfill and previously closed city-owned landfills. The Approved Budget includes the elimination of the transfer to the Environmental Remediation Fund of (\$241,500) as this transfer is approved to be made from the Landfill Fund to the Environmental Remediation Fund since it supports expenditures associated with closed city-owned landfills. The Approved Budget also includes a decrease in Debt Service of (\$255,389) as the Debt Service associated with previous debt issuances to fund landfill activities is to be made from the Landfill Fund. The Approved Budget also includes reduced transfers to Liability Reserve of (\$8,000), and Wireless Communication Fund of (\$15,484), offset by increases in the transfer to the Sustainability Fund of \$3,252 and the Workers' Compensation Fund of \$223,586.

Responsible Employee:

Georgi Brooks-Newton

512-974-1932

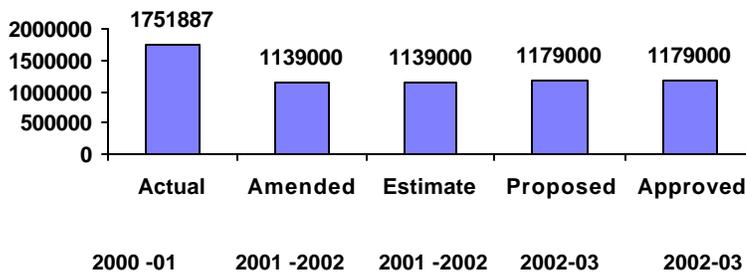
Solid Waste Services-2002-03

Program: WASTE DIVERSION

Program Objective: The purpose of the Waste Diversion program is to provide disposal and waste diversion services to the Austin community in order to ensure that waste materials are disposed of in a manner that protects the environment and conserves resources.

Program Results Measures:

Revenue received from sale of recyclable materials



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Net profit/loss from ongoing landfill operations	\$35,629	(\$259,728)	\$60,000	(\$1,057)	(\$1,057)
Net Revenue per ton for MRF	\$13.73	\$3.72	(\$7.18)	(\$11.06)	(\$11.06)
Percent of delivered MRF materials recovered	93%	91%	92%	92%	92%
Pounds of hazardous commercial waste diverted, recycled and/or properly disposed	110,088	90,000	110,000	90,000	90,000
Pounds of hazardous waste diverted, recycled and/or properly disposed	757,509	725,000	675,000	725,000	725,000
Revenue received from sale of recyclable materials	\$1,751,887	\$1,139,000	\$1,139,000	\$1,179,000	\$1,179,000
Tons of material disposed at FM812 Landfill	36,414	25,000	25,000	28,000	28,000

Solid Waste Services-2002-03

Program: *WASTE DIVERSION*

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Brush Processing Center	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00	\$0	0.00
CESQG	\$46,284	1.00	\$89,012	1.00	\$89,012	1.00	\$54,035	0.50	\$54,035	0.50
Household Hazardous Waste	\$688,767	6.75	\$869,354	7.00	\$830,358	7.00	\$840,332	6.50	\$870,332	6.50
Landfill Operations	\$760,489	9.25	\$965,088	8.50	\$949,985	8.50	\$830,017	7.00	\$830,017	7.00
Materials Recovery Facility	\$1,344,073	16.00	\$1,456,621	15.50	\$1,347,120	15.50	\$1,524,852	16.00	\$1,524,852	16.00
Total	\$2,839,613	33.00	\$3,380,075	32.00	\$3,216,475	32.00	\$3,249,236	30.00	\$3,279,236	30.00

Solid Waste Services-2002-03

Activity: CESQG
Activity Code: 5CEQ
Program Name: WASTE DIVERSION

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$46,284	\$89,012	\$89,012	\$54,035	\$54,035
Total Requirements	\$46,284	\$89,012	\$89,012	\$54,035	\$54,035
Full-Time Equivalents	1.00	1.00	1.00	0.50	0.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
CESQG cost per pound disposed	Efficiency	\$0.42	\$0.99	\$0.81	\$0.60	\$0.60
Pounds of hazardous commercial waste diverted, recycled and/or properly disposed	Result	110,088	90,000	110,000	90,000	90,000

Activity History and Description: Conditionally-Exempt Small Quantity Generator Services (CESQG) is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5 and City Code Chapter 12-3-1. The activity began in May 1996 through a grant-funded pilot program and was conducted within the HHW Program. The Department serviced 25 businesses from June through September 1996, collecting over 9,000 lbs. of hazardous waste (fees to cover disposal costs). From September through March, an additional 65 businesses and agencies were serviced, collecting over 22,000 lbs. of hazardous waste. CESQG's services included eight City departments (15 hazardous waste deliveries/pickups) which collectively saved the City over \$25,000 in outside service costs with contracted company. Since its inception, this program has served consistently more businesses each year.

Activity Objective: The purpose of the Conditionally-Exempt Small Quantity Generator Services (CESQG) activity is to provide proper disposal and technical assistance to qualified City of Austin and Travis County businesses and agencies in order to provide environmentally-safe removal of hazardous materials from the waste stream.

Services of the Activity:

Core Services

Waste inventories
 Disposal (transportation and collection)
 Technical assistance

Semi Core Services

Service Enhancements

Solid Waste Services-2002-03

Activity: CESQG

Activity Code: 5CEQ

Program Name: WASTE DIVERSION

**Changes in Requirements and
Performance Measures:**

The Approved Budget includes (\$41,846) in reduced expenditures associated with the reallocation of 0.50 FTEs to the Materials Recovery Facility. This reduction was partially offset by the increase in health benefits contributions of \$444 and an increase of \$6,425 in personnel expenditures due to the elimination of budgeted vacancy savings.

Responsible Employee:

Bob Fernandez

512-974-4331

Solid Waste Services-2002-03

Activity: Household Hazardous Waste

Activity Code: 5HHW

Program Name: WASTE DIVERSION

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Grants	\$0	\$0	\$0	\$0	\$30,000
Solid Waste Services Fund	\$688,767	\$869,354	\$830,358	\$840,332	\$840,332
Total Requirements	\$688,767	\$869,354	\$830,358	\$840,332	\$870,332
Full-Time Equivalents	6.75	7.00	7.00	6.50	6.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per pound of HHW disposed	Efficiency	\$0.88	\$1.20	\$1.23	\$1.16	\$1.16
Pounds of hazardous waste diverted, recycled and/or properly disposed	Result	757,509	725,000	675,000	725,000	725,000

Activity History and Description: Household Hazardous Waste is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, Chapter 12-3-25(a), NPDES and TPDES permits and State of Texas Municipal Solid Waste Code Chapter 330 subchapter F. The activity began in 1986 with 1.5 FTEs and an annual collection. In 1992, an increase in FTEs enabled bi-monthly collections. By 1994, the activity had 5.0 FTEs and a weekly collection. In 1998, funding from Travis County increased the FTEs to 6.25. In 2000, the operation converted to a twice-a-week collection.

Activity Objective: The purpose of the Household Hazardous Waste Collection activity is to provide proper disposal and technical assistance to City of Austin and Travis County residents in order to provide environmentally safe removal of hazardous materials from the waste stream.

Services of the Activity:

Core Services

Hazardous waste collection
 Hazardous waste disposal
 Hazardous waste technical assistance
 Home pickup for the disabled and elderly

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

The Approved Budget includes reduced expenditures of \$32,130 due to the reallocation of 0.50 FTEs from this activity to the Landfill Operations activity.

Solid Waste Services-2002-03

Activity: *Household Hazardous Waste*

Activity Code: *5HHW*

Program Name: *WASTE DIVERSION*

This reduction was partially offset by increases in health benefits contributions of \$3,108. At budget adoption, Council approved \$30,000 in grant appropriations for the public education campaign addressing the proper manner with which to dispose of hypodermic needles and sharps from home health care activities.

Responsible Employee:

Bob Fernandez

512-974-4331

Solid Waste Services-2002-03

Activity: Landfill Operations

Activity Code: 5LNF

Program Name: WASTE DIVERSION

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$269,527	\$278,960	\$278,960	\$278,960	\$278,960
Solid Waste Services Fund	\$490,962	\$686,128	\$671,025	\$551,057	\$551,057
Total Requirements	\$760,489	\$965,088	\$949,985	\$830,017	\$830,017
Full-Time Equivalents	9.25	8.50	8.50	7.00	7.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Operating cost per ton disposed	Efficiency	\$13.48	\$27.45	\$18.80	\$22.04	\$22.04
Net profit/loss from ongoing landfill operations	Result	\$35,629	(\$259,728)	\$60,000	(\$1,057)	(\$1,057)
Tons of material disposed at FM812 Landfill	Result	36,414	25,000	25,000	28,000	28,000

Activity History and Description: Landfill Operations is a core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, City Code Chapter 12-3-24(b), State of Texas Municipal Solid Waste Code Chapter 330, subchapters A-C and F-Z and The Federal Resource Conservation and Recovery Act Subtitle D. The purpose of this activity is to provide landfill disposal of demolition and construction materials (Type IV Materials) for the community in order to efficiently utilize the City's available landfill capacity with environmental and economically sound disposal methods.

Activity Objective: The FM 812 landfill began operations in the mid 1960's. In 1984, the City obtained a permit as required by the Texas Department of Health regulations and expanded the site to its present size. In 1994, the City obtained a permit modification to allow operation under the new Subtitle D regulations. The landfill currently operates as a Type IV (construction/demolition, special waste, non-putrescible) landfill.

Services of the Activity:

Core Services

Landfill operations
Diversion center

Semi Core Services

Service Enhancements

Solid Waste Services-2002-03

Activity: *Landfill Operations*

Activity Code: *5LNF*

Program Name: *WASTE DIVERSION*

Changes in Requirements and Performance Measures:

The Approved Budget includes reduced expenditures of \$135,071. This reduction is due to the transfer of \$170,975 in expenditures relating to closure and post-closure care activities to the Landfill Fund's Closure and Post-Closure Care activity and the transfer of 1.0 FTE to Garbage Collection. Included in the transfer, is one FTE (\$46,789) to work on closure and post-closure care issues for the FM 812 landfill and previously closed city-owned landfills. This reduction in the activity's Approved Budget is partially offset by an increase of \$3,774 for additional health benefits contributions and the reallocation of \$32,138 in expenditures and 0.50 FTE from the Household Hazardous Waste activity to Landfill Operations.

Responsible Employee:

Bob Fernandez

512-974-4331

Solid Waste Services-2002-03

Activity: *Materials Recovery Facility*

Activity Code: *5MRF*

Program Name: *WASTE DIVERSION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Solid Waste Services Fund	\$1,344,073	\$1,456,621	\$1,347,120	\$1,524,852	\$1,524,852
Total Requirements	\$1,344,073	\$1,456,621	\$1,347,120	\$1,524,852	\$1,524,852
Full-Time Equivalents	16.00	15.50	15.50	16.00	16.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Net Revenue per ton for MRF	Efficiency	\$13.73	\$3.72	(\$7.18)	(\$11.06)	(\$11.06)
Percent of delivered MRF materials recovered	Efficiency	93%	91%	92%	92%	92%
Tons of MRF materials processed	Output	31,975	40,850	31,500	34,000	34,000
Net cost/profit per ton of commingled containers delivered to the MRF	Result	(\$19.26)	\$0.40	(\$45.56)	(\$35.44)	(\$35.44)
Revenue received from sale of recyclable materials	Result	\$1,751,887	\$1,139,000	\$1,139,000	\$1,179,000	\$1,179,000

Activity History and Description: Materials Recovery Facility is a semi-core activity. The legal mandates for this activity are the Texas Constitution Article XI, section 5, the State of Texas 40% Reduction Mandate and the City of Austin Comprehensive Recycling Resolution. The Materials Recovery Facility (MRF) opened in February 1999 to accept and process recycled materials collected by the department.

Activity Objective: The purpose of the MRF activity is to efficiently process recyclables in order to cost effectively recover the highest return (market rate/value for recyclables sold) to the citizens of Austin.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

MRF operation
Process and sort recyclables
Material marketing

Changes in Requirements and Performance Measures:

The Approved Budget includes increases of \$76,000 in personnel expenditures due to the elimination of budgeted vacancy savings. The Approved Budget also includes an additional \$41,846 for personnel expenditures related to the

Solid Waste Services-2002-03

Activity: *Materials Recovery Facility*

Activity Code: *5MRF*

Program Name: *WASTE DIVERSION*

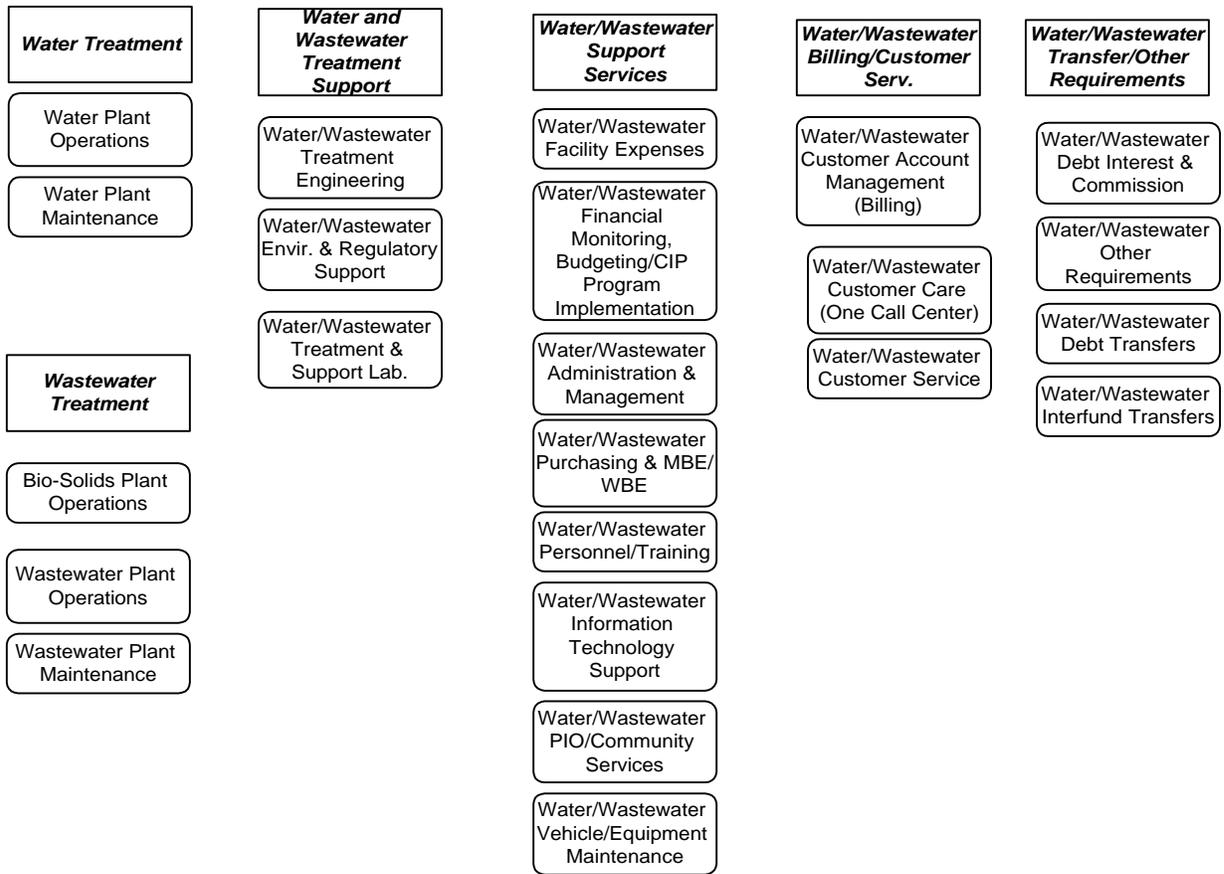
reallocation of 0.50 FTE from the CESQG activity and \$6,882 for increases in anticipated changes in health contributions which were offset by reductions in various categories totaling (\$56,497).

Responsible Employee:

Bob Fernandez

512-974-4331

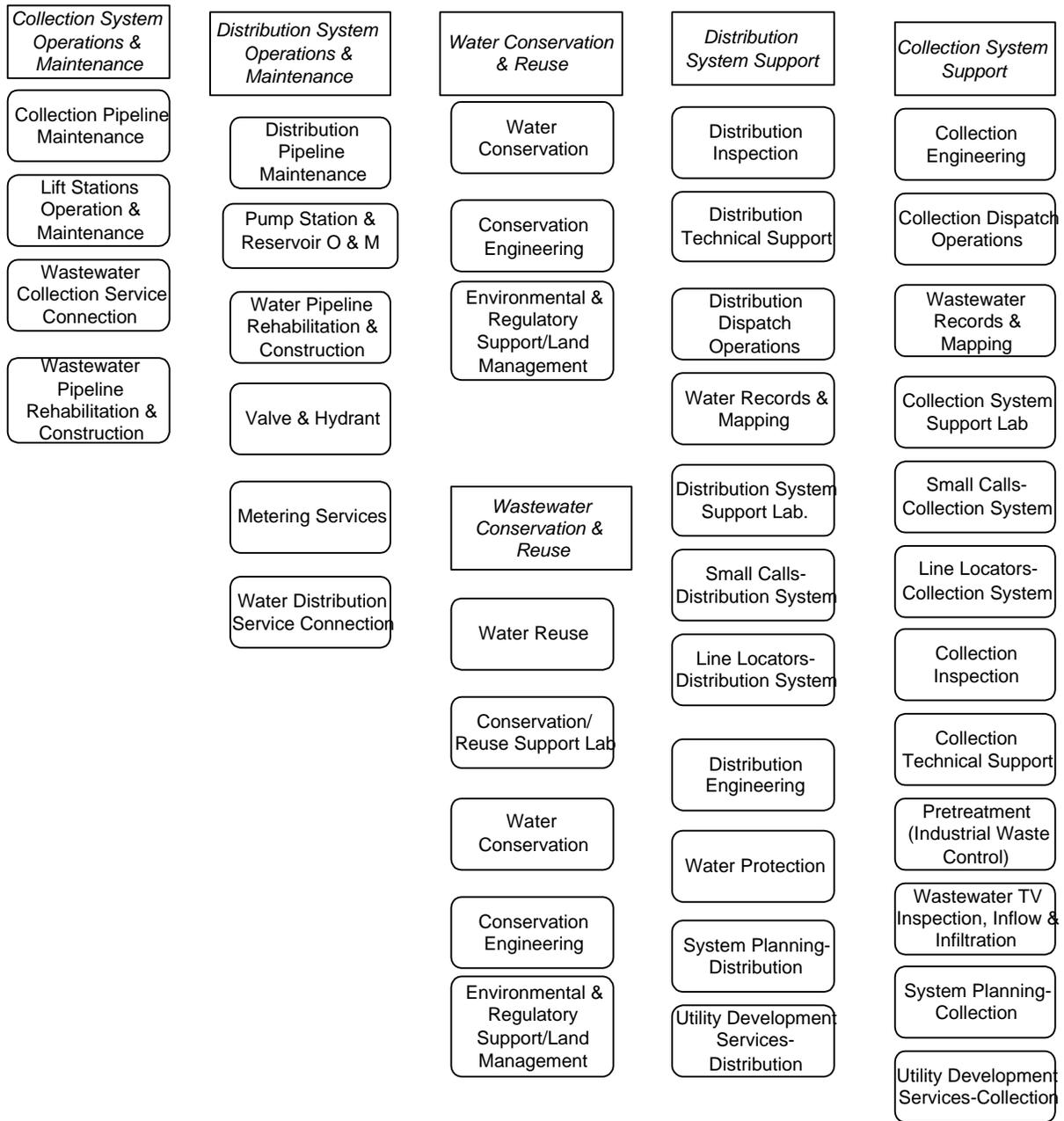
Water and Wastewater Utility — 2002–2003



LEGEND= Programs Activities

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2001-2002 Proposed	2002-2003 Approved
Revenue	\$226,802,201	\$252,927,062	\$246,833,307	\$251,455,744	\$251,455,744
Transfers In	\$0	\$29,732,395	\$29,732,395	\$15,704,879	\$15,704,879
Requirements	\$241,821,748	\$283,363,120	\$279,940,747	\$258,528,620	\$258,528,620
Full-time Equivalent (FTEs)	1,032.00	1,044.00	1,044.00	1,044.00	1,044.00

Water and Wastewater Utility — 2002–2003



LEGEND: Programs Activities

Water and Wastewater Utility — 2002-2003

Purpose and Nature of Fund

The Water and Wastewater Utility Fund is an enterprise fund used to account for revenue, operating expenses, debt service requirements and equity funding of capital outlay of the City's Water and Wastewater Utility.

Factors Affecting Revenue

Total revenues for the Water and Wastewater Utility are \$251.4 million for the 2002-2003 Approved Budget, which is a \$1.5 million decrease from the Amended 2001-2002 Budget of \$252.9 million. This represents a 0.6% decrease in total revenues primarily due to the following factors:

- \$0.9 million net decrease in service revenues
- \$1.5 million decrease in interest income
- \$0.9 million increase in miscellaneous revenues

The \$0.9 million net decrease in service revenues is due to economic conditions impacting demand from our commercial and industrial customers, reduced customer growth below historical levels, and reduced wastewater averages resulting from wet weather conditions during the averaging period. The \$1.5 million decrease in Interest income is due to anticipated decreases in cash balances and pooled investments along with lower interest rates. The \$0.9 million increase in miscellaneous revenues resulted from increased collections of late payment penalties, damage charges from other entities, and increased fees from the On-Site Sewage Facility program.

The Water and Wastewater Utility collects revenues from the following sources:

Service Revenue: includes fixed monthly customer charges based on meter size, billing and meter reading of customer accounts; and revenues from volumetric rates for water consumption and wastewater flows.

Miscellaneous Revenue: includes late payment penalties, new service connection fees, annexed MUD surcharges, septic tank haulers fee, compost sales, reclaimed water sales, and fees and charges for miscellaneous services.

Interest Income: interest earned on cash deposits and pooled investments.

Revenue from the sale of water and wastewater service is projected for future years during the budget process. The Utility projects the number of accounts by customer class based upon historical and anticipated growth trends. The average water consumption and wastewater flows per account by customer class are calculated over numerous historical years of wet and dry weather conditions to normalize the impact of weather on the revenue projections. The monthly customer charge revenue is calculated by applying the water and wastewater customer charge rates to the projected number of accounts. The water consumption and wastewater flow revenues are calculated by applying the appropriate customer class rates to the projected demand for service.

Miscellaneous revenue projections are based upon historical trend analysis and anticipated growth. Interest income projections are based upon projected cash balances and pooled investment interest earnings.

Factors Affecting Requirements

Total Approved 2002-2003 requirements for Water and Wastewater Utility are \$258.5 million, as compared to Amended 2001-2002 budget of \$283.4 million. This represents a decrease of \$24.9 million or 8.8% due to decreases in operating and debt service requirements and a one-time transfer of accumulated capital recovery fee balances to fund CIP.

Water and Wastewater Utility's 2002-2003 Approved Budget includes funding for the following general categories:

Operating and Maintenance Expenses: represent the cost of operating personnel expenses, commodities and contractual services. Major areas of operations or programs are:

Water and Wastewater Utility — 2002-2003

- Water Treatment and Water Treatment Support
- Wastewater Treatment and Wastewater Treatment Support
- Distribution System and Distribution Support
- Collection System and Collection Support
- Water & Wastewater Business Support Services
- Billing and Customer Services
- Water Conservation
- Transfers & Other Requirements

Debt Services Expenses: represent transfers to the Revenue Bond Redemption Fund and Debt Management Program. Transfers to the Revenue Bond Redemption Program provide for principal and interest payments on outstanding indebtedness. Funds transferred to the Debt Management Program provide for future defeasance of debt or equity funding of capital projects, which meets the goal of reducing debt as a percent of equity.

Transfers: are made from Water and Wastewater to its own Capital Budget, the City's General Fund, and transfers for other requirements. Transfers of current revenue from Water and Wastewater to its Capital Budget provide funding for capital projects, thereby reducing borrowing requirements. Transfers are made from Water and Wastewater to the City of Austin General Fund, in accordance with financial policies adopted by the City Council. Additional transfers are made for other requirements such as the City of Austin's Workers Compensation Fund, Liability Reserve Fund, Environmental Remediation Fund, and the Sustainability Fund.

WATER AND WASTEWATER FUND SUMMARY

	<u>2000-2001 ACTUAL</u>	<u>2001-2002 AMENDED</u>	<u>2001-2002 ESTIMATED</u>	<u>2002-2003 PROPOSED</u>	<u>2002-2003 APPROVED</u>
BEGINNING BALANCE:	42,322,323	32,494,074	29,064,242	28,090,197	28,090,197
REVENUE					
Sale of Water	112,655,920	129,187,985	125,471,516	129,857,858	129,857,858
Sale of Wastewater Service	98,656,967	110,584,238	105,126,330	109,025,950	109,025,950
Miscellaneous Revenue	7,642,559	4,646,240	6,392,084	5,528,213	5,528,213
Interest Revenue	7,846,755	8,508,599	9,843,377	7,043,723	7,043,723
TOTAL REVENUE	<u>226,802,201</u>	<u>252,927,062</u>	<u>246,833,307</u>	<u>251,455,744</u>	<u>251,455,744</u>
TRANSFER IN:					
Transfer from Public Works	0	176,185	176,185	95,879	95,879
Transfer from Watershed Protection	0	256,210	256,210	540,000	540,000
Transfer from CRFs	0	29,300,000	29,300,000	9,874,000	9,874,000
Transfer from CIP	0	0	0	5,195,000	5,195,000
TOTAL TRANSFER IN	<u>0</u>	<u>29,732,395</u>	<u>29,732,395</u>	<u>15,704,879</u>	<u>15,704,879</u>
TOTAL AVAILABLE FUNDS	<u>226,802,201</u>	<u>282,659,457</u>	<u>276,565,702</u>	<u>267,160,623</u>	<u>267,160,623</u>
OPERATING REQUIREMENTS:					
Operations and Maintenance					
Water Treatment	15,078,942	17,563,626	17,109,500	16,990,604	16,990,604
Water Treatment Support	1,548,344	1,689,828	1,754,095	1,720,379	1,720,379
Wastewater Treatment	15,672,205	15,967,108	16,218,947	15,594,584	15,594,584
Wastewater Treatment Support	1,567,665	1,736,902	1,678,774	1,740,857	1,740,857
Distribution System O & M	14,572,579	15,556,850	14,341,680	15,071,878	15,071,878
Distribution System Support	4,865,883	5,460,217	5,774,334	5,622,754	5,622,754
Collection System O & M	7,604,948	7,775,105	8,282,029	8,089,058	8,089,058
Collection System Support	7,984,853	9,507,882	9,510,141	11,079,385	11,079,385
Support Services	8,625,089	9,962,150	9,451,462	9,160,207	9,160,207
Conservation and Reuse	3,931,552	4,616,508	4,593,786	4,724,854	4,724,854
Billing and Customer Service	10,796,744	13,075,918	13,121,311	12,124,740	12,124,740
Other Utility - Wide Requirements	4,651,089	6,835,589	6,384,760	5,650,754	5,650,754
TOTAL OPERATING REQUIREMENTS	<u>96,899,893</u>	<u>109,747,683</u>	<u>108,220,819</u>	<u>107,570,054</u>	<u>107,570,054</u>
OTHER REQUIREMENTS					
Accrued Payroll	196,983	184,000	213,000	279,000	279,000
Workers Compensation Fund	1,093,377	1,088,813	1,088,813	1,219,721	1,219,721
Liability Reserve Fund	745,000	693,000	693,000	945,000	945,000
Administrative Support	5,359,265	6,500,131	6,500,131	6,465,542	6,465,542
TOTAL OTHER REQUIREMENTS	<u>7,394,625</u>	<u>8,465,944</u>	<u>8,494,944</u>	<u>8,909,263</u>	<u>8,909,263</u>
TOTAL OPERATING REQUIREMENTS	<u>104,294,518</u>	<u>118,213,627</u>	<u>116,715,763</u>	<u>116,479,317</u>	<u>116,479,317</u>

WATER AND WASTEWATER FUND SUMMARY

	<u>2000-2001</u> <u>ACTUAL</u>	<u>2001-2002</u> <u>AMENDED</u>	<u>2001-2002</u> <u>ESTIMATED</u>	<u>2002-2003</u> <u>PROPOSED</u>	<u>2002-2003</u> <u>APPROVED</u>
DEBT SERVICE REQUIREMENTS					
Revenue Bond Debt Service (Net)	66,280,078	80,949,342	82,217,559	82,723,462	82,723,462
Commercial Paper Debt Service	8,207,126	3,905,849	2,228,699	2,763,600	2,763,600
Contract Bond Debt Service (NET)	11,628,079	10,607,534	9,090,208	2,997,873	2,997,873
General Obligation Debt Service	2,622,098	3,052,289	3,052,289	2,827,369	2,827,369
Water District Bonds	3,726,342	2,803,251	2,805,001	2,547,314	2,547,314
Certificates of Participation	1,393,776	1,406,193	1,406,193	1,387,931	1,387,931
TOTAL DEBT SERVICE	<u>93,857,499</u>	<u>102,724,458</u>	<u>100,799,949</u>	<u>95,247,549</u>	<u>95,247,549</u>
TRANSFERS OUT					
Transfer to CIP	22,604,577	40,125,000	40,125,000	24,089,000	24,089,000
Transfer to General Fund	18,541,446	19,340,092	19,340,092	19,553,329	19,553,329
Transfer to Radio Communications Fund	0	122,540	122,540	64,536	64,536
Transfer to Sustainability	2,302,026	2,529,070	2,529,070	2,514,556	2,514,556
Transfer to Gen Gov't CIP	0	0	0	272,000	272,000
Public Improvement District Transfer	75,000	75,000	75,000	75,000	75,000
Approach Main/Refund Contracts	71,682	0	0	0	0
Environmental Remediation Fund	75,000	100,000	100,000	100,000	100,000
Transfer to Support Services (SMBR)	0	133,333	133,333	133,333	133,333
TOTAL TRANSFERS OUT	<u>43,669,731</u>	<u>62,425,035</u>	<u>62,425,035</u>	<u>46,801,754</u>	<u>46,801,754</u>
TOTAL REQUIREMENTS:	<u>241,821,748</u>	<u>283,363,120</u>	<u>279,940,747</u>	<u>258,528,620</u>	<u>258,528,620</u>
EXCESS (DEFICIENCY) OF AVAILABLE FUNDS OVER REQUIREMENTS:	(15,019,547)	(703,663)	(3,375,045)	8,632,003	8,632,003
Adjustment to GAAP:	1,761,466	0	2,401,000	0	0
ENDING BALANCE:	<u>29,064,242</u>	<u>31,790,411</u>	<u>28,090,197</u>	<u>36,722,200</u>	<u>36,722,200</u>

Water and Wastewater Utility — 2002-2003

Mission

To provide effective management of our water resources for the community in order to protect the public health and environment. To accomplish this mission we will:

- Provide a safe and reliable supply of treated water for community purpose and public safety
- Provide wastewater collection and treatment services in an environmentally responsible manner
- Emphasize cost efficiency, continuous improvement and conservation.

Goals

Water and Wastewater Quality

- Ensuring the protection of the public health and environment through optimizing the water and wastewater quality and operations of the systems

Rate Stability-Debt Management

- Maintain Rate Stability and Ensure Financial Competitiveness

Customer Satisfaction

- Strengthen and Maintain Customer Satisfaction

SMART Growth

- Implement Strategies that Support Citywide Smart Growth Initiatives

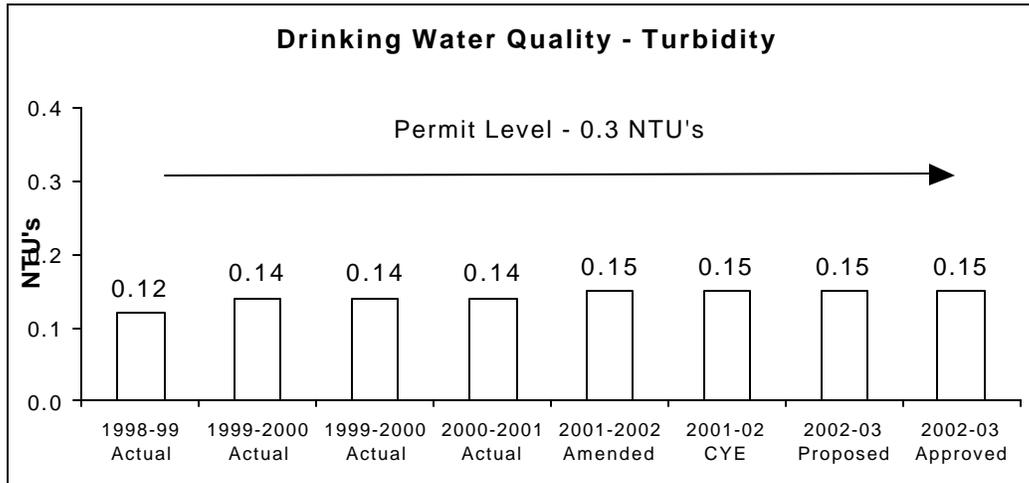
Key Indicators

The key indicators used by the Water and Wastewater Utility include:

- The quality level of treated drinking water as measured by the industry standard for calculating turbidity that compares the actual level of turbidity, in NTUs, found in tested samples compared to the regulated turbidity level, in NTU, as mandated by the EPA and TNRCC
- The quality level of treated wastewater effluent that compares the actual level of Biological Oxygen Demand (BOD), in milligrams per liter, as compared to the permitted level mandated by the EPA and TNRCC
- The quality level of treated wastewater effluent that compares the actual level of Ammonia, in milligrams per liter, as compared to the permitted level mandated by the EPA and TNRCC
- Total and repeat wastewater overflows per 100 miles of wastewater main
- Value of services for citizens and commercial customers as measured by surveys
- Percentage of engineering projects that are completed within budget
- Percentage of engineering projects that remain on schedule
- Percentage Water-Loss unaccounted for (system pumpage vs. consumption billed)
- Average water and wastewater monthly bills comparison

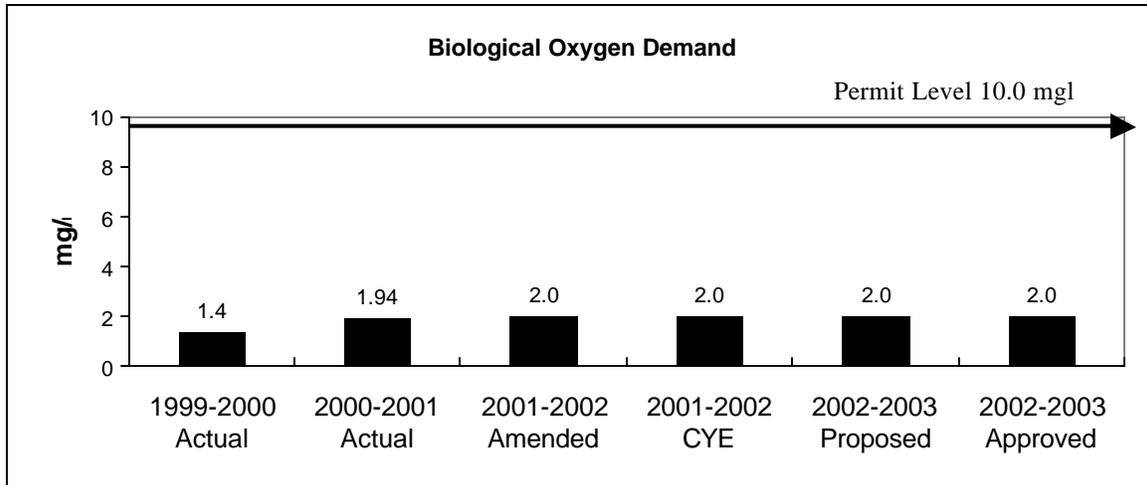
The following graphs indicate the anticipated impacts of the Approved Budget on key indicators.

Water and Wastewater Utility — 2002-2003

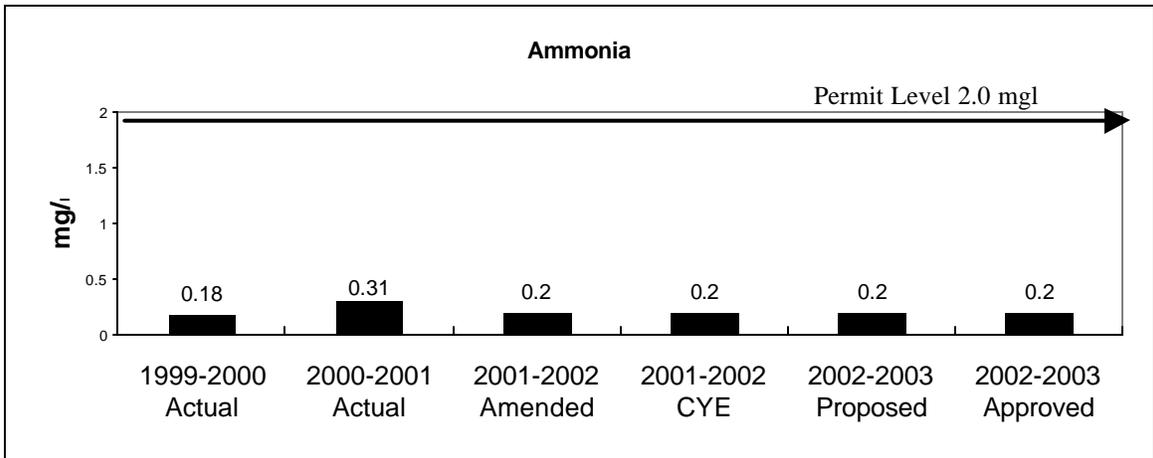


One way of assessing drinking water quality is to examine its turbidity, measured in NTU's. NTU stands for nephelometric turbidity units, which indicate the amount of suspended particles in a water sample. For example, cloudy river water would receive a higher number of NTU's than clear drinking water. NTU's of 1.0 or less generally are not detected by the naked eye.

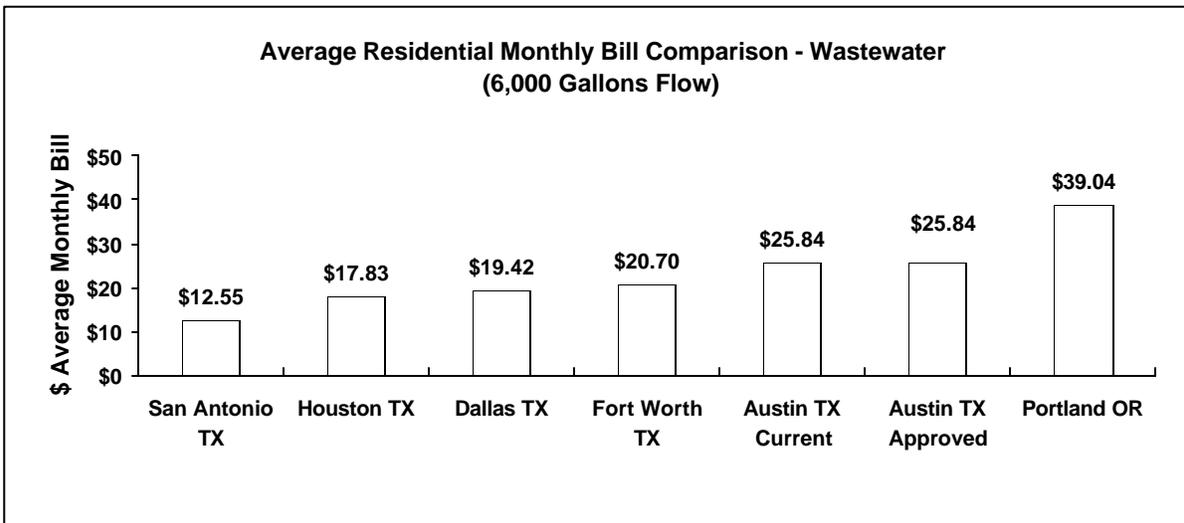
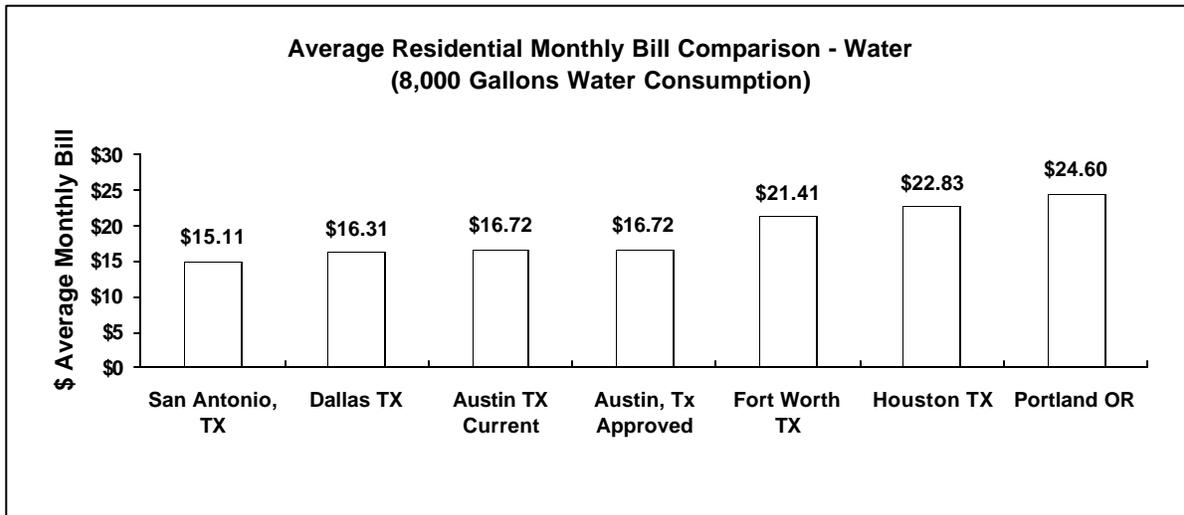
The permit level for drinking water quality, as monitored by Texas Natural Resource Conservation Commission (TNRCC) is 0.3 NTU's. Austin's drinking water has maintained well below the permit level.



Water and Wastewater Utility — 2002-2003

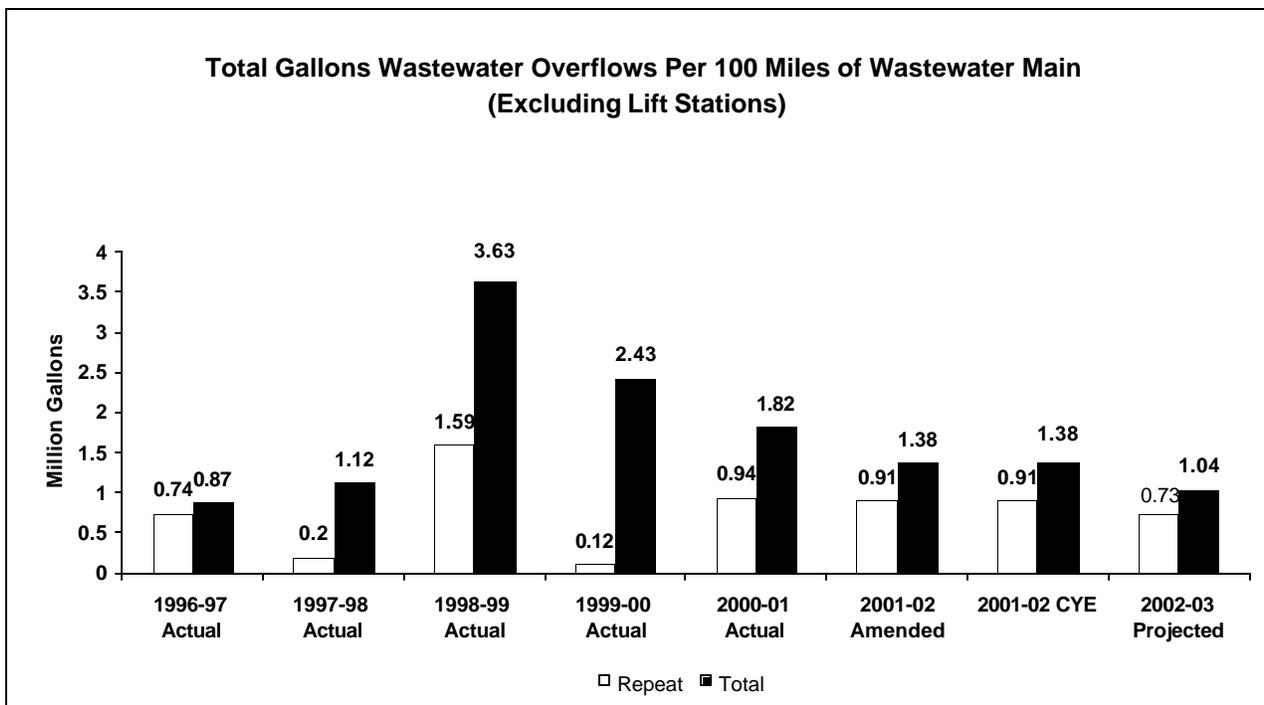
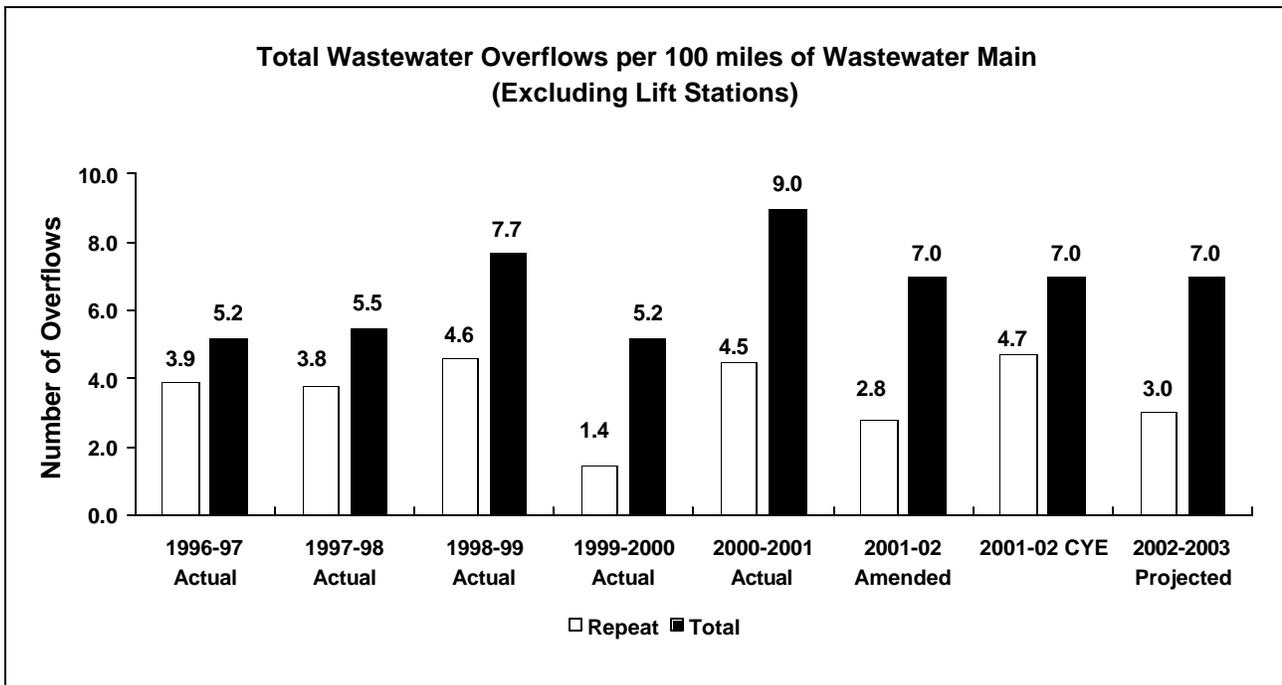


One way of assessing the quality level of treated wastewater effluent is to compare the actual level of Biological Oxygen Demand (BOD) and Ammonia, in milligrams per liter, to the permitted level mandated by the Environmental Protection Agency (EPA) and the Texas Natural Resources Conservation Commission (TNRCC). Austin's wastewater treatment quality has historically been well below the permitted maximums.



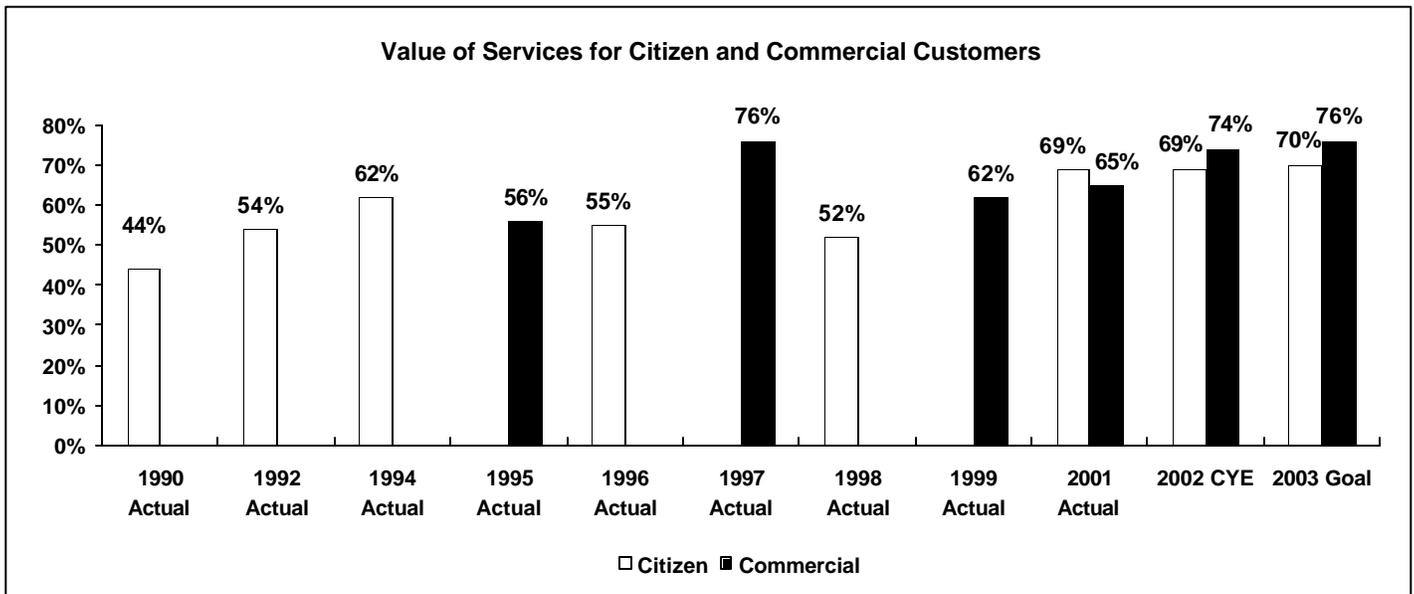
Water and Wastewater Utility — 2002-2003

These measures provide a benchmark of the Utility's overall financial competitiveness in comparison to other cities. The measures compare the average water and wastewater bill for the City of Austin residential ratepayers using 8,000 gallons of water per month and discharging 6,000 gallons of wastewater per month to bills from various cities at the same volume level. Many factors should be considered when reviewing rates and/or monthly bill comparisons as shown above. Factors which may explain the difference between utilities include service area, topography, system capacity, age of system facilities, customer growth, customer base, treatment process and level of treatment, process automation, operating policies regarding service extensions, annexations, bond issuance, and other policies mandated by the respective local governments.



Water and Wastewater Utility — 2002-2003

These graphs reflect the relationship between the number and gallons of overflows compared to the number of miles of main in the collection system. "Total overflows" are all of the sewer spills that occurred from the sewer collection system operated and maintained by the City of Austin. A "repeat overflow" occurs when a sewer spill occurs at the same location within a 3 year period. The objective is to measure how well the collection system is operating. A lower number indicates better maintenance and condition of the collection system. Total overflows increased to 9.0 per 100 miles in FY 2001. The Utility's Austin Clean Water Program will help minimize both repeat and total overflow incidents in FY 2003.



These components measure the percentage of favorable responses received on questions regarding the relationship between the amount paid and overall services received. This survey was conducted in Spring 2001. The approved goal for FY 2003 is for an increase in satisfaction of 2% for commercial customers and 1% for citizens.

Water and Wastewater Utility — 2002-2003

Business Plan

The Approved Budget contains a number of proposals that support the goals of the department.

WATER AND WASTEWATER QUALITY

- Ensuring the protection of the public health and environment through optimizing the water and wastewater quality and operations of the systems:
 - Maintaining a Superior Water Rating from the Texas Natural Resources Conservation Commission as determined by their annual Sanitary Inspection of the Water System. (This includes evaluation of the treatment plants operational and maintenance data, inspection of reservoirs, inspection of Cross Connection/Backflow Prevention Program data, etc.)
 - Maintain wastewater treatment plant performance as indicated by the effluent quality in milligrams per liter of Biological Oxygen Demand, Total Suspended Solids and Ammonia levels.
 - Decrease the volume and number of spills into the environment that require public notification per TNRCC rules.

CUSTOMER SATISFACTION

- Maintaining at current values above 80% for the level of reported Citizen Satisfaction for Tap Water Quality, Emergency Repairs Response, and Water Pressure.
- Achieving values above 70% for the level of reported Citizen Satisfaction with the Value of Services provided by the Utility by 2006.
- Maintaining at current values above 75% for the level of reported Commercial Customer Satisfaction for Tap Water Quality, Emergency Repairs Response, and Water Pressure.
- Achieving values above 80% for the level of reported Commercial Customer Satisfaction with the Value of Services provided by the Utility by 2005.

RATE STABILITY-DEBT MANAGEMENT

- Maintain rate stability and manage debt goals over the next five years by:
 - Continue to defease and refund outstanding debt through 2006-2007
 - Maintain 25% equity or above on system assets
 - Contribute current revenues and Capital Recovery Fees to supplement CIP funding
 - Maintain debt service coverage of 1.5 times or higher
 - CIP Optimization:
 - ρ Review CIP project management processes and systems
 - ρ Complete CIP projects within approved budget
 - ρ Complete CIP projects within scheduled time frame

SMART GROWTH

- Support City-wide Smart Growth initiatives by:
 - Preserving the availability of future water resources by increasing the percentage of treated wastewater beneficially reused.
 - Increasing the ratio of lots approved for water service extension in the Desired Development Zone as compared to the Drinking Water Protection Zone.
 - Increasing the ratio of lots approved for wastewater service extension in the Desired Development Zone as compared to the Drinking Water Protection Zone.

Water and Wastewater Utility — 2002-2003

Significant Revenue and Expenditure Changes by Program

<u>Revenue Changes</u>	Dollars	FTEs
1. Water service revenue is increasing by \$669,873 primarily due to conversion of some wholesale customers to retail and the implementation of a 4-block conservation incentive rate structure in the current year.	\$669,873	
2. Wastewater service revenue is decreasing by \$1,558,288 due to reduced customer growth below historical levels and reduced wastewater averages resulting from wet weather conditions during the averaging period.	(\$1,558,288)	
3. Transfers-in from Capital Recovery Fee fund balances to be used for equity financing of Capital Improvement Program projects are reduced by \$19,426,000 due to one-time transfer in FY 2001-02 of multi-year Capital Recovery Fee collections.	(\$19,426,000)	
4. Interest income is decreasing by \$1,464,876 due to anticipated decreases in cash balances and pooled investments and lower interest rates.	(\$1,464,876)	
5. Increase of \$881,973 in Miscellaneous Revenue is due to net impact resulting from changes in recurring and one-time miscellaneous fees and charges.	\$881,973	
6. Transfers in from Public Works decreased by \$80,306 for their share of the new North Service Center costs.	(\$80,306)	
7. Transfers-in from Watershed Protection increased by \$283,790 for the Balcones Canyonland Preserve costs	\$283,790	
8. Transfers-in from CIP of available fund balances in fee supported projects and wastewater current revenues.	\$5,438,000	
<u>Expenditure Changes</u>	Dollars	FTEs
1. <u>City Wide</u> The Approved Budget includes \$428,123 for incremental costs of Pay for Performance in 2002.	\$428,123	
An additional increase of \$485,317 has been included in the Approved Budget for anticipated changes in health contributions.	\$485,317	
2. <u>Water Treatment</u> The approved budget includes a decrease of \$415,723 in electrical services for the water plants due to lower electrical rates and more energy efficiency. There is also a decrease of \$93,000 in sand/gravel due to enhanced processes and a decrease of \$51,185 in non-CIP capital one-time expenditures.	(\$559,908)	
3. <u>Water Treatment Support</u> The Approved Budget includes an increase of \$43,812 in CIP reimbursements as more in-house work will focus on CIP related projects in FY 2002-03.	(\$43,812)	

Water and Wastewater Utility — 2002-2003

Expenditure Changes continued

Dollars FTEs

- | | |
|---|--------------------|
| <p>4. <u>Distribution System Operations and Maintenance</u>
 The Approved Budget includes a decrease of \$244,400 in contracts for fire hydrant painting which was utilized in FY 2002. The Approved budget also includes a decrease in electrical services of \$294,754 for the pumping stations due to lower electricity rates and more energy efficiency. Meters and meter parts decreased by \$239,985 due to the warehousing of meters and slower growth, and there is a decrease in non-CIP capital expenditures of \$93,150. An amount of \$196,100 for the Utility's overhead reimbursement costs were transferred to Transfers/Other Requirements in FY 2003. These were offset by an increase in CIP reimbursements of equal amount.</p> | <p>(\$872,289)</p> |
| <p>5. <u>Distribution System Support</u>
 The Approved Budget includes an increase of \$56,511 in CIP reimbursements as more in-house work will focus on CIP related projects in FY 2002-03.</p> | <p>(\$56,511)</p> |
| <p>6. <u>Wastewater Treatment</u>
 The Approved Budget for Wastewater Treatment includes a decrease of \$429,299 for electrical services, and decreases of \$139,441 for maintenance & parts of vehicles and equipment, \$109,081 in chemicals, and \$49,345 in non-CIP capital equipment.</p> | <p>(\$727,166)</p> |
| <p>7. <u>Wastewater Treatment Support</u>
 The Approved Budget includes an increase of \$38,078 in CIP reimbursements as more in-house work will focus on CIP related projects in FY 2002-03.</p> | <p>(\$38,078)</p> |
| <p>8. <u>Collection System Operations and Maintenance</u>
 The Approved Budget includes a decrease in electrical services of \$54,762 due to lower rates and more energy efficiency at the service centers. There is also a decrease of \$92,207 in contracts for lift station operations of annexed areas as the Utility begins to use more of current staff to maintain these. The Utility's overhead reimbursement costs for collection were transferred to the Transfers/Other Requirements totaling \$911,880. These were offset by an increase in CIP reimbursements of \$662,396 and a reduction in other supplies and equipment of \$249,484</p> | <p>(\$146,969)</p> |
| <p>9. <u>Collection System Support</u>
 The Approved Budget includes \$1,000,000 for contracts to do advanced line cleaning to help prevent overflows and to meet EPA and TNRCC regulations. There is also an increase of \$123,341 in personnel for temporaries and overtime/callback, and an additional \$295,291 for 6.75 fte's reallocated to this area from other areas in the Utility. Other increases include \$56,973 for fleet maintenance, \$45,108 for small tools, and \$75,373 in one-time non-CIP capital equipment costs and \$28,293 for increases in supplies.</p> | <p>\$1,624,379</p> |
| <p>10. <u>Support Services</u>
 The 2001-02 Approved Budget includes a decrease of \$242,575 in consultant services as the contract for GIS mapping comes to an end. There is also an increase in Expense Refunds and CIP reimbursements of \$130,742 and a decrease of \$34,251 in one-time non-CIP capital costs.</p> | <p>(\$407,568)</p> |

Water and Wastewater Utility — 2002-2003

<u>Expenditure Changes continued</u>	Dollars	FTEs
11. <u>Conservation and Reuse</u>		
The Approved Budget includes an increases of \$114,776 for the Balcones Canyonland Conservation program.	\$114,776	
12. <u>Billing/Customer Service</u>		
The approved budget includes a decrease of \$448,089 for the Utility Customer Service Office transfer, and a decrease in bad debt expenses of \$443,420.	(\$891,509)	
13. <u>Transfers/Other Requirements</u>		
The Approved Budget includes increases of \$590,368 for General Liability insurance, \$95,000 for Accrued Payroll, \$130,908 for Worker's Compensation, \$252,000 for the Liability Reserve Fund, \$85,507 for the transfer to Information Systems, and \$176,840 in interdepartmental charges set aside for unplanned emergency projects that occur during the year. The Utility has also included \$300,000 for career progression of the Utility Technician positions in the approved budget. The Utility's Overhead Reimbursement costs were transferred here totaling \$1,518,176. They were previously accounted for in Distribution and Collection Systems Operations and Maintenance. The approved budget also includes decreases of \$34,589 for the Administrative Support Transfer, \$288,000 for consultant services as the revenue management contract has come to an end, and \$432,953 for fleet costs that have been transferred to the appropriate programs.	(\$643,095)	
Debt Service requirements are expected to decrease by \$7,476,909 due to decreases in scheduled principal and interest payments for Revenue, Contract, General Obligation, and Water District bonds, Certificates of Participation, and Commercial Paper.	(\$7,476,909)	
The Utility transfer to the General Fund is expected to increase by \$213,237 due to an increase in service revenues in FY 1999-00, FY 2000-01 and estimates for FY 2001-02.	\$213,237	
The Utility transfer to CIP is decreasing by \$16,036,000 due primarily to a one-time transfer in FY 2001-02 of multi-year CRF collections.	(\$16,036,000)	
The transfer to the Sustainability Fund is equal to 1% of approved revenues. This results in a transfer of \$2,514,556 or a decrease of \$14,514 from FY 2001-02 Approved Budget.	(\$14,514)	
The Approved Budget includes a decrease of \$58,004 for Water and Wastewater's share of the cost of the trunked radio infrastructure.	(\$58,004)	
The Approved Budget includes a transfer of \$272,000 to the General Government CIP for Water and Wastewater's share of the cost of the GIS mapping flyover.	\$272,000	

Programs and Activites

Water Wastewater Utility-2002-03

Water/Wastewater Utility Operating Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
Billing and Customer Service										
Customer Account Management (Billing)	\$1,457,480	0.00	\$2,390,420	0.00	\$2,390,420	0.00	\$1,947,000	0.00	\$1,947,000	0.00
Customer Care (One Call Center)	\$8,119,510	0.00	\$9,394,666	0.00	\$9,394,666	0.00	\$8,946,577	0.00	\$8,946,577	0.00
Customer Service	\$1,219,754	22.00	\$1,290,832	21.00	\$1,336,225	21.00	\$1,231,163	21.00	\$1,231,163	21.00
Collections System Operations and Maintenance										
Collection Pipeline Maintenance	\$5,077,895	75.06	\$5,009,146	63.36	\$5,021,495	40.27	\$4,118,666	40.27	\$4,118,666	40.27
Lift Stations	\$1,857,848	18.20	\$2,523,159	17.20	\$2,497,692	20.20	\$2,676,484	20.20	\$2,676,484	20.20
Wastewater Collection Service Connection	\$219,844	6.42	\$387,268	10.13	\$278,787	20.43	\$972,830	20.43	\$972,830	20.43
Wastewater Pipeline Rehabilitation & Construction	\$449,361	31.45	(\$144,468)	12.88	\$484,055	14.50	\$321,078	14.50	\$321,078	14.50
Collections System Support										
Collection Dispatch Operations	\$262,983	6.50	\$387,854	8.55	\$339,731	8.55	\$339,755	8.55	\$339,755	8.55
Collection Engineering	\$1,142,420	18.79	\$994,437	16.69	\$1,085,765	16.69	\$1,020,388	16.69	\$1,020,388	16.69
Collection Inspection	\$151,948	3.12	\$229,082	5.11	\$193,325	5.14	\$189,568	5.14	\$189,568	5.14
Collection System Support Laboratory	\$664,744	8.83	\$773,839	9.33	\$615,099	8.70	\$676,597	8.70	\$676,597	8.70
Collection Technical Support	\$396,291	4.66	\$585,904	5.64	\$552,403	5.61	\$582,027	5.61	\$582,027	5.61
Line Locations – Collection System	\$182,833	5.32	\$281,986	5.29	\$272,870	2.25	\$157,540	2.25	\$157,540	2.25
Pretreatment (Industrial Waste Control)	\$993,442	18.00	\$994,316	15.50	\$985,474	15.50	\$1,005,972	15.50	\$1,005,972	15.50
Small Calls – Collection System	\$33,734	0.86	\$139,000	3.23	\$158,487	9.75	\$393,144	9.75	\$393,144	9.75

Water Wastewater Utility-2002-03

System Planning – Collection	\$416,729	7.47	\$850,215	12.07	\$900,751	12.67	\$882,996	12.67	\$882,996	12.67
Utility Development Services - Collection	\$178,346	3.49	\$430,743	6.95	\$415,821	6.55	\$398,814	6.55	\$398,814	6.55
Wastewater Records and Mapping	\$666,631	12.18	\$453,983	6.70	\$349,370	6.40	\$369,791	6.40	\$369,791	6.40
Wastewater TV Inspection, Inflow & Infiltration	\$2,894,752	53.00	\$3,386,523	62.00	\$3,641,045	66.00	\$5,062,793	66.00	\$5,062,793	66.00
Conservation and Reuse										
Conservation and Reuse Support Laboratory	\$515,209	7.84	\$457,663	7.84	\$592,118	7.70	\$447,767	7.70	\$447,767	7.70
Conservation Engineering	\$37,230	0.60	\$37,219	0.60	\$73,283	0.60	\$33,912	0.60	\$33,912	0.60
Environmental & Regulatory Support/Land Management	\$377,213	7.20	\$737,937	13.66	\$719,840	13.00	\$1,029,243	13.00	\$1,029,243	13.00
Water Conservation	\$2,870,862	0.00	\$3,158,332	0.00	\$3,104,958	0.00	\$3,105,782	0.00	\$3,105,782	0.00
Water Reuse	\$131,038	1.62	\$225,357	2.00	\$103,587	2.00	\$108,150	2.00	\$108,150	2.00
Distribution System Operations and Maintenance										
Distribution Pipeline Maintenance	\$5,789,373	79.42	\$4,807,274	62.61	\$5,077,141	48.69	\$4,512,143	48.69	\$4,512,143	48.69
Metering Services	\$981,079	22.00	\$1,726,916	19.00	\$1,423,875	16.50	\$1,246,237	16.50	\$1,246,237	16.50
Pump Station and Reservoir Operation & Maintenance	\$4,307,387	35.00	\$4,478,255	35.00	\$4,470,248	35.00	\$4,132,034	35.00	\$4,132,034	35.00
Valve and Hydrant	\$2,806,561	39.10	\$3,175,142	34.18	\$2,625,030	33.31	\$2,887,236	33.31	\$2,887,236	33.31
Water Distribution Service Connection	\$248,499	6.10	\$192,140	7.88	\$356,101	29.21	\$1,135,879	29.21	\$1,135,879	29.21
Water Pipeline Rehab. & Construction Activity	\$439,680	1.85	\$1,177,123	27.52	\$389,285	28.50	\$1,158,349	28.50	\$1,158,349	28.50
Distribution System Support										

Water Wastewater Utility-2002-03

Distribution Dispatch Operations	\$295,279	6.50	\$389,706	8.55	\$340,127	8.55	\$339,755	8.55	\$339,755	8.55
Distribution Engineering	\$877,140	14.75	\$883,791	14.85	\$1,031,372	14.85	\$887,593	14.85	\$887,593	14.85
Distribution Inspection	\$143,845	2.88	\$210,432	4.75	\$184,661	4.78	\$177,649	4.78	\$177,649	4.78
Distribution System Support Laboratory	\$415,175	6.00	\$438,435	7.00	\$449,239	6.20	\$415,785	6.20	\$415,785	6.20
Distribution Technical Support	\$274,723	4.34	\$326,126	5.40	\$329,704	5.37	\$345,167	5.37	\$345,167	5.37
Line Locations – Distribution System	\$302,556	5.65	\$404,607	7.38	\$374,000	8.39	\$444,358	8.39	\$444,358	8.39
Small Calls – Distribution System	\$425,401	8.07	\$412,633	7.94	\$494,128	14.20	\$645,800	14.20	\$645,800	14.20
System Planning – Distribution	\$718,541	7.91	\$1,153,376	15.93	\$1,210,322	16.33	\$1,133,525	16.33	\$1,133,525	16.33
Utility Development Services – Distribution	\$121,001	2.51	\$173,431	3.05	\$196,005	3.45	\$214,779	3.45	\$214,779	3.45
Water Protection	\$274,821	4.00	\$454,172	7.50	\$466,798	7.50	\$458,523	7.50	\$458,523	7.50
Water Records and Mapping	\$1,017,401	16.82	\$613,508	9.30	\$697,978	9.60	\$559,820	9.60	\$559,820	9.60
Support Services										
Administration and Management	\$1,906,155	20.00	\$2,258,195	25.00	\$2,139,472	24.00	\$1,906,717	24.00	\$1,906,717	24.00
Facility Expenses	\$550,258	4.00	\$689,652	4.00	\$647,899	4.00	\$640,583	4.00	\$640,583	4.00
Financial Monitoring / Budgeting	\$1,725,915	33.00	\$1,976,533	35.00	\$1,884,483	35.00	\$1,921,484	35.00	\$1,921,484	35.00
Information Technology Support	\$1,138,015	14.00	\$1,314,922	14.00	\$1,292,010	14.00	\$1,255,171	14.00	\$1,255,171	14.00
Personnel / Training	\$1,500,394	29.00	\$1,699,548	29.00	\$1,485,324	28.00	\$1,598,181	28.00	\$1,598,181	28.00
PIO/Community Services	\$435,311	5.00	\$503,000	5.00	\$507,466	5.00	\$479,354	5.00	\$479,354	5.00
Purchasing, Payment Processing, MBE/WBE	\$374,819	8.00	\$553,888	11.00	\$494,364	11.00	\$507,638	11.00	\$507,638	11.00

Water Wastewater Utility-2002-03

Vehicle / Equipment Maintenance	\$994,222	14.00	\$966,412	14.00	\$1,000,444	13.00	\$851,079	13.00	\$851,079	13.00
Transfers / Other Requirements										
Debt Interest and Commission	\$127,486	0.00	\$114,466	0.00	\$83,729	0.00	\$113,176	0.00	\$113,176	0.00
Debt Transfers	\$93,857,499	0.00	\$102,724,458	0.00	\$100,799,949	0.00	\$95,247,549	0.00	\$95,247,549	0.00
Interfund Transfers	\$45,705,091	0.00	\$64,390,848	0.00	\$64,419,848	0.00	\$49,245,475	0.00	\$49,245,475	0.00
Other Requirements	\$9,882,868	0.00	\$13,221,254	0.00	\$12,801,162	0.00	\$12,003,120	0.00	\$12,003,120	0.00
Wastewater Treatment										
Biosolids Plant Operations	\$3,294,032	39.00	\$3,589,077	42.00	\$3,986,424	41.00	\$3,826,252	41.00	\$3,826,252	41.00
Wastewater Plant Construction	\$22,035	1.85	\$79,273	1.80	\$2,269	0.00	\$0	0.00	\$0	0.00
Wastewater Plant Maintenance	\$4,133,974	74.68	\$4,419,277	71.30	\$4,302,183	70.30	\$4,255,692	70.30	\$4,255,692	70.30
Wastewater Plant Operations	\$8,222,164	48.54	\$7,879,481	44.36	\$7,928,071	42.36	\$7,512,640	42.36	\$7,512,640	42.36
Wastewater Treatment Support										
Wastewater Environmental and Regulatory Support	\$321,606	2.40	\$324,771	3.68	\$356,491	3.50	\$329,064	3.50	\$329,064	3.50
Wastewater Treatment and Support Laboratory	\$757,241	11.33	\$751,199	10.83	\$763,234	11.20	\$757,107	11.20	\$757,107	11.20
Wastewater Treatment Engineering	\$488,818	9.18	\$660,932	9.18	\$559,049	9.34	\$654,686	9.34	\$654,686	9.34
Water Treatment										
Water Plant Construction	\$17,531	1.85	\$78,015	1.80	\$18,877	0.00	\$0	0.00	\$0	0.00
Water Plant Maintenance	\$3,126,693	61.12	\$3,900,129	59.50	\$3,813,917	60.50	\$3,833,294	60.50	\$3,833,294	60.50
Water Plant Operations	\$11,934,718	59.46	\$13,585,482	58.64	\$13,276,706	55.64	\$13,157,310	55.64	\$13,157,310	55.64
Water Treatment Support										
Water Environmental and Regulatory Support	\$293,327	1.40	\$384,820	2.66	\$356,611	3.50	\$443,814	3.50	\$443,814	3.50
Water Treatment and Support Laboratory	\$580,439	9.00	\$584,840	8.00	\$670,343	9.20	\$577,636	9.20	\$577,636	9.20
Water Treatment Engineering	\$674,578	9.68	\$720,168	9.68	\$727,141	9.52	\$698,929	9.52	\$698,929	9.52
Total	\$241,821,748	1032.00	\$283,363,120	1044.00	\$279,940,747	1044.00	\$258,528,620	1044.00	\$258,528,620	1044.00

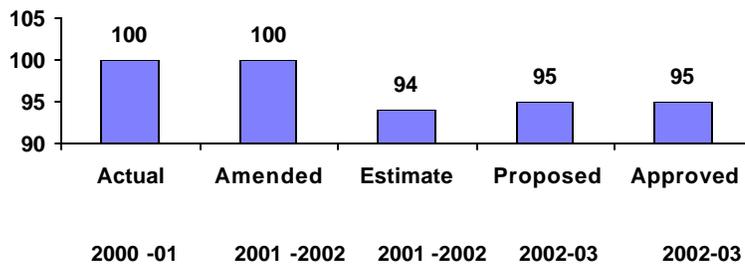
Water Wastewater Utility-2002-03

Program: Billing and Customer Service

Program Objective: To provide customer service support and management services to the Utility's wastewater business and residential customers

Program Results Measures:

Percent of customers completing their transactions in the Taps Sales Office within 35 minutes



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of customers completing their transactions in the Taps Sales Office within 35 minutes	100%	100%	94%	95%	95%
Percentage of consumption billed versus system pumpage	87.5% as of 09/30/01	90%	88%	90%	90%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Customer Account Management (Billing)	\$1,457,480	0.00	\$2,390,420	0.00	\$2,390,420	0.00	\$1,947,000	0.00	\$1,947,000	0.00
Customer Care (One Call Center)	\$8,119,510	0.00	\$9,394,666	0.00	\$9,394,666	0.00	\$8,946,577	0.00	\$8,946,577	0.00
Customer Service	\$1,219,754	22.00	\$1,290,832	21.00	\$1,336,225	21.00	\$1,231,163	21.00	\$1,231,163	21.00
Total	\$10,796,744	22.00	\$13,075,918	21.00	\$13,121,311	21.00	12,124,740	21.00	12,124,740	21.00

Water Wastewater Utility-2002-03

Activity: Customer Account Management (Billing)

Activity Code: 5CAM

Program Name: Billing and Customer Service

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$1,457,480	\$2,390,420	\$2,390,420	\$1,947,000	\$1,947,000
Total Requirements	\$1,457,480	\$2,390,420	\$2,390,420	\$1,947,000	\$1,947,000
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: This is a core activity. No legal mandate. The Customer Service Center was established to centralize the meter reading, billing, and collecting of Service Revenue for the Water and Wastewater, and Electric Utilities. This office has expanded its original services to include the Drainage Utility and Solid Waste Services.

Activity Objective: To provide payment processing, customer billing, credit management, meter reading and ARCO to Utility customers and customer billings so they can provide accurate bills to Utility customers.

Services of the Activity:

Core Services

Credit Management, Payment Processing Office, Customer Billing

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Activity decreased \$443,420 or 18.5% due to a decrease in bad debt expense.

Responsible Employee: Joe Calabrese, Austin Energy 505-3513

Water Wastewater Utility-2002-03

Activity: Customer Care (One Call Center)

Activity Code: 5CCO

Program Name: Billing and Customer Service

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$8,119,510	\$9,394,666	\$9,394,666	\$8,946,577	\$8,946,577
Total Requirements	\$8,119,510	\$9,394,666	\$9,394,666	\$8,946,577	\$8,946,577
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: This is a core activity. No legal mandate. The Customer Service Center was established to centralize the meter reading, billing, and collecting of Service Revenue for the Water and Wastewater, and Electric Utilities. The office has expanded its original services to include the Drainage Utility and Solid Waste Services.

Activity Objective: To provide call center and consumer services to Utility customers so they can receive accurate and satisfactory solutions to concerns or injuries. (This activity is managed by Austin Energy.)

Services of the Activity:

Core Services

Consumer Services, Dispatch, Call Center

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Joe Calabrese, Austin Energy 505-3513

Water Wastewater Utility-2002-03

Activity: Customer Service
Activity Code: 5CSV
Program Name: Billing and Customer Service

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$1,219,754	\$1,290,832	\$1,336,225	\$1,231,163	\$1,231,163
Total Requirements	\$1,219,754	\$1,290,832	\$1,336,225	\$1,231,163	\$1,231,163
Full-Time Equivalents	22.00	21.00	21.00	21.00	21.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of customers seeking assistance at Taps Sales Office	Demand	1,899 Wtr; 1,752 WW	Wtr-2,044 WW-1,724	Wtr-1,745; WW-1,611	Wtr-1,780; WW-1,643	Wtr-1,780; WW-1,643
Average tap sales administrative cost per number of water and wastewater connections sold	Efficiency	\$65.13 Wtr; \$68.08 WW	\$72.09	\$75.25	\$68.27	\$68.27
Number of connections to the water/wastewater system sold/issued	Output	Wtr - 3,153 WW - 2,890	Wtr - 1,724 WW - 2,700	Wtr - 2,682 WW - 2,730	Wtr - 2,736 WW - 2,785	Wtr - 2,736 WW - 2,785
Percent of customers completing their transactions in the Taps Sales Office within 35 minutes	Result	100%	100%	94%	95%	95%
Percentage of consumption billed versus system pumpage	Result	87.5% as of 09/30/01	90%	88%	90%	90%

Activity History and Description: This is a semi-core activity. No legal mandate. The Retail Customer Service was created in the mid 1980's during a period of multi-year, double digit rate increases. Utility customers needed a specialized group that could take time to review their concerns regarding billing issues, wastewater averaging, or other Utility-related issues.

Activity Objective: To provide the public the responsive services/ timely answers they need in order to obtain water/wastewater service or resolve any water or wastewater concerns or problems.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

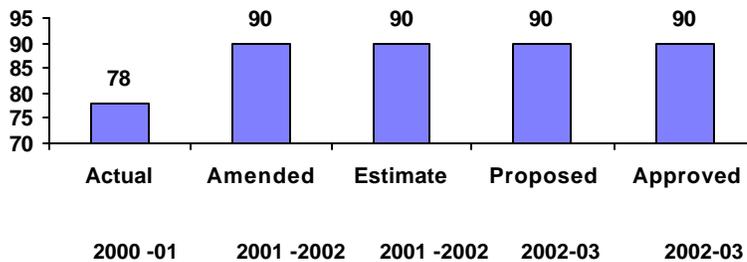
Water Wastewater Utility-2002-03

Program: Collections System Operations and Maintenance

Program Objective: To provide operation and maintenance services to the wastewater collection system in order to minimize wastewater overflows and safely deliver wastewater from the customers to the treatment plants.

Program Results Measures:

Percentage of total projects successfully completed on schedule



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of total new service connections ready for installation completed within 15 days	16.13%	15%	15%	15%	15%
Percentage of total lift station overflows that are non-power failure related	50%	15%	50%	50%	50%
Percentage of total projects successfully completed on schedule	78%	90%	90%	90%	90%
The percentage of customers satisfied with collection pipeline maintenance and repairs services	88.7%	85%	85%	85%	85%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Collection Pipeline Maintenance	\$5,160,377	75.06	\$5,069,146	63.36	\$5,058,386	40.27	\$4,178,666	40.27	\$4,178,666	40.27
Lift Stations	\$1,857,848	18.20	\$2,523,159	17.20	\$2,497,692	20.20	\$2,676,484	20.20	\$2,676,484	20.20

Water Wastewater Utility-2002-03

Program:	<i>Collections System Operations and Maintenance</i>									
Wastewater Collection Service Connection	\$408,258	6.42	\$556,528	10.13	\$338,787	20.43	\$1,144,274	20.43	\$1,144,274	20.43
Wastewater Pipeline Rehabilitation & Construction	\$952,010	31.45	\$1,401,618	12.88	\$1,938,403	14.50	\$1,615,496	14.50	\$1,615,496	14.50
Total	\$8,378,493	131.13	\$9,550,451	103.57	\$9,833,268	95.40	\$9,614,920	95.40	\$9,614,920	95.40

Water Wastewater Utility-2002-03

Activity: *Collection Pipeline Maintenance*

Activity Code: *3CPM*

Program Name: *Collections System Operations and Maintenance*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$82,482	\$60,000	\$36,891	\$60,000	\$60,000
Water/Wastewater Utility Operating Fund	\$5,077,895	\$5,009,146	\$5,021,495	\$4,118,666	\$4,118,666
Total Requirements	\$5,160,377	\$5,069,146	\$5,058,386	\$4,178,666	\$4,178,666
Full-Time Equivalents	75.06	63.36	40.27	40.27	40.27

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
The number of feet (miles) of sewer line in the system	Demand	2,202 Miles	2,186	2,186	2,202	2,202
Labor costs per mile of collection infrastructure	Efficiency	\$218.34	\$1,163.51	\$1,137.35	\$1,137.35	\$1,137.35
The percentage of customers satisfied with collection pipeline maintenance and repairs services	Result	88.7%	85%	85%	85%	85%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30
The activity is responsible for making emergency repairs and maintenance of wastewater distribution, and appurtenances of the City of Austin. The wastewater service area is divided into two zones – north and south. Each zone includes wastewater crews, line cleaning and maintenance crews and administrative support.

Activity Objective: To provide maintenance and repair services for the wastewater collection system in order to dependably deliver wastewater from the customer to treatment facilities.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Collection Pipeline Maintenance*

Activity Code: *3CPM*

Program Name: *Collections System Operations and Maintenance*

Wastewater collection pipeline
maintenance

Changes in Requirements and Performance Measures: Activity decreased \$890,480 or 17.6% due to the reallocation of FTEs to the following activities: 9.48 FTEs to Collection Service Connection \$358,456, 7.41 FTEs to Distribution Service Connection \$260,198, and 6.2 FTEs to Small Calls Collection \$236,834. There was also a decrease of \$34,992 in pipes/fittings and valves.

Responsible Employee: Angel Gomez 972-1201

Water Wastewater Utility-2002-03

Activity: Lift Stations
Activity Code: 3LIF
Program Name: Collections System Operations and Maintenance

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$1,857,848	\$2,523,159	\$2,497,692	\$2,676,484	\$2,676,484
Total Requirements	\$1,857,848	\$2,523,159	\$2,497,692	\$2,676,484	\$2,676,484
Full-Time Equivalents	18.20	17.20	20.20	20.20	20.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per million gallons pumped	Efficiency	\$156.12	\$228.73	\$180.00	\$175.00	\$175.00
Actual millions of gallons of wastewater pumped	Output	854.684	11,162	11,520	11,530	11,530
Percentage of total lift station overflows that are non-power failure related	Result	50%	15%	50%	50%	50%

Activity History and Description: This is a core activity. The Utility is under an EPA order to eliminate wastewater overflows. This is also a State Regulation from TNRCC. Proper operations of the lift stations are critical to prevent overflows into creeks that would pose a health threat to the public. Wastewater lift stations have been operated in Austin as long as there have been treatment facilities. The oldest currently operating facility was constructed in 1919. There are at least 20 stations 20 years old or older. The Utility currently maintains 109 Lift Stations.

Activity Objective: To operate and maintain the wastewater pumping lift stations in the collection system in order to continuously transport wastewater to the treatment plants.

Services of the Activity:

Core Services

Wastewater pumping,
 Lift station monitoring, maintenance,
 and repair,
 Lift station electrical maintenance

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

Activity increased \$153,325 and 3 FTEs transferred from Wastewater Plant Operations (1 FTE), Wastewater Plant Maintenance (1FTE) and Pump Station and Reservoir (1 FTE).

Responsible Employee:

Joe Linger

972-0550

Water Wastewater Utility-2002-03

Activity: Wastewater Collection Service Connection

Activity Code: 3CSC

Program Name: Collections System Operations and Maintenance

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$188,414	\$169,260	\$60,000	\$171,444	\$171,444
Water/Wastewater Utility Operating Fund	\$219,844	\$387,268	\$278,787	\$972,830	\$972,830
Total Requirements	\$408,258	\$556,528	\$338,787	\$1,144,274	\$1,144,274
Full-Time Equivalents	6.42	10.13	20.43	20.43	20.43

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of new service connections ready for installation	Demand	358	300	300	300	300
Labor costs per service connection	Efficiency	\$666.80	\$561.50	\$561.50	\$561.50	\$561.50
Number of new service connections made	Output	313	230	230	230	230
Percent of total new service connections ready for installation completed within 15 days	Result	16.13%	15%	15%	15%	15%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30
The Service Connection activity was created as a separate section in June 1998 and given additional personnel to service the newly annexed service areas. The primary objective is to provide quality installations in a timely manner.

Activity Objective: To provide timely new service connections to the wastewater collection system to collect wastewater from the customer and deliver it to the treatment facility.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Wastewater collection service connection

Water Wastewater Utility-2002-03

Activity: *Wastewater Collection Service Connection*

Activity Code: 3CSC

Program Name: *Collections System Operations and Maintenance*

Changes in Requirements and Performance Measures: Activity increased \$587,746 due to the reallocation of 9.48 FTEs from Collection Pipeline Maintenance and \$359,801; 0.82 FTEs from Metering Services and \$32,800; and an increase in paving cut repairs paid to Public Works of \$197,329. Expense Refunds also increased by \$2,184.

Responsible Employee: Angel Gomez 972-1201

Water Wastewater Utility-2002-03

Activity: Wastewater Pipeline Rehabilitation & Construction

Activity Code: 3PRC

Program Name: Collections System Operations and Maintenance

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$502,649	\$1,546,086	\$1,454,348	\$1,294,418	\$1,294,418
Water/Wastewater Utility Operating Fund	\$449,361	(\$144,468)	\$484,055	\$321,078	\$321,078
Total Requirements	\$952,010	\$1,401,618	\$1,938,403	\$1,615,496	\$1,615,496
Full-Time Equivalents	31.45	12.88	14.50	14.50	14.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of projects scheduled	Demand	15	40	40	40	40
Labor cost per linear foot of pipe installed	Efficiency	\$1,226.46	\$21.42	\$21.25	\$21.25	\$21.25
Linear feet of pipe and number of services installed	Output	84 / 0	18,000	18,000	18,000	18,000
Percentage of total projects successfully completed on schedule	Result	78%	90%	90%	90%	90%

Activity History and Description: This is a core activity. No legal mandate. The Rehabilitation Construction Services program constructs projects that are of immediate concern due to time constraints, severely deteriorated or inadequate facilities and/or may be too small in size and cost to be effectively put out for contract. These include projects such as, but not limited to, service to annexed areas, main extensions, upgrading mains and services, etc. This group constructs both water and wastewater projects and is equipped to handle large scale projects. The employees are capable and well versed in all aspects of utility construction, concrete (both flat and structural) work, road and drainage construction.

Activity Objective: To construct and rehabilitate collection mains, manholes, and services in order to continuously deliver wastewater to the treatment facilities.

Services of the Activity:

Core Services

Wastewater mains, manholes, and services construction for new,

Semi Core Services

Pot holing to locate existing mains and service lines, Executing and managing

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Wastewater Pipeline Rehabilitation & Construction*

Activity Code: *3PRC*

Program Name: *Collections System Operations and Maintenance*

upgraded infrastructure, and
rehabilitating existing infrastructure,
Relocating existing mains, manholes
and services to clear for future
construction,
Extending mains under the 100-foot
rule.

the CIP deteriorated facilities funding

**Changes in Requirements and
Performance Measures:**

Activity increased \$213,878 or 15.3% due to the transfer of 1.62 FTEs from
Wastewater Plant Construction (\$31,044) and the transfer of overhead expense
refunds to the Other Requirements activity (\$182,834)

Responsible Employee:

George Calhoun

972-0739

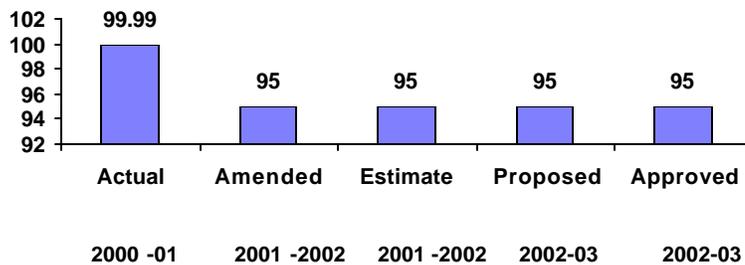
Water Wastewater Utility-2002-03

Program: Collections System Support

Program Objective: To provide engineering, project management, technical, and administrative services to the collection system operations and maintenance program in order to reduce wastewater overflows and safely deliver wastewater from the customers to the treatment plants

Program Results Measures:

Percentage of priority one calls dispatched to field crews within 30 minutes of receipt



Performance Measures:	2000-01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Change order costs as a percentage of total construction costs (1). Facility 2). Pipeline)	1)0.04%; 2)6.48%	3%	1) 3%; 2) 6%	1) 3%; 2) 5%	1) 3%; 2) 5%
Number of wastewater repeat overflows per 100 miles of sewer lines	4.5	2.8	5	5	5
Percent of accurate flow monitor data within operators control	N/A	N/A	80%	80%	80%
Percent of biomonitoring tests passed	100%	100%	100%	100%	100%
Percent of collection system in the wastewater models modeled	10%	50%	50%	90%	90%
Percent of development plans for decentralized wastewater service reviewed within established City ordinance/state law turnaround time	100%	100%	100%	100%	100%
Percent of development plans reviewed within established ordinance/State law turn around time	100%	100%	100%	100%	100%

Water Wastewater Utility-2002-03

Program: Collections System Support

Percent of engineering projects for the Collection System requiring change orders exceeding 3% of the project cost	1) 0%; 2) 37%	1%	1) 1%; 2) 40%	1) 1%; 2) 35%	1) 1%; 2) 35%
Percent of installed flow meters operational at any time	N/A	N/A	85%	85%	85%
Percent of markings of water lines that are incorrect	0.106%	0.02%	0.02%	0.02%	0.02%
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	97%	90%	97%	90%	90%
Percentage of Collection System projects added to GIS grid maps within 60 days of receipt information	100%	95%	95%	95%	95%
Percentage of customer inquiries responded to within 3 working days	95.5%	87%	87%	90%	90%
Percentage of customers requiring any type of enforcement action	14.57%	15%	15%	15%	15%
Percentage of customers satisfied with dispatch staff	99.99%	98%	98%	98%	98%
Percentage of industrial users with surcharges assessed	92.70%	90%	95%	95%	95%
Percentage of priority one calls dispatched to field crews within 30 minutes of receipt	99.99%	95%	95%	95%	95%
Percentage of tap inspection service requests completed within 7 days	96.08%	95%	95%	95%	95%
Percentage of total Collection System (1) TV Inspected, (2) Cleaned, (3) Smoke tested, (4) Grouted	(1) 0.34% (2) 0.24% (3) 0.03% (4) 0%	(1) 6% (2) 4% (3) 2% (4) 1%	(1) 8% (2) 6% (3) 3% (4) 0%	(1) 8% (2) 10% (3) 3% (4) 0.1%	(1) 8% (2) 10% (3) 3% (4) 0.1%
Percentage of total tests that are completed within requested timeframe	92%	90%	75%	90%	90%
Percentage of wastewater service requests responded to within 2 hours of notice	78.35%	50%	50%	50%	50%

Water Wastewater Utility-2002-03

Program: *Collections System Support*

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Collection Dispatch Operations	\$262,983	6.50	\$387,854	8.55	\$339,731	8.55	\$339,755	8.55	\$339,755	8.55
Collection Engineering	\$1,593,393	18.79	\$1,419,188	16.69	\$1,383,474	16.69	\$1,458,315	16.69	\$1,458,315	16.69
Collection Inspection	\$254,656	3.12	\$340,818	5.11	\$288,325	5.14	\$301,304	5.14	\$301,304	5.14
Collection System Support Laboratory	\$664,744	8.83	\$773,839	9.33	\$615,099	8.70	\$676,597	8.70	\$676,597	8.70
Collection Technical Support	\$398,601	4.66	\$585,904	5.64	\$562,212	5.61	\$582,027	5.61	\$582,027	5.61
Line Locations – Collection System	\$182,833	5.32	\$281,986	5.29	\$272,870	2.25	\$157,540	2.25	\$157,540	2.25
Pretreatment (Industrial Waste Control)	\$996,654	18.00	\$994,316	15.50	\$985,657	15.50	\$1,005,972	15.50	\$1,005,972	15.50
Small Calls – Collection System	\$33,734	0.86	\$139,000	3.23	\$158,487	9.75	\$393,144	9.75	\$393,144	9.75
System Planning – Collection	\$416,729	7.47	\$880,207	12.07	\$900,751	12.67	\$882,996	12.67	\$882,996	12.67
Utility Development Services - Collection	\$235,412	3.49	\$481,440	6.95	\$440,895	6.55	\$468,852	6.55	\$468,852	6.55
Wastewater Records and Mapping	\$666,631	12.18	\$453,983	6.70	\$349,403	6.40	\$369,791	6.40	\$369,791	6.40
Wastewater TV Inspection, Inflow & Infiltration	\$3,047,548	53.00	\$3,507,075	62.00	\$3,827,648	66.00	\$5,456,733	66.00	\$5,456,733	66.00
Total	\$8,753,918	142.22	\$10,245,610	157.06	\$10,124,552	163.81	12,093,026	163.81	12,093,026	163.81

Water Wastewater Utility-2002-03

Activity: *Collection Dispatch Operations*

Activity Code: 4DIS

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$262,983	\$387,854	\$339,731	\$339,755	\$339,755
Total Requirements	\$262,983	\$387,854	\$339,731	\$339,755	\$339,755
Full-Time Equivalents	6.50	8.55	8.55	8.55	8.55

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of calls taken through Dispatch Operations	Demand	62,054	60,000	60,000	60,000	60,000
Labor cost per customer call taken in Dispatch Operations	Efficiency	\$4.20	\$4.88	\$4.88	\$4.88	\$4.88
Number of priority one calls dispatched to field crews	Output	5,797	5,000	5,000	5,000	5,000
Number of work orders and component parts (segments) created in database	Output	8,226	5,500	5,500	5,500	5,500
Percentage of customers satisfied with dispatch staff	Result	99.99%	98%	98%	98%	98%
Percentage of priority one calls dispatched to field crews within 30 minutes of receipt	Result	99.99%	95%	95%	95%	95%

Activity History and Description: This is a core activity. No legal mandate. The Dispatch Center is manned on a 24 hour basis and has primary responsibility for taking customer requests for service and initiating and dispatching customer request for assistance to Utility work groups. This Center is also responsible for notification of appropriate City and State agencies in the case of emergencies/serious incidents involving personnel, equipment, or problems with the collection system. Administratively, the Center is responsible for research/update of databases, which involves research of information for use when inputting service request, work orders, and line segments. The Center also maintains infrastructure information for use by the various work groups and other customers.

Activity Objective: To provide communication and tracking services for customer calls so that the caller information can be relayed to Utility repair crews.

Water Wastewater Utility-2002-03

Activity: *Collection Dispatch Operations*

Activity Code: *4DIS*

Program Name: *Collections System Support*

Services of the Activity:

Core Services

Assist customers with wastewater related problems,
Dispatch field crews,

Semi Core Services

Take and log customer calls, Record field crew activities in database

Service Enhancements

Changes in Requirements and Performance Measures:

Activity decreased \$48,099 or 12.4% due to the filling of vacant positions at lower hourly rates \$36,284, and savings in miscellaneous commodities of \$11,815.

Responsible Employee:

Glenn Davis

972-1112

Water Wastewater Utility-2002-03

Activity: *Collection Engineering*

Activity Code: *4ENC*

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$450,973	\$424,751	\$297,709	\$437,927	\$437,927
Water/Wastewater Utility Operating Fund	\$1,142,420	\$994,437	\$1,085,765	\$1,020,388	\$1,020,388
Total Requirements	\$1,593,393	\$1,419,188	\$1,383,474	\$1,458,315	\$1,458,315
Full-Time Equivalents	18.79	16.69	16.69	16.69	16.69

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Dollar value of projects managed	Demand	N/A	N/A	N/A	\$1,791,900	\$1,791,900
Number of projects managed	Demand	N/A	N/A	N/A	6.42	6.42
Change order costs as a percentage of total construction costs (1). Facility 2). Pipeline)	Result	1)0.04%; 2)6.48%	3%	1) 3%; 2) 6%	1) 3%; 2) 5%	1) 3%; 2) 5%
Percent of engineering projects for the Collection System requiring change orders exceeding 3% of the project cost	Result	1) 0%; 2) 37%	1%	1) 1%; 2) 40%	1) 1%; 2) 35%	1) 1%; 2) 35%
Percent of projects completed on time	Result	N/A	N/A	N/A	95%	95%
Percent of projects completed within budget	Result	N/A	N/A	N/A	95%	95%

Activity History and Description: This is a core activity. No legal mandate. The division's primary mission is to provide quality services in the areas of project management, engineering design, technical support, operations and maintenance support, construction services, and act as a customer liaison leading projects, monitoring progress and evaluating results. The Collection Engineering division includes personnel with a wide range of expertise and capabilities. These capabilities include expertise in process control systems, computer networks, electrical and instrumentation design, process design and optimization, civil and mechanical design, project management, construction management, inspection, treatment operations, environmental monitoring, and regulatory compliance and permitting, engineering functions. The Engineering Design division was

Water Wastewater Utility-2002-03

Activity: *Collection Engineering*

Activity Code: *4ENC*

Program Name: *Collections System Support*

established to respond to the growing need of the Utility for Rehabilitation Construction plan design. This division is also responsible for project management, and design of CIP and line maintenance projects. This Engineering Design division consists of plan review, project management section, design section, engineering support, surveying section, and standards product section.

Activity Objective: To provide engineering services to the Collection System Operations and Maintenance Program for them to operate their control systems and Lift Stations to transport raw wastewater safely to the treatment plants

Services of the Activity:

Core Services

Project management for the Collection System, including Lift Stations, engineering consulting, and construction projects, Engineering technical services for the Collection System processes, pipelines, Lift Stations and equipment, Design reviews and comments for the Collection System, engineering projects,

Semi Core Services

Development and administration of Collection System CIP programs, Oversight of design and project management services provided by others for Collection System Projects, SCADA technical/engineering services for the Collection System control systems

Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee:

Suheil Baaklini

972-0247

Water Wastewater Utility-2002-03

Activity: *Collection Inspection*
Activity Code: *4INC*
Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$102,708	\$111,736	\$95,000	\$111,736	\$111,736
Water/Wastewater Utility Operating Fund	\$151,948	\$229,082	\$193,325	\$189,568	\$189,568
Total Requirements	\$254,656	\$340,818	\$288,325	\$301,304	\$301,304
Full-Time Equivalents	3.12	5.11	5.14	5.14	5.14

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
The number of wastewater taps requiring inspection	Demand	2,901	2,500	2,500	2,500	2,500
Labor costs per mile of pipe	Efficiency	\$4.17	\$21.14	\$20.00	\$20.00	\$20.00
Labor costs per tap inspection	Efficiency	\$28.82	\$29.88	\$29.40	\$29.40	\$29.40
The number of wastewater tap inspections completed	Output	2,901	2,500	2,500	2,500	2,500
Percentage of tap inspection service requests completed within 7 days	Result	96.08%	95%	95%	95%	95%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30 Texas Administrative Code Chapter 315, as amended. This group consists of a team of inspectors who are responsible for short term projects, which include inspection of connections to the existing utility system and installation of new utilities to residential and commercial property.

Activity Objective: To provide timely inspection of wastewater service connections and new construction in order to ensure quality control and proper installation of utilities that meet utility design and construction standards.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Collection Inspection*
Activity Code: *4INC*
Program Name: *Collections System Support*

Wastewater connection and site
inspection,
Plan Reviews

Changes in Requirements and Performance Measures: Activity decreased \$39,514 or 11.59% due to the reduction of \$26,000 in non-CIP capital, and the reduction of \$13,096 in valves and pipes/fittings of \$13,096. The activity also increases 0.03 FTEs and \$38,096 allocated in from Collection Technical Support.

Responsible Employee: Glenn Davis 972-1112

Water Wastewater Utility-2002-03

Activity: *Collection System Support Laboratory*

Activity Code: *4LBC*

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$664,744	\$773,839	\$615,099	\$676,597	\$676,597
Total Requirements	\$664,744	\$773,839	\$615,099	\$676,597	\$676,597
Full-Time Equivalents	8.83	9.33	8.70	8.70	8.70

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of tests requested by customers for wastewater specific tests	Demand	12,932	11,972	11,000	Deleted in FY2003	Deleted in FY2003
Activity cost per test	Efficiency	\$14.67	\$18.22	\$21.97	\$15.99	\$15.99
Number of water test results produced	Output	42,481	42,470	28,000	42,470	42,470
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	Result	97%	90%	97%	90%	90%
Percentage of total tests that are completed within requested timeframe	Result	92%	90%	75%	90%	90%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30 Texas Administrative Code Chapter 315, as amended. Wastewater Laboratory Services is responsible for supporting the Water and Wastewater Utility Department in its compliance with the federal mandates.

Activity Objective: To produce test results for Collection System Support customers in order to provide them with timely and accurate information to help them make informed decisions about their work.

Water Wastewater Utility-2002-03

Activity: *Collection System Support Laboratory*

Activity Code: *4LBC*

Program Name: *Collections System Support*

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Test results

Changes in Requirements and Performance Measures:

Activity decreased \$97,242 or 12.6% primarily due to the reallocation of 0.63 FTEs to Water Treatment Laboratory \$40,872, \$55,293 in additional vacancy savings to freeze one vacant position, and decreases of \$1,077 in miscellaneous supplies for the lab.

Responsible Employee:

Miriam Mora

972-1410

Water Wastewater Utility-2002-03

Activity: *Collection Technical Support*

Activity Code: 4TSC

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$2,310	\$0	\$9,809	\$0	\$0
Water/Wastewater Utility Operating Fund	\$396,291	\$585,904	\$552,403	\$582,027	\$582,027
Total Requirements	\$398,601	\$585,904	\$562,212	\$582,027	\$582,027
Full-Time Equivalents	4.66	5.64	5.61	5.61	5.61

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
The number of customer inquiries (new services)	Demand	458	315	315	300	300
Labor costs per customer inquiry (new services)	Efficiency	\$118.67	\$141.00	\$136.00	\$136.00	\$136.00
Number of wastewater overflows responded to	Output	224	260	260	260	260
The number of customer inquiries responded to (new services)	Output	458	315	315	300	300
Percentage of customer inquiries responded to within 3 working days	Result	95.5%	87%	87%	90%	90%

Activity History and Description: This is a semi-core activity. No legal mandate. This group consists of a team of Engineering Associates and Technicians who provide technical support to various work groups throughout the Utility. This includes response and tracking of wastewater overflows, plan review, and direct engineering support to maintenance crews in the repair and maintenance of the Utility infrastructure.

Activity Objective: To provide timely technical support to field crews, customers, and contractors so that new construction and repairs meet Utility design and construction standards.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Plan reviews
Engineering technical support

Water Wastewater Utility-2002-03

Activity: *Collection Technical Support*

Activity Code: *4TSC*

Program Name: *Collections System Support*

Changes in Requirements and Performance Measures: Reallocation of 0.03 FTE to Collection Inspection, otherwise substantially the same.

Responsible Employee: Glenn Davis 972-1112

Water Wastewater Utility-2002-03

Activity: *Line Locations – Collection System*

Activity Code: *4LLC*

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$182,833	\$281,986	\$272,870	\$157,540	\$157,540
Total Requirements	\$182,833	\$281,986	\$272,870	\$157,540	\$157,540
Full-Time Equivalents	5.32	5.29	2.25	2.25	2.25

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of wastewater line requests from customers	Demand	9,427	17,500	17,500	17,500	17,500
Labor cost per wastewater line location requests responded to	Efficiency	\$2.45	\$17.15	\$17.15	\$17.15	\$17.15
Number of wastewater line location requests completed within One Call standard	Output	3,179	14,580	14,580	14,580	14,580
Percent of markings of water lines that are incorrect	Result	0.106%	0.02%	0.02%	0.02%	0.02%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30 Texas Administrative Code Chapter 315, as amended. The Line Locations activity is responsible for researching maps and other records and using electronic equipment to locate and mark the approximate location of underground water and wastewater utilities so that excavators and designers will be aware of them. They also investigate and report on damages to the system by others. They frequently provide assistance and information to other entities related to our utilities and locations. The main function of this activity is damage prevention.

Activity Objective: To provide wastewater pipeline location for One Call customers in order to identify Utility infrastructure.

Services of the Activity:

Water Wastewater Utility-2002-03

Activity: *Line Locations – Collection System*

Activity Code: 4LLC

Program Name: *Collections System Support*

Core Services

Locate wastewater lines

Semi Core Services

Special billing wastewater investigations

Service Enhancements

Changes in Requirements and Performance Measures:

Activity decreased \$124,446 or 44.1% due to the reallocation of 3.04 FTEs to Small Calls Distribution.

Responsible Employee:

Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: Pretreatment (Industrial Waste Control)

Activity Code: 4PRT

Program Name: Collections System Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$3,212	\$0	\$183	\$0	\$0
Water/Wastewater Utility Operating Fund	\$993,442	\$994,316	\$985,474	\$1,005,972	\$1,005,972
Total Requirements	\$996,654	\$994,316	\$985,657	\$1,005,972	\$1,005,972
Full-Time Equivalents	18.00	15.50	15.50	15.50	15.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor cost per industrial user	Efficiency	\$465.03	\$502.00	\$473.06	\$472.34	\$472.34
Number of IUs permitted	Output	1,977	2,000	1,900	1,950	1,950
Surcharge revenues collected	Output	\$3,558,306	\$3,500,000	\$3,500,000	\$3,500,000	\$3,500,000
Percent of biomonitoring tests passed	Result	100%	100%	100%	100%	100%
Percentage of customers requiring any type of enforcement action	Result	14.57%	15%	15%	15%	15%
Percentage of industrial users with surcharges assessed	Result	92.70%	90%	95%	95%	95%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission (TNRCC) in Title 30 Texas Administrative Code Chapter 315, as amended. The Water and Wastewater Utility became responsible for the pretreatment program in 1974. The current program was first approved by EPA in 1983 and was again approved in 1994. A request to substantially modify the City's pretreatment program was submitted to TNRCC on April 19, 2002 for their review and approval.

Activity Objective: To control customer pollutant levels being discharged to the wastewater collection system through permits, inspections, sampling, and enforcement activities so that pollutants do not affect worker health and safety, pass through or interfere with the treatment plants, cause permit violations or keep

Water Wastewater Utility-2002-03

Activity: *Pretreatment (Industrial Waste Control)*

Activity Code: *4PRT*

Program Name: *Collections System Support*

biosolids from beneficial reuse.

Services of the Activity:

Core Services

Pretreatment Ordinance enforced,
Sanitary sewer industrial users
regulated and surcharged,
Site plans and pretreatment design
plans and specifications reviewed and
processed,
Pretreatment and interlocal agreements
with other political subdivisions (OPS)
implemented

Semi Core Services

Substantially the same.

Service Enhancements

Changes in Requirements and Performance Measures:

Responsible Employee:

Antonio Canales

972-1060

Water Wastewater Utility-2002-03

Activity: *Small Calls – Collection System*

Activity Code: 4SCC

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$33,734	\$139,000	\$158,487	\$393,144	\$393,144
Total Requirements	\$33,734	\$139,000	\$158,487	\$393,144	\$393,144
Full-Time Equivalents	0.86	3.23	9.75	9.75	9.75

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of wastewater service requests from customers	Demand	194	180	180	180	180
Labor cost per wastewater service request response	Efficiency	\$12.88	\$30.00	\$30.00	\$30.00	\$30.00
Number of wastewater service requests from customers worked	Output	192	180	180	180	180
Percentage of wastewater service requests responded to within 2 hours of notice	Result	78.35%	50%	50%	50%	50%

Activity History and Description: This is a semi-core activity. No legal mandate. The Small Call activity responds to all types of Distribution System and Collection System customer complaints and calls on a 24-hour schedule. The current program consists of the City being divided into five zones. This enables the day shift employees to respond to customer complaints in a timely manner. Evening and weekend calls are handled by one individual, except in extreme emergencies. This section works with the public on a daily basis, which requires professional advice, counseling and/or assistance.

Activity Objective: To provide the timely initial response investigation of customer calls for service in order to correct problems or determine the repairs needed.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Investigation of wastewater line problems

Water Wastewater Utility-2002-03

Activity: *Small Calls – Collection System*

Activity Code: 4SCC

Program Name: *Collections System Support*

Identification of maintenance and technical assistance required to resolve problems
Documentation and reporting of assistance required

Changes in Requirements and Performance Measures:

Activity increased \$254,144 or 182.8% due to the reallocation of 6.52 FTEs from Collection Pipeline Maintenance.

Responsible Employee:

Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: System Planning – Collection

Activity Code: 4SPC

Program Name: Collections System Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$29,992	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$416,729	\$850,215	\$900,751	\$882,996	\$882,996
Total Requirements	\$416,729	\$880,207	\$900,751	\$882,996	\$882,996
Full-Time Equivalents	7.47	12.07	12.67	12.67	12.67

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average wastewater systems planning cost per Utility wastewater account	Efficiency	\$2.51	\$1.50	\$2.75	\$2.75	\$2.75
Percent of collection system in the wastewater models modeled	Result	10%	50%	50%	90%	90%

Activity History and Description: This is a core activity. This activity provides analysis of the wastewater collection system for current and long term decision making critical to the health and safety of our citizens, and necessary to comply with requirements of TNRCC Texas Administrative Code Title 30, Chapter 317, Design Criteria for Sewage Systems.

The Systems Planning activity was created in FY 2001 to track costs associated with all system planning and analysis work done for the Utility's wastewater collection system.

Activity Objective: To provide analysis of the wastewater collection system for Utility management in order to insure adequate infrastructure capacities are available and to identify areas for system improvement.

Services of the Activity:

Core Services

Hydraulic analysis, identification of system deficiencies,
Proposals for new facilities
Long range facility plans and area studies
Strategies for wastewater system operation

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *System Planning – Collection*

Activity Code: *4SPC*

Program Name: *Collections System Support*

Land use assumptions and CIP for
state impact fee requirements
Forecasts of demand by small areas
Geographic Information Systems (GIS)
products
GIS accessibility
City's decentralized wastewater
program

**Changes in Requirements and
Performance Measures:** Increased 0.6 FTE from Administration & Management activity, otherwise
substantially the same.

Responsible Employee: Craig Bell 972-0177

Water Wastewater Utility-2002-03

Activity: *Utility Development Services - Collection*

Activity Code: *4UDC*

Program Name: *Collections System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$57,066	\$50,697	\$25,074	\$70,038	\$70,038
Water/Wastewater Utility Operating Fund	\$178,346	\$430,743	\$415,821	\$398,814	\$398,814
Total Requirements	\$235,412	\$481,440	\$440,895	\$468,852	\$468,852
Full-Time Equivalents	3.49	6.95	6.55	6.55	6.55

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of development (subdivision, site plan & zoning) projects centralized submitted for Utility review	Demand	1,180	1,200	1,200	1,200	1,200
Number of development (subdivision, site plan & zoning) projects decentralized submitted for Utility review	Demand	35; 19	35; 19	35; 8	35; 8	35; 8
Percent of development plans for decentralized wastewater service reviewed within established City ordinance/state law turnaround time	Result	100%	100%	100%	100%	100%
Percent of development plans reviewed within established ordinance/State law turn around time	Result	100%	100%	100%	100%	100%

Activity History and Description: This is a core activity. No legal mandate. The Utility Development Services section provides services for the development community at the individual and corporate level. These services have been offered for many years and include development consultation and liaison, review, approval and tracking of new development, related reimbursement agreements for the extension of service facilities, providing service commitments, and more recently the management of the City's On Site Sewage Facilities program with its permitting and inspection activities.

Activity Objective: To review centralized and decentralized development proposals, process service extension requests and on site wastewater service applications for

Water Wastewater Utility-2002-03

Activity: *Utility Development Services - Collection*

Activity Code: *4UDC*

Program Name: *Collections System Support*

developers and individuals in order to ensure adequate levels of service, compliance with requirements of a public utility.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Provide engineering review for subdivision plats, preliminary plans, zoning and site plans, service extension requests, and on site facilities applications for service, complete service extension requests and process through Water and Wastewater Commission and Council, provide tracking reports for service extension requests with developer reimbursements, provide inspection and complaint follow up for on site sewage facilities

Changes in Requirements and Performance Measures:

Activity decreased \$12,588 and 0.40 FTE from Utility Development Services – Distribution, otherwise substantially the same.

Responsible Employee:

Cris Guzman

972-0231

Water Wastewater Utility-2002-03

Activity: Wastewater Records and Mapping

Activity Code: 4RMS

Program Name: Collections System Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$33	\$0	\$0
Water/Wastewater Utility Operating Fund	\$666,631	\$453,983	\$349,370	\$369,791	\$369,791
Total Requirements	\$666,631	\$453,983	\$349,403	\$369,791	\$369,791
Full-Time Equivalents	12.18	6.70	6.40	6.40	6.40

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of Collection System projects submitted for mapping	Demand	219	250 projects	250 projects	250 projects	250 projects
Average staff cost per Collection System grid map maintained	Efficiency	\$1,589.81	\$2,000	\$2,000	\$2,000	\$2,000
Number of Collection System projects entered into GIS	Output	520	250 projects	250 projects	250 projects	250 projects
Percentage of Collection System projects added to GIS grid maps within 60 days of receipt information	Result	100%	95%	95%	95%	95%

Activity History and Description: This is a semi-core activity. No legal mandate. The Records section was created in the early 1920's to draw and maintain system maps to assist field crews in locating Utility lines, etc. Since then, Records has maintained files consisting of construction related documents upon which the system maps are based. This program is responsible for making this information available to the Utility, other City Departments, and the public in the form of comprehensive maps and other drawings in three media formats (paper, microfilm, and electronic).

Activity Objective: To provide maps and geographically referenced data on the Wastewater Collection System for field crews, engineers, and others in order to locate Utility infrastructure in an efficient manner.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Wastewater Records and Mapping*

Activity Code: *4RMS*

Program Name: *Collections System Support*

Provision of record information of
Collection System projects to internal
and external customers
Reviews of engineering plans of
Collection systems for accuracy and
pertinent facility location information
Data entry of Collection System
physical facility information for maps
and records

**Changes in Requirements and
Performance Measures:**

Activity decreased by \$84,192 or 18.5% due to the transfer of 0.30 FTEs to
Distribution Records & Mapping \$46,107, and reductions of \$38,085 in
miscellaneous commodities, contractals and non-CIP capital

Responsible Employee:

Kathi Flowers

972-0213

Water Wastewater Utility-2002-03

Activity: Wastewater TV Inspection, Inflow & Infiltration

Activity Code: 4TVI

Program Name: Collections System Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$152,796	\$120,552	\$186,603	\$393,940	\$393,940
Water/Wastewater Utility Operating Fund	\$2,894,752	\$3,386,523	\$3,641,045	\$5,062,793	\$5,062,793
Total Requirements	\$3,047,548	\$3,507,075	\$3,827,648	\$5,456,733	\$5,456,733
Full-Time Equivalents	53.00	62.00	66.00	66.00	66.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor cost per linear foot of main (1) TV inspected, (2) Cleaned, (3) Smoke tested, (4) Grouted	Efficiency	(1) \$0.58 (2) \$0.48 (3) \$0.19 (4) \$0.00	(1) \$0.60 (2) \$1.20 (3) \$0.20 (4) \$4.67	(1) \$0.58 (2) \$1.16 (3) \$0.19 (4) \$4.50	(1) \$0.58 (2) \$1.16 (3) \$0.19 (4) \$4.50	(1) \$0.58 (2) \$1.16 (3) \$0.19 (4) \$4.50
Linear feet of main (1) TV inspected, (2) Cleaned, (3) Smoke tested (4) Grouted	Output	(1) 393,149' (2) 265,165' (3) 3,464' (4) 0'	(1) 800,000' (2) 600,000' (3) 404,021' (4) 20,000'	(1) 900,000' (2) 600,000' (3) 250,000' (4) 0'	(1) 1,000,000' (2) 1,125,000' (3) 350,000' (4) 5,000'	(1) 1,000,000' (2) 1,125,000' (3) 350,000' (4) 5,000'
Number of wastewater repeat overflows per 100 miles of sewer lines	Result	4.5	2.8	5	5	5
Percent of accurate flow monitor data within operators control	Result	N/A	N/A	80%	80%	80%
Percent of installed flow meters operational at any time	Result	N/A	N/A	85%	85%	85%
Percentage of total Collection System (1) TV Inspected, (2) Cleaned, (3) Smoke tested, (4) Grouted	Result	(1) 0.34% (2) 0.24% (3) 0.03% (4) 0%	(1) 6% (2) 4% (3) 2% (4) 1%	(1) 8% (2) 6% (3) 3% (4) 0%	(1) 8% (2) 10% (3) 3% (4) 0.1%	(1) 8% (2) 10% (3) 3% (4) 0.1%

Activity History and Description: This is a core activity. No legal mandate. Television Inspection currently operates and maintains a fleet of six (6) TV inspection trucks, six (6) flusher trucks, two (2) vactor trucks, two (2) all terrain vehicles for inspection in remote and environmentally sensitive areas, two smoke testing crews, and three (3) flow monitoring crews. Evaluation of the condition and capacity of the wastewater collection system is ongoing. Assist in the routine flushing of

Water Wastewater Utility-2002-03

Activity: *Wastewater TV Inspection, Inflow & Infiltration*

Activity Code: *4TVI*

Program Name: *Collections System Support*

wastewater lines, investigation of overflows and identification and precise location of needed repairs. The TV trucks are equipped to perform trenchless rehabilitation through grouting. This program also inspects new lines for compliance with City of Austin specifications and one (1) year warranty acceptance. The related Engineering and technical functions were combined into the current program including the 12 FTEs. The division analyzes and assesses the condition of the wastewater collection system. Inflow & Infiltration (I/I) evaluations and Sanitary Sewer Evaluation Surveys (SSES) are conducted both in house and through contracts. This division provides engineering support in the areas of I/I, SSES, and rehabilitation of the wastewater collection system. With the information collected from I/I and SSES reports, cost effective rehabilitation of the system is prioritized and various rehabilitation and reconstruction projects are initiated and administered. Rehabilitation work for in-house construction crews is also prioritized

Activity Objective: To provide a pro-active and re-active investigation of the Collection System to reduce maintenance and to recommend repairs to the infrastructure.

Services of the Activity:

Core Services

TV inspection of Collection System
 Overflow abatement
 Line cleaning

Semi Core Services

Analyze collection system maintenance problems, Executing and managing Collection System lining program
 Installation, operation and maintenance of collection system flow monitors,
 Inflow and infiltration studies of collection system

Service Enhancements

Changes in Requirements and Performance Measures:

Activity increased by \$1,949,658 due to the transfer of 1.0 FTE from Biosolids Plant Operations \$48,584, 1.0 FTE from Wastewater Plant Operations \$31,912, 1.0 FTE from Water Plant Operations \$42,695, and 1.0 FTE from Metering Services \$44,900. There is also an increase of \$1,000,000 for a line-cleaning contract. Other increase include temporary employees \$62,400, overtime \$54,184, health benefits \$48,516, fleet maintenance \$65,940, chemicals \$57,000, non-CIP capital equipment \$127,305, other parts and supplies \$92,834 and increase in expense refunds of \$273,388.

Responsible Employee:

Gopal Guthikonda

927-4371

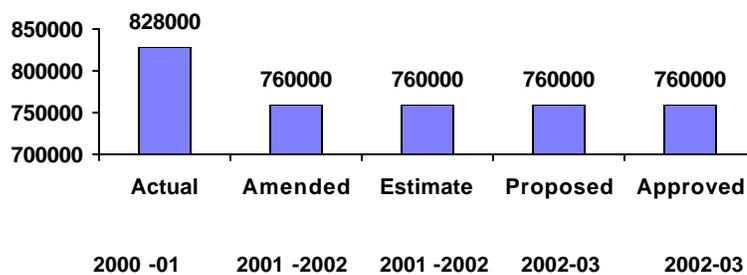
Water Wastewater Utility-2002-03

Program: Conservation and Reuse

Program Objective: To provide engineering, environmental, and technical services to the Utility Treatment Programs in order to conserve our water resources to delay building new capital treatment facilities and incurring the related costs.

Program Results Measures:

Yearly peak day reduction in water usage-gallons per day (GPD)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Change order costs as a percentage of total construction costs	0.26%	3%	3%	3%	3%
Cumulative peak gallons of water saved since 1993	8,626,000	9,318,000	8,558,000	9,318,000	9,318,000
Number of acres of watershed protected by land management	10,254	10,254	14,792	14,792	14,792
Percent of engineering projects for the Conservation and Reuse Program requiring change orders exceeding 3% of the project cost	0%	1%	1%	1%	1%
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	86%	85.0%	85.0%	85.0%	85.0%
Percentage of customers participating in conservation programs compared to all Austin water customers	21.57%	19.40%	19.40%	19.40%	19.40%
Percentage of total test results completed within requested timeframe	92%	93.0%	97%	92%	92%

Water Wastewater Utility-2002-03

Program: Conservation and Reuse

Percentage of wastewater treated that is beneficially reused	2.7%	2%	2%	3%	3%
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Yearly peak day reduction in water usage-gallons per day (GPD)	828,000	760,000	760,000	760,000	760,000
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List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Conservation and Reuse Support Laboratory	\$766,113	7.84	\$639,963	7.84	\$692,118	7.70	\$630,267	7.70	\$630,267	7.70
Conservation Engineering	\$95,390	0.60	\$63,841	0.60	\$120,467	0.60	\$67,381	0.60	\$67,381	0.60
Environmental & Regulatory Support/Land Management	\$377,213	7.20	\$737,937	13.66	\$719,840	13.00	\$1,029,243	13.00	\$1,029,243	13.00
Water Conservation	\$2,870,862	0.00	\$3,158,332	0.00	\$3,104,958	0.00	\$3,105,782	0.00	\$3,105,782	0.00
Water Reuse	\$133,016	1.62	\$225,357	2.00	\$103,587	2.00	\$109,720	2.00	\$109,720	2.00
Total	\$4,242,594	17.26	\$4,825,430	24.10	\$4,740,970	23.30	\$4,942,393	23.30	\$4,942,393	23.30

Water Wastewater Utility-2002-03

Activity: Conservation and Reuse Support Laboratory

Activity Code: 6LBR

Program Name: Conservation and Reuse

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$250,904	\$182,300	\$100,000	\$182,500	\$182,500
Water/Wastewater Utility Operating Fund	\$515,209	\$457,663	\$592,118	\$447,767	\$447,767
Total Requirements	\$766,113	\$639,963	\$692,118	\$630,267	\$630,267
Full-Time Equivalents	7.84	7.84	7.70	7.70	7.70

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of tests required by customers for environmental or conservation specific tests	Demand	28,902	35,402	11,000	Deleted in FY2003	Deleted in FY2003
Activity cost per test	Efficiency	\$25.39	\$19.65	\$73.00	\$19.42	\$19.42
Number of environmental or conservation test results produced	Output	24,924	32,572	11,000	32,572	32,572
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	Result	86%	85.0%	85.0%	85.0%	85.0%
Percentage of total test results completed within requested timeframe	Result	92%	93.0%	97%	92%	92%

Activity History and Description: This is a semi-core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30.

The Water and Wastewater Laboratory Services Division is responsible for supporting the Water and Wastewater Utility Department in its compliance with the federal mandates indicated below. To that end, the Laboratory Services Division collects samples from Lake Travis, Lake Austin and Town Lake; at the water treatment plants; in the water distribution system, at the wastewater treatment plants, and in the Colorado River downstream of the City's wastewater treatment plants. These samples are subsequently tested at the

Water Wastewater Utility-2002-03

Activity: *Conservation and Reuse Support Laboratory*

Activity Code: 6LBR

Program Name: *Conservation and Reuse*

Laboratory Services Division facilities. The results are reported to TNRCC and EPA on a monthly basis. The Laboratory Services Division must collect and analyze the samples as well as report the information using mandated protocols and frequencies. Staff is trained and the division holds two accreditations: One from the state for microbiological testing of drinking water and another for chemical testing of drinking water under the Information Collection Rule.

Activity Objective: To produce test results for Conservation Reuse Support customers in order to provide them timely and accurate information to help them make informed decisions about their work

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Sample Collection
Test results
Complaint research and resolution.

Changes in Requirements and Performance Measures: Reallocated 0.14 FTE to Water Treatment Support Lab activity, otherwise substantially the same.

Responsible Employee:

Miriam Mora

972-1410

Water Wastewater Utility-2002-03

Activity: Conservation Engineering

Activity Code: 6ENC

Program Name: Conservation and Reuse

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$58,160	\$26,622	\$47,184	\$33,469	\$33,469
Water/Wastewater Utility Operating Fund	\$37,230	\$37,219	\$73,283	\$33,912	\$33,912
Total Requirements	\$95,390	\$63,841	\$120,467	\$67,381	\$67,381
Full-Time Equivalents	0.60	0.60	0.60	0.60	0.60

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor cost for the Conservation and Reuse Program engineering services per \$100,000 of completed construction cost during each fiscal year	Efficiency	\$2.071	\$1,800	\$1,800	\$1,800	\$1,800
Change order costs as a percentage of total construction costs	Result	0.26%	3%	3%	3%	3%
Percent of engineering projects for the Conservation and Reuse Program requiring change orders exceeding 3% of the project cost	Result	0%	1%	1%	1%	1%

Activity History and Description: This is a semi-core activity. No legal mandate. This activity's primary mission is to provide quality services in the areas of project management, engineering design, technical support, operations and maintenance support, construction services, and act as a customer liaison leading projects, monitoring progress and evaluating results. The division includes personnel with a wide range of expertise and capabilities. These capabilities include expertise in process control systems and computer networks, electrical and instrumentation design, process design and optimization, civil and mechanical design, project management, construction management, inspection, treatment operations, environmental monitoring, and regulatory compliance and permitting engineering functions.

Activity Objective: To provide engineering services to the Conservation and Reuse Program in order for them to conserve drinking water by beneficially utilizing reuse effluent.

Water Wastewater Utility-2002-03

Activity: *Conservation Engineering*

Activity Code: 6ENC

Program Name: *Conservation and Reuse*

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Project management for Conservation and Reuse Program engineering, consulting and construction projects
Engineering technical services for the Conservation and Reuse processes and equipment
SCADA technical/engineering services for the Conservation and Reuse control systems
Design reviews and comments for the Conservation and Reuse engineering projects

Changes in Requirements and Performance Measures:

Substantially the same.

Responsible Employee:

Suheil Baaklini

322-2966

Water Wastewater Utility-2002-03

Activity: Environmental & Regulatory Support/Land Management

Activity Code: 6ERM

Program Name: Conservation and Reuse

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$377,213	\$737,937	\$719,840	\$1,029,243	\$1,029,243
Total Requirements	\$377,213	\$737,937	\$719,840	\$1,029,243	\$1,029,243
Full-Time Equivalents	7.20	13.66	13.00	13.00	13.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per acre of watershed land management	Efficiency	\$14	\$75	\$75	\$75	\$75
Number of acres of watershed protected by land management	Result	10,254	10,254	14,792	14,792	14,792

Activity History and Description: This is a core activity. A legal mandate exists with City of Austin participation in a regional multi-species permit issued under section 10(a) of the Endangered Species Act for the Balcones Canyonlands Conservation Plan (BCCP). Created in April of 2002 the Wildland Conservation Division provides land management direction and support for the Balcones Canyonlands Preserves (BCP) and the Water Quality Protection Lands (WQPL). BCP was created in May 1996 when the City of Austin entered into the shared Vision for the BCCP as part of the regional permit. In April 2002 BCP was transferred from Parks and Recreation Department to Water and Wastewater by City Council. BCP currently manages approximately 13,000 acres of environmentally sensitive open space land for the protection of two migratory birds, six invertebrates; all listed as endangered, and numerous sensitive species of concern. This land is also in sensitive watersheds that contribute to City of Austin drinking water supplies. WQPL manages approximately 15,000 acres of sensitive watershed land for the protection of a portion of the City's water supply. This program was created in May 1998 with the passage of bond initiatives to protect land in the Edwards Aquifer recharge zone and contributing zone.

Activity Objective: To provide conservation and land management services to land purchased to protect endangered species and sensitive watersheds in order to protect drinking water supplies.

Water Wastewater Utility-2002-03

Activity: *Environmental & Regulatory Support/Land Management*

Activity Code: *6ERM*

Program Name: *Conservation and Reuse*

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Land management
Natural Resources
Conservation
Endangered Species Protection

Changes in Requirements and Performance Measures:

Activity increased \$291,306 due to full year funding for the Balcones Canyonland Preserve program, which transferred from PARD to Water and Wastewater in April 2002 and 0.66 FTE being reallocated to Water Environmental and Regulatory Support.

Responsible Employee:

William A. Conrad

972-0082

Water Wastewater Utility-2002-03

Activity: Water Conservation

Activity Code: 6WAC

Program Name: Conservation and Reuse

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$2,870,862	\$3,158,332	\$3,104,958	\$3,105,782	\$3,105,782
Total Requirements	\$2,870,862	\$3,158,332	\$3,104,958	\$3,105,782	\$3,105,782
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost of water conservation activities per peak day gallon saved from conservation (TPSD)	Efficiency	\$0.86	\$4.16	\$3.81	Deleted in FY 2003	Deleted in FY 2003
Number of customers participating in water conservation activities	Output	57,171	51,400	51,400	51,400	51,400
Cumulative peak gallons of water saved since 1993	Result	8,626,000	9,318,000	8,558,000	9,318,000	9,318,000
Percentage of customers participating in conservation programs compared to all Austin water customers	Result	21.57%	19.40%	19.40%	19.40%	19.40%
Yearly peak day reduction in water usage-gallons per day (GPD)	Result	828,000	760,000	760,000	760,000	760,000

Activity History and Description: This is a semi-core activity. No legal mandate. Water conservation encompasses residential, commercial and municipal water consumption. The first Resolution was in December of 1990, and was aimed at reducing residential customers consumption. The Resolution in December of 1991, included commercial and municipal reductions. The fee for Barton Springs Edward Aquifer Conservation District is also included in this activity.

Activity Objective: To reduce water demand by 10% on a peak day and reduce 5% of projected per capita demand by the year 2005 for the water treatment plants in order to conserve our water resources and to control new capital facility expenses.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Water Conservation*

Activity Code: *6WAC*

Program Name: *Conservation and Reuse*

Toilet retrofit program, Irrigation audits

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Tony Gregg (TPSD)

974-3557

Water Wastewater Utility-2002-03

Activity: *Water Reuse*
Activity Code: *6WAR*
Program Name: *Conservation and Reuse*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$1,978	\$0	\$0	\$1,570	\$1,570
Water/Wastewater Utility Operating Fund	\$131,038	\$225,357	\$103,587	\$108,150	\$108,150
Total Requirements	\$133,016	\$225,357	\$103,587	\$109,720	\$109,720
Full-Time Equivalents	1.62	2.00	2.00	2.00	2.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of gallons of reclaimed wastewater used for beneficial purposes	Demand	942.1 mg	1000 mg	1000 mg	1000 mg	1000 mg
Average cost of water reuse program per thousand gallons of reclaimed water used	Efficiency	\$0.14	\$0.25	\$0.25	\$0.25	\$0.25
Percentage of wastewater treated that is beneficially reused	Result	2.7%	2%	2%	3%	3%

Activity History and Description: This is a core activity. The major goal of the Water Reclamation Program is to conserve potable water consumption through the use of reclaimed water as stated in the Region "K" Water Supply Plan for the Lower Colorado Regional Water Planning Group. The Region "K" Water Supply Plan for the Lower Colorado Regional Water Planning Group was adopted by the Lower Colorado Regional Water Planning Group in December 2000. It was submitted to and approved in by the Texas Water Development Board in 2001. The plan was developed in accordance with and meets the requirements of Texas Senate Bill 1 (1997). The intent of this program is to delay as far into the future as possible the need to draw more than 201,000 ac./ft of raw water from Lake Austin and Town Lake in order to defer raw water payments to the LCRA. This activity will also reduce the peak potable water demands on the city's system thus deferring to the future, the need to build another water treatment plant. This activity also provides analytical and technical support to the Utility, the City, other Governmental agencies, and the citizens of Austin, to assess and report compliance with established environmental regulations and to assist in the Utility's water quality research efforts.

Water Wastewater Utility-2002-03

Activity: *Water Reuse*
Activity Code: *6WAR*
Program Name: *Conservation and Reuse*

Activity Objective: To provide reclaimed water planning, projects, and marketing to the Utility management and selected customers in order to conserve our water resources and to delay new capital facility expenses.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

City's reclaimed water program master plans, Reclaimed water projects, Marketing plan for reclaimed water, Standard criteria/materials for reclaimed water facilities

Changes in Requirements and Performance Measures: Activity decreased by \$115,637 due mainly to the freezing of one vacant position and reductions in contracts.

Responsible Employee: Craig Bell 322-3610

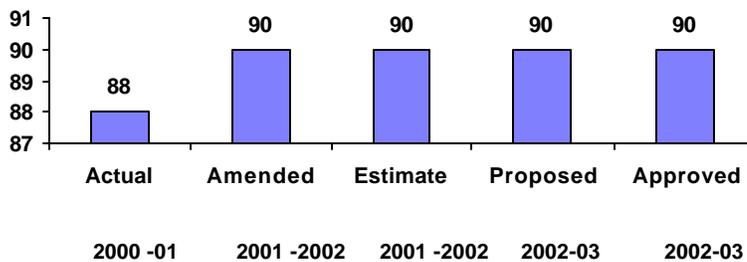
Water Wastewater Utility-2002-03

Program: *Distribution System Operations and Maintenance*

Program Objective: To provide operations and maintenance services to the water distribution system in order to continuously deliver a safe and adequate supply of drinking water from the treatment plants to the customers.

Program Results Measures:

Percentage of total water main and service projects successfully completed on schedule



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of meters 3 inch & larger replaced in system annually	Data not Available	200	200	200	200
Percent of new meters that failed performance tests prior to field installation	Data not Available	5%	5%	5%	5%
Percent of system wide valves out of service more than 60 days	0.000%	0.04%	0.04%	0.04%	0.04%
Percentage of 3 inch and larger meters tested that are found to be accurate within standard specifications during the fiscal year	Data not Available	75%	75%	75%	75%
Percentage of days that customer demands for water usage is not met due to equipment down time	0%	<1%	<1%	<1%	<1%
Percentage of system-wide fire hydrants out of service more than 20 days	0.006%	0.02%	0.02%	0.02%	0.02%

Water Wastewater Utility-2002-03

Program: Distribution System Operations and Maintenance

Percentage of total water main and service projects successfully completed on schedule	88%	90%	90%	90%	90%
The percent of total new service connections ready for installation completed within 15 days	2.98%	5%	5%	5%	5%
The percentage of customers satisfied with distribution pipeline maintenance and repair services	N/A	87%	87%	87%	87%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Distribution Pipeline Maintenance	\$6,510,718	79.42	\$5,063,374	62.61	\$5,650,840	48.69	\$4,572,143	48.69	\$4,572,143	48.69
Metering Services	\$995,328	22.00	\$1,744,445	19.00	\$1,423,875	16.50	\$1,246,237	16.50	\$1,246,237	16.50
Pump Station and Reservoir Operation & Maintenance	\$4,307,387	35.00	\$4,478,255	35.00	\$4,470,542	35.00	\$4,174,154	35.00	\$4,174,154	35.00
Valve and Hydrant	\$2,866,028	39.10	\$3,175,142	34.18	\$2,650,030	33.31	\$2,950,036	33.31	\$2,950,036	33.31
Water Distribution Service Connection	\$374,274	6.10	\$551,740	7.88	\$406,101	29.21	\$1,500,119	29.21	\$1,500,119	29.21
Water Pipeline Rehab. & Construction Activity	\$1,375,573	1.85	\$1,214,428	27.52	\$1,039,285	28.50	\$1,326,017	28.50	\$1,326,017	28.50
Total	\$16,429,308	183.47	\$16,227,384	186.19	\$15,640,673	191.21	\$15,768,706	191.21	\$15,768,706	191.21

Water Wastewater Utility-2002-03

Activity: *Distribution Pipeline Maintenance*

Activity Code: *3DPM*

Program Name: *Distribution System Operations and Maintenance*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$721,345	\$256,100	\$573,699	\$60,000	\$60,000
Water/Wastewater Utility Operating Fund	\$5,789,373	\$4,807,274	\$5,077,141	\$4,512,143	\$4,512,143
Total Requirements	\$6,510,718	\$5,063,374	\$5,650,840	\$4,572,143	\$4,572,143
Full-Time Equivalents	79.42	62.61	48.69	48.69	48.69

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor costs per mile of distribution infrastructure	Efficiency	\$170.29	\$1011.46	\$1011.46	\$1011.46	\$1011.46
Number of customer calls for no water	Output	37	44	44	44	44
Percentage of customer calls for no water	Result	0.44%	2.5%	2.5%	2.5%	2.5%
The percentage of customers satisfied with distribution pipeline maintenance and repair services	Result	N/A	87%	87%	87%	87%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Part 403, and state regulations enforced by the Texas Natural Resource Conservation Commission's (TNRCC) in Title 30.

The activity is responsible for making emergency repairs and maintenance of water distribution, and appurtenances of the City of Austin. The water service area is divided into two zones – north and south. Each zone includes water crews, line cleaning and maintenance crews and administrative support.

Activity Objective: To provide maintenance and repair services for the water distribution system in order to continuously deliver water from the treatment facilities to the end user.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Distribution Pipeline Maintenance*

Activity Code: *3DPM*

Program Name: *Distribution System Operations and Maintenance*

Water distribution pipeline maintenance

Changes in Requirements and Performance Measures: Activity decreased \$491,231 or 9.7% due to the transfer of 13.92 FTEs to Activity 3SDC Water Distribution Service Connections

Responsible Employee: Angel Gomez 972-1201

Water Wastewater Utility-2002-03

Activity: Metering Services

Activity Code: 3MET

Program Name: Distribution System Operations and Maintenance

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$14,249	\$17,529	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$981,079	\$1,726,916	\$1,423,875	\$1,246,237	\$1,246,237
Total Requirements	\$995,328	\$1,744,445	\$1,423,875	\$1,246,237	\$1,246,237
Full-Time Equivalents	22.00	19.00	16.50	16.50	16.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of 3 inch and larger meters in system	Demand	Data not Available	2,025	2,025	2,025	2,025
Average repair/maintenance labor cost per 3 inch and larger meters	Efficiency	Data not Available	\$156.65	\$150.00	\$150.00	\$150.00
Number of 3 inch and larger meters tested and/or repaired	Output	Data not Available	1,500	1,500	1,500	1,500
Number of meters 3 inch & larger replaced in system annually	Output	Data not Available	200	200	200	200
Number of meters less than 3 inches replaced in the system annually	Output	Data not Available	3,500	3,500	3,500	3,500
Percent of new meters that failed performance tests prior to field installation	Result	Data not Available	5%	5%	5%	5%
Percentage of 3 inch and larger meters tested that are found to be accurate within standard specifications during the fiscal year	Result	Data not Available	75%	75%	75%	75%

Activity History and Description: This is a core activity. No legal mandate. The Meter Shop provides for the accurate measurement of water usage. Water meters act as the cash register of the Utility. Therefore they must be kept in top operating condition. They must also be kept in a readable condition so that an accurate bill can be produced. This section consists of field personnel and meter shop personnel. Field personnel are responsible for all maintenance performed in the field, reading water meters that Austin Energy meter reading personnel were unable

Water Wastewater Utility-2002-03

Activity: *Metering Services*

Activity Code: *3MET*

Program Name: *Distribution System Operations and Maintenance*

to read, and testing meters for correct operations. The meter shop personnel are responsible for repairing all meters.

Activity Objective:

To provide meter accuracy to metered water customers in order to ensure accurate registration of water usage.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Meter repair and testing.
Meter exchanges.
Meter rereads.
High bill meter accuracy tests.

Changes in Requirements and Performance Measures:

Activity decreased \$498,208 due primarily to the reallocation of 2.5 FTEs to the Small Calls activity \$24,714. There was also a decrease in meters and meter parts of \$240,000 due to slower growth and a high inventory of meters. Non-CIP capital equipment decreased \$89,000 due to one-time purchases cancelled in FY 2002. There were also decreases of \$126,965 in other replacement parts and supplies and decreases in expense refunds of \$17,529.

Responsible Employee:

Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: *Pump Station and Reservoir Operation & Maintenance*

Activity Code: *3PSR*

Program Name: *Distribution System Operations and Maintenance*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$294	\$42,120	\$42,120
Water/Wastewater Utility Operating Fund	\$4,307,387	\$4,478,255	\$4,470,248	\$4,132,034	\$4,132,034
Total Requirements	\$4,307,387	\$4,478,255	\$4,470,542	\$4,174,154	\$4,174,154
Full-Time Equivalents	35.00	35.00	35.00	35.00	35.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Projected customer usage in millions of gallons	Demand	47,443	48,270	48,270	48,270	48,270
Labor costs per million gallons of water used	Efficiency	\$34.86	\$35.70	\$34.99	\$35.78	\$35.78
Actual customer usage in millions of gallons	Output	50,185	48,270	48,270	48,270	48,270
Percentage of days that customer demands for water usage is not met due to equipment down time	Result	0%	<1%	<1%	<1%	<1%

Activity History and Description: This is a core activity. This activity falls under EPA and TNRCC regulations, In Texas, it is regulated by 30 TAC Chapter 290 Subchapter D. It ensures that the potable water is delivered throughout the system meeting minimum pressures and maintains adequate storage to meet fire flows. The Utility's water distribution began with a single pump at the bank of the Colorado river, delivering water to a number of wooden barrels distributed throughout the downtown region. The pumping system now includes thirty-two multi-pump water pumping stations and thirty-seven concrete and steel storage reservoirs, delivering water from the purification plants through more than 3,100 miles of pipe to system customers. SCADA Operations was created to assure full, 24 hour daily operation of the system. Operation of the SCADA System began in January, 2000.

Activity Objective: To operate and maintain the water pumping stations and storage reservoirs for the distribution system in order to continually deliver drinking water for domestic and commercial uses and for fire suppression. The Utility currently has 32 pump stations, 103 pumps and maintains 37 reservoirs.

Water Wastewater Utility-2002-03

Activity: *Pump Station and Reservoir Operation & Maintenance*

Activity Code: *3PSR*

Program Name: *Distribution System Operations and Maintenance*

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Pump station and reservoir operation and maintenance, Electrical Maintenance, I & C Maintenance, SCADA

Changes in Requirements and Performance Measures:

A decrease of \$304,101 or 7% was primarily due to a decrease in electricity cost, otherwise, Substantially the same.

Responsible Employee:

George Greene

443-1954

Water Wastewater Utility-2002-03

Activity: Valve and Hydrant

Activity Code: 3VAL

Program Name: Distribution System Operations and Maintenance

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$59,467	\$0	\$25,000	\$62,800	\$62,800
Water/Wastewater Utility Operating Fund	\$2,806,561	\$3,175,142	\$2,625,030	\$2,887,236	\$2,887,236
Total Requirements	\$2,866,028	\$3,175,142	\$2,650,030	\$2,950,036	\$2,950,036
Full-Time Equivalents	39.10	34.18	33.31	33.31	33.31

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Total number of water valves and fire hydrants scheduled to be serviced: Fire Hydrants (FHYD), Pressure Boundary Valves (PBV), Large Valves (LV), and Small Valves (SV)	Demand	1281 FHYD 326 PBV 608 LV 3143 SV	2000 FHYD 600 PBV 688 LV 2300 SV			
Labor cost per fire hydrant serviced	Efficiency	\$6.89	\$20.00	\$20.00	\$20.00	\$20.00
Labor cost per water valve serviced	Efficiency	\$6.11<=23 \$17.39>=24	\$22<=23 \$35>=24	\$22<=23 \$35>=24	\$22<=23 \$35>=24	\$22<=23 \$35>=24
Total number of water valves and fire hydrants serviced this year: Fire Hydrants (FHYD), Pressure Boundary Valves (PBV), Large Valves (LV), and Small Valves (SV)	Output	1380 FHYD 321 PBV 607 LV 3151 SV	2000 FHYD 600 PBV 688 LV 2300 SV			
Percent of system wide valves out of service more than 60 days	Result	0.000%	0.04%	0.04%	0.04%	0.04%
Percentage of system-wide fire hydrants out of service more than 20 days	Result	0.006%	0.02%	0.02%	0.02%	0.02%

Activity History and Description: This is a core activity. This activity falls under EPA and TNRCC regulations. In Texas, it is regulated by 30 TAC Chapter 290 Subchapter D. It ensures that the potable water is delivered throughout the system meeting minimum pressures and maintains adequate storage to meet fire flows. Valve Operations was established in June of 1993. This work group is responsible for the Utility's repair, replacement and installation of valves and

Water Wastewater Utility-2002-03

Activity: *Valve and Hydrant*

Activity Code: 3VAL

Program Name: *Distribution System Operations and Maintenance*

hydrants; also the valve exercising and distribution system leak detection programs.

Activity Objective: To install, operate, repair and replace water valves and fire hydrants in the distribution system in order to allow for the distribution system to function as a conduit to continuously supply water to customers.

Services of the Activity:

Core Services

Install, operate, repair, and replace water valves
Install, operate, repair, and replace fire hydrants

Semi Core Services

Leak detection survey

Service Enhancements

Changes in Requirements and Performance Measures: Activity decreased by \$225,106 or 7% due to the reallocation of 0.87 FTE to Wastewater Distribution Service Connection (86,363), a reduction in Contractual Services (86,747), a reduction in commodities (85,796), and an increase in expense refunds and indirect cost (\$51,996); otherwise substantially the same.

Responsible Employee: Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: Water Distribution Service Connection

Activity Code: 3DSC

Program Name: Distribution System Operations and Maintenance

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$125,775	\$359,600	\$50,000	\$364,240	\$364,240
Water/Wastewater Utility Operating Fund	\$248,499	\$192,140	\$356,101	\$1,135,879	\$1,135,879
Total Requirements	\$374,274	\$551,740	\$406,101	\$1,500,119	\$1,500,119
Full-Time Equivalents	6.10	7.88	29.21	29.21	29.21

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
The number new service connections ready for installation	Demand	261	200	200	200	200
Labor costs per service connection	Efficiency	\$877.96	\$1,379.59	\$1,379.59	\$1,379.59	\$1,379.59
The number new service connections made	Output	228	130	130	130	130
The percent of total new service connections ready for installation completed within 15 days	Result	2.98%	5%	5%	5%	5%

Activity History and Description: This is a core activity. This activity falls under EPA and TNRCC regulations, In Texas, it is regulated by 30 TAC Chapter 290 Subchapter D.

To provide maintenance and repair services for the water distribution system in order to dependably deliver water from the plants to the customers

Activity Objective: To provide new service connections to the water distribution system in order to deliver drinking water to new customers.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water distribution service connection

Changes in Requirements and Performance Measures:

Activity increased \$948,379 due to a restructuring of this area transferring 21.33 additional FTEs from the Distribution (13.92 FTEs) and Collection Pipeline Maintenance (7.41 FTEs) activities (\$640,769). Increases in insurance costs are \$115,416. Paving cut costs increased by \$196,834 and expense refunds increased by 4,640.

Responsible Employee:

Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: *Water Pipeline Rehab. & Construction Activity*

Activity Code: *3RCW*

Program Name: *Distribution System Operations and Maintenance*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$935,893	\$37,305	\$650,000	\$167,668	\$167,668
Water/Wastewater Utility Operating Fund	\$439,680	\$1,177,123	\$389,285	\$1,158,349	\$1,158,349
Total Requirements	\$1,375,573	\$1,214,428	\$1,039,285	\$1,326,017	\$1,326,017
Full-Time Equivalents	1.85	27.52	28.50	28.50	28.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of water projects scheduled	Demand	23	35	35	35	35
Labor cost per linear foot of pipe installed for water	Efficiency	\$50.53	\$17.12	\$16.79	\$16.79	\$16.79
Linear feet of water main installed	Output	11,666.07	15,000	15,000	15,000	15,000
Number of water services installed	Output	113	200	200	200	200
Percentage of total water main and service projects successfully completed on schedule	Result	88%	90%	90%	90%	90%

Activity History and Description: This is a core activity. No legal mandate. The Rehabilitation Construction Services program constructs projects that are of immediate concern due to time constraints, severely deteriorated or inadequate facilities and/or may be too small in size and cost to be effectively put out for contract. These include projects such as, but not limited to, service to annexed areas, main extensions, upgrading mains and services, etc. This group constructs both water and wastewater projects and is equipped to handle large-scale projects. The employees are capable and well versed in all aspects of utility construction, concrete (both flat and structural) work, road and drainage construction.

Activity Objective: To construct and rehabilitate water distribution mains, services, and appurtenances in order to continuously deliver safe and adequate supply of drinking water to customers.

Services of the Activity:

Water Wastewater Utility-2002-03

Activity: *Water Pipeline Rehab. & Construction Activity*

Activity Code: *3RCW*

Program Name: *Distribution System Operations and Maintenance*

Core Services

Water main & service construction for upgrading, new, and existing infrastructure

Meter vault construction or re-construction

Relocation of existing main/service to clear for proposed construction projects

Extending mains under the 100 foot rule

Semi Core Services

Pot holing to locate existing main and service lines, Executing and managing the CIP Deteriorated Facilities funding

Service Enhancements

Changes in Requirements and Performance Measures:

Activity increased by 0.98 FTE from Water Plant Construction, otherwise substantially the same.

Responsible Employee:

George Calhoun

972-0739

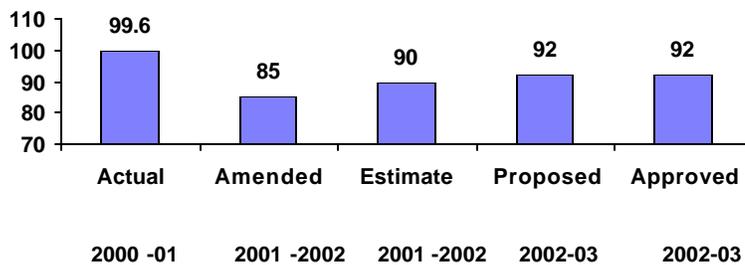
Water Wastewater Utility-2002-03

Program: Distribution System Support

Program Objective: To provide engineering, project management, technical and administrative services to the distribution system operations and maintenance program in order to reduce water leaks and continuously deliver safe and adequate supplies of drinking water from the treatment plant to the customers

Program Results Measures:

Peak day water pumpage as a percentage of water treatment system capacity



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Change order costs as percentage of total construction costs	1)1.21% 2)7.48%	3%	1) 3%; 2) 6%	1) 3%; 2) 5%	1) 3%; 2) 5%
Number of unprotected cross connections identified for problem resolution	327	300	300	300	300
Peak day water pumpage as a percentage of water treatment system capacity	99.6%	85%	90%	92%	92%
Percent of development plans reviewed within established ordinance/State law turn around time	100%	100%	100%	100%	100%
Percent of engineering projects for the Distribution System requiring change orders exceeding 3% of the project cost	1) 0%; 2) 37%	1%	1) 1%; 2) 40%	1) 1%; 2) 35%	1) 1%; 2) 35%
Percent of markings of water lines that are incorrect	0.123%	0.002%	0.002%	0.002%	0.002%

Water Wastewater Utility-2002-03

Program: Distribution System Support

Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	100%	90%	95%	90%	90%
Percentage of backflow assembly tests completed within ordinance timelines	75%	85%	85%	85%	85%
Percentage of customer inquiries responded to within 3 working days (new services)	93.55%	87%	87%	90%	90%
Percentage of customers satisfied with dispatch staff service	99.99%	98%	98%	98%	98%
Percentage of Distribution System projects added to GIS grid maps within 60 days of receipt information	100%	95%	95%	95%	95%
Percentage of High Hazard assemblies tested YTD	96%	90%	90%	90%	90%
Percentage of inspection service requests completed within 7 days	98.62%	95%	95%	95%	95%
Percentage of priority one calls dispatched to field crews within 30 minutes of receipt	99.99%	95%	95%	95%	95%
Percentage of total tests completed within requested timeframe	98%	95%	95%	95%	95%
Percentage of water service requests responded to within 2 hours of notice	66.73%	50%	50%	50%	50%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Distribution Dispatch Operations	\$295,279	6.50	\$389,706	8.55	\$340,127	8.55	\$339,755	8.55	\$339,755	8.55
Distribution Engineering	\$1,326,165	14.75	\$1,251,816	14.85	\$1,541,984	14.85	\$1,314,264	14.85	\$1,314,264	14.85
Distribution Inspection	\$269,521	2.88	\$322,164	4.75	\$286,354	4.78	\$289,381	4.78	\$289,381	4.78

Water Wastewater Utility-2002-03

Program:	Distribution System Support									
Distribution System Support Laboratory	\$415,175	6.00	\$438,435	7.00	\$449,239	6.20	\$415,785	6.20	\$415,785	6.20
Distribution Technical Support	\$283,658	4.34	\$326,126	5.40	\$334,304	5.37	\$345,167	5.37	\$345,167	5.37
Line Locations – Distribution System	\$307,665	5.65	\$404,607	7.38	\$374,000	8.39	\$444,358	8.39	\$444,358	8.39
Small Calls – Distribution System	\$425,401	8.07	\$412,633	7.94	\$494,128	14.20	\$645,800	14.20	\$645,800	14.20
System Planning – Distribution	\$727,753	7.91	\$1,193,134	15.93	\$1,227,822	16.33	\$1,184,079	16.33	\$1,184,079	16.33
Utility Development Services – Distribution	\$179,213	2.51	\$228,303	3.05	\$218,565	3.45	\$256,720	3.45	\$256,720	3.45
Water Protection	\$274,821	4.00	\$454,172	7.50	\$466,798	7.50	\$458,523	7.50	\$458,523	7.50
Water Records and Mapping	\$1,017,836	16.82	\$613,508	9.30	\$698,185	9.60	\$559,820	9.60	\$559,820	9.60
Total	\$5,522,487	79.43	\$6,034,604	91.65	\$6,431,506	99.22	\$6,253,652	99.22	\$6,253,652	99.22

Water Wastewater Utility-2002-03

Activity: *Distribution Dispatch Operations*

Activity Code: *4DID*

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$295,279	\$389,706	\$340,127	\$339,755	\$339,755
Total Requirements	\$295,279	\$389,706	\$340,127	\$339,755	\$339,755
Full-Time Equivalents	6.50	8.55	8.55	8.55	8.55

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of calls taken through Dispatch Operations	Demand	61,880	60,000	60,000	60,000	60,000
Labor cost per customer call taken in Dispatch Operations	Efficiency	\$4.54	\$4.88	\$4.79	\$4.79	\$4.79
Number of priority one calls dispatched to field crews	Output	5,803	5,000	5,000	5,000	5,000
Number of work orders and component parts (segments) created in database	Output	8,230	5,500	5,500	5,500	5,500
Percentage of customers satisfied with dispatch staff service	Result	99.99%	98%	98%	98%	98%
Percentage of priority one calls dispatched to field crews within 30 minutes of receipt	Result	99.99%	95%	95%	95%	95%

Activity History and Description: This is a core activity. No legal mandate. The Dispatch Center is manned on a 24 hour basis and has primary responsibility for taking customer requests for service and initiating and dispatching customer request for assistance to Utility work groups. This Center is also responsible for notification of appropriate City and State agencies in the case of emergencies/serious incidents involving personnel, equipment, or problems with the distribution and collection systems. Administratively, the Center is responsible for research/update of databases, which involves research of information for use when inputting service request, work orders, and line segments. The Center also maintains infrastructure information for use by the various work groups and other customers.

Water Wastewater Utility-2002-03

Activity: *Distribution Dispatch Operations*

Activity Code: 4DID

Program Name: *Distribution System Support*

Activity Objective: To provide communication and tracking services for customer calls so that the caller information can be relayed to Utility repair crews.

Services of the Activity:

Core Services

Assist customers with water related problems
Dispatch field crews
Record field crew activities in database

Semi Core Services

Take and log customer calls

Service Enhancements

Changes in Requirements and Performance Measures: Activity decreased \$49,951 or 12.8% due to a decrease in terminal pay of \$10,915 and other personnel decreases of \$39,036 due to filling vacant positions at lower rates of pay.

Responsible Employee:

Glenn Davis

972-1112

Water Wastewater Utility-2002-03

Activity: *Distribution Engineering*

Activity Code: 4END

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$449,025	\$368,025	\$510,612	\$426,671	\$426,671
Water/Wastewater Utility Operating Fund	\$877,140	\$883,791	\$1,031,372	\$887,593	\$887,593
Total Requirements	\$1,326,165	\$1,251,816	\$1,541,984	\$1,314,264	\$1,314,264
Full-Time Equivalents	14.75	14.85	14.85	14.85	14.85

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Dollar value of projects managed	Demand	N/A	N/A	N/A	\$1,791,900	\$1,791,900
Number of projects managed	Demand	N/A	N/A	N/A	6.42	6.42
Change order costs as percentage of total construction costs	Result	1)1.21% 2)7.48%	3%	1) 3%; 2) 6%	1) 3%; 2) 5%	1) 3%; 2) 5%
Percent of engineering projects for the Distribution System requiring change orders exceeding 3% of the project cost	Result	1) 0%; 2) 37%	1%	1) 1%; 2) 40%	1) 1%; 2) 35%	1) 1%; 2) 35%
Percent of projects within budget	Result	N/A	N/A	N/A	95%	95%
Percent of projects that remain on schedule	Result	N/A	N/A	N/A	95%	95%

Activity History and Description: This is a core activity. No legal mandate. The division's primary mission is to provide quality services in the areas of project management, engineering design, technical support, operations and maintenance support, construction services, and act as a customer liaison leading projects, monitoring progress and evaluating results. In FY 2001, the Facility Engineering function and the Pipeline Engineering functions were reported together as Distribution Engineering. The Facility Engineering division includes personnel with a wide range of expertise and capabilities. These capabilities include expertise in process control systems, computer networks, electrical and instrumentation design, process design and optimization, civil and mechanical design, project management, construction management, inspection, treatment operations, environmental monitoring, and regulatory compliance and permitting, engineering functions. The Engineering Design division was established to

Water Wastewater Utility-2002-03

Activity: *Distribution Engineering*

Activity Code: *4END*

Program Name: *Distribution System Support*

respond to the growing need of the Utility for Rehabilitation Construction plan design. This division is also responsible for project management, and design of CIP and line maintenance projects. This Engineering Design division of plan review, project management section, design section, engineering support, surveying section, and standards product section.

Activity Objective:

To provide engineering, technical, and project management services to the distribution system operations and maintenance program in order for them to operate the SCADA control systems, pump stations, reservoirs, and pipelines to supply safe water for community consumption and fire suppression needs.

Services of the Activity:

Core Services

Engineering technical services for the Distribution System processes, including Pump Stations/Reservoirs, and equipment systems
 Design reviews and comments for the Distribution System engineering projects
 Surveying Services for Distribution System projects

Semi Core Services

Project management for the Distribution system, including Pump Stations/Reservoirs, engineering consulting and construction projects, SCADA technical/engineering services for the Distribution System control systems, Development and administration of Distribution System CIP programs, Oversight of design and project management services provided by others for Distribution System projects

Service Enhancements

Changes in Requirements and Performance Measures:

Substantially the same.

Responsible Employee:

Kathi Flowers

972-0213

Water Wastewater Utility-2002-03

Activity: *Distribution Inspection*

Activity Code: 4IND

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$125,676	\$111,732	\$101,693	\$111,732	\$111,732
Water/Wastewater Utility Operating Fund	\$143,845	\$210,432	\$184,661	\$177,649	\$177,649
Total Requirements	\$269,521	\$322,164	\$286,354	\$289,381	\$289,381
Full-Time Equivalent	2.88	4.75	4.78	4.78	4.78

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
The number of new connections requiring inspection	Demand	3,267	2,800	2,800	2,500	2,500
Labor costs per inspection	Efficiency	\$25.98	\$28.80	\$28.00	\$28.00	\$28.00
Labor costs per mile of pipe	Efficiency	\$4.17	\$20.79	\$20.00	\$20.00	\$20.00
The number of new inspections completed	Output	3,267	2,800	2,800	2,500	2,500
Percentage of inspection service requests completed within 7 days	Result	98.62%	95%	95%	95%	95%

Activity History and Description: This is a core activity. This activity is regulated by the EPA and the TNRCC through primacy under 30 TAC Chapter 290 Subchapter D. This group consists of a team of Inspectors who are responsible for short form projects, which includes inspection of connections to the existing Utility system and installation of new utilities to residential and commercial property.

Activity Objective: To provide timely inspection of water service connections in order to ensure quality control and proper installation of utilities that meet Utility design and construction standards.

Services of the Activity:

Core Services

Water connection and new construction inspection
Plan reviews

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

Activity decreased \$32,783 due to a decrease in pipes/fitting, valves (\$9,400) and non-CIP capital equipment (\$23,383) and increase 0.03 FTE from Distribution Tech Support activity.

Responsible Employee:

Glenn Davis

972-1112

Water Wastewater Utility-2002-03

Activity: *Distribution System Support Laboratory*

Activity Code: *4LBD*

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$415,175	\$438,435	\$449,239	\$415,785	\$415,785
Total Requirements	\$415,175	\$438,435	\$449,239	\$415,785	\$415,785
Full-Time Equivalents	6.00	7.00	6.20	6.20	6.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of tests requested by water customers	Demand	16,836	20,000	22,000	Deleted in FY 2003	Deleted in FY 2003
Activity cost per test	Efficiency	\$24.42	\$19.06	\$20.42	\$18.15	\$18.15
Number of water test results produced	Output	16,739	23,000	22,000	23,000	23,000
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	Result	100%	90%	95%	90%	90%
Percentage of total tests completed within requested timeframe	Result	98%	95%	95%	95%	95%

Activity History and Description: This is a core activity. Microbiological and Chemical Quality of the distribution system is mandated under 30 TAC Chapter 290 Subchapter F. Data received must also be provided to customer in an annual Consumer Confidence Report as required by TNRCC and EPA. It allows for testing of lines prior to putting in service.

The Water and Wastewater Laboratory Services Division is responsible for supporting the Water and Wastewater Utility Department in its compliance with the federal mandates indicated below. To that end, the Laboratory Services Division collects samples from Lake Travis, Lake Austin and Town Lake; at the water treatment plants; in the water distribution system, at the wastewater treatment plants, and in the Colorado River downstream of the City's wastewater treatment plants. These samples are subsequently tested at the Laboratory Services Division facilities. The results are reported to TNRCC and EPA on a monthly basis. The Laboratory Services Division must collect and

Water Wastewater Utility-2002-03

Activity: *Distribution System Support Laboratory*

Activity Code: *4LBD*

Program Name: *Distribution System Support*

analyze the samples as well report the information using mandated protocols and frequencies. Staff is trained and the division holds two accreditations. One from the state for microbiological testing of drinking water and another for chemical testing of drinking water under the Information Collection Rule.

Activity Objective:

To produce test results for Distribution System Support customers in order to provide them with timely and accurate information to help them make informed decisions about their work.

Services of the Activity:

Core Services

Sample collection
Test results

Semi Core Services

Complaint research and resolution.

Service Enhancements

Changes in Requirements and Performance Measures:

Activity reallocated 0.43 FTE to Water Treatment Support Lab and 0.37 FTE to Wastewater Treatment Support Lab, otherwise substantially the same.

Responsible Employee:

Miriam Mora

972-1410

Water Wastewater Utility-2002-03

Activity: *Distribution Technical Support*

Activity Code: 4TSD

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$8,935	\$0	\$4,600	\$0	\$0
Water/Wastewater Utility Operating Fund	\$274,723	\$326,126	\$329,704	\$345,167	\$345,167
Total Requirements	\$283,658	\$326,126	\$334,304	\$345,167	\$345,167
Full-Time Equivalents	4.34	5.40	5.37	5.37	5.37

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
The number of customer inquiries (new services)	Demand	415	315	315	300	300
Labor costs per customer inquiry (new services)	Efficiency	\$143.80	\$137.00	\$132.00	\$132.00	\$132.00
The number of customer inquiries responded to (new services)	Output	415	315	315	300	300
Percentage of customer inquiries responded to within 3 working days (new services)	Result	93.55%	87%	87%	90%	90%

Activity History and Description: This is a semi-core activity. No legal mandate. This group consists of a team of Engineering Associates and Technicians who provide technical support to various work groups throughout the Utility. This includes response and tracking of wastewater overflows, plan review, and direct engineering support to maintenance crews in the repair and maintenance of the Utility infrastructure.

Activity Objective: To provide timely technical support to field crews, customers, and contractors so that new construction and repairs meet Utility design and construction standards.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Plan reviews
Engineering Technical Support

Changes in Requirements and Performance Measures: Reallocation of 0.03 FTE to Distribution Inspection, otherwise substantially the same.

Responsible Employee: Glenn Davis 972-1112

Water Wastewater Utility-2002-03

Activity: *Line Locations – Distribution System*

Activity Code: *4LLD*

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$5,109	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$302,556	\$404,607	\$374,000	\$444,358	\$444,358
Total Requirements	\$307,665	\$404,607	\$374,000	\$444,358	\$444,358
Full-Time Equivalents	5.65	7.38	8.39	8.39	8.39

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of water line requests from customers	Demand	10,042	17,500	17,500	17,500	17,500
Labor cost per water line location requests responded to	Efficiency	\$3.40	\$17.15	\$17.00	\$17.00	\$17.00
Number of water line location requests responded to within One Call standard	Output	3,306	14,580	14,580	14,580	14,580
Percent of markings of water lines that are incorrect	Result	0.123%	0.002%	0.002%	0.002%	0.002%

Activity History and Description: This is a core activity. This activity is regulated by the EPA and the TNRCC through primacy under 30 TAC Chapter 290 Subchapter D. There are seven Utility Technicians Seniors, One Utility Technician Supervisor and one administrative support person to receive and dispatch locate requests as well as track and report on activities. Line Locators research maps and other records and use electronic equipment to locate and mark the approximate location of underground water and wastewater utilities so that excavators and designers will be aware of them. They also investigate and report on damages to the system by others. The frequently provide assistance and information to other entities related to our utilities and locations. The main function of this activity is damage prevention.

Activity Objective: To provide water pipeline location for One Call customers in order to identify Utility infrastructure.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Line Locations – Distribution System*

Activity Code: *4LLD*

Program Name: *Distribution System Support*

Locate water lines

Special billing water investigations

Changes in Requirements and Performance Measures:

Activity increased \$39,751 or 9.82% due to the reallocation of 1.01 FTEs from Metering Services.

Responsible Employee:

Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: *Small Calls – Distribution System*

Activity Code: *4SCD*

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$425,401	\$412,633	\$494,128	\$645,800	\$645,800
Total Requirements	\$425,401	\$412,633	\$494,128	\$645,800	\$645,800
Full-Time Equivalents	8.07	7.94	14.20	14.20	14.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of water service requests from customers	Demand	8,713	9,000	9,000	9,000	9,000
Labor cost per water service request response	Efficiency	\$9.03	\$17.32	\$17.00	\$17.00	\$17.00
Number of water service requests from customers worked within 2 hours	Output	5,674	3,900	3,900	3,900	3,900
Percentage of water service requests responded to within 2 hours of notice	Result	66.73%	50%	50%	50%	50%

Activity History and Description: This is a semi-core activity. No legal mandate. The Small Call section responds to all types of Distribution System and Collection System customer complaints and calls on a 24-hour schedule. The current program consists of the City being divided into five zones. This enables the day shift employees to respond to customer complaints in a timely manner. Evening and weekend calls are handled by one individual, except in extreme emergencies. This section works with the public on a daily basis which requires profession advice, counseling and/or assistance.

Activity Objective: To provide the timely initial response investigation of customer calls for service in order to correct problems or determine the repairs needed.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Small Calls – Distribution System*

Activity Code: *4SCD*

Program Name: *Distribution System Support*

Investigation of water line problems
Identification of maintenance and
technical assistance required to resolve
problems
Documentation and reporting of
assistance required

**Changes in Requirements and
Performance Measures:**

Activity increased \$233,167 or 56.5% due to an increase of 6.26 FTEs from
Collection Pipeline maintenance.

Responsible Employee:

Angel Gomez

972-1201

Water Wastewater Utility-2002-03

Activity: System Planning – Distribution

Activity Code: 4SPD

Program Name: Distribution System Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$9,212	\$39,758	\$17,500	\$50,554	\$50,554
Water/Wastewater Utility Operating Fund	\$718,541	\$1,153,376	\$1,210,322	\$1,133,525	\$1,133,525
Total Requirements	\$727,753	\$1,193,134	\$1,227,822	\$1,184,079	\$1,184,079
Full-Time Equivalents	7.91	15.93	16.33	16.33	16.33

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Water system planning activity cost per Utility water account	Efficiency	\$3.91	\$4.50	\$3.50	\$3.75	\$3.75
Peak day water pumpage as a percentage of water treatment system capacity	Result	99.6%	85%	90%	92%	92%

Activity History and Description: This is a core activity. This activity is necessary to comply with requirements of TNRCC Texas Administrative Code Title 30, Chapter 290, Water Hygiene. System Planning Distribution includes Planning Services, System analysis, and Water Resources Initiatives. Planning Services, Systems Analysis, and Water Resources Initiatives staff develop effective management of our water resources, and a better incorporation of integrated resources planning in the core structure and activities of the Utility. This division analyzes demand and conducts performance analysis of pipeline systems.

Activity Objective: To provide analysis of the water distribution system to Utility management in order to insure adequate infrastructure capacities are available and to identify areas for system improvement.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Hydraulic analysis, identification of system deficiencies
 Proposals for new facilities
 Long-range facility plans and area studies
 Strategies for water system operation
 Land use assumptions and CIP for

Water Wastewater Utility-2002-03

Activity: *System Planning – Distribution*

Activity Code: *4SPD*

Program Name: *Distribution System Support*

state impact fee requirements

Forecasts of demand by small areas

Geographic Information Systems (GIS)

products

GIS accessibility

Changes in Requirements and Performance Measures: Activity increased by 0.4 FTE from Administration & Management activity, otherwise substantially the same.

Responsible Employee:

Craig Bell

972-0177

Water Wastewater Utility-2002-03

Activity: *Utility Development Services – Distribution*

Activity Code: *4UDD*

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$58,212	\$54,872	\$22,560	\$41,941	\$41,941
Water/Wastewater Utility Operating Fund	\$121,001	\$173,431	\$196,005	\$214,779	\$214,779
Total Requirements	\$179,213	\$228,303	\$218,565	\$256,720	\$256,720
Full-Time Equivalents	2.51	3.05	3.45	3.45	3.45

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of development (subdivision, site plan & zoning) projects decentralized submitted for Utility review	Demand	1,666	1,200	1,200	1,200	1,200
Percent of development plans reviewed within established ordinance/State law turn around time	Result	100%	100%	100%	100%	100%

Activity History and Description: This is a core activity. No legal mandate. The Utility Development Services section provides services for the development community at the individual and corporate level. These services have been offered for many years and include development consultation and liaison, review, approval and tracking of new development, related reimbursement agreements for the extension of service facilities, providing service commitments, and more recently the management of the City's On Site Sewage Facilities program with its permitting and inspection activities.

Activity Objective: To review centralized and decentralized development proposals, process service extension requests and on site wastewater service applications for developers and individuals in order to ensure adequate levels of service, compliance with requirements of a public utility

Services of the Activity:

Core Services

Provide engineering review for subdivision plats, preliminary plans,

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Utility Development Services – Distribution*

Activity Code: *4UDD*

Program Name: *Distribution System Support*

zoning and site plans, service extension requests, and on site facilities applications for service, complete service extension requests and process through Water and Wastewater Commission and Council, provide tracking reports for service extension requests with developer reimbursements, provide inspection and complaint follow up for on site sewage facilities

Changes in Requirements and Performance Measures:

Activity increased \$28,417 due to the transfer of 0.4 FTE from Utility Development Services Collection \$32,122, increases in Health Insurance benefits of \$3,452, increases of \$5,774 in other commodities and a decrease in expense refunds of (\$12,931).

Responsible Employee:

Cris Guzman

972-0231

Water Wastewater Utility-2002-03

Activity: *Water Protection*
Activity Code: *4PRO*
Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$274,821	\$454,172	\$466,798	\$458,523	\$458,523
Total Requirements	\$274,821	\$454,172	\$466,798	\$458,523	\$458,523
Full-Time Equivalents	4.00	7.50	7.50	7.50	7.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor cost per water protection survey	Efficiency	\$15.17	\$71.83	\$77.47	\$77.47	\$77.47
Number of High Hazard assembly test and maintenance reports reviewed	Output	3,132	2,500	4,000	9,000	9,000
Number of private fire hydrant reports reviewed	Output	596	200	500	500	500
Number of water protection surveys & investigations conducted	Output	83	150	112	125	125
Number of unprotected cross connections identified for problem resolution	Result	327	300	300	300	300
Percentage of backflow assembly tests completed within ordinance timelines	Result	75%	85%	85%	85%	85%
Percentage of High Hazard assemblies tested YTD	Result	96%	90%	90%	90%	90%

Activity History and Description: This is a core activity. Required of the City of Austin in order to meet state regulations as described in the Texas Natural Resource Conservation Commission "Rules and Regulations for Public Water Systems," 30 T.A.C. 290.38 et seq., the Texas Health and Safety Code, §§ 341.031 et seq., the Federal Safe Drinking Water Act, 42 U.S.C.A. § 300f et seq., and the Plumbing Code, as amended. This activity provides a mechanism to protect the City of Austin's potable water supply from cross contamination.

Water Wastewater Utility-2002-03

Activity: *Water Protection*
Activity Code: *4PRO*
Program Name: *Distribution System Support*

Backflow protection has been required in the plumbing codes adopted by the City of Austin since 1964. The Texas Department of Health began requiring the water purveyors to implement cross connection programs in their rules adopted in 1988.

When the TNRCC took over all water programs from the Texas Department of Health, it strengthened the backflow protection requirements. In August 1993, the Water and Wastewater Utility took over the existing cross connection control program so as to better protect Austin's potable water.

Activity Objective: To provide timely water quality surveys/investigations, backflow assembly testing, and private fire hydrant maintenance for water and wastewater customers in order to reduce the probability of a backflow incident.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Quality surveys/investigations
Backflow assembly testing
Private fire hydrant maintenance

Changes in Requirements and Performance Measures:

The financial requirements are substantially the same. The proposed Number of High Hazard assembly test and maintenance reports reviewed increased by 6,500 or 260% because all high hazard assemblies will be required to be tested next fiscal year. We currently have 7,944 in our database, we are predicting another 1,000 to 1,200 new high hazard backflow assemblies to be installed during FY 2002-03. The number of private fire hydrants reports reviewed increased by 150% or 300 due to an increase in private fire hydrants being identified because all AFD fire stations are assisting in the identification and enforcement in the Private Fire Hydrant Program.

Responsible Employee: Antonio Canales 972-1060

Water Wastewater Utility-2002-03

Activity: *Water Records and Mapping*

Activity Code: *4RMW*

Program Name: *Distribution System Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$435	\$0	\$207	\$0	\$0
Water/Wastewater Utility Operating Fund	\$1,017,401	\$613,508	\$697,978	\$559,820	\$559,820
Total Requirements	\$1,017,836	\$613,508	\$698,185	\$559,820	\$559,820
Full-Time Equivalents	16.82	9.30	9.60	9.60	9.60

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of Distribution System projects submitted for mapping	Demand	320	250 projects	250 projects	250 projects	250 projects
Labor cost per Distribution System grid map maintained	Efficiency	\$1,914.13	<=\$2,000	<=\$2,000	<=\$2,000	<=\$2,000
Number of Distribution System projects entered into GIS	Output	658	250 projects	250 projects	250 projects	250 projects
Percentage of Distribution System projects added to GIS grid maps within 60 days of receipt information	Result	100%	95%	95%	95%	95%

Activity History and Description: This is a semi-core activity. No legal mandate. The Records section was created in the early 1920's to draw and maintain system maps to assist field crews in locating Utility lines, etc. Since then, Records has maintained files consisting of construction related documents upon which the system maps are based. This program is responsible for making this information available to the Utility, other City Departments, and the Public in the form of comprehensive maps and other drawings in three media formats (paper, microfilm, and electronic).

Activity Objective: To provide maps and geographically referenced data on the water distribution system for field crews, engineers, and others in order to locate Utility infrastructure in an efficient manner.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Water Records and Mapping*

Activity Code: *4RMW*

Program Name: *Distribution System Support*

Provision of record information of
Distribution System projects to internal
and external customers
Reviews of engineering plans of
Distribution systems for accuracy and
pertinent facility location information
Data entry of Distribution System
physical facility information for maps
and records

**Changes in Requirements and
Performance Measures:** Activity increased 0.30 FTE from Wastewater Maps and Records – Collection,
otherwise substantially the same.

Responsible Employee:

Craig Bell

972-0177

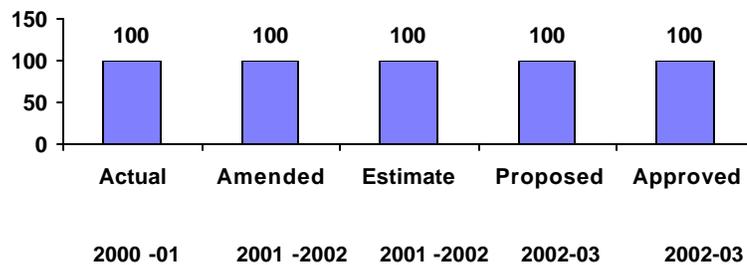
Water Wastewater Utility-2002-03

Program: Support Services

Program Objective: To provide administrative, operational, technical, and management-related support to the department management and employees so they have the necessary tools and information to perform their jobs operating and maintaining the Utility.

Program Results Measures:

Percent of CAFs submitted within deadline



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services for Waller Creek Center (WC), Maps and Records facility (M&R), and Southeast Service Center (SESC)	N/A	N/A	N/A	90%	90%
Employee Turnover Rate	12.31	11.74	11.74	11.74	11.74
PAF error rate	5.05%	10%	10%	10%	10%
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	93%	80%	88%	80%	80%
Percent of media calls responded to within 15 minutes	N/A	95%	95%	95%	95%
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	MBE: 19.00% WBE: 25.07%	MBE:25% WBE:10%	MBE:25% WBE:10%	MBE:25% WBE:10%	MBE:25% WBE:10%
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	Data not Available	100%	70%	80%	80%

Water Wastewater Utility-2002-03

Program: Support Services

Percent Variance of CYEs to Actual Expenditures	To be provided by Budget Ofc	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <1% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%
Percent Variance of CYEs to Actual Revenue	To be provided by Budget Ofc	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <1% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	27	25 days	25 days	25 days	25 days

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	\$1,906,155	20.00	\$2,258,195	25.00	\$2,139,472	24.00	\$1,906,717	24.00	\$1,906,717	24.00
Facility Expenses	\$749,422	4.00	\$839,652	4.00	\$837,899	4.00	\$830,583	4.00	\$830,583	4.00
Financial Monitoring / Budgeting	\$1,975,118	33.00	\$2,152,189	35.00	\$2,100,414	35.00	\$2,129,078	35.00	\$2,129,078	35.00
Information Technology Support	\$1,138,015	14.00	\$1,314,922	14.00	\$1,292,010	14.00	\$1,255,171	14.00	\$1,255,171	14.00
Personnel / Training	\$1,500,394	29.00	\$1,699,548	29.00	\$1,485,324	28.00	\$1,598,181	28.00	\$1,598,181	28.00
PIO/Community Services	\$435,407	5.00	\$503,000	5.00	\$507,466	5.00	\$479,354	5.00	\$479,354	5.00
Purchasing, Payment Processing, MBE/WBE	\$374,819	8.00	\$553,888	11.00	\$494,364	11.00	\$507,638	11.00	\$507,638	11.00
Vehicle / Equipment Maintenance	\$1,025,932	14.00	\$1,043,137	14.00	\$1,104,394	13.00	\$986,608	13.00	\$986,608	13.00
Total	\$9,105,262	127.00	\$10,364,531	137.00	\$9,961,343	134.00	\$9,693,330	134.00	\$9,693,330	134.00

Water Wastewater Utility-2002-03

Activity: Administration and Management

Activity Code: 9ADM

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$1,906,155	\$2,258,195	\$2,139,472	\$1,906,717	\$1,906,717
Total Requirements	\$1,906,155	\$2,258,195	\$2,139,472	\$1,906,717	\$1,906,717
Full-Time Equivalents	20.00	25.00	24.00	24.00	24.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	0.8%	0.8%	0.8%	0.7%	0.7%
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: The administration office of the Office of the Director handles:
 (1) The processing of all RCA's for the Water and Wastewater Utility
 (2) Utility liaison for City Hall - RFAs, other council requests, citizens requests
 (3) Water and Wastewater Commission -prepare agendas, support for meetings

Activity Objective: To provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Staff and Council meeting support,
 Board and commission support,
 Business plans and performance measures development,
 Secretarial/clerical support,
 Subscriptions and membership processing, Survey development and response, Management including costs associated with City Manager, Assistant City Manager, Department Directors and associated office expenses, Reception-related services, Files and records management, Mail

Water Wastewater Utility-2002-03

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *Support Services*

distribution, CAF Processing, RCA
processing, Business Process
Flowcharting, Business Process
Mapping, Business Process
Improvement and Reengineering

**Changes in Requirements and
Performance Measures:**

Activity decreased by \$351,478 or 15.5% due to a reduction in the contract for GIS mapping services \$225,000, the transfer of 0.6 FTE to System Planning Collection \$33,146 and 0.4 FTE to System Planning Distribution \$17,681. There were also reductions in non-CIP capital equipment of \$27,300 and reductions of \$48,351 in contracts for outside consultants.

Responsible Employee:

Bernadine Davis

972-0324

Water Wastewater Utility-2002-03

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$199,164	\$150,000	\$190,000	\$190,000	\$190,000
Water/Wastewater Utility Operating Fund	\$550,258	\$689,652	\$647,899	\$640,583	\$640,583
Total Requirements	\$749,422	\$839,652	\$837,899	\$830,583	\$830,583
Full-Time Equivalent	4.00	4.00	4.00	4.00	4.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel for Waller Creek Center (WC), Maps and Records facility (M&R), and Southeast Service Center (SESC)	Efficiency	WCC - N/A SESC - \$.73 M&R - \$2.93	WC - \$0.00 SESC - \$0.90 M&R - \$2.62	WC - \$0.00 SESC - \$1.00 M&R - \$4.74	WC - \$0.00 SESC - \$0.90 M&R - \$1.82	WC - \$0.00 SESC - \$0.90 M&R - \$1.82
Custodial cost per square foot by contract for Waller Creek Center (WC), Maps and Records facility (M&R), and Southeast Service Center (SESC)	Efficiency	WC - \$.57 SESC - \$.06 M&R - N/A	WC - \$0.56 SESC - \$0.17 M&R - \$0.00	WC - \$0.56 SESC - \$0.17 M&R - \$0.00	WC - \$0.056 SESC - \$.20 M&R - \$0.0	WC - \$0.056 SESC - \$.20 M&R - \$0.0
Facility expense per square foot (exclude security and custodial) for Waller Creek Center (WC), Maps and Records Facility (M&R), and Southeast Service Center (SESC)	Efficiency	WC - \$4.46 SESC - \$4.27 M&R - \$4.04	WC - \$2.76 SESC - \$3.14 M&R - \$3.81	WC - \$3.66 SESC - \$3.94 M&R - \$4.17	WC - \$3.61 SESC - \$3.87 M&R - \$4.23	WC - \$3.61 SESC - \$3.87 M&R - \$4.23
Total square feet of facilities for Waller Creek Center (WC), Maps and Records facility (M&R), and Southeast Service Center (SESC)	Output	WC - 130,000 SESC - 144,414 M&R - 1	WC - 130,000 SESC - 144,414 M&R - 10,000			
Customer Satisfaction with Custodial Services for Waller Creek Center (WC), Maps and Records facility (M&R), and Southeast Service Center (SESC)	Result	N/A	N/A	N/A	90%	90%

Activity History and Description: This activity is responsible for facility management at Waller Creek Center (WC), Maps and Records Facility (M&R), and South East Service Center

Water Wastewater Utility-2002-03

Activity: *Facility Expenses*

Activity Code: *9FAC*

Program Name: *Support Services*

(SESC).

Activity Objective: To provide maintenance, custodial and security of all facilities (excluding treatment and generation plants, tennis courts, park shelters/restrooms/parkland, golf courses, swimming pools) for the department to ensure an operational, clean and safe facility

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Minor repairs and remodeling that are not CIP, Minor plumbing, electrical, HVAC, painting, Pest Control and locksmith services, lease processing, ground maintenance, custodial services, security services, cleaning and security equipment and supplies cost processing, custodial and security monitoring, parking-related services, office space allocation coordination.

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Mary Nieves

972-0322

Water Wastewater Utility-2002-03

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$249,203	\$175,656	\$215,931	\$207,594	\$207,594
Water/Wastewater Utility Operating Fund	\$1,725,915	\$1,976,533	\$1,884,483	\$1,921,484	\$1,921,484
Total Requirements	\$1,975,118	\$2,152,189	\$2,100,414	\$2,129,078	\$2,129,078
Full-Time Equivalents	33.00	35.00	35.00	35.00	35.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	0.8%	0.7%	0.7%	0.7%	0.7%
Dollar amount of CIP funds per project manager	Efficiency	\$1,791,873.56	\$7 million	\$6 million	\$6 million	\$6 million
Number of CIP projects per project manager	Output	6.42	3.5	3.5	3.5	3.5
Number of Public Works Service Agreements administered	Output	352	200	357	357	357
Change order costs as percentage of total construction cost	Result	Data Not Available	3%	3%	3%	3%
Percent of CIP budgeted dollars spent	Result	102.35%	90%	90%	90%	90%
Percent of engineering projects that (1) remain on schedule and (2) completed within budget	Result	(1) 55%; (2) 95%	90%	90%	90%	90%
Percent Variance of CYEs to Actual Expenditures	Result	To be provided by Budget Ofc	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <1% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%
Percent Variance of CYEs to Actual Revenue	Result	To be provided by Budget Ofc	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <1% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%	1st qtr: <2% 2nd qtr: <2% 3rd qtr: <2% EOY: 100%

Activity History and Description: To provide the staff to assist the Utility with O&M and CIP Budgeting, Revenue

Water Wastewater Utility-2002-03

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *Support Services*

and Expenditure Tracking, Service Extension Request, Financial Analysis, Debt Management, Fixed Asset Rate Base Development and other assignments to keep financial integrity.

The Central Store officially became part of the Utility with the adoption of the FY 1991-92 budget. The Store provides commodity support for all areas of the Water and Wastewater Utility. The on hand inventory allows Utility field crews to provide faster Distribution System and Collection system repairs to the citizens of Austin. It is currently the only store open to other City departments.

Activity Objective:

To produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Petty cash auditing & handling,
 Performance report development & monitoring
 Department budget (operating and CIP) development & monitoring,
 Revenue & expenditures tracking, CYE development,
 Five year forecast development, TB, RB, AA, and JV processing,
 Inventory Management, Travel processing,
 Capital Program Implementation

Changes in Requirements and Performance Measures:

Substantially the same.

Responsible Employee:

Bernadine Davis

972-0324

Water Wastewater Utility-2002-03

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$1,138,015	\$1,314,922	\$1,292,010	\$1,255,171	\$1,255,171
Total Requirements	\$1,138,015	\$1,314,922	\$1,292,010	\$1,255,171	\$1,255,171
Full-Time Equivalents	14.00	14.00	14.00	14.00	14.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	0.5%	0.5%	0.5%	0.7%	0.7%
Information technology support costs per workstation	Efficiency	\$1,137	\$1,928	\$1,385	\$1,314	\$1,314
Percent of information technology problems resolved at time of call	Result	93%	80%	88%	80%	80%

Activity History and Description: Information Technology Services was formed in FY 85/86 to manage a large scale Utility automation CIP project. The first major milestone to be accomplished was the implementation of an Office Automation system based on DEC computer systems and software. This application is still in use today. Subsequently, design and development of a laboratory information management system was completed and put into production in 1991. Currently, Information Technology is responsible for the Utility's data communications network infrastructure and the implementation of Utility PC LANs. In addition, the division provides information technology needs analysis, training, and technical consultation to Utility Divisions.

Activity Objective: To provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services

Computer repair, maintenance and upgrade
Computer hardware and software

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Information Technology Support*

Activity Code: *9CPU*

Program Name: *Support Services*

support
Programming
LAN Maintenance
Software licensing and upgrades
Information systems planning design,
development, and implementation
Telephone Support
Network, system, and application
support and trouble-shooting
Building infrastructure cabling
Information technology master-planning
Database management and data
coordination
IMS (Hansen) and MP% support

**Changes in Requirements and
Performance Measures:** Substantially the same.

Responsible Employee: Ed Mattingly 972-0435

Water Wastewater Utility-2002-03

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$1,500,394	\$1,699,548	\$1,485,324	\$1,598,181	\$1,598,181
Total Requirements	\$1,500,394	\$1,699,548	\$1,485,324	\$1,598,181	\$1,598,181
Full-Time Equivalents	29.00	29.00	28.00	28.00	28.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	\$1,454	\$1,628	\$1,423	\$1,538	\$1,538
PAF error rate	Result	5.05%	10%	10%	10%	10%

Activity History and Description: The Human Resources program in the Utility has been in existence since the establishment of the Water and Wastewater Utility. Due to the size and complexity of the Utility, the Human Resources/Personnel program provides employment, employee relations/counseling, Human Resources Information System, compensation, workers compensation, time sheet completion/processing, success strategy monitoring, pay check/stub/collateral distribution and records management services for Utility employees.

Activity Objective: To provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

- Timesheet completion and processing
- Hiring and recruiting
- Worker's compensation claim processing
- Grievance-related activities
- Employee counseling up to and including termination
- Pay check/stub distribution
- Benefits administration

Water Wastewater Utility-2002-03

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *Support Services*

PAF processing
Providing training and facilitation
Attending outside training and related
travel (training)
Safety evaluation
SSPR-related activities
Conducting exit interviews

Changes in Requirements and Performance Measures: Reallocation of 1 FTE to Wastewater TV Inspection, Inflow and Infiltration, otherwise substantially the same.

Responsible Employee: Fred Torres

972-0413

Water Wastewater Utility-2002-03

Activity: *PIO/Community Services*

Activity Code: *9SVC*

Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$96	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$435,311	\$503,000	\$507,466	\$479,354	\$479,354
Total Requirements	\$435,407	\$503,000	\$507,466	\$479,354	\$479,354
Full-Time Equivalents	5.00	5.00	5.00	5.00	5.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Value of Department-Initiated Media Coverage	Efficiency	\$13,285W, \$11,079.50WW	N/A	\$15,000	\$15,000	\$15,000
Percent of media calls responded to within 15 minutes	Result	N/A	95%	95%	95%	95%

Activity History and Description: Created as a separate division in FY92/93 to provide community, schools, media and customers with a variety of information on water and wastewater quality, bio-solids, issues and policies that impact customers, emergency procedures, how to protect property during adverse weather, and promote practices to increase customer access to decision making processes.

Activity Objective: To provide written and verbal communication to the public and City employees about department activities and events so that they can be aware, understand and appreciate the services/events offered.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Solicit news coverage through media contacts and news releases
 Answer media requests and assistance
 News release writing and distribution
 Poster, brochure and newsletter production
 News conference planning and coordination
 Press conferences, other speaking engagements
 Citizen complaint response

Water Wastewater Utility-2002-03

Activity: *PIO/Community Services*

Activity Code: *9SVC*

Program Name: *Support Services*

Special events planning
Coordination speaking engagements
Maintaining Internet/Intranet sites
Community meeting coordination
Community hotline support

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Laurie Lentz 972-0151

Water Wastewater Utility-2002-03

Activity: Purchasing, Payment Processing, MBE/WBE

Activity Code: 9PUR

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$374,819	\$553,888	\$494,364	\$507,638	\$507,638
Total Requirements	\$374,819	\$553,888	\$494,364	\$507,638	\$507,638
Full-Time Equivalents	8.00	11.00	11.00	11.00	11.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	\$15.91	\$15.91	\$15.91	\$15.91	\$15.91
Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors	Result	MBE: 19.00% WBE: 25.07%	MBE:25% WBE:10%	MBE:25% WBE:10%	MBE:25% WBE:10%	MBE:25% WBE:10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	27	25 days	25 days	25 days	25 days

Activity History and Description: This area was created to provide the Water and Wastewater Utility with support in coordinating the purchase and payment of all contractual services, commodities, vehicles, and equipment in accordance with all City and State purchasing policies and procedures. This activity is also responsible for the Utility's MBE/WBE compliance monitoring. In 1992, the Austin City Code Chapter 507 was amended to establish a Minority-and Women owned business enterprise (MBE/WBE) procurement program. The aim of this program is to promote MBE and WBE participation in all areas of the City's procurement, through its prime contract awards and subcontracts, and to afford MBEs and WBEs and equal opportunity to compete for all City contracts.

Activity Objective: To provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Bid processing (under \$5,000)
Contract administration, monitoring and compliance

Water Wastewater Utility-2002-03

Activity: *Purchasing, Payment Processing, MBE/WBE*

Activity Code: *9PUR*

Program Name: *Support Services*

RCA preparation for contract awards

Coordinating RFQs

Checking under \$5,000 guidelines

Technical assistance

Purchase reporting and payment activities

Payments processing

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Bernadine Davis

972-0324

Water Wastewater Utility-2002-03

Activity: Vehicle / Equipment Maintenance

Activity Code: 9VEH

Program Name: Support Services

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$31,710	\$76,725	\$103,950	\$135,529	\$135,529
Water/Wastewater Utility Operating Fund	\$994,222	\$966,412	\$1,000,444	\$851,079	\$851,079
Total Requirements	\$1,025,932	\$1,043,137	\$1,104,394	\$986,608	\$986,608
Full-Time Equivalents	14.00	14.00	13.00	13.00	13.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Total departmental maintenance cost per piece of equipment (includes charges from inside per outside repair centers)	Efficiency	\$2,649	\$2,804	\$650	\$500	\$500
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	Result	Data not Available	100%	70%	80%	80%

Activity History and Description: Fleet and equipment repairs provides centralized services for the Utility which includes: coordination of vehicle repairs, repair of power tools and equipment, welding, carpentry, vehicle and equipment pool and skilled heavy equipment operators.

Activity Objective: To provide maintenance and repair of City vehicle and equipment for the department to foster safe transportation and operations.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

In-house equipment repairs,
Outsourced vehicle maintenance and repair, Vehicle maintenance and repair, vehicle maintenance scheduling and monitoring

Changes in Requirements and Performance Measures: Activity decreased \$56,529 or 5.4% due to a reallocation of 1 FTE to the Collection System Pipeline Maintenance activity.

Responsible Employee: David Anders 972-0323

Water Wastewater Utility-2002-03

Activity: Debt Interest and Commission

Activity Code: 9DBT

Program Name: Transfers / Other Requirements

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$127,486	\$114,466	\$83,729	\$113,176	\$113,176
Total Requirements	\$127,486	\$114,466	\$83,729	\$113,176	\$113,176
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Not applicable		N/A	N/A	N/A	N/A	N/A

Activity History and Description: This is a semi-core activity. No legal mandate. To provide accounting for Debt interest and commission expense associated with Debt

Activity Objective: This activity includes miscellaneous expenses.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

General Interest Accruals, Commission on Debt, Commission on Water District Bonds, Commercial Paper
Administrative Costs, Revenue Bond Commissions, Arbitrage Administrative Expense

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: David Anders 972-0320

Water Wastewater Utility-2002-03

Activity: Debt Transfers
Activity Code: 9XDT
Program Name: Transfers / Other Requirements

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$93,857,499	\$102,724,458	\$100,799,949	\$95,247,549	\$95,247,549
Total Requirements	\$93,857,499	\$102,724,458	\$100,799,949	\$95,247,549	\$95,247,549
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Not applicable	N/A	N/A	N/A	N/A	N/A

Activity History and Description: To provide accounting for the transfer of Administrative support from the General Fund, Information Services, jobbing and contracting and other special services.

Activity Objective: This activity provides financial transfers for debt payments in accordance with the financial policies adopted by the City Council.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Revenue Bond
 Redemption Fund
 Debt Management Fund
 Commercial Paper
 General Obligation Debt

Changes in Requirements and Performance Measures: Activity decreased \$7,476,909 or 7.28% due to decreases in scheduled principal and interest payments for Revenue, Contract, General Obligation, and Water District bonds, Certificates of Participation, and Commercial Paper.

Responsible Employee: David Anders 972-0323

Water Wastewater Utility-2002-03

Activity: *Interfund Transfers*
Activity Code: *9XFR*
Program Name: *Transfers / Other Requirements*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$45,705,091	\$64,390,848	\$64,419,848	\$49,245,475	\$49,245,475
Total Requirements	\$45,705,091	\$64,390,848	\$64,419,848	\$49,245,475	\$49,245,475
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Not Applicable	N/A	N/A	N/A	N/A	N/A

Activity History and Description: This is a core activity. No legal mandate. To provide accounting for the transfer of Administrative support from the General Fund, Information Services, jobbing and contracting and other special services.

Activity Objective: This activity provides financial transfers in accordance with the financial policies adopted by the City Council.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

General Fund transfer
 Water and Wastewater's Capital Improvement Program transfer
 Worker's Compensation transfer
 Liability Reserve transfer
 Public Improvement District Transfer
 Environmental Remediation fund transfer

Changes in Requirements and Performance Measures: The Interfund Transfers activity includes an increase of \$272,000 for the Water and Wastewater Utility's share of the cost of GIS mapping flyover. This activity decreased \$15,417,373 mainly due to an overall decrease in the transfer to CIP.

Responsible Employee: Perwez Moheet 972-0125

Water Wastewater Utility-2002-03

Activity: Other Requirements

Activity Code: 9REQ

Program Name: Transfers / Other Requirements

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$132,900	\$150,000	\$100,668	\$1,668,176	\$1,668,176
Water/Wastewater Utility Operating Fund	\$9,882,868	\$13,221,254	\$12,801,162	\$12,003,120	\$12,003,120
Total Requirements	\$10,015,768	\$13,371,254	\$12,901,830	\$13,671,296	\$13,671,296
Full-Time Equivalents	0.00	0.00	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures: Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Not Applicable	N/A	N/A	N/A	N/A	N/A

Activity History and Description: To provide accounting for the transfer of Administrative support from the General Fund, Information Services, jobbing and contracting and other special services.

Activity Objective: This activity includes miscellaneous expenses.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Bad debt expenses
Special support
Jobbing and Contract

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Perwez Moheet 972-0125

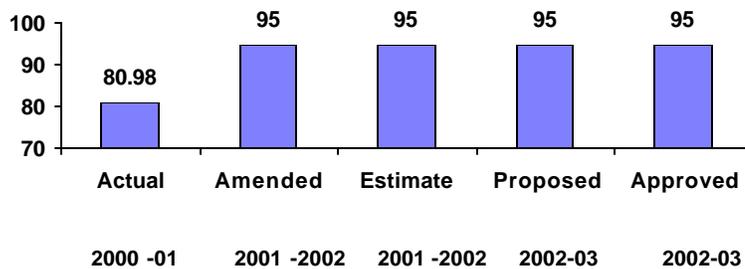
Water Wastewater Utility-2002-03

Program: Wastewater Treatment

Program Objective: To provide operations and maintenance services to the wastewater treatment plant system in order to produce treated effluent and biosolids products that protect the public's health and the environment for our customers and downstream users.

Program Results Measures:

Percentage that the daily average BOD is below the 10 mg/l standard for effluent quality



Performance Measures:

	2000-01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of digester effluent biosolids reused as compost or is land applied	47.89%	42%	42%	42%	42%
Percentage of preventive maintenance to total maintenance for process related equipment	62%	50%	50%	50%	50%
Percentage that the average Ammonia content is below the 2 mg/l standard for effluent quality	W - 86.81% S - 73.3% G - 95.21%	W - 87% S - 95% G - 95%			
Percentage that the daily average BOD is below the 10 mg/l standard for effluent quality	80.98	95	95	95	95

List of Activities (Includes all Funding Sources)

Activity Name	2000-01 Actual	2000-01 FTE	2001-2002 Amended	2001-2002 FTE	2001-2002 Estimate	2001-2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Biosolids Plant Operations	\$3,294,652	39.00	\$3,589,077	42.00	\$3,986,424	41.00	\$3,826,252	41.00	\$3,826,252	41.00
Wastewater Plant Construction	\$23,870	1.85	\$116,577	1.80	\$52,810	0.00	\$0	0.00	\$0	0.00

Water Wastewater Utility-2002-03

<i>Program:</i>	<i>Wastewater Treatment</i>									
Wastewater Plant Maintenance	\$4,166,837	74.68	\$4,589,072	71.30	\$4,400,253	70.30	\$4,414,202	70.30	\$4,414,202	70.30
Wastewater Plant Operations	\$8,222,164	48.54	\$7,879,481	44.36	\$7,928,071	42.36	\$7,512,640	42.36	\$7,512,640	42.36
Total	\$15,707,523	164.07	\$16,174,207	159.46	\$16,367,558	153.66	15,753,094	153.66	15,753,094	153.66

Water Wastewater Utility-2002-03

Activity: *Biosolids Plant Operations*

Activity Code: 1BIO

Program Name: *Wastewater Treatment*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$620	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$3,294,032	\$3,589,077	\$3,986,424	\$3,826,252	\$3,826,252
Total Requirements	\$3,294,652	\$3,589,077	\$3,986,424	\$3,826,252	\$3,826,252
Full-Time Equivalents	39.00	42.00	41.00	41.00	41.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per dry ton of biosolids treated and reused	Efficiency	\$113.21	\$131	\$145	\$140	\$140
Dry tons of biosolids processed	Output	26,752	27,500	27,500	27,500	27,500
Percent of digester effluent biosolids reused as compost or is land applied	Result	47.89%	42%	42%	42%	42%

Activity History and Description: This is a core activity. This activity is required and permitted by the TNRC. The Hornsby Bend Biosolids Management treatment facility receives all biosolids from the three other WW treatment plants and processes the biosolids for beneficial use. There is an average of 27,500 dry tons of wastewater biosolids received from the three wastewater treatment plants each year.

Activity Objective: To provide treatment for the biosolids generated from the wastewater treatment plant processes in order to beneficially reuse the biosolids.

Services of the Activity:

Core Services

Treated wastewater biosolids
Process biosolids for reuse

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Reallocation of 1 FTE to Wastewater TV Inspection, Inflow & Infiltration activity, otherwise, substantially the same.

Responsible Employee: Bill Sellstrom 972-1955

Water Wastewater Utility-2002-03

Activity: Wastewater Plant Construction

Activity Code: 1SPC

Program Name: Wastewater Treatment

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$1,835	\$37,304	\$50,541	\$0	\$0
Water/Wastewater Utility Operating Fund	\$22,035	\$79,273	\$2,269	\$0	\$0
Total Requirements	\$23,870	\$116,577	\$52,810	\$0	\$0
Full-Time Equivalents	1.85	1.80	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: This is a semi-core activity. No legal mandate. This Activity was established in FY 2001 to report the Construction and Rehabilitation projects at the Wastewater Treatment Plants that are of immediate concern due to time constraints, severely deteriorated or inadequate facilities and/or may be too small in size and cost to be effectively put out for contract. Due to the lack of these Wastewater Plant projects in FY 2001 and FY 2002, it was determined that this activity should be merged with activity 3PRC Wastewater Pipeline Rehabilitation and Construction activity in FY 2003.

Activity Objective: To provide construction services to the Utility's treatment plant facilities in order to meet their operations and maintenance needs.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

- Installing wastewater lines within the plants
- Installing pressure taps
- Installing conduit
- Building manholes and vaults
- Preparing subgrade and placing concrete structures
- Installation of experimental alternative wastewater treatment facilities

Changes in Requirements and Performance Measures: Activity decreased by \$116,577 due to the transfers of 1.8 FTEs and related costs to other activities. 1.62 FTEs were allocated to Wastewater Pipeline Rehab and Construction and 0.18 FTEs transferred to Collection Pipeline Maintenance.

Responsible Employee: George Calhoun

972-0739

Water Wastewater Utility-2002-03

Activity: Wastewater Plant Maintenance

Activity Code: 1SPM

Program Name: Wastewater Treatment

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$32,863	\$169,795	\$98,070	\$158,510	\$158,510
Water/Wastewater Utility Operating Fund	\$4,133,974	\$4,419,277	\$4,302,183	\$4,255,692	\$4,255,692
Total Requirements	\$4,166,837	\$4,589,072	\$4,400,253	\$4,414,202	\$4,414,202
Full-Time Equivalents	74.68	71.30	70.30	70.30	70.30

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of work orders requested	Demand	3,508	4,570	4,570	4,570	4,570
Maintenance cost per million gallons of wastewater treated	Efficiency	\$78	\$98	\$95	\$95	\$95
Number of work orders completed	Output	3,413	4,570	4,570	4,570	4,570
Percentage of preventive maintenance to total maintenance for process related equipment	Result	62%	50%	50%	50%	50%

Activity History and Description: This is a core activity. This activity is mandated by the EPA and the TNRCC through NPDES Permitting of each facility. The regulatory agency establishes quality goals to meet at each facility and performs annual inspections to ensure proper operations. The primary responsibility of Wastewater Plant Maintenance is to provide equipment maintenance for the Wastewater Plants. In FY 2001 the Electric/Instrument & Control Maintenance function was combined with the plant maintenance in order to account for all plant maintenance costs in a single reporting activity.

Activity Objective: To provide equipment maintenance for the wastewater treatment plants in order to produce effluent that protects the public's health and the environment.

Services of the Activity:

Core Services

Mechanical maintenance
Electrical maintenance
Instrumentation & Control Maintenance

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Activity decreased \$174.870 primarily due to the reallocation of 1 FTE to Lift Stations, otherwise substantially the same.

Responsible Employee: Bill Sellstrom

972-1955

Water Wastewater Utility-2002-03

Activity: Wastewater Plant Operations

Activity Code: 1SPO

Program Name: Wastewater Treatment

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$8,222,164	\$7,879,481	\$7,928,071	\$7,512,640	\$7,512,640
Total Requirements	\$8,222,164	\$7,879,481	\$7,928,071	\$7,512,640	\$7,512,640
Full-Time Equivalents	48.54	44.36	42.36	42.36	42.36

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Projected million gallons of wastewater treated	Demand	32,848	33,470	33,470	33,470	33,470
Operating cost per million gallons of wastewater treated	Efficiency	\$235.77	\$235	\$237	\$225	\$225
Actual million gallons of wastewater treated	Output	34,851	33,470	33,470	33,470	33,470
Percentage that the average Ammonia content is below the 2 mg/l standard for effluent quality	Result	W - 86.81% S - 73.3% G - 95.21%	W - 87% S - 95% G - 95%			
Percentage that the daily average BOD is below the 10 mg/l standard for effluent quality	Result	80.98	95	95	95	95

Activity History and Description: This is a core activity. This activity is mandated by the EPA and the TNRC through NPDES Permitting of each facility. The regulatory agency establishes quality goals to meet at each facility and performs annual inspections to ensure proper operations.

The first wastewater facility was built in 1917 on the banks of the Colorado River. In 1937, this facility was replaced with the Govalle Wastewater Treatment Plant. Two additional facilities, Walnut Creek and South Austin Regional WWTP, were brought on line in 1977 and 1987, respectively.

Activity Objective: To provide treatment of wastewater for Utility customers in order to produce effluent that protects the public's health and the environment.

Services of the Activity:

Water Wastewater Utility-2002-03

Activity: *Wastewater Plant Operations*

Activity Code: *1SPO*

Program Name: *Wastewater Treatment*

Core Services

Semi Core Services

Service Enhancements

Treatment of Wastewater
Regulatory documentation

**Changes in Requirements and
Performance Measures:**

Reallocation of 1 FTE to Wastewater TV Inspection, Inflow & Infiltration activity,
and 1 FTE to Lift Stations, otherwise substantially the same.

Responsible Employee:

Bill Sellstrom

972-1955

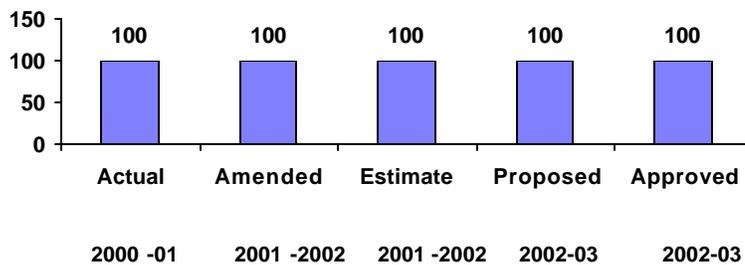
Water Wastewater Utility-2002-03

Program: Wastewater Treatment Support

Program Objective: To provide the necessary engineering, project management, information, and technical services for the Utility's wastewater and biosolids management plants in order to meet community needs and regulatory requirements for safe wastewater effluent.

Program Results Measures:

Percentage compliance with regulatory reporting requirements



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Change order costs as percentage of total construction costs	0.24%	3%	3%	3%	3%
Percentage compliance with regulatory reporting requirements	100%	100%	100%	100%	100%
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	98%	90%	97%	90%	90%
Percentage of engineering projects for wastewater treatment plants requiring change orders exceeding 3% of the project cost	0%	1%	1%	1%	1%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Wastewater Environmental and Regulatory Support	\$345,208	2.40	\$324,771	3.68	\$356,491	3.50	\$329,064	3.50	\$329,064	3.50

Water Wastewater Utility-2002-03

Program:	Wastewater Treatment Support									
Wastewater Treatment and Support Laboratory	\$757,241	11.33	\$751,199	10.83	\$763,234	11.20	\$757,107	11.20	\$757,107	11.20
Wastewater Treatment Engineering	\$695,197	9.18	\$820,886	9.18	\$764,882	9.34	\$852,718	9.34	\$852,718	9.34
Total	\$1,797,646	22.91	\$1,896,856	23.69	\$1,884,607	24.04	\$1,938,889	24.04	\$1,938,889	24.04

Water Wastewater Utility-2002-03

Activity: Wastewater Environmental and Regulatory Support

Activity Code: 2ERW

Program Name: Wastewater Treatment Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$23,602	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$321,606	\$324,771	\$356,491	\$329,064	\$329,064
Total Requirements	\$345,208	\$324,771	\$356,491	\$329,064	\$329,064
Full-Time Equivalents	2.40	3.68	3.50	3.50	3.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor costs for wastewater environmental support	Efficiency	\$171,250	\$50,000	\$50,000	\$50,000	\$50,000
Number of State and Federal rules and regulations that impact the Utility that are monitored, commented on, and reported on	Output	5	4	12	4	4

Activity History and Description: This is a core activity. No legal mandate. Created in 1992 to provide emphasis on environmental and regulatory support within the Utility, the division coordinates Utility-wide reviews of new drinking water/wastewater related regulations, regulatory rule changes and proposed legislation.

Activity Objective: To track proposed and enacted rules and regulations and provide information to Utility management in order to allow the Utility to be proactive in its regulatory compliance.

Services of the Activity:

Core Services

Liaison with State and Federal regulators, Monitor State wastewater legislation, Research wastewater treatment alternatives and methods, Compliance reporting

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures: Reallocation of 0.18 FTE to Water Environmental and Regulatory Support activity, otherwise substantially the same.

Responsible Employee: Maureen Mc Reynolds

972-0073

Water Wastewater Utility-2002-03

Activity: Wastewater Treatment and Support Laboratory

Activity Code: 2LBS

Program Name: Wastewater Treatment Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$757,241	\$751,199	\$763,234	\$757,107	\$757,107
Total Requirements	\$757,241	\$751,199	\$763,234	\$757,107	\$757,107
Full-Time Equivalents	11.33	10.83	11.20	11.20	11.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per test	Efficiency	\$8.22	\$8.57	\$8.77	\$8.68	\$8.68
Number of wastewater test results produced	Output	86,983	87,588	87,000	87,588	87,588
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	Result	98%	90%	97%	90%	90%

Activity History and Description: This is a core activity. It is required of the City of Austin (City) in order to meet the federal regulations promulgated by the United States Environmental Protection Agency (EPA) in Title 40, Code of Federal Regulations (CFR), Parts 122 and 403, and state regulations enforced by the Texas Commission on Environmental Quality (TCEQ) in Title 30 of the Texas Administrative Code and pertinent sections of the Texas Water Code and Texas Health and Safety Code, and as required by the Texas Pollution Discharge Elimination Permits issued to each of the City's wastewater treatment plants.

The Laboratory Services Division collects samples from the wastewater treatment plants and the Colorado River, downstream of the City's wastewater treatment plants.

These samples are subsequently tested at the Laboratory Services Division facilities. The results are reported to TCEQ and EPA on a monthly basis. The Laboratory Services Division must collect and analyze the samples as well as report the information using mandated protocols and frequencies. Laboratory staff is extensively trained on these requirements.

Activity Objective: To produce test results for Wastewater Treatment Support customers in order

Water Wastewater Utility-2002-03

Activity: *Wastewater Treatment and Support Laboratory*

Activity Code: *2LBS*

Program Name: *Wastewater Treatment Support*

to provide them with timely and accurate information to help them make informed decisions about their work.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Test Results

Changes in Requirements and Performance Measures:

Activity increased 0.37 FTE from Distribution System Support Lab. activity, otherwise substantially the same.

Responsible Employee:

Miriam Mora

972-1410

Water Wastewater Utility-2002-03

Activity: Wastewater Treatment Engineering

Activity Code: 2ENS

Program Name: Wastewater Treatment Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$206,379	\$159,954	\$205,833	\$198,032	\$198,032
Water/Wastewater Utility Operating Fund	\$488,818	\$660,932	\$559,049	\$654,686	\$654,686
Total Requirements	\$695,197	\$820,886	\$764,882	\$852,718	\$852,718
Full-Time Equivalents	9.18	9.18	9.34	9.34	9.34

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of SCADA engineering services requested for wastewater treatment plants during the fiscal year	Demand	26	25	25	25	25
Number of work hours spent on SCADA engineering services for the wastewater treatment plants during the fiscal year	Output	810	250	250	250	250
Change order costs as percentage of total construction costs	Result	0.24%	3%	3%	3%	3%
Percent of projects that remain on schedule	Result	N/A	N/A	N/A	95%	95%
Percent of projects within budget	Result	N/A	N/A	N/A	95%	95%
Percentage compliance with regulatory reporting requirements	Result	100%	100%	100%	100%	100%
Percentage of engineering projects for wastewater treatment plants requiring change orders exceeding 3% of the project cost	Result	0%	1%	1%	1%	1%

Activity History and Description: This is a core activity. No legal mandate. The division's primary mission is to provide quality services in the areas of project management, engineering design, technical support, operations and maintenance support, construction services, and act as a customer liaison leading projects, monitoring progress and evaluating results. The division includes personnel with a wide range of expertise and capabilities. These capabilities include expertise in process

Water Wastewater Utility-2002-03

Activity: *Wastewater Treatment Engineering*

Activity Code: 2ENS

Program Name: *Wastewater Treatment Support*

control systems and computer networks, electrical and instrumentation design, process design and optimization, civil and mechanical design, project management, construction management, inspection, treatment operations, environmental monitoring, and regulatory compliance and permitting engineering functions.

Activity Objective:

To provide engineering, technical, and project management services to the wastewater treatment and biosolids management plants in order for them to operate plant control systems to treat wastewater, manage biosolids, and safely discharge the effluent.

Services of the Activity:

Core Services

Project management and coordination for wastewater treatment plant engineering consulting and construction projects. Engineering technical services for wastewater treatment plant processes and equipment systems. Design reviews and comments for wastewater treatment plant engineering projects. Process trouble shooting. Reporting.

Semi Core Services

Dillo Dirt Outlet, SCADA technical/engineering services for wastewater treatment plant control systems. Investigative research.

Service Enhancements

Changes in Requirements and Performance Measures:

Activity increased 0.16 FTE from Water Treatment Engineering activity, otherwise substantially the same.

Responsible Employee:

Suheil Baaklini

972-0247

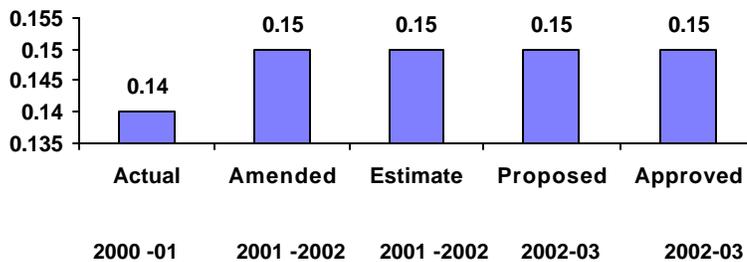
Water Wastewater Utility-2002-03

Program: Water Treatment

Program Objective: To provide operations and maintenance services to the water treatment plant system in order to produce safe, dependable, and affordable drinking water for our customers.

Program Results Measures:

The quality level of treated drinking water as measured by actual NTU compared to maximum allowed by regulators



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Peak day water usage as a percentage of water treatment system capacity	97.170%	94%	94%	94%	94%
Percentage of days that process related equipment does not meet the demand for water due to equipment down time	0%	0%	0%	0%	0%
Percentage of preventive maintenance to total maintenance for process related equipment	91.20%	70%	70%	70%	70%
The quality level of treated drinking water as measured by actual NTU compared to maximum allowed by regulators	0.14	0.15	0.15	0.15	0.15

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Water Plant Construction	\$64,043	1.85	\$115,322	1.80	\$18,877	0.00	\$0	0.00	\$0	0.00
Water Plant Maintenance	\$3,225,539	61.12	\$4,025,716	59.50	\$3,906,217	60.50	\$3,973,033	60.50	\$3,973,033	60.50
Water Plant Operations	\$12,138,259	59.46	\$13,600,482	58.64	\$13,333,190	55.64	\$13,172,310	55.64	\$13,172,310	55.64
Total	\$15,427,841	122.43	\$17,741,520	119.94	\$17,258,284	116.14	\$17,145,343	116.14	\$17,145,343	116.14

Water Wastewater Utility-2002-03

Activity: *Water Plant Construction*

Activity Code: *1WPC*

Program Name: *Water Treatment*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$46,512	\$37,307	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$17,531	\$78,015	\$18,877	\$0	\$0
Total Requirements	\$64,043	\$115,322	\$18,877	\$0	\$0
Full-Time Equivalents	1.85	1.80	0.00	0.00	0.00

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
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Activity History and Description: This is a semi-core activity. No legal mandate. This Activity was established in FY 2001 to report the Construction and Rehabilitation projects at the Water Treatment Plants that are of immediate concern due to time constraints, severely deteriorated or inadequate facilities and/or may be too small in size and cost to be effectively put out for contract. Due to the lack of these Water Plant projects in FY 2001 and FY 2002, it was determined that this activity should be merged with activity 3RCW Water Pipeline Rehabilitation and Construction activity in FY 2003.

Activity Objective: To provide construction services to the Utility's treatment plant facilities in order to meet their operations and maintenance needs.

Services of the Activity:

Core Services

Semi Core Services

Service Enhancements

Installing valves, water lines and services
 Installing conduit
 Constructing valve vaults
 Excavating, preparing subgrade and placing concrete
 Excavating and installing Gabion baskets

Changes in Requirements and Performance Measures: Activity no longer being used. All costs and 1.8 FTEs transferred to Water Pipeline Rehab Construction.

Responsible Employee: George Calhoun

972-0739

Water Wastewater Utility-2002-03

Activity: *Water Plant Maintenance*

Activity Code: *1WPM*

Program Name: *Water Treatment*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$98,846	\$125,587	\$92,300	\$139,739	\$139,739
Water/Wastewater Utility Operating Fund	\$3,126,693	\$3,900,129	\$3,813,917	\$3,833,294	\$3,833,294
Total Requirements	\$3,225,539	\$4,025,716	\$3,906,217	\$3,973,033	\$3,973,033
Full-Time Equivalents	61.12	59.50	60.50	60.50	60.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Projected water pumpage in million gallons	Demand	47,444	48,270	48,270	48,270	48,270
Maintenance activity cost per million gallons of water pumped	Efficiency	\$40.93	\$51.25	\$50	\$50	\$50
Plant water pumping capacity available in million gallons	Output	250	250	250	250	250
Percentage of days that process related equipment does not meet the demand for water due to equipment down time	Result	0%	0%	0%	0%	0%
Percentage of preventive maintenance to total maintenance for process related equipment	Result	91.20%	70%	70%	70%	70%

Activity History and Description: This is a core activity. This activity is regulated by the EPA and the TNRCC through primacy under 30 TAC Chapter 290 Subchapter D. Water Plant Maintenance must allow the facility to meet all federal and state regulations for drinking water as well as treatment requirements for surface water systems. Maintenance is assessed during the annual Sanitary Inspection and records are reviewed.

The primary responsibility of Water Plant Maintenance is to provide equipment maintenance for the Water Plants. In FY 2001 the electric/instrument & control maintenance function is being combined with the plant maintenance in order to account for all plant maintenance costs in a single reporting activity.

Activity Objective: To provide equipment maintenance for the water plants in order to ensure that plant pumping capacity is available when needed to meet community demand.

Water Wastewater Utility-2002-03

Activity: *Water Plant Maintenance*

Activity Code: *1WPM*

Program Name: *Water Treatment*

Services of the Activity:

Core Services

Mechanical maintenance
Electrical maintenance
Instrumentation & Control Maintenance

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

Transfer of 1 FTE from Water Plant Operations, otherwise substantially the same.

Responsible Employee:

Jean Schulze

972-1818

Water Wastewater Utility-2002-03

Activity: *Water Plant Operations*

Activity Code: *1WPO*

Program Name: *Water Treatment*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$203,541	\$15,000	\$56,484	\$15,000	\$15,000
Water/Wastewater Utility Operating Fund	\$11,934,718	\$13,585,482	\$13,276,706	\$13,157,310	\$13,157,310
Total Requirements	\$12,138,259	\$13,600,482	\$13,333,190	\$13,172,310	\$13,172,310
Full-Time Equivalents	59.46	58.64	55.64	55.64	55.64

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Projected water pumpage in million gallons	Demand	47,444	48,270	48,270	48,270	48,270
Operating activity cost per million gallons of water pumped	Efficiency	216.47	\$253.00	\$225	\$225	\$225
Actual water pumpage in million gallons	Output	50,140	48,270	48,270	48,270	48,270
Peak day water usage as a percentage of water treatment system capacity	Result	97.170%	94%	94%	94%	94%
The quality level of treated drinking water as measured by actual NTU compared to maximum allowed by regulators	Result	0.14	0.15	0.15	0.15	0.15

Activity History and Description: This is a core activity. This activity is regulated by the EPA and the TNRCC through primacy under 30 TAC Chapter 290 Subchapter D. Water Plant Operations must meet all federal and state regulations for drinking water as well as treatment requirements for surface water systems. The Water Utility was established in May of 1893, with a facility on the newly constructed Austin Dam. This facility was replaced in 1925 by the Thomas C. Green Water Treatment Plant. Davis was constructed in 1954 and Ullrich in 1969.

Activity Objective: To provide an adequate supply of safe drinking water to Utility customers in order to meet consumption, fire suppression, and other community needs.

Services of the Activity:

Water Wastewater Utility-2002-03

Activity: *Water Plant Operations*

Activity Code: *1WPO*

Program Name: *Water Treatment*

Core Services

Treated water
Sludge disposal
Process control
Regulatory documentation

Semi Core Services

Service Enhancements

Changes in Requirements and Performance Measures:

Reallocation of 1 FTE to Wastewater TV Inspection, Inflow & Infiltration activity, 1 FTE to Water Plant Maintenance and 1 FTE to Pump Station Reservoir Operations and Maintenance, otherwise substantially the same.

Responsible Employee:

Jean Schulze

972-1818

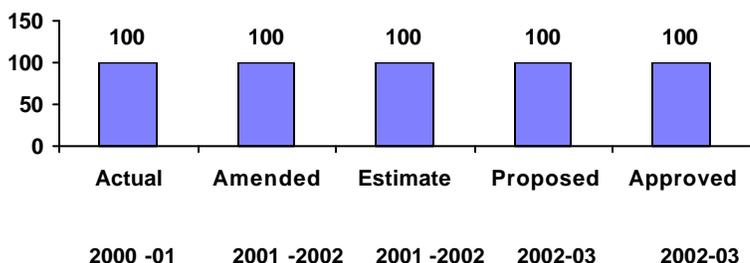
Water Wastewater Utility-2002-03

Program: *Water Treatment Support*

Program Objective: To provide the necessary engineering, project management information, and technical support services for the Utility's water treatment plants in order to meet community needs and regulatory requirements for drinking water.

Program Results Measures:

Percentage compliance with water regulatory reporting requirements



Performance Measures:

	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Change order costs as percentage of total construction costs	0.35%	3%	3%	3%	3%
Percentage compliance with water regulatory reporting requirements	100%	100%	100%	100%	100%
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	100%	90%	98%	90%	90%
Percentage of engineering projects for water treatment plants requiring change orders exceeding 3% of the project cost	0%	1%	1%	1%	1%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Water Environmental and Regulatory Support	\$293,327	1.40	\$384,820	2.66	\$356,611	3.50	\$443,814	3.50	\$443,814	3.50
Water Treatment and Support Laboratory	\$580,439	9.00	\$584,840	8.00	\$670,343	9.20	\$577,636	9.20	\$577,636	9.20
Water Treatment Engineering	\$916,165	9.68	\$901,042	9.68	\$934,891	9.52	\$923,615	9.52	\$923,615	9.52
Total	\$1,789,931	20.08	\$1,870,702	20.34	\$1,961,845	22.22	\$1,945,065	22.22	\$1,945,065	22.22

Water Wastewater Utility-2002-03

Activity: *Water Environmental and Regulatory Support*

Activity Code: *2WER*

Program Name: *Water Treatment Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Water/Wastewater Utility Operating Fund	\$293,327	\$384,820	\$356,611	\$443,814	\$443,814
Total Requirements	\$293,327	\$384,820	\$356,611	\$443,814	\$443,814
Full-Time Equivalents	1.40	2.66	3.50	3.50	3.50

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Labor cost for water environmental support	Efficiency	\$86,058	\$4,000	\$1,300	\$4,000	\$4,000
Number of State and Federal rules and regulations that impact the Utility that are monitored, commented on, and reported on	Output	13	8	14	8	8

Activity History and Description: This is a core activity. No legal mandate. Created in 1992 to provide emphasis on environmental and regulatory support within the Utility, the division coordinates Utility-wide reviews of new drinking water/wastewater related regulations, regulatory rule changes and proposed legislation and provides comments to Utility management on their potential impact. Division monitors compliance with drinking water and wastewater regulations and prepares documentation for state and federal permits. The division also provides staff liaison with environmental groups, manages special environmental studies, and coordinates research activities associated with the Center for Environmental Research.

Activity Objective: To track proposed and enacted rules and regulations and provide information to Utility management in order to allow the Utility to be proactive in its regulatory compliance.

Services of the Activity:

Core Services

Liaison with State and Federal regulators
Monitor State legislation
Research water treatment alternatives and methods

Semi Core Services

Service Enhancements

Water Wastewater Utility-2002-03

Activity: *Water Environmental and Regulatory Support*

Activity Code: *2WER*

Program Name: *Water Treatment Support*

Land management of identified
watershed areas
Compliance reporting

**Changes in Requirements and
Performance Measures:** Activity increased \$58,994 or 15.3% due to an increase of 0.18 FTE from
Wastewater Environmental/Regulatory Support Land Management (2ERW),
and .066 FTE from Environmental Regulatory Support and Land Management
(6ERM).

Responsible Employee: Maureen McReynolds 972-0073

Water Wastewater Utility-2002-03

Activity: *Water Treatment and Support Laboratory*

Activity Code: *2LBW*

Program Name: *Water Treatment Support*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$0	\$0	\$0	\$0	\$0
Water/Wastewater Utility Operating Fund	\$580,439	\$584,840	\$670,343	\$577,636	\$577,636
Total Requirements	\$580,439	\$584,840	\$670,343	\$577,636	\$577,636
Full-Time Equivalents	9.00	8.00	9.20	9.20	9.20

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per test	Efficiency	\$12.92	\$14.38	\$15.06	\$14.26	\$14.26
Number of water test results produced	Output	43,191	40,680	44,500	40,680	40,680
Percentage of analytical results submitted in EPA Performance Evaluation studies that are evaluated as "Acceptable"	Result	100%	90%	98%	90%	90%

Activity History and Description: This is a core activity. It is required under the Federal Safe Drinking Water Act and 30 Texas Administrative Code, Chapter 290.46 Subchapter D to ensure that all drinking water quality standards are met.

The Laboratory Services Division collects samples from Lake Travis, Lake Austin, Town Lake, the Water Treatment Plants, and the water distribution system.

These samples are subsequently tested at the Laboratory Services Division facilities. The results are reported to TCEQ for compliance purposes. The results are also reported to Utility operations staff to enable them to verify their own process control information and decisions. The Laboratory Services Division must collect and analyze the samples as well as report the information using mandated protocols and frequencies. Laboratory staff is extensively trained on these requirements and the division holds two accreditations. One accreditation is from the state for microbiological testing of drinking water and another for the chemical testing of drinking water under the Safe Drinking Water Act Information Collection Rule.

Water Wastewater Utility-2002-03

Activity: *Water Treatment and Support Laboratory*

Activity Code: *2LBW*

Program Name: *Water Treatment Support*

Activity Objective: To produce test results for Water Treatment Support customers in order to provide them with timely and accurate information to help them make informed decisions about their work.

Services of the Activity:

Core Services

Sample collection, Test results

Semi Core Services

Complaint research and resolution

Service Enhancements

Changes in Requirements and Performance Measures:

Activity increased by 0.14 FTE from Conservation and Reuse Support Lab. activity, 0.63 FTE from Collection System Support Lab. activity, and 0.43 FTE from Distribution Support Lab. activity otherwise, substantially the same.

Responsible Employee:

Miriam Mora

972-1410

Water Wastewater Utility-2002-03

Activity: Water Treatment Engineering

Activity Code: 2ENW

Program Name: Water Treatment Support

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	\$241,587	\$180,874	\$207,750	\$224,686	\$224,686
Water/Wastewater Utility Operating Fund	\$674,578	\$720,168	\$727,141	\$698,929	\$698,929
Total Requirements	\$916,165	\$901,042	\$934,891	\$923,615	\$923,615
Full-Time Equivalents	9.68	9.68	9.52	9.52	9.52

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of SCADA engineering services requested for water treatment plants during the fiscal year	Demand	26	25	25	25	25
Number of work hours spent on SCADA engineering services for the water treatment plants during the fiscal year	Output	207	175	175	175	175
Change order costs as percentage of total construction costs	Result	0.35%	3%	3%	3%	3%
Percent of projects that remain on schedule	Result	N/A	N/A	N/A	95%	95%
Percent of projects that remain within budget	Result	N/A	N/A	N/A	95%	95%
Percentage compliance with water regulatory reporting requirements	Result	100%	100%	100%	100%	100%
Percentage of engineering projects for water treatment plants requiring change orders exceeding 3% of the project cost	Result	0%	1%	1%	1%	1%

Activity History and Description: This is a core activity. No legal mandate. The division's primary mission is to provide quality services in the areas of project management, engineering design, technical support, operations and maintenance support, construction services, and act as a customer liaison leading projects, monitoring progress and evaluating results. The division includes personnel with a wide range of

Water Wastewater Utility-2002-03

Activity: *Water Treatment Engineering*

Activity Code: *2ENW*

Program Name: *Water Treatment Support*

expertise and capabilities. These capabilities include expertise in process control systems and computer networks, electrical and instrumentation design, process design and optimization, civil and mechanical design, project management, construction management, inspection, treatment operations, environmental monitoring, and regulatory compliance and permitting engineering functions.

Activity Objective:

To provide engineering, technical, and project management services to the water treatment plants in order for them to operate plant control systems to supply safe drinking water and fire suppression to the community.

Services of the Activity:

Core Services

Project management and coordination for water treatment plant
Engineering technical services for water treatment plant processes and equipment systems,
Design Reviews and comments for water treatment plant engineering projects
Process trouble shooting

Semi Core Services

SCADA technical/ engineering services for water treatment plant control systems, Investigative research Reporting

Service Enhancements

Changes in Requirements and Performance Measures:

Reallocation of 0.16 FTE to Wastewater Treatment Engineering activity, otherwise substantially the same.

Responsible Employee:

Suheil Baaklini

972-0247

Hotel/Motel Bed Tax Fund — 2002-03

Purpose and Nature of Fund

The Hotel/Motel Bed Tax Fund is a special revenue fund established to deposit receipts due to the city from the Hotel Occupancy Tax and distribute those proceeds according to City Ordinance 900830-L. The city collects nine cents per dollar of room occupancy fees. This rate increased in 1998 from seven cents per dollar to nine cents.

Factors Affecting Funding

Projections for the Hotel/Motel Bed Tax receipts are based on analyzing the Hotel/Motel industry performance for the Austin metropolitan area and comparing actual results to the market analysis reports produced for the hotel industry. Bed tax revenue for 2002-03 of \$26.0 million is 16.0% lower than the 2001-02 Amended Budget of \$31.0 million and 5.1% higher than the 2001-02 estimated revenue of \$24.8 million.

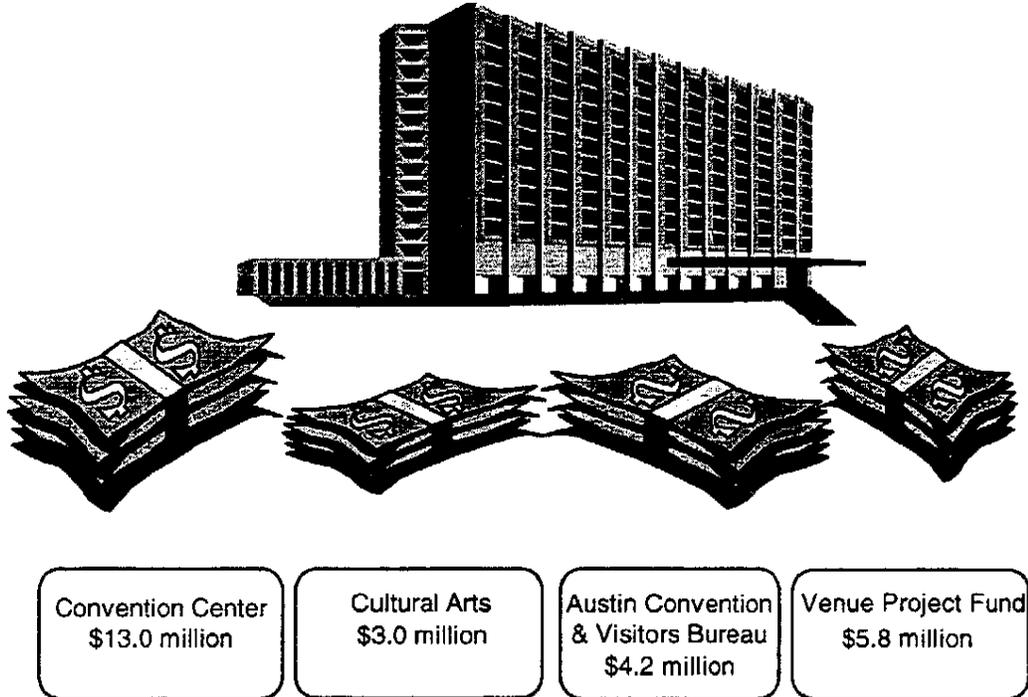
Actual Hotel/Motel Bed Tax revenue is affected by a combination of hotel occupancy rates and average room rate charges. The 2001-02 estimated revenue and the 2002-03 revenue is lower than the 2001-02 budgeted amount due to current economic conditions. It is anticipated that occupancy rates and room charges will increase slightly in 2002-03.

Factors Affecting Requirements

The city receives nine cents on each dollar of qualified room occupancy rents. The budgeted 2002-03 Hotel/Motel Bed Tax Fund allocates 4.5 cents of the nine cents of bed tax revenue collections to debt service related to the Convention Center. The Venue Project Fund, which is used to pay debt service on bonds issued to pay for the expansion of the Convention Center and the Waller Creek Tunnel Project, receives two cents of out of the nine cents received by the City. The Tourism and Promotion Fund receives 1.45 cents of total bed tax revenue. The revenue distribution to the Cultural Arts Fund is 1.05 cents of every nine cents of bed tax receipts.

Hotel/Motel Bed Tax Fund — Total Budget \$26.0 million

Operating Budget \$26.0 million



Revenue:

The Hotel/Motel Bed Tax Fund receives revenue from taxes imposed on room occupancy fees of Austin hotels and motels. The city collects 9 cents per dollar.

Expenditures:

The fund distributes the proceeds from tax collections according to Ordinance 900830-L. Of the 9 cents, 4.5 cents goes to the Convention Center, 1.05 cents goes to the Cultural Arts Fund, 1.45 cents is allocated to the Austin Convention and Visitors Bureau, and 2 cents is allocated to the Venue Project Fund.

	2000-01 Actual	2001-02 Amended	2001-02 Estimate	2002-03 Proposed	2002-03 Approved
Hotel/Motel Bed Tax Fund					
Revenue	\$31,144,551	\$30,979,000	\$24,783,200	\$26,047,144	\$26,047,144
Requirements	\$31,144,551	\$30,979,000	\$24,783,200	\$26,047,144	\$26,047,144

For More Information, the Hotel/Motel Bed Tax Fund is presented in detail in Volume IV.

HOTEL/MOTEL FUND SUMMARY

	<u>2000-01 ACTUAL</u>	<u>2001-02 AMENDED</u>	<u>2001-02 ESTIMATED</u>	<u>2002-03 PROPOSED</u>	<u>2002-03 APPROVED</u>
BEGINNING BALANCE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
REVENUE					
Penalties & Interest	27,670	25,000	20,000	21,020	21,020
Hotel/Motel Taxes	24,214,678	24,075,334	19,260,267	20,242,541	20,242,541
Hotel/Motel Taxes-2cent increase	<u>6,902,203</u>	<u>6,878,666</u>	<u>5,502,933</u>	<u>5,783,583</u>	<u>5,783,583</u>
TOTAL REVENUE	<u>31,144,551</u>	<u>30,979,000</u>	<u>24,783,200</u>	<u>26,047,144</u>	<u>26,047,144</u>
TRANSFERS OUT					
Tourism and Promotion Fund	5,021,275	4,991,061	3,992,849	4,196,485	4,196,485
Convention Center Tax Fund	15,579,972	15,489,500	12,391,600	13,023,572	13,023,572
Cultural Arts Fund	3,634,952	3,614,217	2,891,374	3,038,834	3,038,834
Venue Project Fund	<u>6,908,352</u>	<u>6,884,222</u>	<u>5,507,378</u>	<u>5,788,254</u>	<u>5,788,254</u>
TOTAL REQUIREMENTS	<u>31,144,551</u>	<u>30,979,000</u>	<u>24,783,200</u>	<u>26,047,144</u>	<u>26,047,144</u>
EXCESS (DEFICIENCY) OF REVENUE OVER TOTAL REQUIREMENTS	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

Tourism and Promotion Fund — 2002-2003

Purpose and Nature of Fund

The Tourism and Promotion Fund is a special revenue fund that receives 1.45 cents of the 9.0 cents Hotel Occupancy Tax to promote conventions and tourism for Austin. Of the 1.45 cents up to .25 cent must be used for heritage tourism as mandated by City Ordinance.

Factors Affecting Funding

The allocation of bed tax receipts to the Tourism and Promotion Fund for 2002-2003 is \$4.2 million. This funding is 15.9% lower than the 2001-2002 Amended Budget and 5.1% higher than estimated receipts for 2001-2002. The increase is based on higher hotel occupancy rates and average room rate charges. Additional revenue sources for the Tourism and Promotion Fund include interest earnings, budgeted at \$50,000.

Factors Affecting Requirements

The total Approved requirements are \$5.0 million, which is 6.6% higher than the 2001-2002 Estimated Budget and 5.5% lower than the 2001-2002 Amended Budget. Currently tourism and promotion activities are performed by the Austin Convention and Visitors Bureau (ACVB) through a contract with the City. In prior years, the City set aside 10 percent of total Hotel/Motel Bed Tax Revenue as a contingency reserve in the event that revenues fell below projections. During FY2002-03 to minimize the impact of decreasing revenues on ACVB operations, no contingency or working capital reserve is being set aside. If revenues are below approved levels in FY2002-03, ACVB will be required to reduce its budget accordingly.

TOURISM AND PROMOTION FUND SUMMARY

	<u>2000-2001 ACTUAL</u>	<u>2001-2002 AMENDED</u>	<u>2001-2002 ESTIMATED</u>	<u>2002-2003 PROPOSED</u>	<u>2002-2003 APPROVED</u>
BEGINNING BALANCE	<u>1,374,314</u>	<u>1,151,201</u>	<u>1,088,872</u>	<u>997,156</u>	<u>597,871</u>
REVENUE					
Interest on Investments	<u>62,910</u>	<u>65,000</u>	<u>52,000</u>	<u>50,000</u>	<u>50,000</u>
TOTAL REVENUE	<u>62,910</u>	<u>65,000</u>	<u>52,000</u>	<u>50,000</u>	<u>50,000</u>
TRANSFERS IN					
Hotel/Motel Bed Tax Revenue	<u>5,021,275</u>	<u>4,991,061</u>	<u>3,992,849</u>	<u>4,196,485</u>	<u>4,196,485</u>
General Fund	<u>125,382</u>	<u>125,382</u>	<u>125,382</u>	<u>125,382</u>	<u>125,382</u>
TOTAL TRANSFERS IN	<u>5,146,657</u>	<u>5,116,443</u>	<u>4,118,231</u>	<u>4,321,867</u>	<u>4,321,867</u>
TOTAL AVAILABLE FUNDS	<u>5,209,567</u>	<u>5,181,443</u>	<u>4,170,231</u>	<u>4,371,867</u>	<u>4,371,867</u>
EXPENSES					
Tourism and Promotion Contracts	<u>5,187,380</u>	<u>5,260,159</u>	<u>4,661,232</u>	<u>4,956,645</u>	<u>4,969,738</u>
Steam Train	<u>167,397</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL OPERATING EXPENSES	<u>5,354,777</u>	<u>5,260,159</u>	<u>4,661,232</u>	<u>4,956,645</u>	<u>4,969,738</u>
TOTAL REQUIREMENTS	<u>5,354,777</u>	<u>5,260,159</u>	<u>4,661,232</u>	<u>4,956,645</u>	<u>4,969,738</u>
EXCESS (DEFICIENCY) OF AVAILABLE FUNDS OVER REQUIREMENTS	<u>(145,210)</u>	<u>(78,716)</u>	<u>(491,001)</u>	<u>(584,778)</u>	<u>(597,871)</u>
Adjustment to GAAP	<u>(140,232)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u>1,088,872</u>	<u>1,072,485</u>	<u>597,871</u>	<u>412,378</u>	<u>0</u>
COMPONENTS OF ENDING BALANCE					
Contingency Reserve	502,128	499,106	0	0	0
Unreserved Ending Balance	174,366	161,000	185,492	0	0
Working Capital Reserve	412,379	412,379	412,379	412,378	0

Mueller Airport Disposition Fund — 2002-2003

Purpose and Nature of Fund

The Mueller Airport Disposition Fund was established by the ordinance authorizing the issuance of \$30 million Airport System Prior Lien Revenue Bonds for new airport development in September 1989. As specified by the ordinance, net proceeds received by the City from the sale, lease, or other disposition of the land and improvements constituting Mueller Airport shall be deposited into the Mueller Airport Disposition Fund. These funds may be used for any lawful purposes after the payment of all costs and expenses incurred by the City incident to the closing of Mueller Airport for aviation purposes. In 1997-98, the City requested, and the Federal Aviation Administration approved, an agreement under which Mueller land and facilities will be exchanged for Bergstrom land and facilities. As additional consideration for the exchange, the Aviation Department committed to pay the amount of \$8 million for the costs of environmental cleanup of Mueller after closure and the first two years of operations and maintenance expenses incurred to maintain and preserve the closed facility. Operations and maintenance expenses were limited to \$1.5 million per year for the first two years after the date of beneficial occupancy of ABIA. The two-year period ended May 2001; only environmental clean-up costs remain. Any additional costs required to maintain or dispose of Mueller will be paid by the City's General Fund and will not be charged to Bergstrom users.

Factors Affecting Funding

Total committed funds of \$8 million were transferred in 2000-2001. The sole source of available funds was a transfer from the Airport Capital Fund. Interest earnings will be deposited in the Mueller Disposition Fund.

Factors Affecting Requirements

Total requirements during 2002-03 are approved to be \$1,400,000 for environmental mitigation of Robert Mueller Municipal Airport after closure.

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Transfers in	\$4,194,988	\$0	\$0	\$0	\$0
Requirements	\$3,942,128	\$1,986,569	\$932,664	\$1,400,000	\$1,400,000

MUELLER AIRPORT DISPOSITION FUND SUMMARY

	2000-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	<u>1,671,892</u>	<u>1,790,880</u>	<u>2,625,534</u>	<u>1,692,870</u>	<u>1,692,870</u>
TRANSFERS IN					
Transfers from Airport Capital Fund	4,194,988	0	0	0	0
TOTAL AVAILABLE FUNDS	<u>4,194,988</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
EXPENSES					
Operating Expenses	3,942,128	1,986,569	932,664	1,400,000	1,400,000
TOTAL EXPENSES	<u>3,942,128</u>	<u>1,986,569</u>	<u>932,664</u>	<u>1,400,000</u>	<u>1,400,000</u>
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER TOTAL EXPENSES	<u>252,860</u>	<u>(1,986,569)</u>	<u>(932,664)</u>	<u>(1,400,000)</u>	<u>(1,400,000)</u>
Adjustment to GAAP	<u>700,782</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u><u>2,625,534</u></u>	<u><u>(195,689)</u></u>	<u><u>1,692,870</u></u>	<u><u>292,870</u></u>	<u><u>292,870</u></u>

Mueller Airport Disposition Fund — 2002-2003

Significant Revenue and Expenditure Changes

Expenditure Changes

Dollars

FTEs

1.

Operating expenses are projected to decrease \$586,569 primarily due to a decrease in environmental remediation costs. The operational costs required to maintain or dispose of Mueller will be paid by other City funding sources.

(\$586,569)

One Texas Center — 2002-03

Purpose and Nature of Fund

The One Texas Center Fund is a special revenue fund that accounts for revenue and debt service requirements for One Texas Center, a multi-story office building located on Barton Springs Road. This fund receives income from the building's operations.

Factors Affecting Revenue

One Texas Center houses several City departments as well as two private tenants. Rent received from departments housed in One Texas Center and private tenants covers building operating costs. Net revenue from operations is projected to be \$1,817,230 in 2002-03.

Factors Affecting Requirements

In July 2002, the taxable notes originally issued in 1997 to acquire One Texas Center were refinanced. Net revenue from operations will be used to pay the 2002-03 debt service payments of \$689,979. The fund is expected to end 2002-03 with a fund balance of approximately \$1.0 million.

ONE TEXAS CENTER

	<u>2000-01 ACTUAL</u>	<u>2001-02 AMENDED</u>	<u>2001-02 ESTIMATED</u>	<u>2002-03 PROPOSED</u>	<u>2002-03 APPROVED</u>
BEGINNING BALANCE	<u>(361,776)</u>	<u>(658,723)</u>	<u>(555,355)</u>	<u>(121,852)</u>	<u>(121,852)</u>
REVENUE					
Operating Income	<u>2,222,959</u>	<u>1,868,945</u>	<u>1,833,641</u>	<u>1,817,230</u>	<u>1,817,230</u>
TOTAL REVENUE	<u>2,222,959</u>	<u>1,868,945</u>	<u>1,833,641</u>	<u>1,817,230</u>	<u>1,817,230</u>
REQUIREMENTS					
Transfer to GO Debt Service	<u>2,416,538</u>	<u>1,866,850</u>	<u>1,400,138</u>	<u>689,979</u>	<u>689,979</u>
TOTAL REQUIREMENTS	<u>2,416,538</u>	<u>1,866,850</u>	<u>1,400,138</u>	<u>689,979</u>	<u>689,979</u>
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	<u>(193,579)</u>	<u>2,095</u>	<u>433,503</u>	<u>1,127,251</u>	<u>1,127,251</u>
Adjustment to GAAP	0	0	0	0	0
ENDING BALANCE	<u><u>(555,355)</u></u>	<u><u>(656,628)</u></u>	<u><u>(121,852)</u></u>	<u><u>1,005,399</u></u>	<u><u>1,005,399</u></u>

Sustainability Fund – 2002-2003

Purpose and Nature of Fund

The Sustainability Fund was created in FY 2000-01 to provide resources for projects that will help the City of Austin build a sustainable economic, environmental, and equitable infrastructure.

Factors Affecting Revenue

Approved Sustainability Fund revenue of \$8.1 million is comprised of transfers from the General Fund and the City's major enterprise operating funds. The Approved Budget includes a General Fund transfer of \$4.6 million and transfers of one percent of total anticipated FY 2002-03 revenue from the Solid Waste Services, Transportation, Drainage Utility, and Water and Wastewater funds.

Factors Affecting Requirements

The Sustainability Fund's Approved Budget of \$8.1 million will be used for initiatives to achieve a sustainable economic, environmental, and equitable infrastructure. The fund continues to support workforce development and child care initiatives at the level of \$3.4 million in order to increase access to the workplace for Austin's citizens. Although workforce development funding in the Sustainability Fund decreases by \$206,488 from the FY 2001-02 level, this funding has moved directly into the General Fund in order to pay for the Day Labor site operations assumed by the Health and Human Services Department in January of 2002. Funding for the reauthorization of a social service contract to the Capital Area Training Foundation for the Community Technology Initiative in the amount of \$270,000 is also included.

A transfer of \$1.0 million to the Housing Trust Fund will continue to support affordable housing programs. The Approved Budget also includes \$3.0 million to the Neighborhood Housing Capital Budget to provide funding to purchase land and construct affordable housing units. Other approved Capital Improvement Program (CIP) initiatives include \$100,000 for Parks and Recreation playground renovations and \$269,000 for the Downtown Homeless Shelter. All of the initiatives support the purpose of the Sustainability Fund.

The major changes from the FY 2001-02 budget are the result of the discontinuation of new appropriations to CIP projects that are now fully appropriated. The fully-appropriated projects include the Triangle Square roadway project in the Public Works Capital Budget, the Shoal Creek Northwest Park levee in the Watershed Protection Capital Budget, and parks and Americans with Disabilities Act (ADA) improvements in the Parks and Recreation Capital Budget.

SUSTAINABILITY FUND

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	0	0	(65,286)	0	0
FUNDING SOURCES					
General Fund	14,307,479	8,811,798	5,646,835	4,618,243	4,618,243
Solid Waste Services	363,497	397,818	397,818	401,070	401,070
Transportation Fund	183,364	205,711	205,711	205,711	205,711
Watershed Protection Drainage Utility	267,801	279,029	279,029	323,358	323,358
Water and Wastewater Utility	2,302,026	2,529,070	2,529,070	2,514,556	2,514,556
TOTAL FUNDING SOURCES	17,424,167	12,223,426	9,058,463	8,062,938	8,062,938
OPERATING REQUIREMENTS					
Workforce Development	1,844,648	2,079,076	2,079,076	1,872,588	1,872,588
Child Care Initiative	1,359,944	1,551,350	1,551,350	1,551,350	1,551,350
Community Technology Initiative	0	270,000	270,000	270,000	270,000
TOTAL OPERATING REQUIREMENTS	3,204,592	3,900,426	3,900,426	3,693,938	3,693,938
TRANSFERS OUT					
Public Works Capital Budget	13,081,000	1,083,000	1,082,751	0	0
Watershed Protection Capital Budget	154,000	1,700,000	1,150,000	0	0
Parks and Recreation Capital Budget	0	1,320,000	1,300,000	100,000	100,000
Health & Human Svcs. Capital Budget	0	220,000	0	269,000	269,000
Neighborhood Housing Capital Budget	0	3,000,000	560,000	3,000,000	3,000,000
Housing Trust Fund	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
TOTAL TRANSFERS OUT	14,235,000	8,323,000	5,092,751	4,369,000	4,369,000
TOTAL REQUIREMENTS	17,439,592	12,223,426	8,993,177	8,062,938	8,062,938
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	(15,425)	0	65,286	0	0
Adjustment to GAAP	(49,861)	0	0	0	0
ENDING BALANCE	(65,286)	0	0	0	0

General Obligation Debt Service Fund — 2002-03

Purpose and Nature of the Fund

The General Obligation Debt Service Fund pays the principal and interest associated with general obligation bonds which the City sells to finance Capital Improvements Projects. The fund currently supports debt service on \$699 million of outstanding City of Austin General Obligation (G.O.) bonds. G.O. bonds pledge the full faith and credit of the City and are payable from property tax revenue.

Factors Affecting Revenue

The main source of revenue for the Debt Service Fund is property tax paid by property owners. The amount of debt issued by the City, the City's assessed property valuation, and the tax collection rate determine the tax rate necessary to raise the required amount of revenue. The 2002-03 estimated assessed valuation increased 8.7% over 2001-2002. Total property tax revenue is budgeted at \$83.5 million for 2002-03. Additionally, \$11.5 million will be transferred into the G.O. Debt Service Fund from the various Enterprise Funds and General Government Departments which have issued G.O. debt.

Interest earned on the Debt Service Fund and a portion of the interest earned on the Capital Improvements Construction Fund balance comprise an additional revenue source for the fund. This revenue supplements the taxes necessary to pay debt service. Interest revenue is budgeted at \$1 million for fiscal year 2002-03.

Factors Affecting Requirements

The requirements for the Debt Service Fund are based on the amount of outstanding general obligation bonds and their related debt service costs. Bonds are sold as the funds are needed to complete Capital Improvements Projects.

GENERAL OBLIGATION DEBT SERVICE FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATE	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	9,756,458	9,333,197	16,466,884	13,695,858	13,695,858
REVENUE					
Property Tax Revenue					
Current	67,728,879	72,320,239	72,511,975	82,429,925	82,429,925
Delinquent	447,655	467,000	467,000	400,000	400,000
Penalty and Interest	462,986	440,000	440,000	440,000	440,000
Property Tax Requirement	68,639,520	73,227,239	73,418,975	83,269,925	83,269,925
Other Revenue					
CMTA Mobility	0	2,500,000	2,500,000	3,500,000	3,500,000
Other Revenue	0	2,500,000	2,500,000	3,500,000	3,500,000
Interest on Investments	2,216,053	2,045,291	1,060,226	995,253	995,253
TOTAL REVENUE	70,855,573	77,772,530	76,979,201	87,765,178	87,765,178
TRANSFERS IN					
Austin Energy	425,673	433,941	433,941	443,765	443,765
Aviation	302,740	284,627	284,627	248,277	248,277
Capital Projects (Interest)	7,035,647	650,000	650,000	0	0
Convention Center	77,704	897,695	897,695	861,919	861,919
Fleet	231,799	457,936	457,936	756,621	756,621
Golf	895,796	917,830	917,830	949,394	949,394
Health & Human Services	0	0	0	270,000	270,000
MUD Surcharge	184,667	138,000	191,280	180,000	180,000
One Texas Center	2,416,538	1,866,850	1,400,138	689,979	689,979
Police	0	0	0	215,589	215,589
Solid Waste Services	2,651,838	2,489,535	2,489,535	2,409,326	2,409,326
Support Services	141,037	0	0	0	0
Information Systems	1,157,027	920,990	920,990	393,589	393,589
Transportation	134,875	135,273	135,273	135,995	135,995
Utility Customer Service Office	43,374	44,216	44,216	45,217	45,217
Water and Wastewater	2,622,098	3,052,289	3,052,289	2,827,369	2,827,369
Watershed Protection	168,225	310,792	310,792	1,030,363	1,030,363
TOTAL TRANSFERS IN	18,489,038	12,599,974	12,186,542	11,457,403	11,457,403
TOTAL REVENUE & TRANSFERS IN	89,344,611	90,372,504	89,165,743	99,222,581	99,222,581
REQUIREMENTS					
Principal	50,333,885	52,308,565	52,388,565	58,519,107	58,519,107
Interest Expense	32,286,338	39,919,515	33,339,357	44,119,019	44,119,019
Other	13,962	13,200	13,200	15,000	15,000
TOTAL REQUIREMENTS	82,634,185	92,241,280	85,741,122	102,653,126	102,653,126
ADJUSTMENT TO GAAP	0	0	(6,195,647)	0	0
EXCESS/(DEFICIENCY) OF REVENUE AND TRANSFERS OVER REQUIREMENTS	6,710,426	(1,868,776)	(2,771,026)	(3,430,545)	(3,430,545)
ENDING BALANCE	16,466,884	7,464,421	13,695,858	10,265,313	10,265,313

Combined Utility Revenue Bond Redemption Fund — 2002-03

Purpose and Nature of Fund

The Utility Revenue Bond Redemption Fund is used to make the principal and interest payments on debt issued for the City's Electric, Water and Wastewater Utilities. The ordinance authorizing these bonds requires the net revenue, after operation and maintenance expenses, be pledged to repay the debt before revenue is used for any other purpose. The debt requirements are transferred to the Combined Utility Revenue Bond Redemption Fund, and that fund makes debt service payments when they are due on November 15 and May 15 of each year.

Factors Affecting Revenue

The sources of revenue to the fund are transfers from the current revenue of the utility systems, interest earnings in each utility's respective Revenue Bond Debt Service Fund and the Utility Revenue Bond Debt Service Reserve Fund. Debt service payments are made twice each year, the obligation, however, is accrued on a monthly basis for the entire fiscal period.

Factors Affecting Requirements

The expenditure requirements of the Utility Revenue Bond Redemption Fund are the debt service requirements of the outstanding bonds and miscellaneous fees associated with issuance costs. Debt service consists of the principal and interest on outstanding and anticipated bond issues, and is scheduled for semi-annual payment. Therefore, the fund requirements are predictable since once a bond sale is closed, the requirements can only be altered by a bond sale for new money, or a refunding.

The 2002-03 approved budget includes a decrease in total funding requirements of \$24,783,074 which represents a 9.68% decrease as compared to the 2001-2002 approved budget.

Other

Utility System revenue and interest income are transferred into the Utility Revenue Bond Redemption Fund monthly, but debt service payments are made twice each year, on November 15 and May 15. As a result of these factors, the beginning and ending balances of this fund fluctuate, depending on the size of the ensuing debt service payment, on November 15 of the next fiscal year.

COMBINED UTILITY REVENUE BOND REDEMPTION FUND SUMMARY

	ACTUAL 2000-01	AMENDED 2001-02	ESTIMATE 2001-02	PROPOSED 2002-03	APPROVED 2002-03
BEGINNING BALANCE	<u>103,732,247</u>	<u>115,284,745</u>	<u>116,750,348</u>	<u>108,813,379</u>	<u>108,813,379</u>
REVENUE					
Transfers from Utility Funds	231,500,000	237,038,780	236,069,000	241,377,634	241,377,634
Debt Defeasance	0	0	416,144	0	0
Interest Income	<u>15,245,028</u>	<u>9,255,904</u>	<u>10,515,174</u>	<u>7,781,365</u>	<u>7,781,365</u>
TOTAL REVENUE	<u>246,745,028</u>	<u>246,294,684</u>	<u>247,000,318</u>	<u>249,158,999</u>	<u>249,158,999</u>
TOTAL REVENUE AND TRANSFERS IN	<u>246,745,028</u>	<u>246,294,684</u>	<u>247,000,318</u>	<u>249,158,999</u>	<u>249,158,999</u>
REQUIREMENTS					
Principal	101,357,366	98,875,662	98,875,662	104,252,007	104,252,007
Interest Expense	<u>132,810,412</u>	<u>157,093,731</u>	<u>156,061,625</u>	<u>126,934,313</u>	<u>126,934,313</u>
TOTAL REQUIREMENTS	<u>234,167,778</u>	<u>255,969,393</u>	<u>254,937,287</u>	<u>231,186,320</u>	<u>231,186,320</u>
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	<u>12,577,251</u>	<u>(9,674,709)</u>	<u>(7,936,969)</u>	<u>17,972,678</u>	<u>17,972,678</u>
ADJUSTMENT TO GAAP	<u>440,850</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u>116,750,348</u>	<u>105,610,036</u>	<u>108,813,379</u>	<u>126,786,058</u>	<u>126,786,058</u>

Airport Revenue Bond Redemption Fund — 2002-03

Purpose and Nature of Fund

The Airport Revenue Bond Redemption Fund pays the principal and interest payments on debt issued for the City's Airport System. The ordinance authorizing the bonds requires that revenue, after operation and maintenance expenses, of the Airport System be pledged to repay the debt before revenue is used for any other purpose. The fund will make debt service payments when they are due on November 15 and May 15 of each year.

Factors Affecting Revenue

The source of revenue to the fund for 2002-03 consists of transfers from the Airport Fund and the PFC Fund. Total estimated revenue in the 2002-03 approved budget is \$29,329,822 in addition to the beginning balance of \$13,408,324.

Factors Affecting Requirements

The expenditure requirements of the Airport Revenue Bond Redemption Fund are the debt service requirements of the outstanding bonds and the associated paying agent/registrars fees. Debt service includes the principal and interest on outstanding and anticipated bond issues, and is scheduled for semi-annual payment. Fund requirements are predictable since repayment schedules are a part of the bond closing package. Requirements are altered only by a subsequent bond sale.

AIRPORT REVENUE BOND REDEMPTION FUND SUMMARY

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATE	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	8,977,073	11,391,230	11,390,843	13,408,324	13,408,324
REVENUE					
Passenger Facility Charge	8,781,406	9,637,450	9,637,450	10,052,334	10,052,334
TOTAL REVENUE	8,781,406	9,637,450	9,637,450	10,052,334	10,052,334
TRANSFERS IN					
Airport Fund	16,413,594	18,334,521	18,334,887	19,277,488	19,277,488
TOTAL TRANSFERS IN	16,413,594	18,334,521	18,334,887	19,277,488	19,277,488
TOTAL REVENUE AND TRANSFERS IN	25,195,000	27,971,971	27,972,337	29,329,822	29,329,822
REQUIREMENTS					
Principal	0	3,255,000	3,255,000	5,630,000	5,630,000
Interest Expense	22,780,870	22,699,496	22,699,495	22,453,518	22,453,518
Other	360	380	361	380	380
TOTAL REQUIREMENTS	22,781,230	25,954,876	25,954,856	28,083,898	28,083,898
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	2,413,770	2,017,095	2,017,481	1,245,924	1,245,924
ENDING BALANCE	11,390,843	13,408,325	13,408,324	14,654,248	14,654,248

Airport Variable Rate Revenue Notes Fund — 2002-03

Purpose and Nature of Fund

The Airport Variable Rate Revenue Notes Debt Service Fund pays the principal and interest payments on variable rate debt issued for the City's Airport System. The Series A Notes are "Revenue Bonds" as defined in the ordinance and are secured by a lien on the net revenues that is junior and subordinate to the lien on net revenues securing the prior lien bonds. On or before the last Business Day of each month so long as any Revenue Bonds remain outstanding, after making all required payments to the Prior Lien Debt Service Fund and Prior Lien Debt Service Reserve Fund, there shall be transferred into the Debt Service Fund from the Revenue Fund the following; (i) such amounts as shall be necessary so that the balance in the Debt Service Fund shall be sufficient to pay the principal of and interest on all Revenue Bonds, plus all Reimbursement Obligations, accrued to the end of the current month; plus (ii) an amount equal to 30 days interest calculated at the Maximum Rate on the aggregate principal amount of Series A Notes then Outstanding; plus (iii) such amounts as shall be necessary to enable the City to pay when due all expenses of providing for the full and timely payment of the principal of, premium, if any, and interest on the Revenue Bonds in accordance with their terms, including without limitation, all fees charged or incurred in connection with paying agent/registrar, trustee, remarketing agent, tender agent, or credit bank services incurred in connection with Revenue Bonds and all Reimbursement Obligations. The fund will make debt service payments when they are due on the first Wednesday of every month with final maturity of November 15, 2017.

Factors Affecting Revenue

The source of revenue to the fund for 2002-03 consists of transfers from the Airport Fund. Total estimated revenue in the 2002-03 approved budget is \$1,256,548.

Factors Affecting Requirements

The expenditure requirements of the Airport Variable Rate Revenue Notes Fund are the debt service requirements of the outstanding notes and the associated paying agent/registrar fees. Debt service includes the principal and interest on outstanding and anticipated note issues, and is scheduled for monthly payment. Fund requirements are estimated since repayment is based on a floating rate reset weekly.

AIRPORT VARIABLE RATE REVENUE NOTES FUND SUMMARY

	<u>2000-01 ACTUAL</u>	<u>2001-02 AMENDED</u>	<u>2001-02 ESTIMATE</u>	<u>2002-03 PROPOSED</u>	<u>2002-03 APPROVED</u>
BEGINNING BALANCE	441,867	452,602	392,997	441,863	441,863
REVENUE					
Airport Fund	924,416	1,396,164	562,225	1,256,548	1,256,548
TOTAL REVENUE	924,416	1,396,164	562,225	1,256,548	1,256,548
TOTAL REVENUE AND TRANSFERS IN	924,416	1,396,164	562,225	1,256,548	1,256,548
REQUIREMENTS					
Principal	0	0	0	0	0
Interest Expense	973,286	1,396,164	513,359	1,256,548	1,256,548
Other	0	0	0	0	0
TOTAL REQUIREMENTS	973,286	1,396,164	513,359	1,256,548	1,256,548
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	(48,870)	0	48,866	(0)	(0)
ENDING BALANCE	392,997	452,602	441,863	441,863	441,863

Hotel Occupancy Tax Redemption Fund — 2002-03

Purpose and Nature of Fund

The Hotel Occupancy Tax Redemption Fund pays the principal and interest payments on bonds issued for the City's Convention Center. The Hotel Occupancy Tax Revenue Bonds are special obligations of the City and are payable and secured by the Pledged Hotel Occupancy Tax Revenue (Pledged Revenue). The fund will make debt service payments when they are due on November 15 and May 15 of each year.

On May 2, 1998, a proposition increasing the Hotel Occupancy Tax by two percent (2%) to pay for bonds for the expansion of the Austin Convention Center and construction of related infrastructure on nearby Waller Creek to enhance flood and erosion control was approved by Austin voters. On July 1, 1999, the City sold \$25,000,000 for the Waller Creek portion of the project and \$6,445,000 in taxable bonds to refund the existing \$6,170,000 Convention Center, Series 1993B bonds. On August 26, 1999, the City sold \$110,000,000 refunding bonds for the expansion portion of the Convention Center. The \$110,000,000 refunding bonds are payable and secured by a subordinate lien on the Pledged Revenue.

Factors Affecting Revenue

The source of revenue to the fund is pledged hotel/motel occupancy taxes. The transfers to the fund for 2002-03 consist of transfers from the Convention Center Tax Fund and Venue Tax Fund. The total revenue and transfers in contained in the 2002-03 approved budget is \$15,459,117.

Factors Affecting Requirements

The expenditures of the Hotel Occupancy Tax Redemption Fund are debt service requirements of the outstanding bonds and all bank charges and other costs and expenses relating to the payment. Debt service includes the principal, interest and redemption premiums on the outstanding bond issues, and is scheduled for semi-annual payment. Fund requirements are predictable since repayment schedules are part of the bond closing package. Requirements are altered only by a subsequent bond sale.

HOTEL TAX REVENUE BOND REDEMPTION FUND SUMMARY

	2000-01 <u>ACTUAL</u>	2001-02 <u>AMENDED</u>	2001-02 <u>ESTIMATE</u>	2002-03 <u>PROPOSED</u>	2002-03 <u>APPROVED</u>
BEGINNING BALANCE	<u>5,066,652</u>	<u>5,136,597</u>	<u>5,133,883</u>	<u>5,221,195</u>	<u>5,221,195</u>
REVENUE					
Convention Center Tax Fund	6,817,312	6,826,903	6,826,856	6,836,893	6,836,893
Venue Fund	7,495,215	7,511,800	7,527,378	8,598,001	8,598,001
Interest Income	<u>49,978</u>	<u>37,921</u>	<u>22,564</u>	<u>26,921</u>	<u>26,921</u>
TOTAL REVENUE	<u>14,362,505</u>	<u>14,376,624</u>	<u>14,376,798</u>	<u>15,461,815</u>	<u>15,461,815</u>
TOTAL REVENUE AND TRANSFERS IN	<u>14,362,505</u>	<u>14,376,624</u>	<u>14,376,798</u>	<u>15,461,815</u>	<u>15,461,815</u>
REQUIREMENTS					
Principal	4,641,974	3,090,000	3,090,000	3,255,000	3,255,000
Interest Expense	9,649,327	11,198,765	11,198,765	11,039,317	11,039,317
Other	<u>2,356</u>	<u>2,450</u>	<u>721</u>	<u>2,436</u>	<u>2,436</u>
TOTAL REQUIREMENTS	<u>14,293,657</u>	<u>14,291,215</u>	<u>14,289,486</u>	<u>14,296,753</u>	<u>14,296,753</u>
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	<u>68,848</u>	<u>85,409</u>	<u>87,312</u>	<u>1,165,062</u>	<u>1,165,062</u>
ADJUSTMENT TO GAAP	<u>(1,617)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u><u>5,133,883</u></u>	<u><u>5,222,006</u></u>	<u><u>5,221,195</u></u>	<u><u>6,386,257</u></u>	<u><u>6,386,257</u></u>

Town Lake Park Venue Project Debt Service Fund — 2002-03

Purpose and Nature of Fund

The Town Lake Park Venue Project Debt Service Fund pays the principal and interest payments on bonds issued for the construction and development of the Town Lake Park Community Events Center Project, which includes parkland development and the construction of parking facilities. The Town Lake Park Venue Project Bonds are a special obligation of the City and are payable and secured by a five percent (5%) tax on short-term motor vehicle rentals. The fund will make debt service payments when they are due on November 15 and May 15 of each year.

Factors Affecting Revenue

The source of revenue to the fund is pledged short-term motor vehicle rental taxes. The total revenue and transfers contained in the 2002-03 approved budget is \$2,689,553 in addition to the beginning balance of \$606,701.

Factors Affecting Requirements

The expenditures of the Town Lake Park Venue Project Fund are debt service requirements of the outstanding bonds and all bank charges and other costs and expenses relating to the payment. Debt service includes the principal, interest and redemption premiums on the outstanding bond issues, and is scheduled for semi-annual payment. Fund requirements are predictable since repayment schedules are part of the bond closing package. Requirements are altered only by a subsequent bond sale.

TOWN LAKE PARK VENUE PROJECT DEBT SERVICE FUND SUMMARY

	2000-01 <u>ACTUAL</u>	2001-02 <u>AMENDED</u>	2001-02 <u>ESTIMATE</u>	2002-03 <u>PROPOSED</u>	2002-03 <u>APPROVED</u>
BEGINNING BALANCE	607,501	606,701	606,656	606,701	606,701
REVENUE					
Town Lake Park Venue Project Fund	2,410,151	2,414,860	2,420,605	2,681,711	2,681,711
Interest Income	16,037	12,193	6,473	7,842	7,842
TOTAL REVENUE	<u>2,426,188</u>	<u>2,427,053</u>	<u>2,427,078</u>	<u>2,689,553</u>	<u>2,689,553</u>
TOTAL REVENUE AND TRANSFERS IN	<u>2,426,188</u>	<u>2,427,053</u>	<u>2,427,078</u>	<u>2,689,553</u>	<u>2,689,553</u>
REQUIREMENTS					
Principal	0	0	0	0	0
Interest Expense	2,426,803	2,426,803	2,426,803	2,426,803	2,426,803
Other	230	250	230	250	250
TOTAL REQUIREMENTS	<u>2,427,033</u>	<u>2,427,053</u>	<u>2,427,033</u>	<u>2,427,053</u>	<u>2,427,053</u>
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	<u>(845)</u>	<u>0</u>	<u>45</u>	<u>262,500</u>	<u>262,500</u>
ENDING BALANCE	<u><u>606,656</u></u>	<u><u>606,701</u></u>	<u><u>606,701</u></u>	<u><u>869,201</u></u>	<u><u>869,201</u></u>

HUD Section 108 Loan Debt Service Fund — 2002-03

Purpose and Nature of Fund

The HUD Section 108 Loan Debt Service Fund pays the principal and interest payments on bonds issued for the Millennium Youth Entertainment Complex, the East 11th and 12th Street Redevelopment Program and the Homeless Shelter Project. The Bonds are payable from CDBG Funds, although a portion of the debt service will be paid from the general fund.

Factors Affecting Revenue

The sources of revenue to the HUD Section 108 Loan Debt Service Fund are Community Development Block Grants and the General Fund.

Factors Affecting Requirements

The expenditures of the HUD Section 108 Loan Debt Service Fund are debt service requirements of the outstanding bonds and all bank charges and other costs and expenses relating to the payment. Debt service includes the principal, interest and redemption premiums on the outstanding and anticipated bond issues, and is scheduled for semi-annual payment.

HUD SECTION 108 DEBT SERVICE FUND SUMMARY

	2000-01 <u>ACTUAL</u>	2001-02 <u>AMENDED</u>	2001-02 <u>ESTIMATE</u>	2002-03 <u>PROPOSED</u>	2002-03 <u>APPROVED</u>
BEGINNING BALANCE	<u>246</u>	<u>0</u>	<u>246</u>	<u>246</u>	<u>246</u>
REVENUE					
CDBG	559,398	907,109	934,832	934,832	934,832
NHCDO	<u>362,464</u>	<u>365,684</u>	<u>365,684</u>	<u>365,684</u>	<u>365,684</u>
TOTAL REVENUE	<u>921,862</u>	<u>1,272,793</u>	<u>1,300,516</u>	<u>1,300,516</u>	<u>1,300,516</u>
TOTAL REVENUE AND TRANSFERS IN	<u>921,862</u>	<u>1,272,793</u>	<u>1,300,516</u>	<u>1,300,516</u>	<u>1,300,516</u>
REQUIREMENTS					
Principal	480,000	515,000	515,000	515,000	515,000
Interest Expense	441,862	748,748	776,471	776,471	776,471
Other	<u>0</u>	<u>9,045</u>	<u>9,045</u>	<u>9,045</u>	<u>9,045</u>
TOTAL REQUIREMENTS	<u>921,862</u>	<u>1,272,793</u>	<u>1,300,516</u>	<u>1,300,516</u>	<u>1,300,516</u>
EXCESS (DEFICIENCY) OF REVENUE OVER REQUIREMENTS	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
ENDING BALANCE	<u><u>246</u></u>	<u><u>0</u></u>	<u><u>246</u></u>	<u><u>246</u></u>	<u><u>246</u></u>

Capital Budget — 2002-03

The Capital Improvements Program Plan and Capital Budget

The Capital Improvements Program (CIP) Plan

The Austin City Charter requires that the Planning Commission recommend a five-year program of capital improvements and a spending plan for financing these improvements to the City Manager. This list is compiled as the Five-Year Capital Improvement Program (CIP) Plan. The Plan shows the anticipated spending plan for projects in the upcoming year as well as for future years. The Planning Commission reviews the Plan each year and recommends specific projects to be included in the Capital Budget for the next fiscal year. Detailed are:

- all active projects contained in prior Capital Budgets;
- additional appropriations for previously approved projects;
- additional appropriations for new projects;
- estimated expenditures for each project; and
- projected methods of financing.

The Plan is developed through public input and department prioritization of needs. The process includes:

- departmental information gathering through neighborhood meetings;
- department requests;
- Budget Office assessment of requested projects;
- input from the Planning Commission's CIP Subcommittee, CIP Coordinating Committee, Bond Oversight Committee and other Boards and Commissions; and
- Planning Commission public hearing(s).

The CIP Plan is a recommendation from the Planning Commission.

The Capital Budget

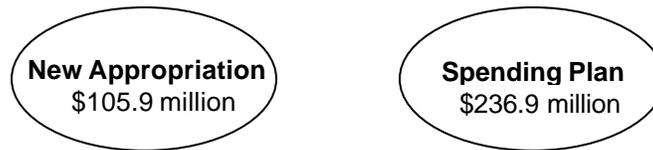
The Capital Budget as adopted by City Council includes appropriation (the legal authority to spend funds) to support the approved capital projects and reflects the input received from citizens, staff, the Planning Commission and the Bond Oversight Committee. It contains requested appropriations for new projects, additional appropriations for previously approved projects, and any requests to revise prior year appropriations. Unlike the Operating Budget, which authorizes expenditures for only one fiscal year, Capital Budget appropriations are multi-year - they last until the project is complete or until changed by Council. This is why the Capital Budget is used for construction projects and major expenditures that may require longer than a twelve-month period to complete.

Capital Budget — 2002-03

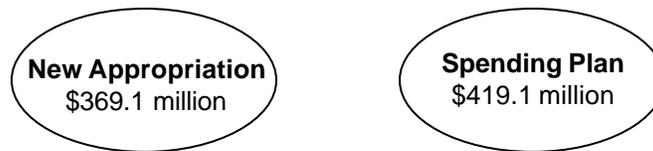
Appropriations and Spending Plan for the 2002-03 Capital Budget

As mentioned previously, the Operating Budget is a single-year authorization; all of the funds to be expended must be appropriated each year and, therefore, there is no difference between appropriation and spending plan. However, the Capital Budget is a multi-year spending authorization. There is a distinction between what the City plans to spend in the next fiscal year and the new appropriations required to be approved in the budget. The following illustration summarizes the Capital Budget appropriation versus the anticipated spending plan for 2002-2003:

General Government



Enterprise Funds



In order to finance capital expenditures, various City funds transfer current revenue to the Capital Budget. The City also issues debt to finance projects. Public Improvement Bonds are long-term debt instruments that allow the cost of capital investments to be repaid over the life of the project, much like financing the construction or purchase of a new home. Other debt instruments, including Certificates of Obligation and Contractual Obligations, are paid off over a shorter period and therefore have lower borrowing costs. To avoid incurring debt and borrowing costs until cash is actually needed, cities can now begin the preliminary phases of a project and reimburse the costs incurred with the sale of bonds at a later date through the use of a Reimbursement Resolution. To save issuance costs the City of Austin's annual debt issuance is normally sold once each year. Of the \$105.9 million in proposed New Appropriations for General Government projects, \$63.3 million is funded by tax supported Public Improvement Bonds, of which \$58.7 million is supported by Reimbursement Resolution.

Additional information on the City's debt and how the decisions are made to borrow money can be found in the Debt Service section of the Policy Budget document. Schedules of the City's outstanding debt are found in the Supporting Documents volume of the 2002-03 budget.

In addition to new appropriations, deappropriation requests are also included in the Capital Budget for projects that are either complete or canceled and whose funding source is no longer available.

Capital Budget — 2002-03

2002-03 General Government New Appropriations

Community Care	\$8,906,371
Economic Growth & Redevelopment Services	\$2,400,000
Fire	\$2,500,000
Fleet Services	\$3,200,000
General Government	\$1,850,000
Health and Human Services	\$269,000
Information Systems	\$4,580,000
Library	\$5,225,000
Neighborhood Housing & Community Development	\$3,100,000
Parks and Recreation	\$33,319,198
Public Works	\$14,640,000
Transportation, Planning & Sustainability	\$25,864,234
Total New Appropriation	\$105,853,803

Capital Budget — 2002-03

Community Care

Account	Project Name	Amount	Funding Source
New Appropriation:			
4920 957 1000	New Hospital - 5th Floor	\$8,906,371	Reimbursement Agreement with Seton
Total New Appropriation		\$8,906,371	

Capital Budget — 2002-03

Economic Growth & Redevelopment Services

Account	Project Name	Amount	Funding Source
New Appropriation:			
8999 607 2402	New City Hall - Furniture	\$1,900,000	FY03 General Fund
8999 607 2401	New City Hall - Silver LEED	\$500,000	FY03 Austin Energy Fund
Total New Appropriation		\$2,400,000	

Capital Budget — 2002-03

Fire

Account	Project Name	Amount	Funding Source
New Appropriation:			
8940 837 0304	Fire/EMS Station - Spicewood Springs	\$2,500,000	FY03 General Fund
Total New Appropriation		\$2,500,000	

Capital Budget — 2002-03

Fleet Services

Account	Project Name	Amount	Funding Source
New Appropriation:			
8870 787 0257	Fleet Facility Improvements	\$200,000	FY03 Fleet Services Fund
8870 787 5000	Capital Equipment Additions - SWS	\$3,000,000	FY03 Contractual Obligations
Total New Appropriation		\$3,200,000	
Deappropriations:			
8870 787 0253	Fleet Kramer Lane Service Center	(\$265,663)	Fleet Interest Income
8870 787 0254	New Fleet Facility	(\$30,260)	Fleet Interest Income
Total Deappropriations		(\$295,923)	

Capital Budget — 2002-03

General Government

Account	Project Name	Amount	Funding Source
New Appropriation:			
8560 747 0008	Building Maintenance	\$200,000	FY03 General Fund
8560 747 0513	GIS Mapping	\$736,000	FY03 CIP Interest
		\$48,000	FY03 Airport Capital Fund
		\$272,000	FY03 Austin Energy Fund
		\$272,000	FY03 Drainage Utility Fund
		\$272,000	FY03 W/WW Fund
		<u>\$1,600,000</u>	
8560 747 0510	Financial Systems Automation	\$50,000	FY03 General Fund
	Total New Appropriation	\$1,850,000	
Deappropriations:			
8560 747 0008	Building Maintenance	(\$200,000)	FY02 CIP Interest
8560 747 0510	Financial Systems Automation	(\$125,000)	FY02 Support Services Fund
	Total Deappropriations	(\$325,000)	

Capital Budget — 2002-03

Health and Human Services

Account	Project Name	Amount	Funding Source
New Appropriation:			
8570 917 0918	Austin Resource Center for the Homeless	\$269,000	FY03 Sustainability Fund
Total New Appropriation		\$269,000	
Reallocations:			
8151 727 New	Austin Resource Center for the Homeless	(\$6,030,000)	Reallocation
8570 917 0919	Austin Resource Center for the Homeless	\$6,030,000	Reallocation
Net Reallocations		\$0	
Deappropriations:			
8570 917 0979	South Austin Center Renovations	(\$220,000)	FY02 Sustainability Fund
8570 917 0980	South Austin Center Creek Bed Repairs	(\$134,000)	CIP Interest
Total Deappropriations		(\$354,000)	

Capital Budget — 2002-03

Information Systems

Account	Project Name	Amount	Funding Source
New Appropriation:			
8640 567 0100	City of Austin Telecommunications Network	\$4,580,000	FY03 Contractual Obligations
Total New Appropriation		\$4,580,000	

Capital Budget — 2002-03

Library

Account	Project Name	Amount	Funding Source
New Appropriation:			
8410 857 0009	Carver Library	\$328,000	FY03 General Fund
		<u>\$250,000</u>	FY03 CIP Interest
		\$578,000	
8101 857 6000	1998/P4 Library Facilities Parent <i>Reimbursement Resolution</i>	\$4,632,000	1998 GO Bonds P4
8410 857 0010	Terrazas Library	\$15,000	Rental Proceeds
	Total New Appropriation	\$5,225,000	

Capital Budget — 2002-03

Neighborhood Housing & Community Development

Account	Project Name	Amount	Funding Source
New Appropriation:			
8151 727 0100	Housing Acquisitions & Development	\$100,000	FY03 General Fund
		<u>\$3,000,000</u>	FY03 Sustainability Fund
		\$3,100,000	
Total New Appropriation		\$3,100,000	
Deappropriations:			
8151 727 0100	Housing Acquisitions & Development	(\$2,440,000)	FY02 Sustainability Fund
Total Deappropriations		(\$2,440,000)	

Capital Budget — 2002-03

Parks and Recreation

Account	Project Name	Amount	Funding Source
New Appropriation:			
8921 867 0049	A.B. Cantu / Pan Am Recreation Center <i>Reimbursement Resolution</i>	\$1,747,000	1998 GO Bonds P2
8740 867 7000	Building Maintenance	\$400,000	FY03 General Fund
8740 867 1121	Colony Park Recreation Center <i>Reimbursement Resolution</i>	\$2,000,000	Future Certificates of Obligation
8921 867 1120	Colony Park Recreation Center <i>Reimbursement Resolution</i>	\$2,000,000	1998 GO Bonds P2
8921 867 0130	Colorado River Park <i>Reimbursement Resolution</i>	\$5,500,000	1998 GO Bonds P2
8921 867 0120	Destination Parks <i>Reimbursement Resolution</i>	\$4,500,000	1998 GO Bonds P2
8921 867 0110	Greenways <i>Reimbursement Resolution</i>	\$2,560,000	1998 GO Bonds P2
8551 867 0121	Land Acquisition - Open Spaces	\$4,015,000	2000 GO Bonds P2
8740 867 3300	Metz Recreation Center Expansion	\$1,000,000	FY03 Austin Energy Fund
8720 867 Fund	Parkland Dedication	\$736,198	PLD Fees
8740 867 3100	Playground Renovations	\$100,000	FY03 Sustainability Fund
8921 867 3700	Playground Renovations <i>Reimbursement Resolution</i>	\$200,000	1998 GO Bonds P2
4980 867 6100	Town Lake Park	\$5,600,000	TLVF
8740 867 0058	Walnut Creek Metro Park - Havins Field	\$325,000	FY03 General Fund
8921 867 0139	Walnut Creek Trail <i>Reimbursement Resolution</i>	\$2,636,000	1998 GO Bonds P2
Total New Appropriation		\$33,319,198	
Deappropriations:			
8740 867 0027	Dittmar Playslab	(\$665,000)	FY01 General Fund
Total Deappropriations		(\$665,000)	

Capital Budget — 2002-03

Public Works

Account	Project Name	Amount	Funding Source
New Appropriation:			
8400 607 8080	Street Resurfacing	\$140,000	Street Damage Recovery Fee
8780 607 1800	Street Reconstruction <i>Reimbursement Resolution</i>	\$14,500,000	<i>1998 GO Bonds P1</i>
Total New Appropriation		\$14,640,000	
Deappropriations:			
8580 607 2376	Railroad Crossing Repairs	(\$250,000)	CMTA
Total Deappropriations		(\$250,000)	

Capital Budget — 2002-03

Transportation, Planning & Sustainability

Account	Project Name	Amount	Funding Source
New Appropriation:			
8400 257 0100	ADA - Ramps and Sidewalks	\$250,000	FY03 General Fund
8780 607 2140	Bikeway Improvements <i>Reimbursement Resolution</i>	\$850,000	1998 GO Bonds P1
8400 607 8022	Escarpment Street Improvements	\$165,000	FY03 CIP Interest
8950 257 1002	E. Wm Cannon from Onion Creek to Dixie Drive	\$4,302,584	State and Federal Funding
8780 607 2107	Great Streets <i>Reimbursement Resolution</i>	\$1,402,000	1998 GO Bonds P1
8400 607 8015	Howard Lane Landscaping - Joint City/County Project	\$180,000	Travis County Participation
8780 607 2129	Sidewalk Improvements <i>Reimbursement Resolution</i>	\$500,553	1998 GO Bonds P1
8780 607 2116	Transportation Matches <i>Reimbursement Resolution</i>	\$500,447	1998 GO Bonds P1
8071 257 9000	ROW Acquisition & Utility Relocation <i>Reimbursement Resolution</i>	\$15,000,000	2000 GO Bonds P1
8400 257 1100	Traffic Calming	\$500,000	FY03 General Fund
8780 607 2150	Traffic Signals <i>Reimbursement Resolution</i>	\$2,165,000	1998 GO Bonds P1
8400 607 8024	Traffic Signals	\$48,650	Developer Participation
Total New Appropriation		\$25,864,234	

Reallocations:

8250 607 2053	Montopolis Dr Improvments	(\$220,341)	Reallocation
8250 607 2063	Rutherford Lane Improvements	(\$294,733)	Reallocation
8250 607 2033	Barton Springs Rd Improvements	\$515,074	Reallocation
8780 607 2106	Rutherford Lane Improvements	(\$335,386)	Reallocation
8780 607 2110	Dorsett Rd Improvements	\$100,000	Reallocation

Capital Budget — 2002-03

Transportation, Planning & Sustainability (con't)

Reallocations (con't):

8780 607 New	Escarpment Blvd Improvements	\$235,386	Reallocation
8400 607 8018	Giles Lane Improvements	(\$59,234)	Reallocation
8400 257 1001	Nuckols Crossing Street Reconstruction	\$59,234	Reallocation
Net Reallocations		\$0	

Deappropriations:

8400 257 1100	Traffic Calming	(\$400,000)	FY02 CIP Interest
Total Deappropriations		(\$400,000)	

Capital Budget — 2002-03

2001-2002 Enterprise New Appropriations

Austin Energy	\$166,530,000
Aviation	\$15,460,000
Convention Center	\$1,000,000
Golf	\$13,710,000
Solid Waste Services	\$1,078,336
Water & Wastewater	\$159,752,000
Watershed Protection	\$11,572,036
Total New Appropriation	\$369,102,372

Capital Budget — 2002-03

Austin Energy

Account	Project Name	Amount	Funding Source
New Appropriation:			
3260 117 5080	Customer Services, Billing & Metering	\$9,954,800	Current Revenue
		<u>\$3,736,200</u>	Commercial Paper
		\$13,691,000	
3250 117 3101	Distribution	\$12,042,900	Current Revenue
		<u>\$29,428,100</u>	Commercial Paper
		\$41,471,000	
3240 117 4000	Distribution Substation	\$3,420,550	Current Revenue
		<u>\$6,352,450</u>	Commercial Paper
		\$9,773,000	
3060 117 0100	Non-Electric Plant Assets	\$3,532,000	Current Revenue
		<u>\$12,257,000</u>	Commercial Paper
		\$15,789,000	
3220 117 7101	Power Production	\$25,294,000	Current Revenue
3290 117 5101	Support Services	\$14,029,000	Current Revenue
3230 117 2900	Transmission	\$18,593,200	Current Revenue
		<u>\$27,889,800</u>	Commercial Paper
		\$46,483,000	
Total New Appropriation		\$166,530,000	

Capital Budget — 2002-03

Aviation

Account	Project Name	Amount	Funding Source
New Appropriation:			
4910 817 3050	ABIA Improvements	\$15,460,000	Airport Capital Fund/Grants
Total New Appropriation		\$15,460,000	
Deappropriations:			
4880 817 0920	Management Reserve	(\$6,957,655)	Deappropriate
Total Deappropriations		(\$6,957,655)	

Capital Budget — 2002-03

Convention Center

Account	Project Name	Amount	Funding Source
New Appropriation:			
8900 807 4100	Convention Center Expansion - Parking Garage & Central Chilling Plant <i>Reimbursement Resolution</i>	\$1,000,000	FY04 Certificates Obligation
Total New Appropriation		\$1,000,000	

Capital Budget — 2002-03

Golf

Account	Project Name	Amount	Funding Source
New Appropriation:			
4750 897 1006	Jackrabbit Run Golf Course <i>Reimbursement Resolution</i>	\$9,300,000	<i>FY04 Certificates Obligation</i>
8760 897 0800	Minor Course Improvements	\$110,000	FY03 Golf Surcharge Fund
4750 897 1010	Riverside Golf Course <i>Reimbursement Resolution</i>	\$4,300,000	<i>FY04 Certificates Obligation</i>
Total New Appropriation		\$13,710,000	

Capital Budget — 2002-03

Solid Waste Services

Account	Project Name	Amount	Funding Source
New Appropriation:			
4800 157 0100	Capital Equipment Additions	\$355,000	FY03 SWS Fund
4800 157 0150	Closed Landfill Assessments	\$633,633	FY03 Environmental Remediation Fund
		<u>\$24,703</u>	FY03 Landfill Fund
		\$658,336	
4800 157 0200	Solid Waste Facilities	\$65,000	FY03 SWS Fund
Total New Appropriation		\$1,078,336	

Capital Budget — 2002-03

Water & Wastewater

Account	Project Name	Amount	Funding Source
New Appropriation:			
<u>Water</u>			
3920 227 1016	Water Improvements City-Wide	\$2,323,000	FY03 W/WW Fund (Curr Rev)
3940 227 5011	Water Service and Meters	\$900,000	FY03 W/WW Fund (Fees)
3940 227 5010	Water Subdivision Eng & Inspection	\$700,000	FY03 W/WW Fund (Fees)
4240 227 1018	Water System Expansion & Improvements	\$5,004,000	FY03 W/WW Fund (CRF)
3960 227 1019	Water System Improvements	\$50,717,000	Commercial Paper
4200 227 7006	1998 Water Improvement Prop. 6	\$11,579,000	1998 Utility Revenue Bonds P6
4210 227 7007	1998 Water Improvement Prop. 7	\$27,900,000	1998 Utility Revenue Bonds P7
<u>Wastewater</u>			
4510 237 5011	House Connection	\$221,000	FY03 W/WW Fund (Fees)
4480 237 2016	Wastewater Improvements City-Wide	\$3,290,000	FY03 W/WW Fund (Curr Rev)
4240 237 2018	Wastewater System Expansion & Imprvs	\$4,870,000	FY03 W/WW Fund (CRF)
4510 237 5010	Wastewater Subdivision Eng & Inspection	\$699,000	FY03 W/WW Fund (Fees)
4570 237 2017	Wastewater System Improvements	\$50,024,000	Commercial Paper
4530 237 8009	1998 Wastewater Improvements Prop. 9	\$1,000,000	1998 Utility Revenue Bonds P9
4530 237 8010	1998 Wastewater Improvements Prop. 10	\$525,000	1998 Utility Revenue Bonds P10
Total New Appropriation		\$159,752,000	

Capital Budget — 2002-03

Watershed Protection

Account	Project Name	Amount	Funding Source
New Appropriation:			
<u>General Government</u>			
8240 607 New	Drainage & Flood Control Improvements	\$608,950	1984 G.O. Bonds P19
8960 617 9350	Developer Reimbursements	\$500,000	FY03 Certificates Obligation
8960 617 8053	Low Water Crossings - Automated Gates	\$600,000	FY03 CIP Interest
<u>Enterprise</u>			
4850 617 2000	Master Plan - Multi Objective Projects	\$110,000	FY03 Drainage Utility Fund
4850 617 7003	Equipment Replacement	\$735,000	FY03 Drainage Utility Fund
		<u>\$435,000</u>	FY03 Contractual Obligations
		\$1,170,000	
4850 617 8000	Erosion Control Projects	\$620,000	FY03 Drainage Utility Fund
4850 617 6400	Flood Control Improvement Projects	\$1,020,000	FY03 Drainage Utility Fund
4850 617 5000	Non-Urban Retrofits	\$700,000	FY03 Drainage Utility Fund
4860 617 Fund	Regional Stormwater Management Projects	\$795,586	FY03 RSMP
4850 617 4100	Stormsewer Improvements	\$197,500	FY03 Drainage Utility Fund
4850 617 9610	Walnut Creek - Crystal Brook Impvs <i>Reimbursement Resolution</i>	\$3,800,000	<i>FY04 Certificates Obligation</i>
4850 617 6000	Water Quality Ponds - Urban Watersheds	\$1,250,000	UWO Structural Control Fund
4850 617 9510	Williamson Creek - Scenic Brook Impvs	\$200,000	FY03 Drainage Utility Fund
Total New Appropriation		\$11,572,036	

Capital Budget — 2002-03

Watershed Protection

Account	Project Name	Amount	Funding Source
Deappropriations:			
8010 607 Fund	Drainage Improvements	(\$80,608)	1981 G.O. Bonds P1
8040 607 Fund	Drainage Improvements	(\$427,145)	1982 G.O. Bonds P16
8050 607 Fund	Flood Prevention	(\$296,614)	1982 G.O. Bonds P17
8960 617 8050	Shoal Creek - NW Park	(\$550,000)	FY02 Sustainability Fund
8960 617 8051	Little Walnut Creek - Loyola Ln	(\$243,000)	FY01 General Fund Transfer
Total Deappropriations		(\$1,597,367)	