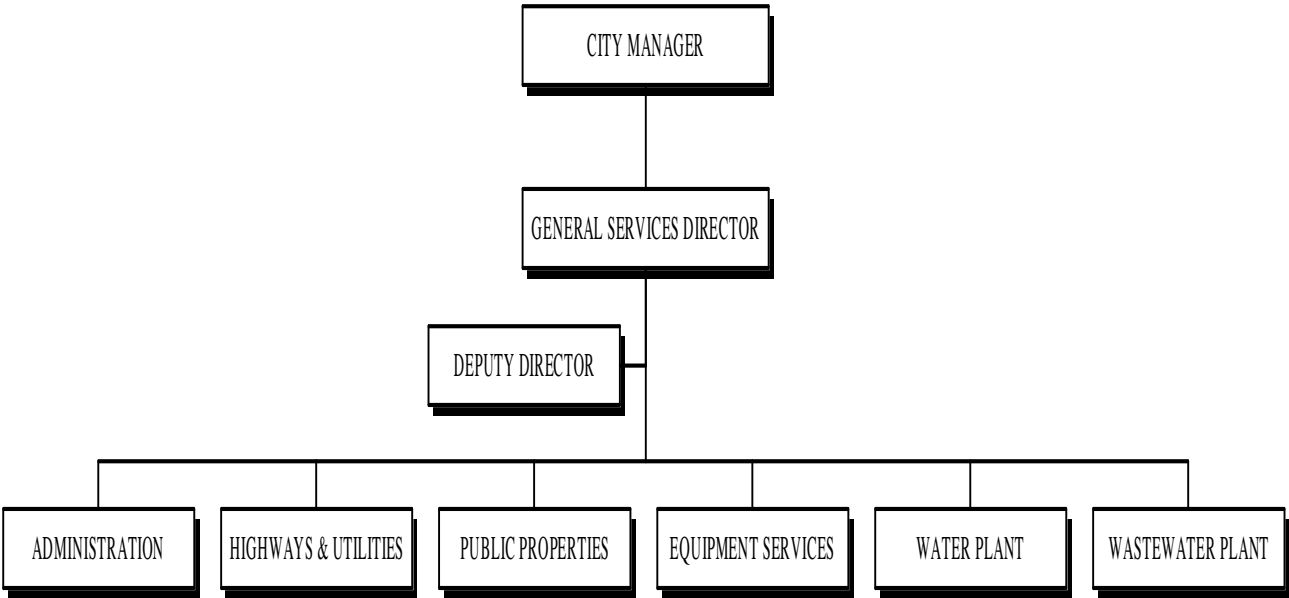


GENERAL SERVICES

MISSION

To enhance the quality of life in the City by providing maintenance and operation of the City’s infrastructure including roadways, sidewalks, bridges, buildings, storm drains, sanitary sewers and treatment, potable water supply and distribution, ice arena, and motor fleet in a cost-efficient manner within the constraint of fiscal budgets and while remaining sensitive and responsive to the needs of the community.

GENERAL SERVICES DEPARTMENT
TABLE OF ORGANIZATION



GENERAL SERVICES**PROGRAM HIGHLIGHTS**

<u>SERVICE INDICATORS</u>	<u>Actual 2010</u>	<u>Actual 2011</u>	<u>Estimated 2012</u>	<u>Projected 2013</u>
Billing				
Number of invoices	141,109	146,562	141,672	142,000
Number of notices sent	3,921	4,279	4,250	4,300
Number of accounts edited	21,600	22,000	22,000	22,000
Number of walk-ins	3,700	3,700	3,700	3,700
Number of Statement Invoices	800	676	620	700
Metering				
Service Calls	2,600	2,600	2,600	2,600
Large Meter Exchange Program	145	220	150	250
Customer Accounts	11,967	12,020	12,070	12,090
Meter Tests Performed	270	300	200	200
New Meter Installations	47	50	50	30
Backflow Devices Tested	1,332	1,400	1,400	1,450
Meter reads	143,000	144,410	144,500	144,600
Delinquent accounts researched	1,300	1,200	1,100	1,200
Leak & High/Zero Consumption researched	1,600	1,000	1,000	1,000
Administration				
Number of invoices processed	2,800	2,800	2,800	2,800
Number of purchased orders & Receipt of Goods	3,590	3,600	3,600	4,743
Number of calls received	18,010	17,925	16,640	11,000
Amount of payroll processed	9,919,476	10,167,463	9,235,649	9,517,790
Employees entered in P/R	7,800	7,800	7,800	6,032

2013 GOALS

1. Continue to monitor the fiscal impacts of Pay-As-You-Throw on the Solid Waste Budget.
2. Supervise the development of a leak detection program.
3. Supervise the planning, managing, and implementing of a water conservation plan for the water infrastructure.
4. Supervise the preparation and analysis of the unaccounted for water rate.
5. Use social networking tools to disseminate information regarding routine service-related activities in the City in an effort to reduce the number of phone calls made to the General Services Department.
6. Continue to implement closure activities for the Old Suncook Landfill as detailed in the Capital Improvement Plan.
7. Continue to monitor the development of the Single Stream Recycling Facility proposed by the Co-op.
8. Be prepared to implement eBilling for water and sewer utilities after the New World Systems eSuite module is tested and validated.

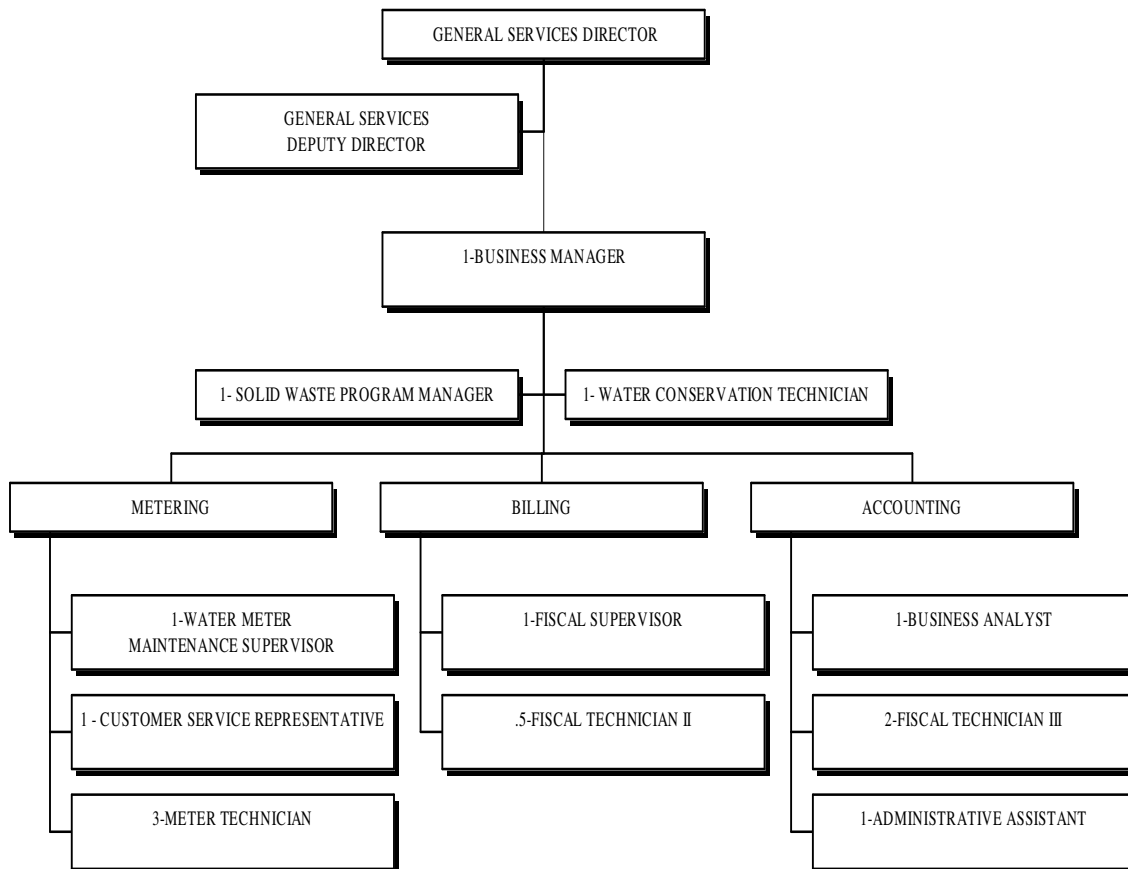
2012 GOALS STATUS

1. Monitor the unaccounted for water rate and provide the Department with a rolling three-month average, quarterly.
9-Month Status: The unaccounted for water rate has varied from 1% to 11% during the reporting period.
2. Continue to monitor the fiscal impacts of Pay-As-You-Throw on the Solid Waste Budget.
9-Month Status: The Department continues to monitor monthly residential and commercial tonnage delivered to Wheelabrator. The Department requested to keep steady the GMQ of 29,680 tons for the next Cooperative fiscal year.

PROGRAM HIGHLIGHTS**GENERAL SERVICES**

3. Use social networking tools to disseminate information regarding routine service-related activities in the City in an effort to reduce the number of phone calls made to the General Services Department.
9-Month Status: The Department continues to use resources such as Concord TV, the General Services Department scrolling banner, the General Services Department website, and notes on the water bills to get important messages to residents.
4. Update the Utility Billing website.
9-Month Status: Ongoing.
5. Review and update, as requested, the Divisions' websites.
9-Month Status: No divisions have requested support.
6. Continue to implement closure activities for the Old Suncook Landfill as detailed in the Capital Improvement Plan.
9-Month Status: The NH Department of Environmental Services has directed the City to complete the Old Suncook Landfill closure in three phases. The first phase, securing the site, was complete in December 2011. The next phase of the closure is to place at least 12" of cover over the affected area. This phase is scheduled to be completed no later than the end of calendar year 2012.
7. Continue to monitor the development of the Single Stream Recycling Facility proposed by the Co-op.
9-Month Status: The Concord Regional Solid Waste Resource Recovery Cooperative (Co-op) Operating Committee has voted to recommend not proceeding with the single stream recycling project as originally contemplated. The Co-op staff and an engineering consultant are re-tooling the project in an attempt to mitigate financial risk.

GENERAL SERVICES ADMIN.

GENERAL SERVICES DEPARTMENT
ADMINISTRATION

BUDGET DETAIL**GENERAL SERVICES ADMIN.**

<u>POSITION TITLE</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
General Services Director	1.0	1.0	1.0	1.0
General Services Deputy Director	1.0	1.0	1.0	1.0
Business Manager	1.0	1.0	1.0	1.0
Solid Waste Program Manager	1.0	1.0	1.0	1.0
Business Analyst	0.0	0.0	0.0	**1.0
Administrative Supervisor	1.0	1.0	1.0	**0.0
Administrative Specialist II	1.0	1.0	*0.0	0.0
Customer Service Representative	1.0	1.0	1.0	1.0
Fiscal Technician III	2.0	2.0	2.0	2.0
Fiscal Technician II	0.5	0.5	0.5	0.5
Administrative Assistant	1.0	1.0	1.0	1.0
Water Meter Maintenance Supervisor	1.0	1.0	1.0	1.0
Water Conservation Technician	0.0	0.0	*1.0	1.0
Meter Technician	4.0	4.0	*3.0	3.0
Fiscal Supervisor	<u>1.0</u>	<u>1.0</u>	<u>1.0</u>	<u>1.0</u>
Total FTE	16.5	16.5	15.5	15.5

* An Administrative Specialist II and a Meter Technician were eliminated in order to create a Water Conservation Technician position in FY 2012.

** Administrative Supervisor position converted to a Business Analyst position in FY 2013.

GENERAL SERVICES ADMIN.**BUDGET DETAIL****GENERAL SERV ADMINISTRATION**

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL YEAR BUDGET
APPROPRIATIONS						
COMPENSATION	\$438,130	\$375,763	\$384,190	\$413,070	\$402,990	\$401,410
OUTSIDE SERVICES	\$42,993	\$49,207	\$43,740	\$46,405	\$50,975	\$47,280
SUPPLIES	\$7,656	\$8,468	\$7,628	\$9,267	\$9,120	\$9,120
INSURANCES	\$7,233	\$4,865	\$6,828	\$6,600	\$7,170	\$7,350
OVERHEAD\FRINGE BENEFITS	\$174,955	\$147,823	\$158,486	\$178,590	\$165,500	\$191,360
ADMIN CHARGES ALLOCATED	(\$332,150)	(\$325,720)	(\$309,690)	(\$305,520)	(\$305,520)	(\$316,050)
Total	\$338,817	\$260,408	\$291,183	\$348,412	\$330,235	\$340,470

SOLID WASTE TRANSFER

	2009 ACTUAL	2010 ACTUAL	2011 ACTUAL	2012 BUDGETED	2012 ESTIMATED	2013 FISCAL YEAR BUDGET
APPROPRIATIONS						
GENERAL SHARE TO SOLID WASTE	\$1,900,000	\$1,550,000	\$1,410,000	\$1,410,000	\$1,410,000	\$1,410,000
Total	\$1,900,000	\$1,550,000	\$1,410,000	\$1,410,000	\$1,410,000	\$1,410,000

FUNDING IMPACT

GENERAL SERVICES ADMIN.

This budget contains no significant funding changes.

GENERAL SERVICES ADMIN.

NOTES