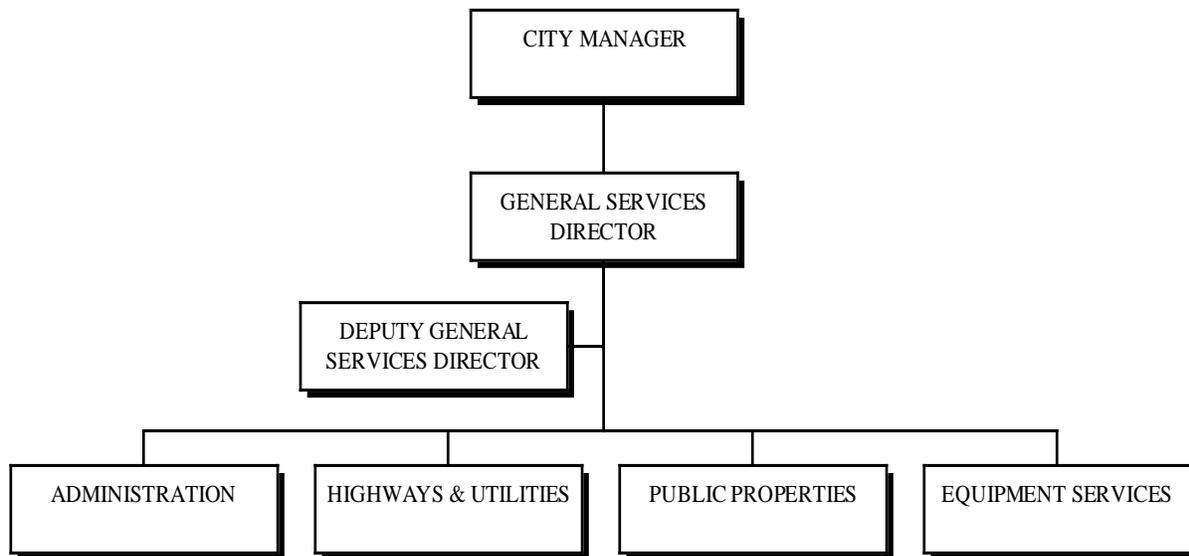


GENERAL SERVICES

MISSION

To enhance the community's quality of life by providing maintenance and operation of the City's infrastructure.

GENERAL SERVICES DEPARTMENT ORGANIZATIONAL CHART



CORE RESPONSIBILITIES

The General Services Department consists of six divisions. The Water and Sewer Divisions are reported in their respective Funds. The other four divisions are responsible for the following:

1. Administration: Responsible for oversight of the department as a whole, while performing financial, utility billing and metering, clerical, communication, solid waste and recycling tasks.
2. Highways and Utilities: Responsibilities vary upon the season, and include snow removal, fall leaf collection, pothole repairs, paving, sewer maintenance, hydrant flushing, tree planting, storm debris removal, water service maintenance, water main repairs, and sign maintenance.
3. Public Properties: Responsible for maintaining public properties and managing the Everett Arena.
4. Equipment Services: Responsible for repairing, servicing, and maintaining City-owned vehicles and maintaining the automated fuel system.

2017 OPERATING BUDGET

GENERAL SERVICES

BUDGET DETAIL

	2014 Actual	2015 Actual	2016 Budgeted	2016 Estimated	2017 Budget
Revenue					
Salt Sales	\$57,554	\$35,984	\$30,000	\$15,000	\$30,000
Street Tree Sales	\$2,913	\$1,765	\$9,000	\$7,500	\$9,000
Inventory Mark-up	\$8,082	\$7,952	\$7,400	\$15,000	\$15,400
Professional Service Mark-up	\$0	\$0	\$0	\$400	\$0
Miscellaneous Services	\$0	\$0	\$0	\$50	\$0
Building Lease or Rental	\$56,100	\$59,700	\$61,500	\$61,500	\$63,400
Miscellaneous	\$1,574,096	\$5,095	\$3,000	\$3,280	\$3,000
Transfer in-Engineering Inspections Fund	\$0	\$0	\$0	\$550	\$1,400
Transfer In-Parking Fund	\$0	\$0	\$9,480	\$9,480	\$9,480
Transfer In-Parking Fund Snow Reim	\$58,200	\$58,200	\$58,200	\$58,200	\$58,200
Transfer In-Airport Fund	\$0	\$0	\$35,050	\$35,050	\$35,050
Transfer In-NEOCTIF	\$94,330	\$99,050	\$104,005	\$104,005	\$109,205
Transfer In-Sears Block TIF	\$0	\$0	\$0	\$0	\$26,000
Transfer In-Penacook TIF	\$0	\$0	\$5,250	\$5,250	\$5,250
Transfer In-Golf Fund	\$0	\$0	\$0	\$0	\$300
Transfer In-Arena Fund	\$0	\$0	\$16,260	\$16,260	\$16,260
Transfer In-Solid Waste Fund	\$0	\$0	\$3,600	\$3,600	\$3,600
Transfer In-Water Fund	\$0	\$0	\$176,000	\$176,000	\$176,500
Transfer In-Wastewater Fund	\$0	\$0	\$210,970	\$210,970	\$211,440
Transfer In-Trust/Capital Reserve	\$0	\$25,000	\$0	\$0	\$0
Total Revenue	\$1,851,276	\$292,746	\$729,715	\$722,095	\$773,485
Expense					
Compensation	\$3,224,642	\$3,405,317	\$3,469,703	\$3,351,684	\$3,564,228
Fringe Benefits	\$1,649,057	\$1,693,067	\$1,829,194	\$1,705,188	\$1,828,468
Outside Services	\$427,802	\$452,665	\$490,289	\$455,931	\$520,407
Supplies	\$1,463,361	\$1,537,293	\$1,416,997	\$1,414,924	\$1,461,888
Utilities	\$387,404	\$436,547	\$429,592	\$430,590	\$423,874
Insurance	\$151,289	\$171,854	\$189,530	\$191,620	\$183,470
Capital Outlay	\$48,033	\$34,574	\$10,000	\$10,000	\$10,000
Allocated Costs	(\$384,209)	(\$442,507)	\$0	\$0	\$0
Transfer Out	\$1,219,130	\$990,130	\$990,130	\$990,130	\$990,130
Total Expense	\$8,186,509	\$8,278,940	\$8,825,435	\$8,550,067	\$8,982,465

Note: Beginning in FY 2016, Allocated Cost expense credits are reported as Transfer-in revenue from the respective Funds.

2017 OPERATING BUDGET

GENERAL SERVICES

SUPPLEMENTAL BUDGET INFORMATION

Downtown Services

	2014 Actual	2015 Actual	2016 Budgeted	2016 Estimated	2017 Budget
Expense					
Compensation	\$0	\$0	\$91,408	\$90,950	\$132,075
Fringe Benefits	\$0	\$0	\$29,096	\$29,080	\$68,181
Outside Services	\$0	\$0	\$0	\$1,200	\$1,000
Supplies	\$0	\$0	\$16,390	\$22,890	\$29,256
Total Expense	\$0	\$0	\$136,894	\$144,120	\$230,512

Snow & Ice Control

	2014 Actual	2015 Actual	2016 Budgeted	2016 Estimated	2017 Budget
Revenue					
Salt Sales	\$0	\$0	\$30,000	\$15,000	\$30,000
Transfer In-Parking Fund Snow Reim	\$0	\$0	\$58,200	\$58,200	\$58,200
Total Revenue	\$0	\$0	\$88,200	\$73,200	\$88,200
Expense					
Compensation	\$598,915	\$657,952	\$538,011	\$486,424	\$545,794
Fringe Benefits	\$116,634	\$198,212	\$186,478	\$185,880	\$204,751
Outside Services	\$60,160	\$69,076	\$58,310	\$15,526	\$59,691
Supplies	\$554,114	\$648,659	\$534,279	\$515,000	\$547,073
Total Expense	\$1,329,824	\$1,573,898	\$1,317,078	\$1,202,830	\$1,357,309

There were 14 treatable snow and ice events during FY 2016 and all had associated overtime costs. Of the 14 events, only four occurred on weekends or holidays; therefore, the majority of the events had crews working on straight time, allowing for a savings in overtime. Low snow totals also resulted in less snow to be removed from the downtown metered areas. The Department budgets for seven snow removals in an average year and this season only one removal was required.

GENERAL SERVICES

<u>SERVICE INDICATORS</u>	2014 <u>Actual</u>	2015 <u>Actual</u>	2016 <u>Estimated</u>	2017 <u>Projected</u>
1. Number of new GSD subscribers to the Notify Me / News Flash modules of City website	1,094	2,433	3,200	3,600
2. Number of press releases submitted to the media	11	120	150	180
3. Miles of streets resurfaced	4.1	3.1	11.7	10.6
4. Percentage of Citizen Request Tracker items closed	99.1%	99.6%	99.0%	99.0%
5. Number of employee certifications/re-certifications	5	5	51	60

2017 GOALS

1. Increase community engagement through regular use of social media pages.
2. Improve public relations and customer service through frequent website updates (including use of News Flash modules), press releases, newsletters, and other forms of news outlets.
3. Complete the approved road paving Capital Improvement Project.
4. Enhance core services through managing work requests received via the online Citizen Request Tracker.
5. Improve employees’ technical proficiencies through targeted training and continued education to sustain professional certifications.

2016 GOALS STATUS

1. Positively engage the public by increasing the total number of subscribers to all General Services Department alerts and press releases.
9-Month Status: The Department has 5,969 total subscriptions on the City website from the Notify Me, News Flash, and Alert Center modules. The Department has been featured in 150 press releases so far this fiscal year, including releases from the Concord Monitor, Concord Patch, Concord Insider, and other miscellaneous media outlets.
2. Use the City website to disseminate information regarding routine service-related activities in the City so as to improve customer service.
9-Month Status: Ongoing. When contacted by residents via phone or e-mail, staff offers appropriate redirection to the City’s online Citizen Request Tracker for future concerns.
3. Complete the approved road paving Capital Improvement Project.
9-Month Status: The paving project bids opened on February 26th, and the low bidder, Continental Paving, was within budget. Work started on March 28th and is expected to be completed in November 2016.
4. Enhance core services through managing work requests received via the Citizen Request Tracker.
9-Month Status: Through the first three quarters of FY 2016, the Department has received over 1,200 citizen requests for service via the online Citizen Request Tracker module. Less than 1% of the total received remains open at any given time.
5. Improve employees’ technical proficiencies through targeted training and continued education to sustain professional certifications.
9-Month Status: General Services’ staff has participated in numerous training and continuing education opportunities this year. Staff has attended more than 45 diverse training classes given by water, wastewater, solid waste, facilities and road construction professionals.