

CITY OF AMES, IOWA 2011/12 PROGRAM BUDGET



Donald and Ruth Furman Aquatic Center
Opened May 29, 2010



City Manager's Office

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January 28, 2011

Mayor and Ames City Council Members:

It seems preparing a budget that accomplishes our organizational goal of providing exceptional services to our citizens becomes more difficult each year. Unfortunately, this year is no different. We are faced with the following financial challenges: 1) the primary source of revenue for many of our services, property tax revenues, has been negatively impacted by growth in taxable valuation of only 2%; 2) the state-mandated Police and Fire Retirement system will require an additional contribution of \$381,192 (a 30% increase in City funding); 3) the need to invest in our aging Water, Sanitary Sewer, Resource Recovery, and Electric utilities continues to grow; and 4) the unprecedented flooding that we experienced last summer will require the City to take steps to recover from the disaster and to mitigate damage that this type of flooding disaster may cause in the future.

In an effort to meet these challenges while not drastically reducing service levels for our residents, I am presenting the attached budget for fiscal year 2011/12. It is not possible to summarize the budget in this letter because of its magnitude and complexity. I have, however, attempted to highlight a number of important policy issues that are included for your consideration.

PROPERTY TAXES – NO TAX RATE INCREASE

In order to finance the FY 11/12 budget, the overall property tax rate will remain at \$10.84/\$1,000 of taxable valuation. In addition to a concerted effort by our Department Heads and their staffs to hold the line on all of their controllable expenditures, the ability to avoid a property tax rate increase is facilitated by the use of available monies in our Debt Service and Employee Benefits funds, the retirement of a number of long-term employees whose replacements will be paid at lower salaries, anticipated increases in revenues from our recreation and building fees, and estimates for increased local option tax revenues.

UTILITIES

RESOURCE RECOVERY – NO INCREASE

The Resource Recovery utility remains in excellent financial condition. Therefore, the budget calls for the per capita subsidy rate charged to ourselves and the other Story County

communities that are partners in this operation to remain at \$10.50. Our portion of this support will be \$423,475 in FY 11/12. In addition, the tipping fee charged to our local garbage haulers will remain at \$52.75 per ton. Maintaining both of these charges will benefit our residents.

A major initiative in this utility is a partnership with Electric Services to explore ways to convert refuse derived fuel (RDF) into some other form (gas or bio-fuel) that could prove more financially advantageous to the Resource Recovery operations and less costly to Electric Services.

WATER - 8% INCREASE

Last year we estimated that three consecutive double-digit rate increases would be required to generate sufficient revenue to cover the debt needed to finance a new 15 MGD Water Treatment Plant. In order to mitigate this impact on our customers, the operating budget request is flat compared to the prior year's adopted level, thereby allowing us to reduce our rate increase in FY 11/12 to 8%.

STORM SEWER - 15% INCREASE

The staff has been working with the City Council over the past months to develop a new structure for the Storm Sewer Utility fee that is based on impervious area rather than on a per meter charge. However, in addition to the fee restructuring, we emphasized to the City Council that 15% more revenue is being sought in FY 11/12. This increased funding is needed in this utility in order to match federal mitigation funds and, hopefully, to begin correcting the various flooding situations that occurred in various neighborhoods in August 2010.

SANITARY SEWER - 10% INCREASE

Here again, the staff has emphasized the need for three consecutive years of rate increases to incorporate a new disinfection system into our treatment process, to expand the bio-solids storage facility, and to construct other costly capital improvements that will be required as part of our new operating permit from the Iowa Department of Natural Resources.

The FY 11/12 budget reflects a rate increase of 10% rather than the 9% projected last year. The reason for this higher than projected increase is due to the fact that the new CIP has advanced the evaluation of the sanitary sewer collection system and introduced a new long-range Water Pollution Control facility analysis so that we can determine the most cost-effective projects to meet the requirements of our State operating permit.

The staff in this utility worked equally hard to hold down operating expenditures. As a result of their efforts, the expenditures in FY 11/12 are actually 2.5% less than the prior year adopted level.

ELECTRIC - NO INCREASE

Last year we indicated that smaller rate increases (5%) might be needed in FY 12/13 and FY 13/14 to finance the numerous projects listed in the CIP to maintain our electric power plant and distribution system. Hence, no rate increase was projected in FY 11/12. However,

electric cost-of-service and rate studies will be conducted in FY 10/11 to make sure there is no cross-subsidization among customer classes. The result of these studies could necessitate a rate restructuring that may not generate additional total revenue to the utility, but would impact certain customer classes differently.

The staff in Electric Services has done its part to keep operating expenses as low as possible with an operating budget that includes expenditures of only 2.8% over the previous year's adopted level.

PUBLIC WORKS ENGINEERING

I have consistently explored the most cost-effective means to deliver our city services. Many times this is accomplished by contracting out services. This has been true for design services for our numerous capital improvements. However, I have noticed that our cost for this type of consulting service has not decreased, even though you might imagine that design firms would be hungry for work during the downturn in the economy.

The Public Works CIP includes twenty-one public improvement projects totaling \$16,219,000 in FY 11/12. We have estimated that a new Civil Engineer position would be able to handle a number of these projects internally. Based on our most recent cost for outside design services (over 10% per project) compared to the cost of a new position (\$80,000), the City could expect to save hundreds of thousands of dollars with this new position. Therefore, an additional FTE has been added to the Public Works Engineering program.

BUILDING SAFETY

RENTAL HOUSING INSPECTION

The City Council has invested a significant amount of time in discussing the specific revisions to the Rental Housing Code. However, what has been overlooked in these discussions were the concerns that were raised by rental property owners back in 2008 about the lack of timeliness in accomplishing inspections, providing follow-up letters summarizing inspection findings, and issuing Letters of Compliance.

Since FY 01/02 the number of rental units has increased from 9,410 to 11,915 in FY 10/11, with an additional 400 rental units planned for completion next year. What makes this workload so challenging is the fact that we have to accommodate this ever-increasing number of rental units with only one full-time inspector, one-half FTE for clerical support, and the equivalent of one-half FTE in temporary inspection salaries. Consequently, we now find ourselves with a six-to-nine month backlog.

In order to reduce this backlog in inspections, an additional full-time Rental Housing Inspector (along with the elimination of temporary inspection salaries) and a ½ FTE increase in a clerical support position have been added to the FY 11/12 budget. With these personnel additions, the rental inspection fees will increase an additional \$3.38 per unit in FY 11/12. If the City Council can not support the increase in personnel to ensure compliance with our current service level goal, then it is recommended that reconsideration be given to the three-year inspection cycle. Without additional personnel to support this service, it appears the

inspection cycle will need to be extended to at least five years. However, from a staffing standpoint, such an extension would likely lead to significantly more complaints that will also need follow-up.

BUILDING CODE INSPECTION

Each year it is our goal to generate enough building code inspection fees to cover the cost of our inspection operations. Due to the stagnating building environment, we have subsidized this service even though two inspection position vacancies were not funded in FY 10/11. With the economy showing signs of improvement, the FY 11/12 budget for inspection related expenses will exceed revenue by only \$29,306 even after one inspection position is again held open and a 4% increase in inspections fees is implemented. It should be noted that this total is less than the \$100,776 subsidy adopted in FY 10/11.

RECREATIONAL OPPORTUNITIES

As expected, the Furman Aquatic Center was able to generate net revenue in FY 10/11 and is projected to do the same in FY 11/12. The success of this new attraction and the closing of Carr Pool have allowed us to decrease the amount of General Fund subsidy in the Aquatics program from \$147,000 in FY 08/09 to \$30,000 in FY 11/12. In the future, the City Council may want to consider reserving excess revenue from the Furman Aquatic Center for equipment replacement at the facility.

LEASED HOUSING

Following the direction of the City Council, the FY 11/12 budget anticipates that the City of Ames will no longer be administering the Section 8 Leased Housing program. The staff is preparing a plan to transition the administration of this program to another agency selected by the Department of Housing and Urban Development to provide this service to Ames residents.

It is unfortunate that we have come to this point. However, in order to continue to administer this housing service, a local subsidy of at least \$150,000 per year would be needed. It is apparent from the ever-decreasing amount of federal funds available for administering this program, that it is more cost-effective for housing agencies that manage significantly more vouchers than the City currently has to continue this program for our qualifying residents.

AFFORDABLE HOUSING

Likewise, the county-wide affordable housing partnership came to an end in FY 10/11. After all funds are distributed to the partner cities, nearly \$700,000 will remain available in the City-Wide Affordable Housing Fund for City Council priority projects in the future.

COMMUNITY DEVELOPMENT BLOCK GRANT

In FY 11/12, the staff will focus efforts on three projects (Housing Rehabilitation, Public Improvements, and Homebuyer Assistance) that will assist in accomplishing the City Council goal of strengthening our neighborhoods.

RIVER FLOODING

Since the unprecedented floods of 2010, the City Council has established a goal to mitigate flooding in our community. This goal will require us to analyze this issue from two perspectives: 1) flooding that damaged commercial and industrial areas from the overflow of the Skunk River and Squaw

Creek; and 2) flooding that damaged various neighborhoods from localized, non-river surface runoff during intense rain events.

In order to address this critical goal, the FY 10/11 budget has been amended to include \$250,000 to identify the most cost-effective means for mitigating the impact of river flooding, \$30,120 to assess urban stream flooding that erodes private property and undermines our utility piping, and \$48,980 to determine how best to protect our neighborhoods from future surface flooding. The CIP anticipates a substantial amount of federal hazard mitigation funding matched by the revenues generated from our Storm Sewer Utility increase to accomplish the identified mitigation projects.

SANITATION

In past years, I have reminded the City Council that we are contracting with the State of Iowa to perform restaurant inspections in the belief that we can provide a superior service to our customers. Unfortunately, while this arrangement has saved the State the cost of providing this service, an associated State law prevents us from raising our inspection fees to cover our costs.

With the announced retirement of our long-time Sanitarian, this is an opportune time to determine whether or not to continue this arrangement. By canceling the contract with the State, the City would save an additional \$50,000, or a reduction of \$.02 of the property tax rate. The City Council should understand that currently our Sanitarian is able to inspect each restaurant twice per year. It appears that other communities who are inspected by the State receive inspections once per year.

Given all of the financial challenges that we must confront in FY 11/12, we are happy to present you with a budget that maintains our level of service and does not increase the property tax rate to our citizens. I should emphasize that this administrative/financial plan could not have been accomplished without the commitment and creativity of our department heads and their staffs. In addition, the budget document is the product of the hard work of Duane Pitcher, Carol Collings, Sharon Hjortshoj, Bob Kindred, and Sheila Lundt.

Respectfully submitted,

Steve

Steven L. Schainker
City Manager



FURMAN AQUATIC CENTER Grand Opening • May 29, 2010

Welcome and Introduction – Mayor Ann Campbell

- City Council and Parks & Recreation Commission
- Recognition of Elected Officials
- Donald and Ruth Furman
- Anonymous Donor

Partnerships – Mayor Ann Campbell

- Iowa State University – *land, long-term lease*
 - Construction Supervision
- Ames Community School District – *practice fields*

Parks & Recreation History – Jane Acker, Parks & Recreation Commission

- Opening comments
- History of improving community recreational amenities
- Background on the Furman Aquatic Center
- Step Up, Dive In Committee
- Lead Gift of Donald and Ruth Furman
 - Introduction of Don & Ruth Furman
 - Unveiling limestone plaque

Design Features of the Facilities – Nancy Carroll, Director, Parks & Recreation

- Environmental sensitivity
- Parking, bioswales, connectivity of bike paths, CyRide

Acknowledgement of Architect/Contractors – Mayor Ann Campbell

Ribbon-Cutting – All Invited

Ceremonial Plunge & Games – All Invited

Furman Aquatic Center
Open for the Season

Fun Today...Memories for a Lifetime!

Acknowledgements

Donald and Ruth Furman
Anonymous Donor
Citizens of Ames
Iowa State University

City Council

2007	2010
Ann Campbell, Mayor	Ann Campbell, Mayor
Ryan Doll	Jeremy Davis
Matthew Goodman	Matthew Goodman
Jami Larson	Jami Larson
Riad Mahayni	Riad Mahayni
Jim Popken	Peter Orazem
Dan Rice	Thomas Wacha

City Manager
Steven L. Schainker

Director of Parks & Recreation
Nancy Jo Carroll

Parks and Recreation Commission

2007	2010
Jane Acker	Jane Acker
David Austin	Laura Bosworth
Susan Belcher	Travis Cardwell
David Benson	Alisa Frandsen
Travis Cardwell	Nathan Katzer
Erv Klaas	Leo Milleman
Greg Vitale	Greg Vitale

Design

RDG Planning & Design Ames, Iowa	Pleva Mechanical, Inc. Woodward, Iowa
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Water's Edge Aquatic Design
Lenexa, Kansas

Contractor
Sande Construction
Humboldt, Iowa

Other
Sign Pro
Ames, Iowa

Fun Today...Memories for a Lifetime!

CITY OF AMES, IOWA

2011/12 PROGRAM BUDGET

**SUBMITTED TO THE CITY COUNCIL
JANUARY 28, 2011**

**MAYOR
ANN CAMPBELL**

**COUNCIL MEMBERS
JEREMY DAVIS
MATTHEW GOODMAN
JAMI LARSON
RIAD MAHAYNI
PETER ORAZEM
THOMAS WACHA**

**CITY MANAGER
STEVEN L. SCHAIKER**



Mission Statement

We are caring people, providing quality programs
with exceptional service to a
community of progress.

We Value...

- Continuous improvement in our organization and our services.
- Innovation in problem solving.
- Employee participation in decision making.
- Personal and professional development.
- Each other as we work together to serve the community.

We Are...

- Proud to provide superior services to our community.
- Professional and objective as we address public concerns and needs.
- Fair, flexible, and helpful in our actions.
- Efficient and fiscally responsible.
- Proactive in reviewing and evaluating the type and focus of our services.

Caring People, Quality Programs, Exceptional Service

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HOW TO USE THIS BUDGET DOCUMENT

The following notes and definitions have been prepared to assist the Mayor, Council, and citizens of Ames in more readily understanding the format and terminology which are used in this budget.

PROGRAM BUDGET PHILOSOPHY

Prior to the 1982/83 Budget, the City of Ames relied primarily upon a department-centered "line-item" or "input-oriented" budget. Expenditure decisions were made largely upon the basis of the costs associated with personnel, commodities, capital outlays, etc., within the various City departments. While recognizing the importance of cost restraints upon governmental operations, the present program budget goes one step better as it provides information for decision making on a service or program-oriented basis. Policy makers are thus given the means to make crucial budgetary decisions based upon specific and measurable service levels, as well as upon the total dollar cost of those services. At the same time, citizens should be able to see the service-level results of the elected representatives' decisions. In an era of tight governmental spending, the City budgeting process will hopefully thus be more responsive to citizen and Council budgeting needs.

PROGRAM STRUCTURE

Within this budget, City services are grouped in five "programs", each of which addresses a broad category of needs within the community. These programs are as follows:

- Public Safety
- Utilities
- Transportation
- Community Enrichment
- General Government

In addition to these five operating programs, two additional programs identify other "non-operating" types of expenditures:

- Debt Service
- Internal Services/Transfers

These programs have next been divided into "sub-programs" and "activities". Each of these levels reflects the City's efforts to address community needs at a progressively more specific level. To illustrate the pyramiding nature of this program structure, a portion of the transportation program is outlined below.

<u>PROGRAM</u>	<u>SUB-PROGRAM</u>	<u>ACTIVITY</u>
Transportation	Street System	Street Surface Maintenance
		Street Surface Cleaning
		Snow and Ice Control
	Public Parking	Parking Operation & Maintenance
		Parking Law Enforcement
		Parking Violation Collection

The activity sheet (or sub-activity, when necessary) is the basic building block of the program budget. Using the performance, personnel, cost, and funding information given on these sheets, budget decisions are made for each of the activities. The summary of activities into sub-programs and of sub-programs into programs then provides us with a comprehensive program of all of those services which are provided by the City.

FUND ACCOUNTING AND MAJOR FUNDS

To meet various reporting requirements and generally accepted accounting principles, the City of Ames has established a number of financial funds to record financial activity. These funds allow the City to segregate specific financial activity and meet requirements of various financial regulations, restrictions, and limitations on use of various revenue sources. The fund summary section of this document provides brief descriptions of the funds as well as revenues, expenses and fund balance. The major funds represent significant activities of the City of Ames and include the following funds or fund groups:

- General Fund
- Debt Service Fund
- Capital Project Fund Group

Water Utility Fund
Sewer Utility Fund
Electric Utility Fund

These major funds combined represent approximately 75% of the expenses for the FY 11/12 Budget. In the Fund Summary section, see index for funds by type and the top of fund sheets for definition or usage.

SERVICE OBJECTIVES

The standards for reporting performance measures in local government budgets have transitioned to reporting of service objectives and accomplishments. To meet these standards, the format of the performance measures in the budget has been changed.

The service objectives reported in the budget should:

- Support the goals of the organization and activity
- Describe what will be accomplished
- Reflect the planned benefit to customers
- Allow measurement of progress
- Define quantifiable future targets (if appropriate)

SERVICE ACCOMPLISHMENTS

Reporting of accomplishments of objectives will include the following types of service measures where appropriate:

- Input – unit of resources expended to produce services
- Output – quantity of products or units of service produced
- Efficiency – inputs used per unit of output or outputs per unit of input
- Service Quality – measure of the extent to which customers are satisfied with a program or how timely or accurately the service is provided
- Outcome – qualitative results of service; ultimate benefit to customer

The objective of service measurement reporting is to provide more complete information about the City of Ames' performance than can be provided by budget financial statements and schedules. The service measures are designed to assist users in assessing the economy, efficiency, and effectiveness of services provided. The future budget year's projected measures are an estimate or target.

HIGHLIGHTS

For each operation's program activity, there is a highlight page. The top narrative portion of the page outlines highlights and significant changes for the current year and future budget year.

EXPENDITURES

The columns of financial information include:

- One historic year of actuals.
- The current year's adopted budget.
- The first amendment to the current year's budget which is prepared while budgeting for the future year. The City of Ames amends the current year's budget again in May.
- The Manager's recommended budget after the PROBE (Productive Review of Budget Entries) and the City Manager have reviewed and approved the budget; or
- The adopted budget after the City Council approves and certifies the budget.

TYPES OF EXPENDITURES

Five types of expenditures are noted.

- Personal Services includes:
Full-time and part-time wages, overtime, various leaves, benefits for IPERS, health insurance, FICA, Medicare FICA, Utility Retirement, Police and Fire Retirement, Workers Comp, life insurance, and unemployment compensation.
- Contractual includes:
Internal service charges for legal, purchasing, finance, human resources, data, telephone, messenger, fleet, insurance, printing, and fleet and computer funds; and external charges for training, conferences, dues, recruiting, utility costs, repairs, maintenance, rentals, leases, and outside professional services.

- Commodities include:
Office supplies, food, minor equipment, structural materials, chemicals, equipment parts and supplies, meters and meter parts, fuel, and coal.
- Capital includes:
Library acquisitions of books and materials, furniture, computer equipment, equipment, vehicles, CIP improvements to land, building, utility systems, streets, and traffic systems. The City of Ames' capitalization threshold is \$5,000.
- Other Expenditures include:
Bond and interest payments, insurance claims, refunds, and transfers.

FUNDING SOURCES

Specific revenues which have been assigned to this program activity are then listed. Not every revenue source can be assigned to just one program activity as explained below in Fund Support.

FUND SUPPORT

Wherever possible, efforts have been made to assign specific revenue sources to the various program activities. Both costs and revenues related to a given City service can thus be shown on the same page. Levels of "self-support" for the given activity can thus be made evident.

When specific revenues can not be assigned to a given activity, then the funding source shown will be "fund support". This indicates that the funding will come from the respective fund as a whole, and not from any specific revenue sources within that fund.

In cases where assigned revenues exceed the expenditure total, the "fund support" will be shown as a negative figure. This indicates that the given activity is making a net addition to the fund, rather than "drawing down" the fund balance.

It is not always possible to assign revenues to the appropriate program activity. All major revenue sources for each fund are shown, however, on the respective fund summary sheets.

PERCENTAGE CHANGE

The percentage change number on the financial pages indicates the percentage change between the column for 2011/12 and the 2010/11 Adopted column.

FULL TIME EQUIVALENT (F.T.E.)

When referring to the number of people employed by the City and to the number of positions authorized in any given department, this budget uses the term "full-time equivalent" or "F.T.E.". One F.T.E. is equivalent to 2080 hours of work per year by full-time and permanent part-time employees (52 weeks times 40 hours per week equals 2080 hours).

BEGINNING BALANCES

The beginning balances shown on the fund sheets reflect not only cash, but also other assets and liabilities. Exclusions to assets as shown in the audit are fixed assets in the ENTERPRISE FUNDS and inventory in the ELECTRIC FUND. Excluded from liabilities are employee benefits which are not recorded on City books, but are shown on the audit statement as a liability.

Emphasis has been placed on the beginning balances for the 10/11 adjustment, which are then carried forward based on the estimated revenues and expenditures to estimate a beginning balance for the beginning of the 11/12 fiscal budget.

In this budget presentation, the fund sheets reflect the excess or deficit of revenues over/under expenses and then add this excess or deficit to the beginning balance to establish a new ending balance.

The ending balance is then carried forward and becomes the beginning balance for the next budget year.

BUDGET AND FISCAL POLICIES

FINANCIAL PLAN PURPOSE AND ORGANIZATION

Financial Planning Objectives

Through its financial planning process, the City will link resources with results by:

- Identifying community needs for services.
- Establishing the programs required to provide these services.
- Establishing program policies and goals which define the nature and level of program services required.
- Identifying activities performed in delivering program services.
- Proposing objectives for improving the delivery of program services.
- Identifying and appropriating the resources required to perform program activities and accomplish program objectives.
- Setting standards to measure and evaluate the output of program activities, accomplishment of program objectives, and expenditure of program appropriations.

The City will use financial modeling tools to assist in the financial planning process and assess and forecast the effect of proposed service levels on tax rates and fees.

Annual Budget

The City's annual budget emphasizes long-range planning and effective program management. The benefits expected from the annual budget include:

- Reinforcing the importance of long-range planning in managing the City's fiscal affairs.
- Concentrating on developing and budgeting for the accomplishment of significant objectives.
- Establishing realistic timeframes for achieving objectives.
- Creating a proactive budget that provides for stable operations and ensures the City's long-term fiscal health.
- Promoting orderly spending patterns.

The City will maintain Government Finance Officers Association (GFOA) standards for the "Distinguished Budget Presentation Award" and will submit the budget document annually for review under the GFOA program.

Measurable Objectives

The financial plan will establish measurable program objectives and allow reasonable time to accomplish those objectives.

Budget Amendments

The Council will formally review the City's fiscal condition, and amend the budget if necessary, in accordance with the Code of Iowa and administrative rules for local governments.

Balanced Budget

The City will maintain a balanced budget. This means that:

- Operating revenues must fully cover operating expenditures, including debt service, over the long term.
- Ending fund balance (or working capital in the enterprise funds) must meet minimum policy levels. For the General Fund, this level has been established at 20% of operating expenditures.

Under this policy, it is allowable for total expenditures to exceed revenues in a given year; however, in this situation, the beginning fund balance will be used primarily to fund capital improvement plan projects, or other one-time, non-recurring expenditures. Excess balances may also be utilized as part of a program to stabilize property tax levy rates over a planned number of years.

A separate document will be presented to the City Council that provides proposed policies for each of the City's funds. Information to be included will be a description of the fund, primary sources of revenue and expense for the fund, and the fund balance policy. The document will also address maintaining fund balances to respond to possible contingencies and emergencies.

FINANCIAL REPORTING

Annual Reporting

The City will prepare annual financial statements as follows:

- In accordance with various requirements, the City will contract for an annual audit by a qualified independent certified public accountant. The City will strive for an unqualified auditor's opinion.
- The City will use generally accepted accounting principles in preparing its annual financial statements, and will strive to meet the requirements of the GFOA's Award for Excellence in Financial Reporting program.
- The City will issue audited financial statements within 180 days after year-end.

GENERAL REVENUE MANAGEMENT

Diversified and Stable Base

The City will seek to maintain a diversified and stable revenue base to reduce the effects of short-term fluctuations in any one revenue source.

Current Revenues for Current Uses

The City will fund current expenditures with current revenues, avoiding procedures that balance current budgets by postponing needed expenditures, accruing future revenues, or rolling over short-term debt.

Interfund Transfers and Loans

In order to achieve important public policy goals, the City has established various special revenue, capital project, debt service and enterprise funds to account for revenues whose use should be restricted to certain activities. Accordingly, each fund exists as a separate financing entity from other funds, with its own revenue sources, expenditures and fund equity.

Any transfers between funds for operating purposes are clearly set forth in the annual budget. These operating transfers, under which financial resources are transferred from one fund to another, are distinctly different from interfund borrowings, which are usually made for temporary cash flow reasons, and are not intended to result in a transfer of financial resources by the end of the fiscal year.

In summary, interfund transfers result in a change in fund equity; interfund borrowings do not, as the intent is to repay the loan in the near term.

USER FEE COST RECOVERY GOALS

Ongoing Review

Fees will be reviewed and updated on an ongoing basis to ensure that they keep pace with changes in the service delivery costs as well as changes in methods or levels of service delivery. In instances where State or other regulations limit the level of fees charged for City services, the user fee cost recovery principles may not apply. The budget document will identify where fee levels have been limited and clearly identify the subsidy required due to user fee limitations.

User Fee Cost Recovery Levels

In setting user fees and cost recovery levels, the following factors will be considered:

- *Community-Wide Versus Special Benefit* – The level of user fee cost recovery should consider the *community-wide* versus *special service* nature of the program or activity. The use of general-purpose revenues is appropriate for community-wide services, while user fees are appropriate for services that are of special benefit to easily identified individuals or groups.
- *Service Recipient Versus Service Driver* – After considering community-wide versus special benefit of the service, the concept of *service recipient* versus *service driver* should also be considered. For example, it could be argued that the applicant is not the beneficiary of the City's development review efforts; the community is the primary beneficiary. However, the applicant is the *driver* of development review costs, and as such, cost recovery from the applicant is appropriate.
- *Effect of Pricing on the Demand for Services* – The level of cost recovery and related pricing of services can significantly affect the demand and subsequent level of services provided. At full cost recovery, this has the specific advantage of ensuring that the City is providing services for which there is genuinely a market that is not overly stimulated by artificially low prices. Conversely, high levels of cost recovery will negatively impact the delivery of services to lower income groups. This negative feature is especially pronounced, and works against public policy, if the services are specifically targeted to low income groups.
- *Feasibility of Collection and Recovery* – Although it may be determined that a high level of cost recovery may be appropriate for specific services, it may be impractical or too costly to establish a system to identify and charge the user. Accordingly, the feasibility of assessing and collecting charges should also be

considered in developing user fees, especially if significant program costs are intended to be financed from that source.

Factors Favoring Low Cost Recovery Levels

Very low cost recovery levels are appropriate under the following circumstances:

- There is *no* intended relationship between the amount paid and the benefit received.
- Collecting fees is not cost-effective or will significantly impact the efficient delivery of the service.
- There is *no* intent to cover the cost of the service. Examples may include park shelter and auditorium rental.
- The service is non-recurring, generally delivered on a “peak demand” or emergency basis, cannot reasonably be planned for on an individual basis, and is not readily available from a private sector source. Many public safety services fall into this category.
- Collecting fees would discourage compliance with regulatory requirements and adherence is primarily self-identified, and as such, failure to comply would not be readily detected by the City. Small-scale licenses and permits might fall into this category.

Factors Favoring High Cost Recovery Levels

The use of service charges as a major source of funding service levels is especially appropriate under the following circumstances:

- The service is similar to services provided through the private sector and private or other public sector alternatives could or do exist for the delivery of the service.
- For requested service that requires added costs, it is intended that there be a direct relationship between the amount paid and the level and cost of the service received. An example is higher fees for utility hook-up after normal working hours.
- The service is regulatory in nature and voluntary compliance is not expected to be the primary method of detecting failure to meet regulatory requirements. Building permit, plan checks, and subdivision review fees for large projects would fall into this category.

General Concepts Regarding the Use of Service Charges

The following general concepts will be used in developing and implementing service charges:

- Revenues should not exceed the reasonable cost of providing the service.
- Cost recovery goals should be based on the total cost of delivering the service, including direct costs, departmental administration costs, and organization-wide support costs such as accounting, personnel, data processing, vehicle maintenance and insurance.
- The method of assessing and collecting fees should be as simple as possible in order to reduce the administrative cost of collection.
- Rate structures should be sensitive to the “market” for similar services as well as to smaller, infrequent users of the service.
- A unified approach should be used in determining cost recovery levels for various programs based on the factors discussed above.

Low Cost Recovery Services

Based on the criteria discussed above, the following types of services should have very low cost recovery goals. In selected circumstances, there may be specific activities within the broad scope of services provided that should have user charges associated with them. However, the primary source of funding for the operation as a whole should be general-purpose revenues, not user fees.

- Delivering public safety emergency response services such as police patrol services and fire suppression.
- Maintaining and developing public facilities that are provided on a uniform, community-wide basis such as streets, parks and general-purpose buildings.
- Providing social service programs and economic development activities.

Recreation Programs

The following cost recovery policies apply to the City's recreation programs:

- Cost recovery for activities directed to adults should be relatively high.
- Cost recovery for activities directed to youth and seniors should be relatively low. Although ability to pay may not be a concern for all youth and senior participants, these are desired program activities, and the cost of determining need may be greater than the cost of providing a uniform service fee structure to all participants. Further, there is a community-wide benefit in encouraging high levels of participation in youth and senior recreation activities regardless of financial status.

- In those circumstances where services are similar to those provided in the private sector, cost recovery levels should be higher.

The City Parks and Recreation Department will work with the Parks and Recreation Commission to review recreation programs and establish specific cost recovery targets for broad program classifications. The FY 04/05 budget reflected the first step in this process as the Recreation Administration Program expenditures were reduced by allocation directly to recreation programs.

Planning Programs

The following cost recovery policies apply to the Current Planning programs:

- Services provided under this category include:
 1. Planning (planned development permits, tentative tract and parcel maps, rezonings, general plan amendments, variances, use permits).
 2. Building and safety (building permits, structural plan checks, inspections, rental inspections).
 3. Engineering (public improvement plan checks, inspections, subdivision requirements, encroachments).
- Cost recovery for these services should generally be very high. In most instances, the City's cost recovery goal should be 100%. Exceptions to this standard include Long Range planning services, as this function is clearly intended to serve the broader community.

Comparability With Other Communities

In setting user fees, the City will consider fees charged by other agencies in accordance with the following criteria:

- Surveying other comparable communities provides useful background information in setting fees:
 1. They reflect the market for these fees and can assess where the City compares.
- If prudently analyzed, they can serve as a benchmark for how cost-effectively the City provides its services.
- However, fee surveys should never be the sole or primary criteria in setting City fees as there are many factors that affect how and why other communities have set their fees at their levels. For example:
 1. What level of cost recovery is their fee intended to achieve compared with our cost recovery objectives?
 2. What costs have been considered in computing the fees?
 3. When was the last time that their fees were comprehensively evaluated?
 4. What level of service do they provide compared with our service or performance standards?
 5. Is their rate structure significantly different than ours and what is it intended to achieve?

These can be very difficult questions to address in fairly evaluating fees among different communities. As such, the comparability of our fees to other communities should be one factor among many that is considered in setting City fees.

ENTERPRISE FUND FEES AND RATES

Water, Sewer, Electric, Resource Recovery

The City will set fees and rates at levels which fully cover the total direct and indirect costs ---including operations, capital outlay, capital improvements, and debt service--- of the following enterprise programs: water, sewer, electric, and resource recovery. For major City utilities including water, sewer, and electric, the City will model five years of projected revenues and expenses including capital improvements. These projections will be used to identify and notify the City Council of the timing and level of possible rate changes.

Homewood Golf

Golf program fees should fully cover direct operating costs. Because of the nine-hole nature of the golf course with its focus on youth and seniors, subsidies from other City funds (Local Option Tax, General, Hotel/Motel Tax) to finance capital improvements will be presented to the City Council as part of the financial planning process.

CyRide Transit

Costs for operating the CyRide transit system will be shared based on the agreement among the City of Ames, Iowa State University, and the Iowa State University Government Student Body. The City support of CyRide will be limited to the transit property tax rate.

Ice Arena

The Ames/ISU Ice Arena fees and rates are set to fully cover direct operating costs. Major capital improvement costs will be funded by the City of Ames and Iowa State University.

Storm Sewer Utility

The storm sewer utility rates are intended to fund operating costs of the Storm Sewer Utility. Major capital improvements will be funded by other funding sources including general obligation bonds.

Payment In-Lieu of Taxes

In accordance with long-standing practices, the City will treat the Electric Utility in the same manner as if it were privately owned and operated. In addition to setting rates at levels necessary to fully cover the cost of providing electric service, this means assessing reasonable property tax in-lieu of fees.

- For the Electric Utility, property tax in-lieu fees are established under the same methodology used in assessing property tax for the City of Ames.

Enterprise Fund Debt Service – The City will set enterprise fund rates at levels needed to fully cover debt service requirements as well as operations, maintenance, administration and capital improvement costs. The ability to afford new debt for enterprise operations will be evaluated as an integral part of the City's rate review and setting process.

GRANT FUNDING POLICY

The City will actively seek grant funding to fund both operating and capital expenditures. Prior to acceptance of grant funding, an evaluation of the grant must determine the following:

- The grant purpose is compatible with City program objectives.
- The benefits provided by the grant exceed the cost of administration.
- The grant does not commit the City to long-term tax funded expenditures after the completion of the grant period. The City will evaluate the cost and funding source to determine whether to continue the service when the grant period ends. The decision to continue to fund or drop will be made prior to accepting the grant. Alternatively, the City could choose to continue the service with other funding.

REVENUE DISTRIBUTION

The Council recognizes that generally accepted accounting principles for state and local governments discourage the earmarking of General Fund revenues, and accordingly, the practice of designating General Fund revenues for specific programs should be minimized in the City's management of its fiscal affairs. Approval of the following revenue distribution policies does not prevent the City Council from directing General Fund resources to other functions and programs as necessary.

Road Use Tax Revenue

All Road Use Tax revenues (which are restricted by the State for street-related purposes) will be recorded in the Road Use Tax fund and reports will be provided to the State of Iowa per Code of Iowa requirements. The City will utilize this fund primarily for eligible operations and maintenance activities; the available funds may be utilized for eligible capital improvement funding.

The City maintains several other special revenue funds. The policy for revenue allocation for these funds will be included in the City Fund Policy Document.

INVESTMENTS

Responsibility

Investments and cash management are the responsibility of the City Treasurer or designee.

Investment Objectives

The City's primary investment objective is to achieve a reasonable rate of return while minimizing the potential for capital losses arising from market changes or issuer default.

Accordingly, the following factors will be considered in priority order in determining individual investment placements:

- Safety
- Liquidity
- Yield

A formal investment policy has been adopted by the City Council; this policy requires regular reporting by the City Treasurer that demonstrates compliance with the policy.

FUND BALANCE DESIGNATIONS AND RESERVES

Minimum Fund Balance

The City will establish and maintain fund balances based on evaluation of each individual fund. The minimum balance will be set at a level that is considered the minimum necessary to maintain the City's creditworthiness and to adequately provide for:

- Economic uncertainties, local disasters, and other financial hardships or downturns in the local or national economy.
- Contingencies for unseen operating or capital needs.
- Cash flow requirements.

Other Designations and Reserves

In addition to the designations noted above, fund balance levels will be sufficient to meet funding requirements for projects approved in prior years which are carried forward into the new year; debt service reserve requirements; reserves for encumbrances; and other reserves or designations required by contractual obligations, state law, or generally accepted accounting principles.

Equipment Replacement

For certain assets, the City will establish and maintain equipment replacement funds to provide for the timely replacement of computers, vehicles, and certain capital equipment. The City will maintain a balance in the Equipment Replacement Fund adequate to spread the cost of replacement evenly over the life of the asset.

The annual contribution to this fund will generally be based on the estimated life of the vehicle or equipment and its projected replacement cost. Sales of surplus equipment as well as any related damage and insurance recoveries will be credited to the Equipment Replacement Fund. The City Information Services and Fleet Services policies cover this subject in greater depth.

Future Capital Improvement Project (CIP) Designations

The Council may designate specific fund balance levels for future development of capital projects that it has determined to be in the best long-term interest of the City.

CAPITAL IMPROVEMENT MANAGEMENT

CIP Projects - \$15,000 or More

Construction projects, equipment purchases, and certain studies that cost \$15,000 or more will be included in the Capital Improvement Plan (CIP); minor capital outlays of less than \$15,000 generally will be included within the operating program budgets. CIP projects are also infrequent in nature, there will be operating and maintenance projects that exceed the \$15,000 threshold but will not qualify as CIP projects.

CIP Purpose

The purpose of the CIP is to systematically plan, schedule, and finance capital projects to ensure cost-effectiveness as well as conformance with established policies. The CIP is a five-year plan organized into the same functional groupings used for the operating programs. The CIP will reflect a balance between capital replacement projects that repair, replace, or enhance existing facilities, equipment or infrastructure; and capital facility projects that significantly expand or add to the City's existing fixed assets.

CIP Review

The City Manager, Assistant City Managers, Finance Department staff, and applicable department personnel will review project proposals, determine project phasing, and review and evaluate the draft CIP budget document.

CIP Appropriation

The City's annual CIP appropriation is based on the projects designated by the City Council through adoption of the five-year capital improvements financial plan. Adoption of the CIP document does not automatically authorize funding for the entire five-year plan. The first year of the plan is included as part of the annual budget process and will be authorized by City Council with the budget authorization.

CIP Budget Carryover

Appropriations for CIP projects lapse at the end of each fiscal year. Projects that are not completed are reviewed and will be submitted to the City Council as part of a budget amendment.

CAPITAL IMPROVEMENT FINANCING AND DEBT MANAGEMENT

Capital Improvement Financing

The City will consider the use of debt financing for capital improvement projects only under the following circumstances:

- When the project's useful life will exceed the term of the financing.
- When project revenues or specific resources, including property taxes, will be sufficient to service the long-term debt.

Debt financing will not be considered appropriate for recurring purposes such as current operating and maintenance expenditures.

The additional cost of public capital improvements required to support specific developments will be financed primarily by the owners of the development and will be specified in development agreements.

Road Use Tax revenue is a major funding source in financing transportation system improvements and operations and maintenance. However, revenues from these fees are subject to fluctuation. Accordingly, the following guidelines will be followed in designing and building projects funded with Road Use Tax revenue:

- The availability of Road Use Tax for funding eligible projects will be analyzed as part of the five-year capital improvement plan.
- If adequate funds are not available, the Council will make one of two determinations:
 1. Defer the project until funds are available.
 2. Based on the priority of the project, issue G. O. Bonds, or use other funding sources.

The City will use the following criteria to evaluate pay-as-you-go versus long-term financing in funding capital improvements:

Factors Favoring Pay-As-You-Go Financing

- Current revenues and adequate fund balances are available or project phasing can be accomplished.
- Existing debt levels adversely affect the City's credit rating.
- Market conditions are unstable or present difficulties in marketing.

Factors Favoring Long-Term Financing

- Revenues available for debt service are deemed sufficient and reliable so that long-term financings can be marketed with investment grade credit ratings.
- The project securing the financing is of the type that will support an investment grade credit rating.
- Market conditions present favorable interest rates and demand for City financings.
- A project is mandated by state or federal requirements, and resources are insufficient or unavailable.
- The project is immediately required to meet or relieve capacity needs and current resources are insufficient or unavailable.
- The life of the project or asset to be financed is ten years or longer.
- The cost of the project should be spread to benefited users over the life of the capital improvement.

Debt Management

An analysis will be prepared as part of the Capital Improvement Plan process which analyzes the impact of outstanding and planned debt issuance on current and future budgets for debt service and operations. This analysis will also address the reliability of revenues to support debt service.

The City will generally conduct financings on a competitive basis. However, negotiated financings may be used due to market volatility or the use of an unusual or complex financing or security structure.

The City will seek an investment grade rating on any direct debt and will seek credit enhancements such as letters of credit or insurance when necessary for marketing purposes, availability and cost-effectiveness.

The City will monitor all forms of debt annually coincident with the City's annual budget preparation and review process and report concerns and remedies, if needed, to the City Council. The City will also continually monitor outstanding debt for potential savings through refinancing.

The City will diligently monitor its compliance with bond covenants and ensure its adherence to federal arbitrage regulations.

The City will maintain good, ongoing communications with bond rating agencies concerning its financial condition. The City will follow a policy of full disclosure on every financial report and bond prospectus (Official Statement). The City will strive to maintain the highest bond rating that is financially feasible.

Debt Capacity

General Obligation Debt Capacity – The City will carefully monitor its levels of general obligation debt. Because the City's general obligation debt capacity is limited, it is important that general obligation debt only be used for financing projects where other financing methods cannot reasonably be used.

Abated Debt - If the City debt management analysis shows that adequate debt capacity is available and will remain available, general obligation bonds may be issued for City enterprise fund activities. The repayment of this debt will be provided by the activity receiving funding. The City's annual budget will provide a report of all abated debt and the source of funding for repayment of the debt.

Debt Capacity Limits - The State of Iowa limits total outstanding local general obligation debt bonds to five percent of total assessed valuation for local government subdivisions. The City of Ames further limits debt capacity by reserving 25% of the State allowed maximum. The budget document is required to demonstrate compliance with this policy.

Conduit Financings

The City will consider requests for conduit financing on a case-by-case basis using the following criteria:

- The City's bond counsel will review the terms of the financing, and render an opinion that there will be no liability to the City in issuing the bonds on behalf of the applicant.
- There is a clearly articulated public purpose in providing the conduit financing.
- The applicant is capable of achieving this public purpose.
- The applicant is a strong credit risk and will provide credit enhancements.

This means that the review of requests for conduit financing will generally be a two-step process:

- Asking the City Council if they are interested in considering the request, and establishing the ground rules for evaluating it.
- Providing the City Council with the results of this evaluation, and recommending approval of appropriate financing documents, if warranted.

This two-step approach ensures that the issues are clear for both the City and applicant, and that key policy questions are answered.

The work scope necessary to address these issues will vary from request to request, and will have to be determined on a case-by-case basis. Additionally, the City should generally be fully reimbursed for the cost of evaluating the request; however, this should also be determined on a case-by-case basis.

EXCELLENCE THROUGH PEOPLE (ETP)

Ensuring that quality programs are provided in an “efficient and fiscally responsible manner” is one of the key concepts embodied in the City’s Mission Statement. To this end, the City will monitor and review methods of operation to ensure that services continue to be delivered in the most cost-effective manner possible. This review process encompasses a wide range of productivity issues, including:

- Analyzing systems and procedures to ensure efficient delivery of services.
- Evaluating the ability of new technologies and related capital investments to improve productivity.
- Developing the skills and abilities of all City employees.
- Developing and implementing appropriate methods of recognizing and rewarding exceptional employee performance.
- Evaluating the ability of the private sector to perform the same level of service at a lower cost.

The ETP creed for leaders employed by the City of Ames is as follows:

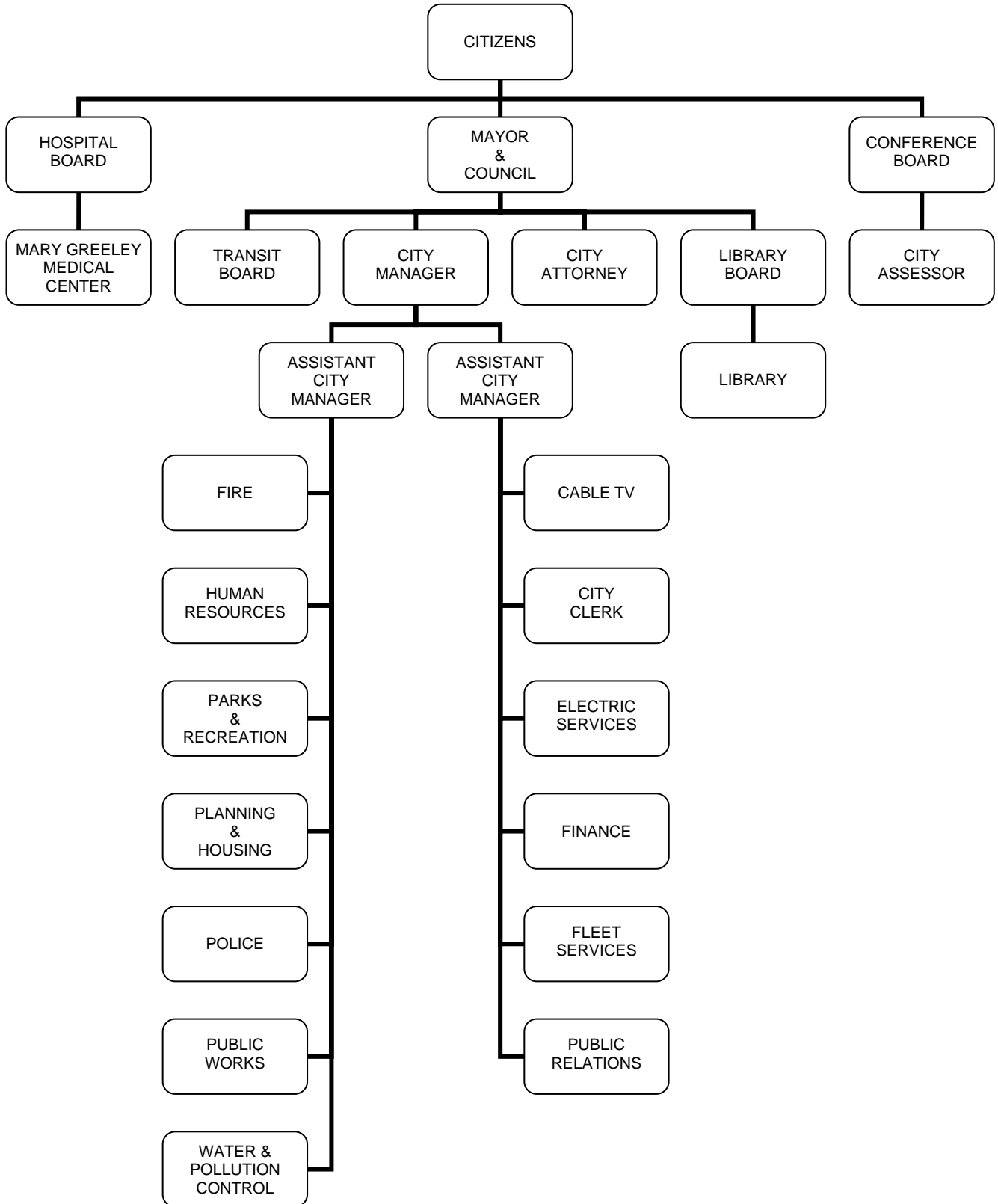
As a leader, it is my responsibility to create our desired culture in my sphere of influence by:

- Modeling the Way
- Inspiring a Shared Vision
- Challenging the Process
- Enabling Others To Act
- Encouraging the Heart

When I do, we will provide our citizens with exceptional service at the best price, and employees will experience an enjoyable and stimulating work environment from which personal and professional growth can occur.

The culture is defined by how leaders lead.

CITY OF AMES, IOWA ORGANIZATIONAL CHART



CITY OF AMES, IOWA 2011/12 BUDGET FACTS

Property Valuation \$ 2,168,260,590
 % Increase From 10/11 2.0%

LEVY REQUIRED	RATE PER \$1,000 VALUATION	AMOUNT	RATE CHANGE	%	AMOUNT CHANGE	%
General Fund Requirement	7.71146	16,720,465	(0.11262)	(1.44)	85,096	0.51
Less Local Option Property Tax Reduction	1.70705	3,701,333	(0.02798)	(1.67)	(131,333)	(3.68)
Net General Levy	6.00441	13,019,132	(0.14060)	(2.29)	(46,237)	(0.35)
Trust and Agency Levy (Partial Police/Fire Benefits)	.67239	1,457,923	0.16127	31.55	371,192	34.16
Transit Levy	.63491	1,376,656	0.01629	2.63	61,362	4.67
Total Before Debt Service	7.31171	15,853,711	0.03696	0.51	386,317	2.50
Debt Service Levy	3.53194	7,658,201	(0.03910)	(1.09)	65,552	0.86
Grand Total Tax Levy	10.84365	23,511,912	(0.00214)	(0.02)	451,869	1.96

Ag Levy - Valuation: \$1,427,853 x 3.00375 = \$4,289



The sculpture in the middle of the roundabout is part of the City of Ames Public Art Commission's neighborhood art program. The Commission buys pieces of art from the Art Around The Corner exhibits and installs them in neighborhoods throughout the City of Ames. The Commission selected "Rising Wave" by Mark Baker of Royal Oak, Michigan to be placed at the Furman Aquatic Center.



In July 2007, the voters in Ames passed the \$8.5 million bond referendum for the outdoor aquatic center, with 76% voting in favor of the project. The complex was designed by RDG Planning and Design of Des Moines, Iowa, and Waters Edge of Lenexa, Kansas. It features three separate basins, "The Pond", "The Lake", and "The Lazy River". The general contractor was Sande Construction of Humboldt, Iowa. Iowa State University's Department of Facilities Planning and Management assisted with construction observation.

SUMMARY OF TOTAL REVENUES AND EXPENDITURES

ALL FUNDS - REVENUE SUMMARY

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Property Taxes	22,142,432	23,020,700	23,020,700	23,473,005	2.0%
Utility Excise Tax	73,456	63,511	63,511	63,196	-0.5%
Local Option Sales Tax	5,946,715	5,950,000	6,047,930	6,168,889	3.7%
Hotel/Motel Taxes	1,142,162	1,470,000	1,313,200	1,316,000	-10.5%
Other Taxes	7,162,333	7,483,511	7,424,641	7,548,085	0.9%
Licenses & Permits	1,086,251	962,614	1,094,014	1,179,439	22.5%
Federal Grants	9,582,828	4,777,765	17,720,802	6,827,793	42.9%
State Road Use Taxes	4,421,774	4,692,618	4,591,156	4,768,714	1.6%
Monies and Credits	15,842	15,800	15,800	15,800	0.0%
State Grants	4,381,375	11,200,591	14,650,987	12,215,003	9.1%
County Contributions	189,408	214,438	221,746	185,943	-13.3%
Government Cont/Partic	4,136,720	3,965,965	4,287,816	4,327,062	9.1%
Intergov'tmental Revenue	22,727,947	24,867,177	41,488,307	28,340,315	14.0%
Utility Charges	62,787,242	68,952,900	69,476,395	73,273,650	6.3%
Other Chgs for Services	8,887,972	8,793,859	9,459,772	9,956,425	13.2%
Charges for Services	71,675,214	77,746,759	78,936,167	83,230,075	7.1%
Fines, Forfeit & Penalty	735,674	745,950	764,650	767,000	2.8%
Interest	1,334,043	1,207,506	917,994	965,334	-20.1%
Other Uses of Money	855,176	765,920	754,871	739,257	-3.5%
Use of Money & Property	2,189,219	1,973,426	1,672,865	1,704,591	-13.6%
Proceeds from Bonds	11,165,000	6,601,000	6,749,000	6,800,000	3.0%
Other Misc. Revenues	1,802,936	1,604,654	3,622,670	1,611,502	0.4%
Miscellaneous Revenues	12,967,936	8,205,654	10,371,670	8,411,502	2.5%
Internal Services	13,190,698	12,675,597	12,873,936	13,067,377	3.1%
Total Before Transfers	153,877,704	157,681,388	177,646,950	167,721,389	6.4%
Transfers	12,900,739	11,711,869	13,181,057	11,865,140	1.3%
Grand Total Revenues	166,778,443	169,393,257	190,828,007	179,586,529	6.0%

ALL FUNDS - EXPENDITURES

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
OPERATIONS					
Public Safety					
421 Law Enforcement	6,935,751	7,428,137	7,968,124	7,695,363	3.6%
422 Fire Safety/Admin	5,067,909	5,301,927	5,330,849	5,709,863	7.7%
423 Inspection/Building Safety	910,027	883,553	984,122	1,084,538	22.7%
424 Traffic Control	814,896	873,376	869,165	882,921	1.1%
428 Other Community Protect	648,863	724,000	680,000	700,000	-3.3%
Total Public Safety	14,377,446	15,210,993	15,832,260	16,072,685	5.7%
Utilities					
481 Resource Recovery	3,278,014	3,330,556	3,503,430	3,637,185	9.2%
482 Water Utility	4,520,161	4,743,730	4,998,299	4,742,429	0.0%
483 Storm Water Diversion	195,506	320,902	336,435	238,818	-25.6%
484 Wastewater Disposal	3,106,844	3,547,410	3,460,745	3,415,394	-3.7%
485 Electric Operations	36,649,612	48,003,086	45,821,320	49,349,283	2.8%
486 Utility Customer Service	1,360,760	1,446,366	1,460,000	1,487,690	2.9%
Total Utilities	49,110,897	61,392,050	59,580,229	62,870,799	2.4%
Transportation					
431 Street System	3,173,164	2,908,451	3,068,918	2,971,172	2.2%
434 Public Parking	675,503	706,104	723,507	716,648	1.5%
426 Transit System	7,139,466	7,421,330	7,551,885	7,872,416	6.1%
438 Airport	130,398	110,243	114,355	188,584	71.1%
Total Transportation	11,118,531	11,146,128	11,458,665	11,748,820	5.4%
Community Enrichment					
451 Recreation/Administration	2,480,478	2,723,773	2,646,401	2,732,855	0.3%
452 Parks	1,091,584	1,080,834	1,090,772	1,124,862	4.1%
455 Library Services	3,188,616	3,323,260	3,357,747	3,427,746	3.1%
456 Library Grants/Donations	116,824	63,000	96,081	90,950	44.4%
441 Health & Sanitation	150,938	152,348	154,340	134,163	-11.9%
442 Animal Sheltering/Control	326,654	332,384	337,088	344,148	3.5%
444 Human Services	1,005,955	1,101,005	1,104,680	1,131,629	2.8%
445 Art Services/Agencies	146,144	157,709	162,809	161,540	2.4%
461 Cemetery	112,655	130,665	130,366	133,606	2.3%
462 Leased Housing	1,104,542	1,158,967	852,851	0	-100.0%
463 City-wide Afford. Housing	25,988	7,640	300,069	3,715	-51.4%
464 Comm. Dev. Block Grant	686,968	524,274	1,140,685	587,022	12.0%
465 Economic Development	458,697	161,228	211,155	163,074	1.1%
466 FEMA Disaster Activity	82,998		1,950,000		
467 Cable TV	112,232	115,954	134,955	124,745	7.6%
Total Community Enrichment	11,091,273	11,033,041	13,669,999	10,160,055	-7.9%

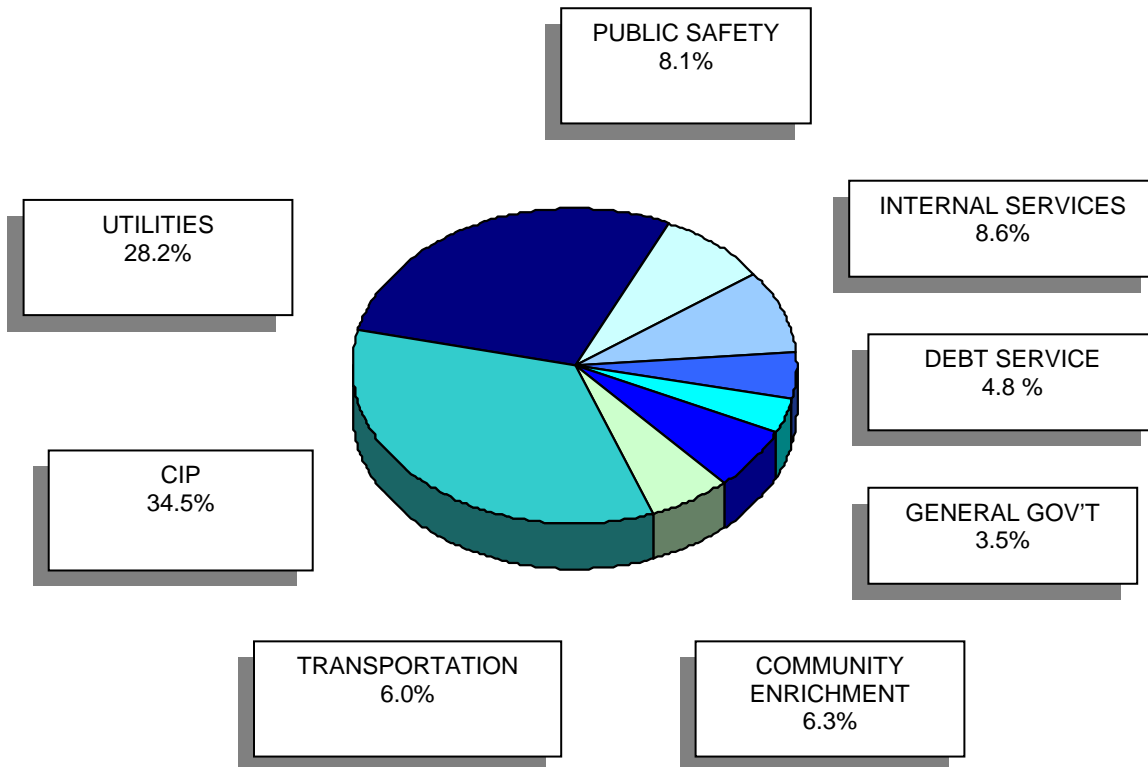
ALL FUNDS – EXPENDITURES, continued

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
General Government					
410 City Council Spec. Alloc.	57,000	76,618	191,618	94,000	22.7%
411 Legislative	428,350	419,383	436,158	455,153	8.5%
412 City Council Contingency	37,872	50,000	132,579	50,000	0.0%
413 Executive	589,727	607,915	644,445	646,261	6.3%
414 Financial Services	1,201,869	1,244,053	1,259,171	1,292,558	3.9%
415 Administrative Services	1,909,517	1,982,962	1,919,211	1,963,662	-1.0%
416 Public Works Admin/Engr	1,582,959	1,665,329	1,724,889	1,810,981	8.7%
417 Merit Adjustment		161,894		167,758	3.6%
418 Public Buildings	492,994	499,025	581,253	482,338	-3.3%
Total General Government	6,300,288	6,707,179	6,889,324	6,962,711	3.8%
TOTAL OPERATIONS	91,998,435	105,489,391	107,430,477	107,815,070	2.2%
CIP					
419 General Gov't CIP	77,813	830,000	3,169,693	486,050	-41.4%
429 Public Safety CIP	1,167,608	1,921,016	5,506,811	886,143	-53.9%
489 Utilities CIP	9,966,921	25,780,305	26,036,472	32,701,300	26.8%
439 Transportation CIP	14,520,841	13,348,000	41,434,063	14,034,600	5.1%
459 Community Enrich CIP	1,914,914	571,600	1,230,694	899,500	57.4%
529 Internal Services CIP	3,977		83,501		
TOTAL CIP	27,652,074	42,450,921	77,461,234	49,007,593	15.4%
DEBT SERVICE					
471 General Obligation Bonds	8,851,107	9,105,994	8,898,309	9,267,800	1.8%
478 Bond Costs	116,412		44,000		
Total Debt Service	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
INTERNAL SERVICES					
511 Information Technology	1,738,478	1,834,479	2,001,433	1,753,794	-4.4%
512 Telephone & WiFi Systems	253,968	247,290	259,246	266,509	7.8%
513 Purchasing Services	391,744	411,130	418,243	435,198	5.9%
521 Risk Administration	2,047,051	1,738,614	1,989,230	1,809,075	4.1%
522 Health Ins Management	5,211,516	6,075,322	6,019,040	6,505,250	7.1%
525 Fleet Maintenance Svcs	1,850,479	1,717,898	1,767,816	1,710,503	-0.4%
526 Fleet Acquisition & Disp.	2,604,643	1,447,016	2,578,534	1,505,201	4.0%
Total Internal Services	14,097,879	13,471,749	15,033,542	13,985,530	3.8%
Total Expenditures Before Transfers	142,715,907	170,518,055	208,867,562	180,075,993	5.6%

ALL FUNDS – EXPENDITURES, continued

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
TRANSFERS					
598 Transfers	12,900,739	11,711,869	13,181,057	11,865,140	1.3%
531 Hotel/Motel Pass Thru	815,503	1,050,000	938,000	940,000	-10.5%
Total Transfers	13,716,242	12,761,869	14,119,057	12,805,140	0.3%
GRAND TOTAL EXPENDITURES					
	156,432,149	183,279,924	222,986,619	192,881,133	5.2%

WHERE THE MONEY IS SPENT... 2011/12 MANAGER RECOMMENDED

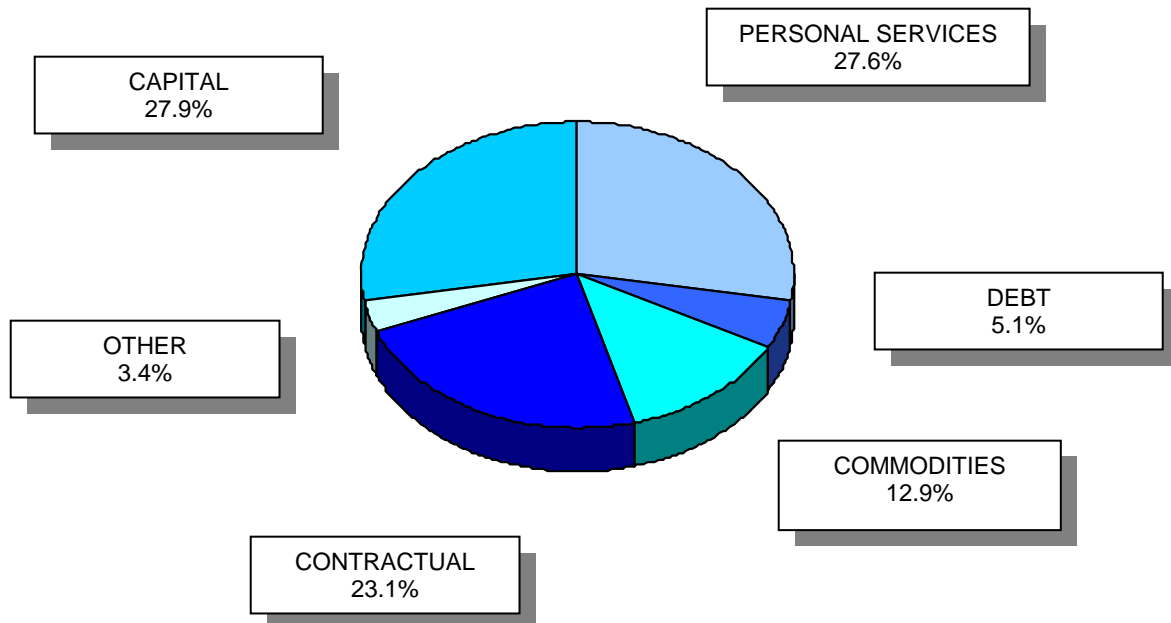


Excluding Transfers

ALL FUNDS - EXPENDITURES BY CATEGORY

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Personal Services	44,961,437	47,891,066	47,613,064	49,688,432	3.8%
Contractual	39,112,450	40,597,616	46,607,637	41,613,379	2.5%
Commodities	18,600,608	23,207,936	21,570,667	23,201,220	0%
Capital	26,439,210	44,043,852	78,381,726	50,231,520	14.1%
Debt	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
Other (Refunds, Insurance Claims, etc.)	4,634,683	5,671,591	5,752,159	6,073,642	7.1%
Transfers	13,716,242	12,761,869	14,119,057	12,805,140	.3%
Total Expenditures	156,432,149	183,279,924	222,986,619	192,881,133	5.2%

BREAKDOWN BY MAJOR EXPENSE CATEGORY 2011/12 MANAGER RECOMMENDED

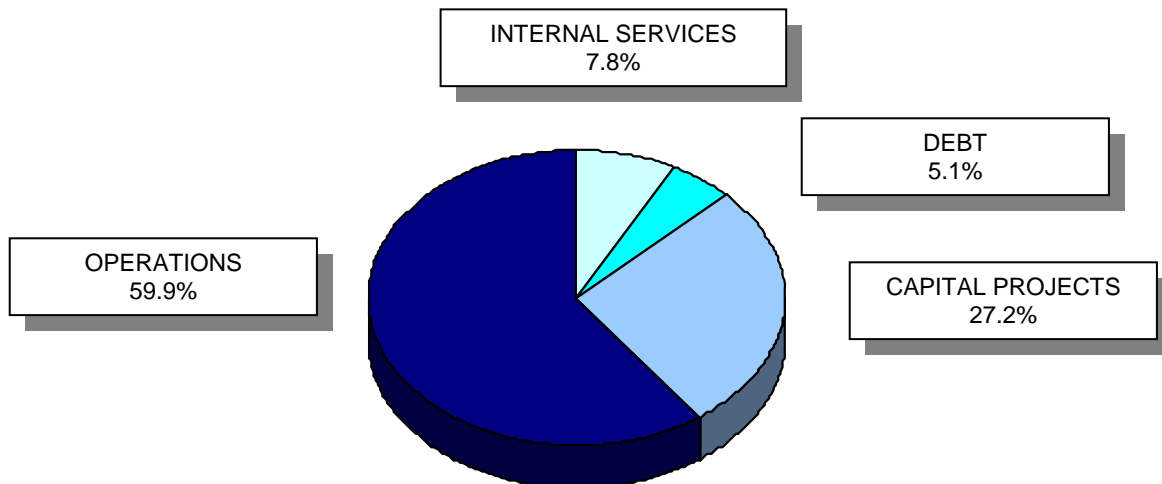


Excluding Transfers

ALL FUNDS - EXPENDITURES BY TYPE

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Operations	91,998,435	105,489,391	107,430,477	107,815,070	2.2%
CIP	27,652,074	42,450,921	77,461,234	49,007,593	15.5%
Debt	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
Internal Services	14,097,879	13,471,749	15,033,542	13,985,530	3.8%
Sub-Total Before Transfers	142,715,907	170,518,055	208,867,562	180,075,993	5.6%
Transfers	13,716,242	12,761,869	14,119,057	12,805,140	.3%
Total Expenditures	156,432,149	183,279,924	222,986,619	192,881,133	5.2%

EXPENDITURES BY TYPE 2011/12 MANAGER RECOMMENDED



Excluding Transfers

BUDGET CALENDAR

State statute requires a municipality to certify its budget by March 15. This general schedule is followed each fiscal year in order to ensure that the March 15 deadline is met. A goal during the entire process is to encourage citizen involvement in the annual budget decision making process through public hearings and informational meetings.

SPRING	Resident Satisfaction Survey administered to 1,350 residents asking funding priorities, effectiveness of services, and preferred changes in emphasis/service levels. All results are reviewed with the City Council prior to the start of the budget process.
AUGUST SEPTEMBER	Departments prepare Capital Improvement (CIP) project information for the 5-year plan and begin preparation of amended 10/11 and proposed 11/12 operational budgets. Resident Satisfaction Survey results are presented to the City Council.
OCTOBER	October 5 – Public town budget meeting to receive input from residents for budget service levels and projects. The meeting is televised and the public can call in and e-mail questions.
NOVEMBER DECEMBER	November 23 – City Council budget meeting to review issues, priorities, and preferences in service levels for the 11/12 budget. Staff drafts 5-year CIP. PROBE meetings (Productive Review of Budget Entries) are conducted with Assistant City Managers, Finance Director, Budget Officer, and City departments. All revenues, operational program costs, and current year CIP adjustments are reviewed.
JANUARY	City Manager holds budget review meetings with departments. The City Manager’s recommended draft budget document is prepared. January 18 – CIP workshop with City Council. January 25 – Public hearing for resident input on CIP.
FEBRUARY	January 28 and February 1, 2, 3, 8 – City Council reviews entire program budget with department heads in five (5) public meetings held on one afternoon and four evenings.
MARCH	March 1 – Final budget hearing and adoption of amended 10/11 budget and 11/12 budget. State statute requires the budget be certified with the County Auditor by March 15.
MAY	Departments review their budgeted revenues and expenses in May in order to make adjustments which will more accurately reflect the City’s anticipated revenues and expenses for the fiscal year ending June 30. After City Council review and approval, the amendments are submitted to the County Auditor by the end of May as required by State statute.

CITY OF AMES, IOWA
AUTHORIZED EMPLOYMENT LEVELS (F.T.E.)
 (Full-Time Equivalents)

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec
City Manager	9.25	9.25	9.25	9.25
Legal Services	7.00	7.00	6.00	6.00
Human Resources	7.25	7.25	7.25	7.25
Planning & Housing	10.50	10.50	10.50	8.00
Finance	40.75	40.75	40.75	40.75
Fleet Services/Facilities	9.50	9.50	9.50	9.50
Transit	75.70	75.95	75.95	75.95
Fire/Inspections	68.00	68.00	68.00	69.50
Police/Animal Ctrl/Parking Enforcement	74.65	77.65	77.65	77.65
Library	31.00	31.00	31.00	31.00
Parks/Recreation	20.50	20.50	20.50	20.50
Waste Water Treatment	22.50	22.50	22.50	22.50
Water	19.00	19.00	19.00	19.00
Electric	81.00	81.00	81.00	81.00
Public Works:				
Administration	3.00	3.00	3.00	3.00
Traffic/Engineering	7.25	7.25	7.25	7.25
Streets	19.00	19.00	19.00	19.00
Engineering	12.00	12.00	12.00	13.00
Utility Maintenance	11.00	11.00	11.00	11.00
Resource Recovery	15.00	15.00	15.00	15.00
Grounds	5.00	5.00	5.00	5.00
Parking	1.75	1.75	1.75	1.75
Public Works Total	74.00	74.00	74.00	75.00
TOTAL	550.60	553.85	552.85	552.85

CHANGES IN EMPLOYMENT LEVELS (FTE) **(Full-Time Equivalent)**

The staffing level changes for the City of Ames, Iowa, included in the 2010/11 Adjusted Budget and the 2011/12 budget are as follows:

2010/11 Adjusted – 553.85

-1.0 FTE Following a retirement, the Parking Process Server position in the Legal Department was reviewed and the position was eliminated. Duties were assigned to the Parking Violation Collections Division of Customer Service and the Police Department.

552.85 FTEs

2011/12 Manager Recommended – 552.85

-2.5 FTE The City of Ames has relinquished the administration of the Section 8 Housing Choice Voucher Program to the Department of Housing and Urban Development (HUD). HUD will assign another area housing authority to administer the 229 vouchers.

+1.0 FTE A full-time Civil Engineer was added to the Public Works Engineering Division to complete in-house design of public improvements. This position should easily pay for itself from the savings of not hiring outside consultants to design some projects.

+1.5 FTE In order to reduce the backlog of inspections of rental units, an additional full-time Rental Housing Inspector and a .5 FTE increase in clerical support has been added.

552.85 **Total FTEs**

SUMMARY OF PROGRAM EXPENDITURES

	2009/10 Actuals	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
PUBLIC SAFETY:					
Operations	14,377,446	15,210,993	15,832,260	16,072,685	5.7%
CIP	1,167,608	1,921,016	5,506,811	886,143	-53.9%
Total Public Safety	15,545,054	17,132,009	21,339,071	16,958,828	-1.0%
UTILITIES:					
Operations	49,110,897	61,392,050	59,580,229	62,870,799	2.4%
CIP	9,966,921	25,780,305	26,036,472	32,701,300	26.8%
Total Utilities	59,077,818	87,172,355	85,616,701	95,572,099	9.6%
TRANSPORTATION:					
Operations	11,118,531	11,146,128	11,458,665	11,748,820	5.4%
CIP	14,520,841	13,348,000	41,434,063	14,034,600	5.1%
Total Transportation	25,639,372	24,494,128	52,892,728	25,783,420	5.3%
COMMUNITY ENRICHMENT:					
Operations	11,091,273	11,033,041	13,669,999	10,160,055	-7.9%
CIP	1,914,914	571,600	1,230,694	899,500	57.4%
Total Community Enrichment	13,006,187	11,604,641	14,900,693	11,059,555	-4.7%
GENERAL GOVERNMENT:					
Operations	6,300,288	6,707,179	6,889,324	6,962,711	3.8%
CIP	77,813	830,000	3,169,693	486,050	-41.4%
Total General Government	6,378,101	7,537,179	10,059,017	7,448,761	-1.2%
DEBT SERVICE:	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
INTERNAL SERVICE:					
Operations	14,097,879	13,471,749	15,033,542	13,985,530	3.8%
CIP	3,977		83,501		
Total Internal Service	14,101,856	13,471,749	15,117,043	13,985,530	3.8%
Total Before Transfers	142,715,907	170,518,055	208,867,562	180,075,993	5.6%
Transfers	13,716,242	12,761,869	14,119,057	12,805,140	0.3%
CITY EXPENDITURES GRAND TOTAL	156,432,149	183,279,924	222,986,619	192,881,133	5.2%



The Furman Aquatic Center is named for long-time Ames residents and builders, Donald and Ruth Furman. Their tremendous gift of \$2 million included \$1 million for construction and \$1 million to establish an endowment to ensure that minimal operational tax subsidies will be needed to address future capital improvements. Donald and Ruth are pictured above at the ground-breaking ceremony on May 17, 2008.

PUBLIC SAFETY PROGRAM

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PUBLIC SAFETY PROGRAM

420

Program Description:

One of the primary functions of Ames City government is to safeguard and protect the lives, health, and property of its citizens. Such protection extends across the following major areas: Law Enforcement includes the prevention of criminal activity, the investigation of crimes which do occur, the enforcement of traffic-related laws, and special services dealing both with white collar crime and with juvenile concerns. Fire Safety/Admin includes the Fire Department's administrative support and programs for the prevention of fires and related hazards, the education of citizens in preventing and reacting to such emergencies, and the actual suppression of those fires and responses to those emergencies which do occur. Inspection Building Safety entails the enforcement of those structural, rental housing, electrical, plumbing, and mechanical codes which have been adopted for citizens' safety. Traffic Control has the responsibility of construction and maintenance, and replacement of these controls for the Transportation System. Other Community Protection includes expenditures for electricity for street light and also civil defense activities. Finally, Capital Improvements which affect the Community Protection Program are also presented. Taken as a whole, the Community Protection Program represents the City of Ames' commitment to provide a safe and secure community for those who live and visit here.

	2009/10	2010/11	2010/11	2011/12	% Change
Use of Funds:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Law Enforcement	6,935,751	7,428,137	7,968,124	7,695,363	3.6%
Fire Safety/Admin	5,067,909	5,301,927	5,330,849	5,709,863	7.7%
Inspection/Building Safety	910,027	883,553	984,122	1,084,538	22.7%
Traffic Control	814,896	873,376	869,165	882,921	1.1%
Other Community Protection	648,863	724,000	680,000	700,000	-3.3%
Total Operations	14,377,446	15,210,993	15,832,260	16,072,685	5.7%
Public Safety CIP	1,167,608	1,921,016	5,506,811	886,143	-53.9%
Total Expenditures	15,545,054	17,132,009	21,339,071	16,958,828	-1.0%
 Personnel – Authorized FTE	 143.37	 146.37	 146.37	 147.87	

PUBLIC SAFETY PROGRAM

420

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Personal Services	11,686,233	12,455,299	12,553,744	13,327,720	7.0%
Contractual	2,651,013	2,358,266	2,544,812	2,402,438	1.9%
Commodities	481,084	354,314	869,466	365,427	3.1%
Capital	712,837	1,964,130	5,371,049	863,243	-56.0%
Other Expenditures	13,887	-	-	-	
Total Expenditures	15,545,054	17,132,009	21,339,071	16,958,828	-1.0%
Funding Sources:					
General Fund	13,415,034	14,435,050	14,504,393	15,273,624	5.8%
Local Option	556,278	250,000	1,558,172	375,143	50.1%
Suncrest Developer Fund	9,282	-	5,500	-	
Road Use Tax Fund	890,854	1,072,919	1,413,110	1,024,061	-4.6%
Police Forfeiture	10,492	-	16,865	-	
Police Grants	180,151	3,024	518,733	-	-100.0%
Police & Fire Donations	48,474	167,961	216,676	-	-100.0%
Street Construction	407,944	655,000	1,582,645	136,000	-79.2%
Bike Licenses	1,250	17,055	17,055	-	
Construction Grants	-	-	25,500	-	
GO Bonds	25,295	531,000	1,480,422	150,000	-71.8%
Total Funding Sources	15,545,054	17,132,009	21,339,071	16,958,828	-1.0%

LAW ENFORCEMENT ACTIVITIES

421

Activity Description:

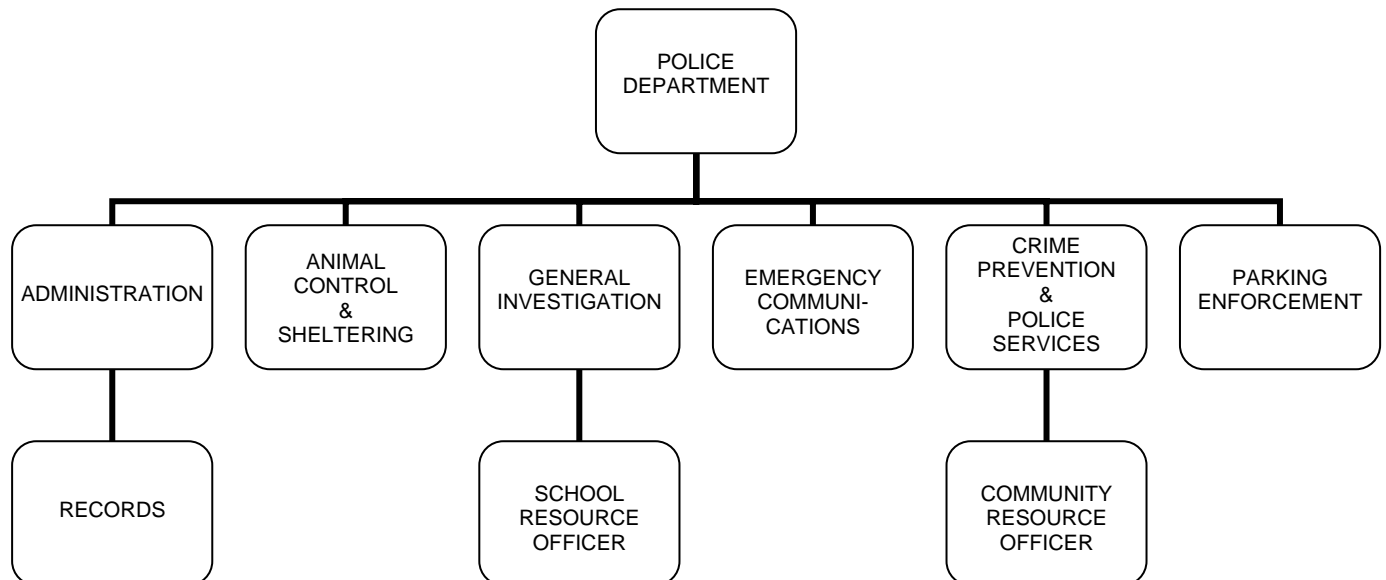
Law Enforcement Activities comprise five areas: Administration and Records includes departmental supervision, finance, and records systems. Crime Prevention and Police Services includes uniformed patrol, emergency response, traffic enforcement, and school crossing safety. General Investigations is responsible for investigating crimes against persons and property, vice, narcotics, fraud, and the School Resource Officer and Juvenile Investigator. Emergency Communications is responsible for all emergency telephone communications, radio contact with emergency responders, and the initial documentation associated with law enforcement services. Police Forfeiture activities are the result of forfeited property and seized assets directly related to criminal activities as well as grants to the Police Department. (Animal Control reports to the Police Department, but is described in the Community Enrichment Program.)

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Police Admin & Records	697,828	745,522	743,033	754,438	1.2%
Crime Prevention & Police Svc.	4,225,911	4,648,963	4,699,114	4,870,851	4.8%
General Investigation	926,256	1,019,056	1,020,291	1,030,798	1.2%
Emergency Communications	894,331	1,011,572	968,550	1,039,276	2.7%
Police Forfeiture/Grants	191,425	3,024	537,136	-	-100.0%
Total Operations	6,935,751	7,428,137	7,968,124	7,695,363	3.6%
Personnel - Authorized FTE	69.25	72.25	72.25	72.25	

LAW ENFORCEMENT ACTIVITIES

421

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	5,855,359	6,362,368	6,379,701	6,619,906	4.0%
Contractual	773,987	893,071	866,240	911,676	2.1%
Commodities	239,871	152,434	648,059	157,681	3.4%
Capital	61,929	20,264	74,124	6,100	-69.9%
Other	4,605	-	-	-	
Total Expenditures	6,935,751	7,428,137	7,968,124	7,695,363	3.6%
Funding Sources:					
General Fund	6,434,432	7,098,933	7,107,850	7,366,509	3.8%
Ames School District	37,318	38,438	38,345	39,303	2.3%
Police Services	16,892	25,000	20,500	25,180	0.7%
Fees & Fines, Court	134,358	145,400	145,400	145,000	-0.3%
Miscellaneous Revenue	31,410	28,342	25,643	26,121	-7.8%
Labor Reimbursement	85,216	86,000	91,000	91,000	5.8%
Tobacco Labor Reimbursement	4,700	3,000	2,250	2,250	-25.0%
Police Forfeiture	10,492	-	16,865	-	
Police Grants	180,151	3,024	518,733	-	
Police & Fire Donations	782	-	1,538	-	
Total Funding Sources	6,935,751	7,428,137	7,968,124	7,695,363	3.6%



POLICE – ADMINISTRATION & RECORDS

421 -- 2515

Police Administration includes finance, scheduling, general supervision, and planning. The division provides leadership and direction for the department as a whole through strategic planning and strategic budgeting. The unit serves as the supervisory and administrative backbone of the department. The division coordinates departmental improvement through policy development and review, leadership and supervisory development, employee professional development and education, and community relations activities.

The Records Division is responsible for developing and maintaining records of criminal and civil activities including investigative reports, recordings, accident reports, and crime statistics. In addition to meeting the needs of internal staff, these records are used by the public, insurance companies, the court system, and other law enforcement agencies.

Service Objectives:

- ✓ Provide a professional, community-focused, efficient and effective police force
- ✓ Assist the public in understanding police decision-making
- ✓ Build trust within the community
- ✓ Enhance communications with the citizens
- ✓ **Find creative and bold ideas to address crime in support of City Council's goal**
- ✓ Provide timely, accurate reports and public information

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	605,264	617,344	621,589	631,252	2.3%
Contractual	86,230	122,428	111,244	117,336	-4.2%
Commodities	6,334	5,750	10,200	5,850	1.7%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	697,828	745,522	743,033	754,438	1.2%
Funding Sources:					
General Fund	697,828	745,522	743,033	754,438	1.2%
Total Funding Sources	697,828	745,522	743,033	754,438	1.2%
Personnel - Authorized FTE	6.50	6.50	6.50	6.50	

POLICE – ADMINISTRATION & RECORDS

421 -- 2515

Highlights:

The Police Department continues to direct attention and resources to the priorities of the citizens of Ames. The establishment of the new **Safe Neighborhoods Team** provides the kind of resource necessary to make direct and meaningful contact with the diverse elements of the Ames population. After a period of recruitment and training during the fall, the five-member team will begin operations in the spring of 2011.

Information dissemination and management remains a priority for the department. A few years ago the department learned that its central computer application would no longer be supported by the developer. A replacement information management system needed to be found. Working with several partners in Story County, the department worked through an 18-month process to review, test and select a system that will not only replace and upgrade the existing system, but will move the City to a more contemporary platform that by its nature adds value for citizens. The proposed system will integrate computer aided dispatch, records management, mobile data and jail management into one package. The system will make it simpler for the public to gain access to important information, and that information will be more complete. In addition, by partnering with other agencies in Story County, the department will be able to gain economies of scale in the purchase price, functionality and support costs. Implementation is planned for FY 11/12.

The Police Department received a \$600,000 grant for the improvement of the City's **Emergency Operations Center**. Work over several years was necessary to secure this award from the U.S. Department of Homeland Security. Coupled with funds from other City sources, the grant will help in the renovation of portions of the Police Department, where the emergency operations center is located, and the basement. The project is in the first stages of development.

The Records Division has faced the additional challenge of implementing the Iowa court system's new **Electronic Document Management System (EDMS)**. This project is designed to move the courts, and all who deal with the courts, to a nearly paperless system for court filings. Story County is serving as the second of two test counties for EDMS. Some of the elements of the system will be first implemented in Story County. Equipment costs required for implementation are approximately \$5,000.

Budget challenges for the department continue to be largely related to personnel costs. Increases in the contributions to the Municipal Fire and Police Retirement System of Iowa and IPERS total over \$170,000 and are projected to continue. Training requirements for new officers who are replacing senior, retiring officers; injuries and other circumstances that temporarily remove officers from duty; and community policing initiatives combine to require active management.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Attorney requests for information	1,593	1,186	1,687	1,600
Accident reports processed	1,172	834	821	835
Verification of loss reports processed	172	181	146	175
Record checks processed	125	86	108	100
Total # of incidents handled	28,229	28,659	28,809	29,000
Hours of transcription	535	471	397	380

Efficiency and Effectiveness:

% of citizens somewhat or very satisfied with Police services	90%	90%	88%
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CRIME PREVENTION AND POLICE SERVICES

421 -- 2532

This activity is the core of the Law Enforcement Program. The Patrol Division is the largest area of operations within the department. The department has a total authorized strength of 53 sworn officers and 42 of those officers are assigned to the Patrol Division. Officers respond to calls for both routine and emergency services, assist neighborhood residents and provide preventive patrol. The initial response and preliminary investigation of all incidents related to law enforcement, motor vehicle accident investigation, school crossing safety, preventive patrol, and home and business security are sub-activities of the Crime Prevention and Police Services activity. A regular contingent of up to nine patrol cars serves the four patrol areas. This unit also includes the new safe neighborhoods team which is emphasizing community policing and relationship building in high call volume areas.

Service Objectives:

- ✓ Reach out through public education and crime prevention
- ✓ Expand data-driven decision making, deployment, and problem-solving
- ✓ Enhance community involvement in day-to-day policing
- ✓ Provide a highly competent on-street presence
- ✓ Provide rapid response to developing emergencies within the City
- ✓ Ensure a supervisor is always on duty
- ✓ Strengthen partnerships within the community, particularly in high call volume areas
- ✓ Enhance trust with the community by building relationships and communicating effectively

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	3,606,691	3,969,292	3,967,168	4,170,584	5.1%
Contractual	507,427	551,049	544,298	571,336	3.7%
Commodities	101,449	118,622	129,988	125,431	5.7%
Capital	10,344	10,000	57,660	3,500	-65.0%
Other	-	-	-	-	
Total Expenditures	4,225,911	4,648,963	4,699,114	4,870,851	4.8%

Funding Sources:

General Fund	4,225,911	4,648,963	4,699,114	4,870,851	4.8%
Total Funding Sources	4,225,911	4,648,963	4,699,114	4,870,851	4.8%

Personnel - Authorized FTE	41.45	43.45	43.45	43.45
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CRIME PREVENTION AND POLICE SERVICES

421 -- 2532

Highlights:

The Patrol Division is the largest division within the Ames Police Department. With a departmental authorized strength of 53 sworn officers, **42 of these officers are assigned within this division.** For the majority of FY 10/11, the Patrol Division operated below its authorized sworn officer strength due to retirements, military leave duty, officer injuries (both on and off duty), and normal review procedures following an officer involved shooting. Officer overtime and mandatory call-back duty was used extensively during the past year in order to keep the three patrol shifts at minimum strength.

Along with the officer shortage situation, the Patrol Division has again experienced a year of increased workload, with approximately **575 cases per officer per year** projected for FY 10/11.

In FY 10/11, the Patrol Division focused on expanding the two-person Party Response Team to a five-person **Safe Neighborhoods Team.** Due to officer shortages and normal training requirements, fielding this team was delayed. It is anticipated that the new Safe Neighborhoods Team will expand upon the initiatives and duties of the Party Response Team and will foster an even stronger rapport and positive relationship with students and neighborhood groups within our community.

As in years past, **alcohol continues to be the number one substance abuse problem** within our community. Officers are very proactive in their efforts to limit underage and excessive drinking within our community. A number of programs are directed towards this problem. Some of these include:

- Routine and random bar patrols in an effort to identify underage bar patrons and fake IDs.
- Special compliance checks of retail alcohol vendors. This effort utilizes the services of an underage cooperating individual to see if a bar or retail alcohol vendor will sell or serve alcohol illegally.
- Undercover investigations directed at identifying individuals of legal age who buy alcohol for those under the legal age.
- Training for employees of retail liquor licensed vendors. This training provides information regarding both state and local laws governing alcohol sales and teaches ways of identifying fake IDs.
- Large and loud neighborhood parties are identified and checked by officers for underage and excessive alcohol consumption, along with other quality of life issues such as littering, public urination, vandalism and illegal parking.

An officer from the Patrol Division has received extensive training in 2010 in order to be classified as a **Drug Recognition Expert.** Our department has also hired a new officer who already had received this training at his prior department and is also designated as a Drug Recognition Expert. The drug recognition expertise of these officers will assist us in identifying those who drive while impaired by substances in addition to alcohol.

CRIME PREVENTION AND POLICE SERVICES

421 -- 2532

Highlights, continued:

The Patrol Division continues to be responsive to citizen concerns related to **traffic violations** occurring in neighborhoods throughout the community. A number of initiatives were directed toward these areas in order to create a safer environment. Some of these include:

- Enhanced police patrols along with increased radar/speed enforcement efforts.
- Deployment of the radar speed trailer as a visual reminder to motorists.
- Joint traffic enforcement operations with other area law enforcement agencies. By working with other agencies, we are able to have a greater presence within an area to provide enhanced enforcement actions.
- Targeting special areas within the community for enhanced enforcement activities such as the new Aquatic Center and our community schools. These actions have provided for a safer environment for our children.
- Our department has also been involved in pedestrian safety initiatives which target areas with high pedestrian traffic in an effort to provide safer street crossing for pedestrians.

Members of the Patrol Division continue to promote the “**Certified Crime Free Housing Program**” along with conducting “Crime Prevention through Environmental Design” evaluations. These programs have helped to develop a strong rapport between our department and the many rental housing owners and managers throughout the community. They have also helped to provide a safer environment for those living within these rental units.

The Ames Police Department continues to deploy a very well trained and equipped **Emergency Response Team**. The team is composed of traditional patrol officers who are specially trained to step into this more complex role. In addition to their regular departmental support duties, the Emergency Response Team provides assistance to the Central Iowa Drug Task Force during the execution of high risk search and arrest warrants. Team members are highly motivated and receive extensive ongoing training throughout the year.

During the past year, the Patrol Division assisted the Story County Clerk of Court office with the daily delivery of **court related mail** between the Nevada and Ames offices. This initiative was undertaken to assist the Clerk of Court office with budgetary matters in order to help keep the Ames office open for the benefit of our citizens.

The officers of the Ames Police Department are continually working to build **positive relationships with the citizens** of our community through such program as:

- Shop With A Cop
- Angel Tree Program
- Child Car Seat Inspections
- Bicycle Safety Inspections
- Tours of the Police Department
- Citizen Police Academy
- Swimming with Sergeants Program where children from the Boys & Girls Club are taken swimming at the new Aquatic Center by the sergeants of the Ames Police Department.

CRIME PREVENTION AND POLICE SERVICES

421 -- 2532

Highlights, continued:

The members of the Patrol Division have been called upon to respond to numerous issues related to **weather and natural disasters** such as the severe windstorm and massive flooding during 2010. Officers assisted in the evacuation and rescue of numerous citizens during these disasters. These events provided an opportunity for the department to work productively in close cooperation with the wide variety of other city personnel who stepped up and provided exceptional support. Another area of collaboration involves technical equipment for motor vehicle accident reconstruction. This budget includes \$3500 for accident reconstruction software but the actual equipment for this function will be loaned from Public Works when necessary. This will provide an optimum level of service while avoiding expensive and duplicative hardware.

The Ames Police Department continues to partner with other city departments in our **“Go Green”** initiatives. We utilize our Bicycle Team and Segways extensively throughout the warmer months of the year. These “Go Green” modes of transportation are used at the many special events hosted in Ames such as the ISU Football games, neighborhood block parties, Welcome/Goodbye student events, Midnight Madness Road Race and many other special events. Our Community Safety Officers also utilize the Segways with their parking enforcement duties. As a major consumer of fuel for our squad cars, our department utilizes E-85 fuel throughout the summer months to assist in reducing the City’s carbon footprint.

The officers of the Patrol Division have been involved in a number of **major case investigations** throughout the past year. A sample of the cases include the capture of two individuals who robbed a bank teller on her way to work; the arrest of a man who stabbed a woman at a local bar; the arrest of an individual who attempted to run over a police officer with his vehicle; a counterfeiting investigation in which two suspects were identified; and a \$12,000 internal bank theft in which an employee was charged with 1st degree theft. Officers also continue to respond to numerous mental health related calls for service, usually on a daily basis.

Over the past few years, the department has trained all officers and dispatchers on the use of automatic external defibrillators (**AEDs**). During that time, three AEDs were installed in City Hall. In the coming year, the department plans to experiment with AEDs in the three area-assigned squad cars. New policies and procedures will be developed to address the challenges of the new practice.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Number of assaults investigated	231	237	286	
Number of thefts investigated	1,008	1,013	1,198	
OWI arrests	305	220	234	
Liquor violations	394	478	382	
Noise complaints investigated	1,686	1,647	1,511	
Public intoxication investigations	622	615	679	
Efficiency and Effectiveness:				
Community Resource Officer contacts	7,134	949*	4,852	6,000
Crime prevention presentations	38	53	43	45
Number of participants	1,430	2,420	1,308	2,000
Cases per sworn position	554	562	575	575
*vacant position				

POLICE - GENERAL INVESTIGATION

421 -- 2533

This activity has the responsibility to develop and implement the most current investigative techniques in an effort to increase the detention, apprehension, and successful prosecution of persons engaged in criminal activity. This area also includes the School Resource Officer, Juvenile Investigations, and Fraud.

The objective of this activity is to maintain an above average crime index clearance rate.

Service Objectives:

- ✓ Build working partnerships with citizens and businesses
- ✓ Maintain effective investigations by partnering with other agencies
- ✓ Contribute to a regional drug investigations unit
- ✓ Collaborate with the Ames Community Schools
- ✓ Establish proactive crime prevention programs
- ✓ Collaborate with other youth service agencies
- ✓ Participate in the sexual assault response team
- ✓ Identify and apprehend repeat offenders

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	830,941	894,000	900,212	912,589	2.1%
Contractual	80,994	109,053	97,876	98,484	-9.7%
Commodities	14,321	16,003	16,003	17,125	7.0%
Capital	-	-	6,200	2,600	
Total Expenditures	926,256	1,019,056	1,020,291	1,030,798	1.2%
Funding Sources:					
General Fund	888,938	980,618	981,946	991,495	1.1%
Ames School District	37,318	38,438	38,345	39,303	2.3%
Total Funding Sources	926,256	1,019,056	1,020,291	1,030,798	1.2%
Personnel - Authorized FTE	9.00	9.00	9.00	9.00	

POLICE - GENERAL INVESTIGATION

421 -- 2533

Highlights:

The Criminal Investigation Division (CID) investigated several major cases during the past year. Among those were two bank robberies that resulted in arrests. Officers also investigated a series of serious domestic disputes that resulted in stabbings. One was charged as an attempted murder, and another was charged as a willful injury.

The department is in the third and final year of a \$34,000 federal grant designed to train and provide equipment in **computer forensics**. One investigator has recently received his certification as a forensic examiner for computers. That investigator has been involved in several successful investigations involving cyber crimes that include child pornography, harassment and fraud. The department was able to purchase and train officers on CellBrite, a hardware device used to extract data from cell phones. This piece of technology has become a valuable tool and has aided several investigations.

The department continues to actively investigate cases involving the possession, selling and manufacture of illegal drugs. One officer from the Investigations Division is assigned to the **Central Iowa Drug Task Force** on a full-time basis. High grade marijuana continues to be very prominent in our area. Cocaine, crack cocaine, imported meth, and heroin are additional areas of current concern. "One pot" methamphetamine making is becoming more prominent. This allows the maker to be more mobile and attempt to avoid detection.

The **School Resource Program** continues to be a positive cooperative effort between the Ames Community Schools and the Ames Police Department. The goal of the School Resource Officer (SRO) is to establish trust and a spirit of cooperation while building positive relationships with students, parents, and school officials. The SRO has made thousands of contacts throughout the school district this past year. The SRO collaborated with Youth & Shelter Services (YSS) on various drug and alcohol programs throughout the year.

Important changes have been made in the last couple of years to the **Sex Offender Registry**. A state established offender classification system determines where a sex offender may live and how often they must report. An investigator in the division is assigned to conduct periodic compliance checks with those individuals in Ames who are on the Sex Offender Registry.

Mental health issues continue to be a concern for our community. The department is an active partner in the Story County Mental Health/Criminal Task Force by providing notification of incidents and referrals to appropriate community resource programs. The Ames Police Department has made 335 mental health related notifications to the Task Force during the past year.

POLICE - GENERAL INVESTIGATION

421 -- 2533

Highlights, continued:

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Homicide cases	3	1	1	
Attempted homicide	0	0	0	
Robbery	9	16	11	
Sexual assault	48	38	56	
Other sex offenses	14	13	1	
Child abuse	5	11	4	
Burglary	589	548	582	
Drug investigations	339	295	318	
Juvenile cases	607	481	473	
Juvenile arrests	301	322	255	
Mental Health Notifications	320	335	330	
Domestic calls for service	559	490	489	
Domestic related arrests	102	93	97	
Efficiency and Effectiveness:				
Community outreach contacts - juvenile	25	27	13	
Number of juveniles participating	3,661	2,978	243	



EMERGENCY COMMUNICATIONS

421 -- 2535

Activity in this area includes the operation of the 911 Center and the initial dispatch of emergency responders. Emergency communications staff also receive non-emergency calls, manage radio communications, and provide assistance to walk-in Police Department customers.

Service Objectives:

- ✓ Provide prompt and accurate emergency communications service
- ✓ Enhance community and regional partnerships
- ✓ Facilitate the resolution of the non-emergency concerns of citizens
- ✓ Provide emergency medical direction to callers in need
- ✓ Maintain a highly reliable radio communications system for emergency responses
- ✓ Provide countywide interoperability through 800 MHz radio communication system
- ✓ Promote responder safety
- ✓ Coordinate emergency response assets
- ✓ Provide a customer-centered service

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	790,559	881,732	857,580	905,481	2.7%
Contractual	75,967	110,541	91,371	124,520	12.6%
Commodities	8,721	9,035	9,335	9,275	2.7%
Capital	19,084	10,264	10,264	-	
Other	-	-	-	-	
Total Expenditures	894,331	1,011,572	968,550	1,039,276	2.7%
Funding Sources:					
General Fund	894,331	1,011,572	968,550	1,039,276	2.7%
Total Funding Sources	894,331	1,011,572	968,550	1,039,276	2.7%
Personnel – Authorized FTE	12.30	13.30	13.30	13.30	

EMERGENCY COMMUNICATIONS

421 -- 2535

Highlights:

The Emergency Communications Center continued its formal working relationship with Iowa State University and Story County. This relationship has created efficiencies, improved security and reliability, and allowed for more effective law enforcement activity. Standardized protocols for information entry and dissemination have improved communications between the agencies. The agencies have worked together to review and identify a new information management system that will integrate multiple systems into one. The new system will make it easier for each agency, and the public, to gain access to more complete and up-to-date information. Ongoing costs will increase approximately \$14,000 in FY 11/12.

In a different area, but also in cooperation with the Story County partners, the department participated in a study funded by the Story County E911 Board for the **review of radio communications** in the county. Story County enjoys an extremely high level of interagency communications interoperability, but recent advances in technology and the establishment of national communications standards may outdate our current system. The consultant's report outlined options and opportunities that will require analysis over the next year.

In March of 2010, the Communications Center completed an agreement with Mary Greeley Medical Center to establish an **Emergency Medical Dispatching (EMD)** program. EMD protocols provide a stable and consistent response for dispatchers who will take over the functions of dispatching medical personnel to medical calls. Dispatchers are in the final stages of training. Communication and dispatching protocol have been established. The expectation is that EMD will "go live" in the first quarter of 2011.

Staffing has been a concern in the Communications Center due to a staff vacancy. The Center has operated short staffed much of the year. This resulted in some budget savings during the fiscal year. Two new dispatchers have been hired and the first of those completed training in late December. The second will be available by mid-2011.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Non-emergency telephone inquiries	122,017	120,054	120,500	121,000
Emergency "911" calls	23,081	23,474	23,500	23,500
Radio communications	623,771	622,904	623,000	623,000
Cases created	28,229	28,659	28,809	29,000
State system transactions/inquiries	92,702	91,336	92,000	92,000
 Efficiency and Effectiveness:				
Average "pick-up" time for 911 calls (in seconds)	5.2	5.2	5.2	5.2

POLICE - FORFEITURE/GRANTS

421 -- 2537

Chapter 809.12 of the Code of Iowa allows police agencies to forfeit property and seize assets directly related to criminal activities. These funds must be used by law enforcement for enforcement activities or items which are not currently budgeted. This section also includes grant programs that support law enforcement activities.

Service Objectives:

- ✓ Provide a sound financial report system
- ✓ Respond to homeland security challenges
- ✓ Apply seized assets to law enforcement needs
- ✓ Obtain state and federal support for local priorities
- ✓ Reduce the profitability of criminal activity
- ✓ Promote traffic safety, alcohol and tobacco compliance with grant support

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	21,904	-	33,152	-	
Contractual	23,369	-	21,451	-	
Commodities	109,046	3,024	482,533	-	
Capital	32,501	-	-	-	
Other	4,605	-	-	-	
Total Expenditures	191,425	3,024	537,136	-	-100.0%
Funding Sources:					
Police Forfeiture	10,492	-	16,865	-	
Police Grants	180,151	3,024	518,733	-	
Police & Fire Donations	782	-	1,538	-	
Total Funding Sources	191,425	3,024	537,136	-	-100.0%
Personnel - Authorized FTE	0	0	0	0	

POLICE - FORFEITURE/GRANTS

421 – 2537

Highlights:

The department has been fortunate to receive a number of state and federal grants this year that will provide a significant infusion of funds. These funds will allow the department to purchase equipment and run programs generally not otherwise possible. Grants are closely reviewed to be sure that they align with City priorities.

The department has received a Department of Justice **Edward Byrne Memorial Justice Assistance Grant**. The grant, in the amount of \$34,689, will be used to purchase equipment for the department. Improvements to and expansion of video recording systems will be funded. Several tactical ballistic shields will also be purchased.

The department continues to receive grant funding from the Governor's Traffic Safety Bureau (GTSB). The Police Department received funding this year from the GTSB's section 410 grant program to **address impaired driving**. The grant provides funds for officer overtime (with officer activity centered on alcohol related traffic enforcement), educational materials, and some equipment or hardware to aid in the enforcement process.

The department also continued its relationship with the Iowa Alcohol Beverages Division in the **education and enforcement of tobacco regulations**. This grant provides funding for officer time to test local vendors for performance on compliance regulations. Although this grant has been scaled back this year, every tobacco retailer in the city will be tested for compliance within the grant period.

The department also received an additional \$5,248 grant through the Department of Justice 2010 **Bulletproof Vest Partnership**. This grant will provide matching funds over the next two years to assist the department in acquiring new and replacement bulletproof vests for officers.

Funds acquired through the **criminal forfeiture** process will be used to promote a variety of law enforcement activities. In the past year, forfeiture funds have been used to acquire a laser rangefinder for the department's Emergency Response Team, high visibility traffic safety vests for crossing guards and new white boards for the detective's briefing and conference room.

During this year, the department will close out a \$386,000 **Buffer Zone Protection** grant from the Department of Homeland Security. This grant was available to strengthen local law enforcement agencies that provide law enforcement services to federal facilities in their jurisdiction. Funds from this grant will be used primarily to purchase the upgraded software system to manage emergency response dispatching and records management as described in the Police – Administration and Records section highlights.

FIRE SAFETY ACTIVITIES

422

Activity Description:

The Fire Administration activity supports and directs seven activities. The Fire Safety sub-program is based upon the premise that citizens and property should be free from loss and damage due to fires and similar emergencies. In order to approach this goal, an impressive and highly effective array of services is provided to the community. Extensive efforts are made in the area of fire prevention, fire safety education, and fire inspection. These efforts are mainly recorded under the Fire Prevention and Safety Education activity. When a “preventive failure” takes place and a fire or other emergency actually occurs, the capabilities of the Fire Suppression and Emergency Action activity are pressed into action. These include minimizing loss of life and property from fire, controlling hazardous situations, performing rescue, and providing first-response medical assistance. Also included under this activity are various non-emergency services, such as maintaining apparatus and facilities, testing hydrants, and testing water flow, and establishing pre-fire plans.

The success of the City’s Fire Safety/Admin sub-program is reflected in economic terms (e.g. insurance fire class rating), as well as in the more important areas of the safety of property, health, and life.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Fire Admin/Support	886,281	923,109	908,862	980,793	6.2%
Suppression/Emergency Action	4,062,020	4,252,374	4,291,898	4,595,566	8.1%
Prevention/Safety Education	119,608	126,444	130,089	133,504	5.6%
Total Operations	5,067,909	5,301,927	5,330,849	5,709,863	7.7%
 Personnel - Authorized FTE	 55.60	 55.60	 55.60	 55.60	

FIRE SAFETY ACTIVITIES

422

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures By Type:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	4,526,662	4,810,104	4,797,344	5,194,091	8.0%
Contractual	433,692	403,393	403,191	414,127	2.7%
Commodities	97,902	88,430	104,142	101,645	14.9%
Capital	9,653	-	26,172	-	
Total Expenditures	5,067,909	5,301,927	5,330,849	5,709,863	7.7%
Funding Sources:					
General Fund	3,783,153	3,960,627	3,982,932	4,266,548	7.7%
Iowa State University Contract	1,265,897	1,320,208	1,327,645	1,422,182	7.7%
Haz Mat Activities	-				
MGMC Reimbursement	18,854	21,092	20,272	21,133	0.2%
Miscellaneous Revenue	5	-	-	-	
Total Funding Sources	5,067,909	5,301,927	5,330,849	5,709,863	7.7%

FIRE - ADMINISTRATION AND SUPPORT

422 -- 2210

The major role of this activity is to direct and reinforce the operations of all Fire Department activities (i.e. Suppression and Emergency Action, Fire Prevention, Structural Code Enforcement, etc.). This includes maintaining necessary records and documentation, and providing overall direction and oversight functions. This activity also provides for various training programs for all firefighters.

Service Objectives:

- ✓ Respond to emergencies in the city within five minutes travel time (85% of the time)
- ✓ Provide quality in-house emergency response training for firefighters
- ✓ Coordinate the implementation of the automatic alerting system within the fire stations
- ✓ Provide quality training opportunities for supervisors through industry sources
- ✓ Maintain equipment to a level of readiness in accordance with national standards
- ✓ Conduct five training classes that require an external specialist to train personnel
- ✓ Promote safety education and awareness through community education

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	732,420	766,567	757,772	818,734	6.8%
Contractual	136,823	148,392	138,418	153,909	3.7%
Commodities	7,385	8,150	8,150	8,150	0.0%
Capital	9,653	-	4,522	-	
Total Expenditures	886,281	923,109	908,862	980,793	6.2%
Funding Sources:					
General Fund	655,594	692,332	681,646	735,595	6.2%
Iowa State University Contract	230,687	230,777	227,216	245,198	6.2%
Total Funding Sources	886,281	923,109	908,862	980,793	6.2%
Personnel – Authorized FTE	6.75	6.75	6.75	6.75	

FIRE - ADMINISTRATION AND SUPPORT

422 -- 2210

Highlights:

- Damaging summer windstorms and unprecedented flooding throughout the City of Ames afforded the opportunity to utilize Story County's reverse 911 mass notification system called **CodeRED**. During seven activations of CodeRED, more than 36,000 phone calls and 1,500 e-mails were sent to the citizens of Ames in an effort to warn them of the impending dangers and guide them during the recovery efforts. These efforts were very well received by citizens, leading to hundreds of additional citizens of Ames signing up for this free service in the months following these disasters.
- The contribution rate structure for the **Municipal Fire and Police Retirement System of Iowa** is established by Iowa Code Chapter 411. The rate for the City of Ames is established each year by the Board of Trustees following the completion of the annual actuarial valuation. As a consequence of the economic downturn and poor investment performance, the City's contribution rate has changed from 19.90% to 24.76%, increasing the City's Fire Department contribution by more than \$167,000.
- Two new technologies have greatly improved the success of the Fire Department's internal **firefighter callback**, which is used in the event of a prolonged emergency incident. Previously only available through alpha-numeric pagers, firefighters are now able to receive callback notification via their personal cell phone, increasing the likelihood of receipt and acknowledgment. Off-duty firefighter availability was previously tracked using a grease board and pen. Web-based technologies have now enabled the Fire Department to track firefighter availability and response to scenes via any computer with Internet access. This allows incident commanders to access real-time tracking of call-back personnel and make strategic station staffing decisions from the scene of an incident.
- Fire Department personnel continued to promote safety education and awareness through community education. During **Fire Prevention Week**, personnel visited every grade school in Ames to educate children in the value of life safety and fire prevention. Fire Prevention Week culminated at North Grand Mall with an equipment display and interactive event inside the mall. Fifteen firefighters spent a total of 74 hours at this event, positively impacting approximately 400 adults and children throughout the greater Ames community.
- Fire Department committee personnel released six new **Standard Operating Guidelines (SOGs)**. New SOGs included *Rules of Conduct* (derived from Ames Police standards) and *CodeRED Emergency Notification system*. Other new SOGs targeted to assist department personnel in remaining safe and making appropriate decisions during incidents involving life safety include: *Aerial Pinnable Waterway*, *Portable Radio Accountability*, and *Safe Emergency Vehicle Notification*.

FIRE - ADMINISTRATION AND SUPPORT

422 -- 2210

Highlights, continued:

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Ames businesses pre-planned/hours spent	0/372	248/1,265	288/1,000	250/1,000
Number of City-related supervisory leadership training hours	253.5	168	150	150
Number of FD-related administrative support training hours	351	434	239	300
Newly acquired State and/or National emergency services related certifications achieved	23	41	25	30
Efficiency and Effectiveness:				
Respond to emergencies (in the City) within five minutes (departmental goal of 85% within 5 minutes or less)	83.9%	86.9%	85%	85%
Percentage of City limit acreage (19,983 acres) within a 5 minute or less response time (Council goal of 85%)	83%	83%	83%	83%
Maintain and certify according to nationally recognized standards pumps, hose, and SCBA components	100%	100%	100%	100%

FIRE - SUPPRESSION AND EMERGENCY ACTION

422 -- 2220

The goal of the suppression and emergency action team is to protect people and property from loss and danger due to hostile fires or other threatening predicaments. In order to achieve this goal, extensive efforts are made in the areas of prevention and enforcement of safety regulations through public safety education which enables citizens to recognize hazards and unsafe practices. An important responsibility of this activity is the continual update and maintenance of pre-fire action plans. The suppression and emergency action teams respond to any incident according to well-defined procedures. Various non-emergency services are also provided, such as performing maintenance of apparatus, equipment, and facilities, testing hydrants, conducting water flow tests, and building inspections.

Service Objectives:

- ✓ Maintain certifications for emergency medical services
- ✓ Trench rescue continue to train with other agencies
- ✓ Respond to all emergency calls with a minimum of two certified EMS responders
- ✓ Maintain hazardous materials technical level training for firefighters
- ✓ Train firefighters utilizing live fire techniques and opportunities
- ✓ Annual fit test of firefighting respirators in accordance with OSHA 1910.134
- ✓ Provide a safe work environment with the goal of reducing employee injury rates and severity
- ✓ Train and support Ames Fire Investigation Team comprised of Ames firefighters and Ames police
- ✓ Support participation in local, state, and national conferences and seminars
- ✓ Maintain equipment in a state of readiness

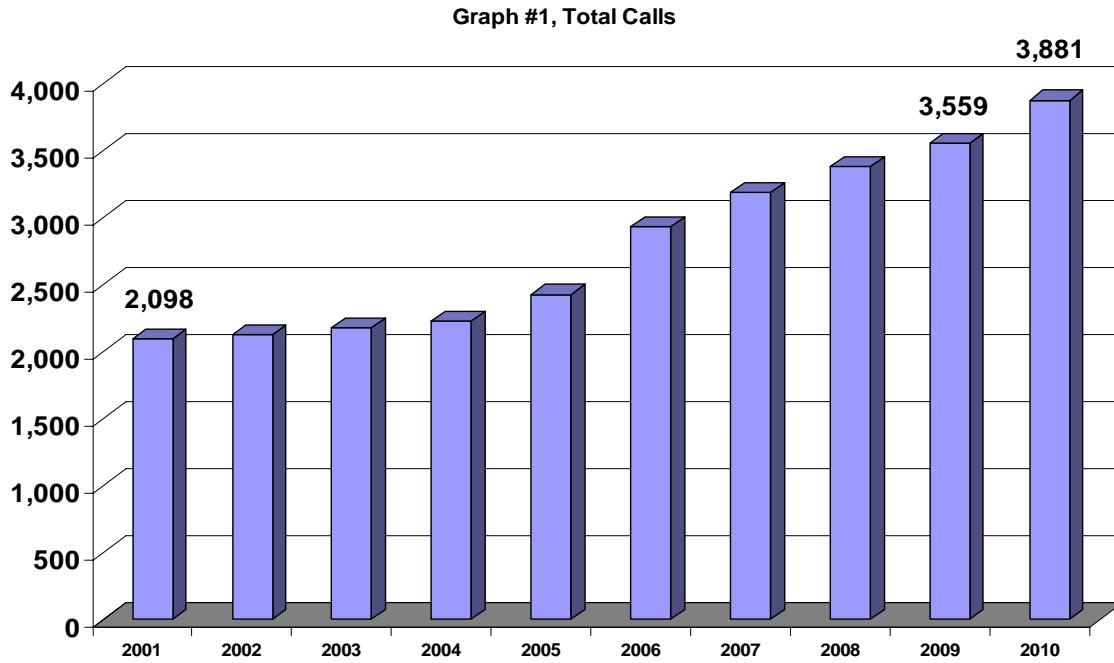
	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	3,693,096	3,936,623	3,931,047	4,261,942	8.3%
Contractual	285,333	242,321	249,959	247,424	2.1%
Commodities	83,591	73,430	89,242	86,200	17.4%
Capital	-	-	21,650	-	
Total Expenditures	4,062,020	4,252,374	4,291,898	4,595,566	8.1%
 Funding Sources:					
General Fund	3,038,048	3,173,462	3,203,719	3,430,825	8.1%
Iowa State University Contract	1,005,113	1,057,820	1,067,907	1,143,608	8.1%
Haz Mat	-	-	-	-	
MGMC Reimbursement	18,854	21,092	20,272	21,133	0.2%
Miscellaneous Revenue	5	-	-	-	
Total Funding Sources	4,062,020	4,252,374	4,291,898	4,595,566	8.1%
Personnel - Authorized FTE	47.85	47.85	47.85	47.85	

FIRE - SUPPRESSION AND EMERGENCY ACTION

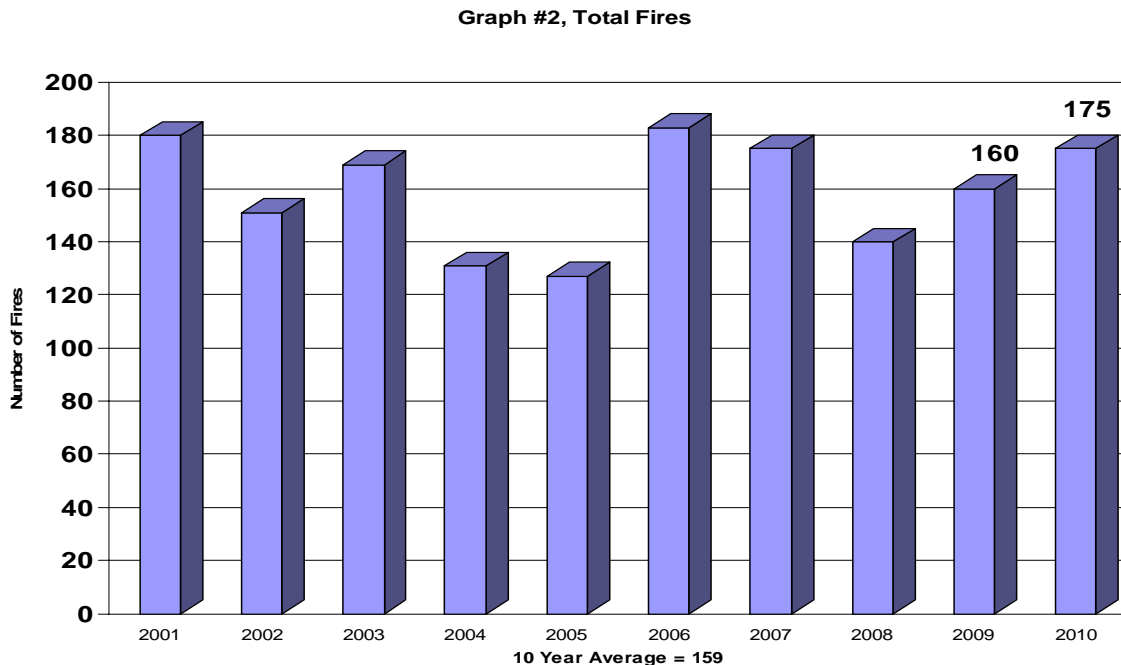
422 -- 2220

Highlights:

Incident response continues to increase, as shown in Graph #1 below.



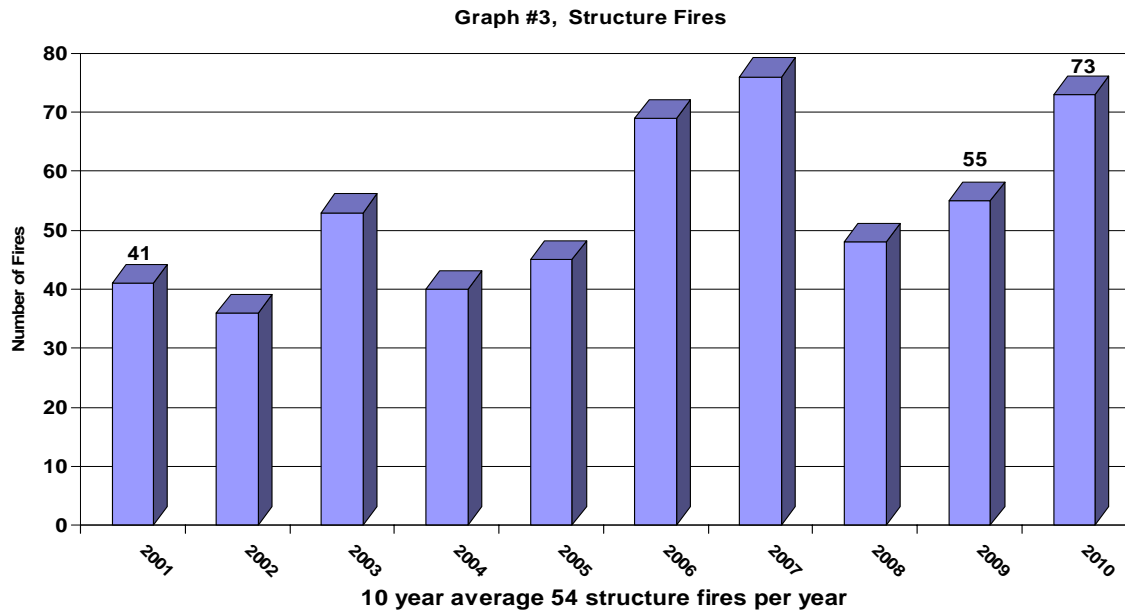
Graph #1 highlights a ten-year trend of increased calls for emergency response. The increase of 1,783 calls equals an 84.9% increase in call volume. Call volume increased by 9% from calendar year 2009.



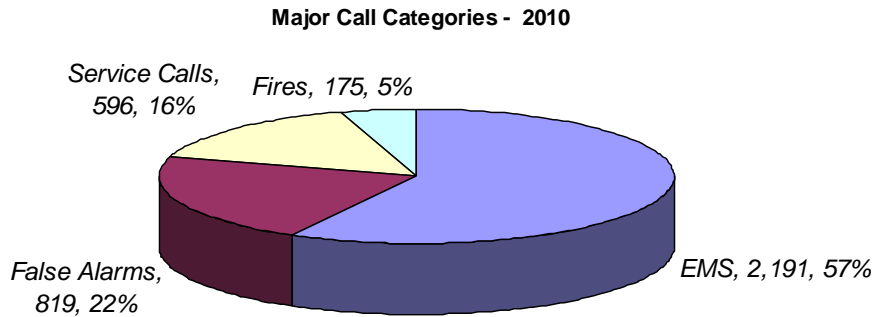
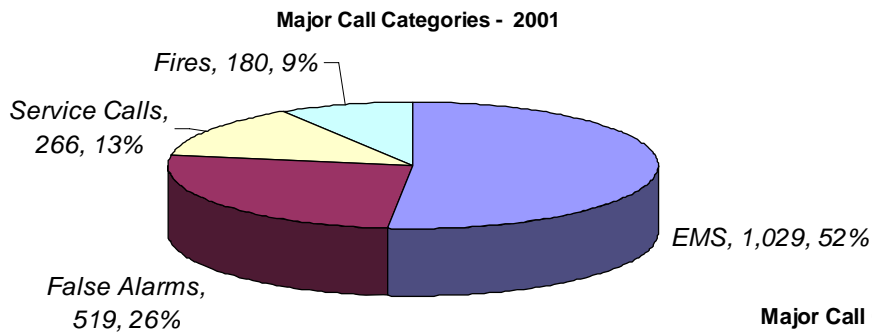
FIRE - SUPPRESSION AND EMERGENCY ACTION

422 -- 2220

Highlights, continued:



During the last decade the largest **growth in incident types** has occurred in EMS, service calls, and false alarms.



FIRE - SUPPRESSION AND EMERGENCY ACTION

422 -- 2220

Highlights, continued:

Emergency response **call volume increased** by 9% from calendar year 2009; Emergency Medical Service calls continue to be the category with the highest increase. Firefighters responded to 1,982 EMS calls in 2009 and 2,191 EMS calls in 2010. This was an increase of 209 calls.

Structure fires increased 32.7% from 2009 to 2010; the 10-year average is 54. Firefighters responded to 55 structure fires in 2009 and 73 in 2010.

The City's adopted **response goal** is 85% of the community in under five minutes travel time. The department measures its response effectiveness in two ways. One is the use of the City's GIS system that measures the area within the boundary that should be reachable within a five-minute drive by a fire apparatus. The second method is actual performance. For several years, the actual response has ranged from slightly below to slightly above the response time goal. This measure needs to be closely monitored.

Administrative changes have been made in an **effort to decrease response time**. Beneficial changes are 1) a change in the response to unsubstantiated automatic alarms; 2) the use of new technology; and 3) a program to reduce false alarms.

(1) Two years ago, a decision was made to send one emergency unit to **unsubstantiated fire alarms** instead of the long-standing practice of sending two vehicles. The response change has been effective and allows one vehicle to remain available in the event of a simultaneous alarm.

(2) With the addition of the **station alerting system and computer aided dispatch**, response times can be accurately recorded. By tracking the times accurately, information can be analyzed and recommendations made based on the findings. The addition of the more accurate Locution system lowered the time to respond to data.

(3) **Active program to reduce false alarms** – Fire Department staff continues to work closely with customers who have multiple alarms. False alarms are caused by either a maintenance issue or a human issue. In spite of best efforts, an increase in false alarms will most likely continue. All new commercial and industrial buildings will have a fire detection system installed. The increasing number of automated alarm systems will continue to increase the number of false alarms.

FIRE - SUPPRESSION AND EMERGENCY ACTION

422 -- 2220

Highlights, continued:

In July and August, firefighters responded to **windstorm and flood** events that impacted the city. Firefighters worked side-by-side with emergency responders in the city to assist in mitigating the situation. It was apparent that the city-wide perspective contributed to the cooperation among many departments such as Fire, Public Works, Police and Mary Greeley Medical Center.

The Ames Fire Department was successful in obtaining the 2009 **Assistance to Firefighters' Grant**. The Department of Homeland Security will pay 80% of the purchase and installation costs of the fixed generator. The generator is located in the Campustown fire station. In the event of a power failure, the station may be used as an operations center.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Continue to train utilizing live fire training in accordance with State and Federal standards	1	1	1	1
Efficiency and Effectiveness:				
Continue to train with Public Works employees utilizing trench rescue skills at least one time per year	1	1	1	1
Maintain hazardous material technician level for firefighters	35/48	47/48	48/48	46/48
Residential fires	40	69	47	74
Structure fires	52	96	84	87
Arson fires	1	2	1	1
False alarms - unintentional and system malfunctions	790	960	813	845
Emergency Medical Services "EMS"	2,099	2,282	2,372	2,463

FIRE - PREVENTION AND SAFETY EDUCATION

422 -- 2230

The function of this activity is to assist with administration and enforcement of ordinances pertaining to the prevention of fires. This includes the use and handling of explosives, flammable and toxic materials, and other hazardous material. Staff reviews all new construction and remodeling plans for code compliance and conducts inspections on the installation, maintenance, and regulation of all fire escape exits for adequacy in the event of fire to establish a reasonable level of life safety and property protection from the hazards of fire, explosion, or dangerous conditions. In cooperation with other departmental personnel, staff conducts public safety educational programs and assists in the suppression and control of fires. Staff also assists the investigation into the cause and origin of fires, and gathers evidence if a fire is of a suspicious origin.

Service Objectives:

- ✓ Ensure that fire protection systems are installed, updated, and maintained according to recognized code standards
- ✓ Ensure that annual inspections are performed for 100% of the City's commercial occupancies requiring State certification
- ✓ Facilitate and foster collaborative efforts with other inspectors throughout the Building Division to produce a safer environment for the citizens of Ames
- ✓ Maintain a high level of expertise and knowledge through training and lifelong education in an ever-evolving technical field

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	101,146	106,914	108,525	113,415	6.1%
Contractual	11,536	12,680	14,814	12,794	0.9%
Commodities	6,926	6,850	6,750	7,295	6.5%
Total Expenditures	119,608	126,444	130,089	133,504	5.6%
Funding Sources:					
General Fund	89,511	94,833	97,567	100,128	5.6%
Iowa State University Contract	30,097	31,611	32,522	33,376	5.6%
Total Funding Sources	119,608	126,444	130,089	133,504	5.6%
Personnel - Authorized FTE	1.00	1.00	1.00	1.00	

FIRE - PREVENTION AND SAFETY EDUCATION

422 -- 2230

Highlights:

- The safety of the Greek Community is of high concern for fire prevention personnel. On a positive note, twenty-six of forty-one **Greek houses** now have installed working fire sprinkler systems, with another four houses in some stage of installation. During FY 09/10, the Fire Inspector participated in 15 personal consultations with the Greek community in an effort to assist and advise them on code-compliant sprinkler system installations.
- The Fire Inspector now devotes the entire month of October and most of November to performing initial and follow-up fire **code inspections of Greek housing**. The Inspector effectively resolved 256 Greek house fire code violations.
- The Fire Inspector works hard to maintain his skill and knowledge of the code with up-to-date **training and certification**. This fiscal year he attended the 2010 National Fire Protection Association Conference and Expo, and a two-day Residential Construction Fire Safety Design training offered by the Underwriters Laboratory.
- The Fire Inspector continues to represent departmental interests and concerns in planning for shared City/ISU special events and for fire protection planning for **ISU construction projects**, such as the new Biorenewable Research Lab project, the ISU Basketball practice facility, and the Memorial Union remodel project.
- Each year the Fire Inspector dedicates a significant amount of time and resources in **addressing business community concerns**, specifically during fire protection consultations. New key box installations, fire alarm retrofitting, and sprinkler system issues have been addressed at such new and major remodel projects as the Ames Aquatic Center, 111 Lynn (University Towers), Keystone Apartments, Kate Mitchell Elementary School, Mary Greeley Medical Center, Ames High School, and the Northwood Preschool Center.
- The Fire Inspector maintains an active role **partnering with other agencies** throughout the City of Ames. The Inspector regularly assisted the Ames Police Department in performing occupancy load checks of bars/taverns after-hours on weekends and nights, when activity levels in the Downtown and Campustown areas are at their peak. The Inspector works on a regular basis with Ames Police Officers in coordinating crime-free housing sessions, and has invested several hours in improving the Development Review Committee process.

FIRE - PREVENTION AND SAFETY EDUCATION

422 -- 2230

Highlights, continued:

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Commercial inspections / re-inspections	438/273	536/178	462/150	450/200
Educational inspections / re-inspections	27/15	42/4	66/4	50/10
Residential inspections / re-inspections	167/61	153/49	165/20	160/50
Plan reviews-consultations-complaints contacts/hours committed	100/83	234/331	87/273	100/300
Inspection hours committed	N/A	599	707	600
Violations discovered / corrected	1,346/960	1,361/1,030	1,737/627	1,300/1,000
Schools within the Ames Community School District, including home-schooled children, provided Fire Prevention Week Pub-Ed presentations	100%	100%	100%	100%
Total presentations / hours spent in the public education (Pub-Ed) of fire safety topics	590/767	748/900	700/800	800/900
Number of civilian adults / children attending FD sponsored public education presentations	4,738/5,301	7,730/6,923	4,146/3,610	5,000/6,000
Efficiency and Effectiveness:				
Civilian fire deaths	0	0	0	0
Civilian fire injuries	2	0	0	0

FIRE - BUILDING SAFETY

423

Building Safety provides permits, inspections, public information, and enforcement of building, electrical, mechanical, plumbing, rental housing, neighborhood property maintenance, sign, and zoning codes. Program objectives are accomplished through review of construction plans for code compliance; issuance of work permits and performance of on-site project inspections; issuance of rental housing permits and performance of periodic dwelling inspections; investigation of code violations; abatement of dangerous buildings.

Service Objectives:

- ✓ Provide public information on building construction, property maintenance, and related topics
 - ✓ Perform plan reviews of proposed building construction projects
 - ✓ Investigate and abate property maintenance and zoning code violations
 - ✓ Promote and develop community partnerships
- ✓ Perform safety inspections of existing commercial buildings, places of assembly, bars
 - ✓ Issue permits and perform inspections of building construction projects
 - ✓ Issue permits and perform inspections of rental dwellings
 - ✓ Abate dangerous buildings

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	777,197	728,771	833,094	946,004	29.8%
Contractual	125,916	141,732	135,127	126,333	-10.9%
Commodities	6,914	13,050	11,901	12,201	-6.5%
Capital	-	-	4,000	-	
Total Expenditures	910,027	883,553	984,122	1,084,538	22.7%
Funding Sources:					
General Fund	111,786	200,706	155,981	132,701	-33.9%
Building Permit	338,111	238,388	347,264	403,880	69.4%
Electrical Permit	82,263	74,772	78,712	84,655	13.2%
Mechanical Permit	61,087	51,785	59,071	63,530	22.7%
Plumbing Permit	81,592	79,935	78,995	84,960	6.3%
Sidewalk Permit	(4)	400	400	400	0.0%
Sign Permit	9,485	8,334	9,172	9,864	18.4%
Misc. Housing Inspection	1,384	-	102	-	
Rental Housing	224,323	229,233	254,425	304,548	32.9%
Apprentice License Fee	-	-	-	-	
Total Funding Sources	910,027	883,553	984,122	1,084,538	22.7%
Personnel - Authorized FTE	11.00	11.00	11.00	12.50	

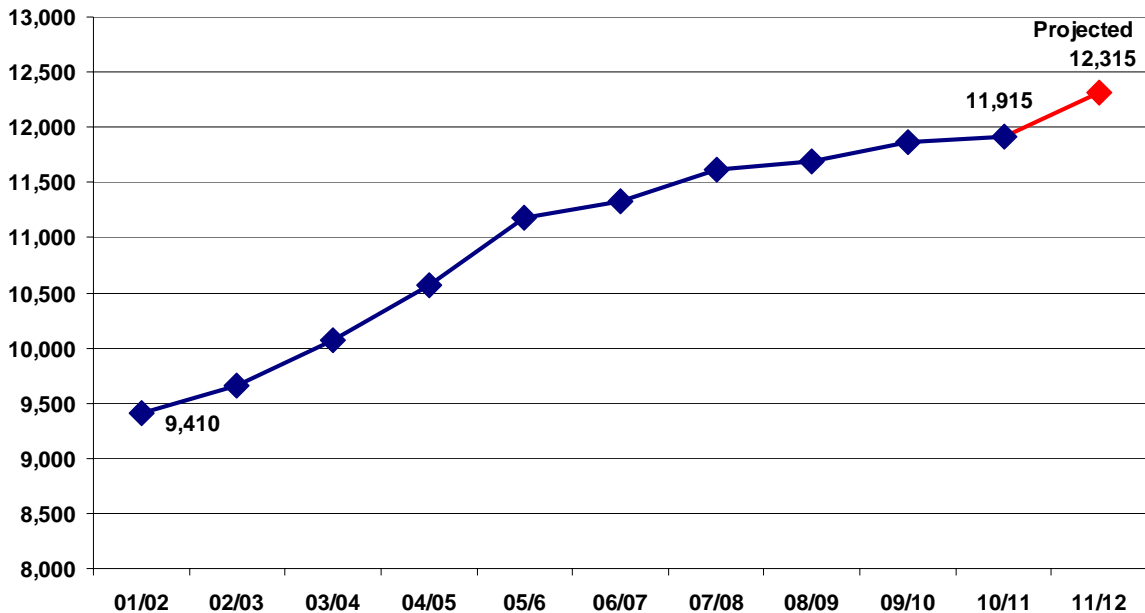
FIRE - BUILDING SAFETY

423

Highlights:

- The revised Ames Rental Housing Code was enacted in July of 2009, following 18 months of public input, special committee meetings, and Council hearings and approval. The Division developed and implemented new inspection procedures, checklists, and reporting methods required by the new code. All landlords received a copy of the new code, and highlights of the changes were offered to landlords in two training sessions in the fall of 2009. Higher standards of the new code require more detailed inspections and data collection and retention.
- Actions proposed in this budget:
 1. Transition from a temporary one-half time inspection position to a full-time inspector bringing the total inspectors to two.
 2. Transition the one half-time clerical position to full-time to support rental housing.
 3. Increase annual rental registration fees to pay these additional staff costs.
- Due to the increased activity regarding the rental housing inspections program, an increase in the utilization of the Building Official and Fire Chief occurred in FY 10/11. An additional ten percent of these two salaries was moved into the rental housing inspections program.

Total Rental Units



- Staff completed work with the combined Building, Electrical, and Plumbing//Mechanical Boards to adopt the 2009 International Codes which became effective in October 2010.
- Despite a decrease in new home construction and new commercial building construction in Ames, which has resulted in a decline in permit revenue, all other building activity has

FIRE - BUILDING SAFETY

423

Highlights, continued:

remained strong. For example, commercial and residential interior remodels, additions, and similar building improvements continued at a constant level for the first five months of FY 10/11. These projects typically require more inspections and generate less permit revenue than new homes or new commercial buildings.

- Staff continues to monitor revenue from building permits. Revenue projections were the same or slightly above the actual revenue from FY 09/10.
- Actions proposed in this budget:
 1. Hold one full-time Building Inspector position vacant until new building construction and permit revenues rebound.
 2. Hold Inspector training expense to the minimum required to maintain professional certifications.
- Building permit fees were studied by the Iowa Homebuilders Association in 2008. Ames' fees were found to be among the lowest in the comparable group. Permit fees have not increased since FY 08/09. Recommendations for the proposed budget include a 4% increase in building, electrical, mechanical, and plumbing permit fees.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Building plans reviewed		543	550	550
Building permits issued		646	770	770
Building inspections performed		2,358	2,060	2,060
Electrical permits issued		671	700	700
Electrical inspections performed		1,426	1,430	1,430
Mechanical permits issued		850	1,080	1,080
Mechanical inspections performed		1,172	1,230	1,230
Plumbing permits issued		1,287	1,480	1,480
Plumbing inspections performed		2,440	2,420	2,420
Sign permits issued		119	150	150
Rental housing units registered		11,870	11,915	12,315
Rental inspections performed		3,319	3,180	3,180
Neighborhood concerns identified		406	430	430
Identified by citizens (reactive)		252	270	270
Identified by Inspector (proactive)		154	160	160
Neighborhood inspections performed		899	970	970
Total inspections performed		11,614	11,290	11,290

TRAFFIC MAINTENANCE

424 -- 73

This activity provides for the construction, maintenance, and repair of traffic signals, regulatory, warning, and informational signs in the City. Also maintained are the pavement markings along streets that carry more than 3,000 vehicles per day. Each crosswalk with a supplemental control is painted, as well as other intersection markings that promote the safe and efficient movement of vehicles and pedestrians. Temporary, part-time employees supplement City crews in this activity.

Service Objectives:

- ✓ Provide safe and efficient transportation consistent with community goals and nationally accepted operating standards
- ✓ Install and maintain preemption equipment to enhance emergency services
- ✓ Complete changeover to light-emitting diode (LED) bulbs
- ✓ Focus on maintaining traffic signal operations of aging infrastructure
- ✓ Install and maintain required regulatory, warning, guide and street name signs
- ✓ Change of street name signs to six-inch lettering by 2012
- ✓ Explore incorporation of pedestrian countdown timers at high pedestrian volume and Safe Routes to School crossing locations
- ✓ Paint curbs as needed to delineate fire zones, tow-away zones, parking prohibitions
- ✓ Enhance roadway markings on pavement
- ✓ Paint medians for public safety purposes
- ✓ Maintain the traffic sign Geographic Information System (GIS) database
- ✓ Paint crosswalks along school routes

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	427,177	425,679	434,281	453,983	6.6%
Contractual	162,198	154,057	151,835	145,272	-5.7%
Commodities	103,490	99,600	99,650	89,600	-10.0%
Capital	15,602	18,100	18,118	14,000	-22.7%
Total Expenditures	708,467	697,436	703,884	702,855	0.8%
 Funding Sources:					
General Fund	(5,755)	-	-	-	
External Labor Reimbursement	43,741	27,643	23,597	24,183	-12.5%
Road Use Tax Fund	670,481	669,793	680,287	678,672	1.3%
Total Funding Sources	708,467	697,436	703,884	702,855	0.8%
 Personnel - Authorized FTE	 6.07	 6.07	 6.07	 6.07	

TRAFFIC MAINTENANCE

424 – 73

Highlights:

Each year, traffic signal staff replaces hundreds of incandescent bulb signal indicators with **light-emitting diode (LED) lamps**. Recently, funds were received from an Energy Efficiency and Conservation Block Grant. These funds have enabled staff to complete the transition to LED lamps. The average energy cost for a typical signalized intersection with incandescent bulbs is \$1,174 per year. With the installation of LED lamps, the average energy cost is \$430 per year. Considering that the City has sixty-three traffic signals, this equates to a reduction in power consumption costs of over \$40,800 yearly.

Staff continues to focus on operational service to improve efficient use of traffic signal systems. The component of a traffic signal system that most frequently fails is the **in-street loop detection system** for vehicles, which is primarily due to the deterioration of roadway pavement. A budget item to replace eight loops at a cost of \$8,000 per year is included in pursuit of this customer service goal. As part of the recent pavement rehabilitation project on Duff Avenue (7th Street to 13th Street), a Radar Vehicle Detection System was installed at the intersection of Duff Avenue/9th Street. This system is a non-intrusive installation suitable for bikeway detection.

In June 2005, the Federal Railroad Administration (FRA) issued the **Quiet Zone** Final Rule enabling communities to minimize impacts of train horn noise throughout the community. The City of Ames made safety improvements including extension of roadway medians in order to qualify for a Quiet Zone on the east/west mainline corridor. FRA approved the application, therefore the Quiet Zone became effective on December 6, 2010.

Staff members are responsible for the maintenance of roadway markings. Through utilization of technologies such as the Graco Line Driver (a motorized attachment for paint machines), staff is able to increase productivity of pavement marking maintenance. Pavement markings include yellow curb, pedestrian crosswalks, stop bars, and edge-line/center-line. These **pavement markings** work in conjunction with traffic signs and other types of traffic control devices to enhance the safety and efficiency of the roadway network.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of signalized intersections in City	63	64	65	65
LED bulbs installed	207	196	800	30
Utility locates	155	219	230	240
# of signs in City	9,441	9,575	9,600	9,700
# of lane miles painted	68.0	68.0	68.0	68.0
# of crosswalks painted	702	702	702	702
Gallons of traffic paint used	2,110	2,255	2,300	2,400
Pounds of reflective beads used	7,500	7,500	7,500	7,500
Efficiency and Effectiveness:				
Average # of sign repairs/week	17.7	33.26	35.0	40.0
Average # of service calls/signalized intersection	5.9	5.76	6.0	6.0
Signs serviced	925	1,730	1,800	1,850
% of time automated train horns are operational (*turned off Dec. 6, 2010)	99%	97%	98%*	0%*

TRAFFIC ENGINEERING

424 -- 75

The purpose of the Traffic Engineering program is to provide a safe and efficient transportation system within the City of Ames for all users. This activity provides traffic engineering analysis for the development of the City's multi-modal transportation system. Administrative duties as well as short and long-range transportation planning, facility planning and operations, and design of computerized signal coordination programs are included within this activity. Students from Iowa State University are utilized as temporary, part-time employees to collect and maintain databases dealing with traffic analysis.

Service Objectives:

- ✓ Enhance multi-modal integration of the transportation network for pedestrians, bicyclists, and transit users
- ✓ Update/maintain traffic engineering software
- ✓ Procure grant funding for Capital Improvement Plan projects
- ✓ Design and implement traffic signal coordination plans
- ✓ Design traffic signal replacement program
- ✓ Review site development plans & plats
- ✓ Maintain Shared Use Path maps
- ✓ Review Traffic Impact Studies (TIS) for new developments
- ✓ Administer the Ames Area Metropolitan Planning Organization (AAMPO)
- ✓ Maintain the pavement management system
- ✓ Approve parking waivers and block parties

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	44,252	120,377	103,324	107,736	-10.5%
Contractual	50,347	50,013	52,829	64,030	28.0%
Commodities	3,898	800	2,128	1,300	62.5%
Capital	7,932	4,750	7,000	7,000	47.4%
Total Expenditures	106,429	175,940	165,281	180,066	2.3%
 Funding Sources:					
Road Use Tax Fund	99,256	103,126	110,444	120,389	16.7%
General Fund/MPO	7,173	72,814	54,837	59,677	-18.0%
Total Funding Sources	106,429	175,940	165,281	180,066	2.3%
Personnel - Authorized FTE	1.45	1.45	1.45	1.45	

TRAFFIC ENGINEERING

424 – 75

Highlights:

Traffic Engineering staff continues to work with other members of the Public Works Engineering Division on the **design of major intersection and roadway improvements** throughout the City of Ames. Transportation projects include roadway rehabilitation/reconstruction, intersection improvements, as well as roadway improvements required by new commercial, industrial, and residential developments within the City.

A Transportation Planner was added to Traffic Engineering. This full-time Transportation Planner assists the Traffic Engineer with the increasing responsibilities of the **Ames Area Metropolitan Planning Organization (AAMPO)**. The position receives 80 percent reimbursement from Federal Transportation funding.

The **2035 Long-Range Transportation Plan update** began in FY 08/09 and was approved on October 12, 2010. The Traffic Engineer led this community-wide effort, which ultimately identified transportation improvements needed to support the City Council's adopted Land Use Policy Plan. In addition to roadway improvements, this plan also incorporated pedestrian, bicycle, and transit improvements.

In FY 08/09, the City implemented a GIS-based **pavement management system**. To develop the system, automated data collection of information on cracking, rutting, roughness, potholes and rideability is performed on an annual basis. Additionally, high resolution video of the road right-of-way is captured every three years. On average, the City spends approximately \$20,000 annually to maintain and develop the system. The pavement management system provides a rapid, objective assessment of pavement conditions to help support decision making to better plan and manage road pavement reconstruction and maintenance activities.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of meetings regarding specific capital projects	150	160	165	170
# of other citizen contacts handled	600	650	675	680
# of meetings with ISU students on class projects	25	30	35	35
# of parking waivers processed	34	42	50	55
# of block party requests reviewed	47	42	65	65
# of oversized load permits reviewed	26	31	35	38
Efficiency and Effectiveness:				
Average time to respond to citizens (days)	1.0	3.0	3.0	2.0
Average time to complete traffic studies (weeks)	2	2	2	2

OTHER COMMUNITY PROTECTION

428

This program accounts only for electricity for street lights, while electricity for traffic signals is accounted for in the sign and signal maintenance activity. A small amount is included in this activity for civil defense system maintenance by the Electric Distribution crews.

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	5,177	8,000	6,000	6,000	-25.0%
Contractual	640,656	716,000	671,000	691,000	-3.5%
Commodities	3,030	-	3,000	3,000	
Total Expenditures	648,863	724,000	680,000	700,000	-3.3%
Funding Sources:					
Street Lights – General Fund	640,241	714,000	670,000	690,000	-3.4%
Civil Defense – General Fund	8,622	10,000	10,000	10,000	0.0%
Total Funding Sources	648,863	724,000	680,000	700,000	-3.3%
Personnel – Authorized FTE	.00	.00	.00	.00	.00

PUBLIC SAFETY CIP

429

Activity Description:

This is a summary of all of the Public Safety related capital improvements. The major improvements are detailed in the five-year Capital Improvements Plan.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Fire:					
Miscellaneous Fire Donations			586		
Fire Station #1 Renovation	5,000				
FEMA – Mobile Data Terminal	47,692			25,143	
Fire Engine #2	578	531,000	530,422		
Emergency Generator Grant			46,591		
Sub-Total	53,270	531,000	577,599	25,143	-95.3%
Police:					
Police Radio Consoles		167,961	167,961		
Police CAD/Dispatching			108,913		
Mobile Data Terminals			13,912		
Firearms Training Range	41,641		60,359		
Sub-Total	41,641	167,961	351,145		
Electric:					
Outdoor Storm Warning System	53,033		18,732		
Sub-Total	53,033		18,732		
Traffic/Engineering:					
Signal L-Way/Sheldon Avenue	743		118,430		
Skunk River Trail SE 16 th /L-Way	111,425		1,318,395		
Shared Path Ontario			50,238		
Long-Range Transportation Plan	269,041		130,908		
Skunk Rvr Trail E L'Way Srv		750,000			
RR Crossing 9 th & UPRR	152,956				
Signal 28 th & Grand		195,000	195,000		
Slunk River Trail HYSC/SE 16 th				436,000	
Signal S. Dayton/S.E. 16 th		160,000	160,000		
NE Area Shared Use Path			1,100,000		
20 th & Grand Intersection		50,000	50,000		
Traffic Calming Study		50,000	50,000		
US 69 Improvements 13 th /Grand	39,737				
Shared Use Path Lighting/Signs		17,055	17,055		
Perm Traffic Count Stations				225,000	
Signal L-Way and Ash	1,115		173,760		
Multi-Modal Safety Study			50,000		
Traffic Engineering Studies	40,325		5,351		
Shared Use Path – Gartner/AMS	4,178		78,522		
Accident Study				50,000	
EECBG LED Traffic Signal			25,500		
Dotson/L'Way Intersection				150,000	
RR Quiet Zone Improvements	3,182		78,331		
RR Crossing 16 th /UPRR	141,213				
RR Medians North-South			100,000		

PUBLIC SAFETY CIP

429

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Traffic/Engineering, cont.:					
Skunk River Trail Ext AHHP	10,526		370,851		
Oakwood Road Shared Path			74,263		
Stim SR Trail 13 th -Carr	200,445				
Cedar Lane Developer Escrow	9,282				
Path Grand Ave/20 th -Murray	(886)				
Walkway west side N. Dakota	31,829		283,972		
Walkway east side S. Dakota	4,553		128,759		
Sub-Total	1,019,664	1,222,055	4,559,335	861,000	-29.5%
Total CIP	1,167,608	1,921,016	5,506,811	886,143	-53.9%



The site of the future Furman Aquatic Center is shown here with harvested round hay bales. The land on 13th Street north of Brookside Park is owned by Iowa State University (ISU). ISU leased the property to the City of Ames for 50 years.....free of charge. The site is approximately 40 acres with the Furman Aquatic Center and parking lot utilizing 12 acres.

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UTILITIES

480

Program Description:

The City of Ames utilities provide the community with dependable service for solid waste disposal, sewage disposal, water, and electricity. The utilities maintain accurate records whereby costs are recovered through effective rate structuring. The utilities work with Ames citizens and industries in developing conservation methods. Resource Recovery provides citizens with a safe and cost effective means of disposing of trash and wastes. Water Utility services include the production of safe drinking water, treatment of this water, metering of water usage, administration, and maintenance of the distribution system. The water utility program provides the community with clean, fresh water in amounts that meet present and future needs. Storm Sewer Maintenance provides for maintenance of the storm sewer system. The storm water collection system prevents infiltration into the sanitary sewer system to preserve line capacity and sewage treatment plant capacity. Wastewater Disposal services include maintenance of the sanitary sewer system, administration, and the treatment of wastewater. The service provides for the collection and treatment of wastewater in compliance with federal and state regulations to assure public health. The Electric Operations provide Ames citizens with electricity, distribution of electricity, metering of customer usage and administration of the system. Utility Customer Service includes timely billing and collection of utility charges.

	2009/10	2010/11	2010/11	2011/12	% Change
Use of Funds:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Resource Recovery	3,278,014	3,330,556	3,503,430	3,637,185	9.2%
Water Utility	4,520,161	4,743,730	4,998,299	4,742,429	0.0%
Storm Sewer Maintenance	195,506	320,902	336,435	238,818	-25.6%
Wastewater Disposal	3,106,844	3,547,410	3,460,745	3,415,394	-3.7%
Electric Operations	36,649,612	48,003,086	45,821,320	49,349,283	2.8%
Utility Customer Service	1,360,760	1,446,366	1,460,000	1,487,690	2.9%
Total Operations	49,110,897	61,392,050	59,580,229	62,870,799	2.4%
Utilities CIP	9,966,921	25,780,305	26,036,472	32,701,300	26.8%
Total Expenditures	59,077,818	87,172,355	85,616,701	95,572,099	9.6%
Personnel - Authorized FTE	159.78	159.78	159.78	159.78	

UTILITIES

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	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	13,461,591	14,563,379	14,407,600	14,965,414	2.8%
Contractual	23,061,878	26,975,841	28,058,365	28,425,002	5.4%
Commodities	14,915,154	20,028,757	17,293,457	19,790,579	-1.2%
Capital	7,543,188	25,365,570	25,602,515	32,131,295	26.7%
Other Expenditures	96,007	238,808	254,764	259,809	8.8%
Total Expenditures	59,077,818	87,172,355	85,616,701	95,572,099	9.6%
Funding Sources:					
Project Share	23,338	21,500	21,500	21,500	0.0%
Water	5,718,312	6,276,898	10,026,254	5,940,821	-5.4%
Sewer	4,917,551	6,050,462	8,692,262	6,215,092	2.7%
Sewer Improvements	-	2,450,000	250,000	1,779,000	-27.4%
Electric	43,014,568	64,214,777	59,983,072	69,275,323	7.9%
Storm Sewer Utilities	504,046	889,762	1,707,665	3,473,878	290.4%
Resource Recovery	3,838,178	3,828,956	4,245,159	4,068,485	6.3%
G.O. Bonds	1,061,825	-	380,822	-	
Electric Revenue Bonds	-	-	-	-	
Water Construction	-	3,440,000	260,467	4,798,000	39.5%
Local Option Sales Tax	-	-	24,750	-	
Construction Grants	-	-	24,750	-	
Total Funding Sources	59,077,818	87,172,355	85,616,701	95,572,099	9.6%

RESOURCE RECOVERY OPERATIONS

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The City of Ames and surrounding communities are served by the Arnold O. Chantland Resource Recovery Center. Communities sharing in this endeavor are Cambridge, Colo, Gilbert, Huxley, Kelley, Maxwell, McCallsburg, Nevada, Roland, Slater, Story City, Zearing, and unincorporated Story County. Costs to these communities are figured on a per capita basis, using 2000 census figures. Operations include separating combustible material and processing it into refuse derived fuel (RDF). The RDF is sold as a supplemental fuel to the electric utility. The remaining material has been contract-hauled to the Boone County Landfill since July 1992. (The City of Ames closed its landfill on June 30, 1992.) Ferrous metals are also separated and sold on the scrap market for recycling. Plant maintenance is conducted during an annual two week down time to do major repairs in addition to the daily routine maintenance and repairs. Yard waste activities involve the source separation and contracted land application of "yard waste" (leaves, grass, tree limbs, etc.). In 2006, glass recycling was added to the recycling options provided by the plant.

Service Objectives:

- ✓ Provide an environmentally sound and socially responsible method of solid waste disposal
- ✓ Maintain the Household Hazardous Materials (HHM) program
- ✓ Research possible bio-energy connections with the Power Plant
- ✓ Continue community connections through school science fairs, service club presentations, and VEISHEA displays
- ✓ Provide refuse derived fuel to the Power Plant as an alternative fuel source to coal
- ✓ Maintain the closed landfill
- ✓ Maintain positive relationships with member agencies
- ✓ Provide yard waste disposal for Ames residents
- ✓ Expand glass recycling
- ✓ Maintain 70% recycle/re-use of municipal solid waste

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	1,161,986	1,191,358	1,189,821	1,246,259	4.6%
Contractual	1,781,558	1,684,443	1,838,854	1,910,566	13.4%
Commodities	315,007	284,730	281,773	287,600	1.0%
Capital	-	19,265	22,222	22,000	14.2%
Other	19,463	150,760	170,760	170,760	13.3%
Total Expenditures	3,278,014	3,330,556	3,503,430	3,637,185	9.2%
Funding Sources:					
Resource Recovery	3,278,014	3,330,556	3,503,430	3,637,185	9.2%
Total Funding Sources	3,278,014	3,330,556	3,503,430	3,637,185	9.2%
 Personnel - Authorized FTE	 15.00	 15.00	 15.00	 15.00	

RESOURCE RECOVERY OPERATIONS

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Highlights:

For FY 11/12, the **per capita charge** remains at \$10.50 (which equals \$423,475 for the City's share). **Tipping fees** for municipal solid waste remain at \$52.75/ton; cars and passenger vans are \$8.00; and pickups or vehicles with trailers are \$22.00. These rates have been maintained since FY 02/03.

The 35-Year Anniversary Open House held in October 2010 was a success, with more than 500 residents in attendance. Plant personnel guided visitors past displays and on tours through the plant, showcasing our unique facility.



(Current Public Works Director John Joiner, past Directors Arnold Chantland and Paul Wiegand)

In partnership with Electric Services, a feasibility study is being conducted by URS to explore other technologies that may convert municipal solid waste into a more consistent and usable synthetic fuel for energy production. Results of this study will provide guidance for potential future expenditures.

The privately-owned construction and demolition (C&D) landfill in Ames will be closing early in 2011. Citizens and businesses with C&D materials will then need to use the Boone County Landfill for C&D disposal.

RESOURCE RECOVERY OPERATIONS

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Highlights, continued:

Phase I of the Recyclables Building and Staging Area has been completed on the east side of Borne Avenue. Crushed glass was incorporated into the construction of the modified bio-retention cell south of the parking area; bio-retention areas are small, landscaped basins intended to provide water quality management by filtering storm water runoff before release into storm drain systems.



An alternative feed system is being added to the south side of the plant in order to bring in pre-processed feedstocks, such as wood chips, crumb rubber, or grain. This additional equipment will allow Resource Recovery personnel to unload and transfer boiler-ready fuel with a 100% recovery rate to the Power Plant for combustion, and thus continue to reduce the amount of coal consumed.

The Boone County Landfill has increased reject disposal costs three times in the past four years, adding approximately \$14,600 each year. Increases in fuel costs have resulted in higher hauling charges as well.

Revenue from refuse-derived fuel (RDF) has increased in accordance with coal prices; Resource Recovery will experience higher revenues in this area.

Electricity costs have increased; staff is working to install a demand meter to monitor usage and keep costs down as much as possible.

RESOURCE RECOVERY OPERATIONS

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Highlights, continued:

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Tons of refuse into plant (tons available)	54,895	54,977	58,500	58,500
ISU tons into plant	4,085	3,621	3,900	3,900
Tons of refuse processed	50,057	50,614	57,000	57,000
Pounds of HHM* collected	11,228	11,684	11,000	11,000
Tons of glass recycled	124	131	130	130
Tons of metal recycled	2,106	2,362	2,400	2,400
Average # of vehicles/free yard waste day	843	908	864	900
Efficiency and Effectiveness:				
% of available materials processed	91%	92%	94%	94%
Tons processed/operation hour	23.44	25.65	25.00	25.00
Processing costs/processed tons (including ISU)	\$56.43	\$61.92	\$60.72	\$62.58
Total expenses/processed tons (including ISU)	\$58.58	\$64.76	\$63.83	\$65.98
Reject disposal rate/ton	\$41.50	\$41.50	\$42.50	\$43.50
% of processed materials that are sent to the landfill as rejects	25%	27%	25%	25%
Reject transportation rate/ton	\$12.67	\$12.00	\$13.00	\$14.00
Average cost/user free yard waste day	\$4.74	\$3.30	\$4.34	\$4.16

* Household Hazardous Materials

WATER OPERATIONS

482 -- 35

Activity Description:

The water utility provides safe, economical drinking water to the community. The utility provides potable water according to state regulations pertaining to “drinking water standards” enforced by the Department of Natural Resources. Water is provided to industrial, commercial, and residential users within the community. Water sales began in 1997 to a rural water system serving areas north and west of Ames. Production draws raw water from wells located in the underground aquifer serving Ames, and also includes drought contingency management to maintain capacity of the wellfields. Treatment processes water to meet standards set for the State of Iowa and includes disposal of residuals in an approved manner. Laboratory provides for overall laboratory services either in-house or from commercial providers to ensure that all standards are achieved. This also includes voluntary or non-regulated monitoring to further identify potential trends, problems, or future concerns. Pumping provides water to the distribution system and two water towers which help maintain sufficient water pressure for the community. A second pressure zone, including a pumping station and another water tower, was implemented in 2003 to improve service in southwest Ames. Through a system of Water Meters installed and maintained by the utility, water usage is measured for customers. This also includes programs for water conservation and backflow prevention.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Water Admin	656,147	677,297	688,896	676,214	-0.2%
Production	327,583	451,973	464,323	387,027	-14.4%
Treatment	1,502,607	1,566,537	1,732,918	1,576,310	0.6%
Laboratory	172,566	190,702	190,123	191,246	0.3%
Pumping	236,939	267,260	257,536	266,796	-0.2%
Metering/Cross Connection	690,933	708,303	710,979	716,325	1.1%
Total Operations	3,586,775	3,862,072	4,044,775	3,813,918	-1.2%
 Personnel – Authorized FTE	 19.00	 19.00	 19.00	 19.00	

WATER OPERATIONS

482 -- 35

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	1,608,350	1,658,214	1,665,538	1,708,907	3.1%
Contractual	1,326,646	1,454,725	1,592,991	1,369,289	-5.9%
Commodities	649,345	732,535	746,898	724,320	-1.1%
Capital	836	15,000	37,446	9,500	-36.7%
Other	1,598	1,598	1,902	1,902	19.0%
Total Expenditures	3,586,775	3,862,072	4,044,775	3,813,918	-1.2%
Funding Sources:					
Water	3,304,965	3,574,130	3,755,746	3,522,439	-1.4%
Sewer	281,810	287,942	289,029	291,479	1.2%
Total Funding Sources	3,586,775	3,862,072	4,044,775	3,813,918	-1.2%

WATER ADMINISTRATION

482 -- 3501

This activity involves overall management of the water utility, except for the distribution system and customer services/billing functions. It includes source management, pumping from the wells, water treatment and residuals disposal, finished water storage, pumping to service, storage in the distribution system, laboratory and maintenance support, customer metering, research coordination, security activities, water conservation, and backflow prevention.

Service Objectives:

- ✓ Provide administrative oversight for the department
- ✓ Provide engineering and technical assistance to the divisions
- ✓ Plan for and prepare the department to meet the future needs of the utility
- ✓ Proactively promote the value of water conservation
- ✓ Develop and administer the overall water treatment budget
- ✓ Coordinate the implementation of utility security measures
- ✓ Participate in the city-wide Development Review Committee
- ✓ Prepare the annual Consumer Confidence Report
- ✓ Develop and implement the Capital Improvements Plan for the Water Utility (excluding distribution system improvements)

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	516,546	523,189	526,271	538,494	2.9%
Contractual	132,928	148,108	146,162	128,570	-13.2%
Commodities	5,837	6,000	16,463	6,150	2.5%
Capital	836	-	-	3,000	
Total Expenditures	656,147	677,297	688,896	676,214	-0.2%
Funding Sources:					
Water	656,147	677,297	688,896	676,214	-0.2%
Total Funding Sources	656,147	677,297	688,896	676,214	-0.2%
Personnel - Authorized FTE	5.00	5.00	5.00	5.00	

WATER ADMINISTRATION

482 -- 3501

Highlights:

The **New Water Treatment Plant** project continues to be the predominant activity in the administrative work group. Pre-design work is ongoing for elements that are not site-specific, but detailed design still awaits a resolution to the land acquisition issue. In July of 2010, a ten-percent rate increase was implemented. This is part of a multi-year rate adjustment necessary to fund the new treatment plant. An eight percent increase is anticipated effective July 2011.

There is little doubt that the most significant event for the water utility during the current fiscal year was the **August 2010 floods** and resultant loss of the distribution system for a period of four days. Thanks are due to the utility staff that put forth a magnificent effort to restore the system in such a short period of time and to the community volunteers who helped in so many ways. A 15 percent local match for **FEMA-eligible flood repairs** (\$10,413) is included in the FY 10/11 adjustment for commodities. Another impact of the exceptionally wet summer was that water demand was down in FY 09/10 and for the first half of FY 10/11.

Promoting the role and importance of conserving drinking water to the community continues in the proposed budget with the ongoing **Smart Water Conservation Program**. Last year, a first-ever Clean Water Festival was sponsored jointly with the stormwater and wastewater utilities. In the current year, the festival will expand by combining with the annual Energy Fair to become a city-wide Eco Smart activity.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Water pumped to mains, BGY**	2.05	1.98	2.01	2.05
CIP project load, \$ million	3.123	0.386	3.209	5.038
Efficiency and Effectiveness:				
Typical single-family water bill (600 cf/mo**), \$	15.64	17.47	19.23	21.15
Median of IA cities >10,000 population, \$	15.64	17.47*	18.40*	19.38*
Typical commercial bill (10,000 cf/mo), \$				
Summer	220.20	238.20	262.40	288.64
Winter	171.20	189.20	208.40	229.24
Median of Iowa cities >10,000 pop., \$	197.77	207.00*	217.97*	229.52*

* Estimated based on recent trends; surveys are updated every two years.

** BGY = billion gallons per year; cf/mo = cubic feet per month

WATER PRODUCTION

482 -- 3510

This activity involves the pumping of untreated water from wells which is treated for human consumption (potable). A total of 22 wells are currently available for potable supply. In addition, an interconnect with the Iowa State University water supply provides for additional water supply capacity. Effective January 2004, the five non-potable wells used for industrial purposes were transferred to the Electric Services Department. All wells draw from the South Skunk River/Squaw Creek buried channel aquifers, which consist of glacial sand and gravel formations at depths of 90-160 feet. Under drought conditions, capacity of the aquifer is limited; but it can be supplemented through artificial recharge by pumping from Ada Hayden Heritage Park lakes or Peterson Pits and creating a holding pond at the low-head dam in River Valley Park.

Service Objectives:

- ✓ Provide a developed source water supply capable of meeting peak water demands under moderate drought conditions
 - ✓ Rehabilitate wells on a regular schedule to maintain capacity
 - ✓ Blend water from multiple wells to maximize treatment efficiency and energy efficiency
- ✓ Monitor groundwater levels, allowing individual well pumping to be managed at a sustainable rate
 - ✓ Provide protection of the source water supply from contamination

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	71,430	74,110	74,240	76,250	2.9%
Contractual	229,183	346,865	335,335	301,975	-12.9%
Commodities	25,372	17,400	18,400	6,900	-60.3%
Capital	-	12,000	34,446	-	-100.0%
Other Expenditures	1,598	1,598	1,902	1,902	19.0%
Total Expenditures	327,583	451,973	464,323	387,027	-14.4%
Funding Sources:					
Water	327,583	451,973	464,323	387,027	-14.4%
Total Funding Sources	327,583	451,973	464,323	387,027	-14.4%
Personnel - Authorized FTE	1.00	1.00	1.00	1.00	

WATER PRODUCTION

482 -- 3510

Highlights:

An annual **Well Rehabilitation Program** is continued in the budget request (\$116,000). This ongoing program rotates through the entire inventory of wells every five years. This is an essential maintenance activity to maintain the productivity of the existing wells and helps postpone the need for replacement wells. Five wells are scheduled for rehabilitation as a contractual expense in FY 10/11, and another four wells are scheduled for FY 11/12, completing the first five-year cycle. This preventive maintenance contract will be re-bid in FY 12/13.

Staff had previously secured a **Hazard Mitigation Grant** from the State of Iowa to protect the electronics and controls for two wells located in flood-prone areas along Squaw Creek. Unfortunately, the improvements had not yet been completed when the August floods occurred. The grant has been expanded to replace damaged equipment.

A multi-year program to replace the water meters in each well concludes in FY 10/11, resulting in a drop in commodities expenses in FY 11/12. Staff has **increased the energy efficiency of two wells** by replacing motors that were oversized. A rebate from Electric Services helped to offset the expense of the new motors. Completing the relocation of controls for Well 8A by City staff instead of an outside vendor resulted in a savings in capital expenses in the current year.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Potable supply – # of wells	22	22	22	22
Average day pumpage, MGD*	5.9	5.7	5.8	6.0
Peak-day pumpage, MGD	9.0	8.0	8.5	9.0
Total raw water pumpage, BGY*	2.16	2.09	2.12	2.16
Estimated raw water capacity, MGD	12.5	12.5	12.5	12.5
Number of wells rehabilitated	5/22	5/22	5/22	4/22
Efficiency and Effectiveness:				
Electrical efficiency				
kW-hr/million gallons pumped	791	796	790	790
Average day of peak month, MGD	6.83	6.62	6.9	7.5
% of raw water capacity	55	53	55	60

* MGD = million gallons per day; BGY = billion gallons per year

WATER TREATMENT

482 -- 3520

This activity involves treatment of well water to potable standards of quality. A closely related goal is to meet all applicable state and federal standards. The raw water from city wells has a noticeable sulfur odor, high dissolved iron content, and a high level of dissolved minerals (i.e. hardness >25 grains). Treatment eliminates the sulfur odor, reduces iron to a trace, and reduces hardness to approximately 10 grains. Residuals (solids) remaining after treatment are diverted to lime sludge lagoons. Final disposal of these residuals is by land application to agricultural ground to adjust the soil pH as a means to maximize nutrient uptake by crops.

Service Objectives:

- ✓ Provide drinking water that meets all federal and state standards
 - ✓ Provide water that meets the aesthetic expectations of our customers (taste, odor, appearance)
 - ✓ Dispose of lime softening residuals in an environmentally sound, cost-effective manner
- ✓ Make efficient use of treatment inputs (chemicals, energy)
 - ✓ Maintain a treatment plant capacity capable of meeting the peak three-day average demand

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	502,696	527,170	528,213	542,897	3.0%
Contractual	572,663	516,787	679,225	503,943	-2.5%
Commodities	427,248	519,580	522,480	522,970	0.7%
Capital	-	3,000	3,000	6,500	116.7%
Total Expenditures	1,502,607	1,566,537	1,732,918	1,576,310	0.6%
Funding Sources:					
Water	1,502,607	1,566,537	1,732,918	1,576,310	0.6%
Total Funding Sources	1,502,607	1,566,537	1,732,918	1,576,310	0.6%
Personnel - Authorized FTE	6.00	6.00	6.00	6.00	

WATER TREATMENT

482 -- 3520

Highlights:

After several years of high volatility, the cost for **water treatment chemicals** appears to have stabilized. At nearly a half-million dollars, having this line item level out for FY 11/12 is significant in being able to hold the bottom line in the operating budget. Similarly, the unit price for **disposal of lime residuals** is fixed due to having previously entered into a five-year contract. The wet fall and early winter in FY 08/09 caused a significant portion of the annual lime residual disposal contract to go uncompleted. In FY 09/10, a portion of the prior uncompleted work was caught up. The remaining work (\$166,051) has been rolled over into the FY 10/11 contractual budget.

Maintenance activities continue to reflect a transition from investing in the existing water treatment plant to **preparing for the new treatment facility**. The only activities being performed are those that cannot be postponed until the new facility comes online. One such activity is the replacement of the plant control system computers (\$10,000) in the current year.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Months in 100% compliance with regulatory standards				
Drinking water quality	12/12	12/12	12/12	12/12
Monitoring/reporting	12/12	12/12	12/12	12/12
Billion gallons/year treated	2.16	2.09	2.12	2.16
Number of visitors touring Water Plant	540	438	475	475
Efficiency and Effectiveness:				
Peak 3-day average demand, MGD*	7.7	7.4	7.8	8.3
As a % of treatment capacity	64	61	65	69
Operating budget, \$ per MG treated	1,645	1,847	1,905	1,786
Energy efficiency, kW-hr/MG* treated	320	336	330	330
Lime residual disposal, wet tons/year	6,422	35,446	42,131	28,000

* MGD = million gallons per day; kW-hr/MG = kilowatt hours per million gallons

WATER LABORATORY

482 -- 3540

The Laboratory Services Division personnel and expenses are shared between the Water (35%) and WPC (65%) programs. All budget and personnel are shown in the Sewer Fund, and the 35% Water Fund share appears as an interfund reimbursable under contractual services.

This activity involves overall laboratory services for the Water Plant, including lime sludge recycling operations, and all of the safe drinking water analysis required by state/federal regulatory agencies. Analytical capabilities also allow for routine sampling to screen for the potential presence of unregulated constituents, developing trend information, and identifying constituents which may become regulated in the future. Laboratory services for other departments (i.e. Public Works, Electric, and Parks and Recreation) are provided within existing capabilities.

More specific budget and personnel information can be found under Water Pollution Control Operations – WPC Laboratory.

Service Objectives:

- ✓ Perform regulatory compliance monitoring for drinking water permit
- ✓ Maintain Environmental Laboratory certification
- ✓ Provide assistance to customers on drinking water quality issues
- ✓ Maintain knowledge of current and future regulations
- ✓ Provide bacterial testing for new water mains
- ✓ Provide bacterial testing for City of Ames pools
- ✓ Provide technical support for the plant operations and maintenance staff

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Contractual	172,566	190,702	190,123	191,246	0.3%
Total Expenditures	172,566	190,702	190,123	191,246	0.3%
Funding Sources:					
Water	172,566	190,702	190,123	191,246	0.3%
Total Funding Sources	172,566	190,702	190,123	191,246	0.3%
Personnel – Authorized FTE	0	0	0	0	

WATER LABORATORY

482 -- 3540

Highlights:

During a typical month, Laboratory Services Division staff will collect and analyze approximately **55 samples from the drinking water distribution system**. During the August floods, staff collected 133 samples in just three days. These analyses confirmed that the system had been properly flushed and that the water was safe to drink.

During the summer of 2010, staff completed sampling and analysis for the **Lead and Copper Program**. This is a federally-mandated monitoring program that must be conducted every three years. Results of this most recent round of testing again revealed no concerns with lead or copper in our distribution system.

Routine analyses that are performed frequently can be **accomplished most cost-effectively in-house**. For non-routine or infrequent tests, the cost to maintain equipment and chemicals and to maintain staff proficiency makes contracting with an outside laboratory more cost-effective. This is the reason for the performance goal of completing 95 percent of all testing in-house.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Consecutive years certified	12	13	14	15
Bacterial water quality analyses				
Distribution system monitoring	730	818	770	770
New service lines/mains	122	129	120	120
Efficiency and Effectiveness:				
Total samples received	3,011	2,694	3,010	3,010
Number of in-house analyses	15,800	14,011	14,250	14,250
% completed in-house	95	95	95	95

WATER PUMPING

482 -- 3550

This activity involves pumping treated water from the plant site to the water distribution system. After treatment is complete, water flows by gravity to three ground storage reservoirs on the plant site. Water is then pumped into the distribution system for delivery to individual customers. Elevated storage tanks are used to balance between high- and low-demand periods and also to maintain a reserve supply for fire protection.

The distribution system is split into two zones. Water pressure in the East Zone is maintained by the four pumps in the High Service Pump Station at the Water Treatment Plant and by the elevated storage tank on Bloomington Road. Pressure in the West Zone is provided by a booster pump station at State and Mortensen and by the elevated water tank on County Line Road near Highway 30.

The elevated tank on North Dakota Avenue was removed from service in 2003. The North Dakota Avenue tank will eventually be dismantled.

Service Objectives:

- ✓ Maintain distribution system pressures in a general range of 50 to 90 psi
- ✓ Maintain adequate disinfectant residual to provide bacterially safe drinking water
- ✓ Maintain an adequate elevated storage capacity to meet peak day demands plus sustain fire flows

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	71,428	74,110	74,240	76,250	2.9%
Contractual	161,061	187,700	177,846	184,846	-1.5%
Commodities	4,450	5,450	5,450	5,700	4.6%
Capital	-	-	-	-	
Total Expenditures	236,939	267,260	257,536	266,796	-0.2%
Funding Sources:					
Water	236,939	267,260	257,536	266,796	-0.2%
Total Funding Sources	236,939	267,260	257,536	266,796	-0.2%
Personnel – Authorized FTE	1.00	1.00	1.00	1.00	

WATER PUMPING

482 -- 3550

Highlights:

During the summer of 2010, the **Bloomington Road Elevated Tank (BRET)** was repainted. This is a major maintenance activity that is needed approximately every 20 years. The new elevated tank at State and Mortensen (SAM) will be taken out of service for a short period in the spring of 2011 to allow a two-year warranty inspection to be performed and the tank to undergo a routine cleaning. The following year, the elevated tank at Mortensen and County Line Road (MAC) will be cleaned and inspected.

Accurate measurement of the volume of water being delivered to our customers is an important metric. To ensure the accuracy of these crucial meters, money is budgeted annually for a factory recalibration of one of the high service pump station's meters (\$2,000). A special safety training session is planned in FY 11/12 for staff to refresh their understanding of the unique safety equipment and procedures required when climbing elevated tanks.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Water pumped to mains, BGY*	2.05	1.98	2.01	2.05
Peak day demand, MGD*	8.0	7.8	8.3	8.8
As a % of high service pump capacity	50	49	52	55
Water pumped to west zone, MGY*	326	327	330	330
As a % of total water pumped	16	16	15	15
Efficiency and Effectiveness:				
Energy efficiency, kW-hr/MG*				
High service pump station (east zone)	980	996	990	990
SAM pump station (west zone)	419	450	430	430

* BGY = billion gallons per year; MGD = million gallons per day; MGY = million gallons per year; kW-hr/MG – kilowatt hours per million gallons

WATER METERING/CROSS CONNECTION CONTROL

482 -- 3560

Because the water and wastewater utilities operate as self-sustaining enterprises, water usage by all customers must be metered as accurately as possible. Program activities include installing meters on new services/irrigation systems, replacing existing meters on a routine change schedule, and responding to a wide variety of service calls. Through the meter service and leak detection activities, the goal is to maintain unaccounted-for water below 10% of total delivery to the mains. Expenses for metering are shared between the Water (55%) and Sewer (45%) Funds, based on the proportionate number of utility accounts.

Beginning on January 1, 1996, state and federal mandates require the City to implement a cross-connection control program (i.e. backflow prevention) to further protect the water supply from potential contamination sources. Pending federal legislation may also require implementation of a water conservation program. The Cross-Connection Control Coordinator also administers the foundation footing drain grant program, for which the Sewer Fund contributes 10% of the cross-connection control program expenses.

Service Objectives:

- ✓ Maintain fiscal accountability through accurate metering
 - ✓ Reduce the potential for contamination of drinking water from cross-connections
 - ✓ Preserve sewer system capacity by administering the foundation footing drain grant applications
- ✓ Assist customers in identifying in-home leaks
 - ✓ Track water loss throughout the distribution system

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	446,250	459,635	462,574	475,016	3.3%
Contractual	58,245	64,563	64,300	58,709	-9.1%
Commodities	186,438	184,105	184,105	182,600	-0.8%
Capital	-	-	-	-	
Total Expenditures	690,933	708,303	710,979	716,325	1.1%
Funding Sources:					
Water	409,123	420,361	421,950	424,846	1.1%
Sewer	281,810	287,942	289,029	291,479	1.2%
Total Funding Sources	690,933	708,303	710,979	716,325	1.1%
Personnel - Authorized FTE	6.00	6.00	6.00	6.00	

WATER METERING/CROSS CONNECTION CONTROL

482 -- 3560

Highlights:

Standardization of water meters is important to be able to cost-effectively stock spare parts and accessories. Effective at the beginning of FY 10/11, a **new vendor for water meters** and related parts was selected. Elster-AMCO is now providing all new water meters being installed. The competitive pricing offered by Elster allowed the City to hold steady or even reduce slightly the charges for new water meters for FY 10/11. The change also provides increased flexibility for the future CIP project that will transition the system to Automated Metering Infrastructure.

To maintain a high level of accountability, the Water Meter Division must **periodically replace existing water meters**. This necessitates gaining access to customers' premises. For more than a year, staff has been surveying customers to learn their preferences for scheduling routine meter replacements. Feedback has shown that while week-day appointments work for the majority of our customers, approximately 20 percent would prefer to have an option for evening or weekend appointments. Staff will experiment with alternate work schedules to provide this increased level of service without increasing cost to the utility.

The purpose of the backflow prevention program is to **prevent the unintentional contamination of the drinking water distribution system**. While it is difficult to document specific examples that the program has prevented a contamination event, it is notable that to staff's knowledge there were no backflow events that resulted from the dramatically lower water pressures experienced in the August floods.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Meters in service (end of year)				
Primary meters	16,706	16,785	16,879	16,997
Yard meters	<u>1,770</u>	<u>1,786</u>	<u>1,800</u>	<u>1,825</u>
Total	18,476	18,571	18,697	18,822
 Total service orders completed	 2,604	 2,498	 2,500	 2,500
 Cross-connection control program				
Number of backflow devices in service	2,065	2,083	2,150	2,200
Number of irrigation systems in service	571	580	590	600
 Efficiency and Effectiveness:				
Meter change-out program				
Routine meter changes	1,482	1,412	1,350	1,450
As a % of total inventory	8.0	7.6	7.2	7.7
Non-routine meter changes	104	75	75	50
 Unaccounted-for water, %	 1.9			
 Average cost per meter in service, \$ (operating expenses/total meters)	 33.40	 37.20	 38.00	 38.10

WATER DISTRIBUTION MAINTENANCE

482 -- 8283

The responsibilities of this activity are repairing water mains as quickly and efficiently as possible during emergency water main break situations, maintenance of fire hydrants to ensure workability when needed for emergency purposes, and construction of minor improvements to the water distribution system. An annual hydrant flushing program that is performed each spring and utility locating are also included in this activity.

Service Objectives:

- ✓ Maintain and repair the water distribution system to ensure safe and continuous flow of water to customers
 - ✓ Flush, paint and repair fire hydrants annually
 - ✓ Replace broken or malfunctioning valves
- ✓ Isolate and repair major leaks in the system
 - ✓ Exercise existing valves
 - ✓ Perform utility locates

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	578,501	574,396	587,615	600,786	4.6%
Contractual	225,300	196,462	255,347	216,225	10.1%
Commodities	130,649	110,800	110,562	111,500	0.6%
Capital	1,251	-	-	-	
Other	-	-	-	-	
Total Expenditures	935,701	881,658	953,524	928,511	5.3%
Funding Sources:					
Water	889,924	839,798	909,163	882,662	5.1%
Sewer	45,777	41,860	44,361	45,849	9.5%
Total Funding Sources	935,701	881,658	953,524	928,511	5.3%
Personnel - Authorized FTE	6.40	6.40	6.40	6.40	

WATER DISTRIBUTION MAINTENANCE

482 -- 8283

Highlights:

The **floods of 2010** caused several issues with the water distribution system. The rainfall preceding the floods caused several **water main breaks** due to the increase in hydrostatic pressure. The largest main break was in Stuart Smith Park near the S. 4th Street bridge and was the break that caused the water towers to empty, ultimately resulting in the boil order. This resulted in the **increased flushing activity**, as every other hydrant was flushed to make sure safe drinking water was available. The City of Ames is currently having a study done on this water main to make sure that appropriate **mitigation measures are implemented to greatly reduce the risk of failure in the future**. It is estimated that the flood damage will be **\$230,000 for repairs to water mains. This amount will likely be reimbursed at 85%**.

In FY 11/12, \$6,000 has been shifted from the cost of buying rock and other street material used for water main replacement to the cost of **crushing used concrete**. This process will result in more available material for this activity than could have been purchased in the market at the same cost.

The projected increase in the number of valves exercised is due to the inclusion of an upgraded **valve exercise machine**. This machine will be more powerful, easier to use, safer, and integrates with the City's GIS system. This will allow the staff to be more proactive in finding and repairing valves before they are needed due to construction or main breaks.

The somewhat stable number of **locates** continues to reflect the depressed economy.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Miles of water main in system	236	240	242	245
Water main breaks	29	23	30	31
Rusty water complaints	10	7	9	9
Water main abandonments	8	5	10	10
Fire hydrants in system	2,586	2,619	2,640	2,700
# of valves in system	3,600	3,755	3,800	3,850
Fire flow tests	12	3	10	10
Bacteriological tests (mains, fire lines)	122	94	100	100
Call outs	41	27	30	30
Utility locates performed	5,650	5,417	5,600	5,600
# of fire hydrants repaired	131	18	20	20
# of fire hydrants painted	750	125	50	75
# of valves exercised	500	203	1,000	1,000
Efficiency and Effectiveness:				
% of fire hydrants flushed	100%	100%	150%	100%
Cost per locate	\$18.25	\$20.64	\$21.32	\$21.13

STORM SEWER MAINTENANCE

483 -- 77

The Environmental Protection Agency (EPA) Phase II Storm Water Regulations, which became effective in FY 2003/04, require the City to become more active in education, public relations, and regulation of storm water quality. The Storm Sewer Maintenance activity provides resources to comply with the maintenance and inspection requirements of these unfunded mandates.

Service Objectives:

- ✓ Provide uninterrupted storm water drainage service
- ✓ Inspect and repair storm sewer outlets, manholes, and outfalls
- ✓ Construct minor improvements

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	100,541	151,868	146,638	154,183	1.5%
Contractual	61,044	56,234	82,497	47,785	-15.0%
Commodities	33,921	29,100	23,600	28,100	-3.4%
Capital	-	83,700	83,700	8,750	-89.5%
Total Expenditures	195,506	320,902	336,435	238,818	-25.6%
Funding Sources:					
Storm Sewer Utility	195,506	320,902	336,435	238,818	-25.6%
Total Funding Sources	195,506	320,902	336,435	238,818	-25.6%
Personnel - Authorized FTE	1.63	1.63	1.63	1.63	

STORM SEWER MAINTENANCE

483 -- 77

Highlights:

The **floods of 2010** caused damage to the storm sewer system and also affected numerous properties throughout the City. Staff is currently working with Federal Emergency Management Agency (FEMA) to **repair storm sewer facilities** and on applying for **Hazard Mitigation Grant Program (HMPG) grants** for other affected areas. The damage caused by the floods is currently **estimated at \$220,000 for the storm sewer system. This amount will likely be reimbursed at 85%.**

Noting the importance of the storm sewer system to residents, City Council has directed staff to proceed with a **new billing structure based on the impervious area of a parcel.** This new system will also be accompanied by a 15% revenue increase to help **maintain and improve the storm sewer system** for the City.

In FY 10/11, \$83,700 is included in this activity to supplement the purchase cost of a **new jet/vac combination truck** (the remaining cost is in the Sanitary Sewer Maintenance activity). Savings in FY 10/11 of \$10,000 from an annual sewer cleaning contract helps to offset the cost of this equipment purchase. This new equipment will allow for the **inspection and cleaning of storm sewers by City crews rather than by contracted labor.** City crews will be able to complete more inspection and cleaning of the storm sewers than was possible within the contract funding limitations of the contract. This will better enable the City to meet federal storm sewer discharge requirements to annually inspect/clean 10% of its system. In addition, crews will be able to provide timely response to requests for service.

Included in FY 10/11 and FY 11/12 is \$20,000 for **materials for intake repairs**, allowing City crews to continue to repair approximately 100 intakes and 30 manholes per year.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Miles of storm sewer in system (totals do not include footing and subdrains)	257	257	258	259
Percentage of miles inspected (NPDES requirement is 10%)	N/A	1	1	7
Lineal footage televised	7,050	8,080	9,000	10,000
System blockages cleaned	35	31	35	35
Lineal footage cleaned	8,070	8,887	9,000	10,000
Intakes/manholes repaired by City crews	76	15	10	25
Intakes inspected and cleaned	991	539	770	900
Storm water detention/retention inspected	100	100	102	105

WPC OPERATIONS

484 -- 30

Description and Purpose of Activity:

This activity involves the treatment of wastewater to comply with clean water standards set by the Iowa Department of Natural Resources (IDNR), after which it is discharged into the South Skunk River.

The Water Pollution Control (WPC) treatment plant began full operation in November 1989. Minor operation adjustments continue, but overall performance of the plant is excellent. This facility has not violated any discharge requirement set by IDNR during the design process since partial operation began. Current objectives are two-fold: to continue to maintain as high treatment standards as possible throughout the year and to operate and maintain the plant in the most efficient manner possible.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Administration	672,091	759,787	811,243	767,021	1.0%
Plant Maintenance	624,135	689,390	676,880	709,920	3.0%
Plant Operation	980,197	1,227,175	1,099,308	1,155,883	-5.8%
Laboratory	320,483	350,372	353,086	355,170	1.4%
Total Operations	2,596,906	3,026,724	2,940,517	2,987,994	-1.3%
 Personnel - Authorized FTE	 22.50	 22.50	 22.50	 22.50	

WPC OPERATIONS

484 -- 30

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures By Type:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Personal Services	1,751,268	1,879,798	1,835,027	1,898,255	1.0%
Contractual	655,568	891,851	834,579	835,302	-6.3%
Commodities	177,164	198,575	218,332	222,375	12.0%
Capital	6,910	50,500	45,517	25,000	-50.5%
Other Expenditures	5,996	6,000	7,062	7,062	17.7%
Total Expenditures	2,596,906	3,026,724	2,940,517	2,987,994	-1.3%
Funding Sources:					
Sewer	2,596,906	3,026,724	2,940,517	2,987,994	-1.3%
Total Funding Sources	2,596,906	3,026,724	2,940,517	2,987,994	-1.3%

WPC ADMINISTRATION

484 -- 3001

This activity involves overall management of the Water Pollution Control utility, except for the collection system and customer services/billing functions. It includes collection system lift stations, industrial pretreatment program, high-strength surcharge, wastewater treatment, residuals recycling, farm operations, laboratory and maintenance support, stream level monitoring/flood warning, and research coordination.

Service Objectives:

- ✓ Provide administrative oversight for the department
 - ✓ Plan for and prepare the department to meet the future needs of the utility
 - ✓ Develop and implement the Capital Improvements Plan for the Water Pollution Control Plant
 - ✓ Develop and administer the overall Wastewater Treatment budget
 - ✓ Participate in the city-wide Development Review Committee
- ✓ Provide engineering and technical assistance to the divisions
 - ✓ Implement the Industrial Pretreatment Program
 - ✓ Administer the High-Strength Surcharge Program
 - ✓ Administer the Flood-Warning System

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Personal Services	558,186	594,945	578,038	592,749	-0.4%
Contractual	67,214	83,992	150,136	122,360	45.7%
Commodities	39,852	40,850	42,007	41,850	2.4%
Capital	843	34,000	34,000	3,000	-91.2%
Other Expenditures	5,996	6,000	7,062	7,062	17.7%
Total Expenditures	672,091	759,787	811,243	767,021	1.0%
 Funding Sources:					
Sewer	544,811	660,787	698,925	695,521	5.3%
Farm Land Income	115,757	75,000	78,418	60,000	-20.0%
Flood Warning Reimbursement	11,523	24,000	33,900	11,500	-52.1%
Total Funding Sources	672,091	759,787	811,243	767,021	1.0%
 Personnel – Authorized FTE	 6.00	 6.00	 6.00	 6.00	

WPC ADMINISTRATION

484 -- 3001

Highlights:

In September 2010, the Water Pollution Control Facility received a new **National Pollutant Discharge Elimination System (NPDES) permit**. Staff believes that the permit contains a number of significant technical and regulatory errors. For that reason, the City Council authorized an appeal of the permit with the Iowa Department of Natural Resources seeking to have the errors corrected. As a result of pursuing this appeal and providing support for the separate litigation against the U.S. EPA by the Iowa League of Cities, the budget for outside professional services has been increased by \$69,000 in FY 10/11. An additional \$25,000 is included in FY 11/12 for ongoing NPDES permit assistance. A ten-percent rate increase is anticipated effective July 2011.

Included in the CIP is a long-range facility plan for the WPC Facility. It will evaluate the condition of the facility, identify capacity needs over the next 20 years, and provide a conceptual road map for addressing anticipated regulatory changes. Funds have been included in the FY 11/12 budget request to begin a limited promotional effort to encourage reductions of **fats, oils, and grease (FOG)** being discharged into the sanitary sewer system. Increasing regulatory interest in FOG-related sewer overflows makes placing an increased focus on the problem a prudent action for the utility.

The adopted FY 10/11 budget had included \$20,000 in temporary labor to hire a graduate student to assist in updating the existing **flood-warning model**. Following the August floods, staff is proposing to drop that activity to allow time to evaluate newer, more sophisticated modeling programs as well as grant opportunities to fund a new system. Staff will be assisting with the community-wide flood mitigation study in partnership with Iowa State University, Story County, and the Iowa Department of Transportation. A 15 percent local match for **FEMA-eligible flood repairs** is included in the current year (\$4,657).

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Wastewater treated, BGY**	2.44	2.39	2.50	2.50
Peak day, MGD**	18.5	18.6	20.0	20.0
Industrial Pretreatment Program				
Number of pretreatment permits	15	15	15	15
Number of pretreatment inspections	12	9	8	8
Number of "Notice of Violation" issued	34	6	10	10
CIP project load, \$ million	0.441	0.699	4.99	1.60
Efficiency and Effectiveness:				
Typical single-family sewer bill (600 cf/mo**), \$	16.63	16.63	18.13	19.76
Median of IA cities >10,000 population, \$	19.98	21.48*	23.09*	24.82*
Typical commercial sewer bill, \$				
(10,000 cf/mo)	174.55	174.55	190.15	207.26
Median of IA cities > 10,000 population, \$	207.01	223.55*	251.07*	269.90*

* Estimated based on recent trends; surveys are updated every two years.

** BGY = billion gallons per year; MGD = million gallons per day; cf/mo = cubic feet per month

WPC PLANT MAINTENANCE

484 -- 3010

This activity involves the preventive maintenance program for the WPC Plant and equipment, four collection system lift stations, and biosolids recycling operations. Solids (residuals) removed during the treatment process are treated and recycled to cropland for the nutrient and soil conditioning benefits. Additional responsibility includes installation and maintenance of the early flood-warning system for the City of Ames.

Service Objectives:

- ✓ Protect the community's investment in wastewater treatment by maintaining the existing plant infrastructure
- ✓ Administer the Land Application Program in an environmentally sound manner and in compliance with the facility's NPDES permit
- ✓ Maintain the flood-warning infrastructure for precipitation and stream level monitoring

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	312,459	341,682	338,527	356,397	4.3%
Contractual	208,846	227,608	200,153	211,423	-7.1%
Commodities	99,756	120,100	138,200	142,100	18.3%
Capital	3,074	-	-	-	
Total Expenditures	624,135	689,390	676,880	709,920	3.0%
Funding Sources:					
Sewer	624,135	689,390	676,880	709,920	3.0%
Total Funding Sources	624,135	689,390	676,880	709,920	3.0%
Personnel – Authorized FTE	5.00	5.00	5.00	5.00	

WPC PLANT MAINTENANCE

484 -- 3010

Highlights:

As a part of the FY 10/11 Capital Improvement Plan, a **facility energy audit** is being completed. The audit focuses on the non-process portions of the plant such as offices, maintenance shops, and control rooms. Within process areas, the audit is reviewing things such as lighting and HVAC efficiencies. No funds have been specifically budgeted for enacting any recommendations from the evaluation. Instead, funding for those improvements determined to be most cost-effective will be based on the projected cost reductions. An energy efficiency project to replace doors and door frames in the treatment buildings is ongoing in the operating budget.

The Water Pollution Control Facility has entered a phase where, after more than 20 years of service, many of the **key electrical and mechanical systems** in the facility are due for major maintenance. Maintenance is planned in the FY 10/11 CIP on the main switchgear (\$120,000), while the FY 11/12 CIP will include replacement of the main plant transformer (\$80,000). Increased maintenance needs for mechanical and other equipment is reflected in the anticipated commodity expenses.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Biosolids recycling				
Total quantity disposed, tons/year	793	678	600	600
Grit recycling				
Total quantity disposed, tons/year	266	105	150	150
Methane gas production				
Million cubic feet/year (estimated)	23.0	23.5	24.0	24.0
Efficiency and Effectiveness:				
Energy efficiency				
kW-hr/MG* treated	2,145	2,168	2,075	2,075
On-site production, 1,000 kW-hr/yr*	1,178	1,290	1,300	1,300
% of total plant demand	19	20	20	20

* kW-hr/MG = kilowatt hours per million gallons; kW-hr/yr = kilowatt hours per year

WPC PLANT OPERATION

484 -- 3020

This activity involves treatment of wastewater and solids to allow their return to the environment in a sound, sustainable fashion. A closely related goal is to meet all applicable state and federal Clean Water Act standards. Raw wastewater is primarily domestic sewage from residential and commercial facilities, but also includes non-domestic wastes contributed by industrial, institutional, medical, and research facilities. More than 90% of the conventional pollutants (i.e., biochemical oxygen demand, suspended solids, ammonia) are removed during treatment, and non-conventional parameters (i.e. heavy metals, other toxins) are reduced at the source or treated to levels below any adverse effect.

The WPC Plant Operation activity also includes the operation of the WPC farm. The land is owned by the City and used for application of the treated biosolids. A long-standing farm management agreement is in place with a neighboring farmer whose ground is also used for biosolids application.

Service Objectives:

- ✓ Protect the environment and public health by treating wastewater from the Ames community
- ✓ Meet the numerical discharge limitations of the facility's NPDES permit
- ✓ Operate the farm ground in a manner that preserves the land for biosolids application and provides a reasonable return to the City

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	475,238	519,418	491,868	508,950	-2.0%
Contractual	495,245	698,932	602,615	624,308	-10.7%
Commodities	6,721	4,825	4,825	5,125	6.2%
Capital	2,993	4,000	-	17,500	337.5%
Total Expenditures	980,197	1,227,175	1,099,308	1,155,883	-5.8%
Funding Sources:					
Sewer	980,197	1,227,175	1,099,308	1,155,883	-5.8%
Total Funding Sources	980,197	1,227,175	1,099,308	1,155,883	-5.8%
Personnel – Authorized FTE	6.00	6.00	6.00	6.00	

WPC PLANT OPERATION

484 -- 3020

Highlights:

For the 20th consecutive year, the City of Ames Water Pollution Control Facility achieved **100 percent compliance with its NPDES discharge permit** during calendar year 2009. Only two facilities in the entire U.S. have longer compliance streaks. The facility has again met the requirements for calendar year 2010 and is looking forward to receiving a *Platinum-21 Peak Performance Award* next summer. With receipt of the new NPDES permit, design work is under way for the construction of a new **effluent disinfection system**. Staff is currently working with the Iowa Department of Natural Resources to determine the design flows that the system will need to accommodate.

A life-cycle cost analysis from a 2009 **biosolids handling study** revealed that contracting with an outside firm for biosolids application was more cost-effective. The adopted FY 10/11 budget included \$150,000 for this contract work, but very competitive bids have allowed that expense to be reduced to \$84,350. Capital funds are included in the FY 11/12 budget for the replacement of sampling sheds (\$15,000) and for the purchase of multi-media training equipment (\$2,500).

Crops from the facility's farm operations were inundated by the August floods and were lost. Crop insurance payments (\$78,418) reimbursed the value of the lost revenue.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Consecutive years with 100% permit compliance	19	20	21	22
Number of visitors touring WPC	394	366	300	300
Efficiency and Effectiveness:				
Number of numeric permit violations	0	0	0	0
% compliance (out of 1,163)	100	100	100	100
Operating budget, \$ per MG treated	1,053	1,269	1,191	1,215
Daily average flow, MGD*	6.68	6.53	6.80	6.80
% of design cap., 8.6 MGD	78	76	80	80
Annual average BOD ₅ * loading (lbs/day)	5,671	8,528	7,500	7,500
% design cap. (12,430 lbs/day)	46	69	60	60
Removal efficiency, %	97	97	98	98

* MGD = million gallons per day; BOD₅ = Five-day biochemical oxygen demand

WPC LABORATORY

484 -- 3040

The Laboratory Services Division personnel and expenses are shared between the Water (35%) and WPC (65%) programs. All personnel and budget are shown in the Sewer Fund, and the 35% Water Fund share appears as an interfund reimbursable.

This activity involves overall laboratory services for the Water Pollution Control (WPC) Plant, industrial pretreatment program, and biosolids recycling activities. Analytical capabilities permit occasional checks for unregulated parameters. Laboratory services for other departments (i.e. Public Works, Electric, and Parks and Recreation) are provided within the Laboratory's existing analytical capabilities and workload.

Service Objectives:

- ✓ Perform regulatory compliance monitoring for NPDES permit
 - ✓ Perform sampling and analysis in support of the Industrial Pretreatment and High-Strength Surcharge Programs
 - ✓ Provide technical support for the plant operations and maintenance staff
 - ✓ Conduct the Urban Stream Monitoring Program
- ✓ Maintain Environmental Laboratory certification
 - ✓ Maintain knowledge of current and future regulations
 - ✓ Provide monitoring of ambient water quality upstream and downstream of the plant

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	405,385	423,753	426,594	440,159	3.9%
Contractual	56,829	72,021	71,798	68,457	-4.9%
Commodities	30,835	32,800	33,300	33,300	1.5%
Capital	-	12,500	11,517	4,500	-64.0%
Other	-	-	-	-	
Sub-Total	493,049	541,074	543,209	546,416	1.0%
Water Fund Reimbursements	(172,566)	(190,702)	(190,123)	(191,246)	0.3%
Total Expenditures	320,483	350,372	353,086	355,170	1.4%
Funding Sources:					
Sewer	320,483	350,372	353,086	355,170	1.4%
Total Funding Sources	320,483	350,372	353,086	355,170	1.4%
Personnel – Authorized FTE	5.50	5.50	5.50	5.50	

WPC LABORATORY

484 -- 3040

Highlights:

Every other year, the Laboratory Services Division is required to **renew its laboratory certification** (FY 11/12 - \$4,100). The expense increased this renewal cycle with the additional certification for wastewater bacterial monitoring necessitated by the new NPDES permit. The new permit also requires additional laboratory monitoring for nutrients. The new monitoring is offset by the removal of groundwater monitoring adjacent to the land application sites. The Laboratory Services Division continues to perform all of the sampling and most of the analyses necessary to support the **Industrial Waste Pretreatment Program**, as well as the **Urban Stream Monitoring Program**. Capital funds are included in FY 11/12 to replace a portable sampler used in these programs.

The division provides **analytical support** for a number of activities within the Water and Pollution Control Department and for other city departments. Examples include monitoring to determine changes in the typical strength of domestic wastewater due to increased water conservation; data collection to support a future fats, oils, and grease (FOG) abatement program; analysis to assist in identifying storm sewer illicit discharges; and others. The total number of analyses shown below has dropped due to completing a temporary drinking water system nitrification evaluation.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Consecutive years certified	12	13	14	15
Urban stream samples collected	51	33	35	35
Skunk River samples analyzed	146	140	150	150
Pretreatment samples collected	65	53	65	65
Plant samples (regulatory)	799	784	795	795
Plant samples (process control)	903	891	910	910
Efficiency and Effectiveness:				
Total analyses (water & wastewater)	16,653	14,686	15,000	15,000
Total average cost per analysis, \$	27.94	33.57	36.34	36.47
(Lab operating budget/total analyses)				

SANITARY SEWER MAINTENANCE

484 -- 82

This activity provides cleaning and maintenance of the City's system of 198 miles of sanitary sewer lines by flushing the lines on a regular basis, as well as the repair of manholes and damaged lines, as needed. Manhole covers are changed to prevent infiltration of storm water during heavy rains.

Service Objectives:

- ✓ Flush 250,000 feet of sanitary sewer lines annually
 - ✓ Televising sanitary sewer lines
 - ✓ Repair sanitary sewer lines
- ✓ Repair manholes
 - ✓ Control roots in sanitary sewer lines
 - ✓ Respond to citizen trouble calls within two hours

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	231,393	264,953	270,367	278,917	5.3%
Contractual	223,790	100,833	99,801	97,573	-3.2%
Commodities	53,504	42,100	37,260	42,160	0.1%
Capital	1,251	112,800	112,800	8,750	-92.2%
Total Expenditures	509,938	520,686	520,228	427,400	-17.9%
Funding Sources:					
Sewer	509,938	520,686	520,228	427,400	-17.9%
Total Funding Sources	509,938	520,686	520,228	427,400	-17.9%
Personnel – Authorized FTE	3.60	3.60	3.60	3.60	

SANITARY SEWER MAINTENANCE

484 -- 82

Highlights:

The **floods of 2010** caused unplanned costs in sanitary sewer maintenance. These costs totaled **approximately \$165,000**. It is anticipated that the repairs related to the emergency sanitary repair near the Boys & Girls Club which totaled **approximately \$158,000 will be reimbursed at 100%**. **All other charges will be reimbursed at 85%**.

The purchase of a new jet/vac combination truck in FY 10/11 will allow for the inspection and cleaning of sanitary and interceptor sewers by City crews rather than by contracted labor. By using City crews, more sewers can be cleaned and inspected than was possible under the funding limits of the contract. In addition, a more timely response to problems will be seen. Overall, these efficiencies will result in **fewer sewer backups and a more effective system**. The purchase of the **jet/vac combination truck** will lead to a savings of \$97,800 each year from foregoing the annual sewer and interceptor cleaning contract beginning in FY 10/11.

In FY 11/12, \$5,000 has been shifted from the cost of buying rock and other street material used for rebuilding manholes to cover the cost of **crushing used concrete**. This process will result in more available material for this activity than could have been purchased in the market at the same cost.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Miles of sanitary sewer in the system	202	202	203	203
Number of manholes in system	3,896	3,928	3,950	4,000
Lineal feet of sanitary sewer cleaned by City crews	55,100	75,200	100,000	100,000
Lineal feet of sanitary sewer cleaned by contractor	86,052	52,500	20,000	20,000
Lineal feet of sanitary sewer televised	36,225	24,100	25,000	25,000
House connection sewer trouble calls	26	9	18	18
System blockages cleared	11	5	10	10
Lineal feet of root foaming (City crews)	5,140	0	5,000	5,000
Lineal feet of root cutting	19,755	10,000	10,000	10,000
Sanitary sewer main repairs	13	10	12	20
Manholes raised	35	44	50	50
Call outs	11	14	31	28
Efficiency and Effectiveness:				
% of system cleaned	11%	12%	12%	20%

ELECTRIC UTILITY

485

Activity Description:

The Electric Utility provides the community with sufficient electric power for current and projected needs. Electric power is provided for industrial, commercial, and residential users, according to a rate structure adopted by ordinance. Through the City Council, the community exercises control over the Utility and its policies.

Electric Administration is responsible for directing the daily operations of the Utility and for providing the Electric Utility Operations and Advisory Board (EUORAB) with information useful for developing long-term maintenance and improvement plans. Electric Production is responsible for producing and purchasing electrical energy and for maintaining the associated equipment. Electrical energy is produced in the power plant by burning coal and refuse derived fuel (RDF) in the plant's boilers which generate steam for the steam driven turbine-generators. Peaking and emergency electric energy is produced by gas turbine-generators (jet engines whose thrust drives the associated electrical generators). Fuel and Purchased Power provides funding for purchasing coal and RDF burned in the boilers, fuel oil burned in the boilers and gas turbines, and electrical energy purchased from neighboring utilities (MidAmerica and CIPCO). Electrical Distribution is responsible for maintaining the electric transmission and distribution equipment which provides electricity to the community. Electric Extension and Improvements provides funding for purchasing equipment and constructing lines required to supply electricity to the Utility's customers. Electric Technical Services is responsible for installing and maintaining the electric meters used for billing the Utility's customers and is responsible for all substation equipment. Electric Engineering is responsible for engineering and planning related to and for supervising the operation of the Utility's transmission and distribution system, substations, and street lighting.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Electric Admin	2,068,900	1,582,247	1,641,907	1,389,120	-12.2%
Electric Production	7,928,046	11,307,698	12,469,119	10,348,588	-8.5%
Fuel & Purchased Power	22,368,447	28,999,216	26,061,847	31,545,226	8.8%
Electric Dist/Oper/Maint	2,252,950	2,784,911	2,672,202	2,827,091	1.5%
Electric Dist/Extn/Improv	722,676	1,584,217	1,218,154	1,398,223	-11.7%
Electric Technical Services	863,001	903,752	994,449	1,031,416	14.1%
Electric Engineering	445,592	841,045	763,642	809,619	-3.7%
Electric Operations	36,649,612	48,003,086	45,821,320	49,349,283	2.8%
Personnel - Authorized FTE	81.00	81.00	81.00	81.00	

ELECTRIC UTILITY

485

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	7,155,781	8,046,482	7,889,758	8,219,337	2.1%
Contractual	16,094,392	20,711,549	21,221,145	22,417,238	8.2%
Commodities	13,269,772	18,610,455	15,855,109	18,356,113	-1.4%
Capital	129,150	634,000	854,708	355,995	-43.8%
Other Expenditures	517	600	600	600	0.0%
Total Expenditures	36,649,612	48,003,086	45,821,320	49,349,283	2.8%
Funding Sources:					
Electric	36,649,612	48,003,086	45,821,320	49,349,283	2.8%
Total Funding Sources	36,649,612	48,003,086	45,821,320	49,349,283	2.8%

ELECTRIC ADMINISTRATION

485 -- 40

The Administration Division of the Electric Utility has responsibility for coordinating the work of the other divisions (Production, Plant Control, Distribution, Engineering, and Electric Metering) to ensure that the City of Ames continues to meet the needs of its electric customers under all conditions. The Director and the Assistant Director work to coordinate planning and engineering, production, distribution, and metering functions to this end. Administration also has considerable responsibility in the Utility's relationship with State and Federal agencies and in working with the Electric Utility Operations Review and Advisory Board (EUORAB) in long-range planning for the Utility.

The Director also oversees the Energy Services Program for the Ames Municipal Electric System. An Energy Services Coordinator develops, coordinates, and conducts programs promoting wise and efficient use of electrical resources.

Service Objectives:

- ✓ Develop and implement strategic, long-range plans to serve electric needs of customers (transmission, distribution, generation)
- ✓ Monitor revenues and expenditures for the Electric Services Department
- ✓ Develop, implement, monitor City's Demand Side Management program
- ✓ Focus on safety and safe operation and make it a high priority
- ✓ Continue to maintain open, positive relationships with state, regional and federal agencies
- ✓ Educate and encourage electric customers to consume energy responsibly
- ✓ Meet state and federal requirements for air emissions and environmental performance
- ✓ Coordinate with City Finance Department on funding needs/changes
- ✓ Reduce outages to customers and increase plant and power line availability
- ✓ **Support the City Council's "Go Green" and environmental sustainability initiatives through both customer programs and improvements to the Electric Utility**

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	586,350	592,672	604,680	618,590	4.4%
Contractual	1,449,925	944,325	1,008,677	730,680	-22.6%
Commodities	24,374	35,250	18,550	22,850	-35.2%
Capital	8,251	10,000	10,000	17,000	70.0%
Total Expenditures	2,068,900	1,582,247	1,641,907	1,389,120	-12.2%
Funding Sources:					
Electric	2,068,900	1,582,247	1,641,907	1,389,120	-12.2%
Total Funding Sources	2,068,900	1,582,247	1,641,907	1,389,120	-12.2%
Personnel - Authorized FTE	5.00	5.00	5.00	5.00	

ELECTRIC ADMINISTRATION

485 -- 40

Highlights:

Electric Services staff has been involved in projects both large and small, which cover the spectrum of energy conservation, renewable generation, transmission and distribution, and power supply markets. Two unexpected events that tested the strength of the system and taxed available resources included a very strong windstorm in July, and flooding in August.

In July, straight line winds blew across Ames. Many trees and tree branches fell on power lines of all voltages causing pockets of outages north and west of Downtown. Overhead lines in back yards fell and poles were snapped. In addition to City crews working 12-16 hour days for a week, two additional crews were brought in from neighboring utilities to help with restoration.

Electric Services began new **Demand Side Management programs** to complement those already in place. In FY 10/11, a "custom rebate" program was started and was aimed at recognizing unique customer-suggested projects to save energy. All of our programs provide incentives to customers, both residential and commercial, to use energy more efficiently. The programs have been well received, particularly the air-conditioning rebate and appliance rebate programs where participation has been above projections. As a result of these programs, it is estimated that the peak demand will be reduced by over 7.2 megawatts and energy usage by over 5,600 megawatt-hours. Staff will continue to implement demand and energy reducing programs and has been working closely with the City Council's Sustainability Taskforce.

Beginning in January 2010, Electric Services added additional renewable energy to the generation portfolio by signing a wind-power contract with NextEra. Output from the wind farm has been less than expected due to constraints on the transmission system and start-up issues at the farm. Output is anticipated to nearly double in the coming years.

In a joint project with Resource Recovery, staff will be exploring new ways to turn refuse derived fuel (RDF) into a biofuel for better combustion in the Power Plant. URS, an internationally recognized company, is working with staff to perform a feasibility study.

Staff continues to work on the **transmission expansion plan** to support the electrical needs of customers. Work has been completed on an in-town 161 kV line which connects the City's Stange substation with the Ames Plant substation. The final and most important leg of the project (a 161 kV line from Ames to Ankeny) has been designed and a routing study has been completed. Pending the receipt of a franchise from the Iowa Utilities Board, construction will begin in the spring of 2011. Completion of this line will provide for a strong, reliable transmission system for years to come.

Electric Services hosted the 9th annual **Energy Fair** on Saturday, March 28, to showcase the City's "award winning" utility. At the fair, citizens were exposed to new energy efficiency technologies, had their energy questions answered, saw energy conservation products, and met with service vendors.

Beginning in 2011, staff will be working on a cost-of-service and a rate study. Results will provide useful information for future rate design aimed at encouraging energy conservation and matching rates with time-of-use.

ELECTRIC ADMINISTRATION

485 -- 40

Highlights, continued:

On Sept 1, 2009, Ames entered the Midwest Independent System Operator (MISO) power market. This not-for-profit organization is the independent system operator for the Midwest region. The entity controls the operation of the transmission grid as well as managing a robust energy market. Through the market, loads and generation are “bid” into the market and energy prices are settled in a day ahead and real-time market. Congestion and losses are added that send price signals to participants. This “new world” has both benefits and risks for the City and its customers.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
<u>Rating of electric service dependability</u>				
Very satisfied	66%	63%	64%	
Somewhat satisfied	30%	33%	33%	
Total very/somewhat satisfied	96%	96%	97%	96%
<u>% Ames rates are above (below) average of neighboring utilities</u>				
Residential – winter	(42%)	(34.5%)	(25.2%)	(30%)
Residential – summer	(39%)	(32.6%)	(20.6%)	(24%)
Commercial – winter	(11.5%)	(1.7%)	(15.4%)	(23%)
Commercial – summer	(6.25%)	3.4%	(10.9%)	(17%)
Industrial – winter	3%	13.4%	23.9%	8%
Industrial – summer	(1%)	8.8%	16.2%	4%
CAIDI (Customer Average Interruption Duration Index)	108.55	86.12	63.98*	60.00
SAIDI (System Average Interruption Duration Index)	64.32	21.52	55.45*	25.00
SAIFI (System Average Interruption Frequency Index)	3.94	2.26	2.70*	2.10
Efficiency and Effectiveness:				
<u>Demand Side Management</u>				
Prime time power switches installed this year/total	549/8,161	525/8,825	500/9,325	500/9,825
Air-conditioner rebates	379	355	500	300
Commercial light projects	87	63	70	40
Residential weatherization/audit	22/159	30/211	30/200	25/200
Residential light bulbs – rebate/giveaway	56	113	100	90
Residential appliance rebate	673	1,192	1,200	1,500
Power factor rebate	2	6	10	10
kW reduced (capacity)	4,284	6,558	7,800	8,300
kWh reduced (energy)	2,899,707	5,214,344	6,700,000	8,200,000
Energy Cost /kWh (Dept. O & M cost divided by kWh sales)	\$0.063	\$0.064	\$0.077	\$0.083

* 12 month rolling value ending Dec 31, 2010

ELECTRIC PRODUCTION

485 -- 41

Power Plant Operations, Maintenance, and Electric Control sub-activities are now operating as part of Electric Production. This includes operation and maintenance of the boilers, turbines, fuel handling system (coal and refuse derived fuel), and the remote operated combustion turbines and SCADA control equipment in the Power Plant and substations, protective relays, circuit breaker controls, plant wiring, pollution monitoring and pollution control.

Electrical demands are continuous and the operations group of the Production Division must be staffed 24 hours per day. This group monitors the operating equipment at all times to ensure that customer demands are met.

Starting December 17, 2009, the Nextera wind farm and the Ames Electric Services Department saw energy flow from their wind turbines.

A new area requiring a lot of time by staff is the MISO Operation and Regulation. MISO is the Midwest Independent System Operators Group that serves as our RC (Reliability Coordinator) and supports the region's reliable delivery of electricity.

Service Objectives:

- | | |
|---|---|
| <ul style="list-style-type: none"> ✓ Provide reliable low-cost energy to customers ✓ Continue to improve the training and skill sets of employees ✓ Continue to promote the values of the City's "Excellence Through People" program ✓ Correct power factor issues ✓ Reduce coal yard fugitive dust issues | <ul style="list-style-type: none"> ✓ Reduce number of forced outages and keep availability of units high ✓ Ensure compliance with emission standards ✓ Continue to improve plant safety ✓ Upgrade plant systems ✓ Change of membership from MAPP to MISO |
|---|---|

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	4,215,831	4,566,262	4,495,812	4,619,969	1.2%
Contractual	2,623,954	4,918,436	5,742,807	3,723,169	-24.3%
Commodities	1,063,108	1,793,000	1,815,500	2,002,450	11.7%
Capital	25,153	30,000	415,000	3,000	-90.0%
Total Expenditures	7,928,046	11,307,698	12,469,119	10,348,588	-8.5%

Funding Sources:

Electric	7,928,046	11,307,698	12,469,119	10,348,588	-8.5%
Total Funding Sources	7,928,046	11,307,698	12,469,119	10,348,588	-8.5%

Personnel – Authorized FTE	46.00	46.00	46.00	46.00
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ELECTRIC PRODUCTION

485 -- 41

Highlights:

The replacement of the bottom fifty feet of the wall tubes in #8 boilers was delayed due to issues of compliance with the Department of Natural Resources (DNR) and the Environmental Protection Agency (EPA). Staff has retained a Washington, DC attorney and is proceeding with numerous projects and permitting requests. The boiler tube replacement is now scheduled for late FY 10/11. The hauling of ash from the ash pond is in progress and will take place over the next two years costing \$1.5 million in FY 10/11 and \$1 million in FY 11/12. Annual RATA (Relative Accuracy Test Audit) for CEMS and CT2 formaldehyde tests were completed successfully. Staff will be conducting quarterly mercury testing this coming year on both coal units to comply with regulation issues to determine mercury emissions.

Three years ago, rather than buy into a new generating plant, the Burns and McDonnell study recommended that the City maintain Units #7 and #8 which would require an aggressive approach to restore the reliability of both units. The FY 11/12 budget continues to have many CIP projects to attain the goal of much more reliable steam units. Staff has procured materials and parts so this work can be accomplished during scheduled and unscheduled outages. This past year, there were six forced outages on Unit #8 and the unit availability was about 77.5% (80% or above is desired).

Staff continues to collect dust outfall from sampling stations at points around the coal yard and at a control sampling station to obtain accurate data to evaluate the prevalence of fugitive coal dust. Our data shows we are well within standards.

For FY 11/12, some of the large plant projects will be: 1) stack repair, estimated at \$77,500; 2) general boiler repair and dump grates at \$350,000; 3) feedwater heater tube replacement at \$1,000,000; 4) Unit #8 turbine generator 5-year overhaul at \$1,900,000; and 5) Units #7 and #8 oil gun upgrade at \$925,000.

The annual system peak this year was 122.7 MW on July 14, 2010. The all-time peak was 126.2 MW on July 31, 2006.

Data taken July 1, 2009 to June 30, 2010

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Annual net system peak load (MW)	118.457	121.5	122.7	123
Annual gross generation (MWh)	456,545	381,664	388,500	388,500
Annual net system load (MWh)	586,939	576,565	593,897	593,897
Efficiency and Effectiveness:				
# of reportable accidents	8	1	5	0
# of lost time accidents	6	1	4	0
Forced outages #7	1	4	6	0
Forced outages #8	16	5	6	0
#8 Unit availability	62.7%	77.6%	69.4%	>80.0%*
#7 Unit availability	80.9%	79.4%	97.03%	>80.0%*
#8 Unit heat rate BTU/kWh net	11,509	11,125	12,662	13,000
#7 Unit heat rate BTU/kWh net	12,468	11,512	11,690	13,000
* Scheduled outages included				

FUEL/PURCHASED POWER

485 -- 42

The Fuel and Purchased Power activity expenses vary according to the amount of electricity demanded by the customers. When fuel use and outside power purchases increase due to demand, revenues for electricity sold to customers will likewise increase.

The principal types of fuel purchased are coal, refuse derived fuel (RDF) from the Resource Recovery Plant, and fuel oil. Power is purchased from other suppliers when the cost of outside power is more economical than locally produced energy. Capacity is also purchased from other sources to supplement City of Ames' electric service generating capacity.

Service Objectives:

- ✓ Maintain proper level of coal inventory to maintain full operation at all times
- ✓ Explore, examine, and initiate plans to increase renewable energy portfolio
- ✓ Maintain positive working relationship with neighboring utilities
- ✓ Improve communication coordination with Resource Recovery
- ✓ Minimize energy purchase costs and maximize energy sales revenue
- ✓ Economically balance emission allowance requirements with capital improvements
- ✓ Efficiently manage self-generation vs. market purchases

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	76,701	78,341	79,909	81,638	4.2%
Contractual	10,921,266	13,165,875	12,975,520	16,213,588	23.1%
Commodities	11,370,480	15,755,000	13,006,418	15,250,000	-3.2%
Capital	-	-	-	-	
Total Expenditures	22,368,447	28,999,216	26,061,847	31,545,226	8.8%
Funding Sources:					
Electric	22,368,447	28,999,216	26,061,847	31,545,226	8.8%
Total Funding Sources	22,368,447	28,999,216	26,061,847	31,545,226	8.8%
Personnel - Authorized FTE	1.00	1.00	1.00	1.00	

FUEL/PURCHASED POWER

485 -- 42

Highlights:

In calendar year 2010, the City of Ames entered into a three-year coal contract and a six-year coal delivery contract. Only a single proposal for coal delivery services was received. The combination of the coal contract and delivery services contract has resulted in much higher fuel costs for the Power Plant. This additional cost was reflected in the Energy Cost Adjustment and caused the average residential customer's bill to increase by approximately 6%.

Alternative energy sources continue to play an important part in Ames' energy portfolio. The Power Plant continues to burn **refuse derived fuel (RDF)**. This decreases the City's dependence on coal and reduces the amount of garbage taken to the landfill. **In support of the City Council's "Go Green" goal**, the City completed the first year of a 20-year contract with NextEra to purchase 36 megawatts (MW) of wind resources. A portion, six MW, is being passed through to Iowa State University. The 36 MW is part of a larger wind farm built near Zearing, Iowa. The actual energy produced this first year was much less than projected due to transmission constraints and start-up issues. In FY 09/10, renewable energy from burning RDF and purchased wind power accounted for 11.3% of the City's electric usage. In FY 10/11, this is projected to remain about the same. For FY 11/12, the amount is projected to increase to 14.3% due to higher wind output projections.

Fuel and Purchased Power is the largest component of the Electric Services budget with estimated total expenditures of \$31,600,000 for FY 2011/12. The major items include transmission service, market energy purchases, wind, fuel oil, refuse-derived-fuel payments, and coal. Coal accounts for nearly 42% of the Fuel and Purchased Power budget.

The change in FY 10/11 Adopted and FY 11/12 Requested (an increase of nearly \$2,500,000) can be attributed to the following differences: 1) transmission service cost is expected to increase by \$1.2 million; 2) wind purchases are expected to decrease by \$2 million due to plant availability and transmission constraints; 3) fuel expenditures are forecasted to drop by \$500,000; and 4) market energy purchases are expected to increase by \$4.3 million due to increased load and planned plant outages.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Coal consumed (in tons)	275,610	231,066	237,987	240,000
Market energy purchased (in MWh)	226,080	298,439	307,086	310,000
<u>Renewable Energy</u>				
RDF consumed (in tons)	35,847	33,073	37,796	38,000
Renewable energy credits/wind (in MWh)	NA	19,199	32,265	50,000
Efficiency and Effectiveness:				
Energy cost adjustment	\$0.0137	\$0.0209	\$0.0247	\$0.0000*
Fuel cost for energy production (\$/MWh)	\$30.31	\$35.59	\$42.23	\$43.18
Purchased power cost (\$/MWh)	\$38.45	\$28.55	\$31.32	\$31.65
Delivered fuel cost – coal (\$/ton)	\$38.53	\$46.89	\$55.11	\$56.64

* It is anticipated that the Cost of Service and Rate Study will be completed and implemented in FY 2011/12. As part of the rate adjustments, the Energy Cost Adjustment (ECA) will be reset to \$0.0000.

ELECTRIC DISTRIBUTION OPERATION/MAINTENANCE

485 -- 44

This operation is responsible for constructing and maintaining the lines (underground and overhead) and equipment which distribute electricity to customers. It also maintains street lights and the City's storm warning sirens. A part of this operation includes working with the Technical Services Division (substation crew) to perform routine and emergency maintenance on all substations and the downtown central business district underground network.

Service Objectives:

- ✓ Ongoing street light upgrades
 - ✓ Maintain progressive tree trimming program to reduce outages caused by vegetation
 - ✓ Maintain reliable storm siren system
 - ✓ Replacement of older underground primary cable
- ✓ Upgrade/rebuild older overhead lines
 - ✓ Help move transformers out of network vaults to surface level over next few years
 - ✓ Construct 161 kV transmission lines
 - ✓ Reduce outages to customers and increase power line availability

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	1,152,949	1,360,808	1,285,369	1,415,403	4.0%
Contractual	831,029	1,008,553	990,283	1,118,038	10.9%
Commodities	248,447	280,950	258,437	286,550	2.0%
Capital	20,008	134,000	137,513	6,500	-95.1%
Other Expenditures	517	600	600	600	0.0%
Total Expenditures	2,252,950	2,784,911	2,672,202	2,827,091	1.5%
Funding Sources:					
Electric	2,252,950	2,784,911	2,672,202	2,827,091	1.5%
Total Funding Sources	2,252,950	2,784,911	2,672,202	2,827,091	1.5%
Personnel - Authorized FTE	17.00	17.00	17.00	17.00	

ELECTRIC DISTRIBUTION OPERATION/MAINTENANCE

485 - 44

Highlights:

There are 17 full-time positions in the division. Due to turnover, Electric Distribution continues to operate with less than a full staff. The division is continuing lineworker recruitment. With two positions still open, one being a foreman's position, a decision was made to hire just one journey lineworker and fill the last position with an apprentice. The foreman's position will remain open until the new hires have more experience with the systems and operation.

The division's biggest budget item continues to be the annual tree-trimming contract. For FY 11/12, that contract is approximately \$285,000. This contract provides for trimming branches and cutting down trees that can cause power outages. A major outage is caused when a tree or branch falls on the transmission or feeder lines, affecting a large section of the City. A minor incident is when an outage affects only a few or just one customer. The 2010 windstorm on July 18 caused tree-related outages. Crews are still finding areas where the windstorm tree damage is the cause of outages. As crews work in different areas of the City and customers see and report troubled areas, many outages have been avoided. The work being done under this tree-trimming contract is managed by this division and continues all year long.

Another major flood occurred in 2010. Compared to the wind storm, the damage to the distribution system was minimal. Crews had enough warning and experience from previous floods that enabled a more proactive response. They were able to isolate service to areas before the water levels got high enough to restrict access. Equipment damage was minimal compared to previous floods. However, many of the City's water wells are in areas that flooded, which caused electric equipment failure. One of the main well fields, south of Highway 30, is an area where the power had been disconnected. The Electric Distribution crews worked together with the Water and Pollution Control and Public Works Departments to re-energize that well field. This division continues to work with other departments to find ways to maintain services to the City's well fields, even during flooding.

Distribution crews spent many long hours during the windstorm and the flood maintaining services to customers. Neighboring communities, Cedar Falls and Indianola, were called in to help with the windstorm damage. This division responds quickly to storms and flooding, resulting in very short outages. This past year, the windstorm damage caused some customers to be without power for up to three days, something that has rarely been experienced. After the flood, distribution crews worked closely with the City's Inspection Division to make sure buildings and residences were safe to re-energize. The safety of customers and employees is the priority; no accidents occurred during these incidents.

Other large capital expenditures in the budget for FY 11/12 include \$117,000 in the building and grounds account for asphalt/concrete repairs and improvements to the Electric Distribution building parking and reel storage lots. Also included in the amount is the building of protective cover to protect and secure inventory and equipment in the reel storage yard. Also included in the budget is \$45,000 for the purchase of equipment to help move inventory in the outside storage areas. The same equipment will be used to unload trucks and help move dirt or snow at job sites. If construction starts on the 161,000-volt transmission line, this type of equipment will be a great help.

ELECTRIC DISTRIBUTION OPERATION/MAINTENANCE

485 - 44

Highlights, continued:

Accomplishments:

- Finished storm siren replacements and software upgrades
- Dayton feeder #DA22 underground cable replacement and overhead conductor upgrade
- McFarland Clinic (3815 Stange Road) completion
- Cross town 161kV transmission line was energized
- Development on the Somerset commercial and residential subdivision continues
- South Bell underground extension was completed
- Records retention clean-up continues
- South Dayton reroute near completed
- Replacement of failed primary cable continues as needed
- Vet Med Substation expansion in progress
- Storm and flood damage repair and mitigation
- Kellogg Avenue improvements (Main Street to 7th Street)
- 16th Street improvements (Burnett Avenue to Duff Avenue)

Efficiency and Effectiveness:	2008/09 Actual	2009/10 Actual	2010/11 Projected	2011/12 Projected
Time to restore service after interruption:				
Very satisfied	56%	54%	56%	56%
Somewhat satisfied	37%	40%	39%	39%
Total very/somewhat satisfied	93%	94%	95%	95%

ELECTRIC DISTRIBUTION EXTENSION/IMPROVEMENTS

485 -- 45

This activity is responsible for design and installation of lines and equipment to distribute electricity to customers. This operation includes extending lines to new customers, construction of substation improvements, and street light installation.

Service Objectives:

- ✓ Provide overhead and underground construction services and extensions to new and existing customers in a timely, efficient manner that ensures public and worker safety, code compliance, and customer satisfaction

✓ Provide efficient, coordinated construction services to facilitate Public Works' road improvement projects

✓ Enhance or improve system reliability through replacement of obsolete and overstressed distribution breakers and obsolete electromechanical relays; implement solid state relays to improve relay coordination/operation and allow for longer maintenance intervals between relay tests without calibration drift
- ✓ Continue to provide reliable electric service through proactive replacement of deteriorated overhead and underground facilities found from annual pole and underground inspections

✓ Improve system reliability by replacing obsolete, deteriorated 4kV equipment in Downtown network system

✓ Reduce system losses and improve system power factor by addition of distribution capacitor banks and installation of switched controls

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	202,188	302,117	282,154	310,723	2.8%
Contractual	86,585	340,500	230,500	307,000	-9.8%
Commodities	393,539	576,600	540,500	565,500	-1.9%
Capital	40,364	365,000	165,000	215,000	-41.1%
Total Expenditures	722,676	1,584,217	1,218,154	1,398,223	-11.7%
Funding Sources:					
Electric	722,676	1,584,217	1,218,154	1,398,223	-11.7%
Total Funding Sources	722,676	1,584,217	1,218,154	1,398,223	-11.7%
Personnel - Authorized FTE	.00	.00	.00	.00	

ELECTRIC DISTRIBUTION EXTENSION/IMPROVEMENTS

485 -- 45

Highlights:

Work continues to support routine extension and improvements for new services and capacity and reliability upgrades. While fewer residential units are being constructed compared to past years, work on apartments and commercial projects has continued through a difficult economy. The need for system improvements and maintenance activities remains high as much of the electric system is over 30 years old. Reconstruction involves the replacement of obsolete and deteriorating 4 kV facilities in Downtown as well as other 13.8kV distribution underground and overhead facilities. Contracted inspections will be continued as a means to proactively identify facilities in need of repair. Corresponding maintenance work will be completed to avoid unnecessary interruptions. Feeder upgrades will be needed in FY 10/11 and 11/12 to support commercial, industrial, and Iowa State University (ISU) growth. New service levels through 2011 and 2012 are expected to be approximately equal to 2010 levels.

Projects for FY 10/11:

- Northridge Heights 10th Addition
- Burnett Street (Main to 7th) street light replacement
- Deteriorated overhead distribution line replacement east of Duff (3rd to 5th Street) - completed
- Replace aged, failing underground cable, overhead switches and 4kV to 13.8kV conversion (Downtown and Brookside Park) - ongoing
- Kellogg Avenue improvements (Main Street to 7th Street)
- LED street light pilot project (City Hall parking)
- 16th Street Improvements (Burnett Avenue to Duff Avenue) - completed
- Vet Med Substation expansion and related feeder extensions through FY 11/12

Projects for FY 11/12:

- Green Hills Retirement Community expansion (10/11-11/12)
- ISU Sports Complex
- LED street light pilot project completion (S. 16th Street)
- North Grand Mall – relocation of underground facilities for expansion
- Replace aged, failing underground cable - ongoing
- Replace aged, failing overhead switches - ongoing
- Downtown network upgrades - ongoing
- Increased system power factor with additional capacitor banks
- Obsolete substation relay replacements - ongoing
- Mary Greeley Medical center – relocation and new facilities for expansion

ELECTRIC TECHNICAL SERVICES

485 -- 46

Electric Meter Group is responsible for the measurement of energy consumed by electric customers. This responsibility includes specification, installation, maintenance, testing, and recordkeeping of all system meters and monitors. The group also tests the substation and plant relays.

Service Objectives:

- ✓ Test 20% of relays yearly to facilitate a 5-year cycle
- ✓ Monitor power quality on all feeders by 2012
- ✓ Record and monitor Power Factor on largest user
- ✓ Randomly test 1-phase meters yearly
- ✓ Test transformer rated loads that exceed:
0.5 to 0.9 megawatts every two years
1.0 to 1.9 megawatts yearly
2.0+ megawatts twice yearly
0 through .499 kilowatts every 12 years

Substation Group is responsible for all substation equipment used to distribute power throughout the utility system. The group troubleshoots, tests, maintains and keeps data on power transformers, circuit breakers and switches from 4kV through 161 kV class equipment. The Substation Group was transferred from Distribution to Technical Services this year to facilitate service coordination, and to better align similar functions under one supervisor.

Service Objectives:

- ✓ Rebuild tap changers to improve reliability and power quality
- ✓ Respond to customer outages 24 hours a day, 7 days a week
- ✓ Install transformers, cabling, controls, and associated equipment to serve customers' electrical needs
- ✓ Monitor oil in transformers 2,500 kV and above, and breakers with DGA testing
- ✓ Maintain and refurbish breakers at substations
- ✓ Improve Downtown network by increasing reliability and safety
- ✓ Upgrade substation battery sets and charger
- ✓ Improve animal guarding on all substation open connections
- ✓ Perform substation maintenance as needed

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	587,882	653,251	667,830	686,601	5.1%
Contractual	79,631	88,371	86,745	81,182	-8.1%
Commodities	167,345	162,130	208,179	224,638	38.6%
Capital	28,143	-	31,695	38,995	
Total Expenditures	863,001	903,752	994,449	1,031,416	14.1%
Funding Sources:					
Electric	863,001	903,752	994,449	1,031,416	14.1%
Total Funding Sources	863,001	903,752	994,449	1,031,416	14.1%
Personnel - Authorized FTE	7.00	7.00	7.00	7.00	

ELECTRIC TECHNICAL SERVICES

485 - 46

Highlights:

Substation Group:

The Downtown conversion of below-ground transformers to above-ground pad mount transformers continues. Major modification of the Vet Med substation is underway. Heat pumps have been installed at three substations. Substation 69kV equipment has been corrosion controlled and painted. Annual gas analysis and substation winterization is complete. Tap changer oil at Top-O-Hollow substation has been changed and breaker maintenance is complete.

Metering Group:

High and elite power quality meters have been installed throughout the system. These meters replace old, less accurate charts, and are used to monitor feeders, large customers, and substations for system anomalies. Data from all of these meters has been instrumental in assisting the Engineering Division in addressing system power quality and reliability. Staff will replace 4,000 meters over the next two years. These meters are defective and are running 2% to 50% slow. Customers that have the slower meters will be notified.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Orders Completed	693	700	2,005	4,052
Consumption Complaints	90	80	47	60
Temporary Sets/Removals	60	70	76	80
Meter Removals	111	50	108	60
Meter Sets	323	200	124	75
Conversions	73	70	36	60
Verifications, Instrument Rated	54	72	26	80
Relays	284	216	121	200

Meters in Service:

Residential	21,385	21,368	21,314	21,404
General Power	2,819	2,861	2,974	2,980
Large Power & Industrial	3	3	4	4
Total	24,207	24,232	24,292	24,388

Meters Tested:

Residential	1,100	900	3,468	4,000
General/Large Power/Industrial	500	400	159	125

ELECTRIC ENGINEERING

485 -- 47

The Electrical Engineering Division is responsible for developing plans of service and job orders for residential, commercial, and industrial customer services as well as performing planning and design of system improvements to support load growth, maintain/improve reliability indices and support maintenance and relocation work. Planned facilities include substations, transmission lines, overhead and underground distribution lines, capacitors and other related equipment for line and station switching, protection, security, Supervisory Control & Data Acquisition (SCADA) and related communications. Other support functions include the development of plans, specifications and standards, contract administration for inspection, design, construction, and testing. As the Geographic Information System (GIS) coordinator for the Electric Department, Engineering maintains software for Engineering, Metering, and Electric Distribution's portable and fixed GIS workstations. Administration of engineering activities must comply with Iowa Utility Board (IUB) safety requirements and North American Electric Reliability Corporation (NERC) standards in addition to good utility practices. Midwest Reliability Corporation (MRO) and NERC standards have increasingly required additional engineering staff time to review and communicate NERC standards and facilitate the alignment of practices across other divisions to comply with audit requirements.

Service Objectives:

- ✓ Provide efficient, customer-friendly services to all customers (internal and external)
- ✓ Coordinate transmission and distribution facility relocations
- ✓ Monitor system loads vs. facility ratings; develop plans and budgets that maintain normal/emergency capacity margins
- ✓ Conduct annual IUB inspections and facilitate compliance across divisions and joint utilities per IUB findings
- ✓ Provide engineering support to other divisions and administer contract assistance for relay and breaker testing and construction activities
- ✓ Complete first year of reliability indices tracking; support American Public Power Association's Reliable Public Power Provider (RP3) goals
- ✓ Administer contracted inspections and issue maintenance job orders for repairs
- ✓ Maintain accurate GIS database, keep maps and records current
- ✓ Provide GIS hardware/software support for Engineering, Metering, and Electric Distribution
- ✓ Conduct annual MRO/NERC review and facilitate compliance across divisions within Electric Department

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	333,880	493,031	474,004	486,413	-1.3%
Contractual	102,002	245,489	186,613	243,581	-0.8%
Commodities	2,479	7,525	7,525	4,125	-45.2%
Capital	7,231	95,000	95,500	75,500	-20.5%
Total Expenditures	445,592	841,045	763,642	809,619	-3.7%

Funding Sources:

Electric	445,592	841,045	763,642	809,619	-3.7%
Total Funding Sources	445,592	841,045	763,642	809,619	-3.7%

Personnel - Authorized FTE	5.00	5.00	5.00	5.00
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ELECTRIC ENGINEERING

485 - 47

Highlights:

The final phase of 161kV construction will continue with the line to MidAmerican Energy Company's Northeast Ankeny substation in 2011, pending the granting of a franchise from the State of Iowa. A new franchise petition was filed earlier this year. This is the final component of a multi-year project that is very important to Ames' electric system reliability. This line will relieve transmission constraints that currently limit Ames' import capability; Ames currently has a limited ability to take generation out of service for repairs and to economically dispatch its generation based on market conditions.

Staff continues to work with developers and other City departments to provide new services and system improvements, relocate existing facilities, and to replace deteriorated electric facilities. Work continues to replace deteriorated 4kV cable and transformers in the Downtown network. Outside services continue to be used to conduct routine overhead and underground inspections, pole inspection and testing, and infrared testing. Follow-up maintenance work is generated as a result of these inspections to replace deteriorated overhead facilities and correct safety issues. Construction is underway on the Vet Med Substation expansion project which is scheduled for completion in June of 2011. Additional work is needed in 2012 to extend new feeders from this substation to utilize additional transformer capacity for area load growth along South 16th Street and Research Park and planned ISU Stadium upgrades.

An overall transmission system protection coordination **study** will continue in FY 11/12 to improve system protection and reliability; related relay upgrades will be required as a result of this study. Funds are included for an **Outage Management System** which will improve outage response time by more quickly and graphically identifying the likely location of an outage and improve outage tracking. This project requires a significant integration and implementation effort, including training and database conversion by the software vendor. This project is a shared benefit and cost between Engineering and Electric Distribution.

	2008/09	2009/10	2010/11	2011/12
Service Accomplishments:	Actual	Actual	Adjusted	Projected
# of new customers	241	25	60	96
Job orders prepared	100	101	110	115
Line inspections (poles)	619	589	600	600
New overhead distribution line (miles)	.10	.10	0	0
Replaced overhead distribution line (miles)	.99	4.32	1.03	1
New underground distribution line (miles)	2.11	2.00	2.36	2
Replaced underground line	.72	1.04	0.98	1.2
New & Relocated overhead transmission line (miles)	0	8.03	0	22

CUSTOMER SERVICES

486 -- 17

The purpose of the Customer Services activity is to provide customer assistance, meter reading, billing and collection services for the Electric, Water, Sewer and Storm Water Drainage utilities. Additional responsibilities include the administration of the Electric Services Project Share program, the maintenance of customer account, billing and usage records and selling CyRide passes.

Service Objectives:

- ✓ Generate and mail accurate cycle and final bills
- ✓ Accurately record customer payments on the date the payments are received
- ✓ Accurately read and record cycle and special meter readings
- ✓ Offer customers convenient options for paying their utility bill
- ✓ Accurately maintain customer account, billing, and usage records
- ✓ Maintain effective procedures for collecting delinquent balances
- ✓ Respond promptly and courteously to customer requests, inquiries and complaints
- ✓ Maximize the amount of Project Share funds available to assist low-income customers
- ✓ Offer customers convenient options for establishing or terminating utility service
- ✓ Routinely review meter routes to maintain or improve reading efficiency

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	745,296	781,310	807,836	833,770	6.7%
Contractual	507,300	569,244	562,301	560,524	-1.5%
Commodities	12,272	15,962	15,423	13,911	-12.8%
Capital	25,144	-	-	-	
Other Expenditures	70,748	79,850	74,440	79,485	-0.5%
Total Expenditures	1,360,760	1,446,366	1,460,000	1,487,690	2.9%
Funding Sources:					
Project Share	23,338	21,500	21,500	21,500	0.0%
Water	375,295	387,970	387,115	395,720	2.0%
Sewer	342,036	353,250	354,455	362,370	2.6%
Electric	618,354	681,691	694,975	706,040	3.6%
Storm Sewer Utility	1,737	1,955	1,955	2,060	5.4%
Total Funding Sources	1,360,760	1,446,366	1,460,000	1,487,690	2.9%
Personnel - Authorized FTE	10.65	10.65	10.65	10.65	

CUSTOMER SERVICES

486 -- 17

Highlights:

In October 2010, the Utility switched credit/debit card payment processors. This change allowed the Utility to enhance services by offering electronic check as another payment option. It also reduced the fee the payment processor charges customers by \$1.45 per transaction.

The City adopted an Identity Theft Protection Program in order to comply with revisions to the FACT Act. The revisions hold businesses liable for the prevention, detection and mitigation of identity theft. Outside Professional Services in FY10/11 and FY11/12 include \$16,800 for verifying the identities of applicants who apply for utility service via the City's web site.

A temporary position has been approved to cover an extended employee absence. Salary and benefits have been increased by \$27,337 in FY 10/11 and \$18,794 in FY 11/12 to cover the estimated cost for the temporary employee.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Maintain an accuracy rate of no more than 5 misread per 1,000 meter readings	Yes	Yes	Yes	Yes
Maintain an accuracy rate of no more than 1 billing error per 1,000 bills generated	Yes	Yes	Yes	Yes
Maintain an accuracy rate of no more than 1 misapplied payment per 1,000 payments processed	Yes	Yes	Yes	Yes
Maintain average time to answer telephone of less than 15 seconds	9.6	11.2	11.0	11.0
Maintain a net write-off amount of less than 0.12%	.06	.07	.08	.09
Maintain the number of day's sales in accounts receivable to less than 21 days	16.9	16.2	18.0	18.0
Provide at least \$0.90 of assistance for every \$1.00 donated to Project Share	\$0.95	\$0.95	\$0.95	\$0.95
Efficiency and Effectiveness:				
% of accounts with billing periods equal to or less than 34 days	98.0	98.7	98.0	98.0
% of final bills mailed within 14 days of termination date	97.6	97.8	97.0	97.0
% of customer service requests received over the Internet	25.4	27.3	27.5	28.0
% of utility payments received electronically	29.4	31.7	32.5	33.0
Avg # of payments processed per day	1,181	1,182	1,185	1,185
Avg # of telephone calls answered/day	140	144	145	145
Avg # of work orders generated/day	165	177	180	182
Avg # of meter readings/day	2,204	2,227	2,231	2,235
Avg cost per meter reading	\$0.53	\$0.55	\$0.58	\$0.60
Avg cost per bill generated	\$4.01	\$4.09	\$4.17	\$4.25

UTILITIES CIP

489

Activity Description:

This is a summary of all of the utility related capital improvements which are detailed in the five-year Capital Improvements Plan.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Water Pollution Control:					
WPC Plant Equipment	46,731				
Automation Study/Upgrade	46,002		416,098		
Clarifier Painting	254,393	290,000	290,000		
WPC Plant Disinfection	63,076	2,450,000	500,000	1,350,000	-44.9%
Vertical Turbine Pumps	161,216	300,000	558,784	350,000	16.7%
Raw Water Pump Station HVAC	98,316		41,684		
Plant Residuals Handling	42,750		257,250	429,000	
Lagoon Liners			125,000		
WPC Alternative Energy Study		30,000	30,000		
WPC Electric Repairs		50,000	120,000	80,000	60.0%
WPC Bar Screen/Grinder		50,000	50,000		
Rebuild S. Dayton Lift Station					
Water Pump Station Paint				92,000	
Long-Range WPC Facility Plan				193,000	
Sub-Total	712,484	3,170,000	2,388,816	2,494,000	-21.3%
Water:					
Repaint Lime Storage Bins	(3,037)				
SW Pressure Zone	(28,653)				
Water Supply Capacity Study			3,550		
Raw Well Water Loop Line	(121,576)				
Water Plant Expansion	124,467	3,440,000	1,871,000	4,948,000	43.8%
Bloomington Rd. EI Tank Improv	327,606		395,394		
River Valley Low Head Dam		125,000	125,000		
NADC Pump Station Improv	15,800	425,000	806,100		
Water Meter Test Bench		125,000	125,000		
Security At Remote Sites				90,000	
Sub-Total	314,607	4,115,000	3,326,044	5,038,000	22.4%
Electric:					
S. 16 th LED Lights EECBG			31,500		
City Hall West Lot LED EECBG			18,000		
Demand Side Management	783,151	800,000	800,000	1,000,000	25.0%
#7 and #8 Dist. Control System	531,046	350,000	706,954		
Downtown Network 13.8kV Conv	37,288				
NERC Compliance Program	13,629		6,800		
Street Light & Line Relocates	177,387		100,000		
#7 & #8 Oil Gun Upgrade		625,000	35,000	925,000	48.0%
GT#1 Inspection & Overhaul		650,000	650,000	250,000	-61.5%
Inlet Heating for GT2		750,000	750,000		
Feedwater Heater Tube		1,000,000	20,000	1,000,000	0.0%
#8 Air Heater Basket		75,000	15,000	150,000	100.0%
Plant Dist. Substation Expansion			100,000		
Vet Med Substation	59,116	3,600,000	3,940,884		
MGMC Steamer Line Evaporator		80,000	85,000		
Power Plant Roof Replacement		450,000			
Unit #7 Boiler Tubes		150,000			

UTILITIES CIP

489

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Electric, continued:					
Unit #8 Cooling Tower Repair			1,220,000		
Unit #7 Cooling Tower Repair				50,000	
Unit #8 Mercury Capital				300,000	
Turbine Controls Upgrade				450,000	
Unit #7 Cooling Tower Piping				500,000	
Unit #7 Mercury Capital				200,000	
Ash Pond Storage Area				50,000	
Electric Svc Storage Building				125,000	
Unit #7 Mercury CEM				320,000	
Vet Med Substation Volt Support			350,000		
Unit #8 Turbine Gen Overhaul				1,900,000	
Combustion Turbine Control	54,548				
Mid-American Energy Connect	479,785	5,500,000	1,000,000	7,750,000	40.9%
Ames Stange In-Town 161kV	1,732,387		45,000		
Power Plant Fire Protection	(177)	550,000	120,000	250,000	-54.6%
Top-O-Hollow Substation	2,510	150,000			
SCADA Upgrade	51,385				
#7 Nitrogen Oxide Control	9,900	150,000	30,000	200,000	33.3%
#8 Nitrogen Oxide Control	16,598	350,000	80,000	1,300,000	271.4%
#8 Mercury Emission Monitoring	29,082		5,000		
#8 Boiler Repair/Tube Replace	1,768,967	300,000	3,407,139	2,500,000	733.3%
Sub-Total	5,746,602	15,530,000	13,516,277	19,220,000	23.8%
Water Distribution:					
07/08 Water System Improv	80,373		18,534		
08/09 Water System Improv	207,160		664,861		
Aquatic Center Water Main	3,991				
09/10 Water System Improv	444,373		454,166		
10/11 Water System Improv	11,808	900,000	888,192		
11/12 Water System Improv				900,000	
Sub-Total	747,705	900,000	2,025,753	900,000	0.0%
Sanitary Sewer:					
Onion Creek San Sewer Study	70,429				
Sanitary Swr System Evaluation		500,000	500,000	1,060,000	112.0%
07/08 San Swr Rehab	2,932		503,767		
08/09 Sanitary Sewer Rehab	232		296,706		
09/10 Sanitary Sewer Rehab	210,457		89,543		
10/11 Sanitary Sewer Rehab		300,000	300,000		
11/12 Sanitary Sewer Rehab				300,000	
07/08 Clear Water Diversion	10,795				
08/09 Clear Water Diversion	7,250				
09/10 Clear Water Diversion	118,605		397,740		
10/11 Clear Water Diversion		200,000	200,000		
11/12 Clear Water Diversion				25,000	
Sub-Total	420,700	1,000,000	2,287,756	1,385,000	38.5%
Storm Sewer:					
11/12 Storm Sewer Outlet				660,000	
11/12 Storm Sewer Improv				1,665,000	
11/12 Low Point Drainage				908,000	

UTILITIES CIP

489

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Storm Sewer, continued:					
05/06 Low Pt Drain Sheldon/16 th	15,518				
S. Duff Area Storm Sewer	965,722		138,435		
Low Pt Stanton/Chamberlain	161,048				
06/07 Storm Sewer Outlet	3,317				
Low Point W. L-Way/Bentwood	900		87,863		
Gateway Storm Wtr Rehab	748		39,324		
08/09 Low Pt Drainage BS Rd	3,051		87,299		
Storm Sewer Outlet Erosion	92,758		265,331		
08/09 St Wtr Rehab – Eastgate	4,624		87,220		
SW Stormwater Greenbriar	191,386		203,063		
Storm Wtr Fac Moore M Park			99,730		
09/10 Low Pt Crystal Street	142		124,723		
09/10 Storm Swr Intake Rehab	25,230		50,419		
10/11 Storm Swr Outlet C Cr	73	191,905	191,832		
10/11 Storm Wtr Rehab Spring V		100,000	100,000		
10/11 Low Point Ironwood Ct	142	125,000	124,858		
10/11 Storm Swr Intake Rehab		150,000	150,000		
Sub-Total	1,464,659	566,905	1,750,097	3,233,000	470.3%
Resource Recovery:					
Res. Rec. System Improvements	141,542	208,400	305,601	266,300	27.8%
Res. Rec. Non-Ferrous System	255,176				
Res. Rec. Land Acquisition	96,580				
Res. Rec. Recyclables Bldg	66,866	240,000	348,278		
Res. Rec. Truck Bay/Fire System		50,000	50,000		
Alternative Feed System			37,850		
Fire System Upgrade				165,000	
Sub-Total	560,164	498,400	741,729	431,300	-13.5%
Total CIP	9,966,921	25,780,305	26,036,472	32,701,300	26.8%



The total project cost of the Furman Aquatic Center was \$10.5 million. An \$8.5 million bond issue was approved by voters in July 2007. Donald and Ruth Furman donated \$1 million for construction and another \$1 million for an endowment for future facility enhancements. The City received a \$1 million anonymous gift to construct the facility. Work on the project began in the spring of 2008 and the facility opened on May 29, 2010.

TRANSPORTATION PROGRAM

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TRANSPORTATION PROGRAM

430

Program Description:

The Transportation Program serves the community by providing facilities which enhance the movement of people within the City. The system aids industrial, commercial, and residential users through the orderly flow of vehicles and passengers for commercial and leisure activities. The Street System maintains the hard surfaced and gravel streets within the City. These surfaces are cleared of dirt and debris on a regular basis. Snow and ice are removed according to guidelines set by the City Council. The rights-of-way are mowed and litter removed on a regular basis. Public Parking facilities are operated and maintained by the City. The public safety is protected by parking regulations set forth by the City Council. These regulations are enforced by warning violators or issuing fines. Revenues are collected from meters and fines, and these revenues are used to maintain and improve the parking system. Ames operates and maintains a Mass Transit System to provide efficient and economical transportation to all members of the community. A fixed route service is available on a daily basis for most residents. Dial-A-Ride is a contracted service available for elderly or disabled residents. The operations of the system are overseen by a joint City/ISU student board. The Ames Municipal Airport provides general aviation services to the community. The City maintains two hard surface runways. Buildings, taxiways, and streets at the Airport are maintained by the City to ensure clean, safe, and useable air facilities. Capital Improvements which benefit the Transportation sub-program areas are budgeted in this program.

	2009/10	2010/11	2010/11	2011/12	% Change
Use of Funds:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Street System	3,173,164	2,908,451	3,068,918	2,971,172	2.2%
Public Parking	675,503	706,104	723,507	716,648	1.5%
Transit System	7,139,466	7,421,330	7,551,885	7,872,416	6.1%
Airport	130,398	110,243	114,355	188,584	71.1%
Total Operations	11,118,531	11,146,128	11,458,665	11,748,820	5.4%
Transportation CIP	14,520,841	13,348,000	41,434,063	14,034,600	5.1%
Total Expenditures	25,639,372	24,494,128	52,892,728	25,783,420	5.3%
 Personnel – Authorized FTE	 102.07	 102.32	 102.32	 102.32	

TRANSPORTATION PROGRAM

430

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	7,253,807	7,405,323	7,400,901	7,672,906	3.6%
Contractual	3,800,831	2,251,735	4,407,816	2,441,879	8.4%
Commodities	1,625,168	1,485,970	1,660,928	1,608,535	8.2%
Capital	12,958,115	13,350,600	39,422,583	14,059,600	5.3%
Other Expenditures	1,451	500	500	500	0.0%
Total Expenditures	25,639,372	24,494,128	52,892,728	25,783,420	5.3%
Funding Sources:					
General Fund	149,024	125,151	139,553	128,323	2.5%
Local Option	242,133	200,000	449,173	100,000	-50.0%
Road Use Tax	3,410,131	3,419,414	4,353,724	3,106,938	-9.1%
TIF South Bell	722,742	-	-	-	
Special Assessments	(38,031)	-	-	-	
Street Construction	1,686,342	958,366	4,237,367	2,260,000	135.8%
Airport Construction	2,728,232	1,345,000	2,668,274	975,000	-27.5%
G.O. Bonds	3,675,228	5,990,000	13,627,552	6,350,000	6.0%
Parking	680,929	709,867	727,192	721,143	1.6%
Transit Operating	7,139,466	7,421,330	7,551,885	7,872,416	6.1%
Transit Capital Reserve	5,138,890	3,900,000	9,812,508	4,194,600	7.6%
Developer Funding	68,435	-	-	-	
Water Fund	2,500	-	-	-	
Sewer Fund	2,500	-	-	-	
Electric Fund	-	425,000	425,000	75,000	-82.4%
Hotel/Motel	30,851	-	-	-	
Transit Intermodal	-	-	8,900,500	-	
Total Funding Sources	25,639,372	24,494,128	52,892,728	25,783,420	5.3%

STREET SURFACE MAINTENANCE

431 -- 77

The streets in Ames are constructed of several different materials and require different techniques to repair the cracked, broken, or distorted surfaces or bases. Street maintenance activities provide smooth and safe streets which are stable and which drain precipitation to the storm sewer system without allowing the moisture to penetrate the surface and saturate the street base. This maintenance includes patching, resurfacing, seal coating, slurry seal, and grading of gravel streets as needed. In addition to regular maintenance, shared use paths are repaired as needed. A new CIP program, introduced in FY 2008/09, provides for pavement improvements to enhance the safety and usability of the shared use paths. Storm damage pickup of branches is the responsibility of this activity.

Service Objectives:

- ✓ Maintain the City's network of streets, alleys, and shared use paths in a safe and usable condition
 - ✓ Provide emergency repairs to roads and streets as necessary
- ✓ Provide barricades for block parties and other community events (road races, etc.)
 - ✓ Offer curb and gutter replacement program to eligible citizens

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	579,957	753,352	745,480	773,097	2.6%
Contractual	361,876	375,312	482,693	400,368	6.7%
Commodities	191,248	173,700	174,350	188,700	8.6%
Capital	-	-	-	-	
Total Expenditures	1,133,081	1,302,364	1,402,523	1,362,165	4.6%
Funding Sources:					
General Fund	1,784	-	-	-	
External Labor Reimbursement	5,444	14,908	14,398	14,739	-1.1%
Road Use Tax Fund	1,125,853	1,287,456	1,388,125	1,347,426	4.7%
Total Funding Sources	1,133,081	1,302,364	1,402,523	1,362,165	4.6%
Personnel - Authorized FTE	12.05	12.05	12.05	12.05	

STREET SURFACE MAINTENANCE

431 -- 77

Highlights:

The **floods of 2010** caused damage to the street network causing a need for permanent repairs. The Squaw Creek pedestrian bridge south of S. 4th Street was heavily damaged and several bridges need work to remove debris to prevent future obstructions. The **flood damage has been estimated at \$305,000** including work on the Squaw Creek pedestrian bridge. Some of this work will be covered under the Federal Highway Agency (FHWA) and will be **reimbursed** at 80%. All other costs will likely be at 85% reimbursement.

In FY 10/11 and FY 11/12, \$150,000 is included for **materials** to repair asphalt and concrete streets.

Concrete crushing (\$35,000) will continue in FY 10/11 to crush reclaimed concrete from water main breaks and street projects that has accumulated in the Public Works storage yard. By crushing and re-using the concrete (at a cost of \$4.75/ton), a cost savings of at least \$6.25/ton will be realized for repairs around water main breaks and in street maintenance activities. The **positive environmental impact** of this recycling activity also cannot be overlooked.

Purchasing **joint sealant material** occurs every other year and has been included in FY 11/12 (\$15,000).

The \$10,000 **curb and gutter replacement program** provides for the City to connect to the community by **sharing the cost of curb and gutter repair with interested homeowners** who aren't in the prioritized area for the Neighborhood Curb Replacement Program in the Capital Improvements Plan.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Miles of streets maintained	250	254	259	260
Blocks of streets crack sealed	51	45	75	100
Blocks of streets slurry sealed	0	0	0	0
Miles of off-street bike paths maintained	37	38	39	40
# of events for which barricades were provided	45	47	45	45
Efficiency and Effectiveness:				
Cost per mile for street maintenance	\$4,760	\$4,847	\$5,028	\$5,000
Citizen satisfaction* with bike path maintenance	83%	79%	85%	85%
Citizen satisfaction* with condition of streets in neighborhoods	77%	62%	70%	75%
Citizen satisfaction* with surface condition of major streets	66%	51%	60%	65%

* % rating "good" or "very good" in Resident Satisfaction Survey

STREET SURFACE CLEANING

431 -- 7821

This activity provides street sweeping of all residential, arterial, and business district streets to enhance the cleanliness of the community.

Service Objectives:

- ✓ Sweep arterial and collector streets 16 times/year (1,347 miles) (City crews)
- ✓ Sweep residential streets 11 times/year (5,145 miles) (City crews and contractor)
- ✓ Sweep Business District 32 times/year (512 miles) (City crews)

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	92,245	102,145	100,501	105,002	2.8%
Contractual	97,393	117,550	94,691	89,132	-24.2%
Commodities	298	350	350	350	0.0%
Total Expenditures	189,936	220,045	195,542	194,484	-11.6%
Funding Sources:					
Road Use Tax Fund	189,936	220,045	195,542	194,484	-11.6%
Total Funding Sources	189,936	220,045	195,542	194,484	-11.6%
 Personnel - Authorized FTE	 1.30	 1.30	 1.30	 1.30	

STREET SURFACE CLEANING

431 -- 7821

Highlights:

Streets in the business districts, arterial and collector streets, and some residential streets are regularly cleaned by City crews. In addition, City crews respond to clean-up activities that arise from emergency incidents (accidents, spills, floods, etc.) and clean-up of mud and debris that is tracked onto the streets at construction sites. They also clean the streets affected by maintenance sites of City crews. **Timely response** is essential to these types of incidents.

Contracted services continue to be used to supplement City crews in sweeping residential streets (\$30,000).

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Curb miles cleaned – arterial and collector streets	1,758	1,625	1,775	1,800
Curb miles cleaned – residential streets (City crews)	3,074	3,616	3,700	3,800
Curb miles cleaned – residential streets (Contractor)	1,074	1,181	1,642	1,200
Curb miles cleaned – Business District	576	454	550	600
Efficiency and Effectiveness:				
Cost/mile of streets cleaned (City crews)	\$35.96	\$41.98	\$40.19	\$40.00
Cost/mile of streets cleaned (Contractor)	\$26.67	\$25.41	\$18.27	\$26.00
Citizen satisfaction* with street sweeping in business areas	93%	93%	93%	95%
Citizen satisfaction* with street sweeping in neighborhoods	83%	79%	80%	83%
% of street sweeping needs provided by City crews	75%	75%	75%	75%
% of street sweeping needs provided by contractor	25%	25%	25%	25%

* % rating "good" or "very good" in Resident Satisfaction Survey

SNOW AND ICE CONTROL

431 -- 7943

On a priority system, this activity provides passable streets for moving vehicles during and after snowstorms. Under slippery road conditions, sand and/or de-icing materials are spread on curves, hills, and intersections of highways and thoroughfares. The snow ordinance usually becomes effective after 2" of snow has fallen; and arterial and several collector streets are plowed. Residential streets are plowed after 3" of snow. Following typical snowstorms, snow routes are cleared in five hours and major and residential streets are cleared in sixteen hours.

Snow and ice storm events are citywide emergencies that require the cooperation of many City departments to provide the quality of service desired for citizens. Therefore, when a snow and/or ice emergency is declared, efforts to deal with the emergency are seen citywide. Parks and Recreation maintenance workers clear designated winter bike paths; employees from departments throughout the City are added to snow and ice operations activities; and a quiet place for rest (for snowplow operators, etc.) is provided at the Electric Distribution building.

Service Objectives:

- ✓ Provide ice control as necessary to streets and intersections
- ✓ Remove snow from streets according to standards established by City Council
- ✓ Remove sand from streets at the end of the snow/ice season
- ✓ Install snow fence as necessary

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	499,466	389,454	362,938	380,705	-2.2%
Contractual	555,275	362,033	439,922	392,007	8.3%
Commodities	255,981	158,000	170,560	170,560	7.9%
Capital	-	-	20,900	-	
Total Expenditures	1,310,722	909,487	994,320	943,272	3.7%
Funding Sources:					
Road Use Tax Fund	1,310,722	909,487	994,320	943,272	3.7%
Total Funding Sources	1,310,722	909,487	994,320	943,272	3.7%
Personnel – Authorized FTE	4.35	4.35	4.35	4.35	

SNOW AND ICE CONTROL

431 -- 7943

Highlights:

A 2,500 ton **salt contract** is in place for the FY 10/11 snow season. The contract salt cost is \$61.97/ton (\$154,925 total), a decrease from the original estimate of \$70.00/ton. **Calcium chloride** purchases will continue at a cost of \$10,000 in both FY 10/11 and FY 11/12. The budget was prepared assuming that the City of Ames will return to the historical average of snowfall which has not been the case over the last several years.

In FY 10/11 and FY 11/12, City crews will utilize **32 units** (pickups, trucks, road grader, skid steers, backhoes, etc.) for snow and ice control activities. In addition, 32 units (mostly tractors with plows) with **contracted drivers** will be available to supplement City crews (\$75,000) in these activities. Included in the \$75,000 cost for these contracted services is a subsidy for the additional insurance that must be placed on each tractor to meet City insurance requirements.

The FY 10/11 Adjusted Budget includes a **loader lease** (\$6,200). This leased equipment will be coupled with the **new loader snow blower** that will be used for snow blowing at the Airport and throughout the City as necessary.

Five wing plows (bringing the total to eight) and two **underbody mid-mount wing plows** were purchased to enhance the efficiency and effectiveness of snowplowing operations.

Included in FY 10/11 are **two triple blade plows** (\$20,000) from fleet replacement funds. Staff is investigating the triple blade plows and would like to demo them before purchasing due to their higher cost

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Annual snowfall (inches) (39" 5-year historical average; 35" 10- year historical average)	48	55	40	40
Miles of street maintained	250	254	259	260
# of ice control operations	24	19	25	25
Sodium chloride applied (tons)	3,210	3,822	2,500	2,700
Calcium chloride applied (gallons)	18,350	16,400	10,000	12,500
Salt brine used (gallons)	45,200	19,050	25,000	30,000
Snow fence installed (miles)	1.76	1.75	2.00	2.00
Efficiency and Effectiveness:				
Cost of snow plowing/ice removal per inch of accumulation per mile of street	\$76.95	\$88.14	\$94.21	\$90.96
Citizen satisfaction* with snow plowing on major City streets	79%	77%	80%	80%
Citizen satisfaction* with snow plowing in neighborhoods	63%	51%	65%	65%
Citizen satisfaction* with ice control at intersections	71%	62%	70%	70%

* % rating "good" or "very good" in Resident Satisfaction Survey

RIGHT-OF-WAY MAINTENANCE

431 -- 94

This activity includes turf maintenance on City-owned land and rights-of-way and private property (after citizen non-compliance). Staff maintains sidewalks adjacent to City-owned land and buildings as a responsibility of this activity, as well as communication with owners concerning sidewalk adjacent to private property. All forestry related functions including removal, trimming, planting, and disease diagnosis are also included in this activity. Sidewalks reported by citizens to be in need of repair are evaluated by City personnel as to safety. Any required repairs are the responsibility of the homeowner and are inspected by City personnel after repairs are done. Trash removal from public receptacles is the responsibility of this activity.

Service Objectives:

- ✓ Provide attractive rights-of-way, especially at City entryways and along major transportation corridors, throughout the City
- ✓ Provide landscape maintenance and related services on City rights-of-way
- ✓ Provide oversight, scheduling, and contract administration of the right-of-way tree trimming contractor
- ✓ Evaluate deficient sidewalks on private property, notify property owner of maintenance/repair responsibilities, and inspect new/repared sidewalks
- ✓ Sweep sidewalks in Campustown and Downtown three times per week for six months of the year
- ✓ Maintain sidewalks adjacent to City-owned land and buildings
- ✓ Trim, remove and maintain trees at City facilities and on City rights-of-way
- ✓ Remove trash from public receptacles
- ✓ Continue enhanced efforts on cleanliness of public rights-of-way in Campustown

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	332,047	291,601	277,352	281,615	-3.4%
Contractual	189,401	168,154	178,531	167,486	-0.4%
Commodities	17,977	16,800	20,650	22,150	31.8%
Capital	-	-	-	-	
Total Expenditures	539,425	476,555	476,533	471,251	-1.1%
Funding Sources:					
General Fund	1,586	-	10,800	-	
Labor Reimbursement	9,812	-	-	-	
Road Use Tax Fund	522,601	472,792	462,048	466,756	-1.3%
Parking Fund	5,426	3,763	3,685	4,495	19.5%
Total Funding Sources	539,425	476,555	476,533	471,251	-1.1%
Personnel - Authorized FTE	3.70	3.70	3.70	3.70	

RIGHT-OF-WAY MAINTENANCE

431 -- 94

Highlights:

The **windstorm in July** caused damage to several right-of-way trees and included **City-wide pick up of debris and a drop-off site**. The debris was then mulched and remaining mulch was hauled away for a **cost of \$72,000. This cost should be reimbursed at 85%**. An increase to a total of \$4,000 is included in the planting budget, due to windstorm damage. The replacement of trees in rights-of-way usually lags one year behind the tree being removed as owners ask for replacement trees and the cost is not reimbursable.

Included in FY 11/12 is \$50,000 for the continuation of a **program to trim trees** in the rights-of-way and \$10,000 for **removal of dead or dying trees** in the rights-of-way. An additional \$7,000 is included to cover extra contract needs that are not included in those annual contracts. Because of these programs, citizens are seldom inconvenienced by damage to public trees during storms.

Sidewalks in Campustown and the Downtown Business District are swept three times a week for six months of the year at an annual cost of approximately \$7,300. In addition, contracted **garbage pickup** occurs three times per week (Monday, Wednesday, and Friday) in both areas at an annual cost of \$8,190. These activities help to improve the cleanliness of those areas. The budget also includes \$4,000 a year for the replacement of the wood garbage cans. This will allow the City to purchase three cans a year and it will take seven years to replace all the remaining wood cans with metal cans.

Temporary personnel continue to augment full-time staff during summer months to maintain rights-of-way. A **temporary gardener and a gardener’s helper** maintain several planting areas throughout the City.

	2008/09	2009/10	2010/11	2011/12
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Rights-of-way mowed (acres)	755	760	760	762
Complaint letters sent – weeds	60	55	65	70
Complaint notices issued – snow/ice on sidewalk	287	560	600	650
Actual # of billings for snow/ice removal from sidewalks	95	55	75	100
Bush/trees overhang letters sent	50	60	70	70
Sidewalk repair letters sent	65	45	70	75
Trees and shrubs planted	375	350	400	400
 Efficiency and Effectiveness:				
Citizen satisfaction* with appearance of medians and parkways	91%	88%	90%	95%

* % rating “good” or “very good” in Resident Satisfaction Survey

PARKING OPERATION AND MAINTENANCE

434 -- 96

This activity provides safe, available, and well-maintained parking opportunities for the public in metered spaces and parking lots. The system includes parking activities in Campustown, Downtown, and residential neighborhoods. These components include both metered and non-metered spaces. Staff utilizes an expansive database to manage the parking meter locations, equipment, and associated review for parking lots located both in the Downtown and Campustown areas. Secure daily money collection from meters is provided as part of this activity.

Service Objectives:

- ✓ Provide safe, available, and well-maintained parking opportunities for the public
 - ✓ Repair/replace defective parking meters within 24 hours
- ✓ Secure daily money collection from meters
 - ✓ Perform preventive maintenance on parking meters

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	134,832	128,635	139,587	145,954	13.5%
Contractual	82,104	56,500	56,505	56,816	0.6%
Commodities	16,950	28,000	38,447	28,100	0.4%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	233,886	213,135	234,539	230,870	8.3%
Funding Sources:					
Parking	233,886	213,135	234,539	230,870	8.3%
Total Funding Sources	233,886	213,135	234,539	230,870	8.3%
Personnel – Authorized FTE	1.82	1.82	1.82	1.82	

PARKING OPERATION AND MAINTENANCE

434 -- 96

Highlights:

A nearly ten-year effort to convert all mechanical parking meters into **electronic meters** has been completed. A customer-driven approach, taking into consideration the changing market in which mechanical meters were no longer available, initiated this effort. Improved operation of parking meters has been recognized through the reduced number of maintenance reports for jammed coins or failures to receive time on the meter after coins were deposited. Reliability and consistency of the City's parking meters are priorities for parking meter staff. An order of parking meter mechanisms in an amount of \$10,347 was placed during FY 09/10; however, the order was received in FY 10/11, causing this amount to be carried over.

Maintenance of parking stall striping for **parking stalls** throughout the City is another activity of Parking Operation and Maintenance staff with approximately 715 on-street stalls and 917 City lot parking stalls being striped and maintained.

Current technologies such as hand-held personal computers (PDA) are utilized by staff to program electronic meters and to track all maintenance records. This information is collected in the **parking meter database**, which is used to track vital information such as service repair history, meter replacements, and parking revenues. All of this information is used to maximize productivity.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of parking stalls	2,806	2,808	2,808	2,800
# of parking stalls painted	1,800	2,800	2,800	2,800
Electronic parking meters in use	943	946	946	946
# of meter complaints	787	730	750	750
# of preventive maintenance checks done on meters	4,559	3,568	3,700	3,800
Efficiency and Effectiveness:				
Reserved parking space rented (%)	79%	79%	79%	80%

PARKING LAW ENFORCEMENT

434 -- 2510

This activity has the responsibility of enforcing all parking regulations in the Downtown and Campustown business areas as well as other locations around the City. Citations are issued for both overtime and illegal parking, with a goal of providing uniform enforcement of all parking restrictions. Community Safety Officers enforce parking regulations during the evening hours as well as assisting police officers and citizens in traffic movement and documenting reports of minor incidents. Parking law enforcement is also a responsibility of police officers and is included in the Crime Prevention and Patrol Activity.

Service Objectives:

- ✓ Promote compliance with parking regulations
- ✓ Address parking issues proactively
- ✓ Increase efficiency through the use of part-time and civilian employees
- ✓ Provide funeral escorts and assist in traffic control
- ✓ Resolve neighborhood complaints
- ✓ Assist in response to snow emergencies

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	231,271	257,753	256,597	264,933	2.8%
Contractual	72,415	74,402	68,392	60,518	-18.7%
Commodities	3,051	2,350	2,350	2,320	-1.3%
Capital	-	7,600	7,600	-	-100.0%
Other	-	-	-	-	
Total Expenditures	306,737	342,105	334,939	327,771	-4.2%
Funding Sources:					
Parking Fund	306,737	342,105	334,939	327,771	-4.2%
Total Funding Sources	306,737	342,105	334,939	327,771	-4.2%
Personnel - Authorized FTE	1.50	1.50	1.50	1.50	

Highlights:

The Parking System Unit consists of one full-time Parking System Officer and several part-time **Community Safety Officers (CSOs)**, one of which is designated as a lead worker, who are responsible for administrative duties. The department has hired nine CSOs to work approximately 20 hours per week. CSO work shifts are scheduled to correspond with the peak times for parking enforcement. This coordination in scheduling provides for the best use of available manpower. The patrol command staff communicates with the on-duty CSO to ensure that alternate side parking and other illegal parking violations are addressed each day.

This year the CSOs introduced the use of two **Segway personal transportation devices**. These devices are shared with the Patrol Division. These all electric vehicles have been successfully implemented and provide cost-effective parking enforcement activities in Downtown and Campustown areas.

PARKING LAW ENFORCEMENT

434 -- 2510

Highlights:

Parking regulation enforcement **personnel** include one full-time employee and 10 part-time Community Safety Officers (CSO). This year saw a reconfiguration of the CSO staff to add an additional person without adding additional hours. The change allows for better staffing of scheduled and event coverage hours.

CSOs continue to **assist the Ames Police Department's Patrol Division** in day-to-day operations. The main focus of their duties continues to be enforcing illegal parking and overtime meter regulations and managing parking response during snow emergencies (74% of effort this year). But they also assist with the following functions (26% of effort this year): funeral escorts, traffic control points at accidents, special events (ISU football games and VEISHEA), prisoner transports, delivering and picking up the City's Block Party trailer, and taking reports of property damage accidents that occur on private property. CSOs transport evidence and abandoned bicycles, and document minor reports that do not require a sworn officer. They also assist in alcohol and tobacco compliance enforcement actions. CSOs have also completed training to provide some limited response to animal control complaints that are received when animal control services are not available. Costs for these functions are paid from the General Fund.

Last year, the department recognized that the **computerized handheld ticketwriters** were reaching the end of their useful life. The budget included funding to replace those devices. The need sparked analysis of the effectiveness of the entire computer system used to manage parking operations. A group representing a number of offices that deal with parking issues (Public Works, Customer Service, City Attorney and Police) has come together to further evaluate the best next step for this important software before new handhelds are purchased.

	2008/09	2009/10	2010/11	2011/12
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Parking citations issued by parking officer + daytime CSOs				
Overtime	22,489	18,929	20,067	20,000
Illegal	5,532	8,979	9,918	9,000
Illegal citations - evening CSOs	18,208	12,463	14,624	14,000
Overtime citations issued - evening CSOs	6083	3998	4,141	4,000
Illegal citations by patrol division	2,442	1,985	2,144	2,100
Total illegal citations	26,182	23,427	26,686	25,100
Total overtime citations	28,572	22,927	24,208	24,000
Total all citations	54,754	46,354	50,894	49,100
 Efficiency and Effectiveness:				
Cost for each illegal citation to parking total budget	\$4.67	\$6.68	\$6.67	
Cost for each overtime citation to parking total budget	\$5.55	\$6.55	\$6.78	
Cost for all citations to parking total budget	\$5.11	\$6.62	\$6.72	

PARKING VIOLATION COLLECTION

434 -- 1716

The purpose of the Parking Violation Collection activity is to accept and record monies received in the payment of parking ticket fines. Responsibilities include collecting and recording payments received electronically, through the mail, over-the-counter, and in the drop-box; maintaining payment records; responding to citizens' questions; mailing reminder notices on unpaid tickets; and working with other collection processes, including collection agencies and the City of Ames Legal Department. Additional responsibilities include assisting with the processing of utility payments made over-the-counter and selling CyRide passes.

Service Objectives:

- ✓ Accurately record citizens' payments on the date the payments are received
- ✓ Accurately maintain payment records
- ✓ Accurately record payments made to the collection agency within two working days of receipt of the collection report
- ✓ Mail reminder notices to citizens with unpaid parking tickets on the same day as the notices are generated
- ✓ Report payments received on tickets at collection on a weekly basis
- ✓ Respond promptly and courteously to citizens' inquiries and requests
- ✓ Offer citizens convenient options for paying their parking ticket fines
- ✓ Process overpayments on a weekly basis
- ✓ Promptly refer to collection agency all tickets outstanding for at least 40 days

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	60,707	62,496	63,352	65,342	4.6%
Contractual	72,010	86,168	88,697	90,360	4.9%
Commodities	2,163	2,200	1,980	2,305	4.8%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	134,880	150,864	154,029	158,007	4.7%
Funding Sources:					
Parking	134,880	150,864	154,029	158,007	4.7%
Total Funding Sources	134,880	150,864	154,029	158,007	4.7%
Personnel - Authorized FTE	1.10	1.10	1.10	1.10	

PARKING VIOLATION COLLECTION

434 -- 1716

Highlights:

The number of tickets issued as of the end of November 2010 is 19.6% higher than for the same period in 2009. This reflects a reversal of the downward trend that began in 2008. The amounts budgeted for collection costs, postage, and merchant fees for FY11 Adjusted and for FY12 Requested are based on the assumption that the number of tickets being issued will continue at the higher level.

Prior to 2010, the City attempted to collect a portion of the outstanding parking tickets by filing summonses with the Clerk of Court. Beginning in 2010, unpaid tickets could no longer be collected through the Court so the City began referring all unpaid tickets to a collection agency. Collection costs in FY11 are expected to increase \$3,776 over the amount adopted because of the increase in the number of tickets being referred to the collection agency.

In July 2010, the responsibility for coding unpaid parking tickets so they get referred to the collection agency was shifted from the Legal Department to this program. The advantages of this change include ensuring tickets are referred on a weekly basis, improving the consistency in how established guidelines are applied, and providing Legal Department staff with more time to focus on tasks more relevant to their program. This program was able to assume the responsibility for this task without incurring any additional costs.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Maintained an accuracy rate of no more than 1 misapplied payment per 1,000 payments processed	Yes	Yes	Yes	Yes
% of payments made by credit card	36.4	41.0	40.5	40.5
% of tickets outstanding for 40 to 60 days referred to Collection Agency	N/A	N/A	100.0	100.0
% of payments reported to collection agency within a week of receipt	100.0	100.0	100.0	100.0
% of reminder notices mailed on date generated	100.0	100.0	100.0	100.0
% of customer inquiries or requests responded to within one working day	100.0	100.0	100.0	100.0
Efficiency and Effectiveness:				
Number of payments processed	43,992	40,616	44,000	44,500
Number of overpayments processed	440	293	310	315
Number of reminder notices mailed	20,622	19,566	20,600	21,000
Number of tickets referred to collection	N/A	N/A	8,800	8,900
Average cost for payment processed	\$2.93	\$3.32	\$3.50	\$3.55

TRANSIT SYSTEM

436

Activity Description:

The Ames Transit System provides those who live in and visit the City with a safe, economical, and energy saving mass transit system.

Transit Administration oversees the operations of the total transit system. Statistical data and record keeping functions are also performed. Transit system administration reports to federal, state, university, and local authorities, and derives its funds from the same.

The system operates Fixed Route Service (CyRide) every day of the year except Thanksgiving, Christmas, and New Year's Day.

The Transit System further serves the community by contracting for Dial-A-Ride service. This service benefits the community by making transit service available to the disabled and other citizens with special needs.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Transit Administration	1,580,550	1,575,623	1,585,927	1,615,194	2.5%
Fixed Route Service	5,422,062	5,688,612	5,821,098	6,108,020	7.4%
Dial-A-Ride Service	136,854	157,095	144,860	149,202	-5.0%
Total Operations	7,139,466	7,421,330	7,551,885	7,872,416	6.1%
 Personnel – Authorized FTE	 75.70	 75.95	 75.95	 75.95	

TRANSIT SYSTEM

436

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	5,150,981	5,376,185	5,402,375	5,609,473	4.3%
Contractual	951,422	947,675	995,070	1,070,993	13.0%
Commodities	1,033,931	1,096,970	1,153,940	1,191,450	8.6%
Capital	1,681	-	-	-	
Other Expenditures	1,451	500	500	500	0.0%
Total Expenditures	7,139,466	7,421,330	7,551,885	7,872,416	6.1%
Funding Sources:					
Transit	(419,133)	(399,319)	(369,795)	(370,356)	-7.3%
Federal Grants	1,442,590	1,500,000	1,490,918	1,550,000	3.3%
State Grants	593,674	716,540	742,953	717,600	0.1%
Interest	23,543	30,000	26,000	26,000	-13.3%
Transportation Fees & Charges	697,709	644,389	710,089	749,694	16.3%
ISU Administration	557,302	576,808	576,808	599,880	4.0%
Property Tax	1,280,057	1,315,294	1,315,294	1,376,656	4.7%
GSB	2,898,278	3,008,118	3,008,118	3,188,442	6.0%
Miscellaneous Revenue	34,521	4,500	20,500	3,500	-22.2%
MPO Funding	30,925	25,000	31,000	31,000	24.0%
Total Funding Sources	7,139,466	7,421,330	7,551,885	7,872,416	6.1%

TRANSIT ADMINISTRATION AND SUPPORT

436 -- 11

This activity involves the orderly and efficient management of the public transit system. Associated activities are the marketing of the system, transit facilities maintenance, and the training and development of employees who will operate vehicles in a safe, responsible, and courteous manner.

Service Objectives:

- ✓ Achieve at least 5.5 million rides within the community
- ✓ Maintain an operating budget balance of no less than 9%
- ✓ Administer all state and federal grants to maximize funding from non-local sources
- ✓ Ensure compliance with all federal, state and local regulations
- ✓ Maintain an average large bus fleet age of 13 years or less
- ✓ Implement a coordinated plan to improve bus stop locations
- ✓ Educate the business, student and general resident population through promotions

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Personal Services	969,666	1,035,940	980,645	1,001,810	-3.3%
Contractual	550,434	480,443	547,932	553,374	15.2%
Commodities	58,769	59,240	57,350	60,010	1.3%
Capital	1,681	-	-	-	
Other	-	-	-	-	
Total Expenditures	1,580,550	1,575,623	1,585,927	1,615,194	2.5%
 Funding Sources:					
Transit	1,580,550	1,575,623	1,585,927	1,615,194	2.5%
Total Funding Sources	1,580,550	1,575,623	1,585,927	1,615,194	2.5%
 Personnel – Authorized FTE	 9.20	 9.20	 9.20	 9.20	

TRANSIT ADMINISTRATION AND SUPPORT

436 -- 11

Highlights:

The past three years have evidenced increased **ridership** in excess of 7%, ending FY 09/10 with its highest ridership year in CyRide history, providing almost 5.4 million rides. Based on early FY 10/11 ridership patterns, the number of customers served will be slightly higher than last year at almost 5.5 million rides. This new ridership plateau (5+ million) is anticipated to continue into the FY 11/12 budget year and beyond.

Student fees will be held constant in the FY 11/12 budget with no increase, as this year's closing balance will exceed \$1,000,000. Total local revenue is anticipated to increase 4% from each of the three funding partners – City of Ames, Government of the Student Body, and Iowa State University (ISU).

During the FY 09/10 and FY 10/11 budget years, CyRide entered into fuel contracts in an effort to stabilize fuel expenses. This has proven to be beneficial in the current economic climate. This practice is anticipated to be beneficial during the FY 11/12 budget year as well, and will allow fuel to be budgeted at \$2.50 per gallon.

The FY 11/12 budget reflects no change in the number of full-time equivalent positions.

The FY 11/12 budget reflects the first of five repayments of a State revolving loan in the amount of \$17,500 for local match required in one Intermodal Facility grant. This loan payment will be divided equally between the City and Iowa State University, each contributing \$8,750.

In August 2010, CyRide received approximately 12 inches of water in its facility as a result of heavy rains and general flooding in the Ames area. This event has had a significant impact on CyRide, most notably the financial loss incurred. It is estimated that the total loss due to the flood will be approximately \$925,000 with all but \$25,000 (deductible) being paid by the City of Ames' insurance carrier, FM Global. CyRide is in the process of submitting a Federal Emergency Management Agency (FEMA) claim for the insurance deductible of \$25,000.

	2008/09	2009/10	2010/11	2011/12
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Ridership	5,002,146	5,377,155	5,400,000	5,500,000
Grant funds received	\$865,268	\$4,497,365	\$7,207,249	\$3,539,660
Average fleet age	12.8	12.7	10.9	9.2
Efficiency and Effectiveness:				
Passenger trips/capita	95.6	102.8	103.0	105.0
Passenger trips/revenue hour	46.0	48.8	49.5	50.0
Revenue hours/capita	2.1	2.1	2.1	2.1
Grant funds/expenses	10.5%	35.1%	41.5%	29.3%

FIXED ROUTE SERVICE

436 -- 12

The fixed route bus service provides regularly scheduled public transit service to the City of Ames, including Iowa State University (ISU). There are six color-coded bus routes which connect the various parts of the City, and three circulator routes that serve the ISU Campus and neighborhoods adjacent to campus.

Service Objectives:

- ✓ Maintain a safe transit system by reducing the total number of accidents by 2%
 - ✓ Maintain the bus fleet in a manner that allows for the smooth and efficient operation of service on a daily basis
 - ✓ Hire adequate staff to ensure that 85% or more of the drivers' work is assigned each week, reducing overtime expense
- ✓ Develop a plan to track on-time performance
 - ✓ Coordinate public transit service with other types of transportation (bikes, intercity/regional buses, etc.)
 - ✓ Reduce customer complaints by 5%

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	4,172,663	4,331,150	4,412,870	4,598,461	6.2%
Contractual	272,786	319,232	311,138	377,619	18.3%
Commodities	975,162	1,037,730	1,096,590	1,131,440	9.0%
Other Expenditures	1,451	500	500	500	0.0%
Total Expenditures	5,422,062	5,688,612	5,821,098	6,108,020	7.4%
Funding Sources:					
Transit	5,422,062	5,688,612	5,821,098	6,108,020	7.4%
Total Funding Sources	5,422,062	5,688,612	5,821,098	6,108,020	7.4%
Personnel - Authorized FTE	66.45	66.70	66.70	66.70	

FIXED ROUTE SERVICE

436 -- 12

Highlights:

Fixed route ridership is anticipated to remain fairly stable in the current year at approximately 5.4 million rides and rise to almost 5.5 million in FY 11/12. Increased enrollment in the current year, predicted stabilized enrollment for the future, and changing fuel prices will allow CyRide to increase ridership with a sustained, higher ridership level than has been evidenced in the recent past.

All non-fare-free ridership categories have significantly increased (K-12, elderly, CyRide cash and passes, and passengers with disabilities) by 10.6%. This increasing trend is also predicted for the FY 11/12 budget year.

Increased farebox revenue will partially offset increased expenses. State revenues have been declining for the past several years, but have stabilized year-to-date as the state economy has started to rebound. Federal expenses are anticipated to be flat in FY 11/12 with the absence of a new national transportation bill and pressure to decrease the national debt.

An emphasis has been placed on lowering the fleet age. With the economic stimulus funding received in the FY 08/09 and FY 09/10 budget years, combined with recent national grants for 13 additional buses, CyRide will be able to lower its fleet age from the existing 13 years to approximately nine years, approaching the national average fleet age of seven years. These new vehicles will be operated with biodiesel and hybrid technology, moving the community closer to its sustainability goals.

The funding of scheduling software in one of the national grants, which will be procured in FY 11/12, will allow fixed route operations to run more efficiently and smoothly by scheduling more than 850 daily trips, 120 drivers and 72 buses.

Additionally, a bus tracking technology program is currently being considered by the Government of the Student Body (GSB) and CyRide's Transit Board of Trustees for purchase in the FY 10/11 budget year with 100% GSB funding through their CyRide Trust Fund. The FY 11/12 budget includes \$60,000 in 100% GSB funding to continue this program.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Ridership	4,938,642	5,362,471	5,390,000	5,490,000
Average percent work assigned	90.2%	91.7%	92.0%	92.0%
Passenger compliments	18	32	30	30
Efficiency and Effectiveness:				
Passengers/revenue hour	47.5	50.3	51.0	51.5
Cost/revenue mile	\$4.43	\$4.89	\$4.93	\$5.00
Cost/passenger	\$0.98	\$1.01	\$1.04	\$1.08
Cost/revenue hour	\$46.60	\$50.77	\$50.88	\$50.95
Miles between preventable accidents	24,547	24,243	25,000	25,000

DIAL-A-RIDE

436 -- 13

This activity addresses the public transportation needs of the disabled residents of Ames. Service hours and areas served exceed the requirements of the Americans with Disabilities Act. Heartland Senior Services operates the Dial-A-Ride service as a sub-contractor to CyRide.

Service Objectives:

- ✓ Process transportation applications for persons with disabilities within 21 days per ADA regulations
- ✓ Ensure customer satisfaction with service delivery

- ✓ Ensure subcontractor compliance with all federal and state regulations

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	8,652	9,095	8,860	9,202	1.2%
Contractual	128,202	148,000	136,000	140,000	-5.4%
Commodities	-	-	-	-	
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	136,854	157,095	144,860	149,202	-5.0%
Funding Sources:					
Transit	136,854	157,095	144,860	149,202	-5.0%
Total Funding Sources	136,854	157,095	144,860	149,202	-5.0%
Personnel – Authorized FTE	.05	.05	.05	.05	

DIAL-A-RIDE

436 -- 13

Highlights:

Heartland Senior Services (HSS) continues to provide adequate service as the subcontractor to CyRide for its Americans with Disabilities Act (ADA) required service. The current contract with HSS continues through June 30, 2015 with annual contract extensions.

Dial-A-Ride **ridership decreased** 4.5% during FY 09/10, a trend that has been occurring for the past several years, and is expected to remain stable during FY 11/12 at approximately 10,000 annual rides.

Contracting with HSS improves the efficiency of service to the disabled community through coordination of CyRide-required trips with HSS trips provided throughout Story County.

	2008/09	2009/10	2010/11	2011/12
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Ridership	10,208	9,745	10,000	10,000
# of complaints	0	0	1	0
% of applications processed in 21 days	98%	98%	98%	98%
Efficiency and Effectiveness:				
Passengers/revenue hour	3.8	3.8	3.8	3.8
Farebox revenue/expense	7.0%	9.2%	7.5%	7.5%
Cost/passenger	\$13.38	\$14.04	\$14.60	\$15.10
Cost/revenue mile	\$4.26	\$4.49	\$4.60	\$4.75

AIRPORT

438 -- 70

The Ames Municipal Airport currently has the second busiest non-controlled airport in the state with over 25,000 operations occurring annually. Approximately 90 aircraft are housed in private and public hangars, and an additional 54 aircraft can be temporarily located in designated tie-down areas. A fixed base operator (FBO) is under contract to provide for daily airport operations. The FBO is not responsible for maintenance services at the Airport; therefore, maintenance is administered by Public Works through outside contracts or with City staff for snow removal and mowing. City-owned land next to the airport is utilized for agricultural purposes.

Service Objectives:

- ✓ Create a positive aviation environment for all users and the aviation community
 - ✓ Provide quality services for airport users
 - ✓ Provide general aviation services to the City and immediate surrounding area
- ✓ Maintain airport buildings and grounds
 - ✓ Provide an essential gateway to the community

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	42,614	43,702	45,342	46,785	7.1%
Contractual	85,284	63,941	64,677	64,199	0.4%
Commodities	2,500	2,600	4,336	2,600	0.0%
Capital	-	-	-	75,000	
Other	-	-	-	-	
Total Expenditures	130,398	110,243	114,355	188,584	71.1%
 Funding Sources:					
General Fund	(40,821)	(70,697)	(66,339)	(67,110)	-5.1%
Airport Farm	53,452	58,380	58,380	58,380	0.0%
Hangar Leases	68,590	70,521	70,575	70,575	0.1%
Fuel Sales	6,731	8,700	8,700	8,700	0.0%
Miscellaneous	103	1,000	700	700	-30.0%
Sigler Companies	42,343	42,339	42,339	42,339	0.0%
Airport Construction	-	-	-	75,000	
Total Funding Sources	130,398	110,243	114,355	188,584	71.1%
 Personnel – Authorized FTE	 .55	 .55	 .55	 .55	

AIRPORT

438 -- 70

Highlights:

Hap's Air Service has completed their third year of a five-year **Fixed Base Operator (FBO)** service contract.

The **Airport Advisory Committee** is becoming more involved with the FBO operations through meetings every four to five months. Positive feedback continues to be received from local and transient users.

Snow removal operations continue to be a priority at the airport. In order to further improve removal of snow, especially drifting around and between the runway lights, a **loader snow blower** will be purchased for approximately \$75,000. This will result in opening of the runways faster after snowfalls.

The **Airport Construction Fund balance** is projected to be \$80,069 at the end of FY 10/11 and \$26,408 at the end of FY 11/12. In FY 10/11, this funding was used as a City match in a rehabilitation project of Taxiway A-1, storm sewer improvements at the runway-runway intersection to prevent flooding, and a new Precision Approach Path Indicator (PAPI) for the Runway 01 approach.

Gallons of fuel sold during FY 09/10 decreased from previous years due to economic conditions and the closure of Runway 13/31 for reconstruction of the pavement. During this time, recreational users of the airport bought less fuel. The Department of Transportation Office of Aviation is projecting that current economic conditions will result in similar fuel sales for the upcoming year at general aviation facilities; however, the construction during FY 10/11 and FY 11/12 should not have a great impact on fuel sales.

Airport security has become an issue to all general aviation airports, and the Federal Aviation Administration may require implementation of additional security measures as a prerequisite for future grants. This requirement could impact the operations budget in the future.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Gallons of fuel sold (AVGAS)	64,659	46,455	60,000	62,000
Gallons of fuel sold (FBO) jet	93,432	89,437	94,000	90,000
Gallons of fuel sold (ISU) jet	9,520	9,569	9,900	9,500
# of based single engine aircraft	43	50	50	50
# of based multi-engine aircraft	7	11	11	11
# of based ultra-light aircraft	1	1	1	1
# of based gliders	13	8	8	8
Efficiency and Effectiveness:				
% of General Fund support needed to operate and maintain airport	0%	0%	0%	0%

TRANSPORTATION CIP

439

Activity Description:

This is a summary of all capital improvements in the Transportation Program. Details in each area are presented in the Five-Year Capital Improvements Plan for the City of Ames.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Transit Administration:					
IA-16-X001-015-10			50,000		
IA-78-0001-00 Tiger CyRide Emergency Repairs	67,346		8,463,000		
IA-16-X001-015-11			884,000		
STA-IG-015-FY11			50,000		
IA-04-0113-015-11				1,000,000	
IA-16-X001-015-12				384,000	
State of Good Repair				50,000	
Locally Funded Capital				2,160,000	
Clean Fuels	162,231	230,000	418,275	204,000	
IA-16-X001-015-08				1,396,600	
IA-04-0111-01		50,000	99,061		
Needs Analysis FY09		1,700,000	3,851,000		
IA-04-0113-015-08			200,000		
STA-IG-015-FY10	320,699				
IA-57-X001-015-09	78,665		969		
IA-95-X003-015-09	860		370,000		
ARRA-96-0001-015-09	994,533				
IA-77-0001-00 Tigger	1,784,441		1,110,269		
IA-04-0115-00	927,000		668,800		
IA-04-0113-015-10	30,851		437,500		
Sub-Total	803,115	1,920,000	1,110,134		
	5,169,741	3,900,000	18,713,008	4,194,600	7.6%
Airport Operations:					
06/07 Airport Master Plan	6,344				
Rehab Runway 13/31	2,603,062		317,100		
09/10 Rehab Taxiway A1	118,679		1,006,321		
10/11 West Apron Rehab	147	1,345,000	1,344,853		
11/12 Driveways/Parking				900,000	
Sub-Total	2,728,232	1,345,000	2,668,274	900,000	-33.1%
Street Surface Maintenance:					
11/12 Shared Use Path Pave				50,000	
10/11 Shared Use Path Pave		50,000	50,000		
08/09 Shared Use Path Pave	702		46,209		
09/10 Shared Use Path Pave			50,000		
Retaining Wall S. Dayton	5,950		34,050		
Retaining Wall 13 th /Crescent				80,000	
11/12 Sidewalk Safety				50,000	
10/11 Sidewalk Safety		50,000	50,000		
08/09 Sidewalk Safety			1,443		
07/08 Sidewalk Safety			(3,278)		

TRANSPORTATION CIP

439

Activities	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Street Surface Maintenance, continued:					
09/10 Sidewalk Safety	35,723		6,276		
Bridge Rehab Program	11,551	165,000	168,449		
08/09 Seal Coat	123,238				
08/09 Concrete Pavement	79,824		1,286,281		
Squaw Creek Path Bridge	91,180				
09/10 Curb Marston Avenue	17,890	75,000	131,354		
11/12 Curb Curtiss 10-12				75,000	
Grand Ave – Curbs/Intk IDOT			67,600		
Sub-Total	366,058	340,000	1,888,384	255,000	-25.0%
Public Works Engineering:					
05/06 Arterial 24 th /Stange	66,492				
10/11 Asphalt Resurface/I-JOBS		825,000	825,000		
09/10 Asphalt Resurface/I-JOBS			221,578		
09/10 Asphalt Resurfacing	16,732		777,559		
08/09 Asphalt Resurfacing	75,644				
06/07 Asphalt Resurfacing	6				
11/12 Asphalt Resurfacing				765,500	
N. 4 th Street Paving	2,041		47,959		
Asphalt Pave Arizona Avenue	252,865		47,135		
09/10 Asphalt Northwood Dr	14,752		485,068		
10/11 Asphalt Pavement		850,000	850,000		
Wilder Ave Sunset Ridge 4	835		69,665		
S. Bell TIF Project	725,870				
08/09 & 09/10 Collector St Pave	496,812		1,386,573		
Bloomington Retain Wall	7,800				
08/09 Neighborhood Curb	2,208		12,643		
11/12 Asphalt Paving				2,576,000	
10/11 Collector Storm Street	142	925,000	924,858		
11/12 Collector Ash/Hayes				2,958,500	
08/09 CyRide Toronto-Hutchison	406,422		125,114		
10/11 Arterial Duff/L'Way/7 th	28,979	1,003,000	974,021		
10/11 Arterial 6 th /Grand/NW		550,000	550,000		
11/12 Arterial Dayton Avenue				60,000	
NE Area Regional 570 th Street			350,000		
S. Dayton Ave Improvements	664,348				
Topographic Mapping	5,000				
Kellogg Ave L-Way to Main	521,693				
Main Street Alley	2,523		36,805		
SE 16 th Paving and Bridge	(88,986)				
Douglas – Main to 7 th				825,000	
Kellogg Avenue & Main Street	142	1,610,000	1,609,858		
Burnett Avenue Main to 7 th	20,366		709,072		
08/09 Arterial ND/Delawr/Ontario	334,106		799,341		
Arterial 13 th Stange RR	278,642		1,169,626		
09/10 Concrete Pavement	3,334		1,621,441		
Stim Duff Rehab 6-13 th	25,871		659,027		
Stim GWC Stange/Bloomington	756,464		15,030		

TRANSPORTATION CIP

439

Activities	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Public Works Engineering, continued:					
E. 13 th Street – I-35 to 570 th			185,000		
Stim L'Way – Hickory-Franklin	566,358		52,654		
10/11 Concrete Pavement	2,174	1,050,000	1,047,826		
Grand Avenue Extension	494		922,989		
South Grand Avenue				1,500,000	
08/09 CyRide NW 28 th -30 th	278,089		110,592		
09/10 CyRide Route Ash/Knapp	285,685		494,832		
10/11 CyRide Ontario	142	950,000	949,858		
S. Duff Ave Improvement Project	170,080		84,750		
Bloomington Road Widening	218,157				
Sub-Total	6,142,282	7,763,000	18,115,874	8,685,000	11.9%
Right-of-Way Maintenance:					
Green Space 13 th & Grand	114,528		48,523		
Sub-Total	114,528		48,523		
Total CIP	14,520,841	13,348,000	41,434,063	14,034,600	5.1%



The Furman Aquatic Center is built into the hillside of a beautiful parcel of land. The limestone façade blends into the surroundings. The complex utilizes the hillside as a sunbathing and viewing area. The island of the Lazy River handles additional sunbathing and there are also shaded areas available.

COMMUNITY ENRICHMENT PROGRAM

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COMMUNITY ENRICHMENT PROGRAM

450

Program Description:

The City of Ames provides an array of services which enrich the lives of citizens. These leisure time and informational services are intended to give citizens opportunities to expand their interests, to increase in knowledge, to participate in a wide variety of physical pursuits, and to enjoy the quiet repose of the world around us.

The City of Ames provides services which relate to public health and welfare. Programs also provide assistance to the members of the community in housing, human services, arts, economic development, restaurant inspection, and animal shelter activity. Additional activities include the operation of the City's government access and public access cable TV channels and administration and maintenance of the City's cemeteries.

Use of Funds:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Recreation/Administration	2,480,478	2,723,773	2,646,401	2,732,855	0.3%
Parks	1,091,584	1,080,834	1,090,772	1,124,862	4.1%
Library Services	3,188,616	3,323,260	3,357,747	3,427,746	3.1%
Library Grants/Donations	116,824	63,000	96,081	90,950	44.4%
Health and Sanitation	150,938	152,348	154,340	134,163	-11.9%
Animal Control	326,654	332,384	337,088	344,148	3.5%
Human Services	1,005,955	1,101,005	1,104,680	1,131,629	2.8%
Art Services/Agencies	146,144	157,709	162,809	161,540	2.4%
Cemetery	112,655	130,665	130,366	133,606	2.3%
Leased Housing	1,104,542	1,158,967	852,851	-	-100.0%
Affordable Housing	25,988	7,640	300,069	3,715	-51.4%
Community Dev. Block Grant	686,968	524,274	1,140,685	587,022	12.0%
Storm Disaster Activity	82,998	-	1,950,000	-	
Economic Development	458,697	161,228	211,155	163,074	1.1%
Cable TV	112,232	115,954	134,955	124,745	7.6%
Total Operations	11,091,273	11,033,041	13,669,999	10,160,055	-7.9%
Community Enrichment CIP	1,914,914	571,600	1,230,694	899,500	57.4%
Total Expenditures	13,006,187	11,604,641	14,900,693	11,059,555	-4.7%
 Personnel – Authorized FTE	 63.49	 63.49	 63.49	 60.99	

COMMUNITY ENRICHMENT PROGRAM

450

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	5,440,032	5,827,853	5,832,575	5,798,694	-0.5%
Contractual	4,579,107	4,475,559	6,486,334	3,587,093	-19.9%
Commodities	498,254	387,939	678,069	391,893	1.0%
Capital	2,455,827	913,240	1,734,620	1,281,775	40.4%
Other Expenditures	32,967	50	169,095	100	100.0%
Total Expenditures	13,006,187	11,604,641	14,900,693	11,059,555	-4.7%
Funding Sources:					
General Fund	6,795,395	7,122,793	7,387,774	7,297,594	2.5%
Local Option	1,436,701	1,667,582	1,964,280	2,147,977	28.8%
Hotel/Motel	205,244	211,228	211,155	213,074	0.9%
Leased Housing	1,104,542	1,158,967	852,851	-	-100.0%
City-wide Affordable Housing	25,987	7,640	131,074	3,715	-51.4%
Co. Wide Affordable Housing	1	-	168,995	-	
Cemetery	-	-	-	-	
Block Grant	686,968	524,274	1,140,685	587,022	12.0%
G.O. Bonds	-	-	-	-	
Park Development	-	138,100	-	-	-100.0%
Park & Rec Spec Revs	120,362	-	26,809	-	
Library Donations	138,308	63,000	336,082	90,950	44.4%
Piano Donation	-	-	-	-	
Furman Aquatic Donations	446,425	-	-	-	
Aquatic Center Donation	925,835	-	139,725	-	
Economic Development RLF	300,000	-	50,000	-	
Parking	-	-	-	-	
Animal Shelter Donations	10,230	15,900	106,150	-	
Public Art Donations	8,293	-	-	12,700	
FEMA – Disaster Assistance	82,998	-	1,700,000	-	
Ice Arena	424,863	471,235	448,894	456,050	-3.2%
Ice Arena Capital – City	41,892	-	-	10,000	
Ice Arena Capital – ISU	41,892	-	-	10,000	
Homewood Golf	210,251	223,922	223,469	230,473	2.9%
Electric Fund	-	-	-	-	
Construction Grants	-	-	12,750	-	
Total Funding Sources	13,006,187	11,604,641	14,900,693	11,059,555	-4.7%

RECREATIONAL OPPORTUNITIES

451

Activity Description:

This activity provides a wide array of recreational opportunities to the community. The recreational preferences of many segments of the populace are provided for through both City sponsored activities and activities sponsored in conjunction with other community groups. Many of these recreational activities are either partially or wholly self-supporting through user fees.

Several categories of recreational opportunities are provided to the community. The Recreational Programs include instructional activities designed to teach new skills, athletic activities which offer organized sporting competition, wellness programs for the overall health, education and welfare of citizens, social programs, and Community Center/Auditorium activities. The Aquatics Activity provides swimming opportunities at two City pools. The Homewood Golf Course Activity provides a highly used 9-hole golf course for citizens. The Ames/ISU Ice Arena provides an assortment of ice rink activities.

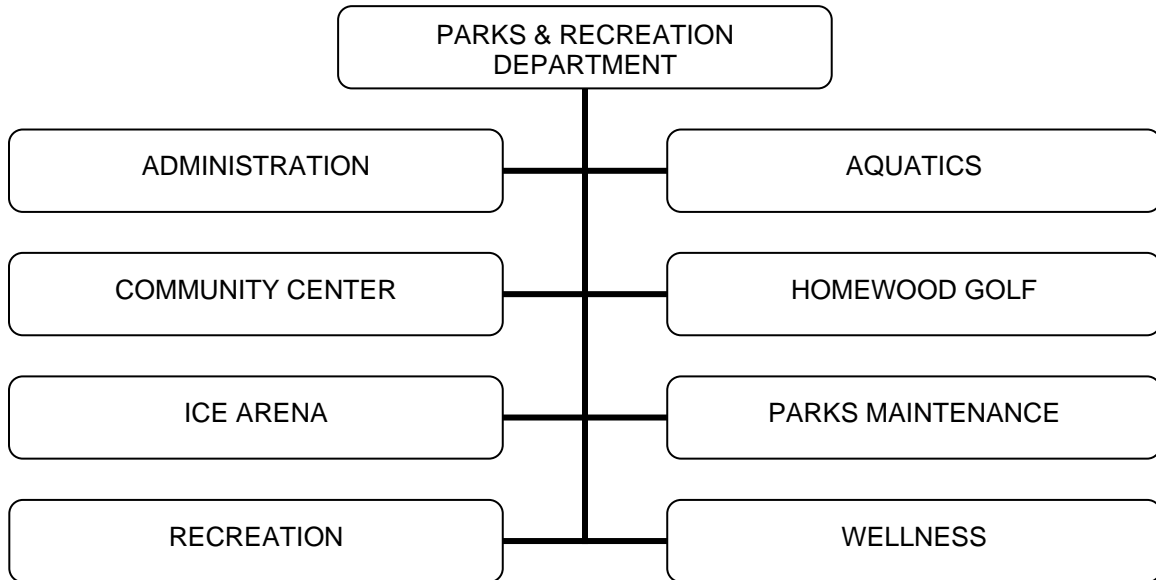
As in all Parks and Recreation activities, the challenge is to balance affordability and the necessary amount of tax support needed to offer a well-rounded program. The department is placing a high premium upon program marketability and the idea that direct costs should be recovered through non-tax revenues to the fullest extent possible.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Parks & Rec Dept Administration	245,321	249,294	259,607	256,546	2.9%
Recreation Administration	99,884	105,484	79,780	103,683	-1.7%
Instructional Programs	233,185	247,740	243,359	249,126	0.6%
Athletic Programs	195,400	201,886	196,024	205,534	1.8%
Aquatics Programs	526,107	653,031	655,272	666,161	2.0%
Comm Ctr/Auditorium/Bandshell	295,758	316,481	285,505	307,084	-3.0%
Wellness Programs	249,709	254,700	254,491	258,198	1.4%
Homewood Golf	210,251	223,922	223,469	230,473	2.9%
Ice Arena	424,863	471,235	448,894	456,050	-3.2%
Total Operations	2,480,478	2,723,773	2,646,401	2,732,855	0.3%
Personnel - Authorized FTE	11.65	11.65	11.65	11.65	

RECREATIONAL OPPORTUNITIES

451

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,540,031	1,702,808	1,598,307	1,697,247	-0.3%
Contractual	733,737	791,112	817,709	815,345	3.1%
Commodities	189,806	218,753	208,480	203,888	-6.8%
Capital	16,904	11,100	21,905	16,375	47.5%
Other Expenditures	-	-	-	-	
Total Expenditures	2,480,478	2,723,773	2,646,401	2,732,855	0.3%
Funding Sources:					
General Fund	725,827	847,191	683,733	736,032	-13.1%
Ice Arena	424,863	471,235	448,894	456,050	-3.2%
Homewood Golf	210,251	223,922	223,469	230,473	2.9%
Local Option Tax	22,418	25,368	25,368	25,308	-0.2%
User Fees	1,097,119	1,156,057	1,264,937	1,284,992	11.2%
Total Funding Sources	2,480,478	2,723,773	2,646,401	2,732,855	0.3%



PARKS AND RECREATION ADMIN/SUPPORT

451 -- 49

This program provides leadership to the Department's five divisions; Administration, Parks and Facilities, Recreation, Homewood Golf Course, and the Ames/ISU Ice Arena. The primary areas of responsibility include leadership of division heads to ensure a values-driven department (Excellence Through People), visioning and strategic planning, implementation of the operating budget, and administration of the Capital Improvements Plan (CIP). This division also provides administrative support to the Parks and Recreation Commission.

Service Objectives:

- ✓ Develop and lead department to ensure all full-time and approximately 175 temporary staff members are values-driven
 - ✓ Work with key staff members and user groups to optimize usage of Ice Arena, Homewood Golf Course, and City Auditorium
 - ✓ Ensure program surveys are completed and multiple focus groups (park system, facilities, recreational/wellness programs) are held to gain resident and participant insight/desires on current and future services
- ✓ Provide departmental budget fiscal responsibility and complete authorized CIP projects within designated fiscal year
 - ✓ Pursue partnerships with other governmental and private sector entities to ensure best and most economical delivery of recreational services to residents
 - ✓ Further develop and support the City's efforts in "going green"

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	166,167	169,533	169,281	174,469	2.9%
Contractual	74,153	76,186	78,951	78,502	3.0%
Commodities	5,001	3,575	3,575	3,575	0.0%
Capital	-	-	7,800	-	
Other	-	-	-	-	
Total Expenditures	245,321	249,294	259,607	256,546	2.9%
 Funding Sources:					
General Fund	241,001	243,294	253,607	250,546	3.0%
Miscellaneous Revenue	4,320	6,000	6,000	6,000	0.0%
Total Funding Sources	245,321	249,294	259,607	256,546	2.9%
 Personnel - Authorized FTE	 1.20	 1.20	 1.20	 1.20	

PARKS AND RECREATION ADMIN/SUPPORT

451 -- 49

Highlights:

Donald and Ruth Furman Aquatic Center:

It was estimated that 87,000 visitors would swim at this facility seasonally. The actual number for the inaugural season was over 103,000.

Dog Park:

It was estimated that this facility would realize approximately 500 permits being sold annually. During the first year of operation, 1,000 permits were sold and it is anticipated that in 2011 over 1,200 will be purchased.

Capital Improvements

Numerous projects were completed within the park system in FY 10/11:

- Brookside Park Urban Forest Tree Management program
- Furman Aquatic Center
- Ada Hayden Heritage Park fishing pier
- Resurfacing of the Ukena Family Tennis Courts
- Drinking fountain and trail extensions at the Dog Park

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Conduct a minimum of six focus groups	9	6	6	6
Maintain a tax subsidy level of <67%	66%	60%	56%	57%
Efficiency and Effectiveness:				
Maintain 97%+ user satisfaction with:				
Overall appearance of parks	97%	98%	98%	98%
Shelters	95%	93%	94%	94%

RECREATION ADMINISTRATION

451 -- 50

The purpose of this activity is to provide a high quality, safe, and innovative leisure activity program for all the citizens of Ames and the surrounding areas by offering instructional, athletic/league, aquatics, and wellness programs. This division also administers the Community Center facility.

Service Objectives:

- ✓ Improve cross marketing of recreation programs (Homewood season ticket holders will receive information on adult wellness programs)
 - ✓ Improve and standardize survey methods and questions of recreation participants
 - ✓ Effectively price programs to maximize participation and minimize tax subsidy
- ✓ Effectively utilize technology to promote programs and communicate with customers
 - ✓ Develop and implement “going green” practices (e-mailing schedules instead of postal mail)
 - ✓ Offer scholarships to enable most youth an opportunity to participate in recreation programs

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	59,870	69,664	42,659	66,669	-4.3%
Contractual	36,047	33,670	34,871	34,764	3.2%
Commodities	3,967	2,150	2,250	2,250	4.7%
Total Expenditures	99,884	105,484	79,780	103,683	-1.7%
Funding Sources					
General Fund	99,884	105,484	79,780	103,683	-1.7%
Total Funding Sources	99,884	105,484	79,780	103,683	-1.7%
Personnel - Authorized FTE	.77	.77	.77	.77	

RECREATION ADMINISTRATION

451 -- 50

Highlights:

Personal Services in FY 10/11 decreased \$27,005 due to a Recreation Supervisor vacancy.

	2008/09	2009/10	2010/11	2011/12
Service Accomplishments:	Actual	Actual	Adjusted	Projected
# of scholarship (low-income) participants	57	36	50	50
Scholarship funding provided	\$936	\$773	\$900	\$900
# of recreation programs	138	140	141	141
# of computer registrations	11,838	12,138	12,200	12,200
% of online computer registrations	24%	25%	27%	30%

INSTRUCTIONAL PROGRAMS

451 -- 51

The major purpose of this activity is to provide citizens of Ames with instruction in various leisure time experiences. This includes sports and athletics, arts and crafts, and nature appreciation, all for the purpose of being better physically and emotionally fit persons. This category includes Summer Camps, Adult Golf, Tennis, Baseball, Youth Football, Gymnastics, Golf, Soccer, Youth Basketball and Volleyball, Small Wonders, Dance, and such other programs as may be desired by the public and deemed appropriate.

Service Objectives:

- ✓ Provide appropriate training for staff and volunteers
 - ✓ Establish and implement instructor-to-participant ratios
 - ✓ Seek youth sport team sponsors to keep participant cost reasonable
 - ✓ Secure qualified staff for programs
- ✓ Provide a safe environment for staff and participants
 - ✓ Evaluate participation in youth sports programs and implement improvement recommendations
 - ✓ Tax subsidy for operations not to exceed 35%

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	181,303	193,172	182,275	190,643	-1.3%
Contractual	36,199	37,951	42,030	42,090	10.9%
Commodities	15,683	16,617	16,049	16,393	-1.3%
Capital	-	-	3,005	-	
Other Expenditures	-	-	-	-	
Total Expenditures	233,185	247,740	243,359	249,126	0.6%
Funding Sources:					
General Fund	71,479	80,916	83,589	84,730	4.7%
Instructional Fees	161,706	166,824	159,770	164,396	-1.5%
Total Funding Sources	233,185	247,740	243,359	249,126	0.6%
Personnel - Authorized FTE	1.58	1.58	1.58	1.58	

INSTRUCTIONAL PROGRAMS

451 -- 51

Highlights:

In 2011, for the fifth consecutive year, the City will continue partnering with the Ames Racquet and Fitness Club (ARFC) to provide Parks and Recreation tennis lessons indoors. This partnership has increased the program quality and participants are pleased with the increased service level.

Annually, \$12,000 is transferred from the Excellence Through People account, administered by Human Resources, to provide seasonal staff support to this activity program. This allows a full-time Recreation Supervisor approximately 12.5% of his time to lead process improvement teams within the overall organization and develop additional facilitators.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of programs	40	40	40	40
# of registrations	3,403	3,347	3,124	3,139
# of youth sport sponsors	12	14	11	20
# of youth sport teams sponsored	37	31	22	39
Youth sport sponsor revenue	\$5,450	\$4,075	\$2,900	\$5,272
% of programs instructor/participant ratios adhered to	100%	100%	100%	100%
Efficiency and Effectiveness:				
Instructional operational subsidy	36%	31%	35%	33%
Total cost per registration	\$72.90	\$69.46	\$76.55	\$79.88
Subsidy per registration	\$26.33	\$21.29	\$26.45	\$26.39

ATHLETIC PROGRAMS

451 -- 52

This program is designed to offer adults the opportunity to participate in team/individual competitive sport activities. Examples include softball, basketball, volleyball, soccer, and kick ball.

Service Objectives:

- ✓ Operate softball, basketball, volleyball, sand volleyball, and soccer programs as breakeven (covers direct costs)
 - ✓ Secure qualified staff for programs
- ✓ Continue to implement all safety standards as recommended by the sport governing body
 - ✓ Provide appropriate training for staff

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	135,546	143,142	133,482	142,018	-0.8%
Contractual	39,757	38,092	41,836	40,773	7.0%
Commodities	20,097	20,652	20,706	19,243	-6.8%
Capital	-	-	-	3,500	
Other Expenditures	-	-	-	-	
Total Expenditures	195,400	201,886	196,024	205,534	1.8%
Funding Sources:					
General Fund	60,527	67,011	65,168	74,178	10.7%
Athletic Fees	134,873	134,875	130,856	131,356	-2.6%
Total Funding Sources	195,400	201,886	196,024	205,534	1.8%
 Personnel - Authorized FTE	 1.03	 1.03	 1.03	 1.03	

ATHLETIC PROGRAMS

451 -- 52

Highlights:

Annually, \$12,000 is transferred from the Excellence Through People account, administered by Human Resources, to provide seasonal staff support to this activity program. This allows a full-time Recreation Supervisor approximately 12.5% of his time to lead process improvement teams within the overall organization and develop additional facilitators.

In 2008, a summer adult soccer league was formed. Since then, the program has grown from six to twelve teams in 2010. Capital includes \$3500 for a new set of goals.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of programs	27	28	29	28
# of teams	341	351	375	379
# of participants	4,177	4,387	4,586	4,620
Efficiency and Effectiveness:				
Athletic program subsidy	28%	31%	34%	37%
% of direct costs covered	100%	100%	100%	100%
Total cost per participant	\$38.47	\$44.54	\$43.16	\$45.36
Subsidy per participant	\$10.87	\$13.80	\$14.63	\$16.93

AQUATICS

451 -- 54

This program is responsible for maintaining a safe, sanitary, and fun environment for swimming activities. Public swimming, instructional, and special events are offered through this activity. Activities are offered year-round at Municipal Pool, in cooperation with the Ames School District, while warm weather swimming is available at the Donald and Ruth Furman Aquatic Center and the Brookside Wading Pool.

Service Objectives:

- ✓ Provide safe and sanitary facilities for all users
 - ✓ Offer programs for all ages based on community needs
 - ✓ Offset all operational expenses with user-generated revenues at the Furman Aquatic Center
- ✓ Provide training for staff, focusing on user safety and being customer driven
 - ✓ Adhere to established instructor and lifeguard/participant ratios
 - ✓ Develop and implement “green” initiatives

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	307,088	401,570	381,412	394,369	-1.8%
Contractual	159,904	172,080	200,425	198,938	15.6%
Commodities	59,115	79,381	73,435	72,854	-8.2%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	526,107	653,031	655,272	666,161	2.0%
Funding Sources:					
General Fund	66,546	154,095	20,654	30,311	-80.3%
Daily Receipts/Lessons	405,189	418,533	535,720	537,000	28.3%
Concessions	54,372	80,403	98,898	98,850	22.9%
Total Funding Sources	526,107	653,031	655,272	666,161	2.0%
Personnel – Authorized FTE	.75	.75	.75	.75	

AQUATICS

451 -- 54

Highlights:

Administration

Personal Services in FY 10/11 decreased due to a five-month vacancy for the Aquatics Coordinator position.

Furman Aquatic Center

This facility was well received by the community with over 103,000 visits during 2010. Prior to opening, it was estimated that 87,000 people would visit this facility. Due to the water crisis during the flood, the operation was closed for 10 days in August. There is no direct subsidy needed for this facility.

Swimming Lessons

Lessons continue to be popular with over 1,700 people of all ages learning to swim each year.

Municipal Pool

In 2006, consultants were retained to provide recommendations regarding improvements needed to keep the Municipal Pool operational through 2015. The consultants warned that beyond 2015, the cost of further repairs to this facility may be cost prohibitive.

It should be noted that the City and School District's joint use agreement for the pool expires on April 30, 2015. Therefore, the City and School District must address the need for a new indoor aquatics facility prior to FY 15/16.

The Municipal Pool is scheduled to be closed for approximately 8 weeks during the summer of 2012 to replace boilers at an approximate cost of \$150,000 (split 50/50 with the School District).

Brookside Wading Pool

This facility is expected to be subsidized approximately \$3,000 in FY 11/12.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of visits to Municipal Pool	41,929	43,495	41,500	41,500
# of visits to the Brookside Wading Pool	1,161	1,568	1,200	1,200
# of visits to the Furman Aquatic Center	N/A	42,107	115,000	115,000
Total aquatic user visits	64,963	90,131	157,700	157,700
Swim lesson registrations	1,718	1,730	1,750	1,750
Private swim lessons	597	234	250	250
Efficiency and Effectiveness:				
Subsidy per visit for Municipal Pool	\$2.59	\$2.53	\$2.71	\$2.69
Subsidy per visit for Brookside Wading Pool	\$.91	\$4.47	\$2.50	\$2.50
Subsidy per visit for Furman Aquatic Center	N/A	\$0	\$0	\$0
# of focus groups held each season	2	2	2	2
Percent of tax support	41%	13%	9%	6%
Furman Center rated very good (avg.)	N/A	N/A	79%	85%

COMMUNITY CENTER / AUDITORIUM / BANDSHELL

451 -- 55

This activity is comprised of events and programs that utilize a full-sized gymnasium, locker rooms, cardio-room, weight room, gymnastic/multipurpose area, auditorium, and office space. Instructional, wellness, and athletic activity programs utilize these facilities.

The City Auditorium and Bandshell are utilized for community arts performances, civic meetings, touring troupes, etc.

Service Objectives:

- | | |
|--|---|
| <p><u>Community Center</u></p> <ul style="list-style-type: none"> ✓ Provide a safe and clean facility ✓ Maintain a per participant tax subsidy of <\$1.40 per visit ✓ Provide activities to maximize 100% of the usable space ✓ Develop/implement "green" initiatives | <p><u>Auditorium/Bandshell</u></p> <ul style="list-style-type: none"> ✓ 95% of facility survey responses of good or excellent ✓ 98% of staff customer service survey responses of good or excellent ✓ Maintain tax subsidy of <\$30,000 in the Auditorium |
|--|---|

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	180,910	194,196	169,089	192,155	-1.1%
Contractual	100,190	111,599	106,063	105,450	-5.5%
Commodities	9,339	10,686	10,353	9,479	-11.3%
Capital	5,319	-	-	-	
Other	-	-	-	-	
Total Expenditures	295,758	316,481	285,505	307,084	-3.0%
Funding Sources:					
General Fund	190,292	196,391	184,759	205,576	4.7%
Open Gym	22,974	18,661	20,961	21,000	12.5%
Auditorium Rental	50,184	63,000	37,644	42,000	-33.3%
Piano Rental/Tuning Fee	-	-	-	-	
Auditorium Productions	1,201	3,200	3,310	3,000	-6.3%
Ticket Sales	1,382	2,600	6,202	2,800	7.7%
Soda Machines	3,153	3,100	3,100	3,200	3.2%
Local Option/Municipal Band	22,418	25,368	25,368	25,308	-0.2%
Social Program Fees	4,154	4,161	4,161	4,200	0.9%
Total Funding Sources	295,758	316,481	285,505	307,084	-3.0%
Personnel - Authorized FTE	1.57	1.57	1.57	1.57	

COMMUNITY CENTER / AUDITORIUM / BANDSHELL

451 -- 55

Highlights:

Community Center

This facility is open approximately 5 a.m. to 10 p.m. daily and receives over 100,000 user visits per year. Drop-in usage for open gym during the winter months continues to be limited due to scheduled youth and adult sport leagues and activities.

Personal Services in FY 10/11 decreased \$25,107 due to a Recreation Supervisor vacancy.

Auditorium

The three highest revenue streams for the Auditorium in 2010 were Bridgeway Church (\$17,600); Story Theater (\$5,002); and Performance Dance Centre (\$4,427). The three groups generating the highest attendance: Bridgeway Church (5,001); Beth Clarke Studio (3,513); and Story Theater (3,270). Due to fiscal difficulties, Bridgeway Church discontinued using the auditorium in May 2010. This will impact Auditorium revenue by approximately \$17,000 per year.

Bandshell

The Ames Jaycees successfully hosted "Ames on the Half Shell" on eight Friday evenings during the summer of 2010.

Staff worked closely with the Main Street Cultural District in their efforts to utilize Bandshell Park for the Fourth of July community-wide celebration. Family friendly activities were planned throughout the day which included the Bill Riley Talent Competition.

Two festivals, the Iowa Brit Fest and Families of Ames Celebrate Ethnicities (FACES), were held for the first time at Bandshell Park in 2010.

The Municipal Band continues to be a popular community event with over 850 people attending concerts each Thursday evening in June and July. This program costs approximately \$26,000 and is financed with Local Option Sales Tax funding.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Drop-in visits (gym, weight room)	34,449	32,433	34,000	34,000
Total user visits (programs included)	114,754	114,085	115,000	115,000
# of Auditorium events	57	61	56	56
# of Auditorium hours used	1,035	935	884	884
# of days Auditorium used	252	230	207	207
# of Auditorium visits	33,626	26,883	23,115	23,115
Efficiency and Effectiveness:				
Subsidy per user visit – Community Ctr	\$1.42	\$1.43	\$1.33	\$1.52
Tax subsidy – Community Center:				
Dollar amount	\$162,750	\$163,541	\$153,191	\$174,919
Percent	89%	86%	86%	88%
Subsidy per user visit – Auditorium	\$0.73	\$1.07	\$1.46	\$1.46
Tax subsidy – Auditorium:				
Dollar amount	\$24,407	\$28,785	\$33,730	\$33,832
Percent	28%	35%	42%	41%
Auditorium facility rated good/excellent	97%	94%	96%	96%

WELLNESS PROGRAM

451 -- 56

This program provides a full range of services in the area of wellness. This includes fitness classes, social/educational workshops, management of the weight room and related training/programs for the citizens of Ames.

Service Objectives:

- ✓ Stay with industry trends by creating or revising three programs or activities annually
 - ✓ Follow a replacement schedule for cardio room equipment that meets or exceeds customer expectations
 - ✓ Expand youth wellness programming
- ✓ Operate State Gym aqua program with revenues exceeding direct expenses by 25%
 - ✓ Offset all operational expenses with user generated revenues

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	185,172	187,742	187,816	191,261	1.9%
Contractual	42,321	45,258	44,655	44,592	-1.5%
Commodities	10,631	10,600	10,920	9,470	-10.7%
Capital	11,585	11,100	11,100	12,875	16.0%
Total Expenditures	249,709	254,700	254,491	258,198	1.4%
Funding Sources:					
General Fund	(3,902)	-	(3,824)	(12,992)	
Wellness – Fees	253,611	254,700	258,315	258,315	1.4%
Wellmark 3Pt Play	-	-	-	12,875	
Total Funding Sources	249,709	254,700	254,491	258,198	1.4%
Personnel – Authorized FTE	1.40	1.40	1.40	1.40	

WELLNESS PROGRAM

451 -- 56

Highlights:

Zumba remained popular in 2010 with nine classes held weekly with 1,258 registrations. Two new types of Zumba classes were added; Zumba Gold which is a class for beginners and older adults, and Zumbatomic for kids.

A fitness program for older adults, Silver Sneakers® Fitness Program, affords residents with limited mobility to be seated in a chair for their fitness class. The program is held at the Community Center through the Humana Insurance program. Humana reimburses the City for participant program fees. Currently, 30 people participate in two classes per week generating \$2,418 in annual net revenues.

The weight room / cardio space continues to be a popular facility with usage exceeding 19,800 visits annually.

Due to Iowa State University (ISU) renovating the State Gym, the older adult Warm Water Aqua Exercise program was moved to ISU's Forker pool. This has resulted in a decrease in participation due to cooler water and limited parking. The program will be moved back to the State Gym after renovations are completed in the fall of 2011.

Equipment replacement in the Community Center weight room for FY 11/12 includes \$12,474 to replace a treadmill (\$5,899), elliptical trainer (\$4,275), and a recumbent bike (\$2,300) which is funded through Wellmark's 3 Point Play Program.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
% of State Gym Aqua Program revenues exceeding direct expenses	22.3%	3%	9%	9%
Total # of wellness classes offered weekly	54	59	59	59
Total # of wellness program registrations	7,797	7,629	7,500	7,500
Total # of annual weight room visits	21,392	19,800	19,800	19,800
Total # of new programs created	3	3	3	3
Efficiency and Effectiveness:				
Total cost per registration	\$8.79	\$9.09	\$9.32	\$9.45
Subsidy per registration	\$0.10	\$0	\$0	\$0

HOMEWOOD GOLF COURSE

451 -- 57

Homewood Golf Course provides outdoor recreational enjoyment for all ages. This 9-hole course includes a clubhouse/concession facility.

Service Objectives:

- ✓ Offset operational expenses with user-generated revenue
 - ✓ Maintain an operational fund balance of 27% of expenses (approximately \$62,000)
 - ✓ Maintain a minimum of 20,000 rounds of golf annually
- ✓ Maintain a 95% course survey response of good or excellent
 - ✓ Maintain a 95% satisfaction of facility staff customer service response of good or excellent
 - ✓ Encourage residents of all ages and skill levels to participate in the sport of golf

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	126,136	132,098	130,155	135,514	2.6%
Contractual	57,813	59,577	60,672	63,189	6.1%
Commodities	26,302	32,247	32,642	31,770	-1.5%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	210,251	223,922	223,469	230,473	2.9%
Funding Sources:					
Homewood Golf	(37,500)	(20,533)	(15,346)	(15,710)	-23.5%
Fees & Season Tickets	169,203	165,030	159,990	167,100	1.3%
Interest	1,394	1,200	1,100	1,100	-8.3%
Rents	25,531	26,543	26,543	26,543	0.0%
Miscellaneous Revenue	40	100	100	-	-100.0%
Merchandise Sales	26,120	25,542	25,042	25,400	-0.6%
Western Wireless Lease	25,463	26,040	26,040	26,040	0.0%
Total Funding Sources	210,251	223,922	223,469	230,473	2.9%
Personnel - Authorized FTE	1.30	1.30	1.30	1.30	

HOMEWOOD GOLF COURSE

451 – 57

Highlights:

The two financial goals for this operation are to: 1) offset operational expenses with user-generated revenues; and 2) maintain a fund balance of 27% of operational expenses, or approximately **\$60,000**.

As of July 1, 2010, the fund balance was **\$89,916** and it is projected to be \$105,262 as of June 30, 2011.

The Cell Tower Lease Agreement generates \$26,040 annually. This agreement has been in place since 1996 and continues to generate funds to offset user fees. Without this funding, Homewood would operate at a net loss of approximately \$11,000 per year.

The number of rounds of golf has remained consistent during the past few years at 19,600. This is atypical. Nationally, the number of rounds played has decreased. Staff’s goal is to maintain this quantity of rounds at Homewood. However, due to the amount of rainfall received in July and August, the golf course lost playing days, which will decrease the rounds projected for FY 10/11.

The rental of motorized carts continues to be successful. The 2010 season generated net revenue of \$17,000.

Three renovation projects were completed in the fall of 2010. Holes 4, 6, and 9 tees were renovated, holes 2 and 3 fairway drainage was improved, and Public Works installed over 1,100 feet of cart paths for motorized carts to access.

The FY 11/12 revenue reflects a 3% fee increase to season tickets.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of rounds per year	19,605	19,689	18,700	19,500
# of days affected by weather	53	44	47	45
# of leagues	5	5	5	5
Efficiency and Effectiveness:				
% of respondents rating course conditions “very good” or “good”	95%	96%	97%	97%
% of respondents rating courtesy of clubhouse staff “very good” or “good”	100%	97%	97%	97%
User focus groups held	6	6	6	6

AMES/ISU ICE ARENA

451 -- 58

The Ames/ISU Ice Arena provides ice activities for the community. The major ice activity comes from user groups through hourly ice rentals -- Iowa State University Hockey Clubs and Intramurals, Ames Minor Hockey, Adult Hockey, and the Ames Figure Skating Club.

Service Objectives:

- ✓ Provide a safe and clean facility and a high quality ice surface
 - ✓ Maintain an approximate 15% operational fund balance or \$68,000
 - ✓ Maximize revenues by renting 100% of available 'prime-time' ice during the school year and 60% of 'prime-time' ice in the summer
- ✓ Develop/implement "going green" initiatives
 - ✓ Offset operational expenses with user-generated revenues

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	197,839	211,691	202,138	210,149	-0.7%
Contractual	187,353	216,699	208,206	207,047	-4.5%
Commodities	39,671	42,845	38,550	38,854	-9.3%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	424,863	471,235	448,894	456,050	-3.2%
Funding Sources:					
Ice Arena	(17,039)	6,749	(12,476)	(6,138)	-190.9%
Recreation Charges	48,323	46,273	51,000	51,000	10.2%
Interest	8,275	8,300	5,000	5,500	-33.7%
Rents	324,972	339,652	342,057	342,057	0.7%
Miscellaneous Revenue	643	300	-	-	-100.0%
Merchandise Sales	59,689	69,961	63,313	63,631	-9.0%
Reimbursements	-	-	-	-	
Total Funding Sources	424,863	471,235	448,894	456,050	-3.2%
Personnel - Authorized FTE	2.05	2.05	2.05	2.05	

AMES/ISU ICE ARENA

451 -- 58

Highlights:

The two financial goals for this facility are to: 1) offset operational expenses with user-generated revenues; and 2) maintain an Operational Fund balance of 15% of the operational expenses (\$68,000). To assist in meeting these goals, each year the **interest earned** from the Capital Reserve Fund is transferred to the Operational Fund (approximately \$8,000 annually).

The **Operational Fund** balance was \$162,374 as of June 30, 2010 and is projected to be \$174,850 as of June 30, 2011. The **Capital Reserve Fund** totaled \$394,643 as of June 30, 2010 and is estimated to total \$434,643 as of June 30, 2011. It should be remembered that annually the City and Iowa State University (ISU) each contribute \$20,000 to the Capital Reserve Fund.

There are no fee increases in long-term ice user rates needed in FY 11/12.

The Ice Arena hosted both the State High School Varsity and Jr. Varsity Hockey Tournaments in 2010 and will do so again in 2011. Each tournament generates \$5,000 in rental revenue.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
User visits: winter public skate sessions	9,161	9,689	9,500	9,500
User visits: summer public skate sessions	2,760	2,476	2,750	2,750
Rented prime-time ice hours – school year	1,447	1,308	1,345	1,345
Percent of rented prime-time ice/school yr	69%	61%	63%	63%
Rented non-prime-time ice hrs/school yr	321	310	290	290
Rented ice hours – summer	301	279	250	250
Percent of rented prime-time hrs/summer	44%	42%	37%	37%
Efficiency and Effectiveness:				
User focus groups held	3	3	3	3
Public skate hours available:				
October – March	14.5/wk	14.5/wk	14.5/wk	14.5/wk
% revenue to expense (without interest from the fund balance being transferred)	99.8%	102%	101.6%	100%

PARKS ACTIVITIES

452

The City of Ames maintains thirty-six (36) parks and woodland/open spaces for use of its citizenry. These areas cover 1,213 acres of land and include facilities and areas where citizens may participate in a variety of active and passive pursuits. These include using playground equipment, picnicking, bicycling, walking, fishing, wildlife viewing, sports activities, and a variety of other leisure time activities.

Service Objectives:

- ✓ Develop and maintain parks and facilities in a clean, safe, and aesthetically pleasing manner
- ✓ Team with all City departments to ensure that the goals of the City Council and organization are achieved
- ✓ Clean shelters, park grounds and seasonal restrooms daily
- ✓ Conduct snow removal on all street and recreational shared use paths
- ✓ Prepare and maintain athletic fields and facilities in a safe and professional manner to prevent injury and for the enjoyment of participants
- ✓ Prune trees to protect and improve the health of the urban forest in order to prevent injury to citizens and damage to property
- ✓ Mow all manicured parkland every 7-10 days
- ✓ Conduct safety inspections on all park play equipment two times per year
- ✓ Conduct safety inspections on the Skate Park daily
- ✓ Promote, coordinate and assist volunteers with Adopt-a-Flower-Garden program
- ✓ Maintain healthy turf
- ✓ Complete capital improvement projects during the year in which they are scheduled

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	696,438	721,697	725,274	752,046	4.2%
Contractual	321,156	290,662	294,932	295,501	1.7%
Commodities	71,456	63,475	65,781	62,315	-1.8%
Capital	2,534	5,000	4,785	15,000	200.0%
Other Expenditures	-	-	-	-	
Total Expenditures	1,091,584	1,080,834	1,090,772	1,124,862	4.1%

Funding Sources:

General Fund	1,004,740	1,006,403	1,012,747	1,046,337	4.0%
Shelter Reservations	6,176	-	-	-	
Facility Rentals	33,492	36,700	37,500	37,500	2.2%
Dog Park Fees	27,026	20,731	24,325	24,325	17.3%
Athletic Rentals	2,500	1,400	2,000	2,000	42.9%
Donations	3,500	2,800	2,000	2,000	-28.6%
Miscellaneous Revenue	608	100	100	100	0.0%
Concessions and Pop	12,650	12,100	11,500	12,000	-0.8%
Reimbursements	892	600	600	600	0.0%
Total Funding Sources	1,091,584	1,080,834	1,090,772	1,124,862	4.1%

Personnel – Authorized FTE	8.85	8.85	8.85	8.85
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PARKS ACTIVITIES

452

Highlights:

The Dog Park opened in June 2009. User permit fees are projected to exceed the annual maintenance expense at the facility by \$7,161 in FY 10/11 and by \$8,156 in FY 11/12. Approximately 1,200 permits are purchased annually.

The July 18 windstorm and the August 10, 2010 flood were weather events that caused extensive and severe damage to the park system. The windstorm tree damage was widespread and impacted every park. The flooding created a different set of challenges with clean up/repairs/restoration efforts that dominated the maintenance staff's summer and fall workload.

Development of a four-acre neighborhood park in Northridge Heights is anticipated to begin in the summer of 2011 with the completion in the fall. The site will include the standard neighborhood park amenities; small shelter, play equipment, basketball court, drinking fountain and landscaping. Parking for neighborhood parks is accommodated off-site.

The "Adopt a Flower Garden" program engages over 125 volunteers in the care of 55 gardens. Holub Greenhouse and Garden Center annually donates \$8,000 in flowers for this program.

Softball league fees will generate \$24,314 for ball field services (seasonal labor, equipment, and supplies) in FY 11/12. Additionally, \$4,500 generated from sales at the softball concession stand pay for utility costs and upkeep of this facility.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
# of parks	35	36	36	37
# of park acres	1,209	1,213	1,213	1,217
Acres developed	255	259	259	263
Acres undeveloped	824	824	824	824
Acres of water (lake at Ada Hayden)	130	130	130	130
# of shelter reservations	1,214	1,416	1,339	1,350
# of ball field reservations	50	180	150	150
# of acres mowed	332	333	333	337
# of athletic fields	18	18	18	18
# of acres fertilized	60	60	60	60
# of trees planted	57	40	52	55
# of trees trimmed/removed	350	300	800	800
# of park shelters	13	13	13	13
# of restrooms	9	9	9	9
# of tennis courts	20	20	20	20
Miles of bike path – snow removal	26	27	29	29
# of annual playground inspections	2	2	2	2
 Efficiency and Effectiveness:				
% of residents giving "very good" or "good" ratings in park appearance	97%	98%	98%	98%

LIBRARY ACTIVITIES

455

Activity Description:

The Ames Public Library's mission statement is: We connect you to the world of ideas. The Library strives to provide facilities, collections, and programs to meet the educational and entertainment needs of all people of our community.

The seven primary goals are as follows:

- ✓ Library customers will have age-appropriate advisory services, resources, and programming to direct them to leisure materials in various formats of interest to them.
- ✓ Library customers will find materials to stimulate their imagination and enhance their leisure time.
- ✓ Library customers will have the collections, services, and programs they need to satisfy their curiosity and continue to learn throughout their lives.
- ✓ Library customers will have safe, comfortable, and welcoming physical spaces in which to enjoy individual pursuits, express themselves, and meet and interact with others.
- ✓ Library customers will have inviting and user-friendly virtual spaces in order to enjoy individual pursuits, express themselves, and interact with others.
- ✓ Children through age six and their caregivers will have collections, programs, services, and spaces designed to ensure that children will enter school ready to learn to read, write, and listen.
- ✓ School-age children, teens and their caregivers will have collections, programs, services, and spaces designed to encourage reading, library use, and creativity. The library will help them acquire skills in finding and using information; nurture a lifelong love of learning; and aid the transition from child to adult.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Administration	787,796	805,483	826,084	832,721	3.4%
Outreach	269,100	284,546	282,890	291,990	2.6%
Collection Development	744,783	774,190	781,903	789,062	1.9%
Youth Services	333,671	357,459	359,189	374,465	4.8%
Information Services	478,525	488,105	491,167	508,174	4.1%
Circulation	423,477	443,582	446,922	460,795	3.9%
Network Services	151,264	169,895	169,592	170,539	0.4%
Total Operations	3,188,616	3,323,260	3,357,747	3,427,746	3.1%
Personnel - Authorized FTE	31.00	31.00	31.00	31.00	

LIBRARY ACTIVITIES

455

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures By Type:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	2,339,203	2,441,280	2,456,822	2,535,909	3.9%
Contractual	392,807	413,400	401,854	411,037	-0.6%
Commodities	69,520	75,530	92,781	75,900	0.5%
Capital	386,968	393,000	406,190	404,800	3.0%
Other Expenditures	118	50	100	100	100.0%
Total Expenditures	3,188,616	3,323,260	3,357,747	3,427,746	3.1%
Funding Sources:					
General Fund	2,825,354	2,962,414	2,990,193	3,062,303	3.4%
Library State Aid	65,407	60,000	60,000	65,000	8.3%
Central Iowa Interlibrary Loan	1,374	-	1,400	1,500	
Library County	125,528	125,000	133,308	130,000	4.0%
Library Gilbert	54,230	55,846	54,846	55,943	0.2%
Desk Receipts	107,838	110,000	110,000	105,000	-4.5%
Media Receipts	8,859	10,000	8,000	8,000	-20.0%
Equipment Rent	-	-	-	-	
Sale of Assets/Misc. Revenue	26	-	-	-	
Interlibrary Loan Charge	-	-	-	-	
Total Funding Sources	3,188,616	3,323,260	3,357,747	3,427,746	3.1%

LIBRARY – ADMINISTRATION

455 -- 2610

The role of Administration is planning and supervising all library functions, including managing finances, physical plant, community relations, scheduling meeting rooms, personnel, and computer operations. This activity carries out the policies and directives of the Ames Public Library Board of Trustees. Administration serves as liaison to the Library’s auxiliary organization – Ames Public Library Friends Foundation.

Service Objectives:

- ✓ Develop schematic designs for library expansion
- ✓ Adopt new models of service based on changing technologies
- ✓ Maintain user satisfaction level at 96%
- ✓ Partner with ISU libraries for mutual service benefit
- ✓ Implement strategic plan for next three years
- ✓ Increase fundraising capacity through the Ames Public Library Friends Foundation
- ✓ Foster volunteer opportunities to fulfill mission

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Personal Services	551,531	569,459	578,448	597,076	4.8%
Contractual	212,611	215,384	209,896	214,895	-0.2%
Commodities	23,654	20,640	37,740	20,750	0.5%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	787,796	805,483	826,084	832,721	3.4%
Funding Sources:					
General Fund	787,796	805,483	826,084	832,721	3.4%
Total Funding Sources	787,796	805,483	826,084	832,721	3.4%
Personnel - Authorized FTE	6.50	6.50	6.50	6.50	

LIBRARY – ADMINISTRATION

455 -- 2610

Highlights:

- Proposals were solicited from consulting firms and The Hodge Group was engaged to conduct a funding feasibility study for the library expansion project. Running from April through September, the study involved interviews with over 50 potential donors and a polling of 400 registered voters.
- Pursuant to the determination that a \$20 million project would be the upper limit of potential support for a library expansion project (through a combination of private donations, public or private grants, and a bond referendum), the Board of Trustees directed the architectural firm to propose plans for an addition to the existing building.
- Library Board of Trustees' meetings are now cable-cast and archived on the City of Ames website. The action, at the request of a citizen, brings this governing board to the public's attention more prominently.
- An eleven-month process of merging the Library's two support organizations into a new entity that will be known as the Ames Public Library Friends Foundation was carried out. A committee (formed of members of both original corporations and aided by staff) studied the bylaws of other Iowa public library boards of trustees and received input from an outside professional librarian, a local accounting firm, and an Ames attorney.
- Consistent weekend hours throughout the year were established in response to comments received from the public and data obtained from StatCom surveys (conducted by Iowa State statistics students in 2009 on behalf of the Library). This increased customer satisfaction by adding 70 hours of library service over the summer and also improved service by enabling staff to better manage the weekend workload.
- The Library Board of Trustees approved a social media policy for the Library's management of Facebook® and other social media applications that the Library may adopt in the future.
- Additional surveillance cameras will be installed to strengthen the safety and security of Library patrons, staff, and property.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Total circulation	1,386,273	1,431,023	1,425,000	1,430,000
Total library visits	424,504	435,572	440,000	450,000
Total reference questions	54,548	52,442	50,000	50,000
Total program attendance	44,711	50,215	50,000	50,000
Total registered borrowers	31,149	34,202	35,000	37,000
Total items in collection	201,838	221,375	220,000	220,000
Total volunteers	544	552	550	550
Total volunteer hours	15,825	16,174	16,000	16,000
Efficiency and Effectiveness:				
Circulation per capita*	27.3	28.2	28.1	28.2
Visits per capita*	8.4	8.6	8.7	8.9
Reference questions per capita*	1.1	1.0	0.9	0.9
Cost per circulation	\$2.24	\$2.23	\$2.34	\$2.39
Collection turnover rate	6.87	6.5	6.5	6.5
Registrations as % of population	61.4%	67.4%	69%	73%
Volunteers as FTE	7.6	7.8	7.7	7.7

* Per capita figures are based on Ames' population 50,731 (US Census: 2000).

LIBRARY - OUTREACH

455 -- 2611

The role of Outreach is to provide service away from the main library building. Services include: the bookmobile, which serves seven neighborhoods in Ames, and by contract, the citizens of Gilbert; home delivery to those people physically unable to visit the library or bookmobile; deposit collections at community locations; and programs presented at sites and events around our community.

Service Objectives:

- ✓ Provide early literacy skill development through Project Smyles
- ✓ Fund Project Smyles via grants and fund drives
- ✓ Train volunteers for outreach work in home-bound services and Project Smyles
- ✓ Evaluate bookmobile schedule and sites
- ✓ Promote home delivery service to eligible persons via senior centers and community contacts

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	227,736	240,645	239,577	246,980	2.6%
Contractual	38,464	41,811	41,570	43,360	3.7%
Commodities	2,900	2,090	1,743	1,650	-21.1%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	269,100	284,546	282,890	291,990	2.6%
Funding Sources:					
General Fund	269,100	284,546	282,890	291,990	2.6%
Total Funding Sources	269,100	284,546	282,890	291,990	2.6%
Personnel - Authorized FTE	3.50	3.50	3.50	3.50	

LIBRARY - OUTREACH

455 -- 2611

Highlights:

- Visited every Kindergarten classroom in local community schools.
- Published *Smyles Visits Ames Public Library*, a book that teaches children how to use the library.
- Provided summer Bookmobile service at West Hy-Vee.
- Implemented all staff involvement in community outreach events.
- Held a special Bookmobile promotion during National Library Week that attracted more than 300 first-time visitors.
- Established a Senior Advisory group to enhance services to senior citizens.
- Bookmobile circulation was low during the winter months of FY 09/10 as a result of severe weather conditions.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Total Outreach circulation	123,080	125,084	135,000	142,000
Outreach programs (Youth, Teen, Adult)	109	162	165	165
Outreach program attendance	4,650	8,566	9,000	9,000
Project Smyles programs	795	892	900	930
Total Project Smyles program attendance	11,168	12,103	12,500	13,000
Home Delivery recipients	56	66	68	70
Number of home deliveries	636	619	620	630
Centers served by deposit collections	20	21	21	21
Efficiency and Effectiveness:				
Outreach circulation per FTE	35,166	35,738	38,571	40,571
Outreach circulation as % of system total	8.8%	8.7%	9.5%	9.9%
% change in outreach circulation	1.3%	1.6%	7.9%	5.2%
# of deliveries per homebound recipient	11.3	9.4	9.1	9.0

LIBRARY – COLLECTION DEVELOPMENT

455 -- 2612

The role of Collections is to acquire, catalog, and process for public use every item in the library's collection. Related functions include repairing items that are worn or damaged and the removal of outdated, damaged, or infrequently used materials from the collection. Collections manages the annual inventory of all materials and maintains the library's bibliographic database. Collections also provides interlibrary loan services.

Service Objectives:

- ✓ Acquire library materials at best price
- ✓ Maintain high level of interlibrary loan service

- ✓ Catalog all materials added to the collection within one week of receipt
- ✓ Process high-demand items within 24 hours of receipt

- ✓ Maintain materials acquisition budget to achieve at least "B" level status as specified by Iowa Library Commission standards
- ✓ Investigate potential efficiencies in acquisition methods, including outsourcing with vendors

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	295,011	304,051	301,260	311,184	2.3%
Contractual	40,819	48,489	47,853	46,478	-4.1%
Commodities	21,867	28,600	26,500	26,500	-7.3%
Capital	386,968	393,000	406,190	404,800	3.0%
Other	118	50	100	100	100.0%
Total Expenditures	744,783	774,190	781,903	789,062	1.9%
Funding Sources:					
General Fund	744,783	774,190	781,903	789,062	1.9%
Total Funding Sources	744,783	774,190	781,903	789,062	1.9%
Personnel - Authorized FTE	4.00	4.00	4.00	4.00	

LIBRARY – COLLECTION DEVELOPMENT

455 -- 2612

Highlights:

- Implemented vendor processing for the adult fiction collection.
- Purchased a high-capacity buffing machine to clean damaged DVDs and CDs.
- Added new electronic database offerings.
- Eliminated the videocassette collection.
- Increased materials budget by 3% for FY 11/12 to maintain the current level of accreditation by the State Library of Iowa and to ensure eligibility for monies awarded through state grant programs.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Items added to the collection	25,470	23,098	24,000	24,500
Downloadable items added		5,679	6,000	6,000
Items withdrawn	20,369	9,240	20,000	22,000
Items mended	2,725	3,537	3,500	3,500
DVD and CDs buffed and repaired	3,846	5,306	10,000	10,000
Interlibrary loans borrowed from others	1,421	1,587	1,600	1,600
Interlibrary loans to others	4,941	4,907	5,000	5,000
Efficiency and Effectiveness:				
% of items processed within 24 hours	56%	32%	45%	45%
% of items processed within one week	94%	97%	95%	95%
Items processed per FTE	6,368	5,775	6,000	6,125

LIBRARY – YOUTH SERVICES

455 -- 2613

The role of Youth Services is to provide youth and their caregivers a library collection, programs, and a safe environment designed to ensure that children will enter school ready to read, write, and listen; to be encouraged to read for personal enrichment; develop a life-long habit of using the library for the pursuit of learning.

Service Objectives:

- ✓ Design programs for all ages of youth and their caregivers
 - ✓ Provide summer and winter reading programs for all ages of youth
 - ✓ Evaluate library spaces to enhance age-appropriate areas for various age groups of youth
 - ✓ Develop web-based activities for children and teens using social media
- ✓ Partner with Ames Community Schools and community organizations for youth programming
 - ✓ Provide print and non-print collections focusing on emergent literacy skills
 - ✓ Develop programs for teen library users; promote services targeted for this age group

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	317,073	342,511	345,214	357,192	4.3%
Contractual	12,040	10,598	9,625	12,923	21.9%
Commodities	4,558	4,350	4,350	4,350	0.0%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	333,671	357,459	359,189	374,465	4.8%
Funding Sources:					
General Fund	333,671	357,459	359,189	374,465	4.8%
Total Funding Sources	333,671	357,459	359,189	374,465	4.8%
Personnel - Authorized FTE	5.50	5.50	5.50	5.50	

LIBRARY – YOUTH SERVICES

455 -- 2613

Highlights:

- Offered a pilot program, Accountable Kids, to empower children with overdue fines to regain library privileges.
- Hosted “Well Read”, a television series on Channel 12.
- Added Italian and Spanish/English story times to our World Languages program series.
- Partnered with Ames Community Schools, Ames Christian Schools, and Gilbert Schools to offer classroom book talks and a Battle of the Books program.
- Collaborated with Raising Readers in Story County to provide ongoing early literacy education classes for parents.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:*				
Youth/family program attendance	20,743	20,825	21,000	21,500
Teen program attendance	1,143	744	920	950
Total youth program attendance	21,886	21,569	21,920	22,450
Summer reading program participation	1,977	2,305	2350	2400
Total youth circulation	514,755	520,963	521,000	522,000
Youth reference questions	11,024	9,932	10,000	10,000
Efficiency and Effectiveness:*				
Circulation per capita (youth population)	69.5	70.3	70.3	70.5
Total program attendance per capita	2.95	2.91	2.96	3.03
Youth reference questions per capita	1.49	1.34	1.22	1.22

*Population is based on persons in Ames under age 18: 7,407 (US Census: 2000)

LIBRARY – INFORMATION SERVICES

455 -- 2614

The role of Library Information Services is to provide information and readers' advisory service either in person, by telephone, or via electronic resources such as the World Wide Web. Library Information Services staff develops the adult print and non-print collections as well as electronic web-based databases. Staff coordinates, plans, and implements library programs of interest to a general audience. Staff enables access to specialized resources through local indexing and preservation work.

Service Objectives:

- ✓ Increase adult print circulation through marketing and patron interaction
- ✓ Explore potential impact of e-book technology on the library collection
- ✓ Design creative programs to increase program attendance for general audiences
- ✓ Increase use of web-based services utilizing social networking technologies
- ✓ Promote use of web-based library resources, in particular focusing on databases for language learning and adult education

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	463,729	477,203	481,955	497,242	4.2%
Contractual	12,867	9,252	7,562	9,282	0.3%
Commodities	1,929	1,650	1,650	1,650	0.0%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	478,525	488,105	491,167	508,174	4.1%
Funding Sources:					
General Fund	478,525	488,105	491,167	508,174	4.1%
Total Funding Sources	478,525	488,105	491,167	508,174	4.1%
Personnel - Authorized FTE	6.75	6.75	6.75	6.75	

LIBRARY – INFORMATION SERVICES

455 -- 2614

Highlights:

- Information Services provided support to the State Library of Iowa for a successful state-wide grant proposal for Smart Investing @ Your Library, funded by the FINRA Foundation and the American Library Association. Information Services staff developed a core collection, online resources, and staff training for 25 participating libraries.
- Information Services Coordinator shared results and best practices of the Smart Investing Project as a panelist at American Library Association (ALA) and Public Library Association (PLA) conferences.
- Partnered with the City of Ames to promote city-wide participation in Census 2010.
- Established co-sponsorship with Heartland Senior Services of Story County to offer more programs for older adults; established co-sponsorship with ISU International Students and Scholars, Darul Arqum Islamic Center, and YWCA-Ames to offer greater opportunities for the exchange of language and culture.
- Further streamlined collection development processes by increasing responsibility of Information Services Librarians for selection and analysis of adult print and media collection.
- Developed series on new library technologies which promoted use of downloadable audio books.
- Began multi-part series on use of Internet resources for genealogical research.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Adult print circulation	366,963	387,393	387,450	388,000
Adult non-print circulation	378,176	397,583	355,000	362,000
# of general interest programs	220	227	265	265
Total audience at programs	7,007	7,977	9,000	9,000
Use of electronic resources*	197,872	94,922	95,000	96,000
“Ask a Librarian” web reference activity	2,206	2,325	2,400	2,500
# of reference questions	43,524	42,510	45,000	45,000
Efficiency and Effectiveness:				
% change in adult print circulation	3.4%	5.6%	0.1%	0.1%
% change in non-print circulation	-1.3%	5.1%	-10.7%	2.0%
Attendance per program	32	35	34	34
Reference questions per FTE	6,448	6,298	6,667	6,667
Reference questions per open hour	12.8	12.2	12.9	12.9

* In FY 08/09, Vault reported 125,465 online “hits” by APL users, but the company did not make user data available after July 2009 and the subscription has been dropped.

LIBRARY - CIRCULATION

455 -- 2615

The role of Circulation is to manage the circulation of library materials, including checking out materials and re-shelving of materials upon return. Related functions include issuing library cards; maintaining the patron database; collecting fines and fees; managing overdue accounts; and processing reserved items (holds).

Service Objectives:

- ✓ Implement online borrower card registration
- ✓ Optimize usage of self-check units
- ✓ Implement performance appraisal system for hourly staff
- ✓ Investigate online payment for fines and fees
- ✓ Implement RFID collection management in preparation for automated materials handling systems

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	403,220	424,504	426,681	439,837	3.6%
Contractual	14,436	15,878	14,443	14,958	-5.8%
Commodities	5,821	3,200	5,798	6,000	87.5%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	423,477	443,582	446,922	460,795	3.9%
Funding Sources:					
General Fund	423,477	443,582	446,922	460,795	3.9%
Total Funding Sources	423,477	443,582	446,922	460,795	3.9%
Personnel - Authorized FTE	3.75	3.75	3.75	3.75	

LIBRARY - CIRCULATION

455 -- 2615

Highlights:

- Streamlined training procedures for new staff.
- Researched material recovery vendor for resolution of small balance accounts.
- Promoted National Library Card Sign-up Month.
- Implemented PIN feature on self-check units to provide another level of security for the customer.
- Non-print circulation is starting to show decline, which may be ascribed to online downloading of music and popular films. Some shrinkage in inventory may also be due to theft. The Library is seeking to address the problem with increased surveillance.
- The Library is preparing to start applying radio frequency identification (RFID) tags to materials in FY 11/12. RFID tagging will allow for more efficient inventory management, speed up check-out and check-in, help deter theft, and prepare the Library for the future use of automated sorting equipment.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Circulation at library (excluding Outreach)	1,263,193	1,305,939	1,300,000	1,304,000
Holds processed	122,030	141,703	142,000	142,500
Fines/fees collected	\$137,662	\$107,838	\$110,000	\$109,000
Referrals to collection agency	597	569	570	570
Value of materials recovered via collection	\$7,576	\$5,977	\$6,000	\$6,000
Money collected via collection agency	\$14,720	\$11,879	\$12,000	\$12,000
Efficiency and Effectiveness:				
% change in library circulation (excluding Outreach)	3.1%	3.4%	-0.9%	0%
Items checked out per hours open	371	373	372	373
Items circulated per FTE*	93,570	96,736	96,296	96,593

*FTE count includes 3.75 salaried staff and 9.75 FTE "hourly" staff members for a total of 13.5 FTE.

LIBRARY – NETWORK SERVICES

455 -- 2616

Network Services is responsible for the development, implementation, and maintenance of all automated functions of library services as well as the data lines required for network access. Network Services is responsible for the management of the library's integrated library system (ILS) which includes the cataloging of the collection, circulation records, and other aspects of library records management. The library maintains a computer lab for public Internet access and other personal computing functions. The library maintains a wireless network throughout the library building.

Service Objectives:

- ✓ Respond promptly to "helpdesk" requests
- ✓ Study and implement new automation solutions for efficiency and economy
- ✓ Replace computer equipment as per replacement schedule
- ✓ Update automation systems as new upgrades become available
- ✓ Maintain maximum "uptime" on integrated library automation system

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	80,903	82,907	83,687	86,398	4.2%
Contractual	61,570	71,988	70,905	69,141	-4.0%
Commodities	8,791	15,000	15,000	15,000	0.0%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	151,264	169,895	169,592	170,539	0.4%
Funding Sources:					
General Fund	151,264	169,895	169,592	170,539	0.4%
Total Funding Sources	151,264	169,895	169,592	170,539	0.4%
Personnel - Authorized FTE	1.00	1.00	1.00	1.00	

LIBRARY - NETWORK SERVICES

455 -- 2616

Highlights:

- Upgraded hardware to four servers to enable virtual hosting.
- Upgraded virtual hosting servers' Operating System to the most current Microsoft version (MS Windows 2008 R2).
- Worked with Heartland Technologies to upgrade email server to current version (MS Exchange 2010).
- Worked with SirsiDynix to upgrade ILS to current version (Horizon 7.5 and HIP 3.20) and to install on virtual machines.
- Upgraded staff workstations to Microsoft Office 2007.
- Installed new firewall (Sonicwall 3500).
- Upgraded Computer Commons management software and installed it on new virtual machines (Envisionware PC Reservation and LPT1).
- Installed new Computer Commons printer and management software.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of public access computers	28	28	28	28
Public access user sessions	59,073	66,015	65,000	65,000
Total public access hours	39,382	42,910	42,000	42,000
Helpdesk requests submitted	148	128	140	150
Helpdesk requests resolved	146	128	140	150
Public catalog searches	1,296,000	1,258,773	1,260,000	1,260,000
Efficiency and Effectiveness:				
# of sessions per computer	2,110	2,358	2,321	2,321
Average # of minutes per session	40	39	39	39
% of time computers in use	45%	44%	43%	43%
% helpdesk requests resolved	99%	100%	100%	100%
Public catalog searches per capita	25.5	24.8	24.8	24.8

LIBRARY - GRANTS AND GIFTS

456 -- 26

The role of this program is to manage revenues and expenditures from private and governmental grants, bequests, gifts, and other contributions from individuals, agencies, and civic organizations. Expenditures from this program are funded by non-general fund sources.

Service Objectives:

- ✓ Maintain Project Smyles outreach to daycare programs
 - ✓ Maintain "Books for Babies" program with Mary Greeley Medical Center and other Story County libraries
 - ✓ Continue Library expansion project
- ✓ Enhance print and non-print collections
 - ✓ Develop programs based on community interests
 - ✓ Acquire equipment for library projects and programs

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	64,780	60,000	55,000	55,000	-8.3%
Contractual	8,803	325	8,612	6,950	2038.5%
Commodities	17,530	2,675	16,068	18,000	572.9%
Capital	25,711	-	16,401	11,000	
Other	-	-	-	-	
Total Expenditures	116,824	63,000	96,081	90,950	44.4%
Funding Sources:					
Library Bequests	9,096	-	4,513	-	
Library State Funds	-	-	-	-	
Friends of the Library	25,860	-	24,450	24,450	
Library Donations	81,868	63,000	67,118	66,500	5.6%
Total Funding Sources	116,824	63,000	96,081	90,950	44.4%
Personnel - Authorized FTE	.00	.00	.00	.00	

LIBRARY - GRANTS AND GIFTS

456 – 26

Highlights:

- Continued Project Smyles, a service to daycare centers to provide reading programs and instruction for daycare providers in the encouragement of reading and early literacy skill development for pre-school children. (Direct State Aid, Friends of the Library, APL Foundation, and various grants)
- Maintained “Books for Babies” program, which provides a children’s book to each Story County newborn and a parent’s packet to encourage the development of reading to children. (Direct State Aid)
- Acquired “Desk-Tracker” software for monitoring activities at public service desks. This software enables decision-making for staff assignments and scheduling for maximum efficiency. (Donations)
- Made use of supplemental funding for the print and non-print collections. (Friends of the Library and Ames Public Library Foundation)
- Featured programs for adults and children throughout the year. (Friends of the Library)
- Enhanced summer reading programs for youth. (Friends of the Library)
- Contracted with The Hodge Group for a funding feasibility study for the library expansion project. (Bequests)
- Continued to develop the library expansion project with architectural firm Meyers, Scherer, and Rockcastle LLC. (Bequests)
- Completed Smart Investing @ Your Library project. (APL Foundation and FINRA Foundation)
- Held special summer programs for children. (Donations)
- Purchased furnishings for youth areas. (Donations)

FIRE - HEALTH AND SANITATION

441 -- 24

The primary goal of the Health and Sanitation activity is to provide the citizens of Ames with a sanitary and healthful environment, to prevent the spread of disease and epidemics, protect against environmental hazards, prevent injuries, promote and encourage healthy behaviors, and respond to natural or intentional disasters assisting in recovery.

Service Objectives:

- ✓ Under contract, conduct required safety inspections on all facilities licensed by the Iowa Department of Inspections & Appeals (i.e. food service establishments, food establishments, schools, vending operations, mobile food units/pushcarts, temporary food establishments, hotels/motels)
- ✓ Serve as liaison for agencies such as the Iowa Department of Public Health, Centers for Disease Control, Food and Drug Administration, US Department of Agriculture, and the National Association of County and City Health Officials in response to advisories, press releases, recalls, and safety alerts
- ✓ Provide a vector control program concentrating on mosquito control as the major function
- ✓ Conduct annual inspections of garbage/refuse collection vehicles that service Ames accounts and vehicles that deposit garbage and refuse at the Ames Resource Recovery Plant

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	128,323	132,621	133,221	112,911	-14.9%
Contractual	20,512	17,061	18,753	18,102	6.1%
Commodities	2,103	2,666	2,366	3,150	18.2%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	150,938	152,348	154,340	134,163	-11.9%
 Funding Sources:					
General Fund	75,326	79,848	81,840	61,663	-22.8%
Garbage Hauling Licenses	2,500	2,500	2,500	2,500	0.0%
Motel Inspection	1,175	1,104	1,104	1,104	0.0%
Restaurant Inspection	71,580	68,586	68,586	68,586	0.0%
Vending Inspection	357	310	310	310	0.0%
Total Funding Sources	150,938	152,348	154,340	134,163	-11.9%
 Personnel - Authorized FTE	 1.40	 1.40	 1.40	 1.40	

FIRE - HEALTH AND SANITATION

441 -- 24

Highlights:

- The City's long-term Sanitarian will retire in June 2011. The City Sanitarian position was established in the 1950s to address public health concerns. For many years, this was designated as a part-time position. Since January 1, 1979, the City of Ames has chosen to employ its own full-time professional Sanitarian rather than utilize state inspectors for food inspections. The projected budget for FY 11/12 includes salary savings due to hiring a replacement.
- The Sanitarian is a committee member of the liquor license application/renewal process, where input from all involved City departments is processed and presented to the City Council.
- During routine food inspections, education is emphasized by utilizing the "Food Talk" newsletter, documents such as the "Emergency Handbook for Food Managers", ISU extension food safety documents, and the Department of Inspection and Appeal's basic food safety fact sheet. These handouts are very useful during emergencies, as experienced this past summer.
- The Sanitarian continues a working relationship with Iowa State University by serving as a guest speaker in classes related to food sanitation and safety, inspection procedures, and community health.
- Ames and Iowa State University continue to be popular venues for national and state events, seminars, conferences, and festivals. The Sanitarian is actively involved with meetings, planning, and inspections during these events (e.g. Odyssey of the Minds, VEISHEA, Octagon Arts Festival, and July 4th celebration).
- The City of Ames and the Iowa State University Department of Entomology continued their close working relationship in the area of mosquito control. The continuance of West Nile Virus (WNV) statewide still exists. Due to flooding and weather conditions this past summer, major action was required in this program.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
<u>Licenses issued/inspections conducted:</u>				
Food service establishments	245/590	249/601	251/593	255/600
Mobile food units	15/22	12/18	13/19	14/22
Schools	18/38	17/35	15/32	15/30
Temporary food services	35/35	34/34	34/34	35/35
Hotels/motels	20/20	20/20	19/19	19/19
Vending machine operations	4/55	4/55	4/46	4/60
Food establishments	60/130	59/108	66/119	65/120
Mosquito control city parks – acres/week	400	100	500	500
Garbage collection vehicles	50	49	55	55

POLICE - ANIMAL SHELTERING/CONTROL

442 -- 2538

The Animal Sheltering/Control activity provides impoundment and sheltering for domestic animals found within the City. Animals are also accepted from pet owners who wish to terminate their ownership without euthanasia or abandonment. The division does provide services to owners requesting (paid) humane euthanasia. An adoption service is provided for persons seeking pets. The division enforces municipal ordinances and state laws related to animals. The division also deals with some urban wildlife conservation and relocation. Animals suspected of having rabies are handled by this division as well.

The Animal Shelter is open to the public for visitation 30 hours per week and by appointment. An animal control officer is available for response ten hours per day on weekdays and eight hours per day on weekends. Limited after hours emergency services are also provided. Sheltered animal care is provided each day, every day.

The division continues programming in humane education, children and animal safety, training and behavioral problem-solving tips, keeping pets home and safe, volunteerism, pets for seniors, and low-income spay/neuter funding.

Service Objectives:

- ✓ Manage animal related conflicts within the City
- ✓ Manage emergency response where animals are involved
- ✓ Provide safe and humane animal sheltering facilities
- ✓ Assist citizens in responding to wildlife issues
- ✓ Provide public education on animal concerns
- ✓ Enhance prevention programming and outreach
- ✓ Effectively manage donations
- ✓ Collaborate in animal related problem solving

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	263,978	261,032	270,445	278,664	6.8%
Contractual	48,891	52,152	47,893	46,734	-10.4%
Commodities	13,785	19,200	18,750	18,750	-2.3%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	326,654	332,384	337,088	344,148	3.5%
Funding Sources:					
General Fund	288,611	287,484	201,938	302,448	5.2%
Animal Impounding Fees	27,793	29,000	29,000	29,000	0.0%
Infraction Serving	-	-	-	-	
Animal Shelter Donations	10,230	15,900	106,150	12,700	-20.1%
Miscellaneous Revenue	20	-	-	-	
Total Funding Sources	326,654	332,384	337,088	344,148	3.5%
Personnel – Authorized FTE	3.90	3.90	3.90	3.90	

POLICE - ANIMAL SHELTERING/CONTROL

442 -- 2538

Highlights:

The Ames Animal Sheltering and Control program continues to evolve in order to meet the service needs of the community. The program has a **90% rate for animal reclamation and adoption**. The division also provides public education on animal issues and has assisted in resolving neighborhood complaints through mediation.

The division has seen some leveling in the number of dogs being sheltered during the past year, but the expansion of pet friendly rental housing remains a concern for Shelter staff. Similarly, the popularity and resulting frequency of issues with the **bulldog related breeds**, along with the public perception of these breeds, have put new pressure on staff time to house and manage individual cases. The Shelter is not well equipped to handle these animals when they are aggressive or dangerous. Shelter remodeling should help address this situation.

The program has invested additional time this year in dealing with **urban wildlife** issues. Beavers were trapped within the city limits and relocated to a location in north Iowa. Coordination with the Iowa Department of Natural Resources helped resolve the issues with the beavers. Questions and concerns about raccoons, fox, crows, deer and other wildlife were also more prevalent this year.

During the past year, the Animal Shelter received notice that they had been awarded a U.S. Department of Energy **energy efficiency grant** for improvement to the facility. That grant served as a springboard to a larger expansion and renovation project that will use both grant funds and donation funds to expand the building and improve climate management within the Shelter. Improved mechanical systems and insulation will be among the benefits of the energy grant. These environmental improvements will have a positive effect on the health of animals in the care of the Shelter. The project will also bring life to the long struggling "cat condo" project and will improve the reception area for Shelter patrons. Shelter staff has invested significant time in design of this new space. The project has reached design development and preliminary drawings have been completed.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Animals through the program (dogs, cats wildlife, exotics, other domestics, ordinance impounds, relinquishments	1,163	1,084	1,120	1,100
Adoptions and reclamations	799	740	780	780
Annual phone calls	12,986	13,000	13,000	13,000
Visitations	18,672	17,549	18,000	18,000
Public talks and tours	12	10	15	13
Carcass disposals	294	255	280	280
Field calls	3,111	2,356	2,540	2,500
Citations issued	25	41	27	25
Trap permits	13	14	15	14
Wildlife directly handled	226	220	224	222
Efficiency and Effectiveness:				
Adoptions/reclamations as %	90%	90%	90%	90%

HUMAN SERVICE AGENCIES

444 -- 64

This program accounts for the allocations which are made by the City Council to Human Service providers in the Ames community. These human service agencies also receive funding from Story County, Iowa State University Government of the Student Body (GSB), and the United Way, along with other public and private sources. The agencies provide human services in several broad categories or federations: child care services, prevention and crisis services, health and development services, Story County senior citizen services, and youth and family services. Recommendations on this funding are made to the City Council by the Analysis of Social Service Evaluation Team (ASSET) committee. A portion of the salary of one Assistant City Manager is located here for work with ASSET.

Service Objectives:

- ✓ Promote coordination of human services planning and funding among sponsoring organizations
 - ✓ Assess needs for human services programs in Story County and evaluate capabilities of agencies to provide needed programs
 - ✓ Provide funding recommendations to governing bodies of sponsoring organizations
- ✓ Perform additional tasks or conduct service research as requested by funders
 - ✓ Monitor trends in human services provision in other parts of state/country for possible consideration in Story County

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	17,220	17,640	22,115	16,592	-5.9%
Contractual	975,058	1,083,365	1,082,565	1,115,037	2.9%
Commodities	13,677	-	-	-	
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	1,005,955	1,101,005	1,104,680	1,131,629	2.8%
Funding Sources:					
Local Option	1,005,955	1,101,005	1,104,680	1,131,629	2.8%
Total Funding Sources	1,005,955	1,101,005	1,104,680	1,131,629	2.8%
Personnel – Authorized FTE	.12	.12	.12	.12	

HUMAN SERVICE AGENCIES

444 -- 64

Highlights:

- For FY 10/11, the City Council allocated \$1,079,065 for ASSET services, based on the recommendations from the volunteers. This was an increase of 9.34% over the previous year's allocations.
- For FY 11/12, \$1,111,437 was made available for the ASSET allocation process. All that amount was recommended by ASSET for allocation on January 20, 2011.
- The City's priorities for FY 09/10 will remain as follows, in order of priority:
 - Assistance to low and moderate income individuals
 - Basic needs
 - Crisis intervention
 - Prevention
 - Transportation
- The City funds approximately 25 agencies through this process.
- During FY 10/11, the City will be applying for a planning grant through the Federal Department of Justice to assist in developing a system for a more effective response to crisis mental health assessment and continuum of care. If the City is successful in attaining the planning grant, the next step will be to apply for a possible implementation grant.
- The portion of an Assistant City Manager's salary allocated to this program remains at 12% for FY 11/12 in recognition of time spent on the ASSET process and on various human services projects.

HUMAN SERVICE AGENCIES RECEIVING CITY LOCAL OPTION FUNDING THROUGH THE A.S.S.E.T. PROCESS

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec
Child Care Services:				
Center for Childcare Resources	13,291	13,930	13,930	
Ames Community Preschool	66,341	69,000	69,000	
University Community Childcare	36,854	38,500	38,500	
ChildServe	12,600	17,660	17,660	
Community & Crisis Services:				
Center for Creative Justice	45,000	47,500	47,500	
Assault Care Center Extending Shelter and Support	45,559	46,651	46,651	
Health & Development Services:				
Homeward of MGMC	23,400	26,082	26,082	
Community & Family Resources	103,709	102,842	102,842	
Lutheran Services in Iowa	2,501	3,425	3,425	
National Alliance for Mentally Ill	300	400	400	
Story County Senior Citizens:				
Heartland Senior Services	137,289	147,844	147,844	
Retired Senior Volunteer Prog	23,500	24,150	24,150	
Foster Grandparents	2,980	3,150	3,150	
Youth and Family:				
ARC of Story County	4,100	6,400	6,400	
Boys and Girls Club	85,445	88,000	88,000	
Campfire USA	5,595	5,763	5,763	
Youth & Shelter Services	167,814	175,474	175,474	
Big Brothers Big Sisters		10,000	10,000	
Legal Aid Society	64,332	67,548	67,548	
Mid-Iowa Community Action	36,048	37,585	37,585	
Emergency Residence Project	46,940	56,250	56,250	
American Red Cross	17,572	20,500	20,500	
Good Neighbor	11,500	15,000	15,000	
The Richmond Center	28,205	50,411	50,411	
Human Services Campus				
Human Services Funding				
Volunteer Center of Story County	4,500	5,000	5,000	
Total Funding Available	985,375	1,079,065	1,079,065	1,111,437

ART SERVICES/AGENCIES

445 -- 64

The allocations recommended by the Commission on the Arts for various community arts operations are budgeted in this activity. In 1991, the City Council added a new project for the acquisition of art for public properties. These funds are administered by the Public Art Commission (PAC).

Service Objectives:

Commission On The Arts

- ✓ Review requests for funding from community arts organizations based on criteria provided by City Council
- ✓ Make semi-annual recommendations to the City Council for funding of mini-grants and annual operating funding recommendations
- ✓ Monitor performance under the awarded grants by reviewing final reports on all annual grants and mini-grants
- ✓ Report Commission opinions on the needs of arts organizations in Ames, as appropriate

Public Art Commission

- ✓ Enhance the lives of Ames residents with both the Art Around the Corner and Neighborhood Art projects
- ✓ Continue to develop a proactive art maintenance program to preserve and distribute artwork throughout City offices
- ✓ Add newly purchased bricks to the Ames Veterans Memorial

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	392	-	-	-	
Contractual	128,912	127,709	127,709	131,540	3.0%
Commodities	1,340	-	-	-	
Capital	15,500	30,000	35,100	30,000	0.0%
Other	-	-	-	-	
Total Expenditures	146,144	157,709	162,809	161,540	2.4%
Funding Sources:					
Local Option	137,851	157,709	162,809	161,540	2.4%
Public Art Donations	8,293	-	-	-	
Hotel/Motel	-	-	-	-	
Total Funding Sources	146,144	157,709	162,809	161,540	2.4%
Personnel – Authorized FTE	.00	.00	.00	.00	

ARTS SERVICES/AGENCIES

445 -- 64

Highlights:

Commission On The Arts (COTA)

For FY 2010/11, the Commission On The Arts was allocated a total of \$127,709, an increase of 6% over the FY 09/10 allocation.

For FY 11/12, COTA recommended funding in the amount of \$131,540. There were no new organizations requesting funding from the City through COTA. The Commission did increase the amount of funding allocated to the annual grants and reserved less for the mini-grants based on input from the organizations, and the fact that the mini-grant funds have not been entirely drawn down recently. A total of \$152,400 was requested.

The City funds approximately thirteen arts organizations through this process.

Public Art Commission (PAC)

Community response to the 2008 Patrick Dougherty environmental sculpture in Ada Hayden Heritage Park continues to be very positive. In collaboration with the Parks and Recreation Commission and with City Council approval, the PAC will next bring sculptor Peter Irniq of Nunavut, Canada to Ames in September 2011. Mr. Irniq will create three stone landmarks called inuksuit (singular inuksuk) in Ada Hayden, Brookside, and McCarthy Lee parks. He will also participate in a number of public education initiatives related to his artwork and the Inuit culture.

The "Art Around the Corner" and Neighborhood Art programs continue to be received very positively within the community. The PAC is now exploring possible ways to bring additional public art to Campustown.

The PAC is investing significant effort in fundraising to help purchase the second of two fabric wall hangings by Priscilla Sage. Both pieces of artwork are currently displayed in the Auditorium lobby.

**PUBLIC ARTS AGENCIES RECEIVING CITY LOCAL OPTION
RECOMMENDATIONS FROM C.O.T.A. – COMMISSION ON THE ARTS**

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec
ACTORS (Ames Community Theater)	9,000	11,080	11,080	
AIOFA (Ames International Orchestra Festival)	6,200	5,983	5,983	
Ames Chamber Artists	2,150	2,330	2,330	
Ames Children’s Choirs	8,630	9,026	9,026	
Ames Choral Society	2,100	2,516	2,516	
Ames Community Arts Council	6,100	7,620	7,620	
Ames Town & Gown	14,000	14,880	14,880	
Central Iowa Symphony	8,000	8,849	8,849	
Co’Motion:				
Kids Co’Motion	2,440	2,803	2,803	
Co’Motion Dance Theater	5,220	5,372	5,372	
Commission on the Arts Mini Grants	5,610	4,430	4,430	
Friends of Ames Strings	1,200	1,200	1,200	
Story Theater Company	8,360	8,780	8,780	
The Octagon	39,000	42,840	42,840	
Total Funding Available	118,010	127,709	127,709	131,540

CEMETERY

461

This activity provides efficient interment services and maintains quiet, attractive grounds and facilities at the 9th Street Cemetery (53 acres) and Ontario Cemetery (4 acres). Maintenance is provided by contractual services for mowing and trimming of all the cemetery grounds. City personnel coordinate funerals, lot sales, and setting monuments as well as minor maintenance of the grounds. Limited maintenance is also provided for the small "Sunday Cemetery" located next to the old Water Pollution Control Plant.

Service Objectives:

- ✓ Maintain two City cemeteries in a neat and orderly fashion
 - ✓ Respond in a timely fashion to all grave opening and closing requests
 - ✓ Administer the mowing contract
- ✓ Coordinate funerals, cemetery lot sales, and sale of columbarium spaces
 - ✓ Set markers and monuments

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	60,477	69,622	70,741	73,611	5.7%
Contractual	50,071	59,603	58,185	58,555	-1.8%
Commodities	2,107	1,440	1,440	1,440	0.0%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	112,655	130,665	130,366	133,606	2.3%
Funding Sources:					
General Fund	9,692	26,565	15,266	18,506	-30.3%
Current Need Lot Sales	10,098	10,000	20,000	20,000	100.0%
Pre-Need Lot Sales	13,783	20,000	20,000	20,000	0.0%
Marker Footings	1,092	2,500	2,500	2,500	0.0%
Interments	53,285	57,000	57,000	57,000	0.0%
Columbarium	3,444	1,000	2,000	2,000	100.0%
Interest	21,261	13,600	13,600	13,600	0.0%
Total Funding Sources	112,655	130,665	130,366	133,606	2.3%
Personnel – Authorized FTE	1.08	1.08	1.08	1.08	

CEMETERY

461

Highlights:

General Fund support of the cemetery is projected to increase to \$18,506 for FY 11/12 (from \$15,266 in FY 10/11) due to the continuing **decrease in interest earnings**.

Mowing and trimming services for the cemetery continue to be contracted out. It is estimated that the cemetery will be **mowed 15 times**. The total cost of mowing is now estimated at \$30,000/year.

Cemetery **rates** for interments, cremations, lots, etc. continue to be competitive with surrounding communities. The last fee increase was in 2005.

Large tree trimming continues throughout the cemetery at an annual cost of \$2,500. Also included in FY 11/12 is \$2,500 for **monument repairs**.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Regular interments	55	54	55	55
Cremains interments	35	55	35	35
Columbarium spaces sold	0	3	5	5
Lots sold	100	67	100	100
Markers/monuments set	44	30	50	50
Efficiency and Effectiveness:				
Revenues as a % of expenses	84%	80%	88%	86%

LEASED HOUSING

462

By the end of the FY 10/11 budget year, the City of Ames will have relinquished the administration of the Section 8 Housing Choice Voucher program to Housing and Urban Development for the program to be administered by another area Housing Authority to cover the Ames jurisdiction.

This activity administers the federally funded Section 8 Voucher Rental Assistance Program. The overall goal of this program is to assist very low-income families, elderly, disabled, and handicapped persons to gain access to affordable, decent, safe and sanitary housing; to improve their housing status; and secure economic stability. The program will endeavor to implement these activities in a manner consistent with applicable Housing and Urban Development (HUD) regulations and the overall City's affordable housing goals and values.

Service Objectives:

- ✓ Increase and/or maintain the availability of decent, safe, and affordable housing
- ✓ Ensure equal opportunity in housing for citizens of Ames
- ✓ Continue to provide reliable, high quality service to both external and internal customers
- ✓ Increase and improve partnerships with local police, social service agencies, and workforce
- ✓ Promote self-sufficiency and asset development of families and individuals
- ✓ Improve community's quality of life and economic vitality
- ✓ Implement the program operations in an efficient and effective manner
- ✓ Operate the Ames Public Housing Authority in full compliance with all equal opportunity laws and regulations
- ✓ Administer the program in accordance with the rules and regulations as required by the Dept. of Housing & Urban Development and the program's administrative plan
- ✓ Participate with community groups, neighborhoods, and other organizations in order to discuss and/or address the housing needs of the community

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	99,895	150,550	151,438	-	-100.0%
Contractual	983,753	1,007,367	700,213	-	-100.0%
Commodities	2,050	1,050	1,200	-	-100.0%
Capital	-	-	-	-	
Other	18,844	-	-	-	
Total Expenditures	1,104,542	1,158,967	852,851	-	-100.0%
Funding Sources:					
Leased Housing	(20,590)	149,646	74,371	-	-100.0%
Federal Grants	1,100,294	1,006,991	777,208	-	-100.0%
Interest	1,097	-	800	-	
Miscellaneous Revenue	23,741	2,330	472	-	-100.0%
Total Funding Sources	1,104,542	1,158,967	852,851	-	-100.0%
Personnel - Authorized FTE	2.20	2.15	2.60	0	

LEASED HOUSING

462

Highlights:

By the end of the FY 10/11 budget year, the City of Ames will have relinquished the administration of the Section 8 Housing Choice Voucher program to Housing and Urban Development (HUD) for the program to be administered by another area Housing Authority to cover the Ames jurisdiction.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Maintain 95% avg annual lease-up rate or 95% annual budget expenditure	92%	97%	50%	n/a
Target min. of 75% available assistance to families with dependent children, elderly and disabled whose incomes are at or below 30% of Ames median income	100%	n/a	n/a	n/a
Maintain 95% data submittal rating through PIH Information Center (PIC) system	100%	100%	100%	n/a
Enforce cited life-threatening housing quality standard deficiencies; correct within 24 hours of inspection	100%	100%	100%	n/a
Maintain that 90% of files sampled show information was gathered through use of third party verifications	100%	100%	100%	n/a
# of community forums/events to educate public on various housing topics/awareness, program policies/procedures, etc.	2	2	2	n/a
Efficiency and Effectiveness:				
Manage voucher program in efficient and effective manner with goal of obtaining standard or high performance ranking under Section 8 Management Assessment Program (SEMAP)	(93%) High Performance	Non rating year	(80%) Standard Performance	n/a
Customer satisfaction survey indicates at least a 90% rating for excellent customer service provided	(90%)	Yes	n/a	n/a
Biannual program audits meet compliance standards	Yes	Yes	Yes	n/a

CITY-WIDE AFFORDABLE HOUSING

463

This activity administers city-wide affordable housing programs that will assist various housing related activities including, but not limited to: emergency and disaster related assistance, housing fairs, demolitions, etc. The overall goal of this program is to promote better housing and economic conditions and/or opportunities for low and moderate income citizens residing in Ames. This program includes the various miscellaneous affordable housing programs of the City of Ames.

Service Objectives:

- ✓ Implement activities in a manner consistent with applicable regulations and City's overall affordable housing initiatives
 - ✓ Increase and maintain housing stock of affordable housing in Ames
- ✓ Continue to provide reliable, high quality service to both external and internal customers
 - ✓ Increase and maintain partnership with state, federal, cities, county, lenders, realtors, developers, and non-profit organizations to increase affordable housing opportunities

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	23,927	4,381	27,211	-	-100.0%
Contractual	2,035	2,734	103,363	2,915	6.6%
Commodities	26	525	500	800	52.4%
Capital	-	-	-	-	
Other	-	-	168,995	-	
Total Expenditures	25,988	7,640	300,069	3,715	-51.4%
Funding Sources:					
City-Wide Affordable Housing	25,987	7,640	131,074	3,715	-51.4%
County-Wide Affordable Housing	1	-	168,995	-	
Total Funding Sources	25,988	7,640	300,069	3,715	-51.4%
Personnel - Authorized FTE	.41	.05	.40	0	

CITY-WIDE AFFORDABLE HOUSING

463

Highlights:

In November 2010 (FY 10/11), **the dissolution of the Ames/Story County-wide Affordable Housing Partnership was completed.** Each of the participating cities was reimbursed for their initial contribution percentage plus future uncollected receivables. The **City's share** of approximately **\$515,852** has been allocated to the **Housing Assistance Fund.**

In FY 10/11, the Housing Coordinator provided support for the **US 69 Intersection Improvements CIP project,** providing administration for the acquisition, tenant relocation, and demolition of the property at 629/631 13th Street which has **now been completed.**

In FY 10/11, a **Notice of Intent (NOI)** was submitted to the Iowa Homeland Security Office, Iowa Homeland Security & Emergency Management Division, under their Hazard Mitigation Grant Program (HMGP) for funds to **potentially purchase properties damaged and/or condemned due to the floods of 2010.** An **application must be submitted on or before June 30, 2011.**

In FY 10/11, due to the floods of 2010, the City was allocated up to \$500,000 in grant funds from the **Iowa Finance Authority** to administer their **Iowans Helping Iowans Disaster Assistance Program.** It is anticipated that **\$100,000 for actual expenses may be drawn down.** The program was created to assist owner-occupied properties with funds to **repair damages from the wind and/or flooding events of 2010.** The program provides that **up to 5%** of the grant amount expended can be used **towards program administration,** plus an allocation for inspections.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
# of owner-occupied properties assisted with wind or flood damage repair	0	0	7	0
# of community forums / events to educate public on various housing topics/awareness, program policies/procedures, etc.	2	2	2	2

COMMUNITY DEVELOPMENT BLOCK GRANT

464

This activity administers the federally funded Community Development Block Grant (CDBG) program activities. The activities implemented under this program will include a wide variety of community and economic development activities directed toward neighborhood revitalization, economic development, and the provision of improved community facilities and services. The overall goal of the program is to ensure that at least one of the following three national objectives is met: 1) benefit persons of low and moderate income; 2) aid in the prevention or elimination of slums or blight; or 3) meet other community development needs of particular urgency.

Service Objectives:

- ✓ Administer the CDBG program in compliance with federal regulations
- ✓ Operate the CDBG programs in full compliance with all Fair Housing and Equal Opportunity laws and regulations
- ✓ Continue to provide reliable, high quality service to both external and internal customers
- ✓ Preserve existing housing and promote revitalization of neighborhoods by offering housing options to very low, low, and moderate-income persons
- ✓ Encourage citizen participation by conducting community-wide meetings and/or public forums for input regarding processes, programs, and ongoing community development projects
- ✓ Improve the Division's website to efficiently communicate with the public

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	63,315	119,400	53,246	123,886	3.8%
Contractual	58,676	404,524	711,439	461,436	14.1%
Commodities	1,178	350	1,000	1,700	385.7%
Capital	563,799	-	375,000	-	
Other	-	-	-	-	
Total Expenditures	686,968	524,274	1,140,685	587,022	12.0%
Funding Sources:					
Block Grant	686,968	524,274	1,140,685	587,022	12.0%
Total Funding Sources	686,968	524,274	1,140,685	587,022	12.0%
Personnel - Authorized FTE	1.24	1.65	.9	1.4	

COMMUNITY DEVELOPMENT BLOCK GRANT

464

Highlights:

The City of Ames received its **seventh allocation of Community Development Block Grant (CDBG)** funding in the amount of \$534,545 for FY 10/11, and approximately \$580,491 of a rollover balance from the FY 08/09 and FY 09/10 allocations for a total available allocation of \$1,115,036. Up to 20% of the each annual allocation may be designated for administrative expenses and the remaining balance used for programming. The CDBG allocation for FY 11/12 is **anticipated to be to remain at \$534,545.**

For FY 10/11, the following programs listed below were approved to be implemented in the FY 10/11 Annual Action Plan.

- Neighborhood sustainability programs (acquisition/re-use, housing improvement, slum and blight, homebuyer assistance)
- Renter affordability programs (deposit, utility, transportation assistance)
- Public facilities improvement programs (neighborhood public improvements in targeted census tracts or minor repair for non-profits facilities)
- General program administration

Due to the wind and flooding events of 2010, **approximately \$500,000 has been set-aside in FY 10-11 to be used as possible matching dollars for the buy-out of properties that were destroyed or damaged.** In order to set-aside this amount, only the **Neighborhood Public Improvement Program will be fully implemented for FY 10-11.**

The budget also reflects an anticipated **program income** (i.e. sales of homes, repayments, loan repayments, etc.) of approximately \$7,718 for FY 10/11 and approximately \$ 54,718 for FY 11-12.

For FY 10/11, staff will complete the last of two federal stimulus projects that were awarded in FY 09/10 as part of the Community Development Block Grant Recovery (CDBG-R) Program in the amount of \$130,258. The funds will be used for following projects: 1) **EcoSmart Housing Retrofit Program (ESHRFP).** The objective will be to rehabilitate a City-owned single-family unit by incorporating “go-green” features and sell to a low or moderate-income, first-time homebuyer. 2) **Neighborhood Infrastructure Improvement Program (NIIP).** The objective will be to replace and/or repair deteriorated curbs, **driveway approaches**, sidewalks, and/or street resurfacing areas in Housing and Urban Development (HUD) designated low-income census tracts. **The Neighborhood Public Improvement Paving Project on South Hazel has been completed.**

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Annually maintain 70% expenditure rate of funds on activities that serve LMI** households and/or neighborhoods	100%	100%	100%	100%
% of dollars budgeted on housing related activities	80%	100%	30%	50%
# of existing single-family rental housing units purchased and/or converted into single-family ownership and/or were foreclosures.	1	4	n/a	n/a
# of LMI households assisted through renter affordability programs (deposit, utilities, transportation, childcare)	233	44	3	n/a
# of neighborhood public infrastructure improvement projects completed in LMI census tracts	n/a	1	1	1
# of linear curb, street paving, and/or handicapped accessible sidewalk repairs competed				
# of first-time homebuyers provided down-payment assistance	1	0	0	5
# of LMI owner-occupied units rehabilitated	n/a	n/a	n/a	12
# of community forums/event to educate public on various housing topics/awareness, program policies/procedures, etc.	5	5	5	5
Efficiency and Effectiveness:				
Demonstrated compliance with HUD's monitoring of program reports, files, etc.	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Bi-annual program audit meets compliance standards	Yes	Yes	Yes	Yes

** Low and Moderate Income

STORM DISASTER ACTIVITY

466

This activity reflects the Federal Emergency Management Agency (FEMA) disaster activities associated with the ice storm the winter of 2007.

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
	Actual	Adopted	Adjusted	Mgr Rec	
Expenditures:					
Personal Services	-	-	120,000	-	
Contractual	44,794	-	1,570,000	-	
Commodities	-	-	260,000	-	
Capital	38,204	-	-	-	
Other	-	-	-	-	
Total Expenditures	82,998	-	1,950,000	-	
Funding Sources:					
General Fund	-	-	250,000	-	
State FEMA	82,998	-	1,700,000	-	
Total Funding Sources	82,998	-	1,950,000	-	
 Personnel – Authorized FTE	 0	 0	 0	 0	

STORM DISASTER ACTIVITY

466

Highlights:

The City of Ames experienced two storms which were declared eligible for FEMA disaster aid. The storms included a wind storm on July 18 and severe flooding during the second week of August.

Preliminary estimates at this time total \$2,000,000 in damage with 75% covered by Federal FEMA dollars and 10% by State funding. Based on that estimate, the reimbursed total will be \$1,700,000. Department budgets reflect the City's 15% local match, if known. The utility funds will cover their future identified repairs and the General Fund will cover future identified repairs to the park system.

Since the unprecedented floods of 2010, the City Council has established a new seventh goal to mitigate flooding in our community. This goal will require us to analyze this issue from two perspectives: 1) flooding that damaged commercial and industrial areas from the overflow of the Skunk River and Squaw Creek; and 2) flooding that damaged various neighborhoods from localized, non-river surface runoff during intense rain events.

In order to address this critical goal, the FY 2010/11 budget has been amended to include \$250,000 in General Fund funding to identify the most cost-effective means for mitigating the impact of river flooding.

ECONOMIC DEVELOPMENT

465

The Economic Development activity supports both existing and new businesses in their efforts to provide opportunities for quality employment in the City of Ames. This activity provides local support for state and federal sponsored economic development programs and administration and oversight of all economic development programs.

Service Objectives:

- ✓ Create quality jobs
 - ✓ Use local economic development programs to leverage state, federal, and private economic development investment
 - ✓ **Partner with ISU, GSB, and private sector to redevelop and revitalize Campustown**
- ✓ Increase tax base
 - ✓ **Support private sector growth to improve quality of life, increase number of jobs, develop stronger tax base**
 - ✓ **Promote Ames as a regional center**

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	65,131	67,592	67,561	69,424	2.7%
Contractual	393,566	93,636	143,594	93,650	0.0%
Commodities	-	-	-	-	
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	458,697	161,228	211,155	163,074	1.1%
Funding Sources:					
Hotel/Motel	158,697	161,228	161,155	163,074	1.1%
Economic Development	300,000	-	50,000	-	
Total Funding Sources	458,697	161,228	211,155	163,074	1.1%
Personnel – Authorized FTE	.51	.51	.46	.46	

ECONOMIC DEVELOPMENT

465

Highlights:

Economic development projects approved by City Council included:

- **Boehringer Ingelheim Vetmedica, Inc (BIVI)**, a German pharmaceutical company developing and manufacturing products with a primary focus on animal health. As part of a much larger project to expand in Iowa, BIVI will add 20 additional high paying jobs to the Ames Health Management Center. Local match is in the form of a \$61,000 forgivable loan.
- **WebFilings LLC**, has seen rapid growth in their Securities and Exchange Commission reporting software product. A project was approved to add a 51,000 square foot office facility in Ames that is expected to support the growth of over 250 employees. Local match is in the form of the standard five-year property tax abatement under the Industrial Property Tax Abatement Program.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
(1) CEBA – grants originated	2	2	2	2
(2) CMA – grants originated	0	0	0	0
(3) PFSA – originated	0	0	0	0
Other:				
City revolving loans originated	2	2		2
Community Investment Fund	2	2	1	2

(1) Community Economic Betterment Account (CEBA); (2) Comprehensive Management Award (CMA); (3) Public Facilities Set Aside (PFSA)

Efficiency and Effectiveness:

Companies	\$ State/Federal Investment	\$ City Investment	Tax Abatement	\$ Private/AEDC Investment	\$ Total Investment	Jobs Required	\$ Taxable Value
WebFilings, LLC	19,795,000	400,000	Yes	31,345,000	51,630,000	250	15,000,000
BIVI	0	61,000	No	222,060	283,060	20	
Totals	19,795,000	461,000		31,567,060	51,913,060	270	15,000,000
Analysis of Investments:							
\$ Per # of Jobs	\$ 73,315	\$ 1,707		\$ 116,915	\$ 192,270		
\$ Leveraged by Local \$	\$ 42.94			\$ 68.48	\$ 112.61		

CABLE TV SERVICES

467

This activity includes the budget for the Cable Television Services division. This division provides for the broadcast operation and meaningful direction of the City's Government Access cable station and provides minimal staffing and playback support for the cable franchise grantee's Public Access requirement by the Municipal Code, Chapter 25, Section 25.26(3). Activities include assisting Boards and Commissions, City departments/divisions, and City staff in the preparation of presentations made for the purpose of videotaping. Staff provides customer service to citizen producers and viewers who request access to equipment, airtime, and videotape programming for both local access stations under the control of the City Council.

This activity is used to promote City government and to educate customers about City services through programming and announcements broadcast on Government Access. Activities also include providing direction and support for video/digital imaging, computer capture, picture printing, and facilitating presentations. These presentations may or may not be broadcast.

Service Objectives:

- ✓ Create educational programs showcasing City programs and services
- ✓ Provide live cablecasting of City Council, and Boards and Commission meetings
- ✓ Work with City staff to develop programs for internal trainings
- ✓ Program Channel 12 for ongoing and continuous coverage
- ✓ Provide videotaping of meetings for City employee training
- ✓ Serve as an emergency notification system
- ✓ Coordinate Channel 16 playbacks
- ✓ Coordinate videostreaming of Channel 12

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	75,846	79,230	81,194	83,404	5.3%
Contractual	27,914	31,909	28,271	30,291	-5.1%
Commodities	2,574	2,275	4,950	5,950	161.5%
Capital	5,898	2,540	20,540	5,100	100.8%
Other	-	-	-	-	
Total Expenditures	112,232	115,954	134,955	124,745	7.6%
Funding Sources:					
General Fund	(297,600)	(289,046)	(290,045)	(313,005)	8.3%
Cable TV Franchise	409,782	405,000	425,000	437,750	8.1%
Miscellaneous Revenue	50				
Total Funding Sources	112,232	115,954	134,955	124,745	7.6%
Personnel - Authorized FTE	1.13	1.13	1.13	1.13	

CABLE TV SERVICES

467

Highlights:

Cable TV is staffed by one full-time producer who is primarily devoted to the government access channel (TV12), and several part-time interns who assist with meeting coverage and programming. The full-time producer also provides playback support for Public Access, Channel 84. The Property Maintenance Board of Appeals and Library Board of Trustees meetings have been added to the group of live meetings covered on Channel 12. A new projector and document camera have been replaced in the Council Chambers while new speakers to improve the voice lift in the chambers will be replaced this year. Video on demand is now available of all live meeting coverage broadcast on Channel 12. The budget also includes a portion of the Principal Clerk's salary.

Government Access Channel 12:

- Provides live streaming video online 24/7 and streaming video on demand of TV12 through equipment located in the control room.
- Augments the City's Facebook page by producing Internet-only content to promote City sponsored events and focused programming.
- Developed new, original programming including This Week in Ames, Well Read and On the Road With Eric.
- Upgraded from VHS to DVD and video server recording.
- Produced mainstream media commercials for City departments, saving the cost of outside production companies.
- Upgraded equipment allowing dissemination of critical information to the public utilizing emergency message overlays.
- Made several equipment upgrades to Council Chambers and Channel 12 studio/production equipment.
 - A new switcher (\$18,000) to replace a failed switcher currently in the control room is included in the FY 10/11 budget.

Public Access Channel 84:

- Converted Channel 16 from analog to digital which is now broadcast on Channel 84.
- New programming and renewed interest in Channel 84 occurred after some improvements were made to the operation of the channel.
- All TV 84 programming is produced independently and submitted for broadcast. Programming consists of local church services and non-local, professionally produced series.
- The FY 11/12 budget includes \$5,100 for a video system controller.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Departmental video programs, Channel 12	60	248	225	220
Hours of programming replay, Channel 12	2,400	3,865	6,000	6,154
Hours of live meeting coverage, Channel 12	180	216	220	225

Efficiency and Effectiveness:

Of those who use them, usefulness of Channel 12 (3=very useful; 2=somewhat useful; 1=not useful)	2.0	1.9	1.9	2.0
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*% citizens who view Channel 12	45%	48%	38%	40%
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*Of viewers, % who view Channel 12 between 6 and 9 p.m.	64%	63%	63%	64%
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* Numbers taken from those who view Channel 12 according to the 2007, 2008, and 2009 Resident Satisfaction Survey.

COMMUNITY ENRICHMENT CIP

459 and 469

Activity Description:

This is a summary of all the Community Enrichment related capital improvements which are detailed in the five-year Capital Improvements Plan.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
City Manager:					
Neighborhood Improv Program	23,074	50,000	58,428	50,000	
Sub-Total	23,074	50,000	58,428	50,000	
Economic Development:					
Downtown Façade Improv. Prog.	47,000	50,000	50,000	50,000	
Sub-Total	47,000	50,000	50,000	50,000	
Police :					
Animal Shelter Energy Upgrades			103,500		
Sub-Total			103,500		
Library:					
Library RFID Tagging				125,000	
Library Building Project	72,049		240,001		
Library Skylight Replacement		48,000			
Sub-Total	72,049	48,000	240,001	125,000	160.4%
Parks and Recreation:					
Memorials			3,235		
Park Facility Maintenance	62,711	203,000	298,959	332,000	
Don & Ruth Furman Aqua. Cntr.	1,372,260		139,725		
Moore Park Improvements			9,813		
Bandshell			1,518		
08/09 Municipal Pool Maint	847				
09/10 Municipal Pool Maint			102,500		
10/11 Municipal Pool Maint		7,500	7,500		
11/12 Municipal Pool Improv.				42,500	
Ada Hayden Heritage Park	4,154			45,000	
Ada Hayden Fishing Pier	179,655		7,545		
Ice Arena Improvements				20,000	
Playground Park Equipment	13,825	75,000		135,000	
Ice Resurfacer	83,784				
Charles Calhoun Memorial Park	21,805				
Greenbriar Park Development	9,310	138,100	140,990		
Disc Golf Course Improvements	350		1,237		
Campustown Court Renovation	(453)				
Northridge Heights Park			53,500		
Mary Adams Estate	26,208				
Dog Park	(1,665)				
Solar Trash Compactors			12,243		
Sub-Total	1,772,791	423,600	778,765	574,500	35.6%

COMMUNITY ENRICHMENT CIP

459 and 469

Activities:	2009/10	2010/11	2010/11	2011/12	% Change
Cemetery:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Cemetery Fencing				60,000	
Cemetery Lane Improvements				40,000	
Sub-Total	0	0	0	100,000	
Total CIP	1,914,914	571,600	1,230,694	899,500	57.4%



The Furman Aquatic Center includes a traffic roundabout which is a circular junction where road traffic must travel in one direction around a central island. This feature facilitates the drop-off and pick-up of swimmers, as well as the bus stop activity by CyRide.



THE LAKE

- 471,220 gallons of water approximately 81 degrees
- North/South – 50 meters long; 8 lanes wide
- East/West – approximately 21 yards long; 20 lanes wide
- Three meter platform
- One meter springboard
- Two basketball hoops
- Handicap accessible ramp
- Area for lap swimmers
- Drop slide
 - 60 steps to the top
 - Tower height – 35'
 - Length – 150'
 - Riders drop out of the tube approximately 6' above the water.
 - Deep end of the pool is 13 feet deep.

GENERAL GOVERNMENT

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GENERAL GOVERNMENT

410

Program Description:

The General Government program is comprised of leadership, management, and support activities. These activities give direction and needed background assistance to the City's "front-line" services.

The General Government program includes the following activities: Legislative which includes the legislative and policy-making leadership provided by the Mayor and City Council, and the City Clerk which records and maintains the records of the City Council and various appointed commissions and committees. Executive Management includes the City Manager and assistants who provide day-to-day administration and coordination of all the City's service programs. The remainder of this program includes the wide array of staff services, such as Financial Services, Administrative Services, Public Works, Facilities, and the Merit Adjustment. Also included are the activities financed with the contingency Emergency Reserve account.

	2009/10	2010/11	2010/11	2011/12	% Change
Use of Funds:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Legislative	428,350	419,383	436,158	455,153	8.5%
Executive	589,727	607,915	644,445	646,261	6.3%
Financial Services	1,201,869	1,244,053	1,259,171	1,292,558	3.9%
Administrative Services	1,909,517	1,982,962	1,919,211	1,963,662	-1.0%
Public Works	1,582,959	1,665,329	1,724,889	1,810,981	8.7%
Facilities	492,994	499,025	581,253	482,338	-3.3%
Emergency Reserve	37,872	50,000	132,579	50,000	0.0%
City Council Special Allocations	57,000	76,618	191,618	94,000	22.7%
Merit Adjustment	-	161,894	-	167,758	3.6%
Total Operations	6,300,288	6,707,179	6,889,324	6,962,711	3.8%
General Government CIP	77,813	830,000	3,169,693	486,050	-41.4%
Total Expenditures	6,378,101	7,537,179	10,059,017	7,448,761	-1.2%
Personnel – Authorized FTE	53.76	53.81	52.86	53.96	

GENERAL GOVERNMENT

410

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures By Type:	Actual	Adopted	Adjusted	Mgr Rec	Adopted
Personal Services	4,882,728	5,240,318	5,050,911	5,500,164	5.0%
Contractual	1,260,241	1,348,511	1,686,901	1,395,515	3.5%
Commodities	129,849	117,527	157,018	92,032	-21.7%
Capital	105,283	830,823	3,164,187	461,050	-44.5%
Other Expenditures	-	-	-	-	
Total Expenditures	6,378,101	7,537,179	10,059,017	7,448,761	-1.2%
Funding Sources:					
General Fund	3,380,895	3,545,014	4,346,621	3,651,970	3.0%
Local Option	114,324	326,782	1,287,811	255,219	-21.9%
Hotel/Motel	9,390	6,001	9,425	6,037	0.6%
Leased Housing	-	1,233	-	-	-100.0%
Road Use Tax	154,268	186,693	172,091	224,302	20.1%
County Affordable Housing	-	-	-	-	
Fire Retirement	11,706	12,076	12,159	12,527	3.7%
G.O. Bonds	2,400	82,400	82,400	302,400	267.0%
Special Assessment	4,659	4,818	152,912	4,991	3.6%
Water	556,526	600,552	594,495	648,342	8.0%
Sewer	514,765	546,289	545,305	613,022	12.2%
Electric	793,769	864,400	866,636	904,085	4.6%
Parking	141,236	149,104	78,344	80,354	-46.1%
Storm Sewer	279,309	258,968	345,297	289,342	11.7%
Ice Arena	-	987	-	1,015	2.8%
Homewood	-	689	-	715	3.8%
Resource Recovery	251,714	270,085	277,142	282,572	4.6%
Equipment	149,640	171,494	157,879	162,054	-5.5%
Internal Services	-	6,499	-	6,684	2.8%
Risk Insurance	-	794	-	831	4.7%
Health Insurance	-	1,276	-	1,336	4.7%
Housing Assistance	-	34	-	-	-100.0%
Comm. Develop. Block Grant	-	991	-	963	-2.8%
Police & Fire Donations	-	-	-	-	
Energy Efficiency Block Grant	13,500	500,000	530,500	-	-100.0%
Construction Grants	-	-	600,000	-	
Total Funding Sources	6,378,101	7,537,179	10,059,017	7,448,761	-1.2%

CITY COUNCIL

411 -- 01

The City Council is the legislative and policy making body in the Ames municipal government. The Mayor and two Councilpersons are elected at-large, while the other four Councilpersons are elected on a ward basis. The Mayor, with the approval of the Council, appoints members of major policy making boards and commissions of the City. City Council meetings are scheduled on the second and fourth Tuesdays of the month, with special meetings and work sessions conducted as needed. The major responsibilities of the City Council include, but are not limited to, enacting ordinances, setting property tax levels, approving city service levels and the related budgets, and participating in community development efforts.

Service Objectives:

- ✓ Provide long-term vision for community and short-term goals to support that vision
- ✓ Channel input from public and other community institutions into City-provided service programs
- ✓ Act as Board of Directors for various city utilities (electric, water, wastewater, solid waste)
- ✓ Oversee financial commitments of the City and prioritize spending
- ✓ Set policy, approve ordinances and contracts, provide direction to City Manager and City Attorney, represent City in joint ventures, provide forum for community interaction
- ✓ **Support the “Cool Cities” initiative to reach the City’s carbon footprint reduction goal of 15% by the year 2014 for City buildings, fleet equipment, street lights and traffic lights**
- ✓ **Work toward the goal to have 10% of the City’s energy come from renewables by the year 2015**
- ✓ **Work to make City Council meetings and City processes more efficient and effective**

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	54,214	54,013	54,477	54,477	0.9%
Contractual	47,718	64,715	62,887	66,158	2.2%
Commodities	13,617	19,490	24,856	17,310	-11.2%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	115,549	138,218	142,220	137,945	-0.2%
 Funding Sources:					
General Fund	115,549	133,218	138,220	132,945	-0.2%
FACES Donations/Grants	-	-	-	-	
Hotel/Motel/FACES	-	5,000	4,000	5,000	0.0%
Total Funding Sources	115,549	138,218	142,220	137,945	-0.2%
 Personnel - Authorized FTE	 .00	 .00	 .00	 .00	

CITY COUNCIL

411 -- 01

Highlights:

Progress has been made on a number of the City Council goals from FY 10/11. There were several modifications made to the Electric Utility's Demand Side Management program in 2010 to allow rebates for custom modifications to the commercial and industrial customers' systems. This program has proven to be quite successful. Several reports were made to the Council during FY 10/11 on the City's "Cool Cities" initiative progress. During calendar year 2011, the City will be replacing 20-year-old heat pumps in City Hall with newer and more efficient units. These units could be modified to work with ground source wells in the future. Other energy efficiency improvements totaling more than \$300,000 will be made to other City facilities during calendar year 2011.

The WiFi pilot has been positively received by the public. The locations are at various parks and City property locations. The cost for this service totals \$13,105 in FY 10/11 and is projected to be slightly over \$13,180 in FY 11/12.

The City Council met in early January of 2011, and began working on goals for the next two years. Many of the goals from the 2010 sessions will continue in some form. The overall goals resulting from the Council's efforts are as follows, with the addition of a seventh goal:

- Go Green to Promote Environmental Sustainability
- Promote Economic Development
- Create a Community Vision
- Rejuvenate Campustown
- Strengthen and Protect our Neighborhoods for a United Ames
- Further Streamline and Improve Government Processes
- **Mitigate Flooding (new)**

Service Accomplishments:	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
The figures below represent the comparison of the levies among the largest eleven cities in Iowa:				
Total Levy/1,000 Ames	\$ 11.06	\$10.86	\$10.85	\$10.86
High	18.71	18.31	18.26	18.19
Low	9.97	9.86	10.03	10.05
Average	15.54	15.43	15.36	15.33
Ames' rank	10 th of 11	10 th of 11	10 th of 11	10 th of 11
Valuation/Capita Ames	\$ 38,267	\$40,030	\$41,911	\$43,158
High	72,290	76,547	80,178	83,500
Low	23,565	24,185	25,132	25,750
Average	37,035	38,450	35,663	36,150
Ames' rank	4 th of 11	4 th of 11	4 th of 11	4 th of 11
Total Levy/Capita Ames	\$ 423.34	\$434.73	\$454.73	\$468.37
High	871.10	922.40	966.14	990.00
Low	324.71	330.85	344.34	352.00
Average	557.74	578.09	599.31	615.00
Ames' rank	9 th of 11	8 th of 11	8 th of 11	8 th of 11

CITY CLERK

411 -- 03

This activity records and maintains proceedings of the City Council, Zoning Board of Adjustment, Housing Board of Appeals, Civil Service Commission, and Local Board of Health. This activity also prepares agendas, takes minutes; publishes proceedings, accounts, legal notices, and documents; has custody of bonds and contracts; records and certifies special assessments; issues cemetery deeds and various licenses; maintains legal documents; provides public information and notification on various items.

Service Objectives:

- ✓ Coordinate the preparation of City Council, Civil Service, and Zoning Board of Adjustment agenda packets and ensure compliance with Open Meetings Law
 - ✓ Provide administrative support to the Mayor and City Council, attend all official meetings, and ensure minutes and adopted measures are available within three working days of the meeting
 - ✓ Ensure the proper posting, filing, publication, and processing of official City notices and documents
 - ✓ Provide courteous and proficient retrieval of requested documents and information for internal and external customers
 - ✓ Process permit and license applications within 24 hours of receipt
- ✓ Maintain a central filing system for official City records and guide, administer, and monitor the City's Records Management Program
 - ✓ Provide admin support, training, and pertinent materials to 133 citizens serving on 20 City boards and commissions, including facilitation of the Mayor and Council's appointment process
 - ✓ Serve as Deputy Commissioner of Elections and provide Notary Public services
 - ✓ Provide City Council agendas, minutes, and packet materials to the public in an electronic format
 - ✓ Research new technologies to improve the storing and retrieving of City records

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	223,705	229,761	233,255	239,295	4.1%
Contractual	71,282	49,754	58,133	76,463	53.7%
Commodities	1,814	1,650	2,550	1,450	-12.1%
Capital	16,000	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	312,801	281,165	293,938	317,208	12.8%

Funding Sources:

General Fund	168,882	147,365	161,540	184,154	25.0%
Beer & Liquor Licenses	76,816	68,000	65,000	65,000	-4.4%
Cigarette Permits	4,350	4,500	4,400	4,400	-2.2%
Misc. Licenses/Permits/Fees	3,493	4,056	3,550	3,550	-12.5%
Electrician License	-	-	-	-	
Plumbers License	-	-	-	-	
Mechanical License	-	-	-	-	
Zoning Appeal Fee	700	1,200	800	800	-33.3%
Water	14,640	14,011	14,662	14,826	5.8%
Sewer	14,640	14,011	14,662	14,826	5.8%
Electric	29,280	28,022	29,324	29,652	5.8%
Total Funding Sources	312,801	281,165	293,938	317,208	12.8%

Personnel - Authorized FTE	3.00	3.00	3.00	3.00
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CITY CLERK

411 – 03

Highlights:

A total of 537 permits/licenses were issued during FY 10/11; this represents a 4% increase over last fiscal year.

The City Clerk is responsible for responding to City-wide Public Records requests that are not of a routine nature. Fourteen requests have been processed to date in FY 10/11. Under Chapter 22, Code of Iowa, the City is allowed to charge the requesting party for the employee's time (based on salary without benefits) and materials necessary to provide the request. Due to the vastness of the records, oftentimes the requestor does not want to pay the fee and opts not to receive the records after the research has been done. The City has been reimbursed for time/materials in the amount of \$138.76 in FY 10/11.

Routine requests for information from the public continue to increase. Over 1,000 searches are performed monthly through the Files Management System (FMS). A customized software update to the FMS to allow staff instant access to permanent official City records housed in the City Clerk's vault is nearing completion. Scanning the permanent records will be performed by staff in the City Clerk's Office.

The City Clerk/Records Manager continues to work with Records Stewards on updating the Records Retention Schedule. Each Department is responsible for inventorying its records and ensuring that the Records Retention Schedule is inclusive of all records categories. Records Stewards were named in March of 2009 and the process of updating the Retention Schedule began. To date, ninety percent of the Stewards have submitted records inventories pertaining to their department/division. Fifty-five meetings with Department Stewards and nine Records Management Team meetings have been held. The Records Retention Schedule will be presented to the City Council for approval in the spring.

Services performed for our customers at no fee have shown large increases over last fiscal year. During FY 10/11, 55 Temporary Obstruction Permits, 19 Banner Permits, and 257 notarizations and certifications were issued. Thirty-six special events meetings have been organized and attended by City Clerk staff. The City Clerk's Office also tracks an average of 225 insurance certificates and 50 Letters of Credit to ensure that the City is protected against claims.

Staff created and distributed agenda materials and recorded minutes for 58 City Council meetings, 12 Civil Service meetings, and 11 Zoning Board of Adjustment meetings during FY 09/10. Furthering the City Council's goal to "Go Green", members have agreed to electronic versions of meeting materials being provided through iPads. This budget reflects a reduction of \$2,000 in the printing line item; this amount will help offset the cost of the iPads.

The cost of publishing notices in the local newspaper continues to increase, and the FY 11/12 Projected Budget shows an increase of \$6,000 over the FY 10/11 Budget.

The FY 10/11 Budget includes \$20,000 for the Regular Election to be held in November 2011.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
% of City Council minutes published within timeframe prescribed by <u>Code of Iowa</u>	100%	100%	100%	100%
% of legal notices published within timeframe prescribed by <u>Code of Iowa</u>	100%	100%	100%	100%
Efficiency and Effectiveness:				
# of meetings reported	68	80	81	85
# of legal notices processed	250	227	260	260
# of resolutions finalized	552	594	600	600
# of documents recorded	106	73	81	80
# of licenses/permits processed	650	513	537	550
# of cemetery deeds issued	51	50	50	50
# of election petitions accepted	0	13	0	10

EXECUTIVE MANAGEMENT

413 -- 04

It is the responsibility of the City Manager's Office to provide the overall administrative direction for the City organization in accordance with policies established by the City Council. Other responsibilities are to ensure that City operations are conducted economically, efficiently, and effectively, and that City Council and citizen concerns are addressed. This office also develops recommendations to the City Council for changes in programs, operations, and policies. In addition, the City Manager's office presents, reviews, and monitors the annual operating budget for the City. The office personnel also staff a number of City boards and commissions ranging from external public advisory bodies to internal employee committees, and represent the City as a member of the union contract negotiating teams. The office personnel also work with the City Council on community development issues and with Iowa State University on joint concerns.

Service Objectives:

- ✓ Provide comprehensive vision and leadership for the City organization so that desires and needs of the community and City Council goals are met
 - ✓ Oversee and support City departments as they provide the best possible services to the community at the lowest possible cost
 - ✓ Provide complete and objective information and recommendations to City Council
- ✓ Prepare and provide to the City Council a fiscally responsible budget to finance City operations in support of community desires and City Council goals
 - ✓ Represent the City in relationships with other state, federal, and local organizations
 - ✓ Respond to public requests and inquiries in a courteous and timely manner

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	538,242	547,715	586,849	584,883	6.8%
Contractual	41,441	50,180	46,956	50,973	1.6%
Commodities	10,044	10,020	10,640	10,405	3.8%
Capital	-	-	-	-	
Total Expenditures	589,727	607,915	644,445	646,261	6.3%
Funding Sources:					
General Fund	340,141	348,724	371,619	372,658	6.9%
Employee Council Revenues	-	2,000	-	-	-100.0%
Water	60,647	62,495	66,294	66,483	6.4%
Sewer	60,647	62,495	66,294	66,483	6.4%
Electric	128,292	132,201	140,238	140,637	6.4%
Total Funding Sources	589,727	607,915	644,445	646,261	6.3%
Personnel - Authorized FTE	3.71	3.71	3.71	3.71	

EXECUTIVE MANAGEMENT

413 -- 04

Highlights:

For FY 10/11, the portion of the City Manager’s office salaries charged to the Electric Utility was increased to 22%, based on time spent planning for future capacity, the 161 kV tie line project, the upcoming cost of service/rate study, and public improvement/large project contract support. This level of support from the Electric Fund will continue for FY 11/12.

Staff will be spending additional time in FY 11/12 supporting and analyzing building and plant alterations in various areas to address the space needs of several departments. Major projects will occur in the Electric and Water Utilities with plant maintenance and possible new construction, City Hall modifications, a possible development of an Intermodal transit facility in Campustown, and possible Library expansion. As always, a major emphasis of this office is the facilitation of the accomplishment of Council goals and staffing of various Council-appointed boards and commissions. The City is now involved in a contract with Iowa State University to receive services from the University’s Sustainability Coordinator to guide the efforts of the City’s Sustainability Task Force.

For FY 11/12, 10% of the City Manager’s salary will continue to be charged to the Economic Development program (hotel/motel tax funds) to reflect work spent on development proposals and possible prospects.

City Manager staff is increasing the time spent on supporting a number of relatively new groups, including the Student Affairs Commission, Breaking Down the Barriers, United Ames, and organizers of various community events. The Community Conversations process was completed and a VISTA volunteer is now assisting in implementation of the recommendations through United Ames. To support special projects and referrals from the Council, a full year of a part-time intern position is included in the FY 11/12 budget.

The FY 10/11 Adjusted Personal Services budget reflects the retirement of one Assistant City Manager.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
% of citizen requests resolved in:				
One day	20%	15%	15%	20%
2-7 days	19%	15%	15%	15%
1-4 weeks	38%	35%	35%	35%
More than 4 weeks	23%	35%	35%	30%
 # Union contracts negotiated	 2	 2	 5	 4
 Efficiency and Effectiveness:				
Survey rating for quality of City services:				
Good	65%	64%	69%	65%
Very good	32%	34%	28%	33%

FINANCE ADMINISTRATION AND BUDGET

414 -- 15

The purpose of the Finance Administration and Budget activity is to provide overall financial management and analysis for the City of Ames. The activity provides direct supervision of Accounting and Reporting, Utility Customer Service, Information Services, Communications Services, Purchasing Services, and Debt Service activities and provides financial advice and direction to all City departments.

Service Objectives:

- ✓ Coordinate the preparation of the City's Annual Operating and Capital Budgets
- ✓ Provide accurate financial information on a timely basis
- ✓ Maintain the City's excellent credit rating (Moody's – Aaa)
- ✓ Coordinate the issuance of City debt and monitor debt capacity
- ✓ Maintain the City's Program Performance Budget as a decision making tool
- ✓ Maintain fund accountability for all City funds
- ✓ Submit and receive the GFOA Distinguished Budget Presentation Award and continually improve the budget document
- ✓ Audit and monitor all P-card transactions for compliance with procedures and policies
- ✓ Monitor revenues and expenditures as approved by the City Council

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	291,546	298,421	298,332	306,079	2.6%
Contractual	40,188	47,522	45,061	48,390	1.8%
Commodities	1,446	1,400	1,502	1,325	-5.4%
Capital	-	-	-	-	
Total Expenditures	333,180	347,343	344,895	355,794	2.4%
Funding Sources:					
General Fund	66,636	69,468	68,979	71,159	2.4%
Police/Fire 411 Spec. Revenue	3,332	3,473	3,449	3,558	2.4%
Water	49,977	52,102	51,734	53,369	2.4%
Sewer	49,977	52,102	51,734	53,369	2.4%
Electric	139,935	145,884	144,856	149,433	2.4%
Parking	3,332	3,473	3,449	3,558	2.4%
Resource Recovery	13,327	13,894	13,796	14,232	2.4%
Fleet Services	6,664	6,947	6,898	7,116	2.4%
Total Funding Sources	333,180	347,343	344,895	355,794	2.4%
Personnel - Authorized FTE	2.84	2.84	2.84	2.84	

FINANCE ADMINISTRATION AND BUDGET

414 -- 15

Highlights:

- The City received the Government Finance Officers Association (GFOA) certificate of excellence for both financial reporting and the budget document.
- Developed and provided “Budget 101” and “Budget 201” classes for City employees to provide better overall budget perspective.
- The Aaa bond rating from Moody’s Investor Services for general obligation bond issues was maintained.
- **To help meet the City Council goal to “Rejuvenate Campustown”, provided financial analysis and support of the Intermodal Facility and a possible Campustown redevelopment project.**
- Provided management and coordination among Federal Emergency Management Agency (FEMA), Iowa Homeland Security, and City departments for storm and flood related disaster assistance grants totaling over \$2 million.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Bonded Indebtedness:				
General Obligation Bonds	\$42,700,000	\$46,735,000	\$46,225,000	\$45,980,000
Revenue Bonds	0	0		
Years Received GFOA Distinguished Budget Presentation Award	22	23	24	25
Efficiency and Effectiveness:				
Maintain or improve General Obligation Bond rating which contributes to lower cost of debt	Moody’s Aaa	Moody’s Aaa	Moody’s Aaa	Moody’s Aaa
Budget book rating of “outstanding” by at least 1 of 3 GFOA reviewers in the 31 categories for distinguished budget presentation	22/31	15/31	14/31	15/31
General Fund actual expenses as a percent of the adopted budget	100.05%	95.5%	100%	100%
General Fund actual revenues as a percent of the adopted budget	102.3%	100.9%	100%	100%
Financial documents posted on website within one day of completion	6/6	6/6	6/6	6/6

ACCOUNTING AND REPORTING

414 -- 16

The purpose of the Accounting and Reporting activity is to provide processing and reporting of all financial transactions for the City of Ames. The activity also provides financial controls and treasury management for departments to help ensure proper stewardship of public funds. The activity provides services that support management decisions through timely and accurate processing and reporting of payroll, accounts payable, accounts receivable, and cash transactions. Treasury management function provides investment and cash management services within the parameters set by the City of Ames Investment Policy and the Code of Iowa. The goals of this activity are to provide timely and accurate financial transaction processing and reporting and to maintain proper controls over financial assets in an efficient manner.

Service Objectives:

- ✓ Process payments for goods and services and pay all vendors timely and accurately, taking advantage of any discounts offered.
 - ✓ Process and distribute payroll for all City employees accurately and timely. File quarterly and annual payroll tax returns and W-2 forms accurately and timely.
 - ✓ Receive unqualified opinions on the City's annual audited financial statements and compliance with requirements described in OMB Circular A-133.
- ✓ Monitor the City's debt and ensure accurate and timely principal and interest payments.
 - ✓ Protect and manage the City's cash assets in accordance with the applicable investment policy and provide for a reasonable rate of return.
 - ✓ Prepare a Comprehensive Annual Financial Report in conformance with GAAP that meets the requirements of the GFOA excellence in financial reporting program.

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	630,889	645,586	657,997	682,375	5.7%
Contractual	297,425	314,317	316,007	314,350	0.0%
Commodities	5,397	6,300	6,200	6,130	-2.7%
Capital	-	-	-	-	
Other	-	-	-	-	
Sub-Total	933,711	966,203	980,204	1,002,855	3.8%
Reimbursements	(65,022)	(69,493)	(65,928)	(66,091)	-4.9%
Total Expenditures	868,689	896,710	914,276	936,764	4.5%

Funding Sources:

Reimbursements	65,022	69,493	65,928	66,091	-4.9%
General Fund	232,375	236,599	248,218	257,862	9.0%
Road Use Tax Fund	10,670	11,017	11,206	11,440	3.8%
Police/Fire 411 Spec. Revenue	8,086	8,318	8,412	8,687	4.4%
Special Assessment	4,659	4,818	4,912	4,991	3.6%
Bond Funds	2,400	2,400	2,400	2,400	0.0%
Water	66,997	69,291	70,367	71,913	3.8%
Sewer	44,976	46,491	47,137	48,311	3.9%
Electric	257,360	266,091	270,344	276,165	3.8%
Parking	18,674	19,324	19,604	20,057	3.8%
Resource Recovery	116,939	120,970	123,172	125,360	3.6%
Fleet Services	40,531	41,898	42,576	43,487	3.8%
Total Funding Sources	868,689	896,710	914,276	936,764	4.5%

Personnel - Authorized FTE	9.00	9.00	9.00	9.00
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ACCOUNTING AND REPORTING

414 -- 16

Highlights:

The City received the Government Finance Officers Association (GFOA) certificate of excellence for financial reporting.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Percent of payments to vendors within 7 days of receipt following appropriate internal approvals	100%	100%	100%	100%
Accurate payroll reports filed within 30 days of quarter-end	100%	100%	100%	100%
Unqualified audit opinions received	Yes	Yes	Yes	Yes
CAFR distributed prior to December 31	Yes	Yes	Yes	Yes
Percentage of bond payments paid accurately and timely	100%	100%	100%	100%
Quarterly investment reports provided to City Council	4	4	4	4
Efficiency and Effectiveness:				
Average monthly accounts payable checks issued	1,474	1,577	1,600	1,600
Average monthly electronic/ACH payments to vendors	27	27	27	27
Average monthly payroll checks issued	247	255	255	250
Percent of employees using direct deposit	85%	85%	85%	87%
Annual number of W-2 forms issued	1,200	1,195	1,200	1,200
Audit findings noted	0	2	0	0
Number of years GFOA Achievement of Excellence in Financial Reporting certificate received	31	32	33	34
Number of bond issues monitored	17	14	13	14
Average amount of outstanding bond principal	\$42,700,000	\$46,735,000	\$46,605,000	\$47,000,000
Average \$ value of investment portfolio	\$75,000,000	\$87,500,000	\$90,000,000	\$90,000,000
Average rate of return on investments	2.06%	1.28%	.80%	1.0%
Annual bond rating	Aaa	Aaa	Aaa	Aaa

PUBLIC RELATIONS SERVICES

415 -- 05

The goal of this program is to promote a positive identity for the City of Ames, to provide information about local government, and to promote City programs and services for citizen and media use.

Information is channeled directly through Cable TV 12, City Side (the utility bill insert), the City of Ames website, and through press releases to commercial radio, television, and newspaper. In addition, publications, fliers, signs, and presentations are used to educate the public.

Within the City organization, the Public Relations Officer serves as an informal liaison for departments with a monthly newsletter and by assisting with orientation days four times per year, with Mayor/Council events, and with special City-wide and departmental events.

Service Objectives:

- ✓ Produce monthly newsletters for internal and external audiences
- ✓ Work with departments/divisions to produce custom publications
- ✓ Monitor and update City of Ames website
- ✓ Coordinate advertising purchase and placement for several City departments
- ✓ Produce annual Resident Satisfaction survey with assistance from Iowa State University
- ✓ Hire and mentor Iowa State University interns
- ✓ Serve as primary media contact and source of information for media inquiries
- ✓ Coordinate the annual Ames Citizens Academy
- ✓ Produce press releases
- ✓ Oversee government access television programming
- ✓ **Support Utilities in marketing and promoting programs in support of the City Council's "Go Green" goal**

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	107,093	112,194	113,603	116,911	4.2%
Contractual	38,505	40,211	40,590	39,170	-2.6%
Commodities	806	600	830	600	0.0%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	146,404	153,005	155,023	156,681	2.4%
Funding Sources:					
General Fund	73,203	76,500	77,513	78,341	2.4%
Water	14,640	15,301	15,502	15,668	2.4%
Sewer	14,640	15,301	15,502	15,668	2.4%
Electric	29,281	30,602	31,004	31,336	2.4%
Resource Recovery	14,640	15,301	15,502	15,668	2.4%
Total Funding Sources	146,404	153,005	155,023	156,681	2.4%
Personnel - Authorized FTE	1.19	1.19	1.19	1.19	

PUBLIC RELATIONS SERVICES

415 -- 05

Highlights:

One full-time Public Relations Officer (PRO) staffs the Public Relations Office. The office budget includes one part-time public relations intern and supervision of the Electric Services Department part-time intern. The budget also includes a portion of the Principal Clerk’s salary.

The PRO accomplished the following during 2009/10:

- Coordinated Census 2010 public education campaign
- Planned and implemented the Furman Aquatic Center opening event
- Continued to facilitate new web site development – delayed launch in February 2011
- Implemented and/or monitored several social media sites on Facebook and Twitter
- Continued developing marketing materials for Smart Energy
- Updated and completed the Resident Satisfaction Survey with Iowa State University
- Coordinated publicity/advertising for the Energy Fair
- Continued to promote EcoSmart, a citywide brand for improving the environment and reducing the City’s carbon footprint; served on internal Cool City Committee
- Facilitated and implemented the sixth Ames Citizens Academy
- Coordinated the “Welcome Back Students” in August
- With Parks and Recreation, coordinated annual July 4th Community Pancake Breakfast
- Produced City Side monthly newsletter; quarterly Neighborhood News; monthly internal newsletter City Slickers

Continued efforts for FY 09/10 and FY 10/11:

- With Information Technology, facilitate unveiling of new web site in February 2011
- Coordinate the Visioning steering committee and process
- Remain active in local, national professional groups (3CMA, PrAM)
- Handle media relations, press releases, and special events; update publications
- Supervise the TV staff, budget, and operations

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
# of media releases distributed	132	153	230	150
# of City-assisted community events	7	6	8	6
# of marketing campaigns developed	4	5	5	4

Efficiency and Effectiveness:

Of those who use them, usefulness of news sources for learning about the City of Ames (3=very useful; 2=somewhat useful; 1=not useful)

ISU Daily	2.2	2.1	2.2	2.2
Ames Tribune	2.5	2.4	2.3	2.3
KASI/KCCQ Radio	2.3	2.3	2.3	2.3
Des Moines Register	2.0	2.1	2.2	2.0
City Side	2.3	2.3	2.3	2.3
Channel 12	2.0	1.9	1.9	2.0
City of Ames web page	2.3	2.4	2.4	2.6
AmesNewsOnline (formerly Ames365.com)	1.8	2.0	2.1	2.2
The Sun	-	1.9	1.8	1.8

LONG-RANGE PLANNING

415 -- 08

This activity involves the preparation, coordination, presentation, and implementation of advanced planning activities that typically extend beyond any one fiscal year, or that pertain to the development of the Land Use Policy Plan and any amendments thereof. Examples of these planning activities include: 1) Land Use Policy Plan; 2) major ordinance changes and proposals, including rezonings; 3) neighborhood planning studies; 4) Downtown and other commercial planning studies; and 5) other special planning studies assigned by the City Council and the City Manager. In this capacity, the Department of Planning and Housing serves as a staff and technical resource to the Planning and Zoning Commission and the Historic Preservation Commission, and serves as liaison between the commissions and the Ames City Council.

Service Objectives:

- ✓ Coordinate implementation of all types of adopted long-range plans
 - ✓ Respond to community needs for analysis and policies for long-range land use
 - ✓ Assess and update adopted policies and plans against projected need as directed by City Council
 - ✓ **Revisit City Code, policies, and procedures related to the Land Use Policy Plan with a goal to streamline current procedures and policies for development**
- ✓ Provide data for long-range planning decisions
 - ✓ Encourage meaningful and timely community input
 - ✓ Coordinate long-range planning policies and regulations with other jurisdictions and agencies
 - ✓ Explore new trends and innovative means of achieving long-range planning objectives

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	289,666	305,093	307,486	317,019	3.9%
Contractual	44,710	32,011	32,919	32,847	2.6%
Commodities	2,123	2,950	2,900	3,300	11.9%
Capital	-	-	-	-	
Total Expenditures	336,499	340,054	343,305	353,166	3.9%
Funding Sources:					
General Fund	334,488	340,054	343,305	353,166	3.9%
Local Option	2,011	-	-	-	
Total Funding Sources	336,499	340,054	343,305	353,166	3.9%
Personnel - Authorized FTE	3.23	3.23	3.23	3.23	

LONG-RANGE PLANNING

415 – 08

Highlights:

FY 10/11

- Developed optional growth scenarios and **strategies for incentivized growth**.
- Developed code amendments to **create Commercial General Service (CGS) Zone**.
- Processed Land Use Policy Plan (LUPP) amendment to facilitate **expected annexation of Rose Prairie** property.
- Developed strategies for **commercial corridor between Kellogg and Clark** Avenues.
- Reported on the use of, and intent behind, **density targets in the Land Use Policy Plan**.
- Reported on density **options for development of the Fieldstone Property**.
- Developed and processed various code amendments to:
 - **Clarify parking standards** pertaining to number of bedrooms in **multi-family units**.
 - Bring **grocery store parking requirements** in line with market demands.
 - Address practical difficulties in **mechanical screening requirements**.
 - Create more flexibility in complying with **outdoor lighting standards**, and making these standards more comparable to standard industry specifications.
 - Simplify standards pertaining to **fences**.
 - Complete work on other code clean-up per Council priorities.
- Developed and processed new codes pertaining to **use of wind energy** in commercial and industrial zones.
- Developed **new criteria for tax abatement** in Commercial areas.
- Processed **two National Register nominations** for historic structures including Sigma-Delta Chi Fraternity House at 405 Hayward Avenue, and Delta Upsilon House at 117 Ash Avenue.
- Worked with Neighborhood Intern to further implement Volunteer Program for Property Maintenance.
- Worked with Neighborhood Intern to **increase support for neighborhood activities**, including enhancing access to information on the City's website, promoting use of model documents for neighborhood associations, and supporting block parties.
- Define and propose a process for amending the LUPP.
- Report to Council options on standards for an **airport overlay zone**.
- Continued work on fringe issue, including ongoing activities with Story County, and **potential new fringe agreements with Boone County**.
- Begin process of **National Register Nomination for Downtown**.
- Begin process for amending Chapter 31 – Guidelines for historic district.
- Complete 20+ zoning and subdivision code amendments as **“clean-up” items**, as directed by City Council.

FY 11/12

- Complete **evaluation of Planning Base** in LUPP.
- **Complete process of National Register** nomination for Downtown.
- Propose **revisions to Chapter 31** – Guidelines for historic district.
- Continue outreach to encourage development and/or registration of neighborhood associations and assisting inactive associations to become active.
- Continue work with Public Works, IDOT, ISU and consultants on coordinating long-range transportation planning using the LUPP.
- Implement other Council and Planning and Zoning Commission planning priorities, as directed by City Council.

LONG-RANGE PLANNING

415 – 08

Highlights, continued:

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
LUPP amendments completed (map or text)	2	3	6	5
Rezoning completed	2	4	7	8
Zoning text amendments completed	12	14	6	12
Annexations completed	1	0	1	2
 Efficiency and Effectiveness: ⁽¹⁾				
		Number of Days to Process		
Citizen-initiated rezoning	124	76	67	70
Citizen-initiated LUPP map and/or text changes		56	47	51
Citizen-initiated zoning text changes		27	None submitted	27

⁽¹⁾ Indicated processing time is the average number of calendar days to process citizen-initiated proposal from date of submitting a complete application to date of Council's first reading. This excludes calendar days while waiting for applicant's response.

CURRENT PLANNING

415 -- 09

The Department of Planning and Housing serves as a staff and technical resource to the customer, Planning and Zoning Commission, Zoning Board of Adjustment, and the Historic Preservation Commission. The department serves as liaison between the commissions and the Ames City Council. Staff analyzes and makes recommendations on subdivisions, planned unit developments, and development plans. This occurs in conjunction with the City's Development Review Committee process. Staff advises the City Council and City Manager on planning and development matters and provides technical assistance to the Zoning Board of Adjustment and other City boards and commissions.

Service Objectives:

- ✓ Help applicants accomplish their development goals consistent with City development policies
 - ✓ Implement development regulations as adopted by City Council and State of Iowa
 - ✓ Provide an efficient and fair process for applicants
 - ✓ Process applications in a timely, thorough and accurate manner
 - ✓ Provide timely and accurate responses to public inquiries
 - ✓ Continue to provide reliable, high quality service to both internal and external customers
 - ✓ **Promote Ames as a welcoming place to do business by embracing a "can do" attitude**
- ✓ Coordinate development review with other City departments and outside agencies
 - ✓ Ensure compliance with adopted laws and policies
 - ✓ Encourage meaningful and timely community input
 - ✓ Look for ways to improve processes and regulations to better meet objectives
 - ✓ Provide applicants with the legal basis for planning decisions
 - ✓ Review impact of past planning and development codes, policies and procedures to identify possible areas for improvement

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	285,484	308,659	304,014	320,183	3.7%
Contractual	29,403	32,011	31,830	31,143	-2.7%
Commodities	1,009	1,050	1,200	950	-9.5%
Capital	-	-	-	-	
Total Expenditures	315,896	341,720	337,044	352,276	3.1%
Funding Sources:					
General Fund	306,744	333,220	328,244	343,476	3.1%
Development Review Fees	7,235	7,000	7,000	7,000	0.0%
Map/Document Sales	1,917	1,500	1,800	1,800	20.0%
Total Funding Sources	315,896	341,720	337,044	352,276	3.1%
Personnel – Authorized FTE	3.22	3.22	3.22	3.22	

CURRENT PLANNING

415 -- 09

Highlights:

FY 10/11

- In response to the Council goal of ensuring a “can-do” attitude to promote economic development, Planning staff held two half-day retreats to **define “can do”** and to **develop guiding principles for ensuring excellent customer service**.
- Staff participated with the **Development Review Committee (DRC) Process Improvement Team**, which presented findings and DRC improvement recommendations to City Council.
- Implemented those actions of the DRC process improvement that could be taken immediately.
- Continued the quarterly **Over-Easy Meet-n-Eat meeting** with developers to exchange ideas, provide updates and respond to concerns.
- Processed two **Downtown façade grants**, including 326 5th Street and 132-134 Main Street.
- Processed for approval amendment to final plat for Grand Aspen Subdivision on South 16th Street.
- Processed numerous home occupation permits, some of which were “permitted home occupations” approved administratively and some were “special home occupations” which required approval by the Zoning Board of Adjustment.
- Administratively approved several Minor Site Development Plans.
- Processed several requests for Certificates of Appropriateness in the historic district.
- Processed **26 flood plain development permits** after having taken over flood plain administration in 2009.
- **Streamlined flood plain permitting process** for properties damaged in August flood.
- Improved overall flood plain development tracking with better application, project review, and formal approval.

FY 11/12

- Continue work implementing DRC Process Improvement Team actions, including working with subgroups to further fine tune and develop implementation strategies for action items in process improvement report.
- Continue efforts to **implement staff’s guiding principles for ensuring excellent customer service**.

CURRENT PLANNING

415 -- 09

Highlights, continued:

Service Accomplishments (process completions):	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Preliminary plat	4	2	1	2
Final plat	11	8	6	8
Plat of survey	n/a	15	7	12
Certificate of Appropriateness	4	9	4	8
Façade grants	4	2	2	4
Major site development plan/master plan	6	3	0	2
Minor site development plan	23	23	3	11
Permitted home occupation	7	11	5	10
Zoning Board of Adjustment cases	20	9	8	9

Efficiency and Effectiveness:

The following statistics indicate the average number of calendar days to review the complete applications, excluding the days while waiting for the applicant response. ⁽¹⁾

	Number of Days to Process			
Preliminary plat	114	45	43	44
Final plat	38	24	17	21
Plat of survey	n/a	31	25	28
Certificate of Appropriateness	42	16	(13) 28 ⁽²⁾	15
Façade grants	27	16	23	22
Major site development plan/master plan	62	80	none submitted	71
Minor site development plan	59	18	21	20
Permitted home occupation	6	4	3	4
Zoning Board of Adjustment cases	33	28	32 ⁽³⁾	30

⁽¹⁾ For FY 08/09 and half of FY 09/10, the review time indicated includes the days waiting for the applicant's response and/or Council action. Since December 2009, the applicant's response time and the Council's processing time have been deducted from the total to better monitor staff's efficiency in processing applications.

⁽²⁾ One project skewed the results. Minus that one project, the parenthesized number would be the average.

⁽³⁾ Processing of two items was postponed due to the flood event, thereby raising the average number of process days.

LEGAL SERVICES

415 -- 20

The mission of the City Attorney's Office is to provide the highest quality legal services to the City at the lowest possible cost to the taxpayers; to provide sound and objective legal advice and representation to City officials and staff, Mary Greeley Medical Center and all other City departments; to earn and keep the respect and trust of those for whom and with whom the office works; and to act in accordance with the highest ethical and professional standards.

Service Objectives:

- ✓ Advise Council, staff, boards and commissions on legal and policy matters
- ✓ Incorporate advances in technology to enhance legal services in a timely and efficient manner
- ✓ Draft ordinances and amendments, and publish Municipal Code
- ✓ Litigate in District and Appellate Courts claims by and against the City
- ✓ Collect unpaid bills and fines through negotiation and settlement or litigation as needed
- ✓ Represent the City in all administrative and arbitration claims, including labor and employment, inspections, housing, licensing, animal control, and other administrative matters
- ✓ Supervise and monitor all legal work performed by outside counsel
- ✓ Provide legal advice and support at all meetings of City Council and at meetings of boards and commissions as needed
- ✓ Draft and review contracts, real estate, and other legal documents
- ✓ Respond to public inquiries regarding City Code and regulatory matters
- ✓ Advise and represent Mary Greeley Medical Center in contract, employment, collection, and regulatory matters
- ✓ Prosecute all criminal complaints, traffic tickets, code enforcement violations, parking appeals, and other municipal infractions in courts-of-law as necessary

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	599,144	612,280	547,239	562,327	-8.2%
Contractual	45,327	51,388	34,496	34,421	-33.0%
Commodities	4,140	2,397	10,740	2,347	-2.1%
Capital	13,070	823	1,870	-	
Other Expenditures	-	-	-	-	
Total Expenditures	661,681	666,888	594,345	599,095	-10.2%
Funding Sources:					
General Fund	394,067	356,441	360,048	288,853	-19.0%
Mary Greeley Medical Center	11,178	14,000	9,000	9,000	-35.7%
Other Departments	3,644	4,000	4,000	4,000	0.0%
Fees and Fines	45,701	39,000	39,000	39,000	0.0%
Water	19,528	30,338	30,174	57,380	89.1%
Sewer	9,764	9,731	9,679	57,380	489.7%
Electric	64,900	90,443	89,954	90,660	0.2%
Parking	102,389	107,052	37,557	37,903	-64.6%
Process Server Parking Rev.	747	1,000	130	-	-100.0%
Resource Recovery	9,763	14,883	14,803	14,919	0.2%
Miscellaneous Revenue	-	-	-	-	
Total Funding Sources	661,681	666,888	594,345	599,095	-10.2%
Personnel - Authorized FTE	6.95	6.95	5.95	5.95	

LEGAL SERVICES

415 -- 20

Highlights:

Demand for legal services continued to increase in FY 2010/11. Administrative proceedings, including property assessment appeals, Section 8 eligibility appeals, and Zoning Board of Adjustment decisions, increased dramatically for the second year in a row. Legal staff litigated 253 court cases to final judgment (primarily criminal misdemeanors and municipal infractions).

The Legal Department implemented two challenging and innovative programs during the current year. The City Attorney established a *pro bono* services litigation program with a leading law firm in order to expand available resources to the City, without cost, while training new lawyers interested in trial practice. The department also implemented the Judicial Branch's EDMS (electronic document management system) pilot project, taking an important step toward filing court documents electronically and becoming a paperless office.

The Legal Department successfully defended before the Iowa Court of Appeals, the City Council's application of historic preservation overlay.

The department initiated an administrative appeal of the condition of the NPDES permit issued to the Water and Pollution Control facility by the Iowa Department of Natural Resources. The amounts charged to the Water and Sewer Funds for legal services have increased based on workload.

The department represented the Board of Review in 25 administrative and three District Court property assessment appeals on 793 individual properties.

- Represented City in more than 87 administrative actions, a 74% increase over last year.
- Coordinated City departments' debt collection processes in small claims court and initiated collections on behalf of Mary Greeley Medical Center.
- Represented City in proceedings involving extraordinary legal remedies, including public records protective orders, motions to quash, and seized property disposition determinations.
- Reduced staff assigned to parking system, shifted process serving duties from employee to law enforcement, and increased collection efforts for Mary Greeley Medical Center.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Automated docketing system – ProLaw:				
Legal matters opened (litigation, advice, subdivision review, etc.)	1,503	2,077	1,758	1,758
Documents created/reviewed	10,585	11,900	13,443	14,787
Other events and legal services requiring review by Legal Department	9,323	8,433	10,320	11,352
Cases docketed in ProLaw and filed with the court				
Paper filing	625	709	325	0
Electronic filing	0	2	410	785
Efficiency and Effectiveness:				
% of incoming phone calls returned by end of the next business day	87%	85%	86%	86%
Total # of active matters	1,680	1,946	2,257	2,257
# of matters closed	1,230	1,920	1,414	1,920
% of timely responses by Legal Department target completion dates	89%	86%	95%	95%

HUMAN RESOURCES

415 -- 21

Human Resources provides a full range of services in support of all City departments and the Civil Service Commission. These services include recruitment and selection, classification, wage and salary administration, affirmative action, employee training and development, employee and labor relations including collective bargaining, contract administration, and policy research and development. The department's goal is to provide a comprehensive program which will further the contribution made by employees to assist the City in attaining its objectives.

Service Objectives:

- ✓ Provide the highest quality human resources support to other City functions to carry out the goals of Council
- ✓ Monitor compliance with state and federal laws and City policy with regard to human resources related issues
- ✓ Maintain a database of current labor market information and perform classification and compensation studies to maintain pay equity and external competitiveness
- ✓ Provide employees and managers with training tools and resources to enhance individual and team performance as a means of achieving our Excellence Through People organizational culture
- ✓ Attract and retain qualified employees through the use of progressive recruitment techniques and competitive compensation and benefit systems
- ✓ Strive to maintain strong relations through collaborative negotiations, contract interpretation and resolution of grievances at the lowest possible level

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	439,572	451,601	461,005	481,111	6.5%
Contractual	109,893	137,758	139,756	136,138	-1.2%
Commodities	8,275	8,450	6,550	6,250	-26.0%
Capital	-	-	-	-	
Other	-	-	-	-	
Sub-Total	557,740	597,809	607,311	623,499	4.3%
Reimbursements	(108,703)	(116,514)	(117,817)	(121,055)	3.9%
Total Expenditures	449,037	481,295	489,494	502,444	4.4%
Funding Sources:					
General Fund	243,062	260,525	266,003	272,816	4.7%
Road Use Tax Fund	31,903	34,195	34,738	35,692	4.4%
Water	30,564	32,760	33,949	34,881	6.5%
Sewer	26,772	28,695	28,787	29,577	3.1%
Electric	92,864	99,535	100,510	103,271	3.8%
Parking	6,247	6,695	6,741	6,926	3.5%
Storm Sewer Utility	2,064	2,212	1,883	1,934	-12.6%
Resource Recovery	15,171	16,260	16,458	16,910	4.0%
Hotel/Motel Tax	390	418	425	437	4.5%
Total Funding Sources	449,037	481,295	489,494	502,444	4.4%
Personnel - Authorized FTE	4.42	4.47	4.52	4.52	

HUMAN RESOURCES

415 -- 21

Highlights:

FY 09/10 held many accomplishments for the department, including the settlement of voluntary agreements with two labor unions, Police and IBEW. In addition, we successfully transitioned to NEOGOV, the online application system, which has significantly reduced the amount of paper and postage used by the department. The system has also helped improve the use of staff and management's time in the recruitment and selection process. In the training arena, the technology series was again hugely popular with employees. A new format called "Power Hours" was developed and rolled out to the 100+ formal leaders. This program was very well received.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
# of leadership development coaching hours provided to leaders	0	76	100	100
# of hours of leadership and management development training offered	115	30	104	140
Attendance at formal training programs offered through Employee Development Center	2,324	1,906	2,000	2,400
# of recruitments (open and promotional)	47	55	40	40
# of applications (open and promotional)	2,130	2,363	1,700	1,700
# of external hires	85	73	90	90
# of internal promotions	33	10	35	35
Efficiency and Effectiveness:				
% of City employees that rated sponsored training programs as above average or better	87%	89%	90%	90%
Average # of work days to complete external recruitment for full-time positions (from date posted to date offer extended)	56	58	54	50
% of diverse (protected class) applicants based on total applications received	7.98%	13.25%	8.00%	8.50%

PUBLIC WORKS ADMINISTRATION

416 -- 72

This activity is responsible for the overall coordination and support of all Public Works' operational activities and capital projects.

Service Objectives:

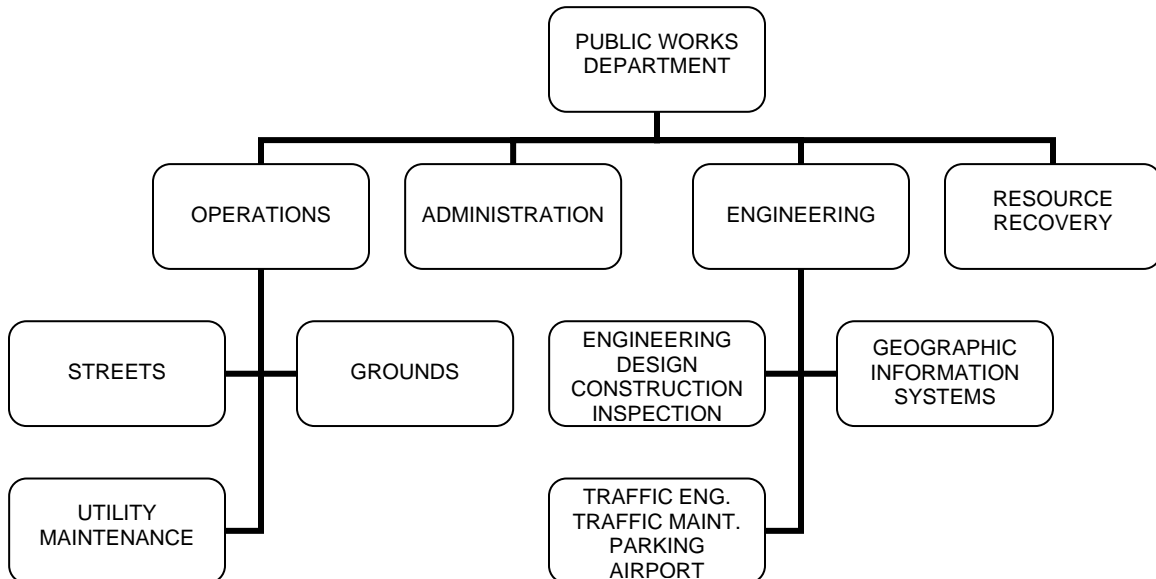
- ✓ Oversee and coordinate the activities of four Public Works divisions (Engineering, Operations, Resource Recovery, and Administration)
- ✓ Provide management direction and administrative support to Public Works employees
- ✓ Provide oversight and guidance for the Public Works portion of the Capital Improvements Plan
- ✓ Sell and arrange for installation of Veterans' Memorial bricks

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	287,263	294,701	297,944	306,065	3.9%
Contractual	33,598	36,830	35,612	33,950	-7.8%
Commodities	708	9,500	9,500	2,000	-78.9%
Capital	-	-	-	-	
Other	-	-	-	-	
Total Expenditures	321,569	341,031	343,056	342,015	0.3%

Funding Sources:

General Fund	903	2,000	1,500	1,500	-25.0%
Road Use Tax Fund	80,168	84,757	85,389	85,128	0.4%
Water	80,166	84,758	85,389	85,129	0.4%
Sewer	80,166	84,758	85,389	85,129	0.4%
Resource Recovery	80,166	84,758	85,389	85,129	0.4%
Total Funding Sources	321,569	341,031	343,056	342,015	0.3%

Personnel - Authorized FTE 3.00 3.00 3.00 3.00



PUBLIC WORKS ADMINISTRATION

416 -- 72

Highlights:

Flooding and windstorms that hit the area in 2010 made for a challenging year for the department. Immediate response to each emergency was provided by Public Works as well as by other City departments. This response showcased the excellent training, cohesiveness, and abilities of all involved. The aftermath of the emergencies—planning for and repair of damage to streets, utilities, and rights-of-way—continues, and the **financial impacts** of these activities can be seen throughout the FY 10/11 and FY 11/12 budgets.

Public Works Administration staff will be serving on an **interdepartmental and interagency team** led by the City Manager’s office to evaluate potential impacts of future flooding in the Ames region. This evaluation will review the historical impacts of flooding in the area, forecast the potential for future events and evaluate possible mitigation measures from a **regional perspective**.

In addition to flood response and cleanup, federal storm water discharge regulation issues, as well as implementation of the Quiet Zone along the railroad east/west corridor, continue to require **staff involvement** in FY 10/11. In FY 11/12, staff involvement will shift to the extension of Grand Avenue from South 4th Street to Southeast 16th Street.

An **open house** featuring Public Works Department services, equipment, and personnel is being planned for early summer or late fall.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Number of projects with reimbursements from grants and other outside sources	8	14	22	8
Dollars received as reimbursements for project costs	\$1,918,642	\$5,396,600	\$8,449,500	\$5,934,000
Number of Veterans’ Memorial bricks sold	26	13	8	9
# of departmental FTEs	73.0	74.0	74.0	75.0
Efficiency and Effectiveness:				
Administrative cost per employee	\$4,276	\$4,333	\$4,615	\$4,601
Administrative costs as a percent of operations	2.9%	2.7%	2.8%	2.8%

PUBLIC WORKS ENGINEERING

416 -- 80

The Engineering Division provides technical designs and construction inspection to ensure reliability and quality control for capital improvement projects. The Division also provides design review/acceptance and inspection services on subdivision public infrastructure construction. The Engineering Division is also involved in the long-range planning of projects to ensure development of streets, water distribution, sanitary sewer and storm sewer systems to meet current and future needs of the community. Another function of the Engineering Division is to maintain records for public infrastructure, including an electronic Geographic Information System (GIS) of this infrastructure.

Service Objectives:

- ✓ Plan, design, and implement public infrastructure projects including water main, sanitary sewers, storm drains, and streets rehabilitation and reconstruction
- ✓ Provide a high level of communication to the public throughout all stages of projects; coordinate meetings and citizen advisory committees as necessary
- ✓ Prepare certified engineering plans and specifications and administer bid process for capital improvement plan construction projects
- ✓ Develop and maintain city-wide GIS, provide GIS support to user department and coordinate with Mapping & Policy Support (MAPS) for base map information
- ✓ Supervise construction of all authorized public improvement projects
- ✓ Review plans and plats for consideration of public and private improvements
- ✓ Employ interns and co-ops for design, inspection, GIS, and traffic analysis
- ✓ Provide technical support to the Ames Area Metropolitan Planning Organization
- ✓ Maintain as-built drawings and archive records of public infrastructure construction
- ✓ Manage the City of Ames NPDES / Municipal Separate Storm Sewer System (MS4) permit

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,022,913	1,097,499	1,069,692	1,223,693	11.5%
Contractual	202,731	206,599	291,441	225,458	9.1%
Commodities	19,533	20,200	20,700	19,815	-1.9%
Capital	16,213	-	-	-	
Total Expenditures	1,261,390	1,324,298	1,381,833	1,468,966	10.9%

Funding Sources:

General Fund	21,971	-	-	-	
General Fund Fees/Permits	535,910	603,500	596,500	671,500	11.3%
Road Use Tax Fund	8,906	27,858	17,287	63,203	126.9%
Water	198,207	202,229	195,713	209,979	3.8%
Water Fees	2,500	10,000	5,100	5,100	-49.0%
Sewer	191,412	195,203	190,323	203,268	4.1%
Sewer Fees	7,846	15,000	15,100	10,100	-32.7%
Storm Sewer	188,690	164,833	247,214	190,681	15.7%
Storm Sewer Fees/Permits	88,555	90,500	96,200	95,200	5.2%
Electric Fund	17,393	15,175	18,396	19,935	31.4%
Total Funding Sources	1,261,390	1,324,298	1,381,833	1,468,966	10.9%

Personnel - Authorized FTE	12.00	12.00	12.00	13.00
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PUBLIC WORKS ENGINEERING

416 – 80

Highlights:

In response to 2008 and 2010 flooding, staff is moving forward in FY 10/11 with updating the **Urban Stream Assessment** originally completed in 2007 in an amount of \$30,120. This report rated and prioritized stream channel/bank erosion in the tributaries of Squaw Creek. The updated report will be expanded to include Squaw Creek and South Skunk River. Additionally, staff is responding to numerous localized flooding concerns. Conceptual engineering is being completed in FY 10/11 by a consultant in an amount of \$48,980. Applications are being made through the **Hazard Mitigation Grant Program** administered by FEMA for these public improvements. Activities are in support of City Council's priority goal of **flood mitigation**. In seeing the importance of the storm sewer system, City Council has directed staff to proceed with a **new billing structure** based on impervious area. This new system will also include a 15% revenue increase to help maintain and improve the storm sewer system for the City.

The **Sanitary Sewer System Evaluation** is a high priority project for Engineering staff that will continue over the next couple of fiscal years. This project works to identify and eliminate infiltration/inflow from entering the sanitary sewer system.

Staff continues to work through the design of public improvement projects as part of the Capital Improvements Plan (CIP), including roadway pavement, shared use path, water system, sanitary sewer system, and storm sewer/drainage. A full-time **Civil Engineer I** has been added to Engineering beginning in FY 11/12 to complete in-house design of public improvements. Based on the anticipated \$16,219,000 in construction and engineering included in the CIP, this addition is expected to save approximately \$500,000 for in-house design compared to hiring consultants for five projects.

Through the City of Ames **Smart Watershed** program, staff continues to respond to citizen requests for additional information about storm water related topics. Topics being promoted include soil quality restoration, phosphorus-free fertilizers, picking up pet waste, installation of rain gardens and rain barrels. Rain Barrel and Rain Garden Cost Share Programs continue. In partnership with other departments and organizations, an **EcoFair** is planned for March 26, 2011. The Public Works Engineering portion of this event is organized to focus on water quality components, including current initiatives to improve watershed runoff. The EcoFair is an open house for the citizens to learn how to make a difference on their property and community-wide.

Storm water requirements, as mandated through the **Municipal Separate Storm Sewer System (MS4) permit**, continue to be a focus of the Engineering Division. Inspections of construction sites for compliance with permits for erosion and sediment controls are the main focus of the Stormwater Specialist. Each permitted construction site is inspected twice each calendar year and upon receiving an inquiry or complaint from the public. In addition, inspections for Capital Improvements Plan (CIP) projects are completed at least once every seven calendar days and within 24 hours of the end of a storm that is 0.5 inches or greater.

A portion of the construction specifications focusing on water quality facilities has been completed by the Department of Natural Resources, therefore a **Post-Construction Storm Water Management Ordinance** is to be adopted in FY 11/12. This will result in additional work for the Stormwater Specialist to review/monitor construction and maintenance of these facilities.

PUBLIC WORKS ENGINEERING

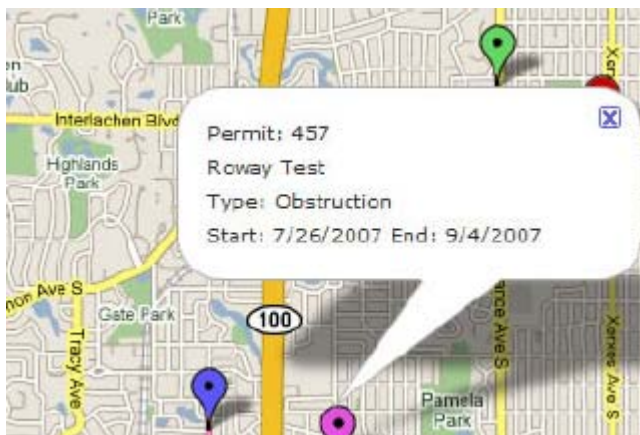
416 – 80

Highlights, continued:

The Engineering Division continues to have representatives on the **Development Review Committee (DRC)**. This includes reviewing site development plans and plats. Public improvement plans are reviewed by Engineering Division staff and approved administratively. Staff continues to be involved with process improvement of DRC, including the six subcommittees of: Kickoff Meetings, Centralized Comments, Improving Comments, Meetings facilitator, scribe, format, and agenda, Policy Resolution Group, and Performance tracking and quality control.

To enhance the public's knowledge about various capital improvement projects, the Engineering Division holds **public informational meetings**. Prior to the preliminary design, staff meets with interested parties to gather information related to the project area. This information ranges from special access needs during construction to desired changes to the existing pavement alignment. Listening to the users of the project area enables the design and construction to address concerns and strengthen our neighborhoods. For some large projects that include land acquisition, such as the **Grand Avenue Extension**, staff implements context sensitive solutions to a larger degree which enables the citizens to provide input prior to hiring a design consultant. This also allows citizen input throughout the entire project design.

The Engineering Division administers and monitors the **right-of-way user** activities. These requirements include holding an annual coordination meeting with all registered users, approving excavation permits, and reviewing associated construction activities and complaints. Also as part of this, the Engineering Division processes hundreds of permits annually. To increase efficiency and customer service, Engineering is implementing a **web based Right-of-Way Management System**. The online application will provide residents, contractors, and administrators with live status updates of ROW activities. The system will streamline the permit process by facilitating 24/7 permit submittal/approval while integrating with the City's Geographic Information System (GIS).



The Engineering Division continues to provide GIS support to all departments across the City. Over the past year, the Public Works Operations Division has begun to utilize **mobile GIS technology** including purchasing a handheld GPS/GIS device. The unit is being used to facilitate data collection of maintenance activities, system corrections, and utility location in the field. This implementation will continue over the next year and will include additional mobile hardware and mobile application development.

PUBLIC WORKS ENGINEERING

416 – 80

Highlights, continued:

Integration of data into the GIS interface is ongoing. Among these efforts is the integration of sanitary sewer inspection information. The upcoming Sanitary Sewer System Evaluation (SSSE) program will include both manhole inspection and televising sanitary sewer mains. This data will be integrated into the existing sanitary sewer model to create a seamless view of the layout and condition of the sanitary sewer system. Doing so will help to quantify this information making it easier to plan maintenance and reconstruction activities. When these activities are combined in the GIS with sewer backups and main break information the effect of these maintenance activities becomes more apparent leading to more efficient operation of these systems.



	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
# of CIP projects inspected/administered	25	28	29	30
# of subdivision public infrastructure projects inspected	18	3	4	6
# of site plans reviewed	29	26	3	13
# of subdivision plats reviewed	15	25	15	22
# of construction site erosion and sediment control site inspections	265	488	350	375
# of plans and specifications prepared for capital improvement plan projects	18	24	26	25
Efficiency and Effectiveness:				
Projects bid within 10% of engineer's estimate	60%	44%	60%	70%
Projects completed within 10% of original bid	85%	74%	80%	80%
Projects completed on time	100%	90%	95%	100%
% of completed as-builts transferred to official records	85%	70%	90%	90%

FACILITIES

418 -- 29

The purpose of this activity is to establish and provide facility maintenance services for City Hall, the Maintenance Facility (on Edison Street), and the Carpenter Shop located east of the Water Plant. Some minor maintenance or facility consultation services may also be provided by staff to other City facilities. This activity has now been expanded to include the Maintenance Facility, and is now managed by Fleet Services. Most of the maintenance is currently provided under contract by specialized vendors. This program is intended to maintain each facility to appropriate regulations, to provide City employees with a productive work environment, and to create and maintain an attractive City Hall that represents our community.

Service Objectives:

- ✓ Maintain an attractive City Hall facility (grounds and exterior of City Hall)
- ✓ Provide limited maintenance activities to other City buildings
- ✓ Maintain efficient equipment (motors, pumps, generators, boiler, etc.) at City Hall
- ✓ Maintain the Ames Veterans' Memorial
- ✓ Provide quality janitorial services
- ✓ Coordinate and manage special projects
- ✓ Perform monthly building walkthrough inspections at City Hall
- ✓ **Create strategic plan outlining goals and action steps for the City of Ames government to reduce carbon emissions**
- ✓ **Establish baseline carbon footprint data and track City progress against Council goal to reduce CO₂ output by 15% by 2014**

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	112,997	120,901	119,018	137,988	14.1%
Contractual	351,261	349,479	344,919	329,005	-5.9%
Commodities	33,658	33,520	58,850	20,150	-39.9%
Capital	-	-	63,574	-	
Sub-Total	497,916	503,900	586,361	487,143	-3.3%
Reimbursements	-	-	(5,108)	(4,805)	
Total Expenditures	497,916	503,900	581,253	482,338	-4.3%
Funding Sources:					
General Fund	273,922	269,464	353,495	261,004	-3.1%
Interdepartmental Labor	5,878	-	-	-	
City Assessor	13,411	13,381	13,250	12,939	-3.3%
Road Use Tax Funds	22,621	22,407	23,471	22,082	-1.5%
Police/Fire 411 Special Revenue	288	285	298	282	-1.1%
Water	18,660	18,484	19,361	18,216	-1.4%
Sewer	13,925	13,793	14,448	13,593	-1.5%
Electric	34,464	34,138	35,760	33,644	-1.4%
Parking	10,594	10,494	10,993	10,342	-1.4%
Resource Recovery	1,708	1,692	1,772	1,667	-1.5%
Fleet Services	102,445	119,762	108,405	108,569	-9.3%
Total Funding Sources	497,916	503,900	581,253	482,338	-4.3%
Personnel - Authorized FTE	1.20	1.20	1.20	1.30	

FACILITIES

418 -- 29

Highlights:

City Hall

- Ten percent more of the Fleet Director's salary and fringe benefits will be shifted from Fleet Services to Facilities beginning July 1, 2011. A total of 25% of that position will then be in Facilities.
- Maintenance and utility costs for the Veterans' Memorial are part of City Hall's operating budget.
- Sink faucets and emergency lights will be replaced over the next 12 months.
- The back-up generator is inspected and serviced every six months to ensure its reliability.
- The HVAC energy management system software (Metasys) will be upgraded in FY 10/11 to replace the existing obsolete software.
- An annual wood finish maintenance program has been added to the budget for the new exterior wood doors to prolong their life and prevent early moisture damage and staining.

Maintenance Facility – Located on Edison Street

This building is currently used by Fleet Services (for maintenance), Public Works (for vehicle storage), Police (for evidence storage), Fire (for equipment and supply storage), and Story County (for off-site record storage). Demand for space exceeds availability, leaving no room for indoor storage of new specialty equipment and vehicles for Public Works during cold weather. A space use and needs study needs to be completed to maximize the existing space or determine if additional space is required.

The north parking lot is used for surplus parking for CyRide buses, Electric Distribution tree trimming contractor equipment, Fleet surplus storage, confiscated vehicles, vehicles/equipment waiting for maintenance or disposal, and all the City vehicles and equipment assigned to Public Works' maintenance divisions. Space is also used for the jet turbine generators.

Most of the overhead doors, walk-in doors, and furnaces have been replaced to improve the energy efficiency of this facility. The concrete block walls are showing signs of deterioration.

Facilities Maintenance Shop – Located East of the Water Plant

This shop is located in an old clay tile structure inside the high security fenced area of the Water Plant. Future relocation of this shop may be required due to the Water Plant expansion / demolition. Staff spends minimal time in the shop and most of the time at City Hall; however, a shop is still needed for maintenance and building small projects.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Maintenance Cost Per Square Foot:				
City Hall – excluding Community Center	\$6.62	\$6.51	\$6.85	\$6.33
Maintenance Facility	\$2.56	\$2.87	\$3.04	\$3.05

CITY COUNCIL CONTINGENCY

412 -- 01

The City Council Contingency Fund accounts for those funds designated by the City Council to be considered as contingency and are allocated within the General Fund. Through the careful use of the contingency funds, the City Council has been able to respond to needs and opportunities which were not foreseen at the time of budget preparation.

The FY 10/11 adjusted year was increased to \$100,000 and \$32,579 was carried over for educational costs related to global warming and pollution reduction (\$16,529), census (\$6,050), and Tiger Grant support (\$10,000).

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	-	-	-	-	
Contractual	14,593	50,000	132,579	50,000	0.0%
Commodities	23,279	-	-	-	
Capital	-	-	-	-	
Other					
Total Expenditures	37,872	50,000	132,579	50,000	0.0%
Funding Sources:					
General Fund	37,872	50,000	132,579	50,000	0.0%
Total Funding Sources	37,872	50,000	132,579	50,000	0.0%
Personnel - Authorized FTE	.00	.00	.00	.00	

CITY COUNCIL SPECIAL ALLOCATIONS

410 -- 01

This program summarizes the miscellaneous requests from outside groups for City funding.

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	-	-	-	-	
Contractual	53,000	76,618	191,618	94,000	22.7%
Commodities	4,000	-	-	-	
Capital	-	-	-	-	
Total Expenditures	57,000	76,618	191,618	94,000	22.7%
Funding Sources:					
General Fund	-	-	85,000	-	
Local Option	48,000	76,618	76,618	69,000	-9.9%
Hotel/Motel	9,000	-	5,000	-	
Water	-	-	6,250	6,250	
Sewer	-	-	6,250	6,250	
Electric	-	-	6,250	6,250	
Resource Recovery	-	-	6,250	6,250	
Total Funding Sources	57,000	76,618	191,618	94,000	22.7%
Project Detail:					
Ames Partner City Association		3,000	3,000	3,000	
Ames Historical Society	16,000	16,000	16,000	16,000	
Main Street Cultural District	4,000	25,000	25,000	25,000	
Hunziker Youth Sports Complex	25,000	25,000	25,000	25,000	
Homecoming Pancake Feed	1,000				
VEISHEA Pancake Feed	8,000				
ACVB Convention/Mtg. Study			5,000		
Community Needs Assessment	3,000				
United Ames		2,000	2,000		
Campustown Action Association		5,618	5,618		
Sustainability Coordinator			25,000	25,000	
Visioning			85,000		
Total	57,000	76,618	191,618	94,000	22.7%

MERIT PAYROLL ADJUSTMENT

417 -- 66

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	-	161,894	-	167,758	3.6%
Total Expenditures	-	161,894	-	167,758	3.6%
Funding Sources:					
General Fund	-	93,681	-	98,956	5.6%
Local Option	-	164	-	169	3.0%
Leased Housing	-	1,233	-	-	-100.0%
Road Use Tax Fund	-	6,459	-	6,757	4.6%
Housing Assistance	-	34	-	-	-100.0%
Water	-	8,783	-	9,148	4.2%
Sewer	-	8,709	-	9,068	4.1%
Electric	-	22,309	-	23,102	3.6%
Parking	-	2,066	-	1,568	-24.1%
Storm Sewer Utility	-	1,423	-	1,527	7.3%
Ice Arena	-	987	-	1,015	2.8%
Homewood Golf	-	689	-	715	3.8%
Resource Recovery	-	2,327	-	2,437	4.7%
Fleet Services	-	2,887	-	2,882	-0.2%
Information Services	-	6,499	-	6,684	2.8%
Risk Insurance	-	794	-	831	4.7%
Health Insurance	-	1,276	-	1,336	4.7%
Hotel/Motel	-	583	-	600	2.9%
County-Wide Affordable Housing	-	-	-	-	
Comm. Develop. Block Grant	-	991	-	963	-2.8%
Total Funding Sources	-	161,894	-	167,758	3.6%
Personnel - Authorized FTE	.00	.00	.00	.00	

GENERAL GOVERNMENT CIP

419

Activity Description:

This is a summary of all capital improvements in the General Government division. Details are presented in the Five-Year Capital Improvements Plan for the City of Ames.

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Activities:					
Long-Range Planning:					
Southeast Entryway	114		292,886		
Southeast Entryway IDOT Grant			683,000		
Sub-Total	114		975,886		
Facilities:					
City Hall Mechanical/Structural	4,000	130,000	199,357	350,000	169.2%
City Hall Space Re-Use			600,000		
ARRA Energy Block Grant	13,500	500,000	530,500		
EOC Grant			600,000		
Cool Cities Facility Improvemnts		200,000	263,950	136,050	-32.0%
Sub-Total	17,500	830,000	2,193,807	486,050	-41.4%
Public Buildings:					
07/08 City Hall Improvements	42,779				
HSPG Grant City Hall Doors	17,420				
Sub-Total	60,199				
Total CIP	77,813	830,000	3,169,693	486,050	-41.4%



Transportation connectivity was an important design element of the Furman Aquatic Center.

The center connects to multi-use, shared use trails in every direction. To the north, a trail connects to the existing path south of Ames High School. To the south, the trail connects to the Brookside Park trail. To the east and west, it connects to a trail on the south side of 13th Street.

A new stoplight on 13th Street at the entrance to the center improves traffic flow and access to those trails.

The City's bus system, CyRide, added a route connecting downtown and the ISU Campus to the facility. The bus arrives and departs every 30 minutes from 12:30 p.m. to 8 p.m.



THE LAZY RIVER

- 159,980 gallons of water approximately 81 degrees
- 555' long, 8' wide, 3'6" deep
- Two entry points
 - West side – walk-in
 - South side – continue after coming off the tube slides
- Waterfall feature
 - Decorative – water is circulated from the Lazy River
- Tube slides – south side of Lazy River
 - Slide lengths – each one is 220'
 - Tower height – 23'
 - One tube is enclosed; the other is a half-pipe.
 - There are 40 steps leading to the top platform.
 - The tube slides use recycled water from the Lazy River basin to achieve the goal of being environmentally sensitive.

DEBT SERVICE

470

This program accounts for the payment of principal and interest on bonds issued by the City of Ames. There are two types of bonds that this covers: 1) General Obligation Bonds which are accounted for in the Debt Service Fund and which are full face and an obligation of the City; and 2) Revenue Bonds which are accounted for from the earnings of the enterprise funds. The City has Revenue Bonds for the Electric Fund.

Use of Funds:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
General Obligation Funds	8,851,107	9,105,994	8,898,309	9,267,800	1.8%
Electric Revenue Bonds	-	-	-	-	
Bond Costs	116,412	-	44,000	-	
Electric Revenue	-	-	-	-	
Total Expenditures	8,967,519	9,105,994	8,942,309	9,267,800	1.8%

The City of Ames' debt is managed in accordance with the Capital Improvement Financing and Debt Management policies adopted by the City Council. Total debt service cost is expected to grow at an average rate of just under three percent over the five-year capital planning period. The levy rate for debt service is expected to remain relatively flat for the term of the CIP with the use of fund balances to stabilize property tax rates. The City expects to remain well under debt limits set by the Code of Iowa and further limited by City Council reserves. The City's General Obligation bonds currently have the highest rating (Aaa) from Moody's Investor Services. Two of the reasons stated for the strong rating include rapid retirement of debt principal and low debt burden. These positions will be maintained throughout the five-year capital planning period.

All outstanding debt is fully amortized with approximately equal principal and interest payments each year during the term of the bonds.

DEBT SERVICE

470

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures By Type:					
Contractual	116,412		44,000		
Other Expenditures	8,851,107	9,105,994	8,898,309	9,267,800	1.8%
Total Expenditures	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
Funding Sources:					
Debt Service	8,851,107	9,105,994	8,898,309	9,267,800	1.8%
Bond Costs	116,412	-	44,000	-	
Electric Revenue	-	-	-	-	
Total Funding Sources	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
Debt Service Principal and Interest Breakdown:					
<u>G.O. Bonds</u>					
Issuance Costs	116,412		44,000		
Principal	7,130,000	7,272,063	7,200,000	7,517,377	3.4%
Interest	1,721,107	1,833,931	1,698,309	1,750,423	-4.6%
Total G.O. Bonds	8,967,519	9,105,994	8,942,309	9,267,800	1.8%
<u>Revenue Bonds</u>					
Principal	-	-	-	-	
Interest	-	-	-	-	
Total Revenue Bonds	-	-	-	-	
Total Debt Service	8,967,519	9,105,994	8,942,309	9,267,800	1.8%

DEBT SERVICE COST ALLOCATION FOR 2011/2012 BUDGET

Valuation \$2,168,267,960

Use of Bond Proceeds	Allocated Debt Service	Debt Service Abatements	Property Tax Support	Rate Per \$1,000 Valuation
Fire Department Apparatus	\$ 194,974	\$ 48,744	\$ 146,230	0.06744
Fire Station 3	122,608		122,608	0.05655
Ice Arena	185,361		185,361	0.08549
Ada Hayden Heritage Park	425,089		425,089	0.19605
City Hall Improvements	7,864		7,864	0.00363
Aquatic Center	937,004		937,004	0.43214
Water Projects	328,716	328,716		
Urban Renewal – TIF	117,065	117,065		
Storm Sewer	269,530		269,530	0.12431
Streets	5,771,138		5,771,138	2.66163
Special Assessments	215,075	215,075		0.00000
2011/2012 CIP G.O. Bonds	693,377		693,377	0.31978
Total G. O. Debt	9,267,801	709,600	8,558,201	3.94702
Use of Fund Balance		900,000	(900,000)	-0.41508
Total Debt Service Cost	\$ 9,267,801	\$ 1,609,600	\$ 7,658,201	3.53194

FY 11/12 Debt Service Levy

\$ 7,658,201 3.53194

2011/2012 CIP G. O. Issue

West Lincoln Way Intersection Improvements	\$ 150,000
Grand Avenue Extension	300,000
Arterial Street Pavement Improvements	60,000
Collector Street Pavement Improvements	1,898,500
Asphalt Pavement Improvement Program	2,576,000
Downtown Pavement Improvements	750,000
Asphalt Resurfacing	765,500
City Hall Improvements	300,000
Total Debt Issue	\$ 6,800,000

Planned Issues Not Included From Prior Years

NE Area Shared Use Path	\$ 350,000
NE Area Commercial	950,000
	\$1,300,000

CITY OF AMES, IOWA

PROJECTION OF DEBT CAPACITY

	2009/10 ACTUAL	2010/11 BUDGETED	2011/12 PROJECTED
1. Total Actual Valuation	3,327,852,693	3,431,600,584	3,453,383,950
2. State Mandated Debt Limit	166,392,635	171,580,029	172,669,198
3. City Reserve (25% of Limit)	41,598,159	42,895,007	43,167,300
Unreserved Debt Capacity	124,794,476	128,685,022	129,501,898
4. Outstanding Debt	46,735,000	46,225,000	39,180,000
5. Proposed Issues			6,800,000
6. Balance of Proposed Issues			
Total Debt Subject to Limit	46,735,000	46,225,000	45,980,000
7. Available Unreserved Debt Capacity (\$)	78,059,476	82,460,022	83,521,898
8. Available Unreserved Debt Capacity (%)	62.55%	64.08%	64.49%
9. Total Debt Capacity (\$)	119,657,635	125,355,029	126,689,198
10. Total Debt Capacity (%)	71.91%	73.06%	73.37%

Notes:

1. Total assessed valuation plus utility valuation growth assumption is 3.0% per year.
2. State of Iowa statutory debt limit is 5% of total actual valuation.
3. City policy reserves 25% of available debt capacity.
4. Current outstanding debt subject to limit at fiscal year end includes all debt in which property taxes are pledged.
5. Debt issues subject to limit proposed are part of Capital Improvements Plan.
6. Debt balance on issues in Capital Improvements Plan.
7. Debt capacity available after deducting the reserved capacity.
8. Percentage of debt capacity available after deducting the reserved capacity.
9. Debt capacity available prior to deducting the reserved capacity.
10. Percentage of debt capacity available prior to deducting the reserved capacity.

CITY OF AMES, IOWA

PROJECTION OF DEBT CAPACITY

	2012/13 PROJECTED	2013/14 PROJECTED	2014/15 PROJECTED	2015/16 PROJECTED
1. Total Actual Valuation	3,556,985,469	3,663,695,033	3,773,605,884	3,886,814,061
2. State Mandated Debt Limit	177,849,273	183,184,752	188,680,294	194,340,703
3. City Reserve (25% of Limit)	44,462,318	45,796,188	47,170,074	48,585,176
Unreserved Debt Capacity	133,386,955	137,388,564	141,510,220	145,755,527
4. Outstanding Debt	32,600,000	26,820,000	22,175,000	17,915,000
5. Proposed Issues	6,500,000	6,500,000	6,500,000	6,500,000
6. Balance of Proposed Issues	6,334,309	11,907,173	17,002,441	21,603,397
Total Debt Subject to Limit	45,434,309	45,227,173	45,677,441	46,018,397
7. Available Unreserved Debt Capacity (\$)	87,952,646	92,161,391	95,832,779	99,737,130
8. Available Unreserved Debt Capacity (%)	65.94%	67.08%	67.72%	68.43%
9. Total Debt Capacity (\$)	132,414,964	137,957,579	143,002,853	148,322,306
10. Total Debt Capacity (%)	74.45%	75.31%	75.79%	76.32%

Notes:

1. Total assessed valuation plus utility valuation growth assumption is 3.0% per year.
2. State of Iowa statutory debt limit is 5% of total actual valuation.
3. City policy reserves 25% of available debt capacity.
4. Current outstanding debt subject to limit at fiscal year end includes all debt in which property taxes are pledged.
5. Debt issues subject to limit proposed are part of Capital Improvements Plan.
6. Debt balance on issues in Capital Improvements Plan.
7. Debt capacity available after deducting the reserved capacity.
8. Percentage of debt capacity available after deducting the reserved capacity.
9. Debt capacity available prior to deducting the reserved capacity.
10. Percentage of debt capacity available prior to deducting the reserved capacity.

SUMMARY OF ALL BONDS PAYABLE AT JUNE 30, 2010 FOR THE CITY OF AMES

Bond Type	Date of Issue	Interest Rates	Maturity Date	Amount Originally Issued	Outstanding June 30, 2010
<u>General Obligation Bonds:</u>					
Ames Quarry	5/02	4.00 – 5.13%	6/21	3,475,000	2,340,000
Corporate Purpose 2002B	10/02	2.25 – 3.60%	6/14	5,885,000	2,185,000
Corp. & Ada Hayden Park	9/03	1.10 – 3.70%	6/15	6,555,000	2,725,000
Corp. Fire & Ada Hayden Park	10/04	2.75 – 3.25%	6/14	6,030,000	2,615,000
Corp. Fire & G.O. Refunding	9/05	3.50 – 3.65%	6/17	5,495,000	2,380,000
Corporate Purpose 2006	10/06	4.00%	6/18	5,285,000	3,865,000
Corporate, Pool & Water	11/07	3.75 – 4.15%	6/19	9,630,000	7,985,000
Corporate, Pool & Water	10/08	3.75 – 4.15%	6/20	8,355,000	7,370,000
G.O. Refunding	4/09	2.50 – 3.00%	6/13	6,995,000	4,605,000
Corporate Purpose 2009B	10/09	2.00 – 3.50%	6/21	11,165,000	10,665,000
Total G.O. Bonds					\$ 46,735,000 (a)
<u>Revenue Bonds:</u>					
Total Revenue Bonds					\$ 0
TOTAL ALL BONDS					\$ 46,735,000

(a) Excludes unamortized premiums of \$34,485



The tube slides on the south side of the complex are 220 feet in length. The tower height is 23 feet, with 40 steps to the top. One tube is enclosed and one is a half-pipe. Swimmers use blue innertubes, including dual-double rider units to ride the tube slides. At the bottom, swimmers can exit the pool to ride again, or can float in and join the Lazy River.



INTERNAL SERVICES PROGRAM & TRANSFERS

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INTERNAL SERVICES PROGRAM

510 -- 529

Program Description:

Internal support services are operations which support other City programs. In contrast to the support services in the General Government Program, these operations are entirely funded by charges made to other City programs. These activities thus represent money which has already been budgeted once within the operating programs and are grouped together to identify “twice budgeted” amounts. The City chooses to budget these amounts as an internal accountability tool, and they are not reported to the State. Information Technology (Data Processing) provides hardware and programming support to the other City programs upon request. Communication covers the cost of operating the City’s telephone system. Purchasing Services procures goods for City departments at the lowest possible cost, consistent with the quality needed to meet required standards; provides printing services to all City departments, and provides messenger services between the City offices on a daily basis. Risk Management involves the application of safety-related work practices, along with securing the most economical insurance package for the City. Health Insurance Management includes the coordination of purchased health insurance and other self-insured plans. Fleet Maintenance Services involves the maintenance and operating costs for City vehicles and other pieces of equipment. Fleet Acquisition and Disposal involves the systematic replacement of City equipment out of depreciation monies paid by operating City departments.

	2009/10	2010/11	2010/11	2011/12	% Change
Use of Funds:	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Information Technology	1,738,478	1,834,479	2,001,433	1,753,794	-4.4%
Communication & WiFi Services	253,968	247,290	259,246	266,509	7.8%
Purchasing Services	391,744	411,130	418,243	435,198	5.9%
Risk Management	2,047,051	1,738,614	1,989,230	1,809,075	4.1%
Health Insurance Management	5,211,516	6,075,322	6,019,040	6,505,250	7.1%
Fleet Maintenance Services	1,850,479	1,717,898	1,767,816	1,710,503	-0.4%
Fleet Acquisition & Disposal	2,604,643	1,447,016	2,578,534	1,505,201	4.0%
Total Operations	14,097,879	13,471,749	15,033,542	13,985,530	3.8%
Internal Services CIP	3,977	-	83,501	-	
Total Expenditures	14,101,856	13,471,749	15,117,043	13,985,530	3.8%
 Personnel – Authorized FTE	 28.13	 28.08	 28.03	 27.93	

INTERNAL SERVICES PROGRAM

510 -- 529

	2009/10	2010/11	2010/11	2011/12	% Change From Adopted
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	
Personal Services	2,237,046	2,398,894	2,367,333	2,423,534	1.0%
Contractual	3,642,968	3,187,704	3,379,409	3,361,452	5.5%
Commodities	951,099	833,429	911,729	952,754	14.3%
Capital	2,663,960	1,619,489	3,086,772	1,434,557	-11.4%
Other Expenditures	4,606,783	5,432,233	5,371,800	5,813,233	7.0%
Total Expenditures	14,101,856	13,471,749	15,117,043	13,985,530	3.8%
Funding Sources:					
General Fund	23,072	44,481	44,569	36,593	-17.7%
Road Use Tax Fund	12,674	13,739	14,148	13,093	-4.7%
Street Construction	14,807	10,389	10,698	12,629	21.6%
Water	27,189	30,356	31,258	28,500	-6.1%
Sewer	13,938	13,791	14,202	13,777	-0.1%
G.O. Bonds	59,523	55,244	56,886	57,114	3.4%
Electric	218,589	216,041	218,589	249,265	15.4%
Parking	571	497	512	534	7.4%
Resource Recovery	17,667	23,334	24,027	20,217	-13.4%
Internal Services	1,444,618	1,579,736	1,553,325	1,579,951	0.0%
Fleet Maintenance Services	1,999,789	1,853,672	1,955,343	1,874,680	1.1%
Risk Insurance	2,047,051	1,738,614	1,989,230	1,809,075	4.1%
Health Insurance	5,211,516	6,075,322	6,019,040	6,505,250	7.1%
Fleet Acquisition & Disposal	2,459,047	1,314,500	2,454,361	1,344,500	2.3%
Computer Replacement	547,828	502,033	707,354	440,352	-12.3%
Local Option Tax Fund	3,977	-	23,501	-	
Total Funding Sources	14,101,856	13,471,749	15,117,043	13,985,530	3.8%

INFORMATION TECHNOLOGY

511

The purpose of the Information Technology activity is to provide electronic information systems for internal City of Ames activities to assist in delivery of programs and services to citizens of Ames.

The services provided by the Information Technology activity include network infrastructure support; desktop computer support; and planning, analysis, and implementation of information systems.

Service Objectives:

- ✓ Provide integration, standardization, and security for City data systems
- ✓ Support and maintain a network with at least 99.9% availability
- ✓ Replace one-fourth of the City's personal computers each fiscal year
- ✓ Provide support for users of City information systems
- ✓ Provide 24/7 access to the City's website to ensure access to City government
- ✓ Establish and maintain network systems to allow efficient flow of information
- ✓ Support and enhance four major e-government services including recreation registration, parking ticket payment, utility service inquiries, and streaming video
- ✓ Upgrade, maintain, and support over 80 business applications such as financial systems, public safety systems, GIS, permitting systems, Lotus Notes, maintenance, and Web based applications
- ✓ Coordinate future systems development

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	790,253	900,530	897,081	916,768	1.8%
Contractual	539,097	574,149	537,588	609,239	6.1%
Commodities	136,496	18,811	37,684	126,355	571.7%
Capital	272,632	340,989	529,080	101,432	-70.3%
Other Expenditures	-	-	-	-	
Total Expenditures	1,738,478	1,834,479	2,001,433	1,753,794	-4.4%
Funding Sources:					
Interest	32,751	35,000	24,000	24,000	-31.4%
Miscellaneous Revenue	21,007	-	-	-	
Data Processing Fee	1,217,253	1,353,696	1,326,091	1,352,717	-0.1%
Equipment Replacement Funds	350,584	305,989	518,129	205,080	-33.0%
Shared Communication ISU	30,535	33,018	31,735	48,381	46.5%
Shared Comm. Story County	33,344	35,826	34,543	48,381	35.0%
Shared Comm. E911 Board	32,006	36,372	33,640	26,854	-26.2%
Shared Emerg. Comm. Police	20,998	34,578	33,295	48,381	39.9%
Total Funding Sources	1,738,478	1,834,479	2,001,433	1,753,794	-4.4%
Personnel - Authorized FTE	10.00	10.00	10.00	10.00	

INFORMATION TECHNOLOGY

511

Highlights:

For FY 10/11

- Replace two file servers.
- Replace six desktop PCs per IT replacement schedules.
- The authorized FTE technical position that will focus on Public Safety support will be filled.
- Upgrade the City web site(s) to a content management/hosted solution.
- Expand how we provision servers and add a Storage Area Network that allows for the consolidation of servers, electrical power savings, and network disk storage.
- Upgrade the point-to-point wireless connections to two City locations.
- Add an Internet application to manage the bidding process.

For FY 11/12

- Replace one file server.
- Replace two desktop PCs per IT replacement schedule.
- Implement PC Client Management software.
- Purchase network testing and monitoring software/equipment.
- Implement WiFi at five City work locations.
- City IT will start providing technology support to the City Assessor's Office, thus adding \$14,303 in revenue to the IT budget.
- Commodities are higher because most computers are now under the \$2,500 capital limit.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Lotus Notes collaboration clients	448	457	458	458
PCs/printers supported	349/197	358/226	365/226	369/228
Servers supported	27	27	30	32
Business applications supported	83	85	97	97
Service requests logged	2,338	2,129	2,374	2,374
Efficiency and Effectiveness:				
Clients who said our services met their needs	88.1%	90.3%	92.1%	92.1%
Clients who said our support met or exceeded their expectations	83.8%	81.0%	81.3%	81.3%
Personal computer turnover	76/17.0%	93/26.0%	72/20.0%	75/20.7%
Information Technology \$/ City FTE	\$2,141	\$2,201	\$2,370	\$2,418

COMMUNICATION

512

The purpose of the Communication and WiFi Services activity is to provide voice data systems for internal City of Ames activities to assist in delivery of programs and services to citizens of Ames.

The services provided by the Communication and WiFi Services activity include voice network infrastructure support; WiFi infrastructure; unified communications; phone switch maintenance; and planning, analysis, and implementation of voice system improvements.

Service Objectives:

- ✓ Establish and maintain cost effective network systems to allow efficient flow of voice information
- ✓ Coordinate future system development
- ✓ Accumulate replacement costs to replace the phone switch and phones by 2011
- ✓ Maintain WiFi system in selected locations
- ✓ Provide training and support for users of City voice systems
- ✓ Repair and recover costs of accidental cable cuts to the system
- ✓ Charge all the long-distance expense to departments

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Contractual	223,156	243,327	221,871	244,995	0.7%
Commodities	4,560	3,963	9,275	3,489	-12.0%
Capital	26,252	-	28,100	18,025	
Other Expenditures					
Total Expenditures	253,968	247,290	259,246	266,509	7.8%
Funding Sources:					
Internal Services Fund	26,613	21,250	32,012	39,275	84.8%
Phone Operation & Maintenance	218,629	217,365	219,583	219,583	1.0%
Long Distance	8,726	8,675	7,651	7,651	-11.8%
Total Funding Sources	253,968	247,290	259,246	266,509	7.8%
 Personnel - Authorized FTE	 .00	 .00	 .00	 .00	

COMMUNICATION

512

Highlights:

For FY 10/11

- The current system will receive regular maintenance.
- The Siemens PhoneMail System will be replaced.
- Caller ID lines will replace existing lines to the telephone system.
- Install a more reliable connection to Homewood Golf Course.
- Install cellular phone amplifier in the Emergency Operations Center in order to enhance cellular phone coverage.

For FY 11/12

- The current system will receive regular maintenance.
- Install a fiber optic line from the Municipal Pool to Furman Aquatic Center.
- Replace the telephone system.
- The network infrastructure readiness assessment will be reevaluated, telephone system replacement cost will be recalculated, and the request for proposal preparation will be initiated.

In September 2007, a study of the total network infrastructure to determine the readiness for IP Telephony (Internet Protocol telephony) was done. This study provided a total network assessment and a plan for network infrastructure improvements. The implementation of the network infrastructure improvements and the preparation of the telephone request for proposal will be completed by FY 12/13.

As part of the goal to provide cost effective services, a financial analysis is conducted each year to determine if more cost effective alternatives are available for voice systems. The City network and phone switch continue to be the lowest cost method to maintain the current service level.

	2008/09	2009/10	2010/11	2011/12
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Service calls	153	140	154	152
Extensions charged to departments	389	392	396	396
Other telephone extensions	182	182	191	191
Qwest communication lines	81	81	84	84
Efficiency and Effectiveness:				
Extension charge to departments	\$555	\$555	\$555	\$555
Equivalent outside vendor cost	\$564	\$564	\$564	\$564
\$ accumulated for system replacement	\$478,710	\$528,849	\$529,765	\$530,238
% new phone switch cost accumulated	98.3%	108.6%	108.8%	108.9%
Phone switch is latest software version	Yes	Yes	Yes	Yes
Collections cover long distance charges	Yes	Yes	Yes	Yes
Contracted long-distance rate per minute	4.0¢	4.0¢	4.0¢	4.0¢

PURCHASING SERVICES

513 -- 515

The services provided by the Purchasing activity include purchase and contract processing and administration assistance, purchase card program administration, office supply management, centralized document processing and decentralized copier administration, and mail processing and messenger services.

Service Objectives:

- ✓ Provide timely and cost-effective procurement of goods and services meeting the needs of various City programs in compliance with applicable laws, regulations, policies, and professional standards
 - ✓ Maintain standardized bidding documents complying with applicable laws, regulations, and policies and protecting the interests of the City
 - ✓ Provide an environment of fair and open competition in which to conduct business with the City
 - ✓ Provide frequent training and distribution of information to City customers, vendors, and other stakeholders regarding applicable laws, regulations, and policies
 - ✓ Provide cost-effective document design and management to City programs
- ✓ Recommend policies and procedures that comply with applicable laws and regulations, protect the interests of the City, and enable City programs to provide cost-effective services to the public
 - ✓ Provide reliable, timely, and cost-effective distribution and pickup of interoffice mail and parcels
 - ✓ Provide efficient and accountable program for travel expenses and small purchases
 - ✓ Provide quality, timely, and economical printing and copy services to City programs and to agencies eligible for City funding
 - ✓ Provide timely and cost-effective management of incoming and outgoing US mail

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Expenditures:					
Personal Services	496,359	513,066	513,303	527,983	2.9%
Contractual	127,048	190,839	190,445	152,787	-19.9%
Commodities	24,282	34,055	31,715	32,535	-4.5%
Capital	-	-	10,000	5,600	
Other Expenditures	-	-	-	-	
Sub-Total	647,689	737,960	745,463	718,905	-2.6%
Reimbursements	(255,945)	(326,830)	(327,220)	(283,707)	-13.2%
Total Expenditures	391,744	411,130	418,243	435,198	5.9%
Funding Sources:					
General Fund	19,375	39,375	40,529	32,422	-17.7%
Road Use Tax Fund	12,674	13,739	14,148	13,093	-4.7%
Street Construction	14,807	10,389	10,698	12,629	21.6%
GO Bonds	59,523	55,244	56,886	57,114	3.4%
Water	27,189	30,356	31,258	28,500	-6.1%
Sewer	13,938	13,791	14,202	13,777	-0.1%
Electric	218,589	216,041	218,589	249,265	15.4%
Parking	571	497	512	534	7.4%
Resource Recovery	17,667	23,334	24,027	20,217	-13.4%
Fleet Maintenance Services	3,714	3,258	3,354	3,476	6.7%
Outside Offset/Printer	2,086	3,303	2,235	2,335	-29.3%
Miscellaneous	-	-	-	-	
Messenger Reimbursement	1,611	1,803	1,805	1,836	1.8%
Total Funding Sources	391,744	411,130	418,243	435,198	5.9%
 Personnel - Authorized FTE	 7.00	 7.00	 7.00	 7.00	

PURCHASING SERVICES

513 – 515

Highlights:

Purchasing services:

- Buyers and Purchasing Agent all maintain professional purchasing certifications.
- Large bid projects, including a long-term renewable energy agreement and coal and coal transportation contracts, were successfully concluded in FY 2009/2010.
- *A Guide for Evaluation Teams* was developed as a resource for evaluation team members and project leaders. A corresponding training session was presented to three groups.
- As part of the new City web site, posting of bids and proposals will be enhanced to include bid documents, planholder lists, bid results, and automated bidder registration.
- Twelve training sessions were developed and presented by Purchasing Division staff in FY 2009/2010 to improve administration of the City Council approved purchasing policies.

Printing services:

- Color printing, added in FY 2005/2006, is approximately 18% of shop sales.
- The Print Shop offers a variety of document services. The number of orders requesting services as well as print-only or material-only has increased to 61% of Print Shop orders. Document design/setup is a frequently requested service.

Messenger services:

- A new contract was negotiated with the presort mail services provider resulting in \$.008/piece savings from previous contract.
- The average cost of an outgoing US Mail piece in FY 2009/2010, exclusive of Library parcels but including all other US Mail, was \$.4372 – less than the retail First Class cost of a 1-ounce letter.

FY 2010/2011 goals that are in progress include:

- Clean-up of existing vendor database and coding system.
- Regain fully certified agency accreditation from Universal Public Purchasing Certification Council (UPPCC). The division's newest buyer will be eligible to test for the public purchasing certification in February 2011.

FY 2011/2012 goals include:

- Review purchasing policies and procedures.

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Service Accomplishments:				
Print Shop number of impressions	1,412,534	1,252,667	1,300,000	1,300,000
Volume of bids	\$26,395,097	\$24,649,744 ¹	\$20,000,000	\$22,000,000
Volume of p-card transactions	\$889,909	\$977,353	\$1,000,000	\$1,100,000
Volume of purchase orders	\$42,149,570	\$41,937,716	\$40,000,000	\$41,000,000
Pieces of outgoing US Mail	192,331	148,260	130,000	125,000
Efficiency and Effectiveness:				
Printing orders that include assembly and/or bindery services	60%	61%	61%	61%
Average cost/impression-black (includes costs of assembly, bindery and materials)	\$.054	\$.058	\$.060	\$.063
Average cost/impression – color	\$.221	\$.232	\$.240	\$.250
Savings on bids	52.7%	34.9%	35.0%	35.0%
Annual/term contracts	108	107	107	106
Outgoing US mail sent via discount	87%	86%	87%	87%
Savings realized by discounted mailing programs	\$17,527	\$13,942	\$13,500	\$13,000

¹ Exclusive of renewable energy and coal contract awards

RISK MANAGEMENT

521

Risk Management uses well-developed management and technical skills to involve citizens, elected officials, and employees in an overall process which seeks to improve the quality of life in our City by creating an environment which limits exposure to risk of injury or damage to people or property. Areas of concern are worker's compensation, tort, vehicle and property claims; occupational safety and health training; insurance program design; risk analysis and financing; and the coordination of these areas among all of the City's department levels.

Service Objectives:

- ✓ Coordinate loss control efforts with property insurance carrier to ensure departments have a clear understanding of loss control responsibility
 - ✓ Manage the City's self-insured, self-administered workers' compensation claims program in an efficient manner
 - ✓ Coordinate with the City's self-insured liability insurance carrier to ensure that all claims received by the City are handled in an efficient manner
- ✓ Plan and monitor the City's industrial safety, health, and OSHA programs to ensure departments are provided with proper direction and support
 - ✓ Coordinate the City's return-to-work, FMLA, and sick leave programs

	2009/10	2010/11	2010/11	2011/12	% Change
Expenditures:	Actual	Adopted	Adjusted	Mgr Rec	From Adopted
Personal Services	83,534	85,846	72,576	74,797	-12.9%
Contractual	1,810,188	1,502,418	1,766,304	1,584,028	5.4%
Commodities	89	350	350	250	-28.6%
Capital	-	-	-	-	
Other Expenditures	153,240	150,000	150,000	150,000	0.0%
Total Expenditures	2,047,051	1,738,614	1,989,230	1,809,075	4.1%
 Funding Sources:					
Risk Insurance	200,949	(185,078)	(26,576)	(281,273)	52.0%
Interest Earnings	6,367	10,000	5,000	5,000	-50.0%
Liability Insurance	309,621	321,513	301,423	327,918	2.0%
Property Insurance Departments	482,240	494,296	483,979	508,178	2.8%
Prof. Liability Departments	28,784	30,200	26,885	28,229	-6.5%
Law Enforcement Liability	26,722	28,000	26,671	28,004	0.0%
Transit Insurance Departments	97,002	101,000	107,585	112,990	11.9%
Auto Insurance	56,662	59,700	55,576	58,355	-2.3%
General Liability / Auto Claims	50,000	50,000	50,000	30,000	-40.0%
Dept Contribution Workers Comp	466,783	488,220	531,786	547,740	12.2%
411 Dept. Cont. Work. Comp.	181,247	185,000	200,653	210,686	13.9%
Safety Training	140,650	155,763	155,763	162,763	4.5%
ICAP Rebate/Miscellaneous	24	-	70,485	70,485	
Total Funding Sources	2,047,051	1,738,614	1,989,230	1,809,075	4.1%
Personnel - Authorized FTE	1.08	.84	.93	.93	

RISK MANAGEMENT

521

Highlights:

Workers' Compensation

Workers' Compensation claims were outsourced to EMC Risk Services for a second year effective August 1, 2010. The relationship continues to be beneficial to the City by standardizing processing of Workers' Compensation claims. The FY 11/12 budget for this service is \$40,000.

The severity of the injuries incurred and the rising cost of medical services explain the increase in the average cost of claims. Incidents per 100 employees, the number of lost days from work, and the number of compensable claims remain fairly flat.

Safety

The contract with Iowa Association of Municipal Utilities (IAMU) was renewed for a fourth year. Required OSHA programs and training are on schedule with one more year projected until all programs are completed. An average of 110 classes is offered each year. In addition to the operations departments, two additional classes – blood borne pathogens and ergonomics – were offered during two separate time slots for City Hall employees.

Insurance

FY 10/11 showed an overall decrease of 0.7% in property insurance primarily as a result of a membership credit of \$47,328 for policy year 11/12. The City of Ames will request bids in order to compare premiums and coverage of other carriers with the current one.

The liability insurance through ICAP showed an increase of almost 3% for FY 10/11. Premiums are based on total operating expenditures, number and value of vehicles, and payroll dollars, all of which were higher in FY 10/11 compared to FY 09/10. Several large claims were settled during FY 10/11 inflating the average cost per claim.

Service Accomplishments:

Worker's Compensation

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
# of submitted claims	87	97	149	
# of compensable workers' comp claims	58	64	102	
# of lost work days	154	40	50	
Average cost per claim – minus reserves	\$1,509	\$1,810	\$5,044	
Claim incidents per 100 employees	10.5	11.6	18.54	

Service Accomplishments:

Liability Claims

	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
# of at-fault vehicle accidents	20	22	16	
# of at-fault vehicle accidents per 100 employees	3.64	4.0	2.9	
# of paid liability claims including auto	21	8	8	
Average cost per claim	\$874	\$1,602	\$2,000	

HEALTH INSURANCE MANAGEMENT

522

The Health Insurance Management activity accounts for the management of City sponsored employee health programs. This activity includes accumulation of revenue from City, employee, and retiree contributions and payment of medical, dental, and prescription drug claims, excess insurance, claims administration and health and wellness programming.

One of the City's Human Resources Officers, in consultation with the Risk Manager, is responsible for the administration of the activity, including selection of the third party administrator for the payment of benefits, setting appropriate contribution rates, and financial and regulatory reporting. They also interact with participants in the plan to ensure that benefits are administered correctly. The City's Health Promotion Coordinator is responsible for the health programs and services offered to employees and members on our City insurance plan. This includes developing, implementing and evaluating all health promotion programs and services, facilitating the Health Insurance Advisory Committee, coordinating services with our health plan partners, and collaboratively reviewing health data and future trends with the Human Resources personnel.

Service Objectives:

- ✓ Keep average healthcare cost increases below the national average according to Mercer
- ✓ Keep yearly rate increases below 10%
- ✓ Sustain a culture of excellence through actively engaged employees fostering an enjoyable, stimulating and highly productive work environment
- ✓ Improve the health status of City employees as measured through biannual health screenings
- ✓ Educate and empower the City's workforce to effectively manage and utilize the healthcare system

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	147,300	156,396	161,181	166,261	6.3%
Contractual	599,449	623,118	622,959	665,806	6.9%
Commodities	14,550	13,575	13,100	9,950	-26.7%
Capital	-	-	-	-	
Other Expenditures	4,450,217	5,282,233	5,221,800	5,663,233	7.2%
Total Expenditures	5,211,516	6,075,322	6,019,040	6,505,250	7.1%
Funding Sources:					
Health Insurance	(575,493)	80,350	44,627	236,666	194.5%
Interest Earnings	42,866	45,000	30,000	30,000	-33.3%
COBRA Contributions	13,350	9,000	9,000	9,000	0.0%
COBRA Subsidy	24,129	-	-	-	
Retiree Contributions	214,440	215,000	202,000	212,000	-1.4%
Medicare Supplement	32,431	30,000	30,000	29,000	-3.3%
Employee Contributions	489,688	512,228	514,172	539,881	5.4%
Stop Loss Recoveries	27,971	-	-	-	
Department Contributions	4,880,700	5,119,568	5,124,735	5,380,972	5.1%
Other Premiums	61,434	64,176	64,506	67,731	5.5%
Total Funding Sources	5,211,516	6,075,322	6,019,040	6,505,250	7.1%
Personnel - Authorized FTE	1.75	1.94	1.80	1.80	

HEALTH INSURANCE MANAGEMENT

522

Highlights:

Health Insurance

The City continues to benefit from implementation of health program changes recommended by the City Health Insurance Team in late 2003. For FY 10/11, rates for health insurance contributions increased 5% responding to better than expected health care claim expenditures during FY 09/10. For FY 11/12, health insurance rates are budgeted to increase approximately 5%.

The Health Care Self Insurance Fund maintains a strong balance, representing more than four months of claims costs, greatly improving the City's ability to absorb the inevitable fluctuations in future health care claims experience.

The City has implemented a host of programs and services that have strengthened our ability to moderate and absorb expected fluctuations. These programs include:

1. Outcomes Medication Therapy Management Services

- These services help our members get the best results possible from their medications through enhanced consumer understanding of medications, increased consumer adherence to medication directions and prevention of drug complications, conflicts and interactions.
- In 2010, Outcomes Personal Pharmacists "touched" 158 members for an estimated cost avoidance of almost \$136,891. This is a total return on investment of approximately \$5.35 for every \$1 spent on services in FY 08/09.

2. Disease Management Services provided by Wellmark/Healthways

- This program provides personalized nurse support, educational materials and other support services to members diagnosed with asthma, heart failure, coronary artery disease, chronic obstructive pulmonary disease, diabetes, or impact conditions including acid-related stomach disorders and low back pain.
- During 2010, this program impacted 306 members.

3. Health Promotion

- Overall one-time participation continues to remain near 90%. Research by Dee Edington indicates a relationship between higher participation rates and lowered health care costs.
- The Healthy Employee 2010 (HE2010) program was created in 2006 to motivate actionable healthy lifestyle behavior change that results in improved health risk status of the participants.
 - There are a total of 102 participants currently in the program. (19% increase or 24 new participants in FY 10/11)
 - 87 completed the program in FY 09/10 (100% completion rate). 77 of the 87 continued in the program for FY 10/11. (5 left City, 5 left program: 89% retention rate)
 - 82% of the participants in the HE2010 are in the low risk category after four years (60% 2005 baseline).
 - The high risk population has decreased from 10 individuals (2005) to one (2010). (90% reduction)

HEALTH INSURANCE MANAGEMENT

522

Highlights, continued:

- Flu vaccination continues to be a popular service. 452 flu shots were provided through the Health Promotion program in FY 09/10.
- The Health Insurance Advisory Committee (HIAC) is a highly effective labor-management committee that continues to play a vital role in the communication and understanding of health benefits and employee health for the City. The purpose of HIAC is to use the thirteen organizational values to advise the City administration in evaluating the administration of the health insurance program, communicate with system members, and make recommendations for the plan design changes.
- The Health Plan Partners team meets regularly throughout the year to address health care costs, trends, and educational opportunities. The team is comprised of representatives from Wellmark, Outcomes, and the City of Ames. This collaboration has resulted in the development of the Health Care Consumerism training, the creation of the Health Management email update, and improved communication and data sharing among entities involved.
- The City of Ames is certified as a Gold Well Workplace by the Wellness Council of America (WelCOA). The City of Ames is the only municipality in the state with this level of designation.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Health Benefit Trust ending balance	\$1,899,789	\$2,462,509	\$2,372,233	\$2,084,599
Well Workplace designation level received	Gold	Gold	Applying	Gold/Platinum

Efficiency and Effectiveness:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Health insurance rate increases <i>(calculated based on total City contributions for each fiscal year)</i>	4.5%	9.1%	5%	5%
City of Ames medical, pharmacy and dental claims experience – average yearly increase from FY 03/04 – FY 08/09	5.54%	3.78%	8.79%	4.88%
Wellmark Book of Business Combined (medical & pharmacy) Trend	8.72%	7.23%	8.95%	8.13%
Mercer’s National Survey of Employer-Sponsored Health Plans Medical Trend	6.3%	5.5%		

	<u>FY06/07</u>	<u>FY07/08</u>	<u>FY08/09</u>	<u>FY09/10</u>
Percent of eligible employees who participated in at least one health promotion program (est. 550 employees)	86%	TBD	87% (480)	95% (524)
Health Risk Status - percentage in low risk (recommended 70-85%) HE2010 (Low=0-2 risks)	71%	80%	79%	82%
Annual health care claims/member (includes medical and pharmacy experience)	\$2,971	\$3,084 (+3.8%)	\$3,413 (+10.7%)	\$3,011 (-12.0%)
Estimated cost of Health Promotion program (amount/eligible member)	\$84	\$122	\$108	\$137



FLEET MAINTENANCE SERVICES

525

Purpose - Provide centralized maintenance and management of the City's fleet.

Description - Plan, schedule, and complete all service, maintenance, and repairs on the fleet using the most efficient and the least expensive methods to maintain a high quality and reliable fleet. Utilize City staff, vendor shops, and all resources to accomplish professional proactive fleet management goals.

Service Objectives:

- ✓ Overall service satisfaction = >95%
- ✓ Maintain to OEM Standards
- ✓ Shop rate = < private sector
- ✓ Billable hours = > 100%

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	592,597	617,853	599,160	609,509	-1.4%
Contractual	528,829	375,870	369,821	358,319	-4.7%
Commodities	722,539	724,175	745,835	742,675	2.6%
Capital	6,234	-	53,000	-	
Other Expenditures	280				
Total Expenditures	1,850,479	1,717,898	1,767,816	1,710,503	-0.4%
Funding Sources:					
Fleet Services	(93,831)	(49,846)	3,080	(52,395)	5.1%
Interest	189,066	125,000	76,000	1,000	-99.2%
Labor	284,992	309,000	342,500	406,628	31.6%
Sublets	354,159	180,000	180,000	180,000	0.0%
Motor Pool User Fees	60,650	75,000	61,000	61,000	-18.7%
Stocked Parts & Supplies	54,391	50,000	55,000	55,000	10.0%
Non-Stocked Parts & Supplies	169,459	148,400	163,700	163,700	10.3%
Fuel	480,527	512,500	512,500	512,500	0.0%
Building User Fees	51,555	57,258	53,545	53,666	-6.3%
Insurance	70,484	74,102	75,664	75,664	2.1%
Administration Fee	365,548	369,000	369,000	414,441	12.3%
Green Fleet Subsidy	9,075	-	-	-	
Fleet Acquisition Support	(145,596)	(132,516)	(124,173)	(160,701)	21.3%
Total Funding Sources	1,850,479	1,717,898	1,767,816	1,710,503	-0.4%
Personnel – Authorized FTE	7.03	7.03	7.03	6.93	

FLEET MAINTENANCE SERVICES

525

Highlights:

- Ten percent more of the Fleet Director’s salary and fringe benefits will be shifted from Fleet Services to Facilities beginning July 1, 2011. A total of 75% of that position will then be in Fleet Services.
- Fuel prices are projected to average \$2.50 gallon through FY 11/12.
- To meet the new emissions requirements, a new fuel product (liquid urea) will go into use in FY 11/12 for two new trucks with diesel engines.
- The snow equipment (trucks, spreaders, plows) continues to have accelerated deterioration or failures due to the liquid brine ice melting materials.
- The new “green” vehicles are performing as expected, and acceptance by the operating departments has been very good.
- E85 (ethanol) fuel is not used in cold months due to some poor starting issues; reliability has the priority.
- Loss of interest earnings required a 22% increase in the shop rate and a 22% increase in administrative fees. These fees are direct costs to the operating departments’ budgets.
- An unplanned fleet management software upgrade is required in FY 10/11 to replace existing software that will no longer be supported in FY 11/12.
- Four new portable vehicle lifts were added to the shop in FY 10/11 to improve labor efficiency and safety and to reduce the amount of maintenance being outsourced. Operating departments will benefit by receiving maintenance at up to 50% of the cost of outsourcing.
- Staff labor assignments and goals have been modified to increase shop maintenance capacity by 15% without adding staff.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
Overall service satisfaction	NA	NA	NA	95%
City shop rate vs. average private sector shop rate	54%	52%	52%	58%
Billable hours vs. hours available	100%	92%	100%	100%

FLEET ACQUISITION AND DISPOSAL

526

Purpose – Purchase vehicles and equipment matched to adopted public service tasks and programs. Replace each unit as economically as possible without sacrificing quality, reliability, and appearance. Purchase “green” vehicles and equipment wherever feasible.

Description – Plan replacement schedules, prepare replacement cost projections, collect adequate replacement funds, and purchase units matched to their assigned tasks. Dispose of units when they no longer provide economical service. Recommend utilization between operating departments to maximize the City’s value received from each unit. Recommendations are made to purchase or lease fleet units to gain the most economical value for its application.

Service Objectives:

- ✓ Units replaced on schedule = 100%
- ✓ Average purchase price paid = < 90% of Manufacturer’s Statement of Retail Prices
- ✓ 15% of vehicles to be “green”
- ✓ Disposal values = > book value

	2009/10	2010/11	2010/11	2011/12	% Change
	Actual	Adopted	Adjusted	Mgr Rec	From
					Adopted
Expenditures:					
Personal Services	127,003	125,203	124,032	128,216	2.4%
Contractual	71,146	4,813	(2,359)	29,985	523.0%
Commodities	48,583	38,500	73,770	37,500	-2.6%
Capital	2,354,865	1,278,500	2,383,091	1,309,500	2.4%
Other Expenditures	3,046	-	-	-	
Total Expenditures	2,604,643	1,447,016	2,578,534	1,505,201	4.0%
Funding Sources:					
Fleet Services	438,722	(80,863)	729,922	92,247	-214.1%
Sales of Assets	235,783	200,000	405,000	200,000	0.0%
Replacement Escrow	1,251,051	1,195,363	1,229,439	1,052,253	-12.0%
Deficiency Replacement	533,491	-	90,000	-	
Fleet Acquisition Support	145,596	132,516	124,173	160,701	21.3%
Total Funding Sources	2,604,643	1,447,016	2,578,534	1,505,201	4.0%
Personnel - Authorized FTE	1.27	1.27	1.27	1.27	

FLEET ACQUISITION AND DISPOSAL

526

Highlights:

Total Fleet Assets

<u>Qty</u>	<u>Type</u>
165	Vehicle
166	Equipment
77	Snowplows, spreaders, and blowers
46	Tractors
4	Watercraft
5	Office equipment
463	Total

Number of "Green" Units Included Above

<u>Qty</u>	<u>Type</u>
18	Flex-fueled vehicles (E85)
10	Electric vehicle or equipment
6	Hybrid vehicle
5	Propane equipment
4	Sub-compact car
43	Total

As each vehicle or piece of equipment is scheduled for replacement, it is evaluated to determine if a more fuel efficient, or alternatively fueled, unit can be purchased to replace it.

Vehicle and equipment manufacturers are constantly changing models and are adding more "green" units. Many models have not been available very long, so there is more of a long-term performance risk for the City. So far, their performance has been acceptable.

Since 2007, the cost of all units with diesel engines has increased dramatically (\$16,000 per truck) due to diesel engines having to meet two new levels of emission standards. Light-duty trucks previously powered by diesel engines are now specified with gas engines.

Service Accomplishments:	2008/09 Actual	2009/10 Actual	2010/11 Adjusted	2011/12 Projected
% of replacements completed	50%	100%	100%	100%
Avg % of MSRP* paid	80%	80%	75%	75%
Avg % of book value received for retired units sold	60%	90%	100%	100%
% of fleet considered to be "green"	14%	14%	15%	15%

* Manufacturer's Suggested Retail Prices

INTERNAL SERVICES CIP

529

Activity Description:

This is a summary of all capital improvements in the Internal Services division. Details are presented in the Five-Year Capital Improvements Plan for the City of Ames.

Activities:	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Fleet Services:					
Building Maint. & Improvements			60,000		
Sub-Total	0	0	60,000	0	
Information Technology:					
Wi-Fi Hotspots	3,977		23,501		
Sub-Total	3,977	0	23,501	0	
Total CIP	3,977	0	83,501	0	

TRANSFERS

This program accounts for the transfer of money between the various City funds. Transfers are shown both as an expense and as a revenue in the respective funds.

	2009/10 Actual	2010/11 Adopted	2010/11 Adjusted	2011/12 Mgr Rec	% Change From Adopted
Expenditures:					
ACVB Pass Through	815,503	1,050,000	938,000	940,000	-10.5%
Transfers	12,900,739	11,711,869	13,181,057	11,865,140	1.3%
Total Expenditures	13,716,242	12,761,869	14,119,057	12,805,140	.3%
Funding Sources:					
General Fund	2,570,702	3,270,270	3,104,584	3,182,470	-2.7%
Local Option	3,633,661	3,690,000	3,648,758	3,721,333	.9%
Hotel/Motel	978,832	1,260,000	1,125,600	1,128,000	-10.5%
Road Use Tax Fund			15,000		
County Wide Affordable Housing T.I.F.	63,216		515,853		
T.I.F. South Bell	69,319	117,808	117,808	117,065	-6%
Employee Benefit Property Tax	967,688	1,086,731	1,086,731	1,457,923	34.2%
Police/Fire 411 Special Revenue	64,342	185,000	185,000	195,000	5.4%
Park Development	680,974				
Library Bequests				14,000	
Library State Funds	13,933	14,000	14,000	14,000	
Friends of the Library			5,000		
Special Assessment	275,790	215,551	215,551	215,075	-2%
Summer 2004 G.O. Bonds	53,852				
Summer 2009 G.O. Bonds	793,538		279,951		
Water	332,467	330,715	345,715	328,716	-6%
Sewer	835		84,665		
Electric	1,800,411	1,814,794	1,814,794	1,871,746	3.1%
Transit	1,105,414	657,000	992,000	459,812	-30.0%
Transit G.S.B.			200,000	100,000	
Resource Recovery	124,875				
Fleet Replacement Funds	186,393	120,000	368,047		
Total Funding Sources	13,716,242	12,761,869	14,119,057	12,805,140	.3%



In the concession area, swimmers can take a break from the activities and recharge themselves and their electronics by using a solar recharging station. PowerFilm, an Ames-based provider of portable, ultra-lightweight, durable solar products, placed a solar panel over the entrance canopy. The solar panel creates enough power to recharge cell phones, iPods, and MP3 players.





THE POND (7-year-olds and younger)

- 87,440 gallons of water approximately 81 degrees
- 5,500 square feet
- Zero depth entry (west end) that increases to 3'6" (east end)
- Play structure in the middle includes slides, water shooting cannons, and a several hundred gallon bucket that dumps every eight minutes.
- Toddler slide, "Billy Beaver", stands 6' tall and is 10' in length.
- Floatables
- Family slide is 12' tall, 8' wide and accommodates two children at a time.
- Bubbler field is comprised of 24 computerized geysers that can be programmed to run multiple patterns.
- Each feature within "The Pond" uses recycled water from the pool's basin to achieve the goal of being environmentally sensitive.

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The General Fund is used to account for resources traditionally associated with government which are not required legally or by sound financial management to be accounted for in another fund.

Special Revenue Funds

These funds account for the proceeds of specific revenue sources that are legally restricted to expenditure for a specified purpose.

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This fund accounts for the accumulation of resources for, and the payment of, general long-term debt principal and interest.

Capital Projects

These funds account for the financial resources to be used for the acquisition or construction of major capital facilities.

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Enterprise Funds

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Internal Service Funds

These funds account for the financing of goods or services provided by one department to another in the government unit on a cost reimbursement basis.

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All the funds for the City are listed above and all are appropriated.

A fund balance reserve for minimum fund balances is established for certain funds, based on an evaluation of each fund using the Budget and Fiscal Policies adopted by the City Council. Enterprise Fund balances, and other funds used for capital projects, may significantly exceed the unreserved fund balance due to the balances for future pay-as-you-go capital projects.

GENERAL FUND

This fund accounts for general government programs such as: Police, Fire, Legislative, Executive, Legal, Planning, Streets, Library, Parks, Recreation, Human Resources, Public Buildings, Emergency Reserve, and other accounts.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Property Taxes:				
General	11,839,798	13,029,380	13,029,380	12,984,147
Excise Tax	39,333	35,989	35,989	34,985
Other	24,569	24,168	24,168	24,289
Transit Levy	1,275,823	1,311,672	1,311,672	1,372,952
Excise Tax	4,234	3,622	3,622	3,704
Total Tax Revenues	13,183,757	14,404,831	14,404,831	14,420,077
Non-Tax Revenues:				
General Services:				
Licenses and Permits	84,629	76,500	72,900	72,900
Cable TV Franchise	409,832	405,000	425,000	437,750
State Gov't Revenues	34,627	15,800	15,800	15,800
Fees/Service Charges	93,534	83,843	68,890	69,021
Metropolitan Planning Org.	26,947	79,814	61,837	66,677
Miscellaneous Revenue	4,934	7,500	17,194	14,839
Interest Earnings	201,129	221,000	144,000	200,000
Hotel/Motel Taxes	1,142,162	1,470,000	1,313,200	1,316,000
Streets:				
State Gov't Revenues	29,243	25,811	29,243	29,243
Fees/Service Charges	103,437	71,051	86,592	87,605
Intra-Gov't. Service Charge	518,224	575,000	575,000	655,000
Police and Fire:				
Licenses and Permits	574,509	456,114	576,114	649,789
Fees/Service Charges	1,666,882	1,732,971	1,760,987	1,912,146
Fines & Forfeitures	134,358	145,400	145,400	145,000
Miscellaneous Revenue	121,435	117,386	118,995	119,371
Airport	171,219	180,940	180,694	180,694
Library	363,262	360,846	367,554	365,443
Cemetery	102,963	104,100	115,100	115,100
Recreation:				
Fees/Service Charges	1,098,822	1,120,024	1,215,103	1,222,192
Miscellaneous Revenues	80,987	106,303	123,698	137,125
Total Non-Tax Revenues	6,963,135	7,355,403	7,413,301	7,811,695
Total Before Transfers	20,146,892	21,760,234	21,818,132	22,231,772

GENERAL FUND, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
TRANSFERS:				
Local Option Tax Receipts	3,568,029	3,570,000	3,628,758	3,701,333
Electric - In Lieu of Taxes	1,800,411	1,814,794	1,814,794	1,871,746
Police/Fire Retirement	64,342	185,000	185,000	195,000
Empl. Benefit Prop. Taxes	967,688	1,086,731	1,086,731	1,457,923
Hotel/Motel	97,997	126,000	112,560	112,800
Total Transfers	6,498,467	6,782,525	6,827,843	7,338,802
TOTAL REVENUES	26,645,359	28,542,759	28,645,975	29,570,574

EXPENSES:

Public Safety:

Crime Prevention/Police Svcs.	4,225,911	4,648,963	4,699,114	4,870,851
General Investigation	926,256	1,019,056	1,020,291	1,030,798
Emergency Communications	873,333	976,994	944,084	990,895
Police Admin & Records	697,828	745,522	743,033	754,438
Shared Communications Proj.	20,998	34,578	24,466	48,381
Fire Administration/Support	886,281	923,109	908,862	980,793
Fire Suppression	4,062,020	4,252,374	4,291,898	4,595,566
Fire Prevention/Safety Ed	119,608	126,444	130,089	133,504
Structural Code Enforcement	462,771	399,253	471,667	506,910
Rental Housing Code	212,206	229,233	254,425	304,548
Electric Code Enforcement	63,416	74,516	74,683	78,240
Plumbing & Mechanical	75,895	80,621	81,105	91,445
Property Maint. Inspections	95,739	99,930	102,242	103,395
Traffic Control/Engineering	43,909	100,457	78,434	83,860
Civil Defense	8,622	10,000	10,000	10,000
Street Lights	640,241	714,000	670,000	690,000
Public Safety Total	13,415,034	14,435,050	14,504,393	15,273,624

Transportation:

Street Surface Maintenance	7,228	14,908	14,398	14,739
Right-of-Way Maintenance	11,398		10,800	
Airport	130,398	110,243	114,355	113,584
Transportation Total	149,024	125,151	139,553	128,323

GENERAL FUND, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Community Enrichment:				
Animal Control	316,424	316,484	321,688	331,448
Health & Sanitation	150,938	152,348	154,340	134,163
Library Circulation Services	423,477	443,582	446,922	460,795
Library Information Services	478,525	488,105	491,167	508,174
Library Youth Services	333,671	357,459	359,189	374,465
Library Outreach Services	269,100	284,546	282,890	291,990
Collection Development	744,783	774,190	781,903	789,062
Library Network Services	151,264	169,895	169,592	170,539
Library Administration	787,796	805,483	826,084	832,721
Instructional Programs	233,185	247,740	243,359	249,126
Athletic Programs	195,400	201,886	196,024	205,534
Recreation Admin	99,884	105,484	79,780	103,683
Wellness	249,709	254,700	254,491	258,198
Com Ctr/Auditorium/Bandshell	273,340	291,113	259,373	281,776
Aquatics	526,107	653,031	655,272	666,161
Turf Maintenance	244,098	236,393	240,734	250,193
Forestry	73,008	79,522	80,091	80,608
Parks Structural Maintenance	485,611	460,238	464,533	469,455
Park Administration	273,296	283,950	288,250	308,437
Parks/Recreation Admin	245,321	249,294	259,607	256,546
Dog Park Operations	15,571	20,731	17,164	16,169
Cable TV	112,232	115,954	134,955	124,745
Cemeteries	112,655	130,665	130,366	133,606
Community Enrich Subtotal	6,795,395	7,122,793	7,137,774	7,297,594
General Government:				
City Council	115,549	133,218	138,220	132,945
Executive Management	340,141	350,724	371,619	372,658
Legal Services	455,337	414,441	412,178	340,853
City Clerk	254,241	225,121	235,290	257,904
Human Resources	243,062	260,525	266,003	272,816
Accounting & Reporting	297,397	306,092	314,146	323,953
Finance Administration/Budget	66,636	69,468	68,979	71,159
Public Relations	73,203	76,500	77,513	78,341
Facilities	288,289	277,970	366,745	273,943
Ames Veterans Memorial	903	2,000	1,500	1,500
Public Works Engineering	557,881	603,500	596,500	671,500
Long-Term Planning	334,488	340,054	343,305	353,166
Current Planning	315,896	341,720	337,044	352,276

GENERAL FUND, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
General Government, continued:				
Flood Mitigation/Studies			250,000	
Visioning			85,000	
City Council Contingency	37,872	50,000	132,579	50,000
Merit/Payroll Adjust		93,681		98,956
Purchasing Services	23,072	44,481	44,569	36,593
General Gov't Sub-Total	<u>3,403,967</u>	<u>3,589,495</u>	<u>4,041,190</u>	<u>3,688,563</u>
General Government CIP:				
City Hall Space Re-use			600,000	
General Gov't Total	<u>3,403,967</u>	<u>3,589,495</u>	<u>4,641,190</u>	<u>3,688,563</u>
Total Before Transfers	<u>23,763,420</u>	<u>25,272,489</u>	<u>26,422,910</u>	<u>26,388,104</u>
TRANSFERS:				
Transit Levy	1,275,193	1,315,294	1,320,159	1,376,656
Resource Recovery	108,475	423,475	423,475	423,475
Hotel/Motel	1,142,162	1,470,000	1,313,200	1,316,000
Airport Construction	44,872	61,501	40,821	66,339
Library Donations			6,929	
Total Transfers	<u>2,570,702</u>	<u>3,270,270</u>	<u>3,104,584</u>	<u>3,182,470</u>
TOTAL EXPENSES	26,334,122	28,542,759	29,527,494	29,570,574
Excess (Deficit) Revenues				
Over (Under) Expenses	311,237	0	(881,519)	0
Beginning Balance	<u>7,076,700</u>	<u>5,901,236</u>	<u>7,387,937</u>	<u>6,506,418</u>
Ending Balance	7,387,937	5,901,236	6,506,418	6,506,418
Minimum fund balance target:				
20% of expenses less pass-through transfer				<u>5,375,584</u>
Unreserved fund balance				<u>1,130,834</u>

SPECIAL REVENUE - LOCAL OPTION TAXES

This fund accounts for the collection of 1% local option tax as approved by the voters on November 4, 1986. Revenue is allocated 60% for property tax relief and 40% is used for community betterment, including human services and arts agencies. Fund balance is reserved at 25% of budgeted expenditures less the 60% tax relief transfer. Reserves are for cash flow and revenue fluctuations. A portion of the fund is committed for future park development.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Local Option Taxes:				
60% Tax Relief	3,568,029	3,570,000	3,628,758	3,701,333
40% Community Betterment	2,378,686	2,380,000	2,419,172	2,467,556
S.E. Entryway IDOT/DNR Grant			683,000	
State Grant City Hall Doors	17,420			
Miscellaneous Revenues	6,204			
Total Before Transfers	5,970,339	5,950,000	6,730,930	6,168,889
TRANSFERS:				
Hotel/Motel	65,332	84,000	75,040	75,200
Parks & Rec Special Revenue	680,974			
Total Transfers	746,306	84,000	75,040	75,200
TOTAL REVENUES	6,716,645	6,034,000	6,805,970	6,244,089
EXPENSES:				
Public Safety CIP:				
Firearms Training Range	41,641		60,359	
Bike Trails and Paths	125,078	250,000	790,884	350,000
Mobile Data Terminals – Police			13,912	
Fire Station #1 Renovation	5,000			
Fire Mobile Data				25,143
Outdoor Storm Warning System	53,033		18,732	
Police CAD/Dispatching			108,913	
RR Quiet Zone Improvements	975		77,641	
Pedestrian Walkway Program	36,382		387,731	
Railroad Crossing – 16 th /UPRR	141,213			
Railroad Crossing 9 th & UPRR	152,956			
RR Medians – North-South			100,000	
Public Safety Total	556,278	250,000	1,558,172	375,143
Transportation CIP:				
Asphalt Resurfacing		100,000	200,000	
Sidewalk Safety	35,723	50,000	54,441	50,000
Shared Use Path Pavement	91,882	50,000	146,209	50,000
Greenspace 13 th & Grand	114,528		48,523	
Transportation Total	242,133	200,000	449,173	100,000
Community Enrichment CIP:				
Public Art	19,841	30,000	35,100	30,000
Art Services & Agencies	118,010	127,709	127,709	131,540

SPECIAL REVENUE - LOCAL OPTION TAXES, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Community Enrich. CIP, cont.				
Human Services	985,375	1,079,065	1,079,065	1,111,437
City Staff – Human Services	20,580	21,940	25,615	20,192
Park Development	29,450		194,490	
Municipal Band	22,418	25,368	26,132	25,308
Merit/Payroll Adjustments		164		169
S.E. Entryway	114		827,886	
Neighborhood Improv Program	23,074	50,000	58,428	50,000
City Hall Improvements	64,199	50,000	119,357	50,000
Library Building Maintenance	50,565	48,000		125,000
Parks & Rec Facility Maint.	62,711	203,000	298,959	332,000
Municipal Pool Maintenance	847	7,500	110,000	42,500
Playground Equipment	13,825	75,000		135,000
AHHP Fishing Pier	89,655		7,545	
EECBG Energy Grants			24,750	
Disc Golf Course Improvements	350		1,237	
Cool Cities Mech/Structural		200,000	263,950	136,050
Cemetery Improvements				100,000
Ada Hayden Heritage Park				45,000
Historic Preservation Comm.	2,011			
Community Enrichment Total	1,503,025	1,917,746	3,200,223	2,334,196
Internal Services:				
WiFi Hotspots Project	3,977		23,501	
Internal Services Total	3,977		23,501	
General Government:				
Ames Historical Society	16,000	16,000	16,000	16,000
Youth Sports Complex	25,000	25,000	25,000	25,000
Community Needs Assessment	3,000			
Ames Partner City		3,000	3,000	3,000
Main St. Cultural District	4,000	25,000	25,000	25,000
United Ames		2,000	2,000	
Campustown Action Assn.		5,618	5,618	
General Government Total	48,000	76,618	76,618	69,000
Total Before Transfers	2,353,413	2,444,364	5,307,687	2,878,339

SPECIAL REVENUE - LOCAL OPTION TAXES, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
TRANSFERS:				
To General Fund (Receipts)	3,568,029	3,570,000	3,628,758	3,701,333
To Park Acquisition		100,000		
To Ice Arena	20,000	20,000	20,000	20,000
To Transit	45,632			
Total Transfers	<u>3,633,661</u>	<u>3,690,000</u>	<u>3,648,758</u>	<u>3,721,333</u>
TOTAL EXPENSES	<u>5,987,074</u>	<u>6,134,364</u>	<u>8,956,445</u>	<u>6,599,672</u>
Excess (Deficit) Revenues				
Over (Under) Expenses	729,571	(100,364)	(2,150,475)	(355,583)
Beginning Balance	<u>3,736,665</u>	<u>1,512,271</u>	<u>4,466,236</u>	<u>2,315,761</u>
Ending Balance	4,466,236	1,411,907	2,315,761	1,960,178

Committed For Park Development 760,292

Minimum fund balance target:
 25% of expenses excluding 60% pass-through 724,585
 Unreserved fund balance 475,301

SPECIAL REVENUE - HOTEL/MOTEL TAX

The Hotel/Motel revenues are collected in the General Fund and transferred to the Hotel/Motel Tax Fund. Of the 7¢ per dollar tax, 5¢ is provided to the Ames Convention & Visitors Bureau for community attractions, 1¢ replaces the local option tax and is split 60% for tax reduction and 40% for community betterment projects. The remaining 1¢ remains in this fund for economic development activities.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Hotel/Motel Taxes	1,142,162	1,470,000	1,313,200	1,316,000
TOTAL REVENUES	1,142,162	1,470,000	1,313,200	1,316,000
EXPENSES:				
Community Environment:				
Human Resources	390	418	425	437
Merit		583		600
City Staff Economic Develop.	66,874	69,308	69,277	71,140
Economic Dev. Projects	90,000	90,000	90,000	90,000
Chamber of Commerce Dues	1,823	1,920	1,878	1,934
FACES Celebration		5,000	4,000	5,000
Downtown Façade	47,000	50,000	50,000	50,000
Renovate Campustown Court	(453)			
Transit Design	30,851			
Homecoming Pancakes	1,000			
VEISHEA Pancakes	8,000			
ACVB Convention/Mktg. Study			5,000	
Refund & Withholdings:				
Ames Convention & Visitors	815,503	1,050,000	938,000	940,000
Total Before Transfers	1,060,988	1,267,229	1,158,580	1,159,111
TRANSFERS:				
General Fund	97,997	126,000	112,560	112,800
Local Option	65,332	84,000	75,040	75,200
Total Transfers	163,329	210,000	187,600	188,000
TOTAL EXPENSES	1,224,317	1,477,229	1,346,180	1,347,111
Excess (Deficit) Revenues				
Over (Under) Expenses	(82,155)	(7,229)	(32,980)	(31,111)
Beginning Balance	454,130	328,443	371,975	338,995
Ending Balance	371,975	321,214	338,995	307,884

SPECIAL REVENUE - LEASED HOUSING

This fund accounts for the operations of a Federal Low-Income Housing Assistance Program. In 2010 and 2011, City staff conducted a review of alternatives for administration of the program due to reductions in reimbursement rates for program administration. Based on the review, the program will be administered by an agency other than the City of Ames. This fund will be closed out per guidance from the U.S. Department of Housing and Urban Development.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Federal Rental Assist. Admin	134,257	138,301	98,220	
Federal Rental Assistance	966,037	868,690	678,988	
Miscellaneous Revenue	23,741	2,330	472	
Interest Earnings	1,097		800	
TOTAL REVENUES	1,125,132	1,009,321	778,480	0
EXPENSES:				
Merit/Payroll Adjustment		1,233		
Leased Housing Admin	142,827	171,367	173,863	
Rental Assistance	961,715	987,600	678,988	
TOTAL EXPENSES	1,104,542	1,160,200	852,851	0
Excess (Deficit) Revenues Over (Under) Expenses	20,590	(150,879)	(74,371)	
Beginning Balance	338,693	219,522	359,283	284,912
Ending Balance	359,283	68,643	284,912	284,912

SPECIAL REVENUE - ROAD USE TAX

This fund accounts for activity of the state allocated motor vehicle fuel tax. The fund balance policy is to retain 10% of budgeted expenses for operating cash. The reserve was reduced to 5% for FY 10/11. Any fluctuations beyond the small reserve will be accommodated with changes to the CIP. Estimates received from the State for the base amount are flat at \$84.40 per capita. The new Time 21 revenues are included in the revenues.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
State Shared Revenue	4,421,774	4,692,618	4,591,156	4,768,714
TOTAL REVENUES	4,421,774	4,692,618	4,591,156	4,768,714
EXPENSES:				
Public Safety:				
Sign & Signal Maintenance	670,481	669,793	680,287	678,672
Traffic Engineering	99,256	103,126	110,444	120,389
Sub-Total	769,737	772,919	790,731	799,061
Public Safety CIP:				
RR Quiet Zones	2,207		690	
Long-Range Transportation Pln	55,801		24,148	
Signal – 28 th & Grand		40,000	40,000	
Traffic Engineering Studies	40,325	50,000	105,351	50,000
Signal – S. Dayton/S.E. 16 th		160,000	160,000	
Permanent Traffic Ct. Stations				175,000
US69 Improvements 13 th /Grand	20,926			
Signal – Lincoln Way/Sheldon	743		118,430	
Signal – Lincoln Way/Ash	1,115		123,760	
20 th & Grand Intersection		50,000	50,000	
CIP Sub-Total	121,117	300,000	622,379	225,000
Public Safety Total	890,854	1,072,919	1,413,110	1,024,061
Transportation:				
Street Surface Maintenance	1,125,853	1,287,456	1,388,125	1,347,426
Street Surface Cleaning	189,936	220,045	195,542	194,484
Snow & Ice Control	1,310,722	909,487	994,320	943,272
Right-of-Way Maintenance	522,601	472,792	462,048	466,756
Sub-Total	3,149,112	2,889,780	3,040,035	2,951,938
Transportation CIP:				
Neighborhood Curb Program	20,098	75,000	143,997	75,000
Asphalt Resurfacing	92,382	454,634	1,132,193	
Seal Coat Reconstruction	123,238			
Bridge Rehab	11,551		3,449	
Retaining Wall Reconstruction	13,750		34,050	80,000
CIP Sub-Total	261,019	529,634	1,313,689	155,000
Transportation Total	3,410,131	3,419,414	4,353,724	3,106,938

SPECIAL REVENUE - ROAD USE TAX, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
General Government:				
Human Resources	31,903	34,195	34,738	35,692
Accounting & Reporting	10,670	11,017	11,206	11,440
Facilities	22,621	22,407	23,471	22,082
Merit/Payroll Adjustments		6,459		6,757
Public Works Administration	80,168	84,757	85,389	85,128
Public Works Engineering	8,906	27,858	17,287	63,203
Purchasing Services	12,674	13,739	14,148	13,093
General Gov't Total	<u>166,942</u>	<u>200,432</u>	<u>186,239</u>	<u>237,395</u>
Total Before Transfers	4,467,927	4,692,765	5,953,073	4,368,394
TRANSFERS:				
Fleet Services			15,000	
TOTAL EXPENSES	4,467,927	4,692,765	5,968,073	4,368,394
Excess (Deficit) Revenues				
Over (Under) Expenses	(46,153)	(147)	(1,376,917)	400,320
Beginning Balance	<u>1,654,471</u>	<u>608,029</u>	<u>1,608,318</u>	<u>231,401</u>
Ending Balance	1,608,318	607,882	231,401	631,721
Minimum fund balance target:				
10% of operating expenses				<u>398,839</u>
Unreserved fund balance				<u>232,882</u>

SPECIAL REVENUE – CITY-WIDE AFFORDABLE HOUSING

This fund includes miscellaneous housing activity including repayment of housing grant loan programs and money from the sale of miscellaneous housing properties.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:			100,000	
TRANSFERS:				
County-wide Housing			515,853	
TOTAL REVENUES	0	0	615,853	0
EXPENSES:				
Merit/Payroll Adjustment		34		
Miscellaneous Housing	25,987	7,640	31,074	3,715
IFA Home Repair Assistance			100,000	
TOTAL EXPENSES	25,987	7,674	131,074	3,715
Excess (Deficit) Revenues				
Over (Under) Expenses	(25,987)	(7,674)	484,779	(3,715)
Beginning Balance	230,980	208,057	204,993	689,772
Ending Balance	204,993	200,383	689,772	686,057

SPECIAL REVENUE – COMMUNITY DEVELOPMENT BLOCK GRANT

This fund reflects the activity of the City's Community Development Block Grant (CDBG). The fund balance reflects the balance of loans outstanding, in addition to cash and investments held by the fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Program Repayments	8,742		4,718	4,718
Sale of Homes			3,000	50,000
CDBG Admin	115,441	98,000	106,909	106,909
Community Dev. Block Grant	461,764	392,000	1,008,127	427,636
CDBG R. Recovery	103,427		29,235	
TOTAL REVENUES	689,374	490,000	1,151,989	589,263
EXPENSES:				
Merit and Payroll Adjustments		991		963
CDBG Administration	75,475	132,274	67,706	138,136
CDBG Programs	611,493	392,000	1,072,979	448,886
TOTAL EXPENSES	686,968	525,265	1,140,685	587,985
Excess (Deficit) Revenues				
Over (Under) Expenses	2,406	(35,265)	11,304	1,278
Beginning Balance	45,600	52,198	48,006	59,310
Ending Balance	48,006	16,933	59,310	60,588

SPECIAL REVENUE – COUNTY-WIDE AFFORDABLE HOUSING

The City of Ames, Story County, and the following Story County communities: Colo, Collins, Huxley, McCallsburg, Maxwell, Zearing, and Nevada received a \$400,000 Local Housing Assistance Program (LHAP) grant from the Iowa Department of Economic Development to implement the county-wide Affordable Housing Program. The grant funds were leveraged with \$244,294 of local match monies as follows: the City of Ames appropriated \$116,832 of Local Option Sales Tax Funds; the above named communities have contributed funds totaling \$38,124; and Story County contributed \$91,852 for program administration costs. The local match dollars were pledged each year for a three-year period. The funds established a Story County Housing Bank. There has been no active program since 2008, so the partnership was dissolved and balances reimbursed based on original contributions.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Downpayment Repayments	20,785			
Housing Rehab Repayment	16,293			
Interest Earnings	10,064			
TOTAL REVENUES	47,142	0	0	0
EXPENSES:				
Merit/Payroll Adjustment				
County-Wide Affordable Housing			168,995	
TRANSFERS:				
Housing Assistance			515,853	
TOTAL EXPENSES	0	0	684,848	0
Excess (Deficit) Revenues				
Over (Under) Expenses	47,142	0	(684,848)	0
Beginning Balance	637,706	762,566	684,848	0
Ending Balance	684,848	762,566	0	0

SPECIAL REVENUE - TAX INCREMENT FINANCING (TIF)

This fund has been established for the receipt of tax revenues from TIF districts. The TIF project of 1998 has collected adequate revenue to pay off outstanding bonds and the property has been released for general taxation. In FY 08/09, a new TIF project on South Bell was added. The TIF fund will record expenditures and collect revenue for repayment of debt required to fund this project.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest	752			
TOTAL REVENUES	<u>752</u>	0	0	0
EXPENSES:				
TRANSFERS:				
Debt Service	63,216			
TOTAL EXPENSES	<u>63,216</u>	0	0	0
Excess (Deficit) Revenues Over (Under) Expenses	(62,464)	0	0	0
Beginning Balance	97,873	36,156	35,409	35,409
Ending Balance	<u>35,409</u>	<u>36,156</u>	<u>35,409</u>	<u>35,409</u>

SPECIAL REVENUE - TAX INCREMENT FINANCING (TIF) – SOUTH BELL

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest	(1,546)	(1,500)		
TRANSFERS:				
2009 G.O. Bonds	793,538		279,951	
TOTAL REVENUES	<u>791,992</u>	(1,500)	<u>279,951</u>	0
EXPENSES:				
South Bell TIF Project	722,742			
TRANSFERS:				
Debt Service	69,319	117,808	117,808	117,065
TOTAL EXPENSES	<u>792,061</u>	<u>117,808</u>	<u>117,808</u>	<u>117,065</u>
Excess (Deficit) Revenues Over (Under) Expenses	(69)	(119,308)	162,143	(117,065)
Beginning Balance	0	(72,973)	(69)	162,074
Ending Balance	<u>(69)</u>	<u>(192,281)</u>	<u>162,074</u>	<u>45,009</u>

SPECIAL REVENUE - PARK DEVELOPMENT

In the 2009/10 fiscal year, this fund was rolled into the Local Option Sales Tax Fund. Accumulated funds are shown as committed in that fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Revenue		5,000		
Dog Park Donations				
Total Before Transfers	0	5,000	0	0
TRANSFERS:				
Local Option		100,000		
Total Transfers	0	100,000	0	0
TOTAL REVENUES	0	105,000	0	0
EXPENSES:				
Greenbriar Park		138,100		
TRANSFERS:				
Local Option	680,974			
TOTAL EXPENSES	680,974	138,100	0	0
Excess (Deficit) Revenues Over (Under) Expenses	(680,974)	(33,100)	0	0
Beginning Balance	680,974	711,424	0	0
Ending Balance	0	678,324	0	0

SPECIAL REVENUE – DON & RUTH FURMAN AQUATIC FACILITY CONSTRUCTION

This fund reflects donations for the new aquatics facility. Two one million dollar gifts were used for the construction of a 50-meter multipurpose pool and other enhancements.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Earnings	3,935		1,400	
Donation			5,600	
TOTAL REVENUES	3,935	0	7,000	0
EXPENSES:				
Don & Ruth Furman Aquatic Ctr	1,372,260		139,725	
TOTAL EXPENSES	1,372,260	0	139,725	0
Excess (Deficit) Revenues Over (Under) Expenses	(1,368,325)		(132,725)	
Beginning Balance	1,501,050		132,725	
Ending Balance	132,725	0	0	0

SPECIAL REVENUE - FIRE/POLICE PENSION RETIREMENT

This fund accounts for pensions for Firefighters and Police Officers. The 1990 Iowa Legislature combined the individual systems under Chapter 411 into one statewide system. The balance in the fund is used to offset the City’s contribution to the statewide system. The FY 11/12 required contribution rate increased to 24.76% of payroll.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Earnings	23,072	24,454	13,014	10,434
TOTAL REVENUES	23,072	24,454	13,014	10,434
EXPENSES:				
Financial Services	11,706	12,076	12,157	12,527
TRANSFERS:				
Transfer to General	64,342	185,000	185,000	195,000
TOTAL EXPENSES	76,048	197,076	197,157	207,527
Excess (Deficit) Revenues Over (Under) Expenses	(52,976)	(172,622)	(184,143)	(197,093)
Beginning Balance	1,587,253	1,491,854	1,534,277	1,350,134
Ending Balance	1,534,277	1,319,232	1,350,134	1,153,041

SPECIAL REVENUE - EMPLOYEE BENEFIT PROPERTY TAX

The portion of the City contribution to the Police and Fire Retirement System that is not offset by the Trust Fund balance is levied in this fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Property Taxes	964,490	1,083,737	1,083,737	1,454,000
Utility Excise Tax	3,198	2,994	2,994	3,923
TOTAL REVENUES	967,688	1,086,731	1,086,731	1,457,923
EXPENSES:				
Transfers – General	967,688	1,086,731	1,086,731	1,457,923
TOTAL EXPENSES	967,688	1,086,731	1,086,731	1,457,923
Excess (Deficit) Revenues Over (Under) Expenses	0	0	0	0
Beginning Balance	0	0	0	0
Ending Balance	0	0	0	0

PERMANENT FUND - CEMETERY

This fund accounts for the sale of cemetery lots and the portion of cemetery lot sales designated for perpetual care. Interest earnings are transferred to the General Fund for cemetery operations. The fund balance will be retained to provide cemetery maintenance. Lot prices were increased July 1, 2004.

Effective July 1, 2009, the revenue from the sale of cemetery lots is split 80% to cemetery operations in the General Fund, and 20% to the Cemetery Fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Sale of Cemetery Lots	7,118	8,000	10,500	10,500
TOTAL REVENUES	7,118	8,000	10,500	10,500
EXPENSES:				
9 th Street Cemetery				
TOTAL EXPENSES	0	0	0	0
Excess (Deficit) Revenues Over (Under) Expenses	7,118	8,000	10,500	10,500
Beginning Balance	862,985	871,535	870,103	880,603
Ending Balance	870,103	879,535	880,603	891,103

PERMANENT FUND – DONALD & RUTH FURMAN AQUATIC CENTER OPERATIONS

This fund contains the one million dollar gift from Donald and Ruth Furman to establish an endowment to subsidize the City’s ongoing operational costs, to fund future repairs and enhancements, and to replace equipment.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest	15,995	18,000	11,000	11,000
TOTAL REVENUES	15,995	18,000	11,000	11,000
EXPENSES:				
None				
TOTAL EXPENSES	0	0	0	0
Excess (Deficit) Revenues Over (Under) Expenses	15,995	18,000	11,000	11,000
Beginning Balance	1,055,486	1,130,775	1,071,481	1,082,481
Ending Balance	1,071,481	1,148,775	1,082,481	1,093,481

MISCELLANEOUS SPECIAL REVENUES

This fund includes Softball Complex, Project Share, Public Safety Trusts and Park and Rec Trust. This fund accounts for donations and other revenues designated for purposes other than general operations. Fund balances are designated for the specified purposes.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Project Share Donations	23,371	21,500	21,500	21,500
Alternative Energy Donations	648			
Animal Shelter Donations	22,458	15,000	15,000	15,000
Public Art	2,745			
FEMA	47,701		1,700,000	
Police Grants	180,148	3,024	518,733	9,248
Police Forfeiture	4,718		12,103	
FEMA Mobile Data Terminals	38,151			
E911 Mobile Data Terminals	9,650			
Emergency Generator Grant			46,591	
State E911 Grant		134,369	134,369	
E911 Radio Consoles		33,592	33,592	
Misc. Police/Fire Donations	2,852			
Park & Rec Trust:				
Interest Earnings	3,073	4,350	2,500	2,200
Park Facilities	3,050	3,050	3,050	3,050
Park & Rec Misc. Donations			3,235	
Iowa DNR Grant	90,000			
Park & Rec Trust Total	96,123	7,400	8,785	5,250
TOTAL REVENUES	428,565	214,885	2,490,673	50,998
EXPENSES:				
Community Enrichment:				
Moore Park Improvements			9,813	
Ada Hayden Heritage Park	4,154			
Mary Adams Estate	26,208			
Solar Trash Compactors			12,243	
Bandshell			1,518	
Ada Hayden Fishing Pier	90,000			
Animal Control - Maddie's Fund	1,031			
Animal Control	9,199	15,900	15,400	12,700
Memorials			3,235	
Animal Shelter Energy Upgrade			90,750	
Public Art	8,293			
FEMA 2010 Wind/Flood			1,700,000	
FEMA 2008 Flood	82,998			
Community Enrichment Total	221,883	15,900	1,832,959	12,700

MISCELLANEOUS SPECIAL REVENUES, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Public Safety:				
Police Forfeiture	10,492		16,865	
Police Grants	180,151	3,024	518,733	
Police/Fire Mobile Data Termin.	47,692			
Police Radio Consoles		167,961	167,961	
Shared Use Path Improvements	1,250	17,055	17,055	
Miscellaneous Public Safety	782		2,124	
Emergency Generator Grant			46,591	
Public Safety Total	240,367	188,040	769,329	
Utilities:				
Project Share Assistance	23,338	21,500	21,500	21,500
TOTAL EXPENSES	485,588	225,440	2,623,788	34,200
Excess (Deficit) Revenues				
Over (Under) Expenses	(57,023)	(10,555)	(133,115)	16,798
Beginning Balance	402,350	344,794	345,327	212,212
Ending Balance	345,327	334,239	212,212	229,010

SPECIAL REVENUE - LIBRARY DONATIONS

This fund accounts for general donations and grants to the Library designated for specific purposes.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Earnings	21,441	22,600	13,980	14,600
Library Friends Donations	26,583	25,000	29,450	24,450
Library Foundation Donations	25,349	17,000	17,000	20,000
Library Direct State Aid	13,933	14,000	14,000	14,000
Donations	7,259	3,000	6,000	6,000
Project Smyles Donations	4,486	3,000	1,000	2,000
FINRA Foundation Grant	36,422			
Total Before Transfers	135,473	84,600	81,430	81,050
TRANSFERS:				
General Fund			6,929	
TOTAL REVENUES	135,473	84,600	88,359	81,050
EXPENSES:				
Administration	18,744		10,963	6,450
Collections	11,633		11,000	11,000
Youth Services	14,366		10,618	10,500
Information Services	6,149		7,000	7,000
Building Project	21,484		240,001	
Project Smyles	65,932	63,000	56,500	56,000
TOTAL EXPENSES	138,308	63,000	336,082	90,950
Excess (Deficit) Revenues Over (Under) Expenses	(2,835)	21,600	(247,723)	(9,900)
Beginning Balance	1,432,513	1,216,758	1,429,678	1,181,955
Ending Balance	1,429,678	1,238,358	1,181,955	1,172,055

SPECIAL REVENUE - DEVELOPER PROJECTS

This fund accounts for the developer share of improvements required by development agreements. Fund balance will be retained until improvements are required.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest	838			
TOTAL REVENUES	838	0	0	0
EXPENSES:				
Cedar Lane Developer Escrow	9,282			
Oakwood Road Path			5,500	
Bloomington Road Widening	68,435			
TOTAL EXPENSES	77,717	0	5,500	0
Excess (Deficit) Revenues				
Over (Under) Expenses	(76,879)	0	(5,500)	0
Beginning Balance	257,627	174,410	180,748	175,248
Ending Balance	180,748	174,410	175,248	175,248

SPECIAL REVENUE - ECONOMIC DEVELOPMENT

This fund was expanded in 2000/01 to account for revolving loan, community investment, and pass-through State loan activity. Approved loans are shown as expenses. The fund balance reflects the balance of loans outstanding, in addition to cash and investments held by the fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Loan Repayments	32,495			
TOTAL REVENUES	32,495	0	0	0
EXPENSES:				
Community Investment Fund			50,000	
Revolving Loan Fund	300,000			
TOTAL EXPENSES	300,000	0	50,000	0
Excess (Deficit) Revenues				
Over (Under) Expenses	(267,505)	0	(50,000)	0
Beginning Balance	944,778	772,758	677,273	627,273
Ending Balance	677,273	772,758	627,273	627,273

DEBT SERVICE

This fund accounts for payment of principal and interest on general obligation bonds. Property tax rates per \$1,000: 2010/11 - \$3.57; 2011/12 - \$3.53. SPECIAL ASSESSMENT transfer is for G.O. Bond payments abated by assessments. IOWA STATE UNIVERSITY participates in Fire capital acquisition. Resource Recovery debt is levied in Debt Service as a portion of the City's total Resource Recovery per capita contribution. The available fund balance will be used to reduce future debt service.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Proceeds from Bonds				
Miscellaneous Revenue	247,038			
Property Taxes	8,037,746	7,571,743	7,571,743	7,637,617
Excise Tax	26,691	20,906	20,906	20,584
ISU Participation	35,475	49,271	45,090	48,744
Interest	61,546	70,002	52,000	52,000
Total Before Transfers	8,408,496	7,711,922	7,689,739	7,758,945
TRANSFERS:				
Resource Recovery	124,875			
Water	332,467	330,715	330,715	328,716
Special Assessment	275,790	215,551	215,551	215,075
T.I.F.	132,535	117,808	117,808	117,065
G.O. Bonds	53,852			
Transfer Total	919,519	664,074	664,074	660,856
TOTAL REVENUES	9,328,015	8,375,996	8,353,813	8,419,801
EXPENSES:				
Bond Costs				
Ada Hayden Heritage Park	279,313	282,513	282,513	280,288
July 2002 G.O. Corp. Purpose	590,170	589,420	589,420	592,682
July 2003 G. O. Bonds	658,088	640,102	640,102	622,118
2002C G. O. Refunding	439,875			
July 2004 G.O. Bonds	699,325	704,988	704,988	704,838
July 2005 G.O. Bonds	384,203	384,052	384,052	388,552
Summer 2006 G.O. Bonds	570,600	569,600	569,600	568,000
Summer 2007 G.O. Bonds	1,041,250	1,044,438	1,044,438	1,046,500
Summer 2008 G.O. Bonds	921,083	913,208	913,208	909,770
Summer 2009 G.O. Bonds	671,691	1,141,550	1,141,550	1,134,350
Summer 2010 G.O. Bonds		683,098	475,413	649,925
2009A Refunding Bonds	2,595,509	2,153,025	2,153,025	1,677,400
Summer 2011 G.O. Bonds				693,377
TOTAL EXPENSES	8,851,107	9,105,994	8,898,309	9,267,800
Excess (Deficit) Revenues Over (Under) Expenses	476,908	(729,998)	(544,496)	(847,999)
Beginning Balance	1,990,756	2,378,232	2,467,664	1,923,168
Ending Balance	2,467,664	1,648,234	1,923,168	1,075,169

CAPITAL PROJECTS - SPECIAL ASSESSMENT

This fund accounts for collection of special assessments and payment of principal of abated G. O. bonds, and the construction of streets and sanitary sewers for benefited property special assessment districts.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Collections	139,034	230,000	380,000	380,000
TOTAL REVENUES	139,034	230,000	380,000	380,000
EXPENSES:				
General Government:				
Accounting/Reporting	4,659	4,818	4,912	4,991
S. E. Entryway			148,000	
S. E. 16 th Paving and Bridge	(38,031)			
Total Before Transfers	(33,372)	4,818	152,912	4,991
TRANSFERS:				
Debt Service	275,790	215,551	215,551	215,075
Total Transfers	275,790	215,551	215,551	215,075
TOTAL EXPENSES	242,418	220,369	368,463	220,066
Excess (Deficit) Revenues				
Over (Under) Expenses	(103,384)	9,631	11,537	159,934
Beginning Balance	96,434	47,951	(6,950)	4,587
Ending Balance	(6,950)	57,582	4,587	164,521

CAPITAL PROJECTS - STREET CONSTRUCTION

This fund accounts for street construction projects including, but not limited to, bus route reconstruction, signal construction, and associated street construction projects. Projects which have multiple funding sources are budgeted in this fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Stimulus Funding	1,424,198		675,092	
Developer Contributions	114,078		219,919	1,384
I-JOBS	221,578	270,366	270,366	
MPO/STP/IDOT Funds	560,273	929,000	2,878,152	1,196,000
Recreation Trail Grant		414,000	639,000	
Safe Routes To School Grant			25,000	
Federal Earmark Grand Ave Ext.	63,002		777,971	1,200,000
TRANSFERS:				
Sewer	835		69,665	
TOTAL REVENUES	2,383,964	1,613,366	5,555,165	2,397,384
EXPENSES:				
Transportation:				
Arterial 13 th /Stange/RR	139,163		892,837	
10/11 Asphalt – I-JOBS		270,366	270,366	
Arterial ND/Delaware/Ontario	184,746		597,254	
Grand Avenue Extension			822,575	1,200,000
11/12 Collector AHS/Hayes				1,060,000
09/10 Asphalt – I-JOBS			221,578	
10/11 Arterial - Duff/L-Way/7th		688,000	688,000	
S. Dayton Avenue Improvements	113,128			
Stimulus Duff Rehab 6-13 th			628,578	
Stim. GWC Stange-Bloomington	717,710		90	
Stim. L'Way Hickory-Franklin	530,760		46,424	
Transportation Total	1,685,507	958,366	4,167,702	2,260,000
Public Safety:				
Wilder Avenue	835		69,665	
Signal Lincoln Way/Ash			50,000	
Long-Range Transportation Plan	213,240		106,760	
U.S. 69 Improv. 13 th & Grand	18,811			
Walkway West Side N. Dakota			25,000	
Skunk River Trail SE 16 th /L-Way			851,175	
NE Area Shared Use Path			150,000	
Skunk River Trail Ext AHHP			176,175	
Path – Gartner/AMS	165		68,535	
Skunk River Trail HYSC–SE 16 th				86,000
Permanent Traffic Ct. Stations				50,000
Stim. S.R. Trail 13 th – Carr	175,728			
Skunk Rvr Trail E L'Way-SRV		500,000		
Signal 28 th & Grand		155,000	155,000	
Public Safety Total	408,779	655,000	1,652,310	136,000
	321			

CAPITAL PROJECTS - STREET CONSTRUCTION, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
General Government:				
Purchasing Services	14,807	10,389	10,698	12,629
TOTAL EXPENSES	<u>2,109,093</u>	<u>1,623,755</u>	<u>5,830,710</u>	<u>2,408,629</u>
Excess (Deficit) Revenues				
Over (Under) Expenses	274,871	(10,389)	(275,545)	(11,245)
Beginning Balance	116,122	122,617	390,993	115,448
Ending Balance	<u>390,993</u>	<u>112,228</u>	<u>115,448</u>	<u>104,203</u>

CAPITAL PROJECTS - AIRPORT CONSTRUCTION

This fund accounts for construction, purchase of land, and improvements for the municipal airport. Federal Aviation Administration (FAA) participated in 90% of costs until 04/05 when FAA's contribution increased to 95%. The excess of Airport operations each year is transferred from the General Fund to finance improvements.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Federal Government Revenues	2,592,321	1,277,750	2,549,442	855,000
Total Before Transfers	2,592,321	1,277,750	2,549,442	855,000
TRANSFERS:				
General	44,872	61,501	40,821	66,339
TOTAL REVENUES	2,637,193	1,339,251	2,590,263	921,339
EXPENSES:				
Airport Const. Fund Improv.				75,000
9/10 Rehab Taxiway A1	118,679		1,006,321	
Runway Rehab 13/31	2,603,062		317,100	
Airport Master Plan	6,344			
10/11 West Apron Rehab	147	1,345,000	1,344,853	
11/12 Driveways/Parking				900,000
TOTAL EXPENSES	2,728,232	1,345,000	2,668,274	975,000
Excess (Deficit) Revenues Over (Under) Expenses	(91,039)	(5,749)	(78,011)	(53,661)
Beginning Balance	249,119	96,028	158,080	80,069
Ending Balance	158,080	90,279	80,069	26,408

CAPITAL PROJECTS – ARRA ENERGY BLOCK GRANT

This fund accounts for the City’s American Recovery and Reinvestment Act Grant under the Energy Efficiency and Conservation Block Grant Program.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
ARRA Energy Block Grant	13,500	500,000	530,500	
TOTAL REVENUES	13,500	500,000	530,500	0
EXPENSES:				
ARRA Energy Block Grant	13,500	500,000	530,500	
TOTAL EXPENSES	13,500	500,000	530,500	0
Excess (Deficit) Revenues Over (Under) Expenses	0	0	0	0
Beginning Balance	0	0	0	0
Ending Balance	0	0	0	0

CAPITAL PROJECTS – VARIOUS CONSTRUCTION GRANTS

This fund accounts for various construction grants.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
EECBG Energy Grants			63,000	
Emergency Op Center Grant			600,000	
TOTAL REVENUES	0	0	663,000	0
EXPENSES:				
Animal Shelter Energy Upgrade			12,750	
S. 16 th LED Lights			15,750	
City Hall West Lot Lights			9,000	
LED Traffic Signals			25,500	
Emergency Op Center Grant			600,000	
TOTAL EXPENSES	0	0	663,000	0
Excess (Deficit) Revenues Over (Under) Expenses	0	0	0	0
Beginning Balance	0	0	0	0
Ending Balance	0	0	0	0

CAPITAL PROJECTS - BOND PROCEEDS

This fund accounts for proceeds of general obligation bond issues. G. O. bond sales are planned each year to finance CIP projects. Any undesignated fund balances may be used for certain projects or transferred to the Debt Service fund.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Bond Proceeds	11,165,000	6,601,000	6,749,000	6,800,000
Interest	92,705			
TOTAL REVENUES	12,257,705	6,601,000	6,749,000	6,800,000
EXPENSES:				
Debt Service:				
Bond Costs	116,412		44,000	
Debt Service Total	116,412		44,000	
Public Safety:				
Stimulus SR Trail 13 th -Carr	24,717			
Fire Engine #2	578	531,000	530,422	
NE Area Shared Use Path			950,000	
Public Safety Total	25,295	531,000	1,480,422	
Transportation:				
11/12 Asphalt Resurfacing				765,500
11/12 Asphalt Paving				2,576,000
11/12 Collector – Ash/Hayes				1,898,500
11/12 Arterial – Dayton Avenue				60,000
Douglas – Main to 7 th Street				750,000
South Grand Avenue				300,000
Dotson/L'Way Intersection				150,000
Asphalt Paving Arizona Avenue	252,865		47,135	
Collector Street Pavement	496,812		1,386,573	
Arterial 24 th & Stange	66,492			
Grand Ave Curbs/Intakes-IDOT			67,600	
Main Street Alley	2,523		36,805	
08/09 CyRide Rt Toronto/Hutch.	406,423		125,114	
Stim GWC/Stange/Bloomington	38,754		14,940	
Burnett Ave Main to 7 th	20,366		709,072	
N. E. Area Regional-570 th Street			350,000	
08/09 Arterial ND/Delaware/Ont	149,360		202,087	
08/09 CyRide NW 28 th -30 th	278,088		110,592	
Stim L'Way/Hickory/Franklin	35,598		6,230	
Stimulus Duff Rehab 6 th -13 th	25,871		30,449	
S. Duff Improvement Project	170,080		84,750	
Bloomington Road Widening	149,722			
09/10 CyRide Rt - Ash/Knapp	285,685		494,832	
				326

CAPITAL PROJECTS - BOND PROCEEDS, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Transportation, continued:				
South Bell TIF Project	3,128			
South Dayton Improvements	551,220			
U.S. 69 Grand Ave Extension	494		100,414	
East 13 th Street – I35 to 570th			185,000	
N. 4 th Street Paving	2,041		47,959	
09/10 Asphalt Northwood Drive	14,752		485,068	
Bridge Rehabilitation		165,000	165,000	
Kellogg Ave L'Way to Main	521,693			
Arterial 13 th Stange – RR	139,479		276,789	
09/10 Concrete Pavement	3,334		1,621,441	
10/11 Asphalt Pavement		800,000	800,000	
10/11 Collector Storm Street	142	850,000	849,858	
08/09 Concrete Paving	79,824		1,286,281	
S.E. 16 th Paving & Bridge	(50,955)			
10/11 Arterial Duff/L'Way/7 th	28,979	275,000	246,021	
10/11 Arterial 6 th /Grand/NW		500,000	500,000	
Kellogg Avenue & Main Street	142	1,500,000	1,499,858	
10/11 Concrete Pavement	2,174	1,000,000	997,826	
10/11 CyRide – Ontario	142	900,000	899,858	
Transportation Total	3,675,228	5,990,000	13,627,552	6,500,000
Utilities:				
Gateway Stormwater Rehab	748		39,324	
Raw Well Water Loop Line	(96,031)			
S. Duff Area Storm Sewer	829,152		138,435	
SW Stormwater Greenbriar	191,386		203,063	
Utilities Total	925,255		380,822	
General Government:				
Facilities		80,000	80,000	300,000
Accounting & Reporting	2,400	2,400	2,400	2,400
Purchasing Services	59,523	55,244	56,886	57,114
General Government Total	61,923	137,644	139,286	359,514
Total Before Transfers	4,804,113	6,658,644	15,672,082	6,859,514
TRANSFERS:				
TIF 2008/09 South Bell	793,538		279,951	
TOTAL EXPENSES	5,597,651	6,658,644	15,952,033	6,859,514
Excess (Deficit) Revenues				
Over (Under) Expenses	6,660,054	(57,644)	(9,203,033)	(59,514)
Beginning Balance	1,762,582	(677,328)	8,422,636	(780,397)
Ending Balance	8,422,636	(734,972)	(780,397)	(839,911)

ENTERPRISE - WATER UTILITY

This fund accounts for the operation of a municipally owned water utility which provides services to residents of the City and some contiguous areas. Major capital improvements have been financed from current revenues and the Water Fund balance. Revenues for FY 11/12 include an 8% rate increase.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Homeland Security Grant			17,420	
IDNR Rvr Valley Low Head Dam		75,000		75,000
Fees/Service Charges	44,085	71,500	48,837	56,554
Contract Sales	1,086,323	880,000	975,000	975,000
Metered Sales	6,241,221	7,187,100	6,908,900	7,716,800
Miscellaneous	26,629	10,000	32,151	10,100
Interest Earnings	109,035	115,000	70,000	70,000
Internal Service Charges	48,879	60,000	55,000	55,000
Western Wireless Contract	15,870	15,870	15,870	15,870
Farm Land Rental	22,315	11,815	11,815	11,815
Sprint PCS Land Rental	30,960	30,960	30,960	33,120
TOTAL REVENUES	7,625,317	8,457,245	8,165,953	9,019,259
EXPENSES:				
Utilities:				
Water Production	327,583	451,973	464,323	387,027
Water Treatment	1,502,607	1,566,537	1,732,918	1,576,310
Water Metering	409,123	420,361	421,950	424,846
Water Pumping	236,939	267,260	257,536	266,796
Water Administration	611,416	621,397	632,149	623,316
Water Conservation Marketing	44,731	55,900	56,747	52,898
Water Laboratory	172,566	190,702	190,123	191,246
Water Customer Service	375,295	387,970	387,115	395,720
Utility Locating	66,066	64,804	75,029	72,454
Water Distribution Maintenance	823,858	774,994	834,134	810,208
Sub-Total	4,570,184	4,801,898	5,052,024	4,800,821
Utilities CIP:				
Security Improvements				90,000
Water System Improvements	743,714	900,000	2,025,753	900,000
Water Meter Test Bench		125,000	125,000	
Repaint Lime Storage Bins	(3,037)			
SW Zone – East Elevated Tank	(28,653)			
Water Supply Capacity Study			3,550	
Bloomington Elev. Tank Improv.	327,606		395,394	
Aquatic Center Water Main	3,991			
Raw Well Water Loop Line	(25,545)			
Topographic Mapping	2,500			
Water Plant Expansion	124,467		1,610,533	150,000

ENTERPRISE - WATER UTILITY, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Utilities CIP, continued:				
River Valley Low Head Dam		125,000	125,000	
NADC Pump Station Improv	7,900	325,000	689,000	
CIP Sub-Total	<u>1,152,943</u>	<u>1,475,000</u>	<u>4,974,230</u>	<u>1,140,000</u>
Utilities Total	5,723,127	6,276,898	10,026,254	5,940,821
General Government:				
Executive Management	60,647	62,495	66,294	66,483
Legal Services	19,528	30,338	30,174	57,380
City Clerk	14,640	14,011	14,662	14,826
Human Resources	30,564	32,760	33,949	34,881
Accounting & Reporting	66,997	69,291	70,367	71,913
Finance Admin/Budget	49,977	52,102	51,734	53,369
Public Relations	14,640	15,301	15,502	15,668
Public Works Administration	80,166	84,758	85,389	85,129
Public Works Engineering	200,707	212,229	200,813	215,079
Facilities	18,660	18,484	19,361	18,216
Merit/Payroll Adjustment		8,783		9,148
Purchasing Services	27,189	30,356	31,258	28,500
Sustainability Coordinator			6,250	6,250
General Government Total	<u>583,715</u>	<u>630,908</u>	<u>625,753</u>	<u>676,842</u>
Total Before Transfers	<u>6,306,842</u>	<u>6,907,806</u>	<u>10,652,007</u>	<u>6,617,663</u>
TRANSFERS:				
Fleet Services			15,000	
Debt Service	330,152	330,715	330,715	328,716
Total Transfers	<u>330,152</u>	<u>330,715</u>	<u>345,715</u>	<u>328,716</u>
TOTAL EXPENSES	<u>6,636,994</u>	<u>7,238,521</u>	<u>10,997,722</u>	<u>6,946,379</u>
Excess (Deficit) Revenues				
Over (Under) Expenses	988,323	1,218,724	(2,831,769)	2,072,880
Beginning Balance	<u>6,416,070</u>	<u>3,548,518</u>	<u>7,404,393</u>	<u>4,572,624</u>
Ending Balance	7,404,393	4,767,242	4,572,624	6,645,504

Minimum fund balance target:	
10% of operating expenses	547,766
Unreserved fund balance	<u>6,097,738</u>

ENTERPRISE – WATER CONSTRUCTION

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Drinking Water – State Rev. Loan		3,440,000	260,467	4,798,000
TOTAL REVENUES	0	3,440,000	260,467	4,798,000
EXPENSES:				
Utilities CIP:				
Water Plant Expansion		3,440,000	260,467	4,798,000
TOTAL EXPENSES	0	3,440,000	260,467	4,798,000
Excess (Deficit) Revenues Over (Under) Expenses	0	0	0	0
Beginning Balance	0	0	0	0
Ending Balance	0	0	0	0

ENTERPRISE - SEWER UTILITY - OPERATIONS (Also referred to as **WATER POLLUTION CONTROL (WPC)**)

This fund accounts for the operation of a municipally owned sewer utility, which provides services to residents of the City and some contiguous areas. Revenues for FY 11/12 include a 10% rate increase.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Customer Billings	4,183,446	4,614,200	4,574,200	5,059,500
Other Gov't Participation	25,176	29,700	29,700	32,400
Fees/Service Charges	18,907	18,100	19,500	19,900
Interest Earnings	79,065	84,000	54,000	54,000
Farmland Income	115,757	75,000	78,418	60,000
Miscellaneous Revenue	196		66,254	100
Internal Service Charge	55,122	40,000	40,000	35,000
Contract Sales	761,733	776,000	804,000	849,000
Flood Warning Maint. Charge	11,523	24,000	33,900	11,500
Total Before Transfers	5,250,925	5,661,000	5,699,972	6,121,400
TRANSFERS:				
Fleet Services			293,047	
TOTAL REVENUES	5,250,925	5,661,000	5,993,019	6,121,400
EXPENSES:				
Utilities:				
Sanitary Sewer System	509,938	520,686	520,228	427,400
Administration	613,147	640,828	713,222	695,337
Flood Warning System	18,383	74,209	52,209	18,372
Plant Maintenance	624,135	689,390	676,880	709,920
Plant Operation	980,197	1,227,175	1,099,308	1,155,883
Laboratory	320,483	350,372	353,086	355,170
Farm Operations	40,561	44,750	45,812	53,312
Metering	281,810	287,942	289,029	291,479
Sewer Customer Service	342,036	353,250	354,455	362,370
Utility Locating	45,777	41,860	44,361	45,849
Utilities Sub-Total	3,776,467	4,230,462	4,148,590	4,115,092
Utilities CIP:				
Sanitary Sewer Rehabilitation	213,621	300,000	1,190,016	300,000
Clear Water Diversion	136,650	200,000	597,740	25,000
Sanitary Sewer System Eval		500,000	500,000	1,060,000
WPC Plant Equipment	46,731			
Automation Study/Upgrade	46,002		416,098	
Onion Creek San. Sewer Study	70,429			
Water Pump Station Paint				92,000
Lagoon Liners			125,000	
Long-Range WPC Facility Plan				193,000
NADC Pump Station Improv	7,900	100,000	117,100	

ENTERPRISE - SEWER UTILITY - OPERATIONS (Also referred to as WATER POLLUTION CONTROL - WPC), continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Utilities CIP, continued:				
WPC Alternate Energy Study		30,000	30,000	
WPC Electric Repairs		50,000	120,000	80,000
WPC Bar Screen/Grinder		50,000	50,000	
Clarifier Painting	254,393	290,000	290,000	
Topographic Mapping	2,500			
WPC Plant Disinfection	63,076		250,000	
Vertical Turbine Pumps	161,216	300,000	558,784	350,000
Raw Water Pump Station HVAC	98,316		41,684	
Plant Residuals Handling	42,750		257,250	
CIP Sub-Total	<u>1,143,584</u>	<u>1,820,000</u>	<u>4,543,672</u>	<u>2,100,000</u>
Utilities Total	4,920,051	6,050,462	8,692,262	6,215,092
General Government:				
City Clerk	14,640	14,011	14,662	14,826
Executive Management	60,647	62,495	66,294	66,483
Legal Services	9,764	9,731	9,679	57,380
Human Resources	26,772	28,695	28,787	29,577
Accounting & Reporting	44,976	46,491	47,137	48,311
Finance Admin/Budget	49,977	52,102	51,734	53,369
Public Relations	14,640	15,301	15,502	15,668
Public Works Admin	80,166	84,758	85,389	85,129
Public Works Engineering	199,258	210,203	205,423	213,368
Facilities	13,925	13,793	14,448	13,593
Merit/Payroll Adjustments		8,709		9,068
Purchasing Services	13,938	13,791	14,202	13,777
Sustainability Coordinator			6,250	6,250
General Gov't Total	<u>528,703</u>	<u>560,080</u>	<u>559,507</u>	<u>626,799</u>
Total Before Transfers	<u>5,448,754</u>	<u>6,610,542</u>	<u>9,251,769</u>	<u>6,841,891</u>
TRANSFERS:				
Fleet Services			15,000	
Street Construction - Wilder	835		69,665	
Total Transfers	<u>835</u>	<u>0</u>	<u>84,665</u>	<u>0</u>
TOTAL EXPENSES	<u>5,449,589</u>	<u>6,610,542</u>	<u>9,336,434</u>	<u>6,841,891</u>
Excess (Deficit) Revenues				
Over (Under) Expenses	(198,664)	(949,542)	(3,343,415)	(720,491)
Beginning Balance	<u>5,818,459</u>	<u>2,211,295</u>	<u>5,619,795</u>	<u>2,276,380</u>
Ending Balance	5,619,795	1,261,753	2,276,380	1,555,889

Minimum fund balance target:	
10% of operating expenses	<u>474,189</u>
Unreserved fund balance	<u>1,081,700</u>

ENTERPRISE – SANITARY SEWER IMPROVEMENTS

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
State Clean Water Rev. Loan		2,450,000	250,000	1,779,000
TOTAL REVENUES	0	2,450,000	250,000	1,779,000
EXPENSES:				
Utilities CIP:				
WPC Residuals Handling				429,000
WPC Plant Disinfection		2,450,000	250,000	1,350,000
CIP Total		2,450,000	250,000	1,779,000
TOTAL EXPENSES	0	2,450,000	250,000	1,779,000
Excess (Deficit) Revenues Over (Under) Expenses	0	0	0	0
Beginning Balance	0	0	0	0
Ending Balance	0	0	0	0

ENTERPRISE - ELECTRIC UTILITY

This fund accounts for the operation of a municipally owned electric utility, which generates and distributes electrical power to customers within the City and some contiguous areas. The fund balance is available for operations and improvements. The transfer to the General Fund constitutes a payment in lieu of taxes. The last rate increase was 5.0% in the summer of 2009.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Metered Sales	45,974,294	47,383,000	50,000,000	52,200,000
Adjustment to Sales	(185,134)		(200,000)	(200,000)
Fly Ash Sales	53,831	50,000	50,000	
Renewable Energy Credits	1,050	5,000	1,995	50,000
Other Power Sales	1,963,793	2,410,000	2,410,000	2,300,000
ISU Interconnection	473,405	1,177,000	217,000	1,658,500
ISU Transmission System Share	79,312	1,532,100	1,532,100	220,000
ISU Wind Purchases	183,867	870,000	414,000	504,000
Steam Line Sales	240,774	315,000	1,000	
Street Lights	638,875	650,000	650,000	680,000
Security Lighting Rental	115,685	115,000	115,000	115,000
Subdivision Construction	54,873	10,000	10,000	10,000
Street Lighting Construction	63,611	10,000	10,000	10,000
Fees/Service Charges	91,567	97,150	97,150	105,000
Miscellaneous Revenue	363,305	260,000	260,000	360,000
Interest Earnings	398,485	320,000	320,000	320,000
TOTAL REVENUES	50,511,593	55,204,250	55,888,245	58,332,500
EXPENSES:				
Public Works Engineering:				
Electric Relocations		425,000	425,000	75,000
Utilities:				
Electric Production	7,928,046	11,307,698	12,469,119	10,348,588
Plant Fuel Purchases	22,368,447	28,999,216	26,061,847	31,545,226
Electric Distribution – Operation	2,252,950	2,784,911	2,672,202	2,827,091
Electric Distribution - Extension	722,676	1,584,217	1,218,154	1,398,223
Electric Technical Services	863,001	903,752	994,449	1,031,416
Electric Engineering	445,592	841,045	763,642	809,619
Electric Administration	2,068,900	1,582,247	1,641,907	1,389,120
Utility Deposit Interest	4,712			
Electric Customer Service	613,642	681,691	694,975	706,040
Utilities Sub-Total	37,267,966	48,684,777	46,516,295	50,055,323

ENTERPRISE - ELECTRIC UTILITY, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
Utilities CIP:				
Inlet Heating for GT2		750,000	750,000	
Feed Water Heater Tube		1,000,000	20,000	1,000,000
#8 Air Heater Basket		75,000	15,000	150,000
Plant Dist Substation Expansion			100,000	
Ames Stange In-Town 161 kV	1,732,387		45,000	
Unit #8 Boiler Repair	1,768,967	300,000	3,407,139	2,500,000
Combustion Turbine Control	54,548			
Interconnection Improvements	479,785	5,500,000	1,000,000	7,750,000
Power Plant Fire Protection	(177)	550,000	120,000	250,000
Cooling Tower Repair #8			1,220,000	
Top-o-Hollow Substation Switch	2,510	150,000		
Vet Med Substation	59,116	3,600,000	3,940,884	
SCADA Upgrade	51,385			
MGMC Steam Line Evaporator		80,000	85,000	
Demand Side Management	783,151	800,000	800,000	1,000,000
#7 Nitrogen Oxide Control	9,900	150,000	30,000	200,000
Unit#8 Turb/Gen Overhaul				1,900,000
Power Plant Roof		450,000		
#7 & #8 Oil Gun Upgrade		625,000	35,000	925,000
GT-1 Inspection & Overhaul		650,000	650,000	250,000
Unit 7 & 8 Dist Control System	531,046	350,000	706,954	
Downtown Network 13.8 kV	37,288			
NERC Compliance Program	13,629		6,800	
Street Light/Line Relocations	177,387		100,000	
Unit 7 Boiler Tubes		150,000		
Unit 8 Nitrogen Oxide Control	16,598	350,000	80,000	1,300,000
Unit 8 Mercury Emission Monit	29,082		5,000	
Unit 7 Cooling Tower Repair				50,000
Unit 8 Mercury Capital				300,000
Turbine Controls Upgrade				450,000
Unit 7 Cooling Tower Piping				500,000
Unit 7 Mercury Capital				200,000
Ash Pond Storage Area				50,000
Electric Services Storage Bldg.				125,000
Unit 7 Mercury CE Monitor				320,000
Vet Med Substation Volt Supprt			350,000	
CIP Sub-Total	5,746,602	15,530,000	13,466,777	19,220,000
Utilities Total	43,014,568	64,214,777	59,983,072	69,275,323
General Government:				
Executive Management	128,292	132,201	140,238	140,637
Legal Services	64,900	90,443	89,954	90,660
Public Records	29,280	28,022	29,324	29,652
Human Resources	92,864	99,535	100,510	103,271
Accounting & Reporting	257,360	266,091	270,344	276,165

ENTERPRISE - ELECTRIC UTILITY, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
General Government, continued:				
Finance Admin/Budget	139,935	145,884	144,856	149,433
Public Relations	29,281	30,602	31,004	31,336
GIS Reimbursables	17,393	15,175	18,396	19,935
Facilities	34,464	34,138	35,760	33,644
Merit/Payroll Adjustments		22,309		23,102
Purchasing Services	218,589	216,041	218,589	249,265
Sustainability Coordinator			6,250	6,250
General Gov't Total	<u>1,012,358</u>	<u>1,080,441</u>	<u>1,085,225</u>	<u>1,153,350</u>
Total Before Transfers	44,026,926	65,720,218	61,493,297	70,503,673

TRANSFERS:

Payment in Lieu of Taxes	<u>1,800,411</u>	<u>1,814,794</u>	<u>1,814,794</u>	<u>1,871,746</u>
TOTAL EXPENSES	45,827,337	67,535,012	63,308,091	72,375,419

Excess (Deficit) Revenues				
Over (Under) Expenses	4,684,256	(12,330,762)	(7,419,846)	(14,042,919)
Beginning Balance	<u>34,776,069</u>	<u>28,011,081</u>	<u>39,460,325</u>	<u>32,040,479</u>
Ending Balance	39,460,325	15,680,319	32,040,479	17,997,560

Minimum fund balance target:

Based on contingency for casualty in power generation or distribution	<u>10,100,000</u>
Unreserved fund balance	7,897,560

ENTERPRISE - PARKING OPERATIONS AND IMPROVEMENT

This fund accounts for operations of the City parking system including operation and maintenance of meters and lots, parking meter attendants, collection of meter coin, rentals, and fines.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Miscellaneous	4,967	5,240	4,370	3,840
Illegal Parking	259,668	275,000	300,000	300,000
Overtime Parking	146,012	160,000	146,000	146,000
Interest Earnings	3,882	4,000	2,200	2,200
Fines/Clerk of Court	15,502	4,000	10,000	5,000
East District – Downtown	187,110	193,250	191,050	191,100
West District – Campustown	138,699	144,420	145,420	140,920
Collection Agency Fees	10,790	12,000	12,000	12,000
TOTAL REVENUES	766,630	797,910	811,040	801,060
EXPENSES:				
Transportation:				
Parking Operation/Maintenance	233,886	213,135	234,539	230,870
Parking Law Enforcement	306,737	342,105	334,939	327,771
Parking Violation Collection	134,880	150,864	154,029	158,007
Right-of-Way Maintenance	5,426	3,763	3,685	4,495
Transportation Total	680,929	709,867	727,192	721,143
General Government:				
Legal Services	102,389	107,052	37,557	37,903
Human Resources	6,247	6,695	6,741	6,926
Accounting & Reporting	18,674	19,324	19,604	20,057
Finance Admin/Budget	3,332	3,473	3,449	3,558
Facilities	10,594	10,494	10,993	10,342
Merit/Payroll Adjustments		2,066		1,568
Purchasing Services	571	497	512	534
General Government Total	141,807	149,601	78,856	80,888
TOTAL EXPENSES	822,736	859,468	806,048	802,031
Excess (Deficit) Revenues				
Over (Under) Expenses	(56,106)	(61,558)	4,992	(971)
Beginning Balance	302,143	255,829	246,037	251,029
Ending Balance	246,037	194,271	251,029	250,058

Minimum fund balance target:	
10% of operating expenses	80,203
Unreserved fund balance	<u>169,855</u>

ENTERPRISE - TRANSIT AGENCY - OPERATIONS

This fund accounts for the operation and capital improvements of mass transit bus system within the City. The Transit Board consists of representatives from Iowa State University, Government of Student Body, and City of Ames. Funding is provided by passenger fares, student fees, Iowa State University, Government Student Body, Iowa Department of Transportation, Federal Government, and a property tax levy.

REVENUES: The City share of funding is generated by the transit levy as follows:

09/10 - \$.63/\$1,000 = \$1,270,858

10/11 - \$.62/\$1,000 = \$1,315,338

11/12 - \$.63/\$1,000 = \$1,376,656

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Metro Planning Org Reimb	30,925	25,000	31,000	31,000
FTA Section 5307	1,442,590	1,500,000	1,490,918	1,550,000
IDOT Oper Asst & Reimb	593,674	716,540	742,953	717,600
ISU Administration	557,302	576,808	576,808	599,880
Fees/Service Charges	697,709	644,389	710,089	749,694
Miscellaneous Revenue	40,253	10,000	26,300	9,500
Interest Earnings	23,543	30,000	26,000	26,000
ISU Tuition	2,898,278	3,008,118	3,008,118	3,128,442
ISU Tuition Excess	392,414	16,600	360,000	220,000
Total Before Transfers	6,676,688	6,527,455	6,972,186	7,032,116
TRANSFERS:				
Local Option Tax	45,632			
General Levy (Property Tax)	1,275,193	1,315,294	1,320,159	1,376,656
Government of the Student Body				60,000
Transfer Total	1,320,825	1,315,294	1,320,159	1,436,656
TOTAL REVENUES	7,997,513	7,842,749	8,292,345	8,468,772
EXPENSES:				
Transportation:				
Fixed Route Service (Cy-Ride)	5,422,062	5,688,612	5,821,098	6,108,020
Dial-a-Ride Service	136,854	157,095	144,860	149,202
Transit Admin/Support	1,580,550	1,575,623	1,585,927	1,615,194
Total Before Transfers	7,139,466	7,421,330	7,551,885	7,872,416
TRANSFERS:				
Government of the Student Body	392,414	25,000	360,000	220,000
Transit Capital Reserve	713,000	632,000	632,000	239,812
Total Transfers	1,105,414	657,000	992,000	459,812
TOTAL EXPENSES	8,244,880	8,078,330	8,543,885	8,332,228
Excess (Deficit) Revenues Over (Under) Expenses	(247,367)	(235,581)	(251,540)	136,544
Beginning Balance	1,094,661	972,790	847,294	595,754
Ending Balance	847,294	737,209	595,754	732,298

ENTERPRISE - TRANSIT CAPITAL RESERVE

This fund accounts for Cy-Ride grant and capital activities. A fund balance has accumulated largely due to the timing of several projects where the local share was collected prior to the project completion or bus delivery.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Insurance Proceeds			884,000	
IDOT Reimbursement	4,564,711	2,993,600	7,190,249	3,539,660
ISU Parking	17,000	17,000	17,000	17,000
Shuttle Revenue				40,000
Interest Revenue	17,533	12,000	17,000	17,000
Total Before Transfers	4,599,244	3,022,600	8,108,249	3,613,660
TRANSFERS:				
Transit	713,000	632,000	632,000	239,812
Government of the Student Body			200,000	40,000
Total Transfers	713,000	632,000	832,000	279,812
TOTAL REVENUES	5,312,244	3,654,600	8,957,249	3,893,472
EXPENSES:				
Capital Improvements	5,138,890	3,900,000	8,928,508	4,194,600
Flooding Damage			884,000	
TOTAL EXPENSES	5,138,890	3,900,000	9,812,508	4,194,600
Excess (Deficit) Revenues Over (Under) Expenses	173,354	(245,400)	(855,259)	(301,128)
Beginning Balance	1,004,289	1,080,829	1,177,643	322,384
Ending Balance	1,177,643	835,429	322,384	21,256

ENTERPRISE – GSB TRANSIT TRUST

This fund is used for the stabilization of the contributions from the Government Student Body (GSB) at Iowa State University (ISU) to the Transit operating budget. The fund balance fluctuates based on fee approval, enrollment, and service levels.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest	7,645	6,000	7,200	7,500
Total Before Transfers	<u>7,645</u>	<u>6,000</u>	<u>7,200</u>	<u>7,500</u>
TRANSFERS:				
Transit	392,414	25,000	360,000	220,000
TOTAL REVENUES	<u>400,059</u>	<u>31,000</u>	<u>367,200</u>	<u>227,500</u>
EXPENSES:				
Transfer to Operations			200,000	100,000
TOTAL EXPENSES	<u>0</u>	<u>0</u>	<u>200,000</u>	<u>100,000</u>
Excess (Deficit) Revenues Over (Under) Expenses	400,059	31,000	167,200	127,500
Beginning Balance	267,129	332,329	667,188	834,388
Ending Balance	<u>667,188</u>	<u>363,329</u>	<u>834,388</u>	<u>961,888</u>

ENTERPRISE – TRANSIT AGENCY INTERMODAL FACILITY

This is a new fund to show revenues and expenses associated with the construction of the intermodal facility. The City is the recipient of the Federal Tiger and Earmark Fund to build the facility.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
AMOCO Loan			87,500	
IA 78-0001-00 Tiger			8,463,000	
IA – 04-0115-00			350,000	
TOTAL REVENUES	0	0	8,900,500	0
EXPENSES:				
Const. of Intermodal Facility			8,900,500	
TOTAL EXPENSES	0	0	8,900,500	0
Excess (Deficit) Revenues Over (Under) Expenses	0	0	0	0
Beginning Balance	0	0	0	0
Ending Balance	0	0	0	0

ENTERPRISE - STORM SEWER

The Storm Sewer Utility was established in 1994/95 to provide routine maintenance of storm sewers. In FY 11/12, the rate structure was changed from a per account rate of \$3.00 to a rate based on impervious surface area. The new structure also includes a 15% increase in fees. Compliance with new storm water regulations significantly increased operating costs beginning in FY 07/08.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Fees & Service Charges	895,520	886,000	901,500	1,046,850
Developer Reimbursement	5,031	10,000	5,000	5,000
Site Plan SWPPP Review	3,600	5,000	5,000	4,000
SW Lot Development Permit	8,700	10,000	10,000	10,000
Interest Earnings	17,258	12,000	13,000	13,000
Internal Service Charges	71,144	65,000	76,000	76,000
Miscellaneous Revenue	80	500	200	200
Watershed Improv. Review Bd.	209,899	91,905	30,444	
HMPG Hazard Mitigation				2,683,000
TOTAL REVENUES	1,211,232	1,080,405	1,041,144	3,838,050
EXPENSES:				
Utilities:				
Engineering	277,245	255,333	343,414	285,881
Maintenance	195,506	320,902	336,435	238,818
Merit/Payroll Adjustments		1,423		1,527
Human Resources	2,064	2,212	1,883	1,934
Customer Service	1,737	1,955	1,955	2,060
Sub-Total	476,552	581,825	683,687	530,220
Utilities CIP:				
Storm Sewer Intake Rehab	25,230	150,000	200,419	
Low Point Drainage	180,801	125,000	424,743	908,000
Outlet Erosion Control	96,148	191,905	457,163	660,000
S. Water Facility Rehab	4,624	100,000	286,950	
Storm Sewer Improvements				1,665,000
Sub-Total CIP	306,803	566,905	1,369,275	3,233,000
TOTAL EXPENSES	783,355	1,148,730	2,052,962	3,763,220
Excess (Deficit) Revenues				
Over (Under) Expenses	427,877	(68,325)	(1,011,818)	74,830
Beginning Balance	957,599	479,004	1,385,476	373,658
Ending Balance	1,385,476	410,679	373,658	448,488
Minimum fund balance target:				
10% of operating expenses				53,022
Unreserved fund balance				395,466

ENTERPRISE - AMES/ISU ICE ARENA

The Ice Arena operating agreement includes a \$20,000 contribution each year from both the City of Ames and Iowa State University to the Ice Arena Capital Reserve.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Pro Shop Sales	4,480	5,100	4,700	4,700
Equipment Rental	20,359	21,350	22,000	22,000
Skate Sharpening	3,602	3,443	4,000	4,000
Admissions	44,721	42,830	47,000	47,000
Dasher Board Advertising	5,920	5,711	6,363	6,681
Ice Rink Rental	299,855	312,797	314,552	314,552
Concessions	49,289	59,150	52,250	52,250
Interest Earnings	8,275	8,300	5,000	5,500
Miscellaneous Revenue	5,401	5,805	5,505	5,505
TOTAL REVENUES	441,902	464,486	461,370	462,188
 EXPENSES:				
Ames/ISU Ice Arena	424,863	471,235	448,894	456,050
Merit & Payroll Adjustments		987		1,015
TOTAL EXPENSES	424,863	472,222	448,894	457,065
Excess (Deficit) Revenues				
Over (Under) Expenses	17,039	(7,736)	12,476	5,123
Beginning Balance	145,335	141,089	162,374	174,850
Ending Balance	162,374	133,353	174,850	179,973
		Minimum fund balance target:		
		Based on seasonal cash flow requirements		68,000
		Unreserved fund balance		111,973

ENTERPRISE - ICE ARENA CAPITAL RESERVE

This fund accounts for capital replacement contributions from the City of Ames and Iowa State University (ISU). Both the City of Ames and ISU contribute \$20,000 annually. Funds may only be spent on approved capital improvements at the Ice Arena. Beginning in FY 06/07, the interest earned by the reserve is credited to the Ice Arena Operations Fund to improve the fund balance and reduce rate increases required to fund operations.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Transfer from Local Option	20,000	20,000	20,000	20,000
ISU Participation	20,000	20,000	20,000	20,000
TOTAL REVENUES	40,000	40,000	40,000	40,000
EXPENSES:				
Ice Resurfacer	83,784			20,000
TOTAL EXPENSES	83,784	0	0	20,000
Excess (Deficit) Revenues Over (Under) Expenses	(43,784)	40,000	40,000	20,000
Beginning Balance	438,427	394,978	394,643	434,643
Ending Balance	394,643	434,978	434,643	454,643

ENTERPRISE - HOMEWOOD GOLF COURSE

This fund accounts for the operation of a 9-hole municipal golf course.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Earnings	1,394	1,200	1,100	1,100
Golf Course Fees/Rentals	194,734	191,573	186,533	193,643
Pro Shop Sales	2,397	2,700	2,700	2,400
Concessions	23,763	22,942	22,442	23,000
Western Wireless Rental	25,463	26,040	26,040	26,040
TOTAL REVENUES	247,751	244,455	238,815	246,183
EXPENSES:				
Homewood Golf Course	210,251	223,922	223,469	230,473
Merit & Payroll Adjustments		689		715
TOTAL EXPENSES	210,251	224,611	223,469	231,188
Excess (Deficit) Revenues Over (Under) Expenses	37,500	19,844	15,346	14,995
Beginning Balance	52,416	68,924	89,916	105,262
Ending Balance	89,916	88,768	105,262	120,257

Minimum fund balance target:

Based on seasonal cash flow requirements	60,000
Unreserved fund balance	<u>60,257</u>

ENTERPRISE - RESOURCE RECOVERY - OPERATIONS AND IMPROVEMENTS

This fund accounts for the operation of a municipally owned Resource Recovery Plant that provides service to 13 communities and several governmental organizations on a contractual basis. The per capita charge to the communities was adjusted in 2002/03 to reflect the 2000 census. The per capita fee was lowered to \$10.50 in 2004/05 and the tipping fee remains at \$52.75 per ton. A transfer from the General Fund of \$423,475 is the Ames share of the per capita. Prior to FY 10/11, a portion of the City of Ames per capita was provided as payment of debt service.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Per Capita Charges	299,954	299,954	299,954	299,954
ISU Charges	308,507	225,000	225,000	225,000
Other Contracts	26,137	21,540	19,540	19,540
Sale of Metals	250,302	180,000	304,800	304,800
Electric Plant RDF	643,551	627,000	960,000	960,000
Public Fees	40,022	37,000	37,000	37,000
Other Customers	2,345,976	2,400,000	2,400,000	2,600,000
Interest	19,035	22,000	15,000	15,000
Other Revenues	62,460	26,000	45,000	30,000
Total Before Transfers	3,995,944	3,838,494	4,306,294	4,491,294
TRANSFERS:				
General Fund	108,475	423,475	423,475	423,475
TOTAL REVENUES	4,104,419	4,261,969	4,729,769	4,914,769
EXPENSES:				
Utilities:				
Resource Recovery Process	2,447,100	2,485,083	2,618,972	2,708,501
Landfill Operations	17,707	18,473	18,708	18,809
Yard Waste Management	22,000	36,500	36,500	36,500
Processing Reject Disposal	791,207	790,500	829,250	873,375
Sub-Total	3,278,014	3,330,556	3,503,430	3,637,185
Utilities CIP:				
Recyclables Building		240,000	348,278	
Non-Ferrous System	255,176			
Land Acquisition	96,580			
Resource Rec. Renovations	141,542	208,400	305,601	266,300
RR Bldg/Truck Bay/Fire System	66,866	50,000	50,000	165,000
Alternative Feed System			37,850	
CIP Sub-Total	560,164	498,400	741,729	431,300
Utilities Total	3,838,178	3,828,956	4,245,159	4,068,485

ENTERPRISE - RESOURCE RECOVERY - OPERATIONS AND IMPROVEMENTS, continued

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
General Government:				
Human Resources	15,171	16,260	16,458	16,910
Legal	9,763	14,883	14,803	14,919
Accounting & Reporting	116,939	120,970	123,172	125,360
Finance Admin/Budget	13,327	13,894	13,796	14,232
Public Relations	14,640	15,301	15,502	15,668
Facilities	1,708	1,692	1,772	1,667
Merit/Payroll Adjustments		2,327		2,437
Purchasing Services	17,667	23,334	24,027	20,217
Public Works Administration	80,166	84,758	85,389	85,129
Sustainability Coordinator			6,250	6,250
General Government Total	269,381	293,419	301,169	302,789
Total Before Transfer	4,107,559	4,122,375	4,546,328	4,371,274
TRANSFERS:				
Debt Service	124,875			
TOTAL EXPENSES	4,232,434	4,122,375	4,546,328	4,371,274
Excess (Deficit) Revenues				
Over (Under) Expenses	(128,015)	139,594	183,441	543,495
Beginning Balance	1,304,519	1,820,902	1,176,504	1,359,945
Ending Balance	1,176,504	1,960,496	1,359,945	1,903,440
Minimum fund balance target:				
10% of operating expenses				393,997
Unreserved fund balance				1,509,443

INTERNAL SERVICES – FLEET MAINTENANCE SERVICES

This fund accounts for maintenance and purchase of City-owned equipment. Shop Operations provides service to City departments (excluding Transit). The fund balance represents the accumulation of interest earnings used for capital projects at the shop location.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Earnings	2,673	5,000	1,000	1,000
Operational Dept Charges	1,893,211	1,775,260	1,812,909	1,922,599
Total Before Transfers	1,895,884	1,780,260	1,813,909	1,923,599
TRANSFERS:				
Fleet Purchases Interest	186,393	120,000	75,000	
Road Use Tax Transfer			15,000	
Water Transfer			15,000	
Sewer Transfer			15,000	
Total Transfers	186,393	120,000	120,000	0
TOTAL REVENUES	2,082,277	1,900,260	1,933,909	1,923,599
EXPENSES:				
General Government:				
Accounting & Reporting	40,531	41,898	42,576	43,487
Finance Admin/Budget	6,664	6,947	6,898	7,116
Facilities	102,445	119,762	108,405	108,569
Merit/Payroll Adjustments		2,887		2,882
Purchasing Services	3,714	3,258	3,354	3,476
General Government Total	153,354	174,752	161,233	165,530
Internal Services:				
Fleet Maintenance Services	1,841,404	1,717,898	1,767,816	1,710,503
Fleet Acquisition & Disposal	145,596	132,516	124,173	160,701
“Green” Fleet Subsidy	9,075			
Facility Improvements			60,000	
Internal Services Total	1,996,075	1,850,414	1,951,989	1,871,204
TOTAL EXPENSES	2,149,429	2,025,166	2,113,222	2,036,734
Excess (Deficit) Revenues				
Over (Under) Expenses	(67,152)	(124,906)	(179,313)	(113,135)
Beginning Balance	396,694	322,348	329,542	150,229
Ending Balance	329,542	197,442	150,229	37,094

INTERNAL SERVICES – FLEET REPLACEMENT

This fund accounts for the accumulation of funds for use in the replacement of City of Ames fleet vehicles and related equipment. This fund allows operating departments to accumulate funds to replace vehicles and equipment over the useful life of that equipment.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest Earnings	105,638	120,000	75,000	70,000
Equip. Replacement Charges	2,020,325	1,395,363	1,724,439	1,252,253
TOTAL REVENUES	2,125,963	1,515,363	1,799,439	1,322,253
EXPENSES:				
Fleet Acquisition & Disposal	2,459,047	1,314,500	2,454,361	1,344,500
Total Before Transfers	2,459,047	1,314,500	2,454,361	1,344,500
TRANSFERS:				
Sewer Fund			293,047	
Fleet Maintenance Services	186,393	120,000	75,000	
Total Transfers	186,393	120,000	368,047	
TOTAL EXPENSES	2,645,440	1,434,500	2,822,408	1,344,500
Excess (Deficit) Revenues Over (Under) Expenses	(519,477)	80,863	(1,022,969)	(22,247)
Beginning Balance	7,529,876	5,374,400	7,010,399	5,987,430
Ending Balance	7,010,399	5,455,263	5,987,430	5,965,183

INTERNAL SERVICES – INFORMATION TECHNOLOGY

Information Technology and Communication Services operate on a reimbursable basis.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Information Technology Charges	1,217,263	1,353,696	1,326,091	1,352,717
Communication Services	227,355	226,040	227,234	227,234
TOTAL REVENUES	1,444,618	1,579,736	1,553,325	1,579,951
EXPENSES:				
General Government:				
Merit/Payroll Adjustments		6,499		6,684
Internal Services:				
Information Technology	1,217,263	1,353,696	1,326,091	1,352,717
Communication Services	227,355	226,040	227,234	227,234
Internal Services Total	1,444,618	1,579,736	1,553,325	1,579,951
TOTAL EXPENSES	1,444,618	1,586,235	1,553,325	1,586,635
Excess (Deficit) Revenues Over (Under) Expenses	0	(6,499)	0	(6,684)
Beginning Balance	147,526	147,526	147,526	147,526
Ending Balance	147,526	141,027	147,526	140,842

INTERNAL SERVICES – COMPUTER REPLACEMENT FUND

This fund accounts for the accumulation of funds for use in the replacement of City of Ames computers and related Information Services equipment. This fund allows operating departments to accumulate funds to replace Information Services equipment over the useful life of the equipment. Activities include a shared communication project with other law enforcement agencies in Ames and Story County.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Interest	32,751	35,000	24,000	24,000
Equip. Replacement Funds	464,400	221,890	266,194	206,575
Shared Comm. ISU	30,535	33,018	31,735	48,381
Shared Comm. Story County	33,344	35,826	34,543	48,381
Shared Comm. E911 Board	32,006	36,372	33,640	26,854
Shared Comm. Ames Police	20,998	34,578	33,295	48,381
TOTAL REVENUES	614,034	396,684	423,407	402,572
EXPENSES:				
Replacement Computer Equip.	215,144	128,793	160,173	117,713
Info Technology Computer Purch	177,284	91,696	261,457	111,367
Phone System Purchases	26,613	21,250	32,012	39,275
Shared Communication Project	128,787	260,294	253,712	171,997
TOTAL EXPENSES	547,828	502,033	707,354	440,352
Excess (Deficit) Revenues Over (Under) Expenses	66,206	(105,349)	(283,947)	(37,780)
Beginning Balance	2,237,767	1,765,498	2,303,973	2,020,026
Ending Balance	2,303,973	1,660,149	2,020,026	1,982,246

INTERNAL SERVICES - RISK MANAGEMENT

This fund accounts for payment of insurance premiums for Worker's Compensation, comprehensive liability and other insurance covered by the Risk Management Program. Loss prevention is also included in the program. The fund balance includes the required reserves plus an accrual calculation for unreported claims.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Department Insurance Charges	1,839,735	1,240,472	2,010,806	2,085,348
Interest Earnings	6,367	10,000	5,000	5,000
City Contrib. Workers' Comp		673,220		
TOTAL REVENUES	1,846,102	1,923,692	2,015,806	2,090,348
EXPENSES:				
General Government:				
Merit/Payroll Adjustments		794		831
Internal Services:				
Risk Management Admin	94,531	97,855	83,785	85,749
Workers Comp Claims	672,648	295,000	485,000	325,000
Workers Comp Admin	25,045	55,000	93,042	93,042
Liability Insurance	158,286	161,500	154,748	162,485
Auto Insurance	55,970	59,000	55,576	58,355
Excess Insurance	58,165	61,000	62,171	65,280
Liability Claims	55,816	50,000	104,000	29,000
Transit Insurance	97,002	101,000	107,610	112,990
Property Insurance	482,240	494,296	483,979	508,178
Prof. Liability Claims	28,784	30,200	26,885	28,229
Internal Safety Training	138,602	155,763	155,763	162,763
411 Medical	153,240	150,000	150,000	150,000
Police Professional Insurance	26,722	28,000	26,671	28,004
TOTAL EXPENSES	2,047,051	1,739,408	1,989,230	1,809,906
Excess (Deficit) Revenues				
Over (Under) Expenses	(200,949)	184,284	26,576	280,442
Beginning Balance	972,403	897,071	771,454	798,030
Ending Balance	771,454	1,081,355	798,030	1,078,472
Minimum fund balance target:				
Reserved for deductibles and retained risk				1,000,000
Unreserved fund balance				78,472

INTERNAL SERVICES - HEALTH INSURANCE

This fund accounts for City and employee contributions for the City's health benefits plan. The City began self-insurance in July 2000. A 5% rate increase is budgeted for FY 11/12. The reserve for post employment health care benefits reflects the City's liability for funding post employment health care benefits.

FUND SUMMARY	2009/10 ACTUAL	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 MGR REC
REVENUES:				
Miscellaneous Revenue	27,971			
Employee/Retiree Contributions	765,562	791,404	780,678	819,612
Medicare Supplement Contribut.	32,431	30,000	30,000	29,000
Interest Earnings	42,866	45,000	30,000	30,000
City Contributions	4,880,700	5,119,568	5,124,735	5,380,972
COBRA Contributions	37,479	9,000	9,000	9,000
TOTAL REVENUES	5,787,009	5,994,972	5,974,413	6,268,584
EXPENSES:				
General Government:				
Merit/Payroll Adjustments		1,276		1,336
Internal Service:				
Health Administration	79,789	98,678	98,498	87,904
Medical Claims	3,144,254	3,737,560	3,735,000	4,036,565
Dental Claims	287,644	318,203	318,000	334,113
Pharmacy Claims	987,305	1,196,470	1,138,800	1,263,555
Medicare Supplement Premium	31,014	30,000	30,000	29,000
Specific Excess Insurance	135,317	142,646	142,646	149,778
Aggregate Excess	19,625	20,410	20,410	21,431
Reinsurance	31,894	32,646	32,646	34,278
Access Fee	56,580	59,722	59,722	62,708
Health Promotion	184,935	169,140	173,471	204,358
ASO Medical	166,555	173,983	173,983	182,630
ASO Dental	20,660	21,273	21,273	21,911
Pharmacy Outcomes	28,210	26,040	26,040	26,040
Disease Management	37,734	48,551	48,551	50,979
TOTAL EXPENSES	5,211,516	6,076,598	6,019,040	6,506,586
Excess (Deficit) Revenues				
Over (Under) Expenses	575,493	(81,626)	(44,627)	(238,002)
Beginning Balance	1,887,016	2,063,902	2,462,509	2,417,882
Ending Balance	2,462,509	1,982,276	2,417,882	2,179,880

Reserve for Post-Employment Health Care Benefits

Minimum fund balance target:	
Estimated 3 months of claims	1,415,000
Reserve for post-employment health care benefits	288,992
Unreserved fund balance	<u>475,888</u>



The back wall of the complex includes a decorative waterfall feature built with limestone and large rocks. The water is re-circulated from the Lazy River.



The Pond includes a bubbler field with 24 computerized geysers of shooting water that can be programmed to run through multiple patterns.

CITY OF AMES AUTHORIZED EMPLOYMENT LEVELS

(F.T.E. – Full-Time Equivalents)

BUDGET DIVISIONS	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 ADOPTED
Rec Mgr/City Clerk	1	1	1
Secretary I	2	2	2
City Manager	1	1	1
Asst. City Manager	2	2	2
Principal Clerk	1.25	1.25	1.25
Cable TV Wtr/Pro	1	1	1
Public Relations Offic.	1	1	1
City Manager Total	9.25	9.25	9.25
City Attorney	1	1	1
Asst. City Attorney	2	2	2
Legal Technician	1	1	1
Leg. Svc. Adm. Asst.	1	1	1
Secretary I	1	1	1
Process Server	1	0	0
City Attorney Total	7.0	6.0	6.0
Director Human Res.	1	1	1
Principal Clerk	.75	.75	.75
Secretary I	.75	.75	.75
H.R. Analyst	1	1	1
Risk & Benefit Mgr	1	1	1
Health Prom. Coord.	.75	.75	.75
H. R. Officer	2	2	2
HR Total	7.25	7.25	7.25
Dir. Planning/Housing	1	1	1
Principal Clerk	1	1	1
Secretary II	1	1	1
Planner	4	4	4
Housing Coordinator	1	1	1
Housing Spec I	2.5	2.5	0
P & H Total	10.5	10.5	8
Dir. Fleet Services	1	1	1
Principal Clerk	.5	.5	.5
Secretary I	1	1	1
Mechanic Assistant	1	1	1
Fleet Technician	3	3	3
Lead Fleet Technician	1	1	1
Fleet Maint. Supv.	1	0	0
Fleet Support Mgr.	0	1	1
Bldg. Maint. Specialist	1	1	1
Fleet Services Total	9.5	9.5	9.5
Dir. of Transportation	1	1	1
Secretary I	1	1	1
Transit Driver	46.65	46.65	46.65
Transit Op. Supervisor	1	1	1
Transit Op. Assistant	7.25	7.25	6.25
Asst. Transit Oper.	2	2	2
Lane Worker	1.55	1.55	1.55
Mechanic Assistant	2	2	2
Mechanic	3	3	3
Lead Mechanic	1	1	1
Transit Trainer	2	2	2
Custodian	0	0	1
Transit Maint. Coord.	1	1	1
Lead Lane Worker	1	1	1
Transit Planner	1	1	1
Transit Coordinator	1	1	1

BUDGET DIVISIONS	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 ADOPTED
Asst Tran Dir Maint	1	1	1
Asst Tran Dir Oper	1	1	1
Clerk	1	1	1
Senior Clerk	.5	.5	.5
Transit Total	75.95	75.95	75.95
Director of Finance	1	1	1
Budget Officer	1	1	1
Secretary I	1	1	1
Finance Admin Total	3	3	3
Asst. Dir. Of Finance	1	1	1
Cashier	1	1	1
Account Clerk	3	3	3
Payroll Clerk	1	1	1
Accountant	2	2	2
Investment Officer	1	1	1
Finance Acct. Total	9	9	9
Utility Acct. Supervisor	1	1	1
Cashier	2	2	2
Util Accounts Tech	2	2	2
Util Cust Svc Clerk	2.75	2.75	2.75
Meter Reader	3	3	3
Senior Meter Reader	1	1	1
Fin Cust Service Total	11.75	11.75	11.75
Info Technology Mgr	1	1	1
Help Desk Specialist	1	1	1
Client Support Spec	2	2	2
Client Support Coord.	1	1	1
Systems Analyst	2	2	2
Network Technician	1	1	1
Telecom/Netwrk Spec	1	1	1
IT Specialist – P. Sfty.	1	1	1
Fin Info Tech Total	10	10	10
Purchasing Agent	1	1	1
Principal Clerk	1	1	1
Print Services Tech	1	1	1
Mail Clerk	1	1	1
Procurement Spec I	1	1	1
Procurement Spec II	2	2	2
Finance Purch. Total	7	7	7
Fire Chief	1	1	1
Deputy Fire Chief	2	2	2
Principal Clerk	2	2	2.5
Secretary I	1	1	1
Plumbing Inspector	1	1	1
Electrical Inspector	1	1	1
Building Official	1	1	1
Housing Inspect Supv	1	1	1
Bldg/Zoning Inspector	2	2	3
Bldg Insp Supervisor	1	1	1
Neighborhood Insp	1	1	1
Plans Examiner	1	1	1
Firefighter	39	39	39
Fire Lieutenant	9	9	9
Fire Captain	3	3	3
Fire Inspector	1	1	1

BUDGET DIVISIONS	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 ADOPTED
Sanitarian	1	1	1
Fire Total	68	68	69.5
Chief of Police	1	1	1
Principal Clerk	1	1	1
Secretary II	1	1	1
Parking Meter Attend.	1	1	1
Police Records Super	1	1	1
Police Records Clerk	1.75	1.75	1.75
Police Lead Dispatchr	1	1	1
Police Dispatcher	11	11	11
Police Officer	36	36	36
Police Corporal	3	3	3
Police Sergeant	8	8	8
Lead Police Records	1	1	1
Commander	2	2	2
Police Support Srvc	1	1	1
Emerg.Comm.Supv.	1	1	1
Animal Ctrl Attendant	.3	.3	.3
Animal Ctrl Officer	1.6	1.6	1.6
Animal Ctrl Supervisor	1	1	1
Police Lieutenant	3	3	3
Animal Ctrl Clerk	1	1	1
Police Total	77.65	77.65	77.65
Library Director	1	1	1
Assist. Library Dir.	1	1	1
Library Assistant	10.75	10.75	10.75
Library Process Clerk	1	1	1
Circulation Supervisor	1	1	1
Com. Relations Spec.	.75	.75	.75
Principal Clerk	1	1	1
Tech Svcs Assistant	.5	.5	.5
Library Admin Assist.	1	1	1
Library Div. Coordin.	1	1	1
Librarian	4	3	3
Youth Librarian	0	1	1
IT Systems Admin	1	1	1
Library Refer Supv	1	1	1
Library Collect. Tech	1	1	1
Library Youth Svc.	1	1	1
Outreach Supv.	1	1	1
Library Collect Coord	1	1	1
Library Info Svc Coord	1	1	1
Library Bldg Maint	1	1	1
Library Total	31.0	31.0	31.0
Dir. Parks & Rec	1	1	1
Senior Clerk	1	1	1
Principal Clerk	1	1	1
Recreation Supervisor	2	2	2
Maintenance Worker	5	5	5
Parks Maint Specialist	2	2	2
Auditorium/Bandshell	.5	.5	.5
Rec Coord/Aquatics	1	1	1
Wellness Prog. Mgr.	1	1	1
Parks Facil. Superv.	1	1	1
Parks Facil. Superint.	1	1	1
Golf Course Manager	1	1	1
Recreation Coord.	3	3	3
Parks & Rec Total	20.5	20.5	20.5
Dir of W & PC	.5	.5	.5
Asst Dir of W & PC	.5	.5	.5
Principal Clerk	1	1	1
Secretary II	.5	.5	.5
Maintenance Tech I	1	2	2
Enviro Engineer I	.5	.5	.5
Enviro Engineer II	1	1	1
W/WW Lab Tech	3	3	3

BUDGET DIVISIONS	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 ADOPTED
W/WW Lab Analyst	1.5	1.5	1.5
W/WW Lab Superv	1	1	1
WPC Plant Operator	6	5	5
WPC Plt Asst. Oper.	0	1	1
WPC Plant Superin.	1	1	1
WPC Plt Maint Supr	1	1	1
Plt Maint Specialist	1	1	1
Maintenance Worker	2	1	1
Sr Maint Worker	1	1	1
WPC Control Total	22.5	22.5	22.5
Dir of W & PC	.5	.5	.5
Asst Dir of W & PC	.5	.5	.5
Secretary II	.5	.5	.5
Enviro Engineer I	.5	.5	.5
Enviro Engineer II	1	1	1
Principal Clerk	1	1	1
Water Plant Operator	6	6	6
Water Plant Supt	1	1	1
Wtr Plt Maint Supr	1	1	1
Maint. Tech I	1	1	1
Wtr Mtr Repair Worker	3	3	3
Cross Con Ctrl Wrker	1	1	1
Plt Maint. Specialist	1	1	1
Wtr Meter Supv	1	1	1
Water Total	19.0	19.0	19.0
Dir of Electric Utility	1	1	1
Asst Dir of Elect Utility	1	1	1
Secretary I	1	1	1
Energy Svc Coordin	1	1	1
Utility Engineer	1	1	1
Energy Procure Coord	1	1	1
Electric Admin Total	6	6	6
Principal Clerk	2	2	2
Lead Coal Handler	1	1	1
Power Plt Aux Operat	10	10	10
Power Plnt Fireworker	5	5	5
Power Plant Operator	5	5	5
Pwr Plt Maint Mech	8	8	8
Custodian	1	1	1
Power Plt Engineer	2	2	2
Coal Handler	3	3	3
Elec Svc Opr Superv	1	1	1
Elec Svc Mnt Superv	1	1	1
Power Plant Mgr	1	1	1
Instrument/Cntrl Tech	4	4	4
Electrician	2	2	2
Elect Prod Total	46	46	46
Elect Meter Super	1	1	1
Elect Meter Repairwrk	2	2	2
APPR Substation Elec	1	1	1
Substation Electrician	2	2	2
Substation Foreman	1	1	1
Elect Tech Svcs Total	7	7	7
Elect Dist Manager	1	1	1
Asst Elect Dist Super	1	1	1
Principal Clerk	1	1	1
Storekeeper	1	1	1
Records Material Asst	1	1	1
Electric Serviceworker	3	3	3
Electric Lineworker	6	6	6
Electric Line Foreman	3	3	3
Elect Distribution Total	17	17	17
Electrical Engr Mgr	1	1	1
Asst. Electrical Engr	1	1	1

BUDGET DIVISIONS	2010/11 ADOPTED	2010/11 ADJUSTED	2011/12 ADOPTED
Elect Distrib Engineer	2	2	2
Elect Engineer Asst	1	1	1
Elect Engineer Total	5	5	5
Dir of Public Works	1	1	1
Public Wks Adm Asst	1	1	1
Senior Clerk	1	1	1
PW Admin Total	3	3	3
Transport Planner	1	1	1
Traffic Supervisor	1	1	1
Traffic Signal Tech	1	1	1
Traffic Sign Tech	2.25	2.25	2.25
Traff Sign Lead Tech	1	1	1
Traffic Engineer	1	1	0
Traffic Engineer II	0	0	1
PW Traf/Eng Total	7.25	7.25	7.25
Streets Oper Super	1	1	1
Maintenance Worker	11	11	11
Sr Hvy Equip Oper	3	3	3
Heavy Equip Oper	2	2	2
Streets Maint Foremn	1	1	1
Operations Manager	0	1	1
Operations Administr	1	0	0
PW Streets Total	19	19	19
Storm Water Spec	1	1	1
Sr Engineering Tech	6	6	6
Construction Superv	1	1	1
Civil Engineer II	1	1	1
GIS Specialist	1	1	1
GIS Coordinator	1	1	1
Municipal Engineer	1	1	1
Civil Engineer	0	0	1
PW Engineering Total	12	12	13
Operations Supervisor	1	1	1
Principal Clerk	1	1	1
Utility Maint Foreman	1	1	1
Maintenance Worker	7	7	7
Sr Hvy Equip Oper	1	1	1
PW Util Maint Total	11	11	11
Principal Clerk	1	0	0
Secretary I	0	1	1
RR Lead Operator	1	1	1
RR Maint Operator	2	2	2
RR Asst Superint	1	1	1
RR System Superint	1	1	1
Process Worker	5	5	5
Maint. Technician	2	2	2
R.R. Equip Operator	2	2	2
PW – Res Rec Total	15	15	15
Maintenance Worker	3	3	3
Grounds Foreman	1	1	1
Grounds Supervisor	1	1	1
PW Grounds Total	5	5	5
Maintenance Worker	.75	.75	.75
Parking Meter Repair	1	1	1
PW Parking Total	1.75	1.75	1.75
Total F.T.E.s	553.85	552.85	552.85

ELECTRIC RATE COMPARISON
For Rates in Effect January 2010
 By Ames Municipal Electric System

RESIDENTIAL RATE COMPARISON

	250 kWh	% *	500 kWh	% *	750 kWh	% *	1,000 kWh	% *
SUMMER								
Ames Electric Svcs.	\$ 32.63	-30%	\$ 60.00	-20%	\$ 87.38	-15%	\$ 114.75	-13%
Alliant Energy	47.11		82.64		112.54		152.82	
MidAmerican Energy	29.65		50.80		71.95		93.10	
Consumers Energy	61.13		91.75		122.38		153.00	
Midland Power Coop	47.85		75.70		103.55		131.40	
WINTER								
Ames Electric Svcs.	30.93	-32%	55.31	-24%	77.76	-22%	100.21	-20%
Alliant Energy	42.67		73.75		99.67		125.60	
MidAmerican Energy	29.25		50.00		70.74		91.49	
Consumers Energy	61.13		91.75		122.38		153.00	
Midland Power Coop	47.85		75.70		103.55		131.40	

COMMERCIAL/GENERAL SERVICE/INDUSTRIAL RATE COMPARISON

	7,500 kWh	% *	10,000 kWh 40KW	% *	12,500 kWh 50KW	% *	30,000 kWh 100 KW	% *
SUMMER								
Ames Electric Svcs.	\$ 821.55	-7%	\$ 1,053.00	-15%	\$ 1,341.75	-13%	\$ 2,949.00	-11%
Alliant Energy	977.10		1,253.34		1,566.68		3,376.12	
MidAmerican Energy	657.66		842.98		1,028.31		2,325.58	
Consumers Energy	1,009.96		1,541.34		1,905.68		3,928.96	
Midland Power Coop	663.50		1,311.00		1,638.75		3,634.00	
WINTER								
Ames Electric Svcs.	669.70	-12%	948.04	-16%	1,173.05	-16%	2,606.55	-14%
Alliant Energy	765.40		886.89		1,108.61		2,417.34	
MidAmerican Energy	613.86		780.18		946.51		2,110.78	
Consumers Energy	1,009.96		1,541.34		1,905.68		3,928.96	
Midland Power Coop	663.50		1,311.00		1,638.75		3,634.00	

* % indicates difference in A.M.E.S. rates compared to average of other four utilities.

NOTE: Some utilities also offer optional rates for electric heat, time-of-use, etc.

ENERGY COST ADJUSTMENT FOR 2010 RATE COMPARISON

SUMMER RATE PERIOD

	Residential	Commercial	Industrial		
Ames Electric Svcs.	\$0.02290	\$0.02290	\$0.02290	Ames Electric Svcs.	June, July, Aug, Sep
Alliant Energy	0.02290	0.02290	0.02290	Alliant Energy	June 16 - Sep 15
MidAmerican Energy	N/A	N/A	N/A	MidAmerican Energy	June, July, Aug, Sep
Consumers Energy	0.00000	0.00000	0.00000	Consumers Energy	N/A
Midland Power Coop	0.00900	N/A	N/A	Midland Power Coop	N/A

RESIDENTIAL WATER RATE COMPARISON

Iowa Cities of 10,000 and Over Population
Rates as of September 2009

With Softening

	Population Served	Minimum	600 cf	1,000 cf	10,000 cf	50,000 cf	100,000 cf
Ames	50,731	\$ 8.05	\$ 17.47	\$ 23.75	\$ 165.05	\$ 914	\$ 1,828
Ankeny	36,116	5.62	17.50	28.10	285.15	1,422	2,856
Boone	12,803	7.37	22.97	35.45	461.19	2,326	4,657
Cedar Rapids	125,000	7.60	17.32	23.80	173.86	807	1,585
Iowa City	62,380	6.41	21.36	33.32	243.62	1,104	2,179
Marshalltown	26,009	5.15	13.67	19.35	133.35	538	1,054
Newton	15,579	7.62	13.34	19.06	117.36	550	1,079
W. Des Moines	54,726	3.00	21.45	33.75	310.50	1,544	3,087
Ames Rank Among 21		7	11	14	17	10	10

With Other Treatment

	Population Served	Minimum	600 cf	1,000 cf	10,000 cf	50,000 cf	100,000 cf
Cedar Falls	35,000	\$ 7.90	\$ 12.40	\$ 15.40	\$ 68.00	\$ 293	\$ 570
Fort Dodge	28,047	9.41	16.42	24.82	174.22	739	1,365
Marion	32,800	6.42	9.84	14.40	114.99	522	1,024
Sioux City	85,000	8.23	18.27	28.31	261.90	934	1,710
Ames Rank Among 33		12	17	21	25	16	15

Range		\$ 0.00	\$ 7.86	\$ 11.98	\$ 65.55	\$ 285	\$ 526
	to	13.56	31.72	46.58	461.19	2,326	4,657
Median Rate		\$ 7.60	\$ 17.47	\$ 24.82	\$ 199.70	\$ 850	\$ 1,684
Ames, % of Median		105.9	100.0	95.7	94.7	107.5	108.6

RESIDENTIAL SEWER SERVICE CHARGE COMPARISON

Iowa Cities of 10,000 and Over Population
Rates as of September 2009

	Population Served	Minimum	600 cf	1,000 cf	10,000 cf	50,000 cf	100,000 cf
Ames	50,731	\$ 6.55	\$ 16.63	\$ 23.35	\$ 174.55	\$ 847	\$ 1,687
Ankeny	36,116	11.91	31.67	44.84	356.00	1,727	3,468
Boone	12,803	3.00	45.42	73.70	710.00	3,538	7,073
Cedar Falls	35,000	13.05	19.53	26.01	171.81	820	1,630
Cedar Rapids	125,000	13.98	19.98	25.98	160.98	761	1,511
Fort Dodge	28,047	12.65	16.33	23.68	189.05	924	1,843
Iowa City	62,380	8.15	28.10	44.06	403.16	1,999	3,994
Marshalltown	26,009	10.27	20.83	27.87	186.27	890	1,770
Newton	15,579	7.24	16.52	25.80	234.60	1,163	2,323
Sioux City	85,000	9.03	22.57	36.11	346.00	1,719	3,434
W. Des Moines	54,726	2.50	20.95	33.25	310.00	1,540	3,078
Ames Rank Among 35		22	23	29	27	27	27

Range		\$ 1.92	\$ 11.08	\$ 15.13	\$ 106.25	\$ 511	\$ 1,018
	to	19.00	45.42	73.70	710.00	3,538	7,073
Median Rate		\$ 8.15	\$ 19.98	\$ 27.70	\$ 234.60	\$ 1,145	\$ 2,286
Ames, % of Median		80.4	83.2	84.3	74.4	74.0	73.8

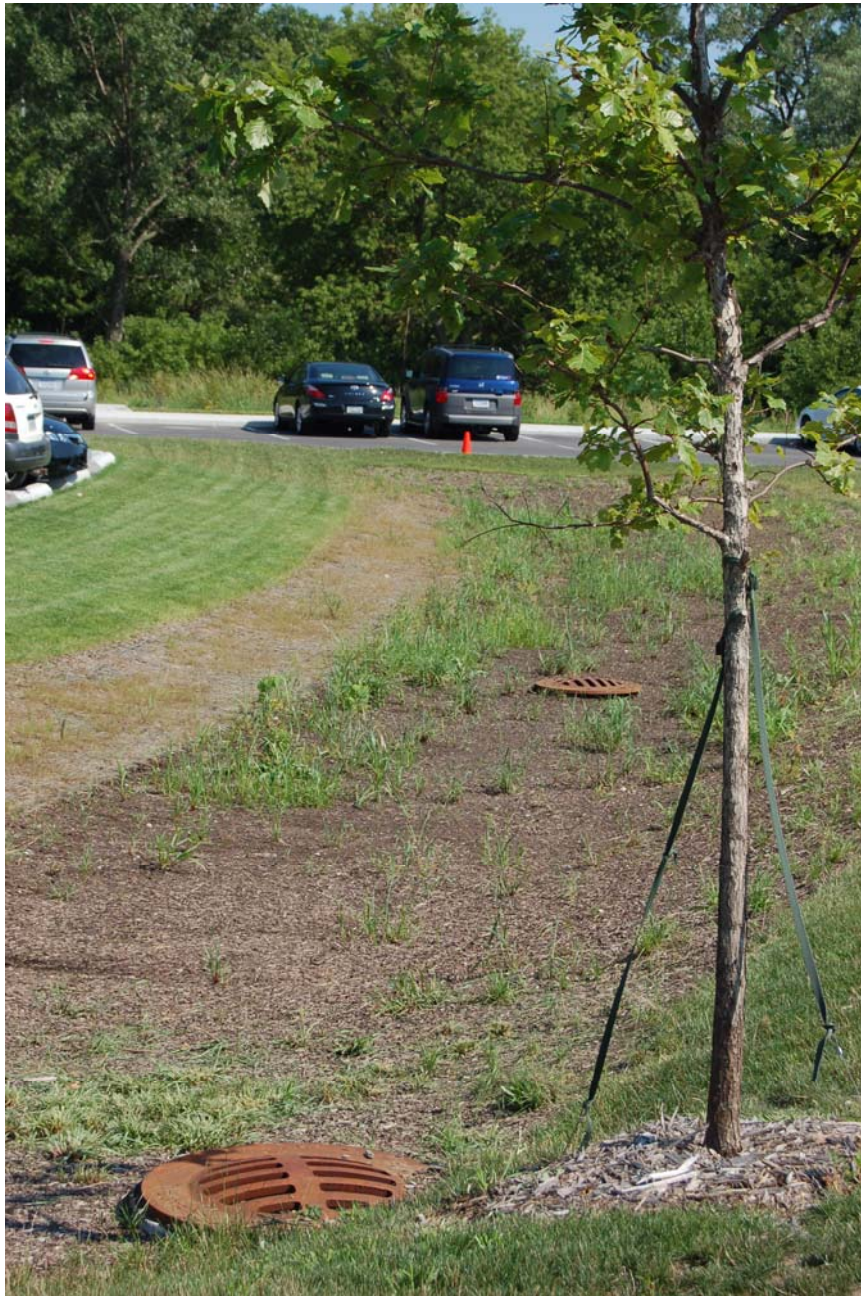


PUMPING ROOM

In total, the three basins contain approximately 720,000 gallons of water. In contrast, the community of Ames uses approximately six million gallons of water per day in the summer.

These pictures are of the pumping room. The facility uses a liquid chlorine treatment system.





The 254 space parking lot at the Furman Aquatic Center sits below the pool deck and near Squaw Creek, so it was constructed to withstand flood waters.

The lot is separated by bio-swales that are gently sloping drainage areas designed to remove pollutants from runoff. The bio-swales would normally include layers of sand, soil, and plant material to filter runoff. To be environmentally sensitive at the Furman Aquatic Center, 100 tons of crushed glass collected and produced by the City's Resource Recovery Plant was used in place of sand.

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