



CITY OF
Ames™



CITY OF AMES, IOWA
PROGRAM BUDGET
2018/19

DRAFT



February 2, 2018

To The Mayor and Ames City Council:

I recall vividly last spring when the new property valuations were sent out by the City Assessor to residential property owners. Because of a resurgence in our housing market, the once stagnant valuations were increased substantially to reflect the new market reality. The outcry to City Hall was swift and loud from those who received hefty valuation increases to their prime asset, their home. They were very concerned that these large percentage increases in valuation would result in the same percentage increases in their property tax bills.

At the time, we tried to remind everyone that a property tax bill is based primarily on two factors: the taxable valuation of the property as determined by the City Assessor and the tax rate established by taxing entities – in our case the city, county, Des Moines Area Community College, and school district in which you live.

It is important to understand that as the City staff prepares the budget for the City Council's consideration each year, we focus on the amount of expenditures needed to 1) assure that exceptional services can be provided to our customers, 2) accomplish the City Council's seven goals, and 3) result in what we believe is a justifiable increase in property tax and utility payments by our residents.

In accordance with this philosophy, I am presenting the City Manager's Recommended Program Budget for FY 2018/19, totaling \$234,116,785. This budget calls for \$1,326,550 more in property tax dollars than the previous fiscal year, as well as user fee increases in our Water, Sanitary Sewer, and Resource Recovery utilities.

While there are numerous highlights reflected in the budget document, I have attempted to identify below some of the most significant issues.

PROPERTY TAXES - \$.31 RATE DECREASE

The Recommended FY 2018/19 Budget reflects a decrease in the City's overall property tax rate from \$10.37589 to \$10.06857 per every \$1,000 of taxable valuation. Because of new construction and the significant increase in assessed valuations for some residential properties, this decrease in the City's overall property tax rate will still generate the additional \$1,326,550 in property tax revenues needed to fund the budget.

I realize that our citizens would prefer that the budget completely eliminate or significantly mitigate the tax consequences from any large increases in their property valuations. Unfortunately, because of the wide variation in new valuations (some were decreased, some remained the same, some were increased slightly, and some were increased by double digits),

it is virtually impossible to prevent any impact to all property owners. In fact, the more we lower the property tax rate, the more tax revenue we lose from those who received the same or lower valuations this year. This situation results in a need for an even higher contribution of property tax payments from those who experienced larger valuation increases in order to finance the proposed budget. Staff understands this desire and has worked hard to somewhat mitigate this impact on every property owner.

It's difficult to provide information on the actual tax obligation for every resident that will result from this budget, since each property situation is unique. However, if we consider each customer class as a whole, the reduction in the City's property tax rate reflected in this budget, coupled with a decrease in the state-mandated rollback, results in a estimated out of pocket tax payment increase for the residential customer class of 3.45% (or +\$20.38 for every \$100,000 of taxable valuation), a tax payment decrease for the commercial customer class of -0.44% (or - \$4.08 for every \$100,000 of taxable valuation), and a tax payment decrease in the industrial customer class of -3.27% (or -\$30.52 for every \$100,000 of taxable valuation). With the lower property tax rate, all increases in taxes paid will be a smaller percentage than the increase in valuation.

It is important to note that this budget assumes that the City will continue to receive state replacement funds totaling \$973,210 as was promised when the Iowa Legislature rolled back the taxable valuation on commercial and industrial properties from 100% to 90%. Should this promise not be fulfilled by the State Legislature, rather than a \$0.31 decrease in our overall tax, we would have required a \$0.03 increase in the overall tax rate.

GENERAL FUND AVAILABLE BALANCE

We were fortunate to end FY 2016/17 with a balance in the General Fund that was almost \$1,000,000 higher than we had anticipated. The availability of these excess funds is a result of delays in filling vacant positions, savings from completed projects, and the receipt of revenues greater than what was budgeted.

I have consistently advised over the years that excess monies in a fund balance should be utilized for one-time expenditures. Applying one-time excess funds to cover ongoing operating costs will only result in higher increases the next year when the one-time balance has been depleted. In an effort to utilize this one-time funding source, I have included a number of capital items and capital improvement projects in the FY 2017/18 Adjusted Budget, totaling \$1,202,110 that otherwise would have been included in the FY 2018/19 budget and required additional property tax support.

Even with this intentional drawdown, we are planning to end FY 2018/19 with a 28% available balance in the General Fund. This total is \$995,651 more than the City Council's goal of a 25% balance. Because the City Council is engaged in a number of projects where the total funding is yet to be secured, it seems appropriate to maintain a larger available General Fund balance this year.

PUBLIC SAFETY

I have once again included in the budget an additional firefighter and police officer position. These additions are meant to build up these two public safety forces to meet growing service demands and the eventual addition of a new fire station and additional police district to respond to our expanding city.

LAW ENFORCEMENT

An additional Police Officer position has been added to the Crime Prevention and Police Services program. With the addition of this officer in FY 2018/19, the Safe Neighborhoods Team will be able to enhance its emphasis on the prevention of serious crime. Advances in crime prediction, intelligence-led policing, and technology supported crime analytics are showing results in the prevention of serious crime, including gun-related violence. This new officer will be assigned to assist in this type of analysis.

In response to concerns from the residents surrounding the Campustown area, the City Council authorized funds in FY 2017/18 to hire additional Community Service Officers to increase parking enforcement on residential streets. Initial feedback from this experiment seems to indicate that the parking situation has improved with this increase in enforcement.

I am proud to say that our Police Department has taken the initiative in FY 2017/18 to hire a nationally known expert to conduct an analysis to determine if there are a disproportionate number of minority contacts during our traffic stops. Once the analysis has been completed, we will share the results with the City Council and the public.

FIRE SAFETY

A new Firefighter position has been added to the Fire Suppression and Emergency Action program for FY 2018/19. This position will not be assigned to a permanent shift, but will be used as needed to fill short-term firefighter vacancies (caused by injuries, retirements, resignations, etc.) across all three shifts, similar to the new firefighter positions added in both FY 2016/17 and FY 2017/18.

Emergency medical response for our residents is currently accomplished through a long-time partnership with Mary Greeley Medical Center, the Ames Fire Department, and Ames Police Department. As the population grows in Ames as well as in the incorporated and unincorporated areas of Story County, the ability to provide timely medical response to all of these locations has become a challenge. Therefore, the Story County Emergency Management Commission has begun a feasibility study regarding the possibility of a county-wide ambulance system. The Ames Fire Department has volunteered to take the lead in gathering the initial data regarding this topic.

ANIMAL CONTROL

A brief visit to our Animal Control facility should convince you that improvements are needed to this aging structure. Therefore, the FY 2017/18 Adjusted Budget includes funding for an architectural review of the facility to determine whether it is suitable for remodeling into a shelter that meets contemporary animal control standards.

In addition, the FY 2018/19 budget reflects a new part-time Veterinary Technician. This half-time position will assist with customer service by extending the number of open hours for the shelter, improving the medical exam and routine treatment of incoming shelter animals, and ensuring that animals adopted from the shelter are healthy and disease-free.

BUILDING SAFETY/INSPECTIONS

In accordance with the City Council's goal to Strengthen Our Neighborhoods, a new Rental Inspector position was added to the FY 2017/18 Adjusted Budget. The new position will assist with the Council's direction to initiate proactive inspections of rental properties and focus on more frequent inspections of single and two-family rental units.

The additional cost for this initiative will be covered by the available balance in the General Fund in FY 2017/18. However, as a result of this new position and the normal cost increases needed to fund the existing service, \$92,253 more revenue will be required in FY 2018/19 to cover the expenses associated with rental housing inspections.

The City Council will need to decide how to recoup the cost of the additional inspector from the rental property owners, either spreading the cost to 1) all of the rental property owners, or 2) only the rental property owners of single and two-family units.

There are no other building permit or plan review fees increases contemplated in this program.

ELECTRIC UTILITY – No Rate Increase

It appears that the 4% rate increase introduced in FY 2017/18 will be sufficient to cover the operations and capital improvements expenditures in the Electric Utility for the next five years.

Through the hard work of our Electric Services staff, the benefit of very stable energy rates, and a favorable natural gas contract that was previously negotiated, the largest portion of this utility's expenditures, Fuel and Purchased Power, will actually decrease slightly in FY 2018/19.

Much of the attention in Electric Services will be focused on the City Council's goal to Expand Sustainability Efforts. Our highly successful Demand Side Management (rebate incentives) and Prime Time Power (air conditioner control) programs have helped shave 25 megawatts off of our peak demand and reduce 40,000 megawatt hours of energy consumption. As a result of this success, we will continue to promote participation in these programs for our industrial, commercial, and residential customers. In addition, we hope to complete our 2 megawatt Community Solar project along Airport Road which should increase our total renewable energy portfolio to 18%.

The utility continues to make our transmission lines available to the Midcontinent Independent System Operator (MISO). As a result of use of our lines by other utilities, the City has benefited from a \$2,000,000 credit each year. This amount has become large enough to more than offset the City's transmission costs.

WATER UTILITY – 3.5% Rate Increase

Our long-term financial analysis of the Water Utility indicates that a 3.5% rate increase will be needed in FY 2018/19 and followed by two additional increases over the following four years. The need for these user fee increases can be attributed to three factors. First, with the opening of our new Water Treatment Plant in May 2017 we are now estimating that the additional cost to operate the new plant as compared to the old plant will be \$232,000 per year. Secondly, funding has been increased in the five-year Capital Improvements Plan (CIP) to upgrade to larger distribution mains in older sections of the City to eliminate rusty water and increase water pressure. Thirdly, additional funding is needed over the coming years to build up our available balance in this fund to meet our new goal of 25% of operating expenses.

SANITARY SEWER UTILITY – 3% Rate Increase

In FY 2018/19, a 3% user rate increase has been incorporated into the budget for the Sanitary Sewer Utility. Two additional rate increases are expected to be needed over the next four years. Here again, though the operating expenditure increases are fairly stable over time, these rate

increases are still needed to finance the projects approved in the CIP and meet the new goal of the available balance in this fund of 25% of operating expenses.

As of January 1, 2018, the City has not been issued an operating permit from the Iowa Department of Natural Resources. However, because of the age and condition of the WPC facility, we intend to move forward with a study to determine required improvements to meet the State mandated nutrient reduction strategy in the absence of a permit.

STORM WATER UTILITY – No Increase in Monthly Fee

As our economy continues to improve and more construction occurs in our city, Storm Water projects become even more important in our efforts to mitigate the overland flooding caused by increased impervious areas. The FY 2018/19 budget reflects \$1,930,000 in Capital Improvement projects and \$680,644 in operational expenditures to correct deficiencies in our storm water system, assure that construction projects adhere to our local and federal discharge requirements, and educate our citizens regarding best practices to protect our environment.

As a result of action taken by the City Council in FY 2017/18 to increase the monthly ERU (Equivalent Residential Unit) fee by 5%, the Storm Water utility appears to be in a good financial position for the next five years. Therefore, no increase in the monthly storm water fee is being recommended in this budget.

**RESOURCE RECOVERY SYSTEM
15% Increase In Per Capita Subsidy (From \$9.10 to \$10.50),
No Increase In Tipping Fees**

The Resource Recovery utility will receive a great deal of the staff's attention during the coming year. While expenditures are expected to continue to increase moderately over the next five years, revenues have decreased from prior years primarily because of two factors. First, the more frequent downtime of our Power Plant boilers means a reduction in the amount of incoming tonnage and associated fees from private haulers as well as less Refuse-Derived Fuel (RDF) from the Resource Recovery Plant being "sold" to Electric Services as an alternative energy source. To compound the revenue impact from these occurrences, the boiler outages result in an increase in the cost of transporting unprocessed garbage to the Boone County landfill. Second, a drop in the metals market has resulted in a significant reduction in the amount of revenue generated from the sale of the ferrous and non-ferrous materials captured through our recycling process.

In an initial effort to improve the long-term financial condition of this utility, this budget calls for an increase in the per capita subsidy from \$9.10 to \$10.50. In 2011, the subsidy was reduced by \$1.40 and has remained the same since then. Therefore, this action restores the subsidy to the amount that existed prior to 2011.

This decision to increase the subsidy will increase the total support from all of the financial partners in this operation from \$717,217 to \$827,558. Of this amount, the citizens of Ames will be responsible for \$522,533.

During the coming year, staff will explore other strategies to assure the long-term financial viability of this utility including consideration of alternative formulas related to the sale of RDF to the Electric Utility and other means of producing renewable energy from processing solid waste.

TRANSPORTATION

STREET SYSTEM

In recognition of the public interest and growing requests for traffic related analyses, an additional Engineer position was approved by the City Council after the FY 2017/18 budget was certified. This addition has allowed us to respond to citizen requests in a more timely manner.

TRANSIT SYSTEM

The City's support for CyRide will be increased by 4.7% for FY 2018/19 bringing the total amount to \$1,907,085. This additional \$85,609 is impacted by three policy decisions made by the CyRide Board of Directors. First, in order to become more competitive with our recruitment efforts and help reduce our driver shortage, the lowest rate of pay for our part-time drivers will be increased to \$15.60 per hour. Second, an additional .5 Information Technician position will be added to assist with the increasing number of specialized transit-related technologies such as NextBus, Telephone System, Google Transit, CyRide server, CyRide intranet, WiFi service, bus cameras (3 different systems), and digital advertising signs. Third, fares will be rolled back in FY 2018/19 to \$1.00 per ride. While this decision will result in approximately \$45,000 less revenue to the system, it is expected to provide an incentive for riders to try the new redesigned system that is scheduled to be introduced this fall.

PUBLIC PARKING

The City Council is well aware that our parking fees are relatively low (\$.20 per hour in Downtown and \$.50 per hour in Campustown) in comparison to other cities of our size. This rate structure has allowed us to generate just enough revenue to cover the operating expenses associated with our parking system each year. With a growing need to reconstruct our municipal parking lots, it appears to be an appropriate time to increase these fees to generate sufficient revenue to also finance these capital improvement responsibilities.

In accordance with the Council direction provided following the November 2017 workshop, the FY 2018/19 budget assumes that the following changes to the Public Parking System will be implemented:

- The introduction of a three tiered system with hourly parking meter fees from \$1.00, \$.75. and \$.50 throughout the existing metered parking system.
- The increase in monthly rental fees for public parking spaces to \$50,
- The initiation of a new, higher fine for illegal parking that will be imposed during special events,
- The reduction in overnight parking restrictions in the Downtown and Campustown business districts to 4:00 a.m. to 6:00 a.m.,
- The consideration of a new application that would allow customers to pay meter fees with their mobile devices, and
- (Note: No increases in parking fines other than for special events.)

COMMUNITY ENRICHMENT

PARKS AND RECREATION

Most of our recreational programming relies on temporary employees. Unfortunately, the competition for this labor pool is intense as it continues to shrink for a variety of reasons. In order to remain competitive and meet our staffing needs, we have developed a five year plan to

gradually increase the wages for these temporary employees. Therefore, you will notice a significant expenditure increase in many of our recreation programs as a result of this plan.

In FY 2017/18, a consultant will be hired to survey our facilities and recommend improvements to assure accessibility and compliance with the Americans With Disabilities Act (ADA).

Staff will continue to work with a steering committee to plan for the construction of an All-Inclusive Playground and Miracle Field at Inis Grove Park. Hopefully, the private fund raising effort will be completed and the construction work will begin by the end of FY 2018/19.

Both the Homewood Golf Course and Ames/ISU Ice Arena funds appear to be in good financial shape. With minor user fee increases each year, projected operating costs can be covered and the preferred available balances in these funds can be maintained.

It should be noted that a strategy is in place to adjust fees gradually over the next six years so that sufficient revenue will be available in the event the cell tower, along with its payments to Homewood, cease to exist in the future.

LIBRARY SERVICES

In keeping with the Council's goal to Expand Our Sustainability efforts, this budget includes funds in FY 2018/19 to replace existing fluorescent bulbs with Light Emitting Diode (LED) bulbs throughout the Library.

An additional .5 FTE has been added to Resource Services to increase support for production of printed and digital promotional materials related to Library events, services, and new resources.

Like our recreation programming, the Library continues to diversify and improve its offerings by partnering with numerous organizations in our community.



We must once again recognize the members of our Executive Leadership Team and their staff members who are challenged daily to balance our customers' ever increasing demand for quality services with an equally important expectation of affordability. It is through their commitment to the City of Ames that this balance is achieved.

This Program Budget is the result of many months of effort by the following members of our Budget Team: Duane Pitcher, Finance Director, Nancy Masteller, Budget Officer, Emily Johnson, Finance Department Secretary, Bob Kindred, Assistant City Manager, and Brian Phillips, Assistant City Manager. These team members also deserve our thanks for the quality and accuracy of this document.

Respectfully Submitted,

A handwritten signature in cursive script that reads "Steve".

Steven L. Schainker
City Manager

CITY OF AMES, IOWA

2018/19 PROGRAM BUDGET

SUBMITTED TO THE CITY COUNCIL
FEBRUARY 2, 2018

MAYOR

JOHN HAILA

COUNCIL MEMBERS

BRONWYN BEATTY-HANSEN

GLORIA BETCHER

AMBER CORRIERI

TIMOTHY GARTIN

DAVID MARTIN

CHRIS NELSON

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

TABLE OF CONTENTS

How To Use This Budget Document	1
Budget and Fiscal Policies	5
City of Ames Organizational Chart	16
Property Tax Levy	18
Financial Summaries.....	19
Public Safety Program.....	27
Utilities Program.....	61
Transportation Program	115
Community Enrichment Program	157
General Government Program.....	215
Debt Service.....	251
Internal Service Program.....	257
Transfers	269
Fund Summaries.....	271



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished
Budget Presentation
Award*

PRESENTED TO

City of Ames

Iowa

For the Fiscal Year Beginning

July 1, 2017

Christopher P. Morill

Executive Director

The Government Finance Officers Association of the United States and Canada (GFOA) presented a Distinguished Budget Presentation Award to the City of Ames, Iowa for its annual budget for the fiscal year beginning July 1, 2017. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as an operations guide, as a financial plan, and as a communication device.

This award is valid for a period of one year only. We believe our current budget continues to conform to program requirements, and we are submitting it to GFOA to determine its eligibility for another award.

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’ decision. 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 balances. 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
- Transit Fund

Combined, these major funds represent approximately 80% of total City expenses. In the Fund Summary section, see the index for funds by type and the top of each fund sheet for its 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 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 second 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 in October for project carryovers from the previous fiscal year and prepares a final amendment 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, and printing; and external charges for training, conferences, dues, recruiting, utilities, repairs, maintenance, 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 and software, 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 a program activity are 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.

It is not always possible to assign the 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 the Manager Recommended or Adopted column and the Adopted column for the previous fiscal year.

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 2,080 hours of work per year by full-time and permanent part-time employees (52 weeks times 40 hours per week equals 2,080 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 capital assets in the Enterprise and Internal Service Funds, and inventory in all of the funds. Excluded from liabilities are employee benefits which are not recorded on City books, but are shown in the audited City financial statements as a liability.

Emphasis has been placed on the beginning balances for the current year adjusted, which are then carried forward based on the estimated revenues and expenditures to estimate a beginning balance for the beginning of the next 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 25% of operating revenues.

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.

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 hookup 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.

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 information about the market for the fees being assessed.
- 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 encumbrance; 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 recovered will be credited to the Equipment Replacement Fund. The City Information Technology 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 within the operating program budget. 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 benefitted 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, follow a policy of full disclosure on every financial report and bond prospectus (Official Statement), and 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:

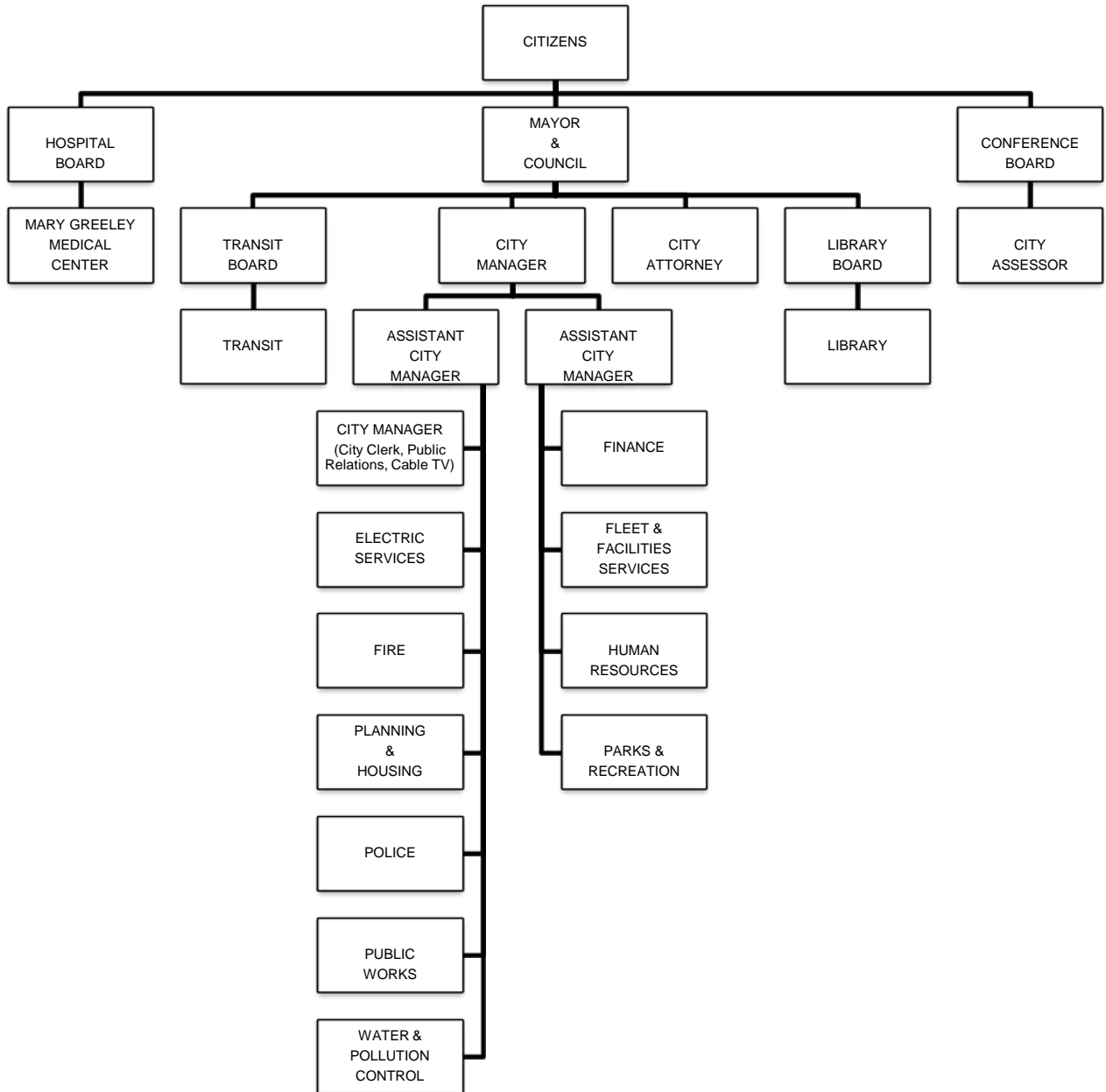
- Analyzing systems and procedures to ensure efficient delivery of services.
- Evaluating the ability of new technologies and related capital investments to improve productivity.
- Developing the skills and abilities of all City employees.
- Developing and implementing appropriate methods of recognizing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

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 Project (CIP) information for the 5-year plan and begin preparation of amended 2015/16 and proposed 2017/18 operational budgets. Resident Satisfaction Survey results are presented to the City Council.
OCTOBER	October 3 – 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 email questions.
NOVEMBER DECEMBER	December 12 – City Council budget meeting to review issues, priorities, and preferences in service levels for the 2018/19 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 16 – CIP workshop with City Council. January 23 – Public hearing for resident input on CIP.
FEBRUARY	February 6, 7, 8, 13 – City Council reviews entire program budget with department heads in five public meetings held on one afternoon and four evenings.
MARCH	March 6 – Final budget hearing and adoption of amended 2017/18 budget and 2018/19 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 ORGANIZATIONAL CHART



AMES CITY COUNCIL APPOINTEES

Name	Title	Phone Number
Steve Schainker	City Manager	515-239-5101
Mark Lambert	City Attorney	515-239-5146

CITY OF AMES, IOWA, DEPARTMENT HEADS

Name	Department	Phone Number
Donald Kom	Electric	515-239-5171
Duane Pitcher	Finance	515-239-5114
Shawn Bayouth	Fire	515-239-5414
Corey Mellies	Fleet Services/Facilities	515-239-5520
Kaila Boothroy	Human Resources	515-239-5199
Lynne Carey	Library	515-239-5630
Keith Abraham	Parks & Recreation	515-239-5350
Kelly Diekmann	Planning & Housing	515-239-5400
Chuck Cychosz	Police	515-239-5130
John Joiner	Public Works	515-239-5162
Sheri Kyras	Transportation – CyRide	515-239-5563
John Dunn	Water & Pollution Control	515-239-5150

CITY OF AMES, IOWA

FY 2018/19 PROPERTY TAX LEVY

Taxable Valuation \$ 2,914,741,622

% Change From FY 2017/18 7.9%

LEVY REQUIRED	LEVY PER \$1,000 VALUATION	DOLLAR AMOUNT	RATE		DOLLAR	
			CHANGE	%	CHANGE	%
Total Requirement	7.31435	21,319,428	(0.29205)	(3.84)	771,178	3.75
Less:						
State Replacement Tax	0.18027	525,452	0.01424	(7.32)	-	0.00
Local Option Property Tax	1.63258	4,758,540	0.12890	(7.32)	-	0.00
Net General Levy	5.50149	16,035,436	(0.14892)	(2.64)	771,178	5.05
Trust and Agency Levy (Partial Police/Fire Benefits)	.71534	2,085,034	(0.01126)	(1.55)	122,172	6.22
Transit Levy	.63361	1,846,795	(0.01833)	(2.81)	85,609	4.86
Total Before Debt Service	6.85044	19,967,265	(0.17851)	(2.54)	978,959	5.16
Debt Service Levy	3.21813	9,491,225	(0.12881)	(3.85)	347,591	3.80
Grand Total Tax Levy	10.06857	29,458,490	(0.30732)	(2.96)	1,326,550	4.72

Ag Levy – Valuation: \$5,382,400 x 3.00375 = \$16,167

TIF valuation available for Debt Service - \$34,554,637

SOLIDS CONTACT UNIT



FINANCIAL SUMMARIES

SUMMARY OF TOTAL REVENUES AND EXPENDITURES

REVENUE SUMMARY

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Property Taxes	27,193,596	28,820,227	28,820,227	30,267,943	5.0%
Other Taxes:					
State Replacement Tax	973,209	973,210	973,210	973,210	0.0%
Local Option Sales Tax	7,711,124	7,930,900	7,681,419	7,930,900	0.0%
Hotel/Motel Tax	2,435,218	2,320,508	2,400,000	2,450,000	5.6%
	11,119,551	11,224,618	11,054,629	11,354,110	1.2%
Licenses & Permits	2,123,356	1,592,928	1,573,628	1,651,950	3.7%
Intergovernmental Revenue:					
State Road Use Tax	7,535,306	7,046,318	7,105,282	7,164,247	1.7%
Federal Grants	5,013,866	2,650,386	4,800,007	2,520,515	-4.9%
State Grants/SRF Funding	36,282,867	13,344,976	33,826,060	10,957,200	-17.9%
Monies & Credits	20,565	20,000	20,000	20,000	0.0%
County Contributions	144,923	140,000	148,792	145,000	3.6%
Other Intergovernmental Revenue	6,878,599	6,495,574	6,629,121	6,763,795	4.1%
	55,876,126	29,697,254	52,529,262	27,570,757	-7.2%
Charges for Services:					
Utility Charges	81,563,695	82,999,274	84,288,064	85,002,798	2.4%
Other Charges for Services	8,956,462	9,494,695	9,304,651	10,492,433	10.5%
	90,520,157	92,493,969	93,592,715	95,495,231	3.2%
Fines, Forfeit, & Penalty	790,247	830,400	668,500	773,400	-6.9%
Use of Money & Property:					
Interest Revenue	491,339	801,100	825,100	875,300	9.3%
Other Uses of Money/Property	931,521	977,164	1,000,700	1,035,622	6.0%
	1,422,860	1,778,264	1,825,800	1,910,922	7.5%
Miscellaneous Revenues:					
Proceeds from Bonds	12,394,676	7,521,000	11,511,000	7,987,000	6.2%
Other Miscellaneous Revenue	6,560,997	3,237,061	6,868,669	3,787,595	17.0%
	18,955,673	10,758,061	18,379,669	11,774,595	9.5%
Internal Service Revenue	17,825,607	17,647,811	17,525,662	18,048,033	2.3%
Total Before Transfers	225,827,173	194,843,532	225,970,092	198,846,941	2.1%
Transfers	20,591,195	22,373,627	22,766,008	23,543,460	5.2%
Total Revenues	246,418,368	217,217,159	248,736,100	222,390,401	2.4%

EXPENDITURES BY PROGRAM

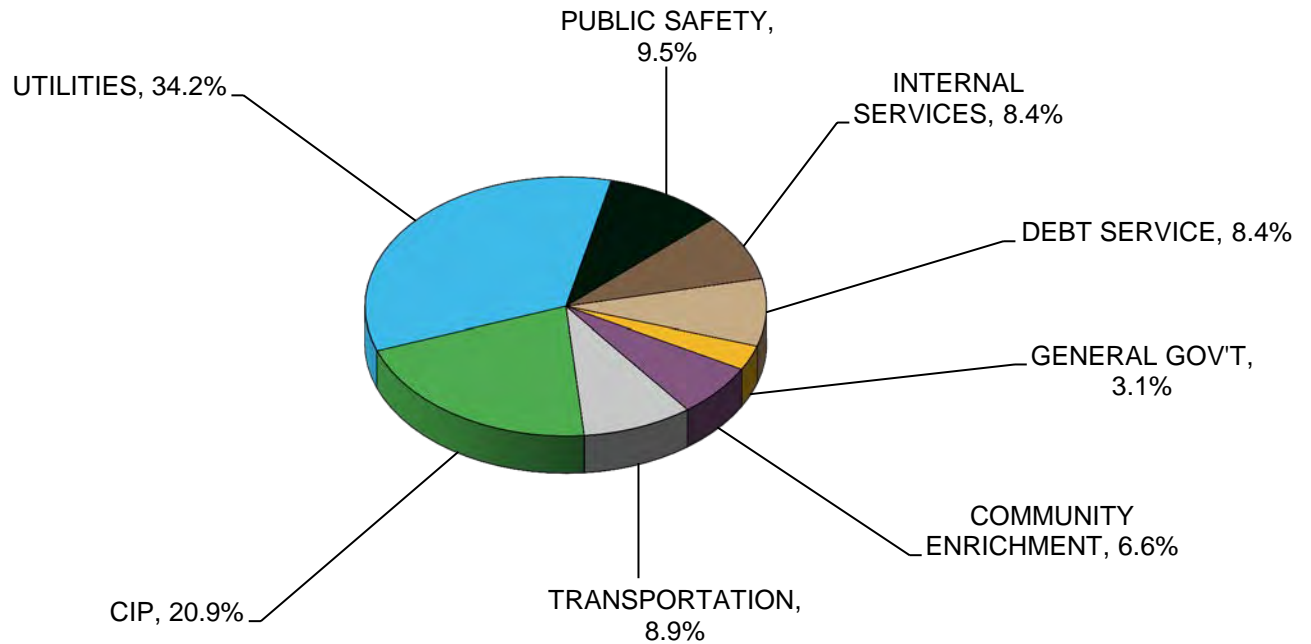
	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Operations:					
Public Safety:					
Law Enforcement	8,885,088	9,479,825	9,698,846	9,838,885	3.8%
Fire Safety	6,531,934	7,004,861	6,890,478	7,283,577	4.0%
Building Safety	1,267,153	1,543,376	1,425,242	1,571,653	1.8%
Animal Control	411,587	401,346	522,217	463,524	15.5%
Other Public Safety	807,491	877,700	889,500	924,500	5.3%
Total Public Safety	17,903,253	19,307,108	19,426,283	20,082,139	4.0%
Utilities:					
Electric Services	50,133,573	54,927,719	54,475,894	54,928,678	0.0%
Water and Pollution Control	7,043,114	7,960,030	8,028,324	8,157,061	2.5%
Water Distribution System	1,386,443	1,380,576	1,424,742	1,431,302	
Sanitary Sewer System	746,213	827,099	825,905	868,390	5.0%
Storm Water Management	451,833	657,761	617,404	667,598	1.5%
Resource Recovery	3,870,257	4,115,056	4,132,832	4,263,588	3.6%
Utility Customer Service	1,462,370	1,587,923	1,580,639	1,647,962	3.8%
Total Utilities	65,093,803	71,456,164	71,085,740	71,964,579	0.7%
Transportation:					
Street/Traffic System	4,916,528	5,661,636	5,793,935	5,838,710	3.1%
Transit System	10,444,195	11,245,935	11,320,274	11,748,735	4.5%
Parking System	823,636	917,418	951,427	1,087,317	18.5%
Airport Operations	146,560	150,793	171,710	149,486	-0.9%
Total Transportation	16,330,919	17,975,782	18,237,346	18,824,248	4.7%
Community Enrichment:					
Parks and Recreation	4,322,110	4,429,832	4,496,736	4,573,922	3.3%
Library Services	4,195,689	4,496,776	4,670,206	4,701,039	4.5%
Human Services	1,326,442	1,375,216	1,376,394	1,444,724	5.1%
Art Services	176,807	204,979	232,979	204,979	0.0%
Cemetery	206,900	166,798	171,534	175,641	5.3%
City-Wide Housing Programs	44,776	52,161	52,963	54,147	3.8%
CDBG Program	424,613	490,986	1,124,398	510,515	4.0%
Economic Development	2,161,577	2,117,788	2,179,835	2,275,169	7.4%
Total Community Enrichment	12,858,914	13,334,536	14,305,045	13,940,136	4.5%

EXPENDITURES BY PROGRAM, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
General Government:					
City Council	342,685	367,270	492,624	427,296	16.3%
City Clerk	336,264	402,885	379,910	371,003	-7.9%
City Manager	641,199	769,076	728,567	765,962	-0.4%
Public Relations	284,806	200,589	251,165	204,159	1.8%
Media Production Services	144,885	154,122	153,247	158,679	3.0%
Planning Services	815,808	845,336	1,106,023	865,415	2.4%
Finance Services	1,751,936	1,864,665	1,865,095	1,963,719	5.3%
Legal Services	854,630	766,451	801,683	787,852	2.8%
Human Resources	409,607	502,025	530,753	543,900	8.3%
Facilities	441,822	444,425	496,039	452,069	1.7%
Total General Government	6,023,642	6,316,844	6,805,106	6,540,054	3.5%
Total Operations	118,210,531	128,390,434	129,859,520	131,351,156	2.3%
CIP:					
Public Safety CIP	72,924	50,000	133,302	1,137,000	2174.0%
Utilities CIP	39,356,432	20,179,350	51,633,883	24,672,600	22.3%
Transportation CIP	15,067,340	20,283,720	37,398,199	16,814,400	-17.1%
Community Enrichment CIP	1,050,881	1,170,000	3,398,722	1,260,000	7.7%
General Government CIP	1,230,993	50,000	1,590,391	50,000	0.0%
Internal Services CIP	227,654	-	47,788	-	
Total CIP	57,006,224	41,733,070	94,202,285	43,934,000	5.3%
Debt Service:					
General Obligation Bonds	14,522,273	11,798,504	16,039,997	11,974,832	1.5%
Electric Revenue Bonds	968,556	967,306	967,306	964,557	
SRF Loan Payments	1,069,737	4,752,158	4,633,318	4,680,645	-1.5%
Bond Costs	131,576	-	12,169	-	
Total Debt Service	16,692,142	17,517,968	21,652,790	17,620,034	0.6%
Internal Services:					
Fleet Services	3,582,375	3,285,092	4,861,124	3,446,968	4.9%
Information Technology	2,875,090	2,575,855	3,481,260	2,586,906	0.4%
Risk Management	2,378,272	2,587,223	2,445,273	2,521,124	-2.6%
Health Insurance	8,116,533	9,176,166	8,383,705	9,113,137	-0.7%
Total Internal Services	16,952,270	17,624,336	19,171,362	17,668,135	0.3%
Total Expenditures Before Transfers	208,861,167	205,265,808	264,885,957	210,573,325	2.6%
Transfers:	20,591,195	22,373,627	22,766,008	23,543,460	5.2%
Total Expenditures	229,452,362	227,639,435	287,651,965	234,116,785	2.9%

EXPENDITURES BY PROGRAM, continued

WHERE THE MONEY IS SPENT... 2018/19 MANAGER RECOMMENDED

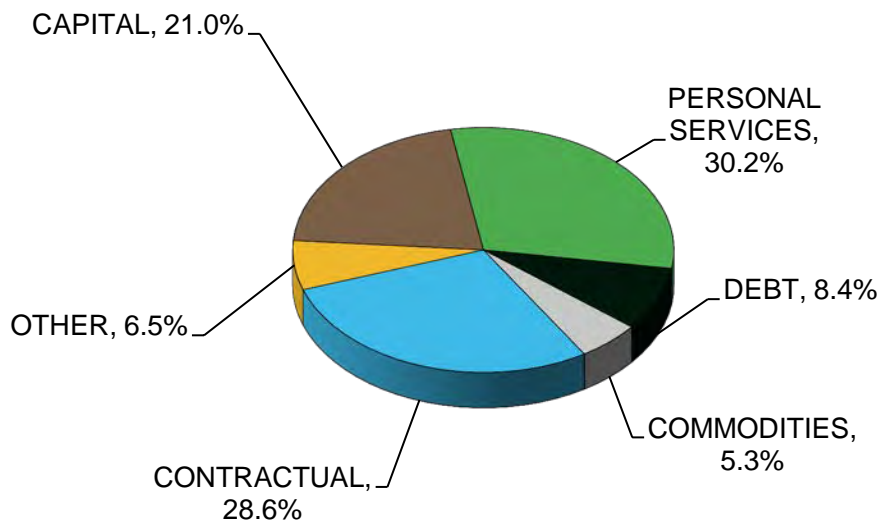


Excluding Transfers

EXPENDITURES BY CATEGORY

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Personal Services	55,651,026	61,376,390	59,459,964	63,893,543	4.1%
Contractual	61,582,275	60,185,310	61,753,605	60,285,919	0.2%
Commodities	10,296,510	10,908,436	11,469,307	11,148,182	2.2%
Capital	51,494,677	41,599,111	96,679,557	43,944,570	5.6%
Debt	16,692,142	17,517,968	21,652,790	17,620,034	0.6%
Other (Refunds, Insurance Claims, etc)	13,144,537	13,678,593	13,870,734	13,681,077	0.0%
Total Expenditures Before Transfers	208,861,167	205,265,808	264,885,957	210,573,325	2.6%
Transfers	20,591,195	22,373,627	22,766,008	23,543,460	5.2%
Total Expenditures	229,452,362	227,639,435	287,651,965	234,116,785	2.9%

BREAKDOWN BY MAJOR EXPENSE CATEGORY 2018/19 MANAGER RECOMMENDED



Excluding Transfers

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

Department	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
City Manager/City Clerk	10.50	10.50	10.50	10.50
Legal Services	6.00	6.00	6.00	6.00
Human Resources	7.75	7.75	7.75	7.75
Planning & Housing	7.00	7.00	7.00	7.00
Administrative Services	6.00	6.00	5.00	5.00
Finance	40.75	40.75	40.75	40.75
Fleet Services/Facilities	9.50	9.50	9.50	9.50
Transit	84.05	84.05	84.05	84.55
Fire/Building Safety	68.00	69.00	70.00	71.00
Police/Animal Control	79.65	80.65	80.65	82.15
Library	35.75	35.75	35.75	36.25
Parks and Recreation	25.00	25.00	25.00	25.00
Water & Pollution Control	40.30	40.30	40.30	40.30
Electric Services	81.00	81.00	81.00	81.00
Public Works:				
Administration	2.00	2.00	2.00	2.00
Traffic	7.00	7.00	8.00	8.00
Streets	22.00	22.00	22.00	22.00
Engineering	14.75	14.75	14.75	14.75
Utility Maintenance	11.00	11.00	11.00	11.00
Resource Recovery	15.00	15.00	15.00	15.00
Parking	2.00	2.00	2.00	2.00
Public Works Total	<u>73.75</u>	<u>73.75</u>	<u>74.75</u>	<u>74.75</u>
Total	<u>575.00</u>	<u>577.00</u>	<u>578.00</u>	<u>581.50</u>

CHANGES IN EMPLOYMENT LEVELS (FTE) (Full-Time Equivalents)

The staffing level changes for the City of Ames that are included in the 2017/18 Adjusted Budget and 2018/19 Manager Recommended Budget are as follows:

2017/18 Adjusted: 578.00 FTEs (1.00 increase)

- + 1.00 FTE An additional rental housing inspector has been added to assist with rental housing code enforcement

- + 1.00 FTE An additional Civil Engineer position was created in the Traffic Division of Public Works, primarily to assist with CIP projects

- (1.00) FTE Eliminated an unfilled fifth principal clerk position in Administrative Services

2018/19 Requested: 581.50 (3.50 increase)

- + 1.00 FTE An additional Police Officer position has been added to the Patrol Division. This officer will be used to expand the Safe Neighborhoods Team (SNT) to five officers, enhancing the team's ability to prevent serious crime.

- + 1.00 FTE An additional full-time Firefighter position has been added to assist with short term vacancies across all three shifts and ensure that overtime is minimized.

- + 0.50 FTE A part-time Vet Tech position has been created in Animal Control to improve the medical examinations and routine treatment of incoming shelter animals, and to ensure that animals adopted from the shelter are healthy and disease-free.

- + 0.50 FTE A part-time Information Technology person is being added in Transit to support CyRide's transit technology, such as vehicle location equipment, Google Transit, and the digital advertising display system.

- + 0.50 FTE A part-time Graphic Design and Communications Assistant position has been created in Library Services.



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CASCADE AERATORS



PUBLIC SAFETY

PUBLIC SAFETY

Law Enforcement	30
Police Administration and Records.....	32
Crime Prevention and Police Services	34
General Investigation	38
Emergency Communications	42
Police Forfeiture/Grants	44
Fire Safety	46
Fire Administration and Support.....	48
Fire Suppression and Emergency Action	50
Fire Prevention and Safety Education	52
Building Safety/Inspections	54
Animal Control	56
Other Community Protection	58
(Street Lights and Civil Defense)	
Public Safety CIP	59

PUBLIC SAFETY

Program Description:

One of the primary functions of the Ames City government is to safeguard and protect the lives, health, and property of its citizens. Such protection extends across the following major areas in Law Enforcement: crime prevention activities, Safe Neighborhoods Team, patrol and emergency response, traffic enforcement, juvenile services, and specialized criminal investigations. Fire Safety 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. Building Safety entails the enforcement of structural, rental housing, electrical, plumbing, and mechanical codes which have been adopted for citizens' safety. Animal Control operates the City's animal shelter, which provides impoundment and shelter for domestic animals found within the City, as well as urban wildlife. Other Community Protection includes expenditures for electricity for City street lights and the maintenance of the storm warning system. 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Use of Funds:					
Law Enforcement	8,885,088	9,479,825	9,698,846	9,838,885	3.8%
Fire Safety	6,531,934	7,004,861	6,890,478	7,283,577	4.0%
Building Safety	1,267,153	1,543,376	1,425,242	1,571,653	1.8%
Animal Control	411,587	401,346	522,217	463,524	15.5%
Other Public Safety	807,491	877,700	889,500	924,500	5.3%
Total Operations	17,903,253	19,307,108	19,426,283	20,082,139	4.0%
Public Safety CIP	72,924	50,000	133,302	1,137,000	2174.0%
Total Expenditures	17,976,177	19,357,108	19,559,585	21,219,139	9.6%
Personnel - Authorized FTE	146.15	148.15	149.15	151.65	

PUBLIC SAFETY

	2015/16 Actual	2016/17 Adopted	2016/17 Adjusted	2017/18 Adopted	% Change From Adopted
Expenditures by Category:					
Personal Services	14,905,826	16,015,857	15,738,074	16,798,289	4.9%
Contractual	2,707,312	2,985,491	2,989,425	3,000,285	0.5%
Commodities	279,558	304,260	341,266	282,065	-7.3%
Capital	7,055	-	356,018	-	
Other	3,502	1,500	1,500	1,500	
Total Operations	17,903,253	19,307,108	19,426,283	20,082,139	4.0%
Public Safety CIP	72,924	50,000	133,302	1,137,000	2174.0%
Total Expenditures	17,976,177	19,357,108	19,559,585	21,219,139	9.6%
Funding Sources:					
Program Revenues	3,963,244	3,553,311	3,508,559	3,764,910	6.0%
General Fund	13,940,009	15,753,797	15,917,724	16,317,229	3.6%
Total Operations Funding	17,903,253	19,307,108	19,426,283	20,082,139	4.0%
Public Safety CIP Funding:					
G.O. Bonds	-	-	-	1,137,000	
General Fund	-	-	34,000	-	
Local Option Sales Tax	72,924	50,000	99,302	-	-100.0%
Total CIP Funding	72,924	50,000	133,302	1,137,000	2174.0%
Total Funding Sources	17,976,177	19,357,108	19,559,585	21,219,139	9.6%

LAW ENFORCEMENT

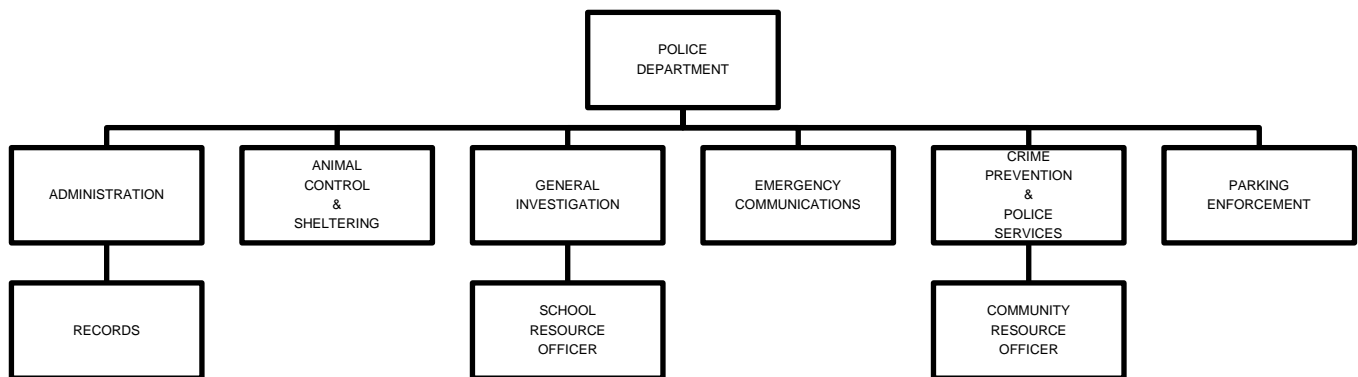
Activity Description:

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, Safe Neighborhoods Team, 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, implementation of the emergency medical dispatch program, and the initial documentation associated with fire, law enforcement, and emergency 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 a separate Public Safety activity.)

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Administration/Records	892,979	932,505	1,058,532	960,126	3.0%
Crime Prevention/Police Svcs	5,653,828	6,017,517	6,091,345	6,237,575	3.7%
General Investigation	1,064,255	1,208,544	1,225,055	1,271,349	5.2%
Emergency Communications	1,200,972	1,266,259	1,268,914	1,314,835	3.8%
Police Forfeiture/Grants	73,054	55,000	55,000	55,000	
Total Expenditures	8,885,088	9,479,825	9,698,846	9,838,885	3.8%
Personnel - Authorized FTE	74.25	75.25	75.25	76.25	

LAW ENFORCEMENT

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	7,748,232	8,220,217	8,140,650	8,589,747	4.5%
Contractual	964,412	1,087,971	1,118,309	1,094,783	0.6%
Commodities	169,553	170,137	196,762	152,855	-10.2%
Capital	-	-	241,625	-	
Other Expenditures	2,891	1,500	1,500	1,500	
Total Expenditures	8,885,088	9,479,825	9,698,846	9,838,885	3.8%
Funding Sources:					
<i>Police Revenues:</i>					
Ames Community Schools	43,819	44,805	44,805	46,037	2.8%
Municipal Fines/Fees	55,359	100,000	55,000	55,000	-45.0%
Charges for Services	130,502	124,942	125,892	132,120	5.8%
Police Forfeiture	25,187	7,000	7,000	7,000	
Police Grants	42,292	48,000	48,000	48,000	
Donations	5,575	-	-	-	
Total Revenues	302,734	324,747	280,697	288,157	-11.3%
General Fund Support	8,582,354	9,155,078	9,418,149	9,550,728	4.3%
Total Funding Sources	8,885,088	9,479,825	9,698,846	9,838,885	3.8%



POLICE ADMINISTRATION AND RECORDS

Police Administration provides leadership and direction for the department as a whole through strategic planning, crime analysis, prioritization and strategic budgeting. This activity serves as the supervisory and administrative backbone of the department. The Police Administration activity also coordinates departmental improvement through policy development and review, leadership and supervisory development, employee professional development and education, and community relations activities.

Police Records 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:

- ✓ Implement creative, energetic and engaging ideas to address crime to promote a sense of one community
- ✓ Provide a professional, community-focused, efficient and effective police force
- ✓ Assist the public in understanding police services and decision-making
- ✓ Provide timely, accurate reports and public information
- ✓ Enhance communications with citizens
- ✓ Build trust within the community

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	764,218	784,200	779,722	809,541	3.2%
Contractual	120,265	140,335	162,965	142,410	1.5%
Commodities	8,496	7,970	12,370	8,175	2.6%
Capital	-	-	103,475	-	
Other Expenditures	-	-	-	-	
Total Expenditures	892,979	932,505	1,058,532	960,126	3.0%
Funding Sources:					
General Fund	892,979	932,505	1,058,532	960,126	3.0%
Total Funding Sources	892,979	932,505	1,058,532	960,126	3.0%
Personnel - Authorized FTE	7.25	7.25	7.25	7.25	

POLICE ADMINISTRATION AND RECORDS

Highlights:

Community conversations about hate, bias and even politics have become heated in the last year. Political issues are often presented in an atmosphere of conflict. National issues involving harassment, immigration, race and many others have had an impact on local government operations. In many places, police departments and their communities are working together to redefine and strengthen relationships. In Ames, the Police Department has a history of vigorous outreach and a commitment to the local community. That commitment will continue. At the same time, the amount of turnover in our community means that many of our citizens are new each year. The task of developing and maintaining community relationships begins anew each year. To support that effort, the department will continue to offer specialized training programs such as Fair and Impartial Policing (FIP) that will reach every officer and help them develop interpersonal communication and activity skills. Ongoing training in community outreach and problem-solving lets supervisors explore successful strategies from other departments across the country. Public outreach programming like National Night Out will continue as it connects officers and the public in very positive ways.

In an effort to increase trust and transparency with our community, especially the minority community, the department has contracted with St. Ambrose University Professor Chris Barnum to collect data and analyze the department's traffic stops. The goal is to determine if there are disproportionate minority contacts during traffic stops.

There has been an on-going review of the 800 MHz voice radio system used by police, fire and other emergency response personnel. The current system is quite old and dispatchers and officers have logged problems throughout the City. Working with the Story County 911 Board and the other emergency response and public service agencies in Story County, the department has worked through a needs analysis for a future radio system with a consultant hired by the 911 Board. The results will lay the groundwork for a future radio system. Funding for this project is proposed through a CIP.

During the 2017/18 budget year, the council endorsed the concept of providing security cameras in Campustown. The cameras will actually be part of the Iowa State University security camera system. The installation of these cameras is budgeted at \$49,875 in the 2017/18 year and ongoing expenses of \$2,880 are reflected in 2018/19.

Customer service remains a priority for the department. The Records staff has redefined their work space to put a staff member at the front window providing a direct connection with citizens who come to the Police Department in person for assistance.

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Attorney requests for information	1,874	1,872	2,179	2,000
Accident reports processed	881	963	809	900
Record checks processed	1,280	1,334	1,979	1,900
Total # of incidents handled	6,277	6,348	6,717	6,500
Public records requests	188	217	239	240
Efficiency and Effectiveness:				
% of citizens somewhat or very satisfied with Police services	93%	94%		

CRIME PREVENTION AND POLICE SERVICES

The Crime Prevention and Police Services activity is the core of the Law Enforcement Program. This activity encompasses the Patrol Division, which is the largest area of operations within the Police Department. Of the department's 55 sworn officers, 44 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 ten patrol cars serves the four patrol areas. This unit also includes a Mental Health Advocate, and the Safe Neighborhoods Team that emphasizes problem-solving and relationship building in high call volume areas.

Service Objectives:

- ✓ Provide public education and crime prevention service
- ✓ Expand data-driven decision making, deployment, and problem-solving
- ✓ Enhance community involvement in day-to-day community 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	4,948,240	5,212,053	5,128,799	5,465,542	4.9%
Contractual	575,854	681,347	681,254	662,558	-2.8%
Commodities	128,776	124,117	143,142	109,475	-11.8%
Capital	-	-	138,150	-	
Other Expenditures	958	-	-	-	
Total Expenditures	5,653,828	6,017,517	6,091,345	6,237,575	3.7%
Funding Sources:					
General Fund	5,653,828	6,017,517	6,091,345	6,237,575	3.7%
Total Funding Sources	5,653,828	6,017,517	6,091,345	6,237,575	3.7%
Personnel - Authorized FTE	45.00	46.00	46.00	47.00	

CRIME PREVENTION AND POLICE SERVICES

Highlights:

Problem solving and building relationships are the core goals of the department's Crime Prevention and Police Services program. The department is using various strategies, like hot spot policing, to address property crimes such as thefts and burglaries. Crime data is charted on a map and officers are directed to specific locations based on crime patterns. This allows officers to see and evaluate those patterns. The officers are able to intervene earlier to reduce crime and increase public safety. A large amount of time in the Patrol Division is invested in quality of life problems such as: noise complaints, vandalism, disruptive parties, neighborhood disputes, and illegal parking. Patrol officers collaborate with other city departments and community stakeholders to address these issues in a timely and effective manner.

The Safe Neighborhoods Team (SNT) is part of the Patrol Division. The SNT is currently staffed with four patrol officers, a Community Resource Officer (CRO) and a supervisor. This budget includes a new, fifth officer for FY 2018/19. By adding an additional officer, SNT will be able to enhance their emphasis on the prevention of serious crime. Advances in crime prediction, intelligence-led policing, and technology supported crime analytics are showing results in the prevention of serious crime, including gun-related violence. These strategies take expertise and time that can be provided by a new officer. SNT continues with duties such as monitoring liquor license establishments and responding to loud parties. They have worked with apartment managers and owners to reduce repeat calls and solve quality of life problems. The team also has direct interaction with neighborhood organizations and student groups. This has resulted in arrests, intelligence and information gathering, while solving some of the problems affecting these areas. The team has fostered stronger working relationships with neighborhoods and students, and furthered the Council's goal of strengthening our community.

The police department created a LGBTQ Police Liaison assignment. The officer serves as an accessible and approachable liaison to the city and university's LGBTQ community, promotes communication with community stakeholders, and assists the department and community in being responsive to LGBTQ-related concerns. Discussions are underway regarding other liaison roles that may be helpful to the public.

The department's training efforts have also helped maintain best practices. All of police staff completed Fair and Impartial Policing training in 2017. This ongoing training helps staff understand and identify implicit bias in ourselves and others, and provides strategies to help override such bias in an effort to promote police legitimacy, provide procedural justice and continue to enhance the organization's overall mission of relationship building and problem solving.

The department is in the process of purchasing Body Worn Cameras (BWC). The review team is seeking stakeholder feedback for policy and privacy considerations of BWC. Understanding and addressing the privacy concerns with the collection and dissemination of video from BWC, may be the most complicated part of the process. Final procurement decisions should occur during the first quarter of 2018.

As in years past, alcohol continues to be a serious substance abuse problem within our community. Officers are very proactive in their efforts to limit underage and excessive drinking within our community through compliance checks, training for retail liquor licensed vendors, and outreach to underage youth.

CRIME PREVENTION AND POLICE SERVICES

Highlights, continued:

A significant amount of patrol officer time is committed to helping people obtain psychiatric attention and other needed support services. In order to deliver the best service to mental health consumers and their families, police officers continue to undergo mental health awareness training. Officers actively work with the Mental Health Advocate to increase the chances of positive outcomes on these difficult calls. The Mental Health Advocate works to help educate, and provide services and support for those struggling with a variety of mental health or emotional issues and their families.

The department recently purchased Narcan Nasal Spray for the emergency treatment of a known or suspected opioid overdose. All department staff members have been trained in identifying opioid overdoses and proper administration of the nasal spray. The addition of Narcan is a step in the growing collaboration with Emergency Medical Services to provide faster response to citizens in need.

The Patrol Division continues to be responsive to citizen concerns related to traffic violations occurring in neighborhoods throughout the community. The Police Department utilizes mapping software to identify high accident areas and target enforcement to these areas. Police staff also works with the traffic engineer on engineering changes that make our streets safer for motorists. 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 utilizing a traffic safety grant. By working with other agencies, the department is able to have a greater presence within an area to enhance public awareness of enforcement actions.
- Targeting special areas within the community for enhanced enforcement activities such as the new elementary schools and aquatic center. These actions have provided a safer environment for our children.
- The department has also been involved in pedestrian, skateboard, and bike safety initiatives such as Bike Walk Drive Smart, which target areas with high pedestrian traffic in an effort to provide safer street crossing for pedestrians and bicyclists. Many of the initiatives have focused on the Campustown area.
- Partnering with the school district's bus service to work on the problem of motorists who do not stop for school bus stop arms.

Members of the Patrol Division continue to promote the "Certified Crime Free Housing Program" along with conducting "Crime Prevention through Environmental Design" (CPTED) 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. CPTED evaluations are also being completed as many new large apartment buildings are being constructed.

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

- Shop With A Cop
- Adopt a Senior Program
- Child Car Seat Inspections

CRIME PREVENTION AND POLICE SERVICES

Highlights, continued:

- Bicycle Safety Inspections
- Tours of the Police Department
- Citizen Police Academy
- Safe Neighborhoods Team Outreach
- National Night Out
- Bike Walk Drive SMART
- Donut Disrespect
- Carving with Cops
- Student Internships
- Coffee with Cops
- “Tweet-Alongs”- virtual ride-alongs via social media

The department partnered with ISU Police to bring our community together and focus on respect with the spring social media campaign, “Donut Disrespect”. The simple message: “Donut disrespect, donut discriminate, donut harass and donut hate” was embraced by the community and it garnered nationwide attention after the videos went viral. Officers delivered donuts throughout Ames and discussed the importance of respecting one another.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Number of assaults investigated	271	256	316	
Number of thefts investigated	806	752	868	
OWI arrests	209	190	139	
Liquor violations	106	85	91	
Noise complaints investigated	1,047	1,055	1,256	
Mental health related contacts	1,600	1,655	1,636	
Efficiency and Effectiveness:				
Community Resource Officer contacts	12,415	15,942	19,591	
Crime prevention presentations	89	100	86	
Incidents per sworn position	534	540	612	

GENERAL INVESTIGATION

The General Investigation activity is responsible for the development and implementation of 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, Drug Task Force Officer, arson investigations, evidence management, forensic analysis and sexual assault response.

The objective of this activity is to investigate and resolve complex criminal activity.

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 (SART)
- ✓ Identify and apprehend repeat offenders and investigate major crimes

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	947,754	1,075,244	1,088,835	1,131,326	5.2%
Contractual	109,748	119,070	121,990	131,038	10.1%
Commodities	6,753	14,230	14,230	8,985	-36.9%
Capital	-	-	-	-	
Other Expenditures	-				
Total Expenditures	1,064,255	1,208,544	1,225,055	1,271,349	5.2%
Funding Sources:					
General Fund	1,020,436	1,163,739	1,180,250	1,225,312	5.3%
Ames Community Schools	43,819	44,805	44,805	46,037	2.8%
Total Funding Sources	1,064,255	1,208,544	1,225,055	1,271,349	5.2%
Personnel - Authorized FTE	9.00	9.00	9.00	9.00	

GENERAL INVESTIGATION

Highlights:

The officers assigned to Criminal Investigations Division work in a team-oriented environment, which has resulted in numerous successful case investigations. Examples include:

- The investigation into a sexual assault occurring at Franklin Park. This case is aided by DNA evidence.
- The conviction of an Ames woman for voluntary manslaughter in the death of her husband.
- The investigation into an opioid overdose death resulting in charging two individuals for providing the harmful substances.
- Two investigations resulted in convictions against those in a position of power taking advantage of younger female victims. One was a teacher and one a youth pastor.
- The investigation into a shooting that occurred on Welch Avenue where four Fort Dodge residents were charged and plead guilty. This also included an officer involved shooting and the cooperation of multiple law enforcement agencies.
- Charges filed in a case involving multiple robberies of convenience stores.
- The investigation into a home invasion resulting in charges against two men.
- The investigation into burglaries at several pharmacies in the area leading to charges against an Ames man.
- The investigation into several package thefts. Detectives were able to utilize a new chemical process to enhance fingerprints, assisting in the identification and charging of the person involved.
- The investigation into a suspicious gun transfer where detectives used a new process to reconstruct a serial number that had been scratched off.

Investigations also includes the Ames Police Department's Public Information Officer (PIO). The PIO has continued to expand the Police Department's social media program. Currently, the police department is actively using Twitter, Facebook and Instagram. Social media has become an important form of communication and information sharing and it makes sense for the police department to be a part of this discussion. The PIO continues to use social media to get information out to the public. Some examples include SCAMS, crime alerts, missing persons, traffic conditions and general information. Social media has been a positive enterprise and seems to be widely accepted and appreciated by the public.

A priority with the Criminal Investigation Division is to ensure that members receive advanced training in order to help provide high quality service to crime victims.

Examples of training received during the past year include:

- Homicide Investigations/Crime Scene Management
- Crime Scene Processing and Photography
- Human Trafficking
- Computer Forensics Investigations
- Crisis Negotiator Training
- Restorative Justice
- Advanced Active Shooter Training for Schools
- Threat Assessments
- Mental Health First Aid Training
- Psychological First Aid and Trauma Informed Care
- Crisis Intervention Training

GENERAL INVESTIGATION

Highlights, continued:

- Domestic Violence and Awareness Training
- Crimes Against Children Conference
- Sexual Assault and Identifying Sexual Offenders
- International Conference on Sexual Assault, Domestic Violence and Campus Responses

A very strong working relationship with the Ames Community School District is being maintained through the proactive work of our School Resource Officer (SRO). The Ames Community School District provides approximately \$45,000 annually to support the SRO program. The SRO position divides its time between the elementary, middle and high schools. The goal of this program continues to be developing strong and positive relationships not only with students but also with their parents and school staff. The SRO program is not intended to trigger juvenile arrests. In fact, the schools and the SRO have been successful in identifying alternative approaches that use other resources and solutions. There have been a few troubling incidents this year at the schools centered around some racially charged incidents. The SRO has worked with the schools and the school district to investigate.

The SRO has also been assigned to patrol shifts to help cover vacations and shift shortages in the summer. Based on an examination of best practices in this area, the SRO focused on youth and their families last summer. The SRO handled youth-related calls, participated in youth related outreach events and activities, and followed up with families if there was law enforcement contact with the youth. The department received very positive feedback regarding this new strategy.

The SRO also continues to conduct tobacco compliance checks with area retailers for the purpose of educating and reducing the use of tobacco products by underage individuals. A new trend is electronic cigarettes and some of the enforcement issues that come along with them.

The Ames Police Department continues to contribute to the success of the Central Iowa Drug Task Force. An officer is assigned to the task force on a full time basis. Marijuana continues to be a prevalent illicit drug within our community. There has been an increase in shipments of high grade marijuana, THC oils, and marijuana edibles into the state from other states where marijuana has been legalized. The majority of seized marijuana is coming from Colorado, sometimes sent by mail, shipping companies and by private vehicle. This trend will likely increase as other states legalize marijuana use. Officers continue to observe a troubling increase in synthetic drugs and heroin. Investigation into the possession and sale of high grade ice methamphetamine within our community will continue. Most of the ice methamphetamine is shipped into our community from out of state. The Investigations Commander is a member of the Opioid Task Force in Story County. The goal of the Task Force is to educate the public and service providers on the dangers of opioids. The Ames Police Department has investigated a few overdose deaths and continues to look for signs of the opioid epidemic that is making its way to our area. While marijuana and methamphetamines remain the drugs of choice in our area, the Task Force is seeing more heroin, and related opioids.

The Investigation program continues an ongoing commitment to the Sexual Assault Response Team (S.A.R.T.) model. Over the last few years, both medical and advocacy agencies have gone through significant changes in how services are delivered. While there has been some evolution in the model, staff is committed to the teamwork model and our victims continue to be well served. The SART Coordinator position was recently dissolved by the university and those duties have been assigned to other positions within the university police department. We expect that the coordinated SART response will continue without change although some training activities may

GENERAL INVESTIGATION

Highlights, continued:

require more initiative from participating agencies. There was an increase in sexual assault reports in the last year for the second year in a row. This may be encouraged by the Start by Believing campaign, which promotes help-seeking behaviors by sexual assault victims. Start by Believing is a public awareness campaign uniquely focused on the public response to sexual assault. Start by Believing will lead the way toward stopping this cycle, by creating a positive community response, informing the public, uniting allies and supporters, and improving our personal reactions. It could also be influenced by the national spot light on sexual harassment and assault with the “Me Too” social media campaign.

The Ames Police Department is an active member of the Story County Domestic Assault Response Team (D.A.R.T.). The team is comprised of victim advocates, a prosecutor, probation officers, and other Story County law enforcement officers. The purpose of the team is to ensure victims of domestic violence are offered available services, resources, support and follow-up which is beneficial to the prosecution of domestic violence offenders. According to The Centers for Disease Control and Prevention and the National Institute of Justice, 22% of all women had been the victim of domestic violence during some period of their life. This collaborative response aims to increase victim safety to assist in breaking the cycle of violence through referrals and cooperation with these partner agencies. While we observed fewer overall reports of domestic violence, arrests were up.

The Ames Police Department is an active member of the F.B.I. Joint Terrorism Task Force (JTTF). An officer from Investigations assists the JTTF on a part-time basis. The purpose of the task force is to develop effective working partnerships among various federal and local law enforcement agencies and to ensure that pertinent information and sensitive intelligence is shared with all law enforcement members, particularly related to public events, facilities and terrorism.

Ames typically has 43-50 individuals who live in the community that must register with the state’s Sex Offender Registry. In order to properly conduct effective, periodic compliance checks on these individuals, Investigations has assigned two investigators to perform this task.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Homicide cases (attempted)	1	1	1	
Robbery	17	16	23	
Sexual assault	46	68	63	
Other sex offenses	0	0	0	
Child abuse	10	23	17	
Burglary	380	249	449	
Drug investigations	244	384	369	
Juvenile cases	352	360	261	
Juvenile referrals	148	176	159	
Domestic calls for service	309	221	253	
Domestic related arrest	60	72	89	
Efficiency and Effectiveness:				
Cases handled by investigators		207	210	

EMERGENCY COMMUNICATIONS

Emergency Communications is responsible for the operation of the 911 Center and the initial dispatch of emergency responders. This activity's staff also provides advance medical information through the emergency medical dispatch program, receiving 911 calls and text messages, receives non-emergency calls, manages radio communications, coordinates with state and federal agencies, manages criminal information services, and provides assistance to walk-in Police Department customers.

Service Objectives:

- ✓ Provide prompt and accurate emergency communications service for fire, police, and emergency medical personnel
- ✓ Provide countywide interoperability through 800 MHz radio communication system and statewide interoperability through VHF mutual aid channels
- ✓ Facilitate the resolution of the non-emergency concerns of citizens
- ✓ Provide emergency medical direction (EMD) to callers in need
- ✓ Maintain a reliable telephone and radio communications system for emergency responses
- ✓ Enhance community and regional partnerships
- ✓ Promote responder safety
- ✓ Coordinate emergency response assets
- ✓ Provide a customer-centered service on both emergency and non-emergency calls

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,061,597	1,110,720	1,105,294	1,145,338	3.1%
Contractual	129,540	142,219	147,100	153,777	8.1%
Commodities	9,835	13,320	16,520	15,720	18.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	1,200,972	1,266,259	1,268,914	1,314,835	3.8%
Funding Sources:					
General Fund	1,200,972	1,266,259	1,268,914	1,314,835	3.8%
Total Funding Sources	1,200,972	1,266,259	1,268,914	1,314,835	3.8%
Personnel - Authorized FTE	13.00	13.00	13.00	13.00	

EMERGENCY COMMUNICATIONS

Highlights:

The Emergency Communications Center is staffed by 12 Public Safety Dispatchers, an Emergency Communications Supervisor and a part-time Emergency Medical Dispatch Quality Assurance Coordinator (EMD-Q). The 12 dispatchers provide a great deal of continuity as the most recent hire now has 4 ½ years of experience. As a group the dispatchers represent over 213 years of experience to Ames and its citizens. The EMD-Q is a relatively new position that provides technical support to the dispatchers on Emergency Medical Dispatch (EMD). EMD is a set of written protocols that provides a stable and consistent response for dispatchers who are responsible for dispatching fire and medical personnel to medical calls and providing instructions to callers. A new EMD-Q was hired in 2017.

In recent years the dispatchers have participated in a number of training and team-building programs. The team-building programs have been particularly helpful for skills development in the high stress environment of the Communications Center. That program will continue. In addition, staff members have received training in Fair and Impartial Policing, advanced computer aided dispatching, handling suicide calls, and managing callers with mental health issues. Several dispatchers have been working to improve their ability to communicate in Spanish.

The Communications Center continues to work with the two other dispatch centers in Story County to manage a shared information management system. The coordination has enhanced information exchange and maximized financial investments. The shared system was able to expand capacity with the acquisition a larger fiber connection. All of the network computer hardware has also been updated and replaced.

In 2017, the Communications Center implemented Text to 911. This new service allows citizens to send text messages directly to dispatchers when voice calls are not practical or possible. The development of Text to 911 involved close coordination with the State of Iowa.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Non-emergency telephone inquiries	101,289	101,185	102,000	102,000
Emergency "911" calls	20,212	18,755	19,000	19,000
Emergency medical dispatch calls	2,755	3,908	3,900	3,900
Incidents recorded	28,847	30,468	33,045	33,000
Efficiency and Effectiveness:				
911 calls answered within 10 seconds	92%	91%	92%	92%
Non-emergency calls answered within 10 seconds	95%	95%	95%	95%

POLICE FORFEITURE/GRANTS

Chapter 809.12 of the Code of Iowa provides for court procedures to forfeit property and seize assets directly related to criminal activities. The use of these funds is governed by State law and includes law enforcement activities or items which are not currently budgeted. This activity also oversees grant programs and donations that support law enforcement activities.

Service Objectives:

- ✓ Provide a sound financial reporting system
- ✓ 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	26,423	38,000	38,000	38,000	
Contractual	29,005	5,000	5,000	5,000	
Commodities	15,693	10,500	10,500	10,500	
Capital	-	-	-	-	
Other Expenditures	1,933	1,500	1,500	1,500	
Total Expenditures	73,054	55,000	55,000	55,000	
Funding Sources:					
Forfeiture Funds	25,187	7,000	7,000	7,000	
Police Grants	42,292	48,000	48,000	48,000	
Donations	5,575	-	-	-	
Total Funding Sources	73,054	55,000	55,000	55,000	
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

POLICE FORFEITURE/GRANTS

Highlights:

Police received funding for special projects through several state and federal grant programs during the year. Grant funds allow for the purchase of equipment and support for these projects and programs without relying exclusively on property tax. In some cases, grant funding supports projects that would not otherwise happen.

A U.S. Department of Justice Edward Byrne Memorial Justice Assistance Grant will provide funds for a project to support a police officer wellness. Funds will be used to extend a current wellness program in a way that targets the special needs of police officers. The grant will also fund two training opportunities. A total of \$11,119 is available under this grant.

Grant funding from the Governor's Traffic Safety Bureau (GTSB) continues for another year. Funding from this year's GTSB's State and Community Highway Safety grant program will address highway safety issues including impaired driving. The grant provides funds for officer overtime (with officer activity centered on traffic enforcement), educational materials, and specific equipment or hardware to aid in the enforcement process. Grant funding for this year is \$33,450.

The relationship with the Iowa Alcohol Beverages Division in the education and enforcement of tobacco regulations will also continue. This grant provides funding for officer time to test local retailers for performance on compliance regulations. Every tobacco and alternative nicotine and vapor products retailer in the city will be tested for compliance within the grant period. The amount of the grant is based on the number of compliance checks, currently estimated to be about 50 retailers.

An additional \$2,791.24 grant through the Department of Justice 2017 Bulletproof Vest Partnership was awarded. This grant will provide matching funds over the next two years to assist in acquiring new and replacement bulletproof vests for officers.

A grant of \$2,000 was received from Walmart to support community outreach program within the Police Department. \$1,000 of the grant was used to support the Department's Spring Outreach and Donut Disrespect campaigns.

The Police Department established a relationship with the Ames Foundation following a donation of more than \$30,000. The donation was made to support efforts to enhance officer safety. Two projects have already utilized funding from the donation. The first purchased specialized body armor for the Emergency Response Team. The second sent two officers to training entitled "Community Policing: Winning Back Your Community."

Funds acquired through the criminal forfeiture process have been used to promote a variety of law enforcement activities. All forfeitures are reviewed by the court and only occur following a judicial order. Forfeiture funds are often used to acquire unique equipment. For example, a specialized shoulder holster was purchased for an officer whose pregnancy made a traditional holster impractical. In addition, the forfeiture account continues to fund the Police Department's commitment to the operational expenses of the Central Iowa Drug Task Force.

FIRE SAFETY

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 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, 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Administration/Support	1,081,302	1,152,518	1,152,112	1,196,622	3.8%
Suppression/Emergency Action	5,321,582	5,696,894	5,630,036	5,934,812	4.2%
Prevention/Safety Education	129,050	155,449	108,330	152,143	-2.1%
Total Expenditures	6,531,934	7,004,861	6,890,478	7,283,577	4.0%
Personnel - Authorized FTE	56.75	57.75	57.75	58.75	

FIRE SAFETY

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	5,987,811	6,380,951	6,220,448	6,655,032	4.3%
Contractual	450,750	521,427	527,466	530,505	1.7%
Commodities	85,967	102,483	109,864	98,040	-4.3%
Capital	7,055	-	32,700	-	
Other Expenditures	351				
Total Expenditures	6,531,934	7,004,861	6,890,478	7,283,577	4.0%
Funding Sources:					
Fire Revenues:					
Iowa State University	1,631,764	1,745,130	1,716,238	1,813,987	4.0%
MGMC	23,496	24,335	25,525	27,632	13.6%
Miscellaneous	7,006	-	-	-	
Total Revenues	1,662,266	1,769,465	1,741,763	1,841,619	4.1%
General Fund Support	4,869,668	5,235,396	5,148,715	5,441,958	4.0%
Total Funding Sources	6,531,934	7,004,861	6,890,478	7,283,577	4.0%

FIRE ADMINISTRATION AND SUPPORT

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
- ✓ Provide quality training opportunities for supervisors through industry sources
- ✓ Maintain equipment to a level of readiness in accordance with national standards
- ✓ Encourage the acquisition of State and/or National emergency services related certifications
- ✓ Promote safety education and awareness through community education

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	956,842	983,258	982,750	1,023,966	4.1%
Contractual	120,148	159,660	158,712	164,206	2.9%
Commodities	4,312	9,600	10,650	8,450	-12.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	1,081,302	1,152,518	1,152,112	1,196,622	3.8%
Funding Sources:					
General Fund	794,892	864,390	864,084	897,466	3.8%
Iowa State University	286,303	288,128	288,028	299,156	3.8%
Donations	107	-	-	-	
Total Funding Sources	1,081,302	1,152,518	1,152,112	1,196,622	3.8%
Personnel - Authorized FTE	6.75	6.75	6.75	6.75	

FIRE ADMINISTRATION AND SUPPORT

Highlights:

- In July 2016 the Ames Fire Department filled its new Training Officer position. To accommodate for a workspace for the newly created (FY2017) Training Officer position, a new office was constructed at Fire Station One. The office was built in the existing space allowing for a dedicated work area that fits in well with the current footprint of the building and maximizes the space in the office. The Training Officer has successfully conducted two nine-week fire academies, resulting in seven Firefighter/Emergency Medical Responder state-certified recruits. His ability to train in-house has saved the City the costs of outsourcing this training. The new Training Officer has also been a key asset in assisting with command staffing during emergency callback, and functioning as a required Safety Officer during structure fires and other emergencies.
- After hearing reports of prolonged ambulance response times, the Story County Emergency Management Commission asked the Ames Fire Department to research EMS transport availability in the County. The Deputy Fire Chief of Support Services took the lead in conducting a preliminary research report, which among other recommendations, examines the feasibility of a county-wide EMS system
- The contribution rate structure for the Municipal Fire and Police Retirement System of Iowa (MFPRSI) is established by the Code of Iowa, Chapter 411. Then, after its annual actuarial valuation, the MFPRSI Board of Trustees revises the City's compensation rate. Measures to reduce volatility enacted by the MFPRSI had most recently resulted in three consecutive annual reductions in contribution rate, after peaking at 30.21% in 2014. While the MFPRSI Board of Trustees said the investment income for the pension system exceeded expectations, an increased city contribution rate was still necessary based on retirees projected to live longer. This resulted in the Board's decision to adopt an updated mortality improvement table, thereby increasing the City's contribution rate from 25.92% in FY 2017/18 to 26.02% in FY 2017/18, resulting in a slight cost increase of approx. \$9,500.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Number of City-related supervisory leadership training hours	167	61	50	50
Number of FD-related administrative support training hours	390	294	296	300
Newly acquired State and/or National emergency services related certifications achieved	7	7	6	5
Efficiency and Effectiveness:				
Respond to emergencies (in the City) within five minutes (departmental goal of 85% within 5 minutes or less)	85.8%	84.3%	85.5%	85%
Maintain and certify, according to nationally recognized standards, pumps, hose, and SCBA components	100%	100%	100%	100%

FIRE SUPPRESSION AND EMERGENCY ACTION

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
- ✓ Continue annual technical rescue training, involving other agencies when possible
- ✓ 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	4,918,209	5,261,235	5,148,220	5,497,475	4.5%
Contractual	319,828	350,651	357,777	354,922	1.2%
Commodities	76,139	85,008	91,339	82,415	-3.1%
Capital	7,055	-	32,700	-	
Other Expenditures	351	-	-	-	
Total Expenditures	5,321,582	5,696,894	5,630,036	5,934,812	4.2%
Funding Sources:					
General Fund	3,982,280	4,254,419	4,203,384	4,430,385	4.1%
Iowa State University	1,308,907	1,418,140	1,401,127	1,476,795	4.1%
MGMC	23,496	24,335	25,525	27,632	13.6%
Miscellaneous	6,899	-	-	-	
Total Funding Sources	5,321,582	5,696,894	5,630,036	5,934,812	4.2%
Personnel - Authorized FTE	49.00	50.00	50.00	51.00	

FIRE SUPPRESSION AND EMERGENCY ACTION

Highlights:

- Firefighters have recently begun performing company level fire inspections in small business and low occupancy commercial structures. Conducting both fire inspections and pre-plan inspections helps the Firefighter become familiar with all the business throughout Ames.
- The Ames Fire Department has made a purposeful effort to increase its fire safety message on Facebook®. With the involvement of Fire Department personnel on social media, the department’s Facebook® following has tripled to more than 3,500 followers and continues to grow. The platform is an effective tool in communicating safety messages and advertising upcoming City and department events.
- With Iowa Homeland Security grant funding, twelve Firefighters became certified as Hazardous Materials Technicians. This helped alleviate a gap in training and now all members are certified. Additional hazardous materials training included real time scenarios simulating anhydrous ammonia leaking from a vessel commonly used in agriculture. With the heavy agricultural area east of I-35 now annexed into Ames, firefighter preparedness for anhydrous ammonia emergencies is critical.
- Ames Firefighters have seen an increased use in the voluntary residential lock box program. A lock box placed on owner occupied structures allows firefighters to safely gain access during an emergency and provide assistance to victims in need of medical attention without damaging doors or windows.
- A new full-time equivalent firefighter position has been added, resulting in a 4.18% increase in the Fire Suppression and Emergency Action budget. This position will not be assigned a permanent shift, but will be used as needed to fill short-term firefighter vacancies (caused by injuries, retirements, resignations, etc.) across all three shifts, similar to the new firefighter positions added in both 2016/17 and 2017/18.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Ames businesses pre-planned/hours spent	239/230	218/159	260/220	270/230
Efficiency and Effectiveness:				
Conduct training with Public Works employees, utilizing trench rescue skills at least one time per year	0	1	1	1
Maintain hazardous material technician level for firefighters	41/48	41/49	50/50	50/50
Residential fires	37	31	32	35
Structure fires (includes residential)	50	39	37	42
Arson fires	1	0	1	0
False alarms - unintentional and system malfunctions	822	848	880	890
Emergency Medical Services incidents	2,442	2,663	2,872	2,900

FIRE PREVENTION AND SAFETY EDUCATION

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 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	112,760	136,458	89,478	133,591	-2.1%
Contractual	10,774	11,116	10,977	11,377	2.4%
Commodities	5,516	7,875	7,875	7,175	-8.9%
Capital	-	-	-	-	
Other Expenditures	-	-	-		
Total Expenditures	129,050	155,449	108,330	152,143	-2.1%

Funding Sources:

General Fund	92,496	116,587	81,247	114,107	-2.1%
Iowa State University	36,554	38,862	27,083	38,036	-2.1%
Total Funding Sources	129,050	155,449	108,330	152,143	-2.1%

Personnel - Authorized FTE	1.00	1.00	1.00	1.00
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FIRE PREVENTION AND SAFETY EDUCATION

Highlights:

- In April of 2017, the City's Fire Inspector for the last 11 years retired. In efforts to meet demands for fire inspections during the vacancy, a contractual agreement with Safe Buildings helped provide timely acceptance testing for fire alarm, sprinkler, and hood systems.
- High enrollment numbers at Iowa State University, combined with an increasing number of ISU students choosing to live off campus, makes college-age fire safety training vitally important. Thus, Ames Fire has teamed up with ISU Environmental Health & Safety during Campus Fire Safety Day to provide fire safety information and fire extinguisher training to ISU students and faculty. This year's event saw nearly 1,000 ISU students and faculty receive hands-on fire extinguisher training.
- Focusing on young children, the Ames Fire Department launched a new fire safety campaign using trading cards. The first two trading cards in this series included photos of the two fire department mascots: Freddie the Fire Truck and Sparky the Fire Dog. The cards feature important fire safety messages and fun facts.
- The Fire Department hosted its fourth annual open house the Saturday of Fire Prevention Week. Citizens and families had the opportunity to explore Fire Station #1 and see all the equipment that firefighters use during emergency response. Fire prevention and safety information was provided to adults, while goodies, stickers, and plastic helmets were offered to children.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Commercial inspections/re-inspections	797/250	611/141	625/150	750/225
Educational inspections/re-inspections	41/8	19/1	40/4	40/4
Residential inspections/re-inspections	288/51	254/48	250/40	270/45
Plan reviews-consultations-complaints contacts/hours committed	130/85	93/49	100/60	110/75
Inspection hours committed	493	343	450	500
Violations discovered/corrected	1,825/1,304	1,185/922	1,300/1,000	1,700/1,500
Fire Prevention Week Pub-Ed presentations at each Ames elementary school	7/7	7/7	7/8	8/8
Total presentations/hours spent in the public education (Pub-Ed) of fire safety topics	947/1,158	1,189/1,421	1,100/1,300	1,100/1,300
Number of civilian adults/children attending FD sponsored public education presentations	11,239/8,582	9,483/9,675	9,650/9,600	10,000/9,250
Efficiency and Effectiveness:				
Civilian fire deaths	0	1	0	0
Civilian fire injuries	4	0	2	0

BUILDING SAFETY/INSPECTIONS

Building Safety provides permits, inspections, public information and enforcement of building, electrical, mechanical, plumbing, rental housing, sign, and zoning codes. Program objectives are accomplished through review of construction plans for code compliance; issuance of permits and through the performance of on-site project inspections; issuance of rental housing Letters of Compliance (LOC) and performance of periodic dwelling inspections; and the investigation of code violations.

Service Objectives:

- ✓ **Review building code approval processes in support of City Council goal to promote economic development**
- ✓ Provide public information on building construction, property maintenance, and related topics
- ✓ Perform plan reviews of proposed building construction projects
- ✓ Issue permits and perform inspections of building construction projects
- ✓ Perform periodic inspections of rental dwellings and issue letters of compliance
- ✓ Promote and develop community partnerships
- ✓ Review and adopt applicable nationally recognized codes
- ✓ Provide continued proficiency through continuing education

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	862,302	1,099,961	1,034,092	1,179,772	7.3%
Contractual	403,536	433,945	379,680	383,481	-11.6%
Commodities	1,315	9,470	11,470	8,400	-11.3%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	1,267,153	1,543,376	1,425,242	1,571,653	1.8%
Funding Sources:					
Inspections Revenue:					
Building Permits	1,098,323	708,646	708,646	789,170	11.4%
Electrical Permits	245,532	147,689	147,689	160,784	8.9%
Mechanical Permits	82,986	73,675	73,675	74,839	1.6%
Plumbing Permits	147,309	124,250	124,250	112,258	-9.7%
Sign Permits	12,600	11,768	11,768	12,899	9.6%
Rental Housing Fees	354,761	357,921	357,921	450,174	25.8%
Miscellaneous	500	300	300	160	
Total Revenues	1,942,011	1,424,249	1,424,249	1,600,284	12.4%
General Fund Support	(674,858)	119,127	993	(28,631)	-124.0%
Total Funding Sources	1,267,153	1,543,376	1,425,242	1,571,653	1.8%
Personnel - Authorized FTE	11.25	11.25	12.25	12.25	

BUILDING SAFETY/INSPECTIONS

Highlights:

- The new Inspections software program, EnerGov, was implemented in March of 2017. Staff is currently preparing to implement the Citizen Self Service Portal and hope to have it go live in the spring of 2018. This portal should help streamline permit applications and complaint processes for our customers.
- The FY 2018/19 budget includes no fee increase for Building Permit and Plan Review Fees, due in part to the City of Ames active construction economy in both the residential and commercial sectors. New single-family home construction remains healthy and commercial construction is projected to grow, particularly with the recent annexation of the East Industrial Area and construction on several multi-family projects.
- During the first quarter of FY 17/18, there was an increase of over 550 rental units, 84 of which were single family homes, some of which could be the result of occupancy changes enacted by the State legislature.
- Council has directed the Inspection Division to inspect single family homes and duplexes in certain neighborhoods annually, which will significantly increase the number of annual rental inspections. Direction from Council was also given to now use a proactive approach when addressing nuisance issues, which may significantly increase the number of neighborhood concerns and inspections will increase. However, Council's authorization of an additional Housing Inspector for FY 17/18 should help address these concerns while simultaneously strengthening neighborhoods.
- To offset the programmatic cost increases for the additional inspector, Council will need to decide how they wish to distribute the increases in the Rental Housing Inspections and Enforcement Fees. One approach would be to increase fees for Single Family and Duplex homes by the costs of the new inspector and 5.4% increase for all other inspection types. The other approach would be to increase fees for all types of inspections equally.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Single family permits issued	83	92	89	90
Building permits issued/inspections	654/2,236	733/2,472	650/2,200	700/2,400
Electrical permits issued/inspections	600/1,656	653/1,744	650/1,800	650/1,700
Mechanical permits issued/inspections	870/1,358	902/960	900/1,000	900/1,000
Plumbing permits issued/inspections	1,593/3,076	1,645/2,528	1,550/2,660	1,600/2,600
Sign permits issued	148	137	140	140
Rental housing units registered/inspections	13,360/846	13,614/1,594	14,300/2,000	14,500/2,500
Neighborhood concerns/inspections	288/626	227/357	600/800	750/950
Total inspections performed	9,798	9,655	10,460	11,150

ANIMAL CONTROL

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. 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 urban wildlife conservation and relocation. All animals bites are logged and tracked and complete investigation of animals suspected of having rabies are conducted.

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 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, low-income spay/neuter funding, and nuisance wildlife education.

Service Objectives:

- ✓ Manage animal related conflicts within the city
- ✓ Manage emergency response where animals are involved
- ✓ Collaborate in animal related problem solving
- ✓ Assist citizens in responding to wildlife issues
- ✓ Provide public education on both domestic animal and wildlife concerns
- ✓ Enhance prevention programming and outreach
- ✓ Effectively manage donations
- ✓ Provide safe and humane animal sheltering facilities and provide adoptions and re-home services
- ✓ Promote quality of life improvements for animals throughout the community

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	306,973	311,728	339,884	370,738	18.9%
Contractual	82,016	72,448	82,470	75,016	3.5%
Commodities	22,338	17,170	18,170	17,770	3.5%
Capital	-	-	81,693	-	
Other Expenditures	260	-	-	-	
Total Expenditures	411,587	401,346	522,217	463,524	15.5%
Funding Sources:					
Charges for Services	16,350	20,000	18,000	18,000	-10.0%
Animal Shelter Donations	39,883	14,850	43,850	16,850	13.5%
Total Revenues	56,233	34,850	61,850	34,850	0.0%
General Fund Support	355,354	366,496	460,367	428,674	17.0%
Total Funding Sources	411,587	401,346	522,217	463,524	15.5%
Personnel - Authorized FTE	3.90	3.90	3.90	4.40	

ANIMAL CONTROL

Highlights:

Staff at the Ames Animal Shelter and Animal Control continues to focus on delivering exceptional customer service to the community. Initiated in January 2014, staff has compiled statistical data based on responses to customer service surveys from pet adoptions. Since initiation, 1,025 surveys have been completed. One hundred percent of survey respondents (1,025) indicated they received knowledgeable service, that the animals were well cared for and comfortable, and would refer a friend. All but one of the respondents gave similarly high marks to shelter staff and volunteers, fees, and overall responsiveness. In contrast, only 92% of respondents had an “excellent” overall impression of our facility.

As our customers have noted, the Animal Shelter facility is less effective in meeting the health and security needs of the variety of animals being housed. Non-traditional and exotic pets are a much greater part of the shelter work today. Similarly, today’s health standards are difficult to meet in a facility that has no receiving, quarantine, or treatment segregation. Based on the age of the structure and the challenges of day to day operations, this budget includes \$10,000 to conduct an architectural review of the facility and determine whether it is suitable for remodeling into a shelter that meets contemporary animal health standards.

In terms of customer service, shelter staff is committed to achieving at least a 96% Live Release Rate for dogs and cats. Last year, the Live Release Rate was almost 97% for dogs and cats. Although staff has celebrated the Live Release Rates, the past year has also been challenging for several reasons.

- **Significant Increase in Impounds** (rabbit and other type animals) - Over 290 animals other than cats and dogs were impounded representing an 82% increase from the prior year. The increase in rabbit impounds reached 170% during this same period. Appropriate housing, cleaning, feeding and general day-to-day quality care was difficult with our limited staff, resources and space in our aging facility.
- **Disease Outbreaks** (ringworm & upper respiratory) - Seventeen kittens were successfully treated for Ringworm. Treatment required extensive staff time to give several dip baths a week, oral and topical medications and isolated care to prevent other animals, staff, volunteers and the public from being exposed. Limited isolation rooms required the use of a public/volunteer get acquainted room for the recovery for almost four months. Staff also successfully treated several cases of feline upper respiratory.
- **Wild Animal Euthanasias** - As a result of increased wildlife (specifically raccoons), staff have encountered more of these animals suffering from signs of upper respiratory disease and several confirmed cases of canine distemper in raccoons. Wildlife euthanasia increased 186% during this period.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Live animals through the program	780	894	900	920
Live releases (adoptions, owner reclaims, etc.)	710	728	800	820
Wildlife and others received	173	296	250	275
Requests for field services	2,377	2,483	2,600	2,700
Carcass disposals	492	546	575	600
Citations issued	80	30	20	25
Trap permits	20	25	25	25
Public talks and tours	12	14	10	13
Volunteer service hours	510	742	700	750
Efficiency and Effectiveness:				
Cat/Dog Live Release Rate as %	96%	96%	96%	96%

OTHER COMMUNITY PROTECTION

This program accounts for street light electricity, while electricity for traffic signals is accounted for in the sign and signal maintenance activity. A small budgeted amount is included in this activity for storm warning system maintenance by Electric Distribution crews.

The increase in street light expenses is due to charges for electricity and maintenance of street lights, which have gone up for two primary reasons. First, additional street lights are installed as new subdivisions are added within the City. Second, an electric rate increase of 4% went into effect on July 1, 2017. A Capital Improvement Project began in FY 2016/17 to replace High Pressure Sodium lights with LED lights over the next several years. LEDs use less 10% energy and have a longer life than the High Pressure Sodium lights.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Street Lights	805,481	863,200	875,000	910,000	5.4%
Storm Warning System	2,010	14,500	14,500	14,500	0.0%
Total Expenditures	807,491	877,700	889,500	924,500	5.3%
Expenditures by Category::					
Personal Services	508	3,000	3,000	3,000	0.0%
Contractual	806,598	869,700	881,500	916,500	5.4%
Commodities	385	5,000	5,000	5,000	0.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	807,491	877,700	889,500	924,500	5.3%
Funding Sources:					
General Fund	807,491	877,700	889,500	924,500	5.3%
Total Funding Sources	807,491	877,700	889,500	924,500	5.3%
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Sirens				
City	17	17	17	17
Iowa State University	5	5	5	5
Street Lights				
City Owned	<u>6,513</u>	<u>7,781</u>	<u>7,896</u>	<u>7,975</u>
LED	253	1,200	2,337	3,426
High Pressure Sodium	5,589	6,000	5,010	4,000
Mercury Vapor	636	550	515	515
Metal Halide	35	34	34	34
Midland Owned	11	11	11	0*
Alliant Owned	23	83	131	150

*The City is working with Midland Power Cooperative to transfer ownership of its street lights to the City. This will clear up confusion on who to call when a light is out, and allow for light standardization.

PUBLIC SAFETY CIP

Activity Description:

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

Activities:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Law Enforcement:					
City-Wide Radio System	-	-	34,000	1,000,000	
Fire Safety:					
Fire Station Improvements	50,392	50,000	66,245	137,000	174.0%
Other Public Safety:					
Outdoor Storm Warning System	22,532	-	33,057	-	
Total Public Safety CIP	72,924	50,000	133,302	1,137,000	2174.0%



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FILTERS



UTILITIES

UTILITIES

- Utilities Summary** 62
- Electric Services** 64
 - Electric Administration..... 66
 - Electric Production 70
 - Fuel and Purchased Power 72
 - Distribution Operations and Maintenance 74
 - Distribution Extension and Improvements 76
 - Electric Technical Services 78
 - Electric Engineering 80
- Water and Pollution Control**..... 82
 - W&PC Administration..... 84
 - Water Plant Operations 86
 - WPC Facility Operations 88
 - W&PC Laboratory 90
 - W&PC Metering Services..... 92
- Water Distribution System Maintenance**..... 94
- Sanitary Sewer System Maintenance** 96
- Storm Water Permit Program** 98
- Storm Water System Maintenance**..... 102
- Resource Recovery**..... 104
- Utility Customer Service**..... 110
- Utilities CIP** 112

UTILITIES

Program Description:

The Utilities program provides the Ames community with dependable service for electricity, drinking water, sewage disposal, storm water management, and trash and garbage disposal. An effective rate structure is maintained to recover the cost of the utilities through customer charges. The utilities also work with Ames citizens and businesses to develop conservation methods and processes. Electric Services provides citizens with electric production, electric distribution, the metering of customer usage and the administration of the system. Water and Pollution Control provides the community with clean, fresh water in amounts that meet present and future needs. This activity also oversees the treatment of wastewater in compliance with federal and state regulations to ensure public health. The Water Distribution System Maintenance and Sanitary Sewer System Maintenance activities are responsible for the maintenance of water distribution and sanitary sewer collection lines throughout the community. The Storm Water Permit Program and the Storm Water Maintenance activity work to prevent infiltration of storm water into the sanitary sewer system and to resolve storm water issues throughout the community. Resource Recovery provides citizens with a safe and cost effective method for disposing of trash and garbage. Utility Customer Service is responsible for the billing and collection of utility charges to utility customers.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Use of Funds:					
Electric Services	50,133,573	54,927,719	54,475,894	54,928,678	0.0%
Water and Pollution Control	7,043,114	7,960,030	8,028,324	8,157,061	2.5%
Water Distribution System	1,386,443	1,380,576	1,424,742	1,431,302	3.7%
Sanitary Sewer System	746,213	827,099	825,905	868,390	5.0%
Storm Water Management	451,833	657,761	617,404	667,598	1.5%
Resource Recovery	3,870,257	4,115,056	4,132,832	4,263,588	3.6%
Utility Customer Service	1,462,370	1,587,923	1,580,639	1,647,962	3.8%
Total Operations	65,093,803	71,456,164	71,085,740	71,964,579	0.7%
Utilities CIP	39,356,432	20,179,350	51,633,883	24,672,600	22.3%
Total Expenditures	104,450,235	91,635,514	122,719,623	96,637,179	5.5%
Personnel - Authorized FTE	161.81	161.81	161.81	161.81	

UTILITIES

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	15,726,584	17,905,460	17,195,400	18,701,331	4.4%
Contractual	43,441,777	46,852,333	46,984,856	46,465,250	-0.8%
Commodities	5,318,164	6,029,589	5,952,555	6,054,490	0.4%
Capital	524,299	564,100	849,221	639,800	13.4%
Other Expenditures	82,979	104,682	103,708	103,708	-0.9%
Total Operations	65,093,803	71,456,164	71,085,740	71,964,579	0.7%
Utilities CIP	39,356,432	20,179,350	51,633,883	24,672,600	22.3%
Total Expenditures	104,450,235	91,635,514	122,719,623	96,637,179	5.5%
Funding Sources:					
Electric Utility Fund	50,825,053	55,686,442	55,232,683	55,715,840	0.1%
Water Utility Fund	5,432,345	5,847,044	6,114,090	6,223,321	6.4%
Sewer Utility Fund	4,495,912	5,130,261	4,971,231	5,076,732	-1.0%
Storm Sewer Utility Fund	453,796	660,361	619,904	670,098	1.5%
Resource Recovery Fund	3,870,257	4,115,056	4,132,832	4,263,588	3.6%
Project Share Donations	16,440	17,000	15,000	15,000	-11.8%
Total Operations Funding	65,093,803	71,456,164	71,085,740	71,964,579	0.7%
Utilities CIP Funding:					
G.O. Bonds	267,270	-	2,794,200	-	
State Revolving Fund	27,996,074	3,460,000	8,760,503	3,605,000	4.2%
Road Use Tax	-	50,000	50,000	100,000	100.0%
Electric Utility Fund	6,192,927	10,450,000	14,361,092	9,405,000	-10.0%
Water Utility Fund	1,823,221	2,563,000	11,349,527	2,864,500	11.8%
Sewer Utility Fund	1,789,947	2,131,000	8,428,808	6,428,000	201.6%
Storm Water Utility Fund	1,042,782	1,105,000	5,345,238	1,880,000	70.1%
Resource Recovery Fund	244,211	420,350	544,515	390,100	-7.2%
Total CIP Funding	39,356,432	20,179,350	51,633,883	24,672,600	22.3%
 Total Funding Sources	 104,450,235	 91,635,514	 122,719,623	 96,637,179	 5.5%

ELECTRIC SERVICES

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 Review and Advisory Board (EUORAB) with information so it can make informed recommendations to the City Council. Demand Side Management programs, designed to reduce peak consumption and use energy more wisely, are developed and administered from this group. Electric Production is responsible for producing electrical energy and maintaining the associated equipment. Electrical energy is produced in the power plant by burning natural gas 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 natural gas and RDF burned in the boilers, fuel oil burned in the gas turbines, and electrical energy purchased from neighboring utilities through the Midcontinent Independent System Operator (MISO) energy market. Electric Distribution is responsible for maintaining the electric transmission and distribution equipment which provides electric delivery to the community, street lighting installation/maintenance, and the emergency weather notification system maintenance. 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, solving system power quality issues, and is responsible for all substation equipment. Electric Engineering is responsible for engineering and planning related to and for supervision of the operation of the Utility's transmission and distribution system, substations, and street lighting.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Electric Administration	1,071,587	1,125,541	1,098,074	1,109,385	-1.4%
Electric Production	10,130,729	12,053,019	12,443,021	12,179,746	1.1%
Fuel & Purchased Power	32,693,443	34,389,935	33,782,823	34,221,542	-0.5%
Distribution/Operations	2,707,311	3,204,574	3,080,368	3,214,342	0.3%
Distribution/Improvements	2,043,812	2,187,561	2,160,562	2,197,934	0.5%
Electric Technical Services	809,455	1,039,611	959,932	1,050,130	1.0%
Electric Engineering	677,236	927,478	951,114	955,599	3.0%
Total Expenditures	50,133,573	54,927,719	54,475,894	54,928,678	0.0%

Personnel - Authorized FTE	81.00	81.00	81.00	81.00
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ELECTRIC SERVICES

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
<i>Expenditures by Category:</i>					
Personal Services	8,231,224	9,859,969	9,352,097	10,371,894	5.2%
Contractual	37,577,681	40,334,133	40,274,630	39,713,430	-1.5%
Commodities	3,820,676	4,252,917	4,135,467	4,225,554	-0.6%
Capital	497,150	480,000	710,000	614,100	27.9%
Other Expenditures	6,842	700	3,700	3,700	428.6%
<i>Total Expenditures</i>	50,133,573	54,927,719	54,475,894	54,928,678	0.0%
<i>Funding Sources:</i>					
Electric Utility Fund	50,133,573	54,927,719	54,475,894	54,928,678	0.0%
<i>Total Funding Sources</i>	50,133,573	54,927,719	54,475,894	54,928,678	0.0%

ELECTRIC ADMINISTRATION

Electric Administration is responsible for coordinating the work of Generation Production, Energy Markets, Transmission/Distribution, Engineering, and Tech Services 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, sustainable and efficient use of electrical resources.

Service Objectives:

- ✓ **Support the City Council's goal to expand sustainability efforts through both customer programs and improvements to the Electric Utility**
- ✓ **Support the City Council's goal to expand sustainability efforts through the implementation of a community solar project**
- ✓ Develop and implement strategic, long-range plans to serve electric needs of customers (transmission, distribution, substations, generation, energy markets)
- ✓ Monitor revenues and expenditures for the Electric Services Department
- ✓ Develop, implement, and monitor City's Demand Side Management Program
- ✓ Focus on safety and safe operation in all areas and make safety 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 budget development and any funding needs/changes
- ✓ Reduce outages to customers and increase plant and power line availability

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	693,462	742,102	738,278	767,457	3.4%
Contractual	300,618	372,989	340,796	323,628	-13.2%
Commodities	20,489	10,450	16,000	15,300	46.4%
Capital	53,518	-	-	-	
Other Expenditures	3,500	-	3,000	3,000	
Total Expenditures	1,071,587	1,125,541	1,098,074	1,109,385	-1.4%
Funding Sources:					
Electric Utility Fund	1,071,587	1,125,541	1,098,074	1,109,385	-1.4%
Total Funding Sources	1,071,587	1,125,541	1,098,074	1,109,385	-1.4%
Personnel - Authorized FTE	5.00	5.00	5.00	5.00	

ELECTRIC ADMINISTRATION

Highlights:



Electric Services' Demand Side Management programs continue to be quite effective in keeping demand growth low. The programs provide incentives to customers, both residential and commercial, to use energy more efficiently, especially during times of peak consumption. The programs have been well-received, particularly the air-conditioning rebate and appliance rebate programs, where participation remains above projections.

As a result of these programs, it is estimated that the peak electric demand has been reduced by over 25 megawatts and energy usage by over 40,000 megawatt-hours. Staff is considering the development of an Industrial Customer "interruptible" program for the 2018 summer season and beyond as another City/Customer partnership to lower peak demand and delay large capital expenditures for new generation.

The City of Ames is a transmission owner in the Midcontinent Independent System Operator (MISO), a regional transmission organization. Through this organization, utilities are able to share their transmission facilities. Since June 2015, the City began receiving a credit for the use of its transmission facilities by other utilities. The credit, approximately \$2,000,000 per year, is large enough that it more than offsets the City's transmission costs. This revenue is passed along to customers through lower customer electric bills.



In December 2016, the City Council authorized staff to explore the development of a community solar project in the city, now called SunSmart Ames. To take advantage of federal tax incentives, the proposed project would be owned by a third party, and the energy sold to the City. A site has been chosen near the airport. City electric customers would have an opportunity to directly participate and receive the solar energy produced. It would appear as a bill credit for the next 20 years.

ELECTRIC ADMINISTRATION

Highlights, continued:

Electric Services, together with Water Pollution Control, Public Works, and other City offices, hosted the seventh annual Eco Fair in the spring of 2017 to showcase the City's dedication to the environment and sustainability. At the fair, citizens were exposed to new energy efficiency technologies, had their energy questions answered, saw energy and water conservation products, and met with service vendors ranging from landscapers to appliance dealers to solar panel developers, as well as many of the City departments. The eighth annual Eco Fair has already been planned for April 21, 2018.



There are standard electric utility reliability indices that Electric Services tracks each year. In 2017, nearly all of the measures improved from 2016. The “Customer Average Interruption Duration Index” (the average minutes interrupted per interrupted customer) increased by 20%. This increase was largely due to two significant outages:

1. On July 20, a tree fell on a feeder in a spot difficult to access. More than 500 customers were out of power for 506 minutes.
2. On October 21, an arc-flash relay failed, causing customers along south Duff to be without power for nearly 120 minutes.

Staff is working hard on outage duration over the coming year, and to continue to reduce them further over the next five years. The current Capital Improvement Plan does include projects that will greatly improve the reliability of the electric system in the next few years and reduce long outages affecting large numbers of customers. In addition, staff is looking at these specific outages in particular to identify equipment enhancements and outage restoration improvements.

ELECTRIC ADMINISTRATION

Highlights, continued:

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
<i>“Exceptional Service”</i>				
<u>Rating of electric service dependability</u>				
Very satisfied	68%			
Somewhat satisfied	30%			
Total very/somewhat satisfied	98%	95%	96.2%	97%
ASAI (Average Service Availability Index perfect =100.000)	99.9926	99.9813	99.992%	>99.99%
CAIDI (Customer Average Interruption Duration Index in minutes/year)	45.17	98.60	122.00	30.00
SAIDI (System Average Interruption Duration Index in minutes/year)	38.85	95.07	40.00	30.00
SAIFI (System Average Interruption Frequency Index in events per year – long/short)	0.86/0.29	0.96/0.28	0.87/0.38	<1.0/<0.50
<i>“at the Best Price”</i>				
<u>% Ames rates are above (below) average of neighboring utilities</u>				
Residential – winter	(21.6%)	(28%)	(30.0%)	(30%)
Residential – summer	(14.2%)	(19%)	(20.4%)	(20%)
Commercial – winter	0.8%	5%	(6.3%)	(6%)
Commercial – summer	(11.1%)	(15%)	(17.9%)	(15%)
Industrial – winter	34.6%	1%	(0.75%)	0%
Industrial – summer	15.1%	6%	(5.7%)	(5%)
Energy/Production Cost /kWh (Dept. O & M cost divided by kWh sales)	\$0.0842	\$0.0847	\$0.0902	\$0.0865
Efficiency and Effectiveness:				
<u>Demand Side Management</u>				
Prime time power switches installed this year/total	200/9,800	267/10,067	250/10,517	200/10,717
Air-conditioner rebates	800	818	1,160	1,000
Commercial light projects	75	98	125	125
Residential weatherization/audit	15/80	20/61	10/77	15/80
Residential light bulbs – rebate/giveaway	425	443	340	350
Residential appliance rebate	1,100	1,110	1,552	1,500
Power factor rebate	0	0	1	1
kW reduced (capacity)/program total	2,600/17,721	2,368/20,089	3,200/23,289	2,500/25,789
MWh reduced (energy)/program total	5,000/30,196	2,297/32,493	3,670/36,163	4,000/40,163
Solar rebates	0	4/112 kW	4/200 kW	10/450 kW

ELECTRIC PRODUCTION

Electric Production includes the operation and maintenance of the boilers, turbines, fuel handling systems (natural gas and Refuse Derived Fuel), the remotely operated combustion turbines, and SCADA (Supervisory Control and Data Acquisition) 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 operations must be staffed 24 hours per day. This activity monitors the operating equipment at all times to ensure that customer demands are met. After normal working hours, plant operations functions as the dispatch center to respond to transmission, distribution and customer outages. When notified of an electrical outage after hours, plant personnel contact on-call Distribution and Substation crews to respond and restore power.

The generation production fleet consists of four units:

<u>Name</u>	<u>In-service</u>	<u>Fuel</u>	<u>Unit Capacity</u>
• #7 Steam Unit	1967	Natural Gas/RDF	38 megawatts (MW)
• #8 Steam Unit	1982	Natural Gas/RDF	70 MW
• Gas Turbine #1	1972	Diesel	18 MW summer/22 MW winter
• Gas Turbine #2	2005	Diesel	27 MW summer/29 MW winter

Service Objectives:

- ✓ Provide reliable low-cost energy to customers
- ✓ Reduce number of forced outages and keep availability of units high
- ✓ Serve as a means to dispose of the “burnable” portion of the county’s municipal solid waste stream
- ✓ Continue to improve the training and skill sets of employees
- ✓ Ensure compliance with emission standards
- ✓ Continue to promote the values of the City’s “Excellence Through People” program
- ✓ Stay current with MISO guidelines
- ✓ Upgrade plant systems for unit reliability and emission standards
- ✓ Provide a safe place to work that has zero lost time accidents

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	4,441,297	5,458,131	5,200,565	5,840,220	7.0%
Contractual	4,043,287	4,882,388	5,279,956	4,375,526	-10.4%
Commodities	1,644,504	1,712,500	1,712,500	1,814,000	5.9%
Capital	-	-	250,000	150,000	
Other Expenditures	1,641	-	-	-	
Total Expenditures	10,130,729	12,053,019	12,443,021	12,179,746	1.1%
Funding Sources:					
Electric Utility Fund	10,130,729	12,053,019	12,443,021	12,179,746	1.1%
Total Funding Sources	10,130,729	12,053,019	12,443,021	12,179,746	1.1%
Personnel - Authorized FTE	45.00	45.00	45.00	45.00	

ELECTRIC PRODUCTION

Highlights:

- **Provide reliable low-cost energy to customers**
 - Repaired Unit 8 boiler tube metal spray coating
 - Rebuilt boiler feed pumps, condensate pumps, exhausters, and feeders
 - Water and Fuel Oil tank inspections were performed and repairs made
 - Water analyzers and softener replacements were completed
 - Reliability for Unit 7 is very poor due to boiler tube failures- replacing Spring 2019
 - Superheater tubes in Unit 8 are seeing significant corrosion- plan to replace in Fall 2018

- **Ensure compliance with state and federal regulations**
 - A new National Pollutant Discharge Elimination System (NPDES) permit was issued last July and Power Plant staff is continuing to use a significant amount of resources to ensure compliance
 - Power Plant Title V permit was submitted to the Iowa DNR for renewal

- **Serve as a reliable means to dispose of the “burnable” portion of the county’s municipal solid waste stream**
 - Improved communication with City’s Resource Recovery Plant management
 - Prevented Resource Recovery Plant from running 20.2 days in 2017 and 65.4 days in 2016

- **Provide a safe place to work with zero lost time accidents**
 - Changed the safety meeting schedule to accommodate Operations schedules
 - Now perform Pre Job Hazard Analysis before each new task

- **Maintain a staff that is well trained and engaged**
 - Have rolled out new online training to all Operations and Maintenance employees
 - Two Operators are in the process of becoming North American Electric Reliability Corporation (NERC) certified
 - Hold “all employee” meetings every weekday morning to keep everyone engaged and informed

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Annual net system peak load (MW)	122.4	126.8	127.4	128.0
Annual net system load (MWh)	601,906	633,663	597,416	602,831
Annual gross generation (MWh)	272,567	359,625	361,060	365,472
Efficiency and Effectiveness:				
Number of reportable accidents	1	4	0	0
Number of lost time accidents	1	3	0	0
Unit 7 forced outages	3	15	15	10
Unit 8 forced outages	10	12	16	10
Unit 7 availability	53%	80%	75%	60%
Unit 8 availability	54%	85%	75%	60%
Unit 7 heat rate, operational gross (Btu/kWh)	12,000	11,648	11,520	11,500
Unit 8 heat rate, operational gross (Btu/kWh)	11,000	11,189	11,340	11,300

FUEL AND PURCHASED POWER

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 natural gas, Refuse-Derived Fuel (RDF) from the Resource Recovery Plant, and fuel oil. Natural Gas has replaced coal as the dominate generation fuel in 2016. Power (energy) is purchased from a Nextera-owned wind farm under a 20 year Power Purchase agreement signed in 2009, and from the Midcontinent Independent System Operators (MISO) group when the cost of outside power is more economical than locally-produced energy. Energy from MISO is priced on an hour-by-hour basis the day before it's used in what is called the "day ahead" market. Reconciliation between the energy purchased the day ahead and the actual electrical load being served is purchased in the "real time" market; these prices change every five minutes.

Today the City can meet 100% of its capacity obligations with the installed generation in Ames. As peak demand for energy grows, capacity may need to be purchased from other sources to supplement the City of Ames' electric service generating capacity and/or new generation will be planned. Due to aggressive Demand Side Marketing efforts, the City's peak had been reduced since 2012. This has allows the City to extend the need for new generation out beyond the 5 year horizon.

Service Objectives:

- ✓ **Enter into a Power Purchase Agreement for a community solar project in support of the City Council goal to expand sustainability efforts**
- ✓ Maintain proper level of natural gas and transportation 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
- ✓ Maintain a diversified generation portfolio that contains renewable sources

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	175,723	182,261	183,149	190,562	4.6%
Contractual	31,563,689	33,057,674	32,579,674	33,045,980	0.0%
Commodities	954,031	1,150,000	1,020,000	985,000	-14.4%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	32,693,443	34,389,935	33,782,823	34,221,542	-0.5%
Funding Sources:					
Electric Utility Fund	32,693,443	34,389,935	33,782,823	34,221,542	-0.5%
Total Funding Sources	32,693,443	34,389,935	33,782,823	34,221,542	-0.5%
Personnel - Authorized FTE	2.00	2.00	2.00	2.00	

ELECTRIC DISTRIBUTION OPERATION/MAINTENANCE

The City of Ames Electric Distribution Department is responsible for construction and maintenance of the equipment that brings electric power to our customers' meters. The department works to maintain both overhead and underground systems, with voltages ranging from 120 volts to 161,000 volts. In addition to the distribution system, the department also is responsible for the maintenance of the transmission system that delivers reliable power to our substations. The transmission system makes up the backbone of the Ames power system and interconnects us with the power grid.

Service Objectives:

- ✓ Ongoing streetlight upgrades
- ✓ Upgrade/ rebuild older overhead lines
- ✓ Maintain aggressive tree trimming efforts to reduce vegetation related outages
- ✓ Maintain reliable storm siren system
- ✓ Replacement of older underground primary cable
- ✓ Continued animal guarding of lines and transformers to reduce outages
- ✓ Ongoing replacement of older live front equipment

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,416,177	1,678,663	1,591,315	1,742,070	3.8%
Contractual	999,518	1,219,461	1,187,103	1,175,322	-3.6%
Commodities	290,384	305,750	301,250	296,250	-3.1%
Capital	-	-	-	-	
Other Expenditures	1,232	700	700	700	0.0%
Total Expenditures	2,707,311	3,204,574	3,080,368	3,214,342	0.3%
Funding Sources:					
Electric Utility Fund	2,707,311	3,204,574	3,080,368	3,214,342	0.3%
Total Funding Sources	2,707,311	3,204,574	3,080,368	3,214,342	0.3%
Personnel - Authorized FTE	17.00	17.00	17.00	17.00	

ELECTRIC DISTRIBUTION OPERATION/MAINTENANCE

Highlights:

Tree trimming continues to be one of the largest budget items for this activity, and Wright Tree service has continued to contract this work for the City. This contract provides for the cutting and trimming of trees and shrubs which could jeopardize the system. Emphasis has been placed on clearing the transmission right of ways this year. The previous year’s contract was \$308,639 for clearing of lines within the city, with \$15,500 earmarked specifically for clearing of the transmission lines. Vegetation management is an ongoing challenge, which could cause major disruptions to the system if allowed to go unchecked. In addition, the presence of the Emerald Ash Borer will continue to keep the tree service busy for the foreseeable future.

Street light maintenance and underground locating services staff have been busy with the ever expanding construction projects around the city. There are many new areas of development which require the addition of new street lights and/or the relocation of old ones. The changeover to LED luminaires in our street lights is continuing, with a total of 1,650 (21%) of our lights converted and/or newly installed thus far.

This has been another relatively quiet season as far as storms go. Year to date, there have been 6 storm-related outages, affecting 46 customers. So far this year, staff has responded to 239 after hours trouble calls and performed over 200 steps of switching.

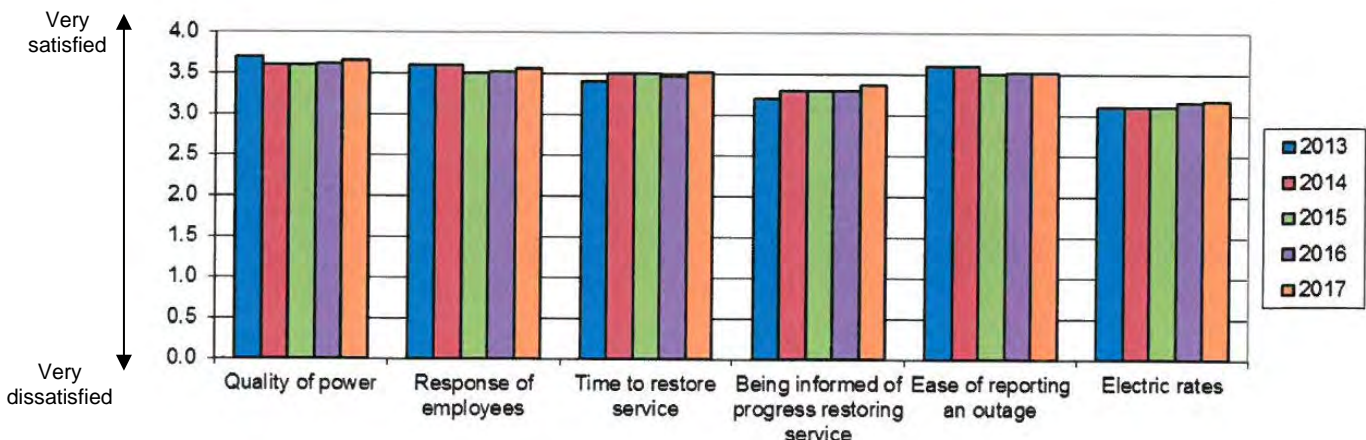
This year’s accomplishments:

- 161kV transmission line relocation for the IDOT Interstate 35 project
- Gateway Hills reliability improvements
- Beach Avenue overhead primary rebuild
- Sheldon Avenue redevelopment project
- McKinley Drive replacement of failed underground primary cable and transformer upgrades

Totals for 2017:

- Footage of primary cable installed/replaced: 57,797 feet
- Number of wood poles installed/replaced: 100
- Number of street light poles installed/replaced: 67
- Number of LED luminaires installed: 1117

Customer Satisfaction:



ELECTRIC DISTRIBUTION EXTENSION/IMPROVEMENTS

These budget activities include line extensions, lighting, new service installations, relocation and reconstruction work on overhead and underground distribution facilities, improvements to power factor correction, minor system improvements to communication, transmission and substation facilities.

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
- ✓ Continue to provide reliable electric service through proactive replacement of deteriorated overhead and underground facilities found from annual pole and underground inspections
- ✓ Provide efficient, coordinated construction services to facilitate Public Works' road improvement projects
- ✓ Improve system reliability by replacing obsolete, deteriorated facilities
- ✓ 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
- ✓ Reduce system losses and improve system power factor by addition of distribution capacitor banks and installation of switched controls
- ✓ Labor support for the conversion of street lights to LED fixtures

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	481,156	457,361	430,362	467,734	2.3%
Contractual	403,384	355,700	370,700	360,700	1.4%
Commodities	755,369	899,500	909,500	939,500	4.5%
Capital	403,903	475,000	450,000	430,000	-9.5%
Other Expenditures	-	-	-	-	
Total Expenditures	2,043,812	2,187,561	2,160,562	2,197,934	0.5%
Funding Sources:					
Electric Utility Fund	2,043,812	2,187,561	2,160,562	2,197,934	0.5%
Total Funding Sources	2,043,812	2,187,561	2,160,562	2,197,934	0.5%
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

ELECTRIC DISTRIBUTION EXTENSION/IMPROVEMENTS

Highlights:

Work continues to support new services as well as routine extensions and system improvements for system capacity and reliability upgrades. More single family homes are being constructed in west Ames along with continued apartment construction. Work has remained strong on apartments and commercial projects and is expected to continue through FY 2018. The need for system improvements and maintenance activities remains high, as much of the Ames electric system is over 30 years old. This includes ongoing replacement of aging/deteriorated 13.8kV distribution cable, 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 by Ames' electric crews to avoid unnecessary interruptions.

Projects for FY 2017/18:

- Bricktowne Ames - New extension of facilities to serve apartment building complex
- Subdivisions: Mortensen Heights 2nd, Crane Farms (3rd, 4th & 6th), Birch Meadows 1st (Street Lights Only), Quarry Estates 2nd (Street Lights Only)
- S. Duff Avenue & S. 16th Street - Relocation of overhead poles and wires to accommodate intersection improvements
- 111 Lynn Avenue - Replacement of indoor transformers with outdoor padmount transformer
- Menards - New extension of facilities for new construction
- Service to electric Car Charging Stations

Projects for FY 2018/19:

- Mortensen Road - Replacement of aged main feeder cable between Beach Avenue & Gateway Hills Park Drive
- S. Riverside Drive - New extension of facilities to serve ISU Research Park Phase III expansion
- Replacement of Indoor Transformer at ISU Applied Science Labs with Outdoor Padmount
- Brookside Park – 4kV to 13kV conversion
- ISU Applied Science service conversion (from indoor dry type transformer to conventional outdoor padmounted transformer).

ELECTRIC TECHNICAL SERVICES

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
- ✓ Record and monitor Power Factor on the City's largest electric 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 4 kV through 161 kV class equipment.

Service Objectives:

- ✓ Maintain 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
- ✓ Maintain substation battery sets and chargers
- ✓ Improve animal guarding on all substation open connections
- ✓ Perform substation maintenance, as needed

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	522,172	721,774	639,529	729,552	1.1%
Contractual	127,886	148,395	149,461	141,249	-4.8%
Commodities	151,910	169,442	170,942	170,229	0.5%
Capital	7,255	-	-	9,100	
Other Expenditures	232	-	-	-	
Total Expenditures	809,455	1,039,611	959,932	1,050,130	1.0%
Funding Sources:					
Electric Utility Fund	809,455	1,039,611	959,932	1,050,130	1.0%
Total Funding Sources	809,455	1,039,611	959,932	1,050,130	1.0%
Personnel - Authorized FTE	7.00	7.00	7.00	7.00	

ELECTRIC TECHNICAL SERVICES

Highlights:

Substation Maintenance: Work continued on the replacement of oil based breakers with SF6 gas breakers by change-out of a breaker at the Ames Plant substation. An air tank at the Ames Plant Substation has been replaced to fix an ongoing air leak issue. Work was completed to repair a broken insulator on the Bus structure at Dayton Ave Substation. This required fabrication of a new standoff to raise insulator to reduce the stress being applied by the Bus that caused the break to occur. Staff continued work on downtown vaults that housed old downtown network transformers that have now been removed, sealing off vaults that are no longer used, and repairing and/or replacing vault lids of the ones that are still being used for connection points to downtown businesses. Substation group is now fully staffed as one Apprentice has completed his training and has been moved to Journeyman classification and another Apprentice has been hired and has begun the Apprenticeship training.

Meter Service: Metering has installed 1,529 Automated Meter Reading meters for customers with inside meters or hard to access meters. This program was expanded to include larger apartment complexes with meters inside locked rooms and inside parking garages with limited access. Further expansion is anticipated, including commercial services in Downtown businesses that have inside meters. These will continue to be installed as meter readers identify these locations. A total of 135 solar meters are installed in the city. Metering has installed 470 meters in new apartment complexes throughout the city for FY 2016/17 and already has installed 147 so far in FY 2017/18. Metering has filled one of the two vacant Meter Technician positions.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Service orders completed	1,629	1,774	1,868	2,034
Complaints – consumption, display, broken	67	246	324	351
Temporary sets/removals	83	111	200	118
Electric meter removals/exchanges	1,065	748	752	756
Electric meter sets	383	624	520	529
Electric service renovations	20	22	28	31
Test instrument rated services	181	104	240	318
Relay tests, calibrations and repairs	153	89	160	167
 <u>Meters in Service:</u>				
Residential	23,029	23,133	23,654	23,761
Small Commercial	3,175	2,777	2,782	2,809
Large Commercial	N/A	423	440	444
Industrial	4	4	4	4
Solar Meters (Residential)	24	122	122	124
Solar Meters (Small Commercial)	N/A	9	9	10
Solar Meters (Large Commercial)	N/A	4	4	4
 Total	 26,232	 26,472	 27,015	 27,156
 <u>Meters Tested:</u>				
Residential	2,255	2,298	3,494	2750
Commercial and Industrial	136	178	195	202

ELECTRIC ENGINEERING

Electric Engineering is responsible for developing plans and construction packages for electric service to residential, commercial, and industrial customer services, as well as performing planning and design of system improvements to support load growth, maintain/improve reliability 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 material specifications and construction standards and providing contract administration for inspection, design, construction, and testing. Electric Engineering provides Geographic Information System (GIS) services/support and maintains the Outage Management System and other electric data records for Electric Services. 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 Organization (MRO) and NERC standards have increasingly required additional engineering staff time to review and communicate NERC standards and facilitate the alignment of practices across the utility to comply with audit requirements. This division also reviews and approves interconnection agreements for renewable energy generation (photo voltaic solar, for example).

Service Objectives:

- ✓ Provide efficient, customer-responsive service 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
- ✓ Track reliability indices and support American Public Power Association’s Reliable Public Power Provider (RP3) goals
- ✓ Administer contracted inspections and issue maintenance job orders for repairs
- ✓ Maintain GIS data as well as other department maps, records and databases
- ✓ Provide GIS hardware/software support for Engineering, Metering, and Electric Distribution
- ✓ Conduct annual MRO/NERC review and facilitate compliance across divisions within the Electric Department
- ✓ Review and approve PV solar generation interconnections

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	501,237	619,677	568,899	634,299	2.4%
Contractual	101,285	257,221	326,295	248,837	-3.3%
Commodities	3,989	5,275	5,275	5,275	0.0%
Capital	32,474	5,000	10,000	25,000	400.0%
Other Expenditures	237	-	-	-	
	639,222	887,173	910,469	913,411	3.0%
<i>Plus: Expenditures allocated from another program/activity:</i>					
Public Works Engineering	38,014	40,305	40,645	42,188	4.7%
Total Expenditures	677,236	927,478	951,114	955,599	3.0%
Funding Sources:					
Electric Utility Fund	677,236	927,478	951,114	955,599	3.0%
Total Funding Sources	677,236	927,478	951,114	955,599	3.0%
Personnel - Authorized FTE	5.00	5.00	5.00	5.00	

ELECTRIC ENGINEERING

Highlights:

The final phase of a major 161kV transmission line relocation has been completed for the Iowa Department of Transportation (IDOT). IDOT has two Interstate 35 relocation projects requiring a DOT-funded relocation of Ames’ 161kV transmission line between Ames and Ankeny. One phase is adjacent to the I-35/US30 interchange and the other, larger project, is north of the Skunk River. This involves some additional lighting changes in the interchange area as DOT installs new lights to replace older lights that Ames has owned and maintained in the past.

The conversion of the 4kV downtown network is nearly complete, with the exception of the removal of one 4kV network transformer and retired cables. Minor work to clean vaults up includes relocating light controllers out of vaults in the few locations they still exist.

Engineering continues to review and approve photo voltaic (PV) Solar Interconnection Agreements in cooperation with Planning and Housing and Inspections. The number of applicants has declined as solar panel costs increase due to anticipated tariff increases. Future installations will largely depend on the pending tariff decision and extension of the tax credit beyond 2017.

Outside services continue to be used to conduct routine overhead visual and infrared inspections and perform pole testing; Ames crews perform underground visual and infrared inspections. Follow-up maintenance work is generated as a result of inspections to replace deteriorated facilities before an outage occurs to improve system reliability.

Efforts will continue to add overhead reliability improvements, replace aged/deteriorated overhead equipment and replace deteriorated underground cable to improve system reliability.

Street Light Inventory is now fully comprised of LED fixtures for all standard installations and replacements.

Several CIP projects (Top O Hollow Substation, Mortensen Rd Underground/Feeder replacement, LED lighting retrofits) will be initiated and managed by Electric Engineering Staff in FY 2017/18.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Number of new customers	240	543	141	200
Job orders prepared	131	130	130	130
Line inspections (poles)	601	570	250	660
Miles of new overhead distribution line	0.3	0.3	0.6	0.4
Miles of overhead distribution line replaced	0.1	0.1	0.6	0.2
Miles of new underground distribution line	2.7	2.4	2.5	2.6
Miles of replaced underground line	0.4	0.4	1.0	0.6
Miles of new and relocated overhead transmission line	0.5	1.5	1.25	0.25
Interconnection approvals (PV Solar Systems/Applicants)	19/19	109/12	4/4	5/5

WATER AND POLLUTION CONTROL

Description and Purpose of Activity:

This activity involves all operations of the water and sewer utilities, except for the collection and distribution systems and customer services/billing functions. It includes the five functional divisions of the department.

- Administration provides the overall management of the two utilities, as well as related engineering functions, the industrial pretreatment program, and the management of the flood warning system.
- Water Treatment includes the procurement of untreated groundwater water, treatment of that water to make it suitable for human consumption, pumping of the water into the distribution system, and the management of the residual solids generated by the treatment process. It also includes the Smart Water Conservation Program.
- WPC Operations includes the operation and maintenance of the Water Pollution Control Facility, including lift stations and management of the residual solids generated by the treatment process. It also includes the maintenance of the flood warning program.
- Laboratory Services provides the majority of the regulatory compliance monitoring for both the drinking water and wastewater utilities.
- Metering and Cross-Connection Control serves as the cash register for both utilities, providing the basis for billing the majority of all water and sewer services provided by the City.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
W & PC Administration	754,300	835,435	898,418	903,051	8.1%
Water Plant Operations	2,609,791	2,853,271	3,040,489	3,108,454	8.9%
WPC Facility Operations	2,328,923	2,712,620	2,518,874	2,553,700	-5.9%
W & PC Laboratory	557,949	604,377	605,996	607,559	0.5%
W & PC Metering Services	792,151	954,327	964,547	984,297	3.1%
Total Expenditures	7,043,114	7,960,030	8,028,324	8,157,061	2.5%
Personnel - Authorized FTE	40.30	40.30	40.30	40.30	

WATER AND POLLUTION CONTROL

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
<i>Expenditures by Category:</i>					
Personal Services	3,953,600	4,177,624	4,110,678	4,333,674	3.7%
Contractual	2,082,207	2,487,439	2,581,729	2,564,313	3.1%
Commodities	968,273	1,214,585	1,230,288	1,243,366	2.4%
Capital	27,149	71,500	95,621	5,700	-92.0%
Other Expenditures	11,885	8,882	10,008	10,008	12.7%
<i>Total Expenditures</i>	7,043,114	7,960,030	8,028,324	8,157,061	2.5%
<i>Funding Sources:</i>					
Water Utility Fund	3,657,175	4,048,168	4,272,848	4,356,219	7.6%
Sewer Utility Fund	3,385,939	3,911,862	3,755,476	3,800,842	-2.8%
<i>Total Funding Sources</i>	7,043,114	7,960,030	8,028,324	8,157,061	2.5%

W & PC ADMINISTRATION

This activity involves overall management of the water and sewer utilities (except for the distribution and collection system and customer services/billing functions), including the development and implementation of all plans, policies, and procedures necessary for the efficient functioning of the utilities. Tasks undertaken as a part of this activity area include: budgeting and rate-setting; legislative and regulatory coordination and compliance; in-house engineering design services and project management activities; managing the industrial pretreatment and Fats, Oils, and Grease programs; and cross-departmental coordination with other City work groups.

Service Objectives:

- ✓ **Proactively promote the value of water conservation in support of the City Council goal to expand sustainability efforts**
- ✓ 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
- ✓ Develop and administer the overall W&PC operations budget
- ✓ Develop and implement the Capital Improvements Plan for the Water and Sewer Utilities (excluding distribution and collection system improvements)
- ✓ Prepare the annual Consumer Confidence Report
- ✓ Implement the Industrial Pretreatment; High Strength Surcharge; and Fats, Oils, and Grease (FOG) Programs
- ✓ Manage and operate the Flood-Warning System
- ✓ Monitor legislative and regulatory changes

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	680,443	716,093	716,445	761,034	6.3%
Contractual	63,939	95,642	158,273	133,317	39.4%
Commodities	9,593	4,700	4,700	8,700	85.1%
Capital	-	19,000	19,000	-	
Other Expenditures	325	-			
Total Expenditures	754,300	835,435	898,418	903,051	8.1%
Funding Sources:					
Water Utility Fund	377,150	417,718	449,209	451,526	8.1%
Sewer Utility Fund	377,150	417,717	449,209	451,525	8.1%
Total Funding Sources	754,300	835,435	898,418	903,051	8.1%
Personnel - Authorized FTE	6.00	6.00	6.00	6.00	

W & PC ADMINISTRATION

Highlights:

Staff has been settling into their new space since the end of June 2017. Staff has continued to have an aggressive workload and even provided some short-term assistance to Public Works during their staffing shortage. In FY 2018/19, staff plans to utilize a student co-op to help meet the demands of the increasing workload on the division (\$17,275).

Examples of unanticipated increases in Administration's operating budget due to the transition to the new plant include: an increase for Electricity (\$23,760 in FY 2017/18 Adjusted and \$21,960 in FY 2018/19); and an increase in Natural Gas (\$7,215 in FY 2017/18 Adjusted and \$7,720 in FY 2018/19). These expenses have not previously been shared between W&PC Administration and Water Treatment Plant Operations but staff evaluated and determined 15% of the total cost should be expensed in the W&PC Administration.

Accounting changes have moved some expenses into Administration that were previously expensed elsewhere in the department. These include expenses for vehicles used by the Administration staff (\$2,666). The first Art Contest was a success in the department and staff anticipates continuing this annually to help fill the walls of the new Water Plant (\$5,000).

This area also manages the Industrial Pretreatment Program. Staff has made a significant update to the Industrial Pretreatment Program and anticipates, over the next year, evaluating our industries and adjusting permit language to make it consistent with the updated program.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
CIP project load, \$ million	44.428	28.973	16.359	7.677
Number of Industrial Pretreatment Permits	16	14	14	14
Efficiency and Effectiveness:				
Typical residential ¹ water & sewer bill, \$/mo	51.03	51.03	51.03	52.62
Iowa comparables ² , \$/mo	53.82	55.85	59.08	62.17
Typical commercial ¹ water & sewer bill, \$/mo	565.64	565.34	565.34	583.50
Iowa comparables ² , \$/mo	703.57	730.65	749.34	788.77
"Very/Somewhat Satisfied" with Water Service	95%	97%	93%	90+%
"Very/Somewhat Satisfied" with Sewer Service	96%	96%	93%	90+%

¹ Residential=600 cubic feet per month; Commercial=10,000 cubic feet per month (weighted average of summer/winter rates)

² Median of Iowa Cities with population >10,000 population; projections based on recent trends (2013-2017)

WATER TREATMENT PLANT OPERATIONS

This activity involves: the pumping of untreated water from wells, treatment of well water to potable standards for human consumption, and the pumping of treated water from the plant site to the water distribution system. It also includes the management of booster pump stations and elevated water tanks, and the recycling of the softening residuals as an agricultural lime material. The Smart Water Program, which uses various marketing approaches to encourage water conservation, is also included in this activity.

Service Objectives:

- ✓ **Proactively promote the value of water conservation in support of the City Council goal to expand sustainability efforts**
- ✓ Provide a developed source water supply capable of meeting peak water demands under drought conditions
- ✓ Monitor groundwater levels, allowing individual well pumping to be managed at a sustainable rate
- ✓ Rehabilitate wells on a regular schedule to maintain capacity
- ✓ Provide protection of the source water supply from contamination
- ✓ Provide drinking water that meets all federal and state standards
- ✓ Make efficient use of treatment inputs (chemicals, energy)
- ✓ Provide water that meets the aesthetic expectations of our customers (taste, odor, appearance)
- ✓ Maintain a treatment plant capacity capable of meeting the peak three-day average demand
- ✓ Dispose of lime softening residuals in an environmentally sound, cost-effective manner
- ✓ Maintain distribution system pressures in a general range of 50 to 90 psi
- ✓ Maintain an adequate elevated storage capacity to meet peak day demands plus sustain fire flows
- ✓ Maintain adequate disinfectant residual to provide bacterially safe drinking water

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	978,777	1,036,602	1,041,862	1,097,781	5.9%
Contractual	1,058,113	1,158,500	1,310,443	1,331,441	14.9%
Commodities	569,554	656,515	685,218	676,266	3.0%
Capital	-	-	-	-	
Other Expenditures	3,347	1,654	2,966	2,966	
Total Expenditures	2,609,791	2,853,271	3,040,489	3,108,454	8.9%
Funding Sources:					
Water Utility Fund	2,609,791	2,853,271	3,040,489	3,108,454	8.9%
Total Funding Sources	2,609,791	2,853,271	3,040,489	3,108,454	8.9%

Personnel - Authorized FTE	9.00	9.00	9.00	9.00
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WATER TREATMENT PLANT OPERATIONS

Highlights:

The new Water Treatment Plant was scheduled to be operational in May 2017, with final completion in August. Therefore, the FY 2016/17 budget accounted for both the new and old facilities to be concurrently operational for a period of time. This presented some challenges in the budgeting process for both FY 2016/17 and FY 2017/18. While some extra chemicals were used during plant testing in May and June as expected, the new facility was not fully stocked with chemicals until FY 2017/18. Therefore, the Commodities budget for FY 2017/18 was adjusted up accordingly (\$20,313).

Additional expenses related to the transition to the new treatment plant in the FY 2018/19 contractual costs include increased risk insurance, increased annual HVAC system maintenance, and additional generator maintenance contracts. The largest increases by far are due to electricity and natural gas expenses (\$107,327 in FY 2017/18 and \$100,132 in FY 2018/19, respectively).

Most recent maintenance activities have revolved around relocating equipment and supplies to the new facility. New maintenance routines and procedures are being developed while staff settles into the new plant. While routine preventative maintenance continues for the new facility and remote site infrastructure, maintenance activities in the old treatment facility have generally ended.

New single-day and three-day peak production records were set in July 2017. Just days before the old Water Treatment Plant was shut down, a record 9.48 million gallons were produced in a single day.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
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 pumped from wells	2.19	2.13	2.20	2.20
Average day pumpage to system, MGD*	5.77	5.84	5.80	5.80
Peak day pumpage to system, MGD*	8.72	8.25	9.48	9.00
Operating budget, \$ per MG* pumped	1,095	1,225	1,382	1,413
Number of wells rehabilitated	4/22	4/22	5/22	4/22
Overall energy efficiency, kW-hr/MG* treated	1,932	1,890	1,900	1,900
Lime residual disposal, wet tons/year				
Routine Operations	29,700	30,710	28,000	28,000

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

WPC FACILITY OPERATIONS

This activity involves both the operation and the maintenance of the Water Pollution Control Facility. The overall goal is to provide 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. 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 Operations 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. The activity also includes the maintenance of the flood early warning system.

Service Objectives:

- ✓ Protect the environment and public health by treating wastewater from the Ames community
- ✓ Meet the numerical discharge limitations of the facility's National Pollutant Discharge Elimination System (NPDES) permit
- ✓ Operate the farm ground in a manner that preserves the land for biosolids application and provides a reasonable return to the City
- ✓ Protect the community's investment in wastewater treatment by maintaining the existing plant infrastructure
- ✓ Maintain the flood-warning infrastructure for precipitation and stream level monitoring
- ✓ Administer the Land Application Program in an environmentally sound manner and in compliance with the facility's NPDES permit

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,319,168	1,404,375	1,334,877	1,404,239	0.0%
Contractual	789,155	1,067,267	929,890	924,419	-13.4%
Commodities	185,682	222,750	210,250	218,000	-2.1%
Capital	27,149	11,000	36,815	-	-100.0%
Other Expenditures	7,769	7,228	7,042	7,042	-2.6%
Total Expenditures	2,328,923	2,712,620	2,518,874	2,553,700	-5.9%
Funding Sources:					
Sewer Utility Fund	2,328,923	2,712,620	2,518,874	2,553,700	-5.9%
Total Funding Sources	2,328,923	2,712,620	2,518,874	2,553,700	-5.9%
 Personnel - Authorized FTE	 14.00	 14.00	 14.00	 14.00	

WPC FACILITY OPERATIONS

Highlights:

The NPDES permit for the facility expired in August of 2015, but continues in place until a new permit is issued. Iowa Department of Natural Resources (IDNR) issued a draft permit in early 2016, but later pulled it from public comment after City staff objected to a number of provisions. As of January 1, 2018, a new draft permit has not been provided to the City. Due to age and condition of the trickling filters, staff will move forward with the study for meeting the nutrient reduction strategy without a new permit.

On-site, electrical generation was lower last year due to maintenance being performed on the digesters, but is expected to be back to typical levels this year. Staff members are nearing completion on a lighting replacement project that replaces all the plant lighting with LED lighting, saving the facility money on electricity. The upfront cost is also being offset by rebates from Consumer’s Energy, the power provider for the facility.

Operationally, the facility will undergo a significant change this year when the new bar screen is constructed and the removal of screenings will take place in lieu of in-channel grinders. This reduces maintenance issues with process equipment downstream in the process. Screenings will be washed, bagged, and sent to Resource Recovery to become refuse-derived fuel.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Number of numeric permit violations	0	0	0	0
% compliance (out of 2,341 numeric limits)	100	100	100	100
Consecutive years with 100% permit compliance	26	27	28	29
Efficiency and Effectiveness:				
Operating budget, \$ per MG treated	\$870	\$960	\$1,014	\$1,029
Daily average flow, MGD*	7.35	6.65	6.80	6.80
% of design cap., 8.6 MGD	85%	77%	79%	79%
Annual average BOD ₅ * loading (lbs/day)	9,417	9,676	9,500	9,500
% design cap. (12,430 lbs/day)	76	78	76	76
Removal efficiency, %	94	95	>85%	>85%
Biosolids recycling				
Total quantity disposed, tons/year	882	322	600	600
Methane gas production Million cubic feet/year (estimated)	22.3	20.2	24	24
Efficiency and Effectiveness:				
Energy efficiency				
kW-hr/MG* treated	2,050	2,237	2,075	2,075
On-site production, 1,000 kW-hr/yr*	1,160	1,108	1,300	1,300
% of total plant demand	17%	16.3%	20%	20%

* kW-hr/MG = kilowatt hours per million gallons; kW-hr/yr = kilowatt hours per year; MGD = million gallons per day; BOD₅ = five-day biochemical oxygen demand

W & PC LABORATORY

This activity involves overall laboratory services for the Water Plant and Water Pollution Control Plant, including lime sludge recycling operations, all safe drinking water analysis required by state/federal regulatory agencies, Industrial Pretreatment Program, and biosolids recycling activities. 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 the Laboratory's existing analytical capabilities and workload. The Laboratory expenses are split between the Water (35%) and Sewer (65%) Utility Funds; based on the proportionate workload.

Service Objectives:

- ✓ Perform regulatory compliance monitoring for drinking water permit and NPDES permit
- ✓ Maintain Environmental Laboratory Certification
- ✓ Perform sampling and analysis in support of the Industrial Pretreatment and High-Strength Surcharge Programs
- ✓ 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
- ✓ Provide monitoring of ambient water quality upstream and downstream of the plant
- ✓ Conduct the Urban Stream Monitoring Program

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	437,276	462,900	462,258	478,372	3.3%
Contractual	76,029	82,977	87,432	81,887	-1.3%
Commodities	44,443	44,500	44,000	47,300	6.3%
Capital	-	14,000	12,306	-	
Other Expenditures	201	-	-	-	
Total Expenditures	557,949	604,377	605,996	607,559	0.5%
Funding Sources:					
Water Utility Fund	195,282	211,532	212,099	212,646	0.5%
Sewer Utility Fund	362,667	392,845	393,897	394,913	0.5%
Total Funding Sources	557,949	604,377	605,996	607,559	0.5%
Personnel - Authorized FTE	5.30	5.30	5.30	5.30	

W & PC LABORATORY

Highlights:

A modest increase in contractual and commodity expenses is related to an increased frequency of lead and copper testing in drinking water. The startup of the new Drinking Water Treatment Plant has also extended the period of increased testing for up to another 18 months. Testing for lead has continued to show results well below the federal action level of 15 parts per billion.

A small increase is shown to purchase a new laptop for the Atomic Adsorption (AA) machine which is used to analyze metals (\$2,500).

As a result of the Water Plant moving, there are some modest increases in janitorial type services and snow removal that are now being split 50/50 between W&PC Laboratory and W&PC Metering Services (\$1,296).

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Consecutive years certified	19	20	21	22
Drinking Water Quality Samples Collected	1,752	1,794	1,600	1,600
River Water Quality Samples Collected	190	218	215	190
Industrial Pretreatment Samples Collected	91	88	90	90
WPC Plant Samples Collected	1,534	1,551	1,550	1,550
Efficiency and Effectiveness:				
Total Samples Received	3,710	3,714	3,710	3,710
Total analyses	12,107	11,902	12,000	12,000
% completed in-house	92%	95%	95%	95%
Average cost per analysis	\$40.90	\$46.88	\$50.83	\$50.63

W & PC METERING SERVICES

Because the water and wastewater utilities operate as self-sustaining enterprises, water usage by all customers must be metered as accurately as possible. For nearly all customers, both their water and wastewater bills are based on their water meter readings. 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%) Utility Funds; based on the proportionate number of utility accounts.

Beginning on January 1, 1996, state and federal mandates required the City to implement a Cross-Connection Control Program (i.e. backflow prevention) to further protect the water supply from potential contamination sources. The Cross-Connection Control Coordinator also serves as the department's representative to the citywide Development Review Committee (DRC), for which the Sewer Utility Fund contributes 10% of the Cross-Connection Control Program expenses.

Service Objectives:

- ✓ Maintain fiscal accountability through accurate metering
- ✓ Assist customers in identifying in-home leaks
- ✓ Reduce the potential for contamination of drinking water from cross-connections
- ✓ Track water loss throughout the distribution system
- ✓ Participate in the citywide Development Review Committee

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	537,936	557,654	555,236	592,248	6.2%
Contractual	94,971	83,053	95,691	93,249	12.3%
Commodities	159,001	286,120	286,120	293,100	2.4%
Capital	-	27,500	27,500	5,700	
Other Expenditures	243	-	-	-	
Total Expenditures	792,151	954,327	964,547	984,297	3.1%
Funding Sources:					
Water Utility Fund	474,952	565,647	571,051	583,593	3.2%
Sewer Utility Fund	317,199	388,680	393,496	400,704	3.1%
Total Funding Sources	792,151	954,327	964,547	984,297	3.1%
Personnel - Authorized FTE	6.00	6.00	6.00	6.00	

W & PC METERING SERVICES

Highlights:

The number of meters being replaced per year is on track with the projection of the eight-year timeline for the Automated Meter Reading (AMR) installation project and meter replacements. The corresponding commodity expense to purchase new water meters is on track with what is identified in the Operating and CIP Budgets. At the end of FY 2017/18, approximately one-third of the conversion will be completed.

The Capital Expenditure in FY 2018/19 is for the replacement of an air compressor (\$5,700). Additional expenses include: increased wages for newer union employees reaching next step increases (\$22,967); increased meter costs (\$5,480); increased janitorial/snow removal services (\$1,296).

The Operating Budget includes a projected 400 meters for new construction annually and an additional 1,000 meters for routine replacement of older existing meters.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Meters in service (end of year)				
Primary meters	17,756	18,096	18,346	18,576
Yard meters	<u>1,569</u>	<u>1,531</u>	<u>1,586</u>	<u>1,641</u>
Total	19,325	19,627	19,932	20,217
Automatic Meter Reading Conversion				
Total # Radio Transmitters installed	2,632	4,974	7,438	9,838
As a % of total inventory	13.6%	25.3%	37.0%	48.3%
Total service orders completed	3,106	3,256	3,181	3,200
Cross-connection control program				
Number of backflow devices in service	2,653	2,768	2,883	2,998
Number of irrigation systems in service	695	722	744	766
Efficiency and Effectiveness:				
Routine meter changes in operating budget	661	1,000	1,000	1,000
Additional meter changes in CIP budget	<u>1,000</u>	<u>1,011</u>	<u>1,600</u>	<u>1,600</u>
As a % of total inventory	9.50%	10.26%	13.00%	12.97%
Meter installations from new construction	249	228	400	400
Non-routine meter changes	175	103	150	125
“Water Loss”, %	2.5%	6.3%	5.0%	5.0%
Average cost per meter in service (operating expenses/total meters)	\$40.96	\$40.41	\$42.57	\$42.72

WATER DISTRIBUTION SYSTEM MAINTENANCE

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
- ✓ Isolate and repair major leaks in the system
- ✓ Flush, paint and repair fire hydrants annually
- ✓ Exercise existing valves
- ✓ Replace broken or malfunctioning valves
- ✓ Perform utility locates
- ✓ Respond to citizen trouble calls within two hours

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	757,106	731,717	738,009	761,186	4.0%
Contractual	275,113	261,341	292,298	265,297	1.5%
Commodities	116,100	111,350	126,350	123,800	11.2%
Capital	-	-	-	-	
Other Expenditures	413	-	-	-	
	1,148,732	1,104,408	1,156,657	1,150,283	4.2%
<i>Plus: Expenditures allocated from another program/activity:</i>					
Public Works Administration	100,865	124,070	117,130	122,543	-1.2%
Public Works Engineering	136,846	152,098	150,955	158,476	4.2%
Total Allocation	237,711	276,168	268,085	281,019	1.8%
Total Expenditures	1,386,443	1,380,576	1,424,742	1,431,302	3.7%
Funding Sources:					
Water Utility Fund	1,386,443	1,380,576	1,424,742	1,431,302	3.7%
Total Funding Sources	1,386,443	1,380,576	1,424,742	1,431,302	3.7%
Personnel - Authorized FTE	7.81	7.81	7.81	7.81	

WATER DISTRIBUTION SYSTEM MAINTENANCE

Highlights:

Reorganization of existing staff included in FY 2018/19 will allow maintenance staff to organize more around the work activities and efficiently maintain the investment in the water distribution infrastructure and respond more efficiently to emergencies and customers. Staffing levels will be evaluated in subsequent years.

The new Water Plant began producing water in early FY 2017/18. Staff is responding to an increase in water main breaks due to the internal stresses that are introduced into the distribution system any time a change is made on the operating side. Staff believes that water main breaks should return to normal historical levels in FY 2018/19.

Staff has continued to proactively replace defective and damaged valves in advance of total failure as a preventative maintenance measure to ensure adequate control of the distribution system during water main breaks or scheduled shut downs.

A system wide leak survey is proposed in FY 2017/18 at a cost of \$15,000. This survey will look for leaks in the distribution system, but may also identify leaks in private services. Those private service leaks are the responsibility of the property owner to repair. As part of a proactive maintenance program, system wide surveys are recommended every three to five years. It has been five years since the last survey took place.

Six Automated Pressure Monitors are proposed in FY 2017/8 and again in FY 2018/19 at a cost of \$15,000 in each FY. These pressure monitors will be installed throughout the distribution system and will provide real time pressure monitoring. The monitors will help in locating and isolating breaks within the distribution system aiding in faster response time during water main breaks.

Utility locating has continued at a high level in recent years. The increased pace of development, in addition to the expansion by private utility companies (fiber optics and natural gas), has caused an increase in the scope and number of utility locates.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Miles of water main in system	248	246	250	253
Water main breaks	19	18	30	30
Rusty water complaints	25	20	20	20
Water main abandonments	0	0	0	0
Fire hydrants in system	2,862	2,906	2,925	2945
# of valves in system	3,570	3,562	3,600	3650
Fire flow tests	15	12	10	10
Bacteriological tests (mains, fire lines)	680	688	650	650
Utility locates performed	8,121	7,383	7,500	7,500
# of fire hydrants repaired	10	15	10	10
# of fire hydrants painted	270	260	200	200
# of valves exercised	1,330	450	600	600
 Efficiency and Effectiveness:				
Cost per locate	\$15.67	\$16.21	\$16.96	\$18.48

SANITARY SEWER SYSTEM MAINTENANCE

This activity is responsible for cleaning and maintenance of the City's system of 210 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:

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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	281,292	312,998	305,905	334,416	6.8%
Contractual	158,474	185,234	179,406	179,192	-3.3%
Commodities	45,928	27,350	27,350	27,350	0.0%
Capital	-	-	20,000	20,000	
Other Expenditures	-	-	-		
	485,694	525,582	532,661	560,958	6.7%
<i>Plus: Expenditures allocated from another program/activity:</i>					
Public Works Administration	100,865	124,070	117,130	122,543	-1.2%
Public Works Engineering	159,654	177,447	176,114	184,889	4.2%
Total Allocation	260,519	301,517	293,244	307,432	2.0%
Total Expenditures	746,213	827,099	825,905	868,390	5.0%
Funding Sources:					
Sewer Utility Fund	746,213	827,099	825,905	868,390	5.0%
Total Funding Sources	746,213	827,099	825,905	868,390	5.0%
Personnel - Authorized FTE	2.96	2.96	2.96	2.96	

SANITARY SEWER SYSTEM MAINTENANCE

Highlights:

Reorganization of existing staff included in FY 2018/19 will allow maintenance staff to organize more around the work activities and efficiently maintain the investment in the sanitary sewer infrastructure and respond more efficiently to emergencies and customers. Staffing levels will be evaluated in subsequent years.

Staff continues to provide preventative sanitary maintenance through cleaning, jetting, and televising where necessary to minimize and eliminate potential sewer blockages. Staff will continue to work with the lining and other improvements within the sanitary system to maintain the upgrades being performed within the system.

Utility locating has continued at a high level in recent years. The increased pace of development, in addition to the expansion by private utility companies (fiber optics and natural gas), has caused an increase in the scope and number of utility locates.

Replacement of aging flow meters is included in FY 2017/18 and FY 2018/19 at \$20,000 in each budget year. These flow meters allow staff to monitor the flows in individual sewer areas to determine appropriate maintenance and reconstruction methods to keep clear water out of the sanitary system. The existing units are over 25 years old and cannot communicate remotely. New flow meters will be able to remotely transmit data to provide real time information.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Utility locates performed	8,121	7,383	7,500	7,500
Miles of sanitary sewer in the system	204	210	212	214
Number of manholes in system	4,100	4,230	4,260	4,300
Lineal feet of sanitary sewer cleaned by City crews	414,445	239,030	300,000	300,000
Lineal feet of sanitary sewer cleaned by Contractor	0	0	0	0
Lineal feet of sanitary sewer televised	6,000	5,000	6,000	6,000
House connection sewer trouble calls	16	20	10	10
System blockages cleared	5	7	5	5
Sanitary sewer main repairs	3	2	10	10
Manholes raised	15	13	2	2
Efficiency and Effectiveness:				
Cost per locate	\$15.67	\$16.21	\$16.96	\$18.48
% of sanitary sewer system cleaned	38%	22%	25%	25%

STORM WATER PERMIT PROGRAM

Storm Water Permit (MS4) activities continue to be a priority for Public Works Engineering staff. Responsibility of storm water permit activities include public education and outreach on storm water impacts, public involvement and participation, illicit discharge detection and elimination, construction site storm water runoff control, post construction storm water management, and pollution prevention/good housekeeping for storm water related operations and maintenance facilities.

Flooding and drainage issues continue around the community. Engineering staff has submitted a FEMA grant application for the Flood Mitigation – River Flooding project that is focused on lowering flood water levels by two feet in the S. Duff Avenue area.

Public Works engineering staff continues to be involved with review of stormwater management plans and stormwater pollution prevention plans submitted through the Development Review Committee process. These plans need to comply with Municipal Code Chapters 5B and 5A, respectively.

Service Objectives:

- ✓ Review and enforce stormwater management plans and ordinances including Illicit Discharge, Construction Site Erosion and Sediment Control and Post-Construction Stormwater Management
- ✓ Manage the City of Ames National Pollutant Discharge Elimination System (NPDES)/Municipal Separate Storm Sewer System (MS4) permit

Service Accomplishments:

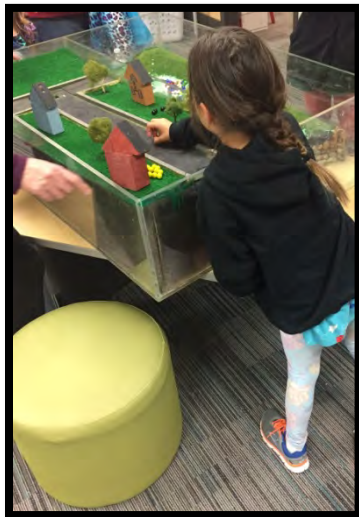
# of construction site erosion and sediment control site inspections	413	446	450	450
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	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	134,648	226,161	165,874	216,490	-4.3%
Contractual	40,736	58,094	55,856	57,729	-0.6%
Commodities	6,114	17,050	24,250	16,200	-5.0%
Capital	-	-	-	-	
Other Expenditures	4,219	17,500	17,500	17,500	0.0%
	185,717	318,805	263,480	307,919	-3.4%
<i>Less: Expenditures allocated to other programs/activities:</i>					
CIP Projects	(29,431)	(20,000)	(20,000)	(20,000)	0.0%
Total Expenditures	156,286	298,805	243,480	287,919	-3.6%
Funding Sources:					
Storm Sewer Utility Fund	156,286	298,805	243,480	287,919	-3.6%
Total Funding Sources	156,286	298,805	243,480	287,919	-3.6%
Personnel - Authorized FTE	2.00	2.00	2.00	2.00	

STORM WATER PERMIT PROGRAM

Highlights:

Public education and outreach on storm water impacts involves development and distribution of educational resources to residents, businesses, and other target audiences served by the MS4. The City's website is required to provide contact information regarding storm water impacts on water quality, measures residents can implement to reduce pollutants in storm water, regulations, current local topics, and links to other relevant websites.



The City of Ames Smart Watershed program continues to allow staff to reach out to citizens and provide valuable storm water related information on such topics as phosphorus-free fertilizers, picking up pet waste, nutrient reduction, and properly disposing of trash (in partnership with the Smart Trash program). To further improve storm water, the City offers Cost Share Programs for Rain Barrels, Rain Gardens, Soil Quality Restoration,

Native Landscaping, and Tree Plantings.

Public involvement and participation requires the City to maintain a Storm Water Pollution Hotline where the public can report storm water pollution, have educational storm water displays at the annual EcoFair, participate in an annual stream cleanup event, hold meetings with a storm water advisory committee, and comply with all state and local public notice requirements.

In partnership with other departments and organizations, the annual EcoFair occurred on March 25, 2017. The EcoFair is an open house where citizens learn how to make a difference on their property and community-wide. This event is a great opportunity for Public Works Engineering staff to interface with citizens and provide information on current watershed runoff initiatives and upcoming construction projects. Door prizes are randomly given away throughout the event to citizens who attend. This year three citizens won rain barrels that were painted during elementary school science nights.



STORM WATER PERMIT PROGRAM

Highlights, continued:



During the past year, volunteer groups spent hours cleaning up and providing much needed maintenance to the native vegetation along College Creek west of South Dakota Avenue. In coordination with Parks and Recreation Grounds crews and consultant Pat Sauer, dozens of individuals removed undesirable plants and trimmed desirable native vegetation.



Illicit discharge detection and elimination continues through the detection and elimination of illegal discharges into the MS4 storm water system. An ordinance was adopted by City Council in 2005 as part of the Municipal Code that prohibits anything other than storm water from entering the MS4. Annual dry weather flow inspections of all outfalls are part of this detection process. Operation of the Resource Recovery Plant, where residents can properly dispose of common household pollutants, is also a requirement of the MS4 permit.

As a requirement of the construction site storm water runoff control portion of the City's MS4, the City Council adopted Chapter 5A of the Municipal Code in 2006. This ordinance addresses waste at construction sites that may cause adverse impacts to water quality. In addition to proper soil erosion and sediment control, this ordinance also addresses building materials, concrete truck washout, chemicals, solid waste, and sanitary waste. Pollution prevention plans are reviewed concurrently with subdivision/site plan submittals, and a local permit is issued once all requirements are met. On-site inspections are completed by City staff during construction and through complaint investigations.

The pollution prevention/good housekeeping portion of the MS4 permit requires all components of the MS4 to be visually inspected at least once every ten years and maintenance performed as appropriate. Street sweeping shall also be conducted in the months between April and November. Street sweeping is conducted as part of special events such as parades and on a regular schedule on public streets.



STORM WATER PERMIT PROGRAM

Highlights, continued:



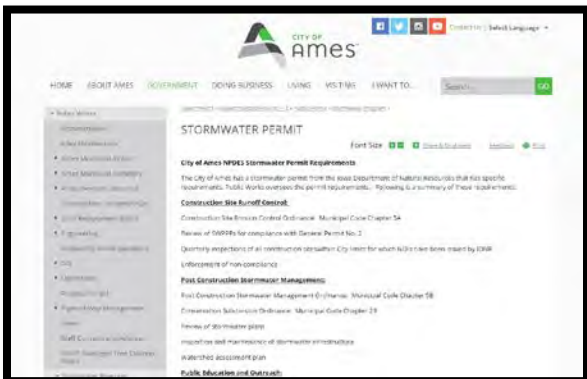
water quality improvements, native vegetation, and bioretention cells.

Preservation of natural resources and creation of stream buffers are also included in the new ordinance. Through staff involvement in the DRC, stormwater management plans are reviewed along with roadway and public utility impacts. During construction, these devices are inspected, and as-built conditions are required to provide ordinance compliance. Public storm water facilities are inspected annually by City staff for maintenance purposes. Maintenance staff completes smaller types of needed work; if larger fixes are needed, it is incorporated into a future CIP project to be completed. During 2018 a City Council workshop will be hosted where area developers and engineers can provide insight into challenges that they may be experiencing as this ordinance is being implemented on development and re-development sites.



Post-Construction Stormwater Management Ordinance has been in effect since 2014. In addition to specifying water quantity (flood) control as part of land development, the new ordinance requires runoff to be treated for water quality using practices such as vegetated swales, bioretention areas, rain gardens, native landscape, and riparian buffers. The City of Ames held ourselves to the same standards as developers this past year as the City Hall Parking Lot was reconstructed using permeable pavers system, rock storage for flood control and

A Pesticide and Fertilizer Management Program is required to be developed and implemented by the City to reduce pollutant discharge associated with storage, application, and disposal of pesticides and fertilizers for municipal operations. Application of these chemicals shall be applied by properly trained individuals. Applications are reported in each annual report for City facilities. The permit also requires that a program is implemented for training municipal employees regarding practices to be implemented in City operations to reduce pollutants in storm water. This training is held annually.



An annual report is completed and submitted to the Iowa Department of Natural Resources no later than March 31 of each calendar year. Additional information about the storm water program can be found on the City's website.

STORM WATER SYSTEM MAINTENANCE

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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	113,086	179,941	171,575	180,891	0.5%
Contractual	87,234	74,166	98,072	90,750	22.4%
Commodities	26,804	28,800	28,800	28,800	0.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
	227,124	282,907	298,447	300,441	6.2%
<i>Plus: Expenditures allocated from another program/activity:</i>					
Public Works Engineering	68,423	76,049	75,477	79,238	4.2%
Total Expenditures	295,547	358,956	373,924	379,679	5.8%
Funding Sources:					
Storm Sewer Utility Fund	295,547	358,956	373,924	379,679	5.8%
Total Funding Sources	295,547	358,956	373,924	379,679	5.8%
Personnel - Authorized FTE	2.09	2.09	2.09	2.09	

STORM WATER SYSTEM MAINTENANCE

Highlights:

A budget of \$15,000 is included in FY 2017/18 and FY 2018/19 to address contractual repairs to the storm sewer system that are outside of the scope of work that City maintenance staff can perform. These repairs are necessary to keep the storm sewer system functioning properly.

\$10,000 is included in FY 2017/18 to remove accumulated tree debris along the upstream side of the Lincoln Way Bridge over Squaw Creek. It is necessary to periodically remove this type of debris to protect the bridges and keep the water ways flowing without obstruction.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Miles of storm sewer in system (totals do not include footings and subdrains)	267	276	278	279
Percentage of miles televised	2	2	3	3
System blockages cleaned	31	37	40	40
Lineal footage cleaned and/or televised	54,317	59,658	65,000	65,000
Intakes/manholes repaired by City crews	33	38	40	40
Intakes inspected and cleaned	420	461	500	500
Storm water detention/retention facilities inspected	100	100	100	100

RESOURCE RECOVERY

The City of Ames and surrounding communities are served by the Arnold O. Chantland Resource Recovery Center. Communities include **Cambridge, Gilbert, Huxley, Kelley, Maxwell, McCallsburg, Nevada, Roland, Slater, Story City, Zearing, Iowa State University and unincorporated Story County.**

Costs to these communities are figured on a per capita basis using 2010 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 City of Ames Electric Utility. Ferrous and non-ferrous metals are also recovered and sold on the scrap market for recycling. The remaining non-usable material has been contract-hauled to the Boone County Landfill since July 1992 (the City of Ames closed its landfill on June 20, 1992). Major plant maintenance is generally conducted during an annual two-week downtime to perform repairs in addition to the daily routine maintenance and repairs. Yard waste activities involve the source separation and contracted composting/land application of "yard waste" (leaves, grass, tree limbs, etc.). In 2006, glass recycling was added to the recycling options provided by the plant. Household hazardous materials (HHM) collection began in 1998 with local events, and has progressed to Wednesday afternoon appointments for residents to dispose of their waste. Tires are accepted for a fee and recycled through a national tire recycling company. Compact fluorescent and incandescent light bulbs are accepted at no charge for recycling. A new bin has been placed on the tipping floor for used American flag collection, as well as a locked container specifically for sharps (needles, lancets, etc.) collection. Waste oil and batteries are also accepted for recycling.

Service Objectives:

- ✓ **Provide a responsible, sustainable, local solution for solid waste disposal in support of City Council's goal to expand sustainability efforts**
- ✓ Provide refuse derived fuel to the Power Plant as an alternative fuel source to natural gas
- ✓ Maintain the Household Hazardous Materials (HHM) program, including sharps drop-off
- ✓ Provide used American flag collection for proper disposal
- ✓ Continue to provide proper recycling for waste oil, batteries, fluorescent bulbs, and tires
- ✓ Maintain positive relationships with member agencies
- ✓ Provide yard waste disposal for Story County residents
- ✓ Continue to expand glass recycling
- ✓ Maintain the closed landfill
- ✓ Continue community connections through school science fairs, service club presentations, and facility tours
- ✓ Continue researching possible bio-energy connections with the Power Plant
- ✓ Maximize recycle/re-use of unwanted and municipal solid waste

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,373,353	1,484,740	1,432,849	1,538,203	3.6%
Contractual	2,068,663	2,143,609	2,217,553	2,234,542	4.2%
Commodities	326,864	362,637	365,300	368,300	1.6%
Capital	-	-	-	-	
Other Expenditures	512	-	-	-	
	3,769,392	3,990,986	4,015,702	4,141,045	3.8%
<i>Plus: Expenditures allocated from another program/activity:</i>					
Public Works Administration	100,865	124,070	117,130	122,543	-1.2%
Total Expenditures	3,870,257	4,115,056	4,132,832	4,263,588	3.6%
Funding Sources:					
Resource Recovery Fund	3,870,257	4,115,056	4,132,832	4,263,588	3.6%
Total Funding Sources	3,870,257	4,115,056	4,132,832	4,263,588	3.6%
Personnel - Authorized FTE	15.00	15.00	15.00	15.00	

RESOURCE RECOVERY

Highlights:

The per capita rate (last adjusted FY 2012/13) for our partner cities and Story County will raise to \$10.50 for calendar year 2018 (as this payment is made in arrears, the fee will not be billed until May 2019 and November 2019). Tipping fees for municipal solid waste will remain \$55/ton; the rate for cars and passenger vans is \$10.00. Pickups and vehicles with trailers are \$25.00.

Countywide there were 126 tons less of municipal solid waste (1%) in FY 2016/17 than the previous year, an indication that residents are recycling and producing less waste. Tonnage sent directly to the Boone County Landfill for disposal was 6,177 tons, a 61% reduction from FY 2015/16.

Resource Recovery continued work on the Solid Waste Alternatives Program (SWAP) grant from the Department of Natural Resources for “Waste Diversion and Public Opinion Study”. A waste sort was performed in June 2016, and SCS Engineers were tasked with developing/analyzing surveys to enhance waste diversion, increase efficiency of the Resource Recovery System and increase awareness and understanding of citizen value and interest in additional waste management related services. Surveys are complete; recommendations will be reviewed in 2018.

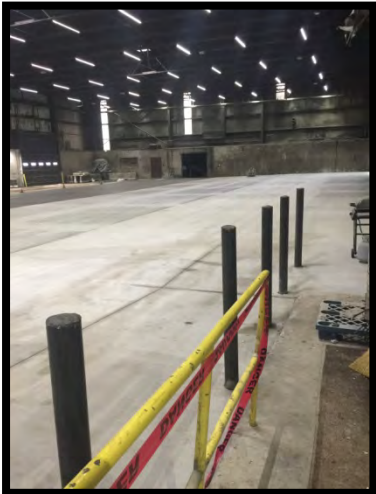


From left: Merry Rankin, Sustainability Director ISU; Corey Mellies, Fleet Services Director; John Joiner, Public Works Director; Mark Peebler's right arm.

RESOURCE RECOVERY

Highlights, continued:

The original tipping floor was completely replaced and drains repaired in March 2017. Quartzite rock, a hard, non-foliated metamorphic rock (originally pure quartz sandstone) found in Eastern South Dakota, was used in the aggregate mix for the floor to increase the life of the surface and improve traction. 300 cubic yards of concrete was used to replace the floor at a depth of 9”.



RESOURCE RECOVERY

Highlights, continued:

The ferrous metals recycling market is still depressed and continues to reflect low pricing globally. Currently, Resource Recovery delivers ferrous metals garnered from the process to a local scrap dealer for recycling. Non-ferrous metals have ranged from \$.29 to \$.55 over the past 4 years, averaging \$.44 per pound.

Over 10,000 pounds of pumpkins were disposed of in 2017 through the Great Pumpkin Disposal Program. Keeping pumpkins out of the waste stream improves the quality of refuse-derived fuel to the power plant, and keeps those organic tons out of the landfill. The pumpkins were composted through the City's contracted yard waste partner, Chamness Technology.



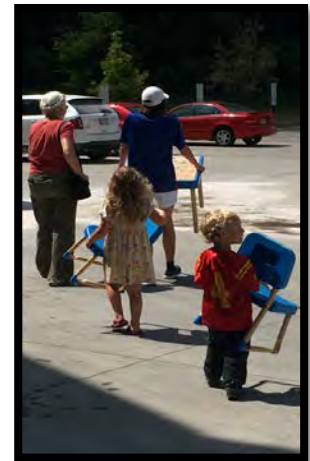
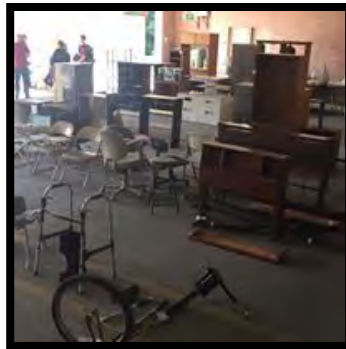
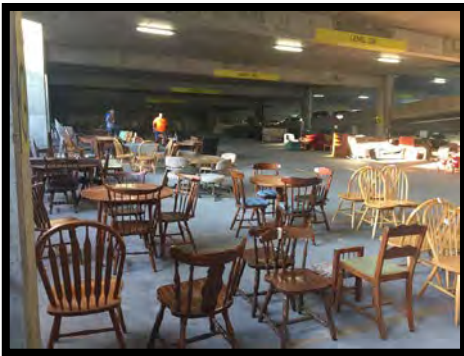
In alignment with exterior enhancements, the east fence and gate were replaced, improving winter weather functionality, as well as visual aesthetics.

RESOURCE RECOVERY

Highlights, continued:

The City of Ames, in partnership with the ISU Office of Sustainability, for the second year, hosted “Rummage RAMPage,” an event planned to keep reusable items out of the landfill during move out and lease changeovers. Students and community members are often faced with the dilemma of moving residences and discarding personal property; usable items are thrown in the trash or randomly discarded through dumping, and items end up abandoned, damaged, or deposited in the landfill. Rummage RAMPage was held at the Ames Intermodal Facility parking ramp, promoting sustainability in our community. Volunteers assisted with the collection of donations of still-usable items, and helped run the rummage sale in the parking ramp. Proceeds from the sale tripled over the first year (to about \$15,000) and were divided among the non-profit volunteer groups that assisted. Items were offered for sale, “priced to move,” at \$1, \$5, \$10, and \$20. About 80,000 pounds of material (furniture and other household goods) were diverted from landfilling, and only 1,420 pounds were not able to be reused or recycled. Donations were also accepted for the Ames Public Library, Volunteer Center of Story County Blast Back to School Program, area thrift stores, Animal Control, and Mid-Iowa Community Action.

RUMMAGE RAMPAGE 2017 **RUMMAGE RAMPAGE 2017** **RUMMAGE RAMPAGE 2017**



RESOURCE RECOVERY

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Tons of refuse available	52,182	52,056	52,500	53,000
Tons of refuse diverted to Boone landfill	10,422	6,177	4,877	2,000
Tons of refuse processed	41,646	45,598	47,623	51,000
Tons of RDF to Electric Utility	23,483	23,666	24,288	24,000
Tons of glass recycled	180	138	180	180
Tons of metal recycled	1,182	2,060	2,000	2,000
Pounds of HHM* collected	24,132	22,374	22,000	22,000
ISU tons into plant	3,809	3,663	3,526	3,500
Pounds diverted from landfill to Rummage Rampage	44,645	77,520	80,000	90,000
Average # of vehicles/free yard waste day	484	743	663	625
Efficiency and Effectiveness:				
% of available materials processed	80%	88%	80%	80%
Reject disposal rate/ton (Boone County)	\$46.50	\$46.50	\$47.50	\$48.50
% of processed materials that are sent to the landfill as rejects	38%	41%	44%	40%
Reject transportation rate/ton	\$13.30	\$13.68	\$13.52	\$13.75
Average cost/user free yard waste day	\$5.36	5.74	6.54	6.75

* Household Hazardous Materials

UTILITY CUSTOMER SERVICE

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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	882,275	932,310	918,413	964,577	3.5%
Contractual	513,582	550,513	551,376	589,765	7.1%
Commodities	7,405	14,900	14,750	21,120	41.7%
Capital	-	12,600	23,600	-	
Other Expenditures	59,108	77,600	72,500	72,500	-6.6%
Total Expenditures	1,462,370	1,587,923	1,580,639	1,647,962	3.8%
Funding Sources:					
Electric Utility Fund	691,480	758,723	756,789	787,162	3.8%
Water Utility Fund	388,727	418,300	416,500	435,800	4.2%
Sewer Utility Fund	363,760	391,300	389,850	407,500	4.1%
Storm Sewer Utility Fund	1,963	2,600	2,500	2,500	-3.9%
Project Share Donations	16,440	17,000	15,000	15,000	-11.8%
Total Funding Sources	1,462,370	1,587,923	1,580,639	1,647,962	3.8%
Personnel - Authorized FTE	10.65	10.65	10.65	10.65	

UTILITY CUSTOMER SERVICE

Highlights:

The City uses ITRON's MV-RS meter reading route management system. ITRON is ending the sales of the MV-RS system and has announced December 31, 2021 as the end of support date. There is \$12,600 requested under Computer Equipment/Software in FY 2017/18 for the on-site upgrade of the MV-RS system to ITRON's Field Collection System.

This program's share of Data Services has increased in relation to other programs. Data Service charges for FY 2018/19 are projected to be \$287,611 which is an increase of \$33,802 over the adjusted amount for FY 2017/18.

The desks and chairs in the office are over 10 years old and are beginning to wear out. The FY 2018/19 request under minor office supplies includes \$5,600 to begin replacing the office chairs. Some of the requested funds may be used to purchase sit to stand desks.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 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	11.0	12.5	12.5	13.0
Maintain a net write-off amount of less than 0.25% of sales	.07	.05	.08	.08
Maintain the number of day's sales in accounts receivable to less than 21 days	16.3	16.2	17.0	17.5
Provide at least \$0.90 of assistance for every \$1.00 donated to Project Share	\$1.00	\$1.00	\$1.00	\$1.00
Efficiency and Effectiveness:				
% of accounts with billing periods equal to or less than 34 days	99.6	97.5	98.0	98.0
% of final bills mailed within 14 calendar days of the termination date	96.6	99.5	99.6	99.5
% of customer service requests received over the Internet	33.7	35.3	35.0	35.0
% of utility payments received electronically	48.5	51.6	52.0	52.0
Avg # of payments processed per day	1,247	1,263	1270	1275
Avg # of telephone calls answered/day	133	138	135	135
Avg # of work orders generated/day	192	201	205	205
Avg # of meter readings/day	2,365	2,391	2442	2450
Avg cost per meter reading	\$0.57	\$0.61	\$0.60	\$0.61
Avg cost per bill generated	\$4.16	\$4.22	\$4.40	\$4.58

UTILITIES CIP

Activity Description:

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

<i>Activities:</i>	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
<i>Electric Services:</i>					
Demand Side Management	1,667,874	1,200,000	1,200,000	1,200,000	
Mid-American Interconnection	371,693	-	-	-	
Top-O-Hollow Substation	44,738	1,950,000	2,271,342	-	
161 kV Line Relocation	928,897	-	181,850	-	
69kV Transmission Reconstruction	12	-	855,395	260,000	
Mortensen Road Underground	-	-	660,000	-	
Ontario Substation	-	200,000	-	200,000	
Electric Svcs Storage Building	10,628	-	54,978	-	
Electric Distribution Roof	204,147	-	-	-	
Street Light LED Retrofits	169,429	300,000	530,571	250,000	
Line/Street Light Relocations	73,172	100,000	830,175	150,000	
Electric Distribution Parking Lot	-	185,000	185,000	-	
Mortensen/State Feeder	-	-	-	520,000	
Units 7 and 8 Fuel Conversion	1,384,961	-	319,367	-	
Power Plant Fire Protection	33,027	-	748,978	-	
69kV Switchyard Relay/Control	5,671	-	347,298	-	
Unit 7 Crane Repair	314,987	-	61,726	-	
GT 1 Inspection/Overhaul	810,739	-	96,225	-	
Cooling Tower Repairs	45,343	-	-	-	
CEMS Monitoring System	-	-	550,000	-	
Power Plant Roof Replacement	1,813	-	228,187	-	
Unit 7 Boiler Tube Repair	125,796	1,800,000	50,000	-	
Power Plant Relay/Control System	-	-	175,000	125,000	
Unit 7 Generator/Turbine Overhaul	-	500,000	750,000	1,800,000	
RDF Bin Renovation	-	2,800,000	2,800,000	-	
Ash Pond Modifications	-	1,000,000	1,000,000	-	
Power Plant Building Modifications	-	350,000	350,000	150,000	
Unit 7 Surface Condenser Tube	-	-	-	50,000	
Unit 8 Superheat/Generating Bank	-	-	50,000	4,500,000	
Power Plant Inventory Building	-	-	-	200,000	
<i>Total Electric Services</i>	6,192,927	10,385,000	14,296,092	9,405,000	-9.4%
<i>Water Production/Treatment:</i>					
New Water Treatment Plant	26,594,824	-	3,842,572	-	
Water Supply Expansion	282,265	-	5,226,463	577,500	
North River Valley Low Head Dam	54,402	745,000	930,508	-	
Ada Hayden Water Quality	5,388	40,000	54,612	-	
AMR/AMI Meter Conversion	248,447	191,000	219,553	197,000	
Water Plant Facility Improvements	29,256	352,000	588,623	440,000	
Source Water Protection Plan	-	-	50,000	-	
Wellhead Rehabilitation	-	-	-	370,000	
Old Water Plant Demolition	-	-	-	35,000	
<i>Total Water Production/Treatment</i>	27,214,582	1,328,000	10,912,331	1,619,500	22.0%

UTILITIES CIP

Activities:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Water Pollution Control:					
Plant Facility Improvements	480,249	350,000	100,000	200,000	
WPC Plant Disinfection	7,539	-	-	-	
Electrical System Improvements	50,154	-	183,221	-	
Residuals Handling Improvements	880	-	637,188	-	
Cogeneration System	55,500	525,000	4,500	1,515,000	
Lift Station Improvements	198,359	-	546,548	-	
Digester Improvements	163,753	696,000	1,795,818	2,600,000	
Mechanical/HVAC Systems	475,729	-	-	-	
Clarifier Maintenance	203,861	-	600,883	705,000	
Bar Screen Improvements	5,499	-	911,636	-	
Plant Structural Rehabilitation	116,442	-	488,661	1,113,000	
Nutrient Reduction Modifications	-	285,000	285,000	-	
Total Water Pollution Control	1,757,965	1,856,000	5,553,455	6,133,000	230.4%
Water Distribution:					
Water System Improvements	844,809	1,300,000	2,849,210	1,300,000	
East Industrial Utility Extension	13,722	-	1,086,278	-	
Campustown Public Improvements	-	50,000	50,000	100,000	
Total Water Distribution	858,531	1,350,000	3,985,488	1,400,000	3.7%
Sanitary Sewer System:					
Sanitary Sewer Improvements	1,617,877	3,710,000	4,011,589	3,820,000	
Clear Water Diversion	115,640	25,000	28,063	25,000	
Sanitary Sewer System Evaluation	6	-	7,610	-	
East Industrial Utility Extension	44,641	-	4,155,302	-	
Total Sanitary Sewer System	1,778,164	3,735,000	8,202,564	3,845,000	2.9%
Storm Water Management:					
Flood Response/Mitigation	-	-	1,043,281	-	
River Flooding Mitigation	40,404	-	2,487,975	-	
Teagarden Area Improvements	58,158	-	1,273,785	-	
Low Point Drainage Improvements	360,958	200,000	583,482	200,000	
Storm Water Improvements	362,346	250,000	509,364	250,000	
Storm Water Erosion Control	70,597	475,000	1,487,774	1,000,000	
Storm Water Facility Rehabilitation	9,935	-	206,243	150,000	
Gateway Hills Storm Sewer	-	-	125,165	-	
Squaw Creek Water Main Protection	407,654	-	242,369	-	
Storm Water Quality Improvements	-	-	-	100,000	
Storm Water System Analysis	-	180,000	180,000	180,000	
Total Storm Water Management	1,310,052	1,105,000	8,139,438	1,880,000	70.1%
Resource Recovery:					
System Improvements	244,211	390,350	440,350	390,100	
Exterior Enhancements	-	-	74,165	-	
Waste Diversion Enhancements	-	30,000	30,000	-	
Total Resource Recovery	244,211	420,350	544,515	390,100	-7.2%
Total Utilities CIP	39,356,432	20,179,350	51,633,883	24,672,600	22.3%



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HIGH SERVICE PUMP STATION



TRANSPORTATION

TRANSPORTATION

Transportation Summary	116
Street System	
Public Works Administration.....	118
Public Works Engineering	120
Traffic Engineering	126
Traffic Maintenance.....	128
Street System Maintenance	130
Street Surface Cleaning	132
Snow and Ice Control.....	134
Right-of-Way Maintenance.....	136
Transit System	138
Transit Administration & Support.....	140
Fixed Route Service	142
Dial-A-Ride.....	144
Public Parking	
Parking Operations and Maintenance	146
Parking Law Enforcement	148
Parking Violation Collection.....	150
Airport Operations	152
Transportation CIP	154

TRANSPORTATION

Program Description:

The Transportation Program serves the community by providing facilities to enhance the movement of people within the City. The system aids residential, commercial, and industrial users through the orderly flow of vehicles and passengers for both business and leisure activities. The Street System activity includes Public Works Administration, Public Works Engineering, Traffic Engineering and Maintenance, and Street Maintenance. This activity is responsible for all street, shared use path, and traffic system maintenance throughout the community, including snow and ice control, street cleaning, and maintenance of the right-of-way. The Transit System provides efficient and economical transportation to the community. A fixed route service is available on a daily basis, and Dial-a-Ride service is available as a contracted service for elderly or disabled residents. Transit system operations are overseen by a joint City of Ames/Iowa State University student board. The Public Parking activity maintains City parking lots and enforces parking regulations for both parking lots and on-street parking throughout the community. Meter revenue and fines are used to maintain and operate the parking system. Airport Operations provides general aviation services at the Ames Municipal Airport, which includes two hard surface runways. Transportation CIP includes capital improvement projects related to the Transportation Program.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Use of Funds:					
Public Works Administration	103,606	124,068	117,130	122,544	-1.2%
Public Works Engineering	91,229	101,398	100,637	105,650	4.2%
Traffic Engineering/Operations	1,029,518	1,072,171	1,107,584	1,213,776	13.2%
Street Maintenance	3,692,175	4,363,999	4,468,584	4,396,740	0.8%
Transit System	10,444,195	11,245,935	11,320,274	11,748,735	4.5%
Parking System	823,636	917,418	951,427	1,087,317	18.5%
Airport Operations	146,560	150,793	171,710	149,486	-0.9%
Total Operations	16,330,919	17,975,782	18,237,346	18,824,248	4.7%
Transportation CIP	15,067,340	20,283,720	37,398,199	16,814,400	-17.1%
Total Expenditures	31,398,259	38,259,502	55,635,545	35,638,648	-6.9%
Personnel - Authorized FTE	133.69	133.69	134.69	135.19	

TRANSPORTATION

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	12,180,645	13,265,788	12,957,659	13,831,796	4.3%
Contractual	2,340,382	2,476,024	2,762,986	2,491,388	0.6%
Commodities	1,756,873	2,207,370	2,282,601	2,488,464	12.7%
Capital	49,000	26,000	26,000	12,000	-53.9%
Other Expenditures	4,019	600	208,100	600	0.0%
Total Operations	16,330,919	17,975,782	18,237,346	18,824,248	4.7%
Transportation CIP	15,067,340	20,283,720	37,398,199	16,814,400	-17.1%
Total Expenditures	31,398,259	38,259,502	55,635,545	35,638,648	-6.9%
Funding Sources:					
General Fund	245,632	260,434	363,464	269,636	3.5%
Road Use Tax Fund	4,817,456	5,551,995	5,602,181	5,718,560	3.0%
Transit Fund	10,444,195	11,245,935	11,320,274	11,748,735	4.5%
Parking Fund	823,636	917,418	951,427	1,087,317	18.5%
Total Operations Funding	16,330,919	17,975,782	18,237,346	18,824,248	4.7%
Transportation CIP Funding:					
G.O. Bonds	6,750,960	7,821,000	15,781,887	6,850,000	-12.4%
General Fund	-	-	60,000	-	-
Local Option Sales Tax	456,052	755,000	2,150,220	466,000	-38.3%
Hotel/Motel Tax	250,000	-	-	-	-
Road Use Tax	1,116,273	1,991,000	5,208,410	2,309,000	16.0%
Bike License Fund	8,604	-	8,450	-	-
Developer Funds	29,094	-	26,817	-	-
Street Construction Fund	2,010,555	6,345,000	10,660,035	4,584,000	-27.8%
Airport Construction Fund	391,864	166,000	166,000	-	0.0%
Water Utility Fund	26,332	75,000	175,304	75,000	0.0%
Sewer Utility Fund	-	75,000	75,000	75,000	0.0%
Storm Water Utility Fund	30,756	50,000	146,185	50,000	0.0%
Transit Capital Reserve	3,996,850	3,005,720	2,939,891	2,405,400	-20.0%
Total CIP Funding	15,067,340	20,283,720	37,398,199	16,814,400	-17.1%
Total Funding Sources	31,398,259	38,259,502	55,635,545	35,638,648	-6.9%

PUBLIC WORKS ADMINISTRATION

This activity is responsible for the overall coordination and support of all Public Works' operational activities and capital projects. The Public Works Administration Division also provides funding for the Administrative Services Division that provides customer service and project support for Public Works, Planning and Housing, and Fire Inspections.

Service Objectives:

- ✓ Oversee and coordinate the activities of five Public Works divisions (Engineering, Traffic, Operations, Resource Recovery, and Administration)
- ✓ Provide management direction and administrative support for Public Works employees
- ✓ Provide oversight and guidance for the Public Works portion of the Capital Improvements Plan
- ✓ Administer funding for Capital Improvements including progress payments, private billings, various grant reimbursements, and Road Use Tax funding
- ✓ Coordinate outreach efforts and centralize point of contact for customer service
- ✓ Collaborate with Administrative Service Division for project support

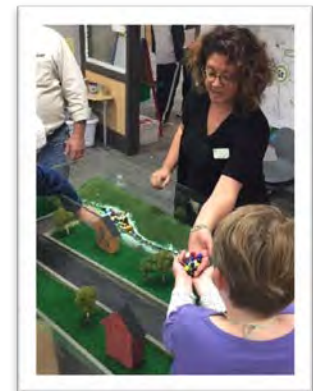
	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	257,990	282,961	280,380	291,519	3.0%
Contractual	145,800	210,017	184,840	195,354	-7.0%
Commodities	2,320	3,300	3,300	3,300	0.0%
Capital	-	-	-	-	
Other Expenditures	91	-	-		
Total Expenditures	406,201	496,278	468,520	490,173	-1.2%
<i>Less: Expenditures allocated to Utilities Program:</i>					
Water Distribution System	(100,865)	(124,070)	(117,130)	(122,543)	-1.2%
Sanitary Sewer System	(100,865)	(124,070)	(117,130)	(122,543)	-1.2%
Resource Recovery	(100,865)	(124,070)	(117,130)	(122,543)	-1.2%
Total Allocation	(302,595)	(372,210)	(351,390)	(367,629)	-1.2%
Total Transportation Program Expenditures	103,606	124,068	117,130	122,544	-1.2%
Funding Sources:					
Road Use Tax	103,606	124,068	117,130	122,544	-1.2%
Total Funding Sources	103,606	124,068	117,130	122,544	-1.2%
Personnel - Authorized FTE	2.00	2.00	2.00	2.00	

PUBLIC WORKS ADMINISTRATION

Highlights:

Public Works Administration continues to focus on process improvement, employee development, and civic engagement. While heavily focused on department direction and budgetary processes, Administration staff provides strategic coordination for special projects that require consulting with other public agencies, citizen organizations, and residents. One such important special project will be finalizing the complete streets plan by September 2018. This process includes two committees and a strategic communication plan that aims to both inform and gather feedback from the public. The Complete Streets Plan development includes special events, public open houses, and online feedback surveys. Similarly, Public Works Administration staff has developed several different types of outreach including special events to acknowledge project completions, educational videos for multi-modal improvements, and a series of education videos on regular and emergency maintenance issues called the Maintenance Moment. Website and Facebook analytics provided for these posts have shown a positive reception within the community of outreach videos and before and after project posts. Public Works Administration also provides financial support opportunities including the Eco Fair and various Science Nights for public education on important issues in the Public Works field.

Fluctuations within the contractual section of the budget can be attributed to allocations made to the Administrative Services group. This team was originally envisioned to have one supervisor and five clerks. However, the team has been able to provide exceptional customer service with four clerks thus the fifth clerk position has been eliminated from the work group.



Service Accomplishments:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Projected
Number of projects with reimbursements from grants and other outside sources	4	6	10	15
Dollars received as reimbursements for project costs	\$4,519,000	\$6,120,000	\$9,971,000	\$11,475,000
# of departmental FTEs	75.75	73.75	74.75	74.75
Efficiency and Effectiveness:				
Administrative cost per employee	\$5,507	\$6,729	\$6,267	\$6,953

PUBLIC WORKS ENGINEERING

Public Works Engineering improves Ames neighborhoods by building today, engineering for tomorrow, and learning from yesterday. Engineering staff has primary responsibility for design and construction of roadway, shared use path, watermain, sanitary sewer, flood mitigation, drainage, and storm water capital improvement projects (CIP). The utility programs are allocated the respective share of expenditures with the remainder charged to transportation engineering. Public Works Engineering (Engineering) provides technical designs and construction inspection to ensure reliability and quality control for capital improvement projects. Engineering also provides design review/acceptance and inspection services on subdivision public infrastructure construction. Engineering 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 Engineering is to maintain records for public infrastructure, including an electronic Geographic Information System (GIS) of this infrastructure.

Service Objectives:

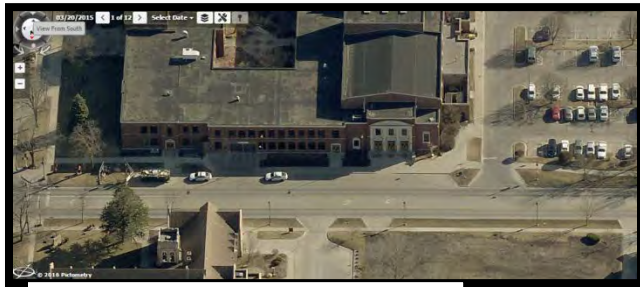
- ✓ Plan, design, and implement public infrastructure projects including water main, sanitary sewers, storm water system, drainage improvements, flood mitigation, pedestrian/bicycle facilities, and streets pavement improvements
- ✓ Provide a high level of communication to the public throughout all stages of projects; coordinate meetings and citizen advisory committee as necessary
- ✓ Prepare certified engineering plans and specifications and administer bid process for capital improvement plan construction projects
- ✓ Develop and maintain city-wide GIS, coordinate with Mapping & Policy Support (MAPS) for base map information, and provide GIS support and training to user departments
- ✓ 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, storm water, and GIS projects
- ✓ Provide technical support to the Ames Area Metropolitan Planning Organization
- ✓ Maintain as-built drawings and archive records of public infrastructure construction

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,397,266	1,433,730	1,362,277	1,500,634	4.7%
Contractual	216,337	238,078	263,480	249,728	4.9%
Commodities	10,635	21,875	29,575	22,100	1.0%
Capital	38,000	-	-	-	
Other Expenditures	458	-	-		
Total Expenditures	1,662,696	1,693,683	1,655,332	1,772,462	4.7%
<i>Less: Expenditures allocated to Utilities Program and CIP:</i>					
CIP Projects	(1,168,530)	(1,146,386)	(1,111,504)	(1,202,021)	4.9%
Water Distribution System	(136,846)	(152,098)	(150,955)	(158,476)	4.2%
Sanitary Sewer System	(159,654)	(177,447)	(176,114)	(184,889)	4.2%
Storm Water System	(68,423)	(76,049)	(75,477)	(79,238)	4.2%
Electric Services	(38,014)	(40,305)	(40,645)	(42,188)	4.7%
Total Allocation	(1,571,467)	(1,592,285)	(1,554,695)	(1,666,812)	4.7%
Total Transportation Program Expenditures	91,229	101,398	100,637	105,650	4.2%
Funding Sources:					
General Fund	25,666	23,000	23,000	23,000	0.0%
Road Use Tax	65,563	78,398	77,637	82,650	5.4%
Total Funding Sources	91,229	101,398	100,637	105,650	4.2%
Personnel - Authorized FTE	12.75	12.75	12.75	12.75	

PUBLIC WORKS ENGINEERING

Highlights:

In FY 2017/2018, PW Engineering hired three new Civil Engineers to work on Capital Improvement Plan (CIP) infrastructure projects (including design, outreach, and construction administration) as well as reviews as part of the Development Review Committee process, stormwater management plan reviews, MS4 permit compliance, Right-Of-Way permit review/approvals, City Council referrals, and customer requests. As with any staff changes, there are learning curves in getting to know our processes and procedures, however there are also opportunities that come with their previous experiences and looking at projects from a new perspective.



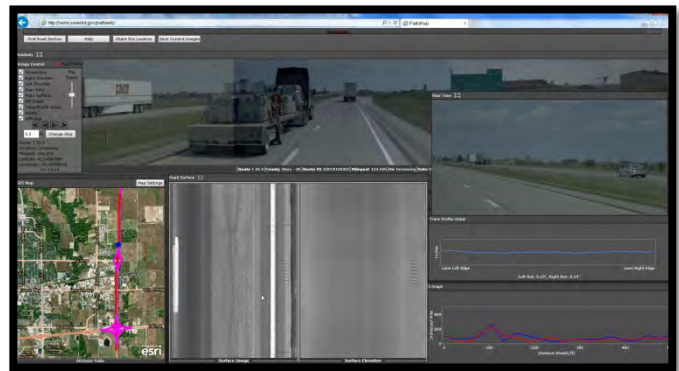
Oblique Imagery

In the past, the City of Ames has sought to share the acquisition of aerial imagery with Story County. These flights were typically done on a 5 year basis. The Ames City Assessor's office acquisitioned more frequent flights for its own purposes and freely shared the imagery with the organization. Included in the Engineering Division's Geographic Information Systems (GIS) Workgroup budget is funding to

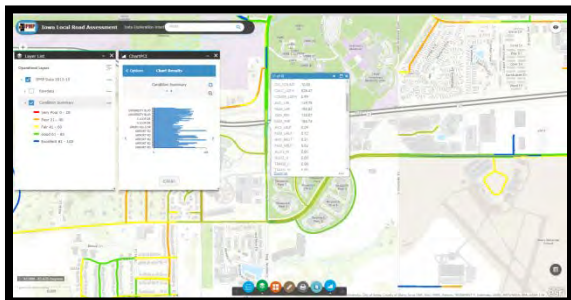
split the cost of these flights. The amount included is \$11,300 per year to cover 50% of the contract price. The Contract term

is for 6 years and began July 2017, which provides aerial imagery every 2 years for the life of the contract. Numerous departments including Planning & Housing and Public Works use these aerals as part of their day-to-day work activities.

PW Engineering continues to work with Pavement Management System data collected by the State in prioritizing pavement projects in the CIP. A new vendor, Pathway Services, is now providing the pavement inventory data for the Iowa Department Of Transportation. The new contract is providing new tools and software for using the data. The new tools include a much-improved video log, more detailed pavement scanning with GPS coordinates (locating specific cracks, potholes, patches, etc.), Pathweb (an online pavement inventory viewer), and Pathview (desktop software with many tools to analyze and manipulate data). Essentially this will allow progressive viewing of specific anomalies in the road surface. For example, this will enable monitoring of a specific location



year after year to see the timeline of deterioration.



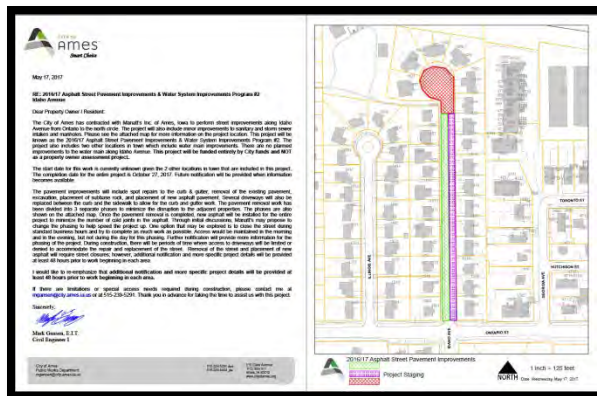
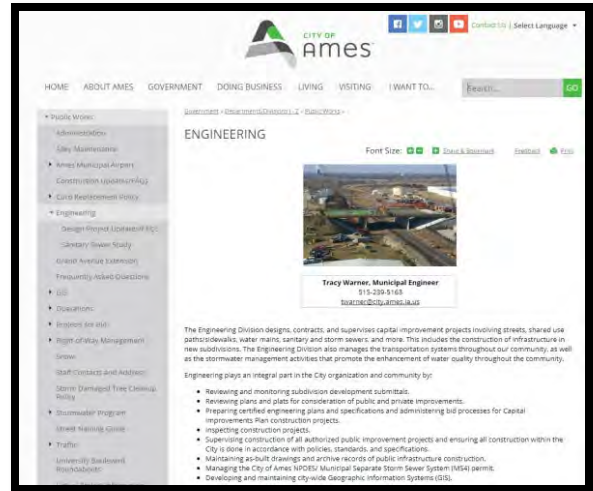
Along with new tools, there is a much wider ability to capture pavement condition and Right-Of-Way asset collection. This could include pavement markings, shoulders and curbs, signs, poles, etc. The vendor collects data within half of the State of Iowa each year. New data for the Ames area will be available in early 2018.

PUBLIC WORKS ENGINEERING

Highlights, continued:

Funding associated with the increasing number of CIP public infrastructure design and construction projects through Public Works Engineering has more than doubled in the past nine years due to aging infrastructure and community growth. Engineering's work associated with development-related public improvements has also grown substantially as the community continues to grow.

To enhance the public's knowledge and gather information related to project areas, the Engineering Division holds project specific informational meetings about the CIP projects. For some larger projects, virtual project meetings are hosted. In these meetings, citizens can view the meeting at

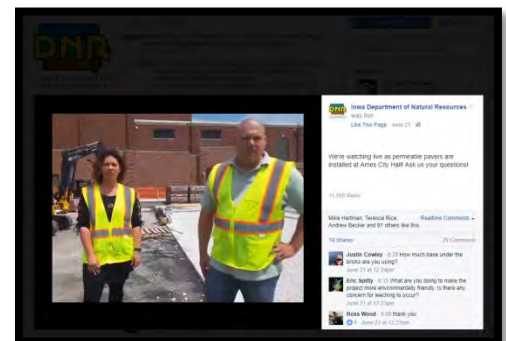


any time and provide feedback before design completion. This feedback ranges from special access needs to desired changes to pavement alignment or drainage. Additional information about upcoming CIP projects can be found on the City's website under Public Works Engineering Design Project Updates/FAQs.

Once construction commences, construction notices are delivered to all residents or businesses in the project area. Notices include information about upcoming activities, schedules, and contact information for when residents have questions. This year PW Engineering staff also partnered

with the City's Cable TV staff and Iowa Department of Natural Resources and held several Facebook Live sessions for the City Hall Parking Lot project. Cable TV also created a construction

time lapse video which can be viewed on the Channel 12 YouTube page.



Public Works Engineering staff members are also responsible for oversight of work in the City's rights-of-way. Anyone, including contractors and homeowners, can obtain a permit through the Division's online ROWay permitting system. Reflective of community growth, the amount of permit activity within the rights-of-way have continued to significantly increase.

PUBLIC WORKS ENGINEERING

Highlights, continued:

The Engineering Division's Geographic Information Systems (GIS) Workgroup provides GIS products and services to support decision making within the organization, students and the general public. These include GIS data, analysis, technical services, database development, mobile/web applications, reports and maps.

GIS dependency continues to grow at a steady, but manageable, pace with approximately 260 registered users within our online GIS portal. Users access a variety of information relating to their specific areas of interest as well as peripheral information generated inter-departmentally or from outside agencies.

Training and new employee outreach continues to be key elements to familiarize users with what tools and services are available to them. GIS staff has been holding 3-4 classes per year in addition to new employee on-boarding, task specific training and departmental training.

Staff is continually working to make services available in web based formats. These include the online GIS portal, Public Works Customer Utility Viewer and various other access points. The Open Data portal will be completed within the next year providing a new conduit for access, through the Open Data site users can search and download data based on subject and location. Such a service will be especially beneficial to University students who often request data for various projects. GIS Staff provides location based survey tools to poll public opinion for various projects. These surveys are unique in that they can track location as well as user input. With this information post survey analysis can reveal insightful trends in the survey sample.

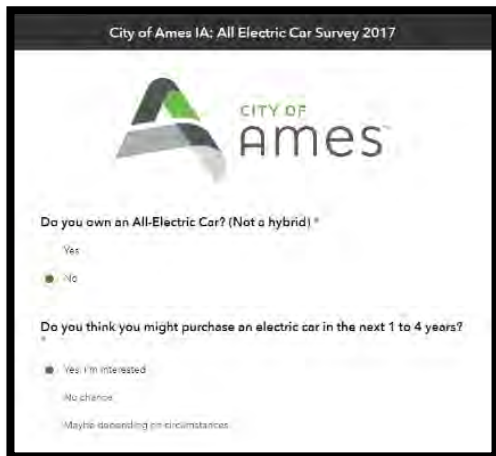


Figure 2 Survey results report

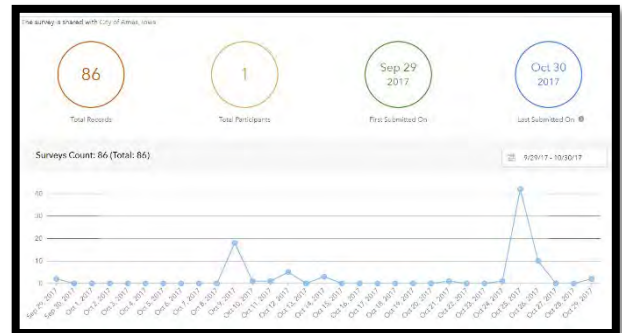


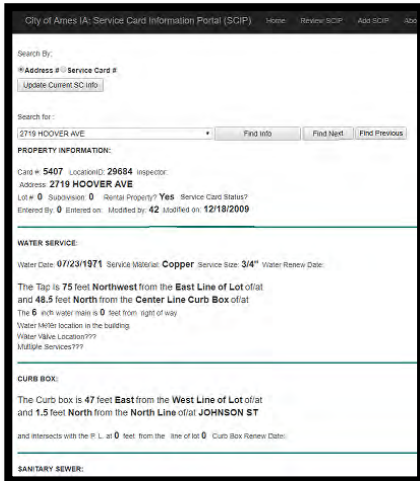
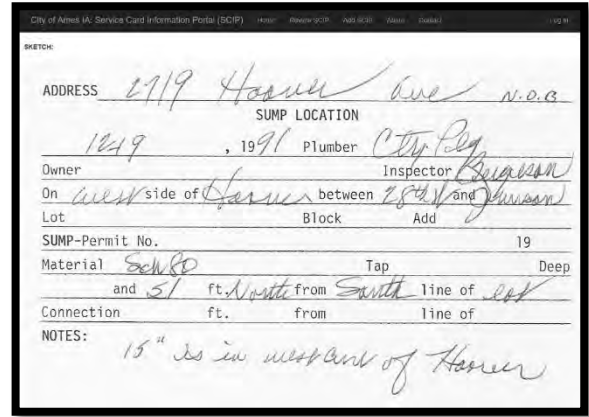
Figure 1 Survey results report

PUBLIC WORKS ENGINEERING

Highlights, continued:

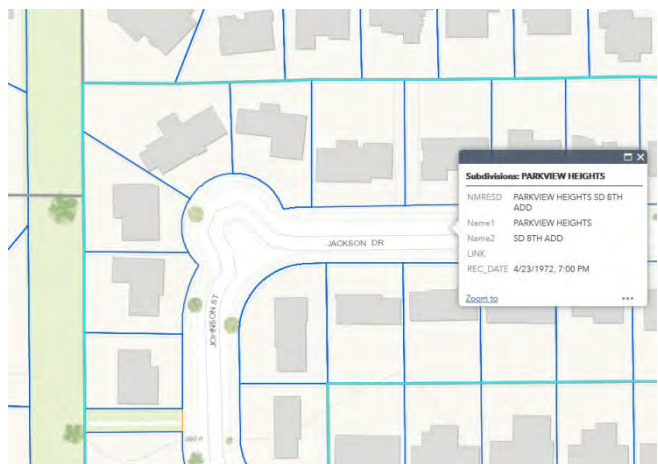
Ongoing and upcoming Projects of Note:

- Service Cards (WSI Legacy Database Conversion):** Service cards (i.e. water service, sewer service, sump line and curb stop records) have been a long standing issue for Public Works and other departments. The City has maintained records going back decades which have seen the evolution from paper to digital. Much of the historic information is valuable to Ames property owners as well as City Engineers, Operations crews and local contractors. To preserve this information



in a more accessible and useful format GIS staff has begun the work of converting the legacy information into current GIS databases. This new system will preserve the old records, including scans of the original paper card, and make it accessible via a web map interface. The new interface will include modules for tracking new service records as well as updating existing records.

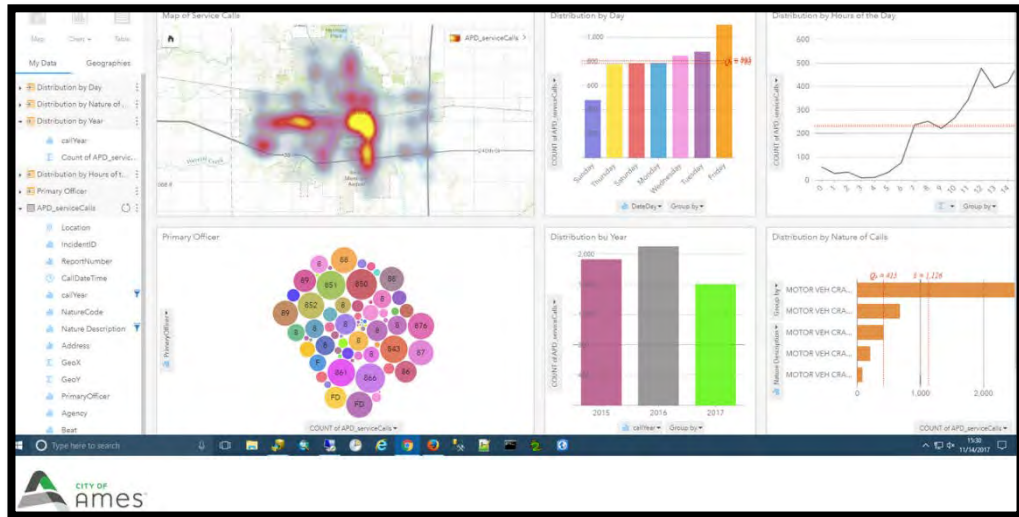
- Subdivision Billing Tracking:** Public Works Engineering often bills back certain items when developments are being built or public improvements are constructed. This application will provide staff with a tool which will easily track and report on such items. It will also function as an archive for these documents and transactions.



PUBLIC WORKS ENGINEERING

Highlights, continued:

- Ames Police Department Service Calls Reports:** The Ames Police Department responds whenever a call is received. Often times there is great value in visualizing and analyzing



patterns which may be present at particular times or of a particular nature. To help with this GIS staff is working to provide officers with tools which are accessible, easy to use and do not require staff time to put together for specific inquiries. Within this application service calls originating from the Dispatch as well as non-emergency reports are appended together and used to create dynamic reporting and visualization tools. The GIS widgets within the application allow the Officers and Staff to easily query the information to obtain the specific information or patterns they are searching for.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
# of CIP projects inspected/administered	26	18	20	20
# of subdivision public infrastructure projects inspected	10	14	10	12
# of construction site erosion and sediment control site inspections	413	446	450	450
# of plans and specifications prepared for capital improvements plan projects	26	18	20	20
Efficiency and Effectiveness:				
Projects bid under engineer's estimate	75%	56%	75%	85%
Projects bid over 10% of engineer's estimate	25%	19%	20%	15%
Projects completed within 10% of original bid	90%	88%	90%	90%
Projects completed on time	95%	94%	95%	95%
% of as-builts records completed	100%	96%	96%	100%

TRAFFIC ENGINEERING

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:

- ✓ **Build energy efficiency strategy into transportation planning in support of the City Council goal to expand sustainability efforts**
- ✓ **Develop a greenbelt trail plan in support of the City Council goal to encourage healthy lifestyles**
- ✓ 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	136,129	141,076	224,233	264,650	87.6%
Contractual	38,609	46,919	51,648	57,469	22.5%
Commodities	576	1,300	1,300	1,300	0.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
	<hr/> 175,314	<hr/> 189,295	<hr/> 277,181	<hr/> 323,419	<hr/> 70.9%
Less: Expenditures reflected directly in another activity or CIP project	-	(30,000)	(77,146)	(94,941)	216.5%
Total Expenditures	<hr/> <hr/> 175,314	<hr/> <hr/> 159,295	<hr/> <hr/> 200,035	<hr/> <hr/> 228,478	<hr/> <hr/> 43.4%
Funding Sources:					
MPO Reimbursement	58,596	62,449	69,562	76,134	21.9%
Road Use Tax Fund	116,718	96,846	130,473	152,344	57.3%
Total Funding Sources	<hr/> <hr/> 175,314	<hr/> <hr/> 159,295	<hr/> <hr/> 200,035	<hr/> <hr/> 228,478	<hr/> <hr/> 43.4%
Personnel - Authorized FTE	1.45	1.45	2.45	2.45	

TRAFFIC ENGINEERING

Highlights:

In FY 2017/18, City Council authorized an additional FTE in the Traffic Division in the form of a new Civil Engineer I/II position. The purpose of the new staff member is to assist with the Capital Improvements Plan responsibilities of the Traffic Division thereby relieving some of the CIP workload of the Engineering Division within Public Works. This new staff member is also expected to work with other members of the City's traffic engineering staff to respond to the numerous citizen requests fielded each year.

As a part of this change, Traffic Engineering will assume the responsibility of the design of major intersections, shared use paths, and multimodal roadway improvements throughout the City of Ames, as well as all improvements at the Ames Municipal Airport. Transportation projects include roadway rehabilitation and reconstruction, intersection improvements, pedestrian/shared use path improvements, traffic calming measures, as well as roadway improvements required by new commercial, industrial, and residential developments within the city.

Staff has finalized the installation of 26 permanent count stations, which provide hourly traffic data for inputs into traffic modeling and forecasting efforts. City Council approved a project to install the remaining 13 count stations in FY 2017/18, which will complete the second and final phase of this project. Data from this effort has already yielded significant benefit to the increasing number of traffic impact studies requested, as well as other traffic engineering studies conducted by staff.

Major projects that continue are the Traffic Network Master Plan that will provide a detailed inventory and evaluation of the communication network used along the city's signalized corridors. This plan will then identify both hardware and software upgrades necessary to support the modern technologies used to manage Intelligent Transportation Systems. Because this project is funded using Federal dollars, work on this plan is expected to continue through FY 2017/18. Also, there is an ongoing project to create a Complete Streets Plan specific to the goals of the Ames community. Toole Design Group is working with staff and community stakeholders, and the plan is expected to be completed in Q1 of FY 2018/19.

The City has 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 periodically.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
# of parking waivers processed	42	46	50	55
# of block party requests reviewed	58	64	70	75
# of oversized load permits reviewed	133	143	150	145
# of traffic engineering studies	30	40	45	50
Efficiency and Effectiveness:				
Average time to provide inquiry receipt (days)	NA	NA	NA	2.5
Average time to reach a determination (days)	8.0	12.0	15.0	10.0

TRAFFIC MAINTENANCE

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
- ✓ Focus on maintaining traffic signal operations of aging infrastructure
- ✓ Install and maintain required regulatory, warning, guide and street name signs
- ✓ Paint parking stalls including 715 on-street and 917 parking lot stalls, as well as City parks and facilities
- ✓ Maintain the parking meter database
- ✓ Paint crosswalks along school routes
- ✓ Enhance roadway markings on pavement with emphasis on bike lane, detection, shared use markings
- ✓ Paint medians for public safety purposes
- ✓ Maintain the traffic sign Geographic Information System (GIS) database
- ✓ Paint curbs as needed to delineate fire zones, tow-away zones, parking prohibitions

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	543,064	585,771	577,617	622,612	6.3%
Contractual	199,680	218,405	221,232	229,462	5.1%
Commodities	111,196	108,700	108,700	133,224	22.6%
Capital	-	-	-	-	
Other Expenditures	264	-	-	-	
Total Expenditures	854,204	912,876	907,549	985,298	7.9%
Funding Sources:					
General Fund	14,810	24,192	24,192	21,016	-13.1%
Road Use Tax Fund	839,394	888,684	883,357	964,282	8.5%
Total Funding Sources	854,204	912,876	907,549	985,298	7.9%
Personnel - Authorized FTE	5.15	5.15	5.15	5.15	

TRAFFIC MAINTENANCE

Highlights:

The ADA Signal Enhancement Project continues to be a high priority for the Traffic Maintenance staff. Signals identified by a team of staff and citizens as high priority crossings will receive a retrofit to serve citizens with disabilities. Additionally, signals will be upgraded with radar detection systems that will include bicycles.

For the past several years, Traffic staff has relied on seasonal temporary workers to handle most of the street painting, thus allowing full-time staff to focus on newer pavement markings that require more technical training and skill to apply. It is becoming difficult each year to find temporary staff that has an excellent work ethic, attention to detail, and the ability to set up safe work zones in addition to properly maintaining and caring for the equipment provided to them. Also, during the Complete Streets plan development, staff will be evaluating the cost impact to the maintenance budget that enhanced facilities may have in the future. For example, a recent project to apply enhanced pavement markings for Clark Avenue from Lincoln Way to Main Street cost around \$30,000, which is almost equal to the City’s entire paint budget.

There is an increasing demand on full-time staff members who are facing rapid changes to the technology used in the traffic industry. To stay current with the changes, there will be significant time commitments for present and future staff to be trained to install and maintain these new technologies.

In addition to the maintenance activities, it is noteworthy that Traffic Staff assists with 45 to 50 special events throughout the year, a number which has dramatically increased in the past five years. To meet public expectation, staff has added a 24/7 duty person to handle special event requests and “off-hours” maintenance issues. The Traffic Division will be exploring a skill-based pay program in FY 2018/19 that is expected to incentivize training of workers to stay current with the changes in the traffic industry. The traffic division structure will also be evaluated in order to continue to provide exceptional service to its customers.

Staff time for working special events such as home Iowa State University football games continues to be reimbursed into the general fund as actual costs are incurred.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of signalized intersections in City	66	68	70	71
Utility locates	381	447	450	500
# of signs in City	9,489	9,924	10,000	10,150
# of signs serviced	2,500	2,300	2,400	2,450
# of new signs installed (New & Replacement)	435	698	400	300
# of lane miles painted	68	72	76	80
# of crosswalks painted	735	740	745	750
Gallons of traffic paint used	2,250	2,300	2,400	2,500
Pounds of reflective beads used	15,000	15,000	15,000	15,200
Efficiency and Effectiveness:				
Average # of sign repairs/week	50	43	45	47
Average # of service calls/signalized intersection	4.8	4.7	4.5	5.0

STREET SYSTEM MAINTENANCE

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 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 barricades for block parties and other community events (road races, etc.)
- ✓ Provide emergency repairs to roads and streets as necessary
- ✓ Remove trash from public receptacles
- ✓ Offer curb and gutter replacement program to eligible citizens

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,045,666	1,110,845	1,053,806	1,111,505	0.1%
Contractual	632,084	666,327	657,371	633,284	-5.0%
Commodities	371,711	321,750	352,000	351,950	9.4%
Capital	-	16,000	16,000	-	
Other Expenditures	676	-	-	-	
Total Expenditures	2,050,137	2,114,922	2,079,177	2,096,739	-0.9%
Funding Sources:					
General Fund	-	-	-	-	
Road Use Tax Fund	2,050,137	2,114,922	2,079,177	2,096,739	-0.9%
Total Funding Sources	2,050,137	2,114,922	2,079,177	2,096,739	-0.9%
Personnel - Authorized FTE	12.90	12.90	12.90	12.90	

STREET SYSTEM MAINTENANCE

Highlights:

Included in the FY 2017/18 and FY 2018/19 budget is an activity to reseal and restrain colored concrete in the Downtown Business District. After many years, the color is beginning to fade. This work activity will allow for targeted areas to be restored first and continue throughout the corridor to rejuvenate the aesthetic appeal of Main Street.

Included in FY 2017/18 are two automated High Water signs at a cost of \$16,000. These signs will automatically detect standing water on the road and flash a warning sign to alert drivers to the presence of water. These signs will be placed along Grand Avenue for both northbound and southbound traffic at the Union Pacific Railroad underpass. This underpass floods under heavy rain events and can cause issues with cars stalling prior to the intersection being closed.

Increases in concrete and asphalt pricing are reflected in the budget as an increase of \$30,000 in FY 2017/18 and 2018/19 in aggregate products. The increase in raw materials from suppliers is being passed along to the City. This increase allows the City to keep pace with construction materials market.

The continued use of Mastic and Joint Sealers on roadways and shared use paths to continue routine maintenance is included in the amount of \$25,000 in both FY 2017/18 and FY 2018/19.

An upgrade of a large pickup and plow to a larger truck, salt spreader, and anti-icing unit is included in FY 2017/18 at a cost of \$21,000 for the upgrade (an additional \$21,000 is included in Snow and Ice). This unit will allow for fast response in snow events and afford flexibility to provide deicing and anti-icing capabilities in locations where the larger truck cannot operate.

Also included in FY 2017/18 is the addition of new gates for the City’s storage yard and salt facility. These gates are necessary as the yard has become a dumping ground for excess soil, concrete or other material by more than just City crews. With the proximity to the Skunk River, should any contaminated soil or material end up in the storage yard, there is a possibility it could contaminate a body of water for which the City may be liable. These gates would cost \$20,000.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Miles of streets maintained	268	271	272	273
Blocks of streets crack sealed	66	76	80	80
Blocks of streets slurry sealed	73	81	85	85
Miles of off-street bike paths maintained	52	53	54	54
# of events for which barricades were provided	56	43	50	50
Sidewalk repair letters sent	29	49	50	50
Efficiency and Effectiveness:				
Cost per mile for street maintenance	\$6,586	\$7,565	\$7,910	\$7,872
Citizen satisfaction* with bike path maintenance	85%	86%	90%	90%
Citizen satisfaction* with condition of streets in neighborhoods	76%	81%	80%	80%
Citizen satisfaction* with surface condition of major streets	78%	79%	80%	80%

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

STREET SURFACE CLEANING

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 an average of 11 time/year (5,145 miles) (City crews and contractor)
- ✓ Sweep Business District 32 times/year (512 miles) (City crews)

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	97,782	160,243	151,602	160,126	-0.1%
Contractual	139,350	132,071	143,275	150,993	14.3%
Commodities	25	200	5,100	200	0.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	237,157	292,514	299,977	311,319	6.4%
Funding Sources:					
Road Use Tax Fund	237,157	292,514	299,977	311,319	6.4%
Total Funding Sources	237,157	292,514	299,977	311,319	6.4%
Personnel - Authorized FTE	1.91	1.91	1.91	1.91	

STREET SURFACE CLEANING

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 City 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 is being increased from \$30,000 to \$35,000 in FY 2017/18 and \$40,000 in FY 2018/19.

Minor upgrades to the street sweeper are included in FY 2017/18 at a cost of \$5,000. These upgrades include safety enhancements for the operator, an extendable sweeping broom attachment that will help clean in cul-de-sacs, and software upgrades that will allow the sweeper to electronically track areas that have been swept and can be uploaded into the City's GIS software.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Curb miles cleaned – arterial and collector Streets	1,620	1,654	1,700	1,700
Curb miles cleaned – residential streets (City crews)	4,235	4,318	4,400	4,400
Curb miles cleaned – residential streets (Contractor)	1,515	1,465	1,500	1,500
Curb miles cleaned – Business District	549	535	550	550
Efficiency and Effectiveness:				
Cost/mile of streets cleaned (City crews)	\$35.55	\$31.77	\$42.07	\$43.14
Cost/mile of streets cleaned (Contractor)	\$15.37	\$20.77	\$20.00	\$20.00
Citizen satisfaction* with street sweeping in business areas	95%	96%	95%	95%
Citizen satisfaction* with street sweeping in neighborhoods	84%	87%	88%	90%
% of street sweeping needs provided by City crews	80%	80%	80%	80%
% of street sweeping needs provided by Contractor	19%	20%	20%	20%

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

SNOW AND ICE CONTROL

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, all routes are cleared within sixteen hours. Ice control is performed on hills, curves, and controlled intersections to break or prevent the bond of ice to the pavement which aids in safety and vehicular traction. Ice control chemicals are useful and necessary, however, the use of these chemicals become ineffective as temperatures decrease below 15 degrees.

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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	313,841	481,843	460,885	484,006	0.5%
Contractual	430,719	493,498	535,378	527,660	6.9%
Commodities	128,348	212,500	219,225	225,000	5.9%
Capital	-	10,000	10,000	-	
Other Expenditures	-	-	-	-	
Total Expenditures	872,908	1,197,841	1,225,488	1,236,666	3.2%
Funding Sources:					
Road Use Tax Fund	872,908	1,197,841	1,225,488	1,236,666	3.2%
Total Funding Sources	872,908	1,197,841	1,225,488	1,236,666	3.2%

Personnel - Authorized FTE	5.08	5.08	5.08	5.08
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SNOW AND ICE CONTROL

Highlights:

Staff is continuing to utilize data from the Automated Vehicle Location (AVL) system that was purchased and installed late in FY 2015/16. This system allows operators and managers to see snow and ice control equipment in near-real time and provides feedback on plow functions, deicing spreading rates, current location, and history. This data is used to increase efficiency of snow and ice control operations as well as provide great service to the community.

Included in FY 2017/18 is an automated Icy Road Warning sign at a cost of \$10,000. This sign automatically detects icy road conditions and flashes a warning sign to alert drivers to the presence of ice. This sign will be placed at the Union Pacific Railroad underpass along the 13th Street Extension. This is one of the first locations in the City that experiences icing and the curves in the alignment of the road lead to difficult driving conditions.

An upgrade of a large pickup and plow to a larger truck, salt spreader, and anti-icing unit is included in FY 2017/18 at a cost of \$21,000 for the upgrade (an additional \$21,000 is included in Street Maintenance). This unit will allow for fast response in snow events and afford flexibility to provide de-icing and anti-icing capabilities in locations where the larger truck cannot operate.

In FY 2017/18 and FY 2018/19, City crews will utilize 30 units (pickups, trucks, road grader, skid steers, backhoes, etc.) for snow and ice control activities. In addition, 10 units (mostly tractors with plows) with contracted drivers (\$94,825) will be available to supplement City crews in these activities. Rates for contracted drivers supplying their own tractors are \$150/hour in FY 2017/18.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Annual snowfall (inches) (37" 5-year historical average; 40" 10-year historical average)	37	20	40	40
Miles of street maintained	268	271	272	273
# of snow/ice control operations	15	13	20	20
Sodium chloride applied (tons)	2,021	1,995	2,500	2,500
Calcium chloride applied (gallons)	2,150	1,500	2,000	2,000
Salt brine used (gallons)	15,150	31,600	40,000	40,000
Snow fence installed (miles)	1.75	2.50	2.50	2.50
Complaint notices issued – snow/ice sidewalks	421	249	300	300
Efficiency and Effectiveness:				
Cost of snow plowing/ice removal per inch of accumulation per mile of street	\$94.91	\$161.05	\$107.76	\$106.87
Citizen satisfaction* with snow plowing on major City streets	86%	91%	90%	90%
Citizen satisfaction* with snow plowing in neighborhoods	69%	77%	75%	75%
Citizen satisfaction* with ice control at intersections	74%	78%	80%	80%

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

RIGHT-OF-WAY MAINTENANCE

This activity includes all turf, tree and bio-swale maintenance on City-owned property, rights-of-way and private property (after citizen non-compliance). Turf maintenance includes but is not limited to, mowing, trimming, seeding, contract management, and chemical applications. Tree maintenance includes but is not limited to trimming, disease diagnosis, removals, planting, and contract management. Bio-swale maintenance may include but is not limited to mowing, trimming, planting, and removing sediment.

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
- ✓ Maintain a tree diversity of no more than 20% one genus (oak, maple, etc) and no more than 10% one single species (silver maple, sugar maple, bur oak, etc.)
- ✓ Every tree shall be examined on a minimum of an eight year rotation, with follow up as required
- ✓ Tree concerns responded to property owner within 72 hours of receiving them
- ✓ Work with Public Works in ensuring the bio swales are maintained in compliance with the Iowa DNR's MS4 permit standards
- ✓ Trim, remove, and maintain trees at City facilities and City right-of-ways
- ✓ Replant trees on a one to one basis for all ash trees removed under the EAB Plan
- ✓ Mow all right-of-way turf on a 7-10 day rotation

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	177,172	293,839	285,163	322,817	9.9%
Contractual	330,837	446,033	538,938	392,449	-12.0%
Commodities	23,964	18,850	39,841	36,750	95.0%
Capital	-	-	-	-	
Other Expenditures	-	-			
Total Expenditures	531,973	758,722	863,942	752,016	-0.9%
Funding Sources:					
General Fund	-	-	75,000	-	
Road Use Tax Fund	531,973	758,722	788,942	752,016	-0.9%
Total Funding Sources	531,973	758,722	863,942	752,016	-0.9%

Personnel - Authorized FTE	2.99	2.99	2.99	2.99
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RIGHT-OF-WAY MAINTENANCE

Highlights:

The transition of right-of-way turf and tree responsibilities from Public Works to Parks and Recreation was completed during FY 2016/17. The added responsibility includes an additional 15,000 trees and approximately 780 acres of land to manage. Through the reorganization, Parks and Recreation was able to add a City Forester, receive three maintenance worker positions, and one Principal Clerk.

The Emerald Ash Borer (EAB) Response Plan and the Urban Forest Diversification and Reforestation Program continue in FY 2017/18. Another round of treatment will take place in spring of 2018 which involves injecting approximately 700 Ash trees with a chemical that provides protection for up to three years against the Emerald Ash Borer. The budget allocated for treatment, contracted removals, and replanting is \$200,000. City crews will again remove the majority of the smaller trees (210), and a contractor will remove larger trees (10), grind stumps, and replant trees. In FY 2018/19, tree removal and replacement of approximately 110 trees will continue, and \$100,000 has been budgeted for those services.

The Ames Foundation again partnered with the City in FY 2016/17 to plant 215 trees in a proactive manner across selected neighborhoods. Tree costs were split equally between the City and the Foundation. The Ames Foundation led the efforts in organizing the planting dates, solicited volunteers, and worked with City staff to determine planting locations. In FY 2017/18, The Ames Foundation is fundraising for the Miracle Park Project and asked the City to cover the entire costs of trees for the spring and fall planting in 2018. The total City cost for the tree plantings in FY 2017/18 and FY 2018/19 will be approximately \$18,000 per fiscal year. The Ames Foundation will still lead the planting effort by selecting dates and soliciting volunteers. This program has promoted the importance of the city’s urban canopy and has allowed the City to save Road Use Tax funding in the replanting of trees.

The City Forester will be on staff during the second half of FY 2017/18 and will be able to oversee all public trees, the EAB Response and Urban Forest Diversification and Reforestation Plan, and natural areas.

Included in the FY 2017/18 adjusted budget is \$75,000 for hazard tree removal. Included in the FY 2018/19 budget is \$100,000 for non-EAB contract tree trimming and removal, an increase of approximately \$25,000 from FY 2017/18.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Right-of-way area maintained	780	780	780	780
Right-of-way mowed (acres)	116	116	116	116
ROW turf mowed every 7-10 days	N/A	8 days	8 days	8 days
Trees and shrubs planted	100	215	200	200
EAB trees removed	242	232	235	110
EAB trees planted	231	231	220	109
Efficiency and Effectiveness:				
Citizen satisfaction with appearance of medians and parkways	89%	90%	91%	91%

TRANSIT SYSTEM

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Administration/Support	2,012,630	2,039,978	2,260,240	2,127,685	4.3%
Fixed Route Service	8,267,596	8,998,499	8,852,576	9,435,428	4.9%
Dial-a-Ride Service	163,969	207,458	207,458	185,622	-10.5%
Transit Operations	10,444,195	11,245,935	11,320,274	11,748,735	4.5%
Personnel - Authorized FTE	84.05	84.05	84.05	84.55	

TRANSIT SYSTEM

	2015/16 Actual	2016/17 Adopted	2016/17 Adjusted	2017/18 Adopted	% Change From Adopted
<i>Expenditures by Category:</i>					
Personal Services	7,582,168	8,074,877	7,818,074	8,226,805	1.9%
Contractual	1,769,840	1,693,968	1,817,610	1,850,395	9.2%
Commodities	1,078,729	1,476,490	1,476,490	1,670,935	13.2%
Capital	11,000	-	-	-	
Other Expenditures	2,458	600	208,100	600	0.0%
<i>Total Expenditures</i>	10,444,195	11,245,935	11,320,274	11,748,735	4.5%
<i>Funding Sources:</i>					
Transit Fund	10,444,195	11,245,935	11,320,274	11,748,735	4.5%
<i>Total Funding Sources</i>	10,444,195	11,245,935	11,320,274	11,748,735	4.5%

TRANSIT ADMINISTRATION AND SUPPORT

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 6.7 million rides within the community
- ✓ Maintain an operating budget balance between 7% and 10%
- ✓ 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 12 years or less
- ✓ Implement a coordinated plan to improve bus stop locations
- ✓ Educate the business, student, and general resident population about services

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	1,161,383	1,292,538	1,292,538	1,340,234	3.7%
Contractual	777,157	686,015	698,777	718,681	4.8%
Commodities	63,090	61,425	61,425	68,770	12.0%
Capital	11,000	-	-	-	
Other Expenditures	-	-	207,500	-	
Total Expenditures	2,012,630	2,039,978	2,260,240	2,127,685	4.3%
Funding Sources:					
Transit Fund	2,012,630	2,039,978	2,260,240	2,127,685	4.3%
Total Funding Sources	2,012,630	2,039,978	2,260,240	2,127,685	4.3%
Personnel - Authorized FTE	9.80	9.80	9.80	9.80	

TRANSIT ADMINISTRATION AND SUPPORT

Highlights:

CyRide experienced increased, record ridership each year over a ten year period ending in 2015/16. In 2016/2017, CyRide experienced its first ridership decrease in more than a decade, providing 6,658,027 rides, a decline of 1.9% from the previous year. In the first four months of 2017/18, CyRide is also experiencing slightly lower ridership than the previous year due to changing development patterns and more temperate weather, with ridership anticipated to be just under 6.7 million rides. Therefore, CyRide's anticipates it future ridership trend to be stable to slightly lower.

Student fees are anticipated to increase by \$4.25 in 2018/19, raising the full-time student cost per semester to \$79.60, with a 2017/18 year-end Student Government Trust Fund balance projected to be slightly lower than the target balance of \$500,000.

The increased percentage share for the City of Ames will be 4.7%. Fuel expenses, which are a major expense in the budget, are budgeted to be higher than the current year. Current fuel is budgeted at \$2.50 per gallon, whereas the 2018/19 budget is \$2.75 per gallon.

State and federal dollars are anticipated to remain the same, with state dollars at \$780,000 and federal dollars at \$2,000,000.

The FY 2018/19 budget increases the full-time equivalent staffing level by .5, by adding a part-time Information Technology position to support CyRide's transit technology, such as its vehicle location equipment, Google Transit and digital advertising display system.

The budget also includes a fare reduction or "rollback" to its previous fare structure in 2011 of \$1.00 per ride equivalent compared to current rates of \$1.25.

CyRide has increased its bus fleet size over the years; however, the 2018/19 fleet size will remain at 95 vehicles.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Ridership	6,785,479	7,000,000	7,000,000	6,700,000
Grant funds received	\$2,803,722	\$7,661,992	\$4,267,657	\$4,068,000
Average fleet age in years	11.1	11.5	10.6	12
Efficiency and Effectiveness:				
Passenger trips/capita	109.4	108.0	105.0	100.0
Passenger trips/revenue hour	51.9	52.0	50.0	50.0
Revenue hours/capita	2.1	2.1	2.0	1.9
Grant funds/expenses	26.4%	64.7%	36.4%	32.7%

FIXED ROUTE SERVICE

The fixed route bus service provides regularly scheduled public transit service to the City of Ames, including Iowa State University (ISU). Next year CyRide’s services will be modified, as approved by the Transit Board of Trustees, to re-align its service to meet the Ames community’s future needs. Under this modified system, there will be nine color-coded bus routes which connect the various parts of the City, three circulator routes that serve the ISU Campus and neighborhoods adjacent to campus and one on-demand zone service in East Ames called the EASE (East Ames Service Extension).

Service Objectives:

- ✓ Maintain a safe transit system by reducing the total number of accidents by 2%
- ✓ Achieve at least 30,000 rides per customer comment
- ✓ Maintain the bus fleet in a manner that allows for the smooth and efficient operation of service on a daily basis
- ✓ Coordinate public transit service with other types of transportation (bikes, intercity/regional buses, etc.)
- ✓ Hire adequate staff to ensure that 85% or more of the drivers’ work is assigned each week, reducing overtime expense
- ✓ Maintain service quality with at least 88% of the scheduled bus trips on time at a single time point on the schedule
- ✓ Maintain existing ridership levels, operating under the redesigned service structure

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	6,413,092	6,771,841	6,515,038	6,877,659	1.6%
Contractual	837,907	810,993	921,873	956,504	17.9%
Commodities	1,014,139	1,415,065	1,415,065	1,600,665	13.1%
Capital	-	-	-	-	
Other Expenditures	2,458	600	600	600	0.0%
Total Expenditures	8,267,596	8,998,499	8,852,576	9,435,428	4.9%
Funding Sources:					
Transit Fund	8,267,596	8,998,499	8,852,576	9,435,428	4.9%
Total Funding Sources	8,267,596	8,998,499	8,852,576	9,435,428	4.9%
Personnel - Authorized FTE	74.15	74.15	74.15	74.65	

FIXED ROUTE SERVICE

Highlights:

Fixed route ridership is anticipated to remain stable at just under 6.7 million rides during FY 2018/19. This service will be provided with a bus fleet of 95 buses, after replacing three buses with new buses in early 2018.

The busiest times for the fixed route service are just prior to and after Iowa State University class times, which require adequate buses and staffing to meet the demand at bus stops along CyRide’s routes. As part of the redesigned system, CyRide has modified how it manages this demand by placing more bus trips in its schedule and reducing the number of “extra” buses it puts on a specific trip. Under the current operating method, as many as seven buses are scheduled on one trip. Under the redesigned system method, this will be reduced to three, with more frequent bus service indicated on the route to make CyRide’s service level convenient to use and more transparent to its customers. This will be a significant policy change for CyRide and its customers.

For the last three years, CyRide has contracted with a private bus operator with transit-style buses to operate a portion of one circulator route. This service arrangement will continue for the 2018/19 budget year and then be re-evaluated in the spring of 2019 for consideration of a new contract for the FY 2020/21 budget.

CyRide will continue its bus shelter improvement plan in FY 2018/19 to enhance CyRide’s customer experience. The redesigned service will add 17 new bus stops and a bus turnaround at the Wallace/Wilson Residence Halls, as well as removal of 89 existing stops.

Additionally, the 2018/19 budget includes a 2% increase in CyRide’s lowest driver wage, above the contracted rate, to allow CyRide’s entry-level wage to be more competitive within the community and attract more drivers, easing its driver shortage.

The FY 2018/19 budget also includes five additional hours of weekday service per day to provide adequate capacity for the new service structure and more quickly adjust its services under the new redesigned service structure.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Ridership	6,785,479	7,000,000	7,000,000	6,700,000
Average percent shifts assigned	85.0%	83.6%	90.0%	90.0%
Passenger compliments	21	20	20	20
Efficiency and Effectiveness:				
Passengers/revenue hour	53.6	55.0	52.0	51.0
Cost/revenue mile	\$5.76	\$6.00	\$6.00	\$6.00
Cost/passenger	\$1.11	\$1.15	\$1.15	\$1.25
Cost/revenue hour	\$60.86	\$61.00	\$61.00	\$63.00
Miles between preventable accidents	22,113	35,000	35,000	33,000

DIAL-A-RIDE

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. Heart of Iowa Regional Transit Agency (HIRTA) operates the Dial-A-Ride service as a subcontractor 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	7,693	10,498	10,498	8,912	-15.1%
Contractual	154,776	196,960	196,960	175,210	-11.0%
Commodities	1,500	-	-	1,500	
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	163,969	207,458	207,458	185,622	-10.5%
Funding Sources:					
Transit Fund	163,969	207,458	207,458	185,622	-10.5%
Total Funding Sources	163,969	207,458	207,458	185,622	-10.5%
Personnel - Authorized FTE	0.10	0.10	0.10	0.10	

DIAL-A-RIDE

Highlights:

CyRide is required under the Americans with Disabilities Act (ADA) to provide complementary paratransit service for persons unable to use fixed route services. If this service is contracted to another agency, Federal Section 5310 funding is available through a grant with the State of Iowa to fund up to 80% of its operational expenses. This funding is not available if CyRide directly operates this service. As a result, CyRide has contracted with another agency for the past thirteen years for the provision of this service called Dial-A-Ride. CyRide's current contract is with the Heart of Iowa Regional Transit Agency (HIRTA) for this service.

In FY 2017/18, Dial-A-Ride ridership is anticipated to provide approximately 11,000 rides, reflecting a decreasing ridership level due to fewer residents signed up for the program. The Dial-A-Ride expenses are expected to be \$185,622 for the 2018/19 budget year, with \$148,498 funded through a federal grant.

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Ridership	11,800	12,000	12,000	11,000
# of complaints	2	3	3	3
% of applications processed in 21 days	98%	98%	98%	98%
Efficiency and Effectiveness:				
Passengers/revenue hour	3.0	3.0	3.0	2.7
Farebox revenue/expense	3.8%	3.5%	3.5%	3.5%
Cost/passenger	\$12.82	\$15.00	\$15.00	\$15.00
Cost/revenue mile	\$3.83	\$4.00	\$4.00	\$4.00

PARKING OPERATIONS AND MAINTENANCE

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:

- ✓ Re-examine the parking regulations and fees in the Campustown Business District and surrounding neighborhoods in support of the City Council goal to strengthen Downtown and Campustown
- ✓ Provide safe, available, and well-maintained parking opportunities for the public
- ✓ Secure daily money collection from meters
- ✓ Repair/replace defective parking meters within 24 hours
- ✓ Perform preventive maintenance on parking meters
- ✓ Research and potential implementation of other methods to pay for parking in addition to accepting coin and smartcard. Consideration is being giving to the Parkmobile app platform as well as other modern parking technology venders.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	222,700	228,229	226,018	235,201	3.1%
Contractual	56,490	74,964	66,869	67,350	-10.2%
Commodities	24,266	33,550	33,550	33,550	0.0%
Capital	-	-	-	-	
Other Expenditures	72	-	-		
Total Expenditures	303,528	336,743	326,437	336,101	-0.2%
Funding Sources:					
Parking Fund	303,528	336,743	326,437	336,101	-0.2%
Total Funding Sources	303,528	336,743	326,437	336,101	-0.2%
Personnel - Authorized FTE	2.40	2.40	2.40	2.40	

PARKING OPERATIONS AND MAINTENANCE

Highlights:

In FY 2017/18 City Council directed staff to perform an analysis of parking rates and utilization of the Downtown and Campustown parking areas with the goal of supporting capital improvements in the districts. Beginning in FY 2018/19 the City will implement a three-tiered rate structure with \$1.00/hr., \$0.75/hr., and \$0.50/hr. meter rates. Reserved parking will also be increased to \$50/month. Along with these rates changes, staff is exploring methods to enhance the customer experience by adding a credit card option, specifically with pay-by-phone app alternative. Staff is exploring the option to use a company called Parkmobile, which is a free mobile app service that is also currently used by Iowa State University.

Improved operation of parking meters has been realized through the reduced number of maintenance reports for jammed coins or failures to receive time on the meter after coins were deposited. These enhancements have been achieved through ongoing tests using specialized coin sets to minimize misread coins and have led to better reliability of the City's parking meter system.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of parking stalls	2,929	2,929	2,929	2,929
# of parking stalls painted	2,929	2,905	2,929	2,929
Electronic parking meters in use	939	924	935	935
SmartCard parking meters in use	601	703	750	800
# of meter complaints	323	290	300	300
# of preventive maintenance checks done on meters	939	924	935	935
Efficiency and Effectiveness:				
Reserved parking space rented (%)	90%	90%	90%	90%

PARKING LAW ENFORCEMENT

This activity has the responsibility of enforcing 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 supporting compliance with all parking system regulations. Community Safety Officers enforce parking regulations during the evening hours as well as assist police officers and citizens in traffic movement and document reports of minor incidents. Parking law enforcement is also conducted by 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 at special events
- ✓ Resolve neighborhood complaints
- ✓ Assist in response to snow emergencies and other natural disasters

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	281,400	331,024	376,289	464,719	40.4%
Contractual	57,922	68,096	67,767	84,723	24.4%
Commodities	2,819	2,910	3,825	3,725	28.0%
Capital	-	-	-	12,000	
Other Expenditures	-	-	-	-	
Total Expenditures	342,141	402,030	447,881	565,167	40.6%
Funding Sources:					
Parking Fund	342,141	402,030	447,881	565,167	40.6%
Total Funding Sources	342,141	402,030	447,881	565,167	40.6%
Personnel - Authorized FTE	1.50	1.50	1.50	1.50	

PARKING LAW ENFORCEMENT

Highlights:

For the last decade there has only been one full-time employee assigned to Parking Law Enforcement. In May of 2017, that long time employee retired. The functions of the full-time employee were evaluated and redrafted, resulting in the reclassification and renaming of the position to Parking Enforcement Coordinator. Once hired, the new person's duties will include supervision and public outreach as well as parking enforcement.

Community Safety Officers (CSOs) continue to assist the Ames Police Department's Patrol Division in day-to-day operations. The main focus of their duties (83% of effort this year) continues to be enforcing illegal parking, overtime meter regulations, and managing parking response during snow emergencies. They also assist with the following functions (17% of effort this year): funeral escorts, motorist assistance, special events (parades, ISU football games), prisoner transports, delivering and picking up the community's block party trailer, picking up abandon bicycles, transporting evidence and taking reports of property damage accidents that occur on private property or are minor in nature.

At the direction of City Council, a program of increased parking enforcement and patrol in and around the neighborhoods south of the University was initiated. The effort included expanding the ranks of the CSOs from 9 to 14 to provide adequate staff to meet the goal of consistent enforcement. The total estimated cost of this initiative is approximately \$163,000. Initial results indicate that increased enforcement activity has improved compliance resulting in fewer citations than anticipated.

Recruitment for CSOs encourages involvement from Iowa State University/DMACC students. Hiring students helps build connections between the student body and the City. It also provides a connection for students who are interested in law enforcement as a career.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Parking Citations				
Total illegal citations	22,458	23,801	21,872	24,000
Total overtime citations	<u>26,822</u>	<u>23,471</u>	<u>18,108</u>	<u>24,000</u>
Total all citations	49,280	47,272	39,980	48,000
 Efficiency and Effectiveness:				
Enforcement cost for each illegal citation	6.89	7.19	13.90	
Average payment processing cost	3.59	3.90	4.46	
General overhead costs	<u>.90</u>	<u>.93</u>	<u>.99</u>	
<i>Total</i>	\$11.38	\$12.02	\$19.35	
Enforcement cost each overtime citation	6.80	7.29	13.75	
Average payment processing cost	3.59	3.90	4.46	
General overhead costs	<u>.90</u>	<u>.93</u>	<u>.99</u>	
<i>Total</i>	\$11.29	\$12.12	\$19.20	
Enforcement cost for all citations	6.84	7.24	13.83	
Average payment processing cost	3.59	3.90	4.46	
General overhead costs	<u>.90</u>	<u>.93</u>	<u>.99</u>	
<i>Total</i>	\$11.33	\$12.07	\$19.28	

PARKING VIOLATION COLLECTION

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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	90,269	94,024	94,094	98,142	4.4%
Contractual	87,040	81,676	80,820	84,677	3.7%
Commodities	658	2,945	2,195	3,230	9.7%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	177,967	178,645	177,109	186,049	4.1%
Funding Sources:					
Parking Fund	177,967	178,645	177,109	186,049	4.1%
Total Funding Sources	177,967	178,645	177,109	186,049	4.1%
Personnel - Authorized FTE	1.10	1.10	1.10	1.10	

PARKING VIOLATION COLLECTION

Highlights:

One of the objectives of this program is to offer citizens easy and convenient methods to pay their parking tickets. The City began to offering citizens the ability to pay parking tickets online with a debit or credit card in FY 2004/05. The percentage of tickets being paid using this option has grown from 9.20% in FY 2004/05 to 58.1% in FY 2016/17. It is projected that at least 59.5% of tickets will be paid online by FY 2018/19. The merchant fee associated with processing debit and credit card payments is estimated to be \$10,240 in FY 2017/18 and \$10,400 in FY 2018/19.

This program's share of Data Services has decreased in relation to other programs. Data Service charges for FY 2018/19 are projected to be \$19,538 which is an increase of \$3,049 from the adjusted amount for FY 2017/18.

The FY2018/19 request under minor office supplies includes an increase of \$700 over the amount adopted for FY2017/18. The additional funds will be used to begin replacing aging office furniture.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 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	55.9	58.1	59.0	59.5
% of tickets outstanding for 40 to 60 days referred to Collection Agency	100.0	100.0	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	41,154	38,945	37,500	37,500
Number of overpayments processed	402	354	350	350
Number of reminder notices mailed	19,955	18,234	18,000	18,000
Number of tickets referred to collection	9,507	9,473	9,000	9,000
Average cost for payment processed	\$4.27	\$4.57	\$4.72	4.96

AIRPORT

The Ames Municipal Airport currently has the second busiest non-controlled airport in the state, with over 45,000 operations occurring annually. Approximately 95 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. The revenue is used to pay for capital projects

Service Objectives:

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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	35,198	47,326	47,221	49,060	3.7%
Contractual	109,736	100,467	116,989	97,226	-3.2%
Commodities	1,626	3,000	7,500	3,200	6.7%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	146,560	150,793	171,710	149,486	-0.9%
Funding Sources:					
<i>Airport Revenues:</i>					
Charges for Services	130,468	143,186	144,786	160,987	12.4%
Airport Farm	74,421	72,031	72,031	72,031	0.0%
Total Revenues	204,889	215,217	216,817	233,018	8.3%
General Fund Support	(58,329)	(64,424)	(45,107)	(83,532)	29.7%
Total Funding Sources	146,560	150,793	171,710	149,486	-0.9%
Personnel - Authorized FTE	0.41	0.41	0.41	0.41	

AIRPORT

Highlights:

Several significant changes have occurred at the Ames Airport over the 2017 calendar year. Construction has been completed on a new terminal building, along with the itinerant hangar that was made operational in FY 2016/17. These improvements have already shown a positive impact on the new budgetary model for the airport operations. The adjusted budget for FY 2017/18 and the requested budget for FY 2018/19 are reflective of the impact of new facilities as well as the customer service enhancements put in to place by the FBO Central Iowa Air Service. The new FBO contract for the Ames Airport began on April 1, 2017.

Since the new FBO has taken over operations, the airport has seen a significant increase in both Jet and AvGas fuel sales from the same period in the previous year (April-November). Record Jet fuel sales were seen in October 2017 of 22,582 gallons. The airport is also now averaging around 60 jets per month coming to Ames, many of which require special approval for landing due to their size as compared to the current weight limits of the airport's runways and taxiways. Staff is tracking this data, which will be used to justify future expansion of infrastructure and buildings. The City is expected to seek Federal and States grants along with other potential funding sources to pay for these future improvements.

As part of the FBO service contract, maintenance activities throughout the summer and winter will be performed by FBO staff rather than by third-party contracts as in the past. To support this effort, the City has committed to supplying the maintenance equipment to the FBO. Equipment includes mowers, as well as snow removal trucks and a loader to run a large snow blower. The costs in the Airport's budget to supply this equipment are offset by significant savings in labor costs. Net savings are expected under this new maintenance arrangement.

The next step for the Airport will be to update the Airport Master Plan, which is anticipated to establish the future goals for the Airport, including but not limited to a runway extension and identification of areas on the property for hangar expansion. It will also establish modern minimum operation standards that promote sustainable growth at the Ames Airport.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Gallons of fuel dispensed (AVGAS)	25,243	35,981	49,600	50,000
Gallons of fuel sold (FBO) jet	87,014	110,787	139,300	145,000
Gallons of fuel dispensed for ISU jet	17,081	14,042	13,400	13,900
Gallons of private fuel dispensed	3,196	2,209	1,500	1,000
Total General Aviation Operations (est. annual)*	39,296	39,300	39,493	45,000
# of based single engine aircraft	64	65	64	66
# of based multi-engine aircraft	7	6	6	7
# of based ultra-light aircraft	3	3	3	3
# of based gliders	13	13	15	15
# of based jets	3	4	3	4
Efficiency and Effectiveness:				
% of General Fund support needed to operate and maintain airport	0%	0%	0%	0%

*Estimate from Iowa Department of Transportation

TRANSPORTATION CIP

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.

<i>Activities:</i>	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Street Engineering:					
Grand Avenue Extension	328,986	7,725,000	9,645,382	7,725,000	
South Duff Avenue Improvements	-	1,976,000	1,976,000	-	
Arterial Street Improvements	1,046,025	1,680,000	2,091,022	-	
Collector Street Improvements	6,488	950,000	943,512	1,750,000	
CyRide Route Improvements	1,306,702	-	1,337,050	-	
Downtown Street Improvements	429,026	250,000	1,061,835	-	
Asphalt Street Improvements	2,125,929	850,000	2,007,613	1,400,000	
Concrete Pavement Improvements	846,989	-	1,041,160	-	
Seal Coat Improvements	68,239	500,000	1,500,231	500,000	
Grant Avenue Paving	127,759	-	-	-	
Mortensen Road Improvements	-	-	-	-	
ISU Research Park	246,970	-	182,047	-	
Other Street Improvement Projects	-	-	683,182	-	
Right-of-Way Restoration	178,808	325,000	707,719	325,000	
<i>Total Street Engineering</i>	<u>6,711,921</u>	<u>14,256,000</u>	<u>23,176,753</u>	<u>11,700,000</u>	<u>-17.9%</u>
Shared Use Path System:					
Skunk River Trail	160,372	-	1,523,043	-	
Shared Use Path Expansion	79,130	715,000	815,011	400,000	
Oakwood Road Shared Use Path	131,180	-	101,646	-	
S Duff Trail/S 5th to Squaw Creek	-	-	26,951	-	
Shared Use Path Lighting/Signage	8,604	-	8,450	-	
Multi-Modal Improvements	1,774	190,000	335,025	210,000	
Welch Avenue Improvements	28,510	-	3,490	-	
Dotson Drive Path Expansion	37,445	-	-	-	
Shared Use Path Maintenance	29,126	125,000	380,757	125,000	
<i>Total Shared Use Path System</i>	<u>476,141</u>	<u>1,030,000</u>	<u>3,194,373</u>	<u>735,000</u>	<u>-28.6%</u>
Traffic Engineering:					
US 69 Improvements	393,918	-	1,272,306	180,000	
Franklin/L'Way Intersection	153,262	450,000	2,198,011	-	
Traffic Signal Program	211,976	375,000	988,782	353,000	
Accessibility Enhancements	227,380	275,000	396,456	200,000	
Intelligent Transportation System	-	-	220,000	-	
Traffic Calming Program	-	60,000	79,652	60,000	
Regional Transportation Counts	174,554	50,000	50,000	80,000	
Traffic Engineering Studies	13,036	25,000	131,244	500,000	
<i>Total Traffic Engineering</i>	<u>1,174,126</u>	<u>1,235,000</u>	<u>5,336,451</u>	<u>1,373,000</u>	<u>11.2%</u>

TRANSPORTATION CIP

Activities:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Street Maintenance:					
6th Street/Squaw Creek Bridge	522,253	-	-	-	
East Lincoln Way Bridge	45,133	-	446,777	-	
Dayton Avenue Bridge	-	-	475,000	-	
Pavement Restoration	231,300	250,000	328,173	250,000	
Main Street Paver Replacement	-	171,000	171,000	171,000	
Right-of-Way Enhancements	32,039	95,000	319,842	30,000	
Neighborhood Curb Program	43,065	75,000	372,164	150,000	
Total Street Maintenance	873,790	591,000	2,112,956	601,000	1.7%
Transit System:					
Vehicle Replacement	2,987,260	1,794,720	1,456,040	715,000	
Facility Improvements	623,684	880,000	922,851	860,000	
Bus Stop Improvements	81,103	50,000	200,000	75,000	
Technology Improvements	81,266	175,000	75,000	685,000	
Shop/Office Equipment	217,100	106,000	286,000	70,400	
Needs Analysis	6,437	-	-	-	
Total Transit System	3,996,850	3,005,720	2,939,891	2,405,400	-20.0%
Airport:					
Terminal Building Replacement	1,824,336	-	471,775	-	
Runway 01/19 Rehabilitation	10,176	-	-	-	
Airport Master Plan Update	-	166,000	166,000	-	
Total Airport	1,834,512	166,000	637,775	-	
Total Transportation CIP	15,067,340	20,283,720	37,398,199	16,814,400	-17.1%



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PIPE GALLERY



COMMUNITY ENRICHMENT

COMMUNITY ENRICHMENT

Parks and Recreation	160
Parks and Recreation Administration	162
Instructional Programs	166
Athletic Programs.....	168
Aquatics	170
Community Center, Auditorium, and Bandshell.....	172
Wellness Programs	174
Homewood Golf Course	176
Ames/ISU Ice Arena.....	178
Parks Maintenance.....	180
Parks and Recreation Donations and Grants	182
Library Services	184
Administration	186
Resource Services	188
Youth Services	190
Adult Services	192
Customer Account Services	194
Library Donations and Grants	196
Human Services	200
Public Art Services	203
Cemetery	206
Citywide Housing Programs	208
Community Development Block Grant	210
Economic Development	212
Community Enrichment CIP	214

COMMUNITY ENRICHMENT

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 their 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 also provides services which relate to public health and welfare. These programs provide assistance to the members of the community in housing, human services, arts, and economic development. 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Use of Funds:					
Parks & Recreation	4,322,110	4,429,832	4,496,736	4,573,922	3.3%
Library Services	4,195,689	4,496,776	4,670,206	4,701,039	4.5%
Human Services	1,326,442	1,375,216	1,376,394	1,444,724	5.1%
Art Services	176,807	204,979	232,979	204,979	0.0%
Cemetery	206,900	166,798	171,534	175,641	5.3%
City-Wide Housing Programs	44,776	52,161	52,963	54,147	3.8%
CDBG Program	424,613	490,986	1,124,398	510,515	4.0%
Economic Development	2,161,577	2,117,788	2,179,835	2,275,169	7.4%
Total Operations	12,858,914	13,334,536	14,305,045	13,940,136	4.5%
Community Enrichment CIP	1,050,881	1,170,000	3,398,722	1,260,000	7.7%
Total Expenditures	13,909,795	14,504,536	17,703,767	15,200,136	4.8%
Personnel - Authorized FTE	60.13	60.13	60.13	60.63	

COMMUNITY ENRICHMENT

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	5,800,221	6,329,149	6,139,472	6,535,498	3.3%
Contractual	2,383,246	2,577,494	2,661,441	2,712,954	5.3%
Commodities	999,138	970,349	1,101,197	1,004,090	3.5%
Capital	272,528	47,200	920,348	47,200	0.0%
Other Expenditures	3,403,781	3,410,344	3,482,587	3,640,394	6.8%
Total Operations	12,858,914	13,334,536	14,305,045	13,940,136	4.5%
Community Enrichment CIP	1,050,881	1,170,000	3,398,722	1,260,000	7.7%
Total Expenditures	13,909,795	14,504,536	17,703,767	15,200,136	4.8%
Funding Sources:					
Program Revenue	1,923,854	1,969,091	2,003,006	2,045,760	3.9%
General Fund Support	5,821,532	6,124,958	6,148,063	6,339,216	3.5%
Local Option Sales Tax	1,530,075	1,607,230	1,636,434	1,677,652	4.4%
Hotel/Motel Tax	1,891,567	1,817,506	1,882,085	1,902,800	4.7%
Homewood Golf Course	258,494	269,295	259,560	285,110	5.9%
Ames/ISU Ice Arena	524,589	566,024	561,722	555,353	-1.9%
City-Wide Housing Fund	41,998	52,161	52,963	54,147	3.8%
CDBG Fund	424,613	490,986	1,124,398	510,515	4.0%
Economic Development Fund	-	-	-	-	
TIF Funds	195,468	232,148	232,148	302,218	
Donations/Grants	246,724	205,137	404,666	267,365	30.3%
Total Operations Funding	12,858,914	13,334,536	14,305,045	13,940,136	4.5%
CIP Funding:					
G.O. Bonds	9,854	-	42,798	-	
General Fund	-	-	860,000	-	
Local Option Sales Tax	900,072	990,000	2,331,874	1,050,000	6.1%
Park Development Fund	79,993	120,000	99,720	90,000	-25.0%
Ice Arena Capital Reserve	47,720	60,000	61,400	120,000	100.0%
Parks & Rec Donations/Grants	13,242	-	2,930	-	
Library Donations/Grants	-	-	-	-	
Total CIP Funding	1,050,881	1,170,000	3,398,722	1,260,000	7.7%
Total Funding Sources	13,909,795	14,504,536	17,703,767	15,200,136	4.8%

PARKS AND RECREATION

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 three 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Administration	320,940	360,285	382,835	360,852	0.2%
Instructional Programs	189,457	222,226	216,234	224,680	1.1%
Athletic Programs	140,527	163,185	163,073	169,737	4.0%
Aquatics Programs	808,439	795,683	809,039	842,373	5.9%
Community Ctr/Auditorium	323,621	343,513	331,014	352,239	2.5%
Wellness Programs	281,494	294,806	292,049	298,097	1.1%
Homewood Golf Course	258,494	269,295	259,560	285,110	5.9%
Ames/ISU Ice Arena	524,589	566,024	561,722	555,353	-1.9%
Park Maintenance	1,463,345	1,409,715	1,471,202	1,475,381	4.7%
Donations/Grants	11,204	5,100	10,008	10,100	
Total Expenditures	4,322,110	4,429,832	4,496,736	4,573,922	3.3%
Personnel - Authorized FTE	20.56	20.56	20.56	20.56	

PARKS AND RECREATION

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	2,577,601	2,789,568	2,689,955	2,868,050	2.8%
Contractual	1,326,848	1,292,383	1,422,226	1,359,672	5.2%
Commodities	373,489	341,681	373,155	340,000	-0.5%
Capital	43,541	6,200	11,400	6,200	0.0%
Other Expenditures	631	-	-	-	
Total Expenditures	4,322,110	4,429,832	4,496,736	4,573,922	3.3%
Funding Sources:					
Program Revenue	1,439,197	1,534,569	1,555,230	1,596,930	4.1%
Local Option Sales Tax	26,826	27,035	27,061	27,949	3.4%
Homewood Golf Course	258,494	269,295	259,560	285,110	5.9%
Ames/ISU Ice Arena	524,589	566,024	561,722	555,353	-1.9%
Donations/Grants	11,204	5,100	10,008	10,100	
Total Revenues	2,260,310	2,402,023	2,413,581	2,475,442	3.1%
General Fund Support	2,061,800	2,027,809	2,083,155	2,098,480	3.5%
Total Funding Sources	4,322,110	4,429,832	4,496,736	4,573,922	3.3%

PARKS AND RECREATION ADMINISTRATION

This program provides leadership to the Department. The primary areas of responsibility include ensuring 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 program also provides administration support to the Parks and Recreation Commission.

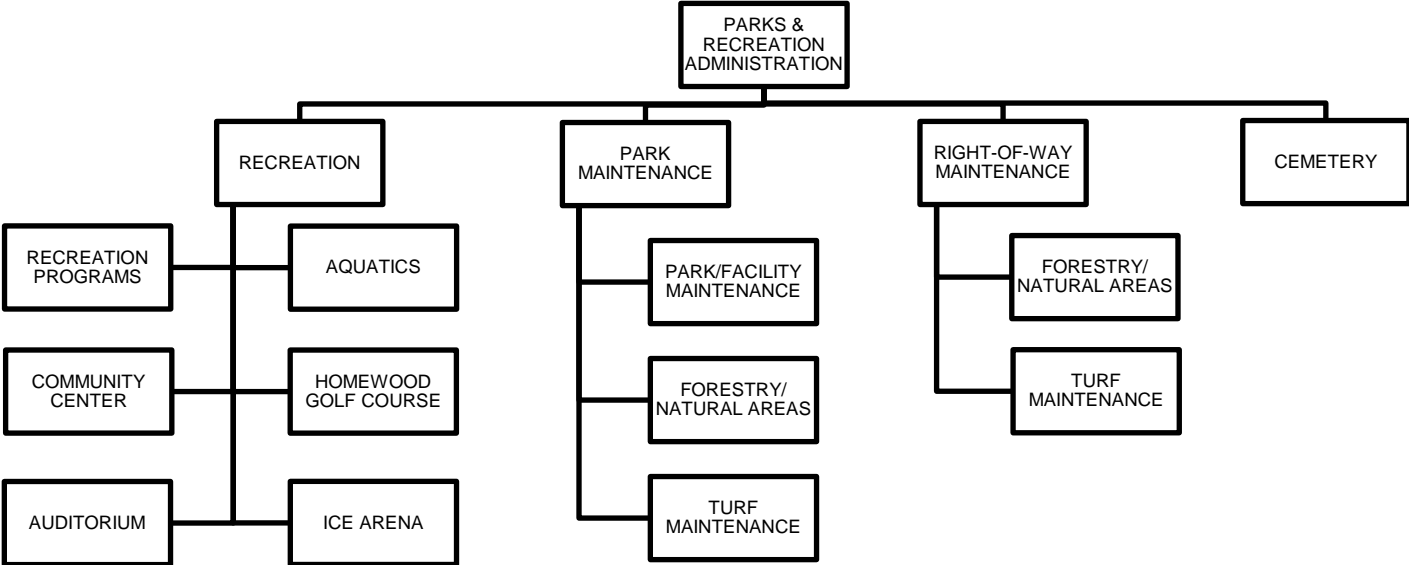
Service Objectives:

- ✓ **Complete a planning study on creating a Healthy Life Center complex in support of the City Council goal to encourage healthy lifestyles**
- ✓ Develop and lead department to ensure all full-time and approximately 400 temporary staff members are values-driven
- ✓ Provide departmental budget fiscal responsibility
- ✓ Complete 100% of 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
- ✓ Offer scholarships to enable most youth an opportunity to participate in recreation programs
- ✓ 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
- ✓ Maintain a tax subsidy of less than 60% for the Department
- ✓ Increase number of online registrations to greater than 40%
- ✓ Maintain 95% or greater of “very good” and “good” regarding satisfaction with Parks and Recreation services

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	224,673	248,417	249,210	256,605	3.3%
Contractual	93,524	108,768	126,925	101,347	-6.8%
Commodities	2,112	3,100	6,700	2,900	-6.5%
Capital	-	-	-	-	
Other Expenditures	631	-	-	-	
Total Expenditures	320,940	360,285	382,835	360,852	0.2%
Funding Sources:					
Miscellaneous Revenue	8,605	6,000	6,000	6,000	0.0%
Total Revenues	8,605	6,000	6,000	6,000	0.0%
General Fund Support	312,335	354,285	376,835	354,852	0.2%
Total Funding Sources	320,940	360,285	382,835	360,852	0.2%
Personnel - Authorized FTE	2.00	2.00	2.00	2.00	

PARKS AND RECREATION ADMINISTRATION

Highlights:



Traditionally, the primary responsibility of maintaining the greenscape on City property had been shared by two departments - Public Works and Parks & Recreation. With two separate departments handling greenscape maintenance, it was sometimes difficult to assure a consistent level of service for all City property. As of April 1, 2017, Parks and Recreation took on the responsibility of maintaining the public streets Right-of Way and Cemetery grounds in addition to handling the park system and recreational facility grounds. Combining these responsibilities has resulted in a consolidated division to respond to the maintenance needs of a continually expanding park and street system. As a result, staff has been evaluating tasks and identifying ways to improve efficiency. An example of improved efficiency is that in 2017, all turf needing to be mowed was mowed on average every 8 days compared to every 12 -13 days the previous two years.

PARKS AND RECREATION ADMINISTRATION

Highlights, continued:

The Furman Aquatic Center experienced a lifeguard shortage in June 2017. One of the ways to address this shortage was to increase wages. In addition, it has become increasingly difficult to hire quality individuals for all temporary Parks and Recreation positions due to other organizations offering higher pay. Staff reviewed all wages and is implementing a five-year plan in order to become more competitive in the job market. These increased wages are reflected in the Adjusted FY 2017/18 and Requested FY 2018/19 budgets.

Staff is continually challenged with reviewing current program offerings and developing new programs to meet community needs. To aid in this challenge, staff will have surveyed the community in FY 2017/18 to determine what programs are preferred. This input will be reviewed to determine what the City offers, what is offered through other organizations, and what partnership opportunities exist to provide the offerings.

Scholarships are currently offered to residents who meet requirements set by Mid Iowa Community Action (MICA). Individuals meeting MICA's criteria receive a 50% discount on selected classes or pool passes. The scholarships are absorbed into the budget. To offset this expense, staff is seeking ways to raise funds for scholarships. For the third year, the Ames Jaycees donated \$1,500 for this purpose.



PARKS AND RECREATION ADMINISTRATION

Highlights, continued:

Bringing Park amenities and facilities into compliance with the Americans with Disabilities Act is a focus for the upcoming years. Improvements required may include door access, playground surfacing, type of fixtures, accessible picnic tables and grills, and more. To get started, \$26,000 was included in the FY 2015/16 Adjusted Budget to conduct an inventory of the Department's parks and facilities and then develop a transition plan to address any non-compliant items. These funds were carried over to FY 2017/18 to do the inventory.



Staff has continued devoting time to the potential addition of an All Inclusive Playground and Miracle League Field at Inis Grove Park. This includes working with a Steering Committee and the Ames Foundation who are committed to raising approximately \$1.9 million for construction. In addition, staff is involved with exploring the possibility of adding a Healthy Life Center in Ames which could include partnering with Mary Greeley Medical Center, Heartland Senior Services, Story County, and Iowa State University.

Securing facility space for program needs on a consistent basis continues to be a priority. Currently, the City pays the Ames Community School District \$1.25 per program participant for facility use. Space at St. Cecilia School and Cornerstone Church is being utilized at no cost to the City.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Maintain a tax subsidy level of <60%	58%	57%	56%	56%
# of scholarship (low-income) registrations	39	99	100	125
Scholarship funding provided	\$1,653	\$2,547	\$2,600	\$3,250
# of recreation programs	1195	202	205	208
# of individual class registrations	12,482	12,163	12,250	12,300
% of online individual class registrations	37%	38%	39%	40%
% of CIP projects done in year designated	45%	9%	67%	100%
Efficiency and Effectiveness:				
Maintain 95%+ user satisfaction with:				
Parks and Recreation services	96%	95%	96%	96%

INSTRUCTIONAL PROGRAMS

The purpose of this program is to provide residents of Ames with high quality 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, socially, and emotionally fit individuals.

Service Objectives:

- ✓ Secure qualified staff and volunteers and provide appropriate training for staff and volunteers
- ✓ Provide a safe environment for staff and participants
- ✓ 100% of programs adhere to established instructor-to-participant ratios
- ✓ Evaluate all programs at the end of each season and implement improvement recommendations
- ✓ Seek youth sport team sponsors to keep participant costs reasonable
- ✓ Maintain a tax subsidy of <20%
- ✓ >95% of classes receive an average rating of 4 or higher out of a scale of 5

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	126,036	161,782	155,450	165,335	2.2%
Contractual	47,273	47,414	48,607	47,155	-0.6%
Commodities	16,148	13,030	12,177	12,190	-6.5%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	189,457	222,226	216,234	224,680	1.1%
Funding Sources:					
Program Revenue	171,700	193,390	185,780	189,301	-2.1%
Miscellaneous	-	-	-	-	
Total Revenues	171,700	193,390	185,780	189,301	-2.1%
General Fund Support	17,757	28,836	30,454	35,379	22.7%
Total Funding Sources	189,457	222,226	216,234	224,680	1.1%
Personnel - Authorized FTE	0.95	0.95	0.95	0.95	

INSTRUCTIONAL PROGRAMS

Highlights:

In FY 2016/17, the Parks and Recreation Department partnered with Ames Racquet and Fitness Club (ARFC) to provide Parks and Recreation tennis lessons for the 12th consecutive year. In July 2017, Ames Fitness Center moved to its new location, which at this time no longer includes indoor tennis. Although there were no longer indoor courts, lessons continued outside. Staff is seeking indoor space for winter lessons. This partnership has increased program quality and participants have been pleased with the increased service level.

Due to demand, Small Wonders Preschool expanded to offer afternoon classes on Tuesdays and Thursdays. This increased the number of students and reduced the waitlist for the school. In the spring of 2018, a third teacher will be added to the morning classes allowing for an increase in the maximum number of students.

In FY 2017/18, Parks and Recreation continues to partner with the Ames High School Volleyball coaches to lead and instruct the Volleyball Spring Camp and Youth Sand Volleyball program. In addition to the High School coaches, a few players from the Ames High School Volleyball team assisted each week. This partnership increased program quality and participants seemed pleased. Hopefully, with this continued partnership, volleyball expertise, and increased service level, program numbers will continue to grow.

A continued focus is to add new programming. In FY 2018/19, Rounded Minds programs (ages 3-6 years) including Soccer and Spanish Introduction and Sports Exploration and Spanish Introduction will be offered. A partnership with SportsIowa has formed and summer camps and football passing leagues will be started in summer and fall respectively.

In FY 2018/19, instructional programs are estimated to cover all direct costs and contribute to fixed costs thus reducing general fund support.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of programs	76	76	76	78
# of new programs	6	2	0	2
# of registrations	2,616	2,796	2,908	2,998
# of youth sport sponsors	0	0	0	25
# of youth sport teams/programs sponsored	0	0	0	35
Youth sport sponsor revenue	\$0	\$0	\$0	\$4,375
% of programs instructor/participant ratios adhered to	100%	100%	100%	100%
Classes rated 4 or higher out of a scale of 5	94%	95%	95%	95%
Efficiency and Effectiveness:				
Instructional operational subsidy	15%	9%	13%	16%
Total cost per registration	\$66.79	\$67.76	\$74.36	\$74.94
Subsidy per registration	\$10.04	\$6.35	\$10.47	\$11.80

ATHLETIC PROGRAMS

This program is designed to offer adults the opportunity to participate in team and/or individual competitive sport activities so individuals benefit physically, emotionally, and socially. Examples include softball, basketball, volleyball, and soccer.

Service Objectives:

- ✓ Operate adult athletic programs so there is a 0% subsidy
- ✓ Continue to implement all safety standards as recommended by the sport governing body
- ✓ Secure qualified staff for programs and provide appropriate training
- ✓ Provide high quality and safe facilities for games and activities

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	111,249	131,579	130,592	136,969	4.1%
Contractual	12,954	13,386	14,864	15,468	15.6%
Commodities	16,324	18,220	17,617	17,300	-5.1%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	140,527	163,185	163,073	169,737	4.0%
Funding Sources:					
Program Revenue	144,056	141,960	146,833	148,837	4.8%
Concessions	9,205	10,500	10,500	10,500	0.0%
Total Revenues	153,261	152,460	157,333	159,337	4.5%
Support from (contribution to) General Fund	(12,734)	10,725	5,740	10,400	-3.0%
Total Funding Sources	140,527	163,185	163,073	169,737	4.0%
Personnel - Authorized FTE	0.60	0.60	0.60	0.60	

ATHLETIC PROGRAMS

Highlights:

The first full year of play at the four new lighted sand volleyball courts at Inis Grove Park was very successful with 107 teams (749 players) participating compared to 97 teams (679 players) in FY 2015/16. These courts were utilized for fall 2016 and summer 2017 4-on-4 and 6-on-6 leagues. Due to the addition of these courts, we were able to accommodate all teams wanting to play.

Adult Soccer participation increased in the 2017 season. The league increased from 13 teams with 199 players in 2016 to 16 teams with 229 players in 2017. For the 2018 season, the adult soccer program will change from individual registration to team registration. This change was suggested by the managers and will make things more efficient and easier for both players and staff.

In FY 2018/19, athletic programs is estimated to cover all direct costs and contribute to fixed costs thus reducing general fund support.

The FY 2017/18 adjusted and FY 2018/19 budgets include pay raises for all adult sport officials. The increases range from \$0.50 to \$15 per game. Adult soccer officials will receive the largest increase at \$15 per game split between two or three officials. Because it was difficult to find quality officials as the rate of pay wasn't competitive with other organizations, the pay per game increased from \$90 in 2016 to \$105 in 2017 and \$120 in 2018.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of programs	13	12	12	13
# of teams	412	396	402	406
# of registrations	4,678	4,413	4,431	4,521
Efficiency and Effectiveness:				
Athletic tax subsidy	6%	0%	4%	6%
% of direct program costs covered	100%	100%	100%	100%
Total cost per registrant	\$31.66	\$31.84	\$36.80	\$37.54
Subsidy per registrant	\$1.85	(\$2.89)	\$1.30	\$2.30

AQUATICS

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 the 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
- ✓ Provide training for staff, focusing on user safety and being customer driven
- ✓ Offer programs for all ages based on community needs
- ✓ Adhere to established instructor and lifeguard/participant ratios
- ✓ Maintain a per participant tax subsidy of <\$0.50 per visit at Furman Aquatic Center
- ✓ >95% of swim lesson classes receive an average rating of 4 or higher out of a scale of 5

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	506,266	523,051	526,747	562,426	7.5%
Contractual	213,491	202,507	203,237	207,422	2.4%
Commodities	88,682	70,125	79,055	72,525	3.4%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	808,439	795,683	809,039	842,373	5.9%
Funding Sources:					
Municipal Pool	38,488	40,070	42,556	45,492	13.5%
Lesson Program	107,825	120,000	113,000	115,000	-4.2%
Brookside Wading Pool	5,123	2,050	2,450	2,125	3.7%
Furman Aquatic Center	498,883	536,319	548,900	558,200	4.1%
Total Revenues	650,319	698,439	706,906	720,817	3.2%
General Fund Support	158,120	97,244	102,133	121,556	25.0%
Total Funding Sources	808,439	795,683	809,039	842,373	5.9%
Personnel - Authorized FTE	1.80	1.80	1.80	1.80	

AQUATICS

Highlights:

During the 2017 summer season, Furman Aquatic Center experienced the impact from the nationwide lifeguard shortage of recent years. The season started with a staffing shortage, but ended strong with the end of the season staffing being the best it has been the past four years. There were intermittent basin and feature closures while additional staff were recruited, trained, and hired. The lifeguard rate of pay was increased \$1.00 per hour. The City also offered lifeguard training, shallow water lifeguard training, and water slide attendant training at no cost to new employees. The result was the hiring and training of an additional 39 lifeguards, two shallow water lifeguards, and 11 water slide attendants. The impact of the shortage will continue in the future and result in the rate of pay for lifeguards increasing by \$0.50 starting in summer 2018 and another \$0.50 in summer 2019.

The number of visits, 78,567, to Furman Aquatic Center in FY 2016/17 was the lowest since opening in 2010. Hopefully, the purchase and addition of inflatable play features prior to the start of the 2018 season will spark a renewed interest in the Aquatic Center and visits will increase. The inflatable play features will be used in the 50-meter pool on certain day(s) and time(s) and available as an add-on for private rentals.

In summer 2017, three new special events were planned and hosted at Furman Aquatic Center including Conquer the Current, Princess Pool Party, and Super Hero Pool Party. All three events were very successful and will be continued in the future.

The FY 2017/18 adjusted budget reflects a 10% discount for all season pass purchases made by May 1, 2018. This will be the first year the discount will be the same for pass renewals and new pass purchases.

The Municipal Pool facility use agreement between the City and Ames Community School District was extended to June 30, 2020. The Municipal Pool air quality continues to be an issue the City and Ames Community School District will work to address.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of visits to Municipal Pool	53,729	49,819	53,000	53,000
# of visits to the Brookside Wading Pool	1,967	1,589	1,950	1,593
# of visits to the Furman Aquatic Center	97,838	78,567	94,500	94,000
Total aquatic user visits	156,194	137,504	155,250	154,893
Swim lesson registrations	1,917	1,703	1,800	1,800
Private swim lessons	743	747	750	750
Efficiency and Effectiveness:				
Subsidy per visit for Municipal Pool	\$1.51	\$1.53	\$1.48	\$1.47
Subsidy per visit for Brookside Wading Pool	\$2.52	\$4.21	\$3.14	\$5.46
Subsidy per visit for Furman Aquatic Center	\$0.67	\$1.07	\$0.25	\$0.37
# of focus groups held each season	1	1	2	2
Percent of tax support	18%	20%	13%	14%

COMMUNITY CENTER, AUDITORIUM, AND BANDSHELL

This program is comprised of events and activities that utilize a full-sized gymnasium, locker rooms, cardio-room, weight room, gymnastic/multipurpose area, auditorium, office space, and Bandshell. 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:

Community Center

- ✓ 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

Auditorium

- ✓ >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

Bandshell

- ✓ >95% of facility survey responses of good or excellent
- ✓ >98% of staff customer service survey responses of good or excellent

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	213,958	236,670	225,608	235,430	-0.5%
Contractual	95,019	95,613	94,030	110,199	15.3%
Commodities	9,821	11,230	11,376	6,610	-41.1%
Capital	4,823	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	323,621	343,513	331,014	352,239	2.5%
Funding Sources:					
Gymnasium	29,714	30,500	36,500	36,500	19.7%
Auditorium	58,816	75,030	90,300	106,675	42.2%
Bandshell	3,739	7,500	7,500	8,500	13.3%
Miscellaneous	660	-	1,300	700	
Total Revenues	92,929	113,030	135,600	152,375	34.8%
General Fund Support	203,866	203,448	168,353	171,915	-15.5%
Local Option/Municipal Band	26,826	27,035	27,061	27,949	3.4%
Total Funding Sources	323,621	343,513	331,014	352,239	2.5%
Personnel - Authorized FTE	1.90	1.90	1.90	1.90	

COMMUNITY CENTER, AUDITORIUM, AND BANDSHELL

Highlights:

Community Center

The demand for early evening and weekend time for open gym continues to increase. Youth programs continued to be held at elementary schools, which resulted in more open gym time during the week. However, Adult Volleyball leagues utilize the gymnasium Monday through Friday evenings and all day Sunday from September to April. The City continues to seek an arrangement to move some adult leagues to School District facilities. The gymnasium has also been requested and used by more Auditorium users for overflow space and additional activities.

The decrease in drop-in visits for the gym in FY 2016/17 can be attributed to two projects, skylight window and HVAC replacements. At times, the gym was completely shut down or only half was available April through July due to the HVAC project.

Auditorium

The Auditorium hosted a number of new events. Hope Lutheran Church is holding weekly services and the ISU Navigators rebooked their 2018 Main Event conference in the Auditorium. The FY 2018/19 budget includes money for the Auditorium to produce two shows.

The FY 2018/19 rental fee schedule was revised to make it easier to understand and administer. However, Ames Community Arts Council (ACAC) Affiliates will pay FY 2017/18 rates until July 1, 2019, thus giving them time to prepare for the increased rates.

Bandshell

A number of new events happened in 2017 including Firefly Country Night, Cornerstone Church service and picnic, free movie night, Pridefest, and Cyclone Family Weekend. Approximately 6,900 people attended these five events.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Drop-in visits (gym, weight room)	29,604	25,462	30,500	30,500
Drop-in visits gym	16,391	14,381	17,500	17,500
Drop-in visits weight room	13,213	11,081	13,000	13,000
Total CC user visits (programs included)	102,161	93,516	104,500	104,500
# of Auditorium events	60	54	110	120
# of Auditorium hours used	714	758	1,300	1,400
# of days Auditorium used	153	135	225	240
# of Auditorium visits	28,309	26,839	42,500	44,500
# of Bandshell rentals	46	26	35	40
Efficiency and Effectiveness:				
Subsidy per user visit – Community Center	\$1.43	\$1.70	\$1.40	\$1.53
<i>Tax subsidy – Community Center:</i>				
Dollar amount	\$146,346	\$159,390	\$146,763	\$159,617
Percent	83%	84%	80%	81%
Subsidy per user visit – Auditorium	\$0.16	\$1.63	\$0.64	\$0.47
<i>Tax subsidy – Auditorium:</i>				
Dollar amount	\$4,522	\$43,620	\$27,304	\$20,695
Percent	8%	41%	24%	17%

WELLNESS PROGRAM

This program provides a full range of services in the area of wellness. This includes fitness classes (land and water based), social/educational workshops, management of the weight room, and related training/programs for the residents 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 senior fitness programming
- ✓ Offer >60 wellness classes weekly
- ✓ Maintain a tax subsidy of <\$0.00

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	224,903	239,024	230,442	239,445	0.2%
Contractual	40,587	42,682	43,677	45,952	7.7%
Commodities	5,540	6,900	6,530	6,500	-5.8%
Capital	10,464	6,200	11,400	6,200	0.0%
Other Expenditures	-	-	-	-	
Total Expenditures	281,494	294,806	292,049	298,097	1.1%
Funding Sources:					
Fitness Classes	213,953	219,150	227,700	232,700	6.2%
Personal Training	39,139	47,000	30,000	32,000	-31.9%
Weight Room	30,314	27,700	30,900	30,900	11.6%
Merchandise Sales	872	1,000	1,000	1,000	0.0%
Total Revenues	284,278	294,850	289,600	296,600	0.6%
Support from (contribution to) General Fund	(2,784)	(44)	2,449	1,497	
Total Funding Sources	281,494	294,806	292,049	298,097	1.1%
Personnel - Authorized FTE	1.35	1.35	1.35	1.35	

WELLNESS PROGRAM

Highlights:

A public/private partnership between Parks and Recreation and the Green Hills Retirement Community continues to be very successful. Aqua classes at this facility had 897 registrations for FY 2016/17, which is an increase of 310 registrations over the last four years and is anticipated to continue to grow.

The number of wellness registrations and weight room visits was down a combined 2,031 in FY 2016/17 compared to the previous year. The FY 2017/18 adjusted numbers are projected to be down as well. The addition of new fitness opportunities in Ames could be part of the reason in the decline. Staff is reviewing and exploring options for weight room and fitness class participation including, but not limited to, a monthly membership.

Silver & Fit, a fitness reimbursement program through Coventry Insurance, started to offer their participants the opportunity to exercise at the Community Center. Members can participate in Silver Sneakers classes (Humana Insurance also provides its members this opportunity), Zumba Gold, and use the cardio/weight room. The Wellness Program is reimbursed by Coventry Insurance for each visit.

Capital funding for FY 2017/18 includes a treadmill and elliptical trainer while FY 2018/19 includes a treadmill.

To stay current and on top of fitness industry trends, new fitness classes were offered including Pound Fitness, Core Blast, Mommy & Me Yoga, 5K parent/child running club, and Tae Kwon Do Dragon classes (ages 5-7).

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Total # of group fitness classes offered weekly	61	61	61	61
Total # of wellness registrations	7,742	7,082	7,200	7,200
Total # of annual weight room visits	13,112	11,081	11,100	11,100
Total # of new programs created	5	8	6	6
% of ISU Forker Aqua Program revenues exceeding direct expenses	41%	34%	38%	36%
Efficiency and Effectiveness:				
Total cost per registration	\$13.40	\$15.15	\$15.52	\$15.67
Net gain per registration	(\$0.01)	\$0.15	\$0.15	(\$0.08)
Tax subsidy	\$167	(\$2,784)	(\$2,801)	\$1,497

HOMewood GOLF COURSE

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

Service Objectives:

- ✓ User generated revenue (excluding cell tower funding) exceeds expenses
- ✓ Maintain a 95% or greater course survey response of good or excellent
- ✓ Maintain an operational fund balance of 25% of expenses
- ✓ Maintain a 95% or greater satisfaction of facility staff customer service response of good or excellent
- ✓ Maintain a minimum of 19,000 rounds of golf annually
- ✓ Encourage residents of all ages and skill levels to participate in the sport of golf

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	138,038	147,482	133,798	154,604	4.8%
Contractual	90,600	88,848	94,972	99,631	12.1%
Commodities	29,856	32,965	30,790	30,875	-6.3%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	258,494	269,295	259,560	285,110	5.9%
Funding Sources:					
Fees/Season Passes	151,317	174,700	161,700	171,700	-1.7%
Equipment Rental	39,869	45,000	45,000	45,000	0.0%
Merchandise Sales	1,841	2,200	2,200	2,200	0.0%
Concessions	27,781	31,000	29,000	31,000	0.0%
Cell Tower Lease	31,936	29,012	36,000	36,000	24.1%
Interest Revenue	385	1,400	1,400	1,600	14.3%
Miscellaneous	-	2,500	1,596	1,600	-36.0%
Total Program Revenues	253,129	285,812	276,896	289,100	1.2%
Support from (contribution to) Homewood Fund balance	5,365	(16,517)	(17,336)	(3,990)	-75.8%
Total Funding Sources	258,494	269,295	259,560	285,110	5.9%
Personnel - Authorized FTE	1.14	1.14	1.14	1.14	

HOMEWOOD GOLF COURSE

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 25% of operational expenses.

The Cell Tower Lease revenue will total approximately \$36,000 in FY 2018/19. This lease has been in place since 1996 and continues to generate funds to offset user fees. Without this funding, Homewood would operate at a significant net loss in FY 2018/19. The goal is to have user-generated revenues cover operational expenses, so the cell tower lease payment can be used for course improvements.

In order to meet goal number one as stated above, the 2018 golf season includes fee increases of approximately 5% for season passes and 8% for greens fees. Currently, there are 10 different price breaks for season passes. Homewood is in year three of a six-year plan to consolidate the number of individual senior passes from five to two (62+ years of age and 90+ years of age).

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
# of rounds	19,398	17,849	19,000	19,000
# of leagues	5	5	5	5
 Efficiency and Effectiveness:				
% of respondents rating course conditions "very good" or "good"	N/A	100%	96%	96%
% of respondents rating courtesy of clubhouse staff "very good" or "good"	N/A	95%	100%	100%
# of user group meetings held	4	4	6	6

AMES/ISU ICE ARENA

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 operational fund balance of 15% of expenses
- ✓ User-generated revenues exceeds expenses
- ✓ Maximize revenues by renting 80% of available 'prime-time' ice during the school year and 60% of ice time in the summer

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	249,308	296,617	269,087	292,840	-1.3%
Contractual	202,707	214,807	241,035	207,113	-3.6%
Commodities	50,386	54,600	51,600	55,400	1.5%
Capital	22,188	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	524,589	566,024	561,722	555,353	-1.9%
Funding Sources:					
Admissions	64,539	78,086	73,326	73,326	-6.1%
Facility Rentals	379,716	406,367	396,463	407,919	0.4%
Equipment Rental/Fees	36,646	37,400	37,300	38,000	1.6%
Merchandise Sales	2,828	3,500	3,000	3,000	-14.3%
Concessions	44,561	49,700	44,700	44,700	-10.1%
Dasher Board Advertising	7,574	7,400	7,400	7,400	0.0%
Interest Revenue	(1,123)	4,200	4,200	4,200	0.0%
Miscellaneous	1,005	600	600	600	0.0%
Total Revenues	535,746	587,253	566,989	579,145	-1.4%
Support from (contribution to) Ice Arena Fund balance	(11,157)	(21,229)	(5,267)	(23,792)	12.1%
Total Funding Sources	524,589	566,024	561,722	555,353	-1.9%
Personnel - Authorized FTE	2.30	2.30	2.30	2.30	

AMES/ISU ICE ARENA

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 approximately 15% of operational expenses.

The Ames/ISU Ice Arena is 16 years old and customers continue to provide positive feedback regarding the condition and appearance of the facility. This is due to a well-executed maintenance plan. However, the facility will require increased funding over the next 10 years to address equipment and building maintenance.

The Ice Arena continues to host both the State High School Varsity and Jr. Varsity Hockey Tournaments. In 2017, the Midwest High School Hockey League consolidated the tournaments to one 4-day tournament in March and will continue this format in the future. With 2018 being the last year of a five-year agreement, the Midwest High School Hockey explored its options for the future. After exploring its options, the Midwest Hockey League decided to sign another five-year agreement keeping the tournaments at the Ames/ISU Ice Arena through 2023.

The FY 2018/19 budget reflects a three percent increase in ice rental rates and is included to continue to build the operational fund balance for unexpected repairs.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
User visits: winter public skate sessions	11,193	12,157	12,200	12,200
User visits: summer public skate sessions	1,934	2,026	2,050	2,050
Rented prime-time ice hours – in-season	1,170	1,174	1,200	1,200
Used prime-time ice hours – in-season (public sessions)	259	234	260	260
Percent of utilized prime-time ice in-season	71%	70%	71%	71%
Rented non-prime-time ice hrs in-season	290	305	310	310
Rented ice hours – summer	288	321	325	325
Used ice hours - summer (public sessions)	324	299	325	325
Percent of utilized hrs/summer (12 hrs/day)	56%	58%	60%	60%
Efficiency and Effectiveness:				
# of user group meetings held	1	0	1	1
Public skate hours available: October – March	11.5/wk	11.5/wk	11.5/wk	11.5/wk

PARKS MAINTENANCE

The City of Ames maintains 36 parks and woodland/open spaces. These areas cover 1,209 acres of land and include facilities and areas where residents may participate in a variety of active and passive pursuits in a safe, clean environment. These include using playground equipment, picnicking, bicycling, walking, fishing, wildlife viewing, sports activities, and a variety of other leisure time activities.

Service Objectives:

- ✓ 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 in accordance with an established time schedule
- ✓ Conduct snow removal on all street and recreational shared use paths per policy
- ✓ Prepare and maintain athletic fields and facilities in a safe and professional manner to prevent injury and for the enjoyment of participants
- ✓ Complete a health and safety assessment of all Park trees in maintained areas every five years and complete required tree maintenance practices.
- ✓ Mow all manicured parkland on a seven to ten day rotation. Athletic fields will be mowed in accordance with the individual sport standards
- ✓ Conduct safety inspections on all park play equipment two times per year
- ✓ Conduct safety inspections on the Skate Park daily
- ✓ Secure and supervise volunteers and/or service groups to perform maintenance and/or construction activities within the park system
- ✓ Dog Park revenues should equal or exceed expenditures
- ✓ By 2025 eliminate all hand trimming of turf around fountains, trees, benches, etc.
- ✓ Maintain a rating of 3.0 or higher on a 4.0 scale for seasonal restrooms as determined yearly by the Residential Satisfaction Survey
- ✓ Offer a diversified complement of amenities within the park system
- ✓ Maintain or exceed 9.5 acres/1000 population

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	783,170	804,946	769,021	824,396	2.4%
Contractual	530,693	478,358	554,879	525,385	9.8%
Commodities	147,416	126,411	147,302	125,600	-0.6%
Capital	2,066	-	-	-	
Other Expenditures	-	-	-		
Total Expenditures	1,463,345	1,409,715	1,471,202	1,475,381	4.7%
Funding Sources:					
Shelter Reservations	38,228	44,200	40,000	42,000	-5.0%
Athletic Rentals	2,923	2,000	2,000	2,000	0.0%
Dog Park Fees	27,016	26,400	26,400	27,200	3.0%
Concessions	1,240	1,800	1,800	1,300	-27.8%
Miscellaneous	8,698	2,000	3,811	-	-100.0%
Total Revenues	78,105	76,400	74,011	72,500	-5.1%
General Fund Support	1,385,240	1,333,315	1,397,191	1,402,881	5.2%
Total Funding Sources	1,463,345	1,409,715	1,471,202	1,475,381	4.7%
Personnel - Authorized FTE	8.52	8.52	8.52	8.52	

PARKS MAINTENANCE

Highlights:

In FY 2017/18, Staff completed the installation of a new playground structure and concrete border at Daley Park. Other amenities included new grills, benches, trash receptacles, new playground surfacing, and concrete border around the swings. Staff also completed the playground renovation of Hutchison Park. Renovations included installation of a playground structure that was given to the City from the Ames School District, concrete border and playground surfacing.

Staff continues to implement the Emerald Ash Borer (EAB) Response Plan in the park system. Going into year four of the twenty year plan, staff implemented an accelerated removal plan and has already removed 450 of 550 ash trees leaving 100 remaining. In the spirit of a Total City Perspective, Public Works staff has assisted with the removals every year. Once all of the Ash trees are removed in the Parks, staff will prioritize what tasks to complete next which may include removing hazardous trees, accelerating removal of right-of-way trees, performing necessary street tree pruning, or other park related tasks.

Parks Maintenance has a service objective to mow City owned manicured turf areas within a seven to ten day rotation. In 2018, these areas were mowed on average every eight days compared to every 12-13 days the last two years.

The FY 2018/19 Parks Structural budget includes funds to purchase ADA compliant picnic tables, replacement light fixtures for shelters, concrete for borders around new swings, and additional grills and concrete to further the Department’s initiative to make parks trim free by 2025.

Service Accomplishments:	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
# of parks	37	36	37	38
# of park acres	1,224	1,209	1,211	1,217
Acres developed	285	285	287	293
Acres undeveloped	939	924	924	924
Park acres per 1000/population	18.8	18.3	18.3	18.4
Seasonal restroom rating 3.0 or higher	2.9	2.9	3.0	3.0
Cost to maintain per acre	\$1,194	\$1,210	\$1,190	\$1,212
Maintained parkland mowed every 7-10 days	13 days	8 days	8 days	8 days
Total paid rentals	\$37,006	\$38,228	\$40,000	\$42,000
Dog Park revenues exceed expenditures	(\$14,558)	\$3,581	\$8,480	\$9,048

Efficiency and Effectiveness:

% of residents giving “very good” or “good” ratings in:

Park Appearance	97%	97%	98%	98%
Wooded Areas	87%	93%	93%	93%
Playground Equipment	92%	95%	96%	96%
Hard Surface/Crushed Rock Trails	93%	93%	94%	94%
Tennis Courts	93%	94%	94%	94%
Shelter Houses	91%	93%	93%	93%
Picnic Areas	89%	90%	90%	90%

PARKS & RECREATION DONATIONS AND GRANTS

The program is used to account for 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:

- ✓ Enhance and expand Youth Scholarship Program
- ✓ Enhance park system projects
- ✓ Acquire equipment for programs, parks and facilities

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	-	-	-	-	
Contractual	-	-	-	-	
Commodities	7,204	5,100	10,008	10,100	
Capital	4,000	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	11,204	5,100	10,008	10,100	
Funding Sources:					
Donations	10,114	5,100	10,008	10,100	
Wellmark 3-Point Play Program	1,090	-	-	-	
Total Funding Sources	11,204	5,100	10,008	10,100	
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

PARKS & RECREATION DONATIONS AND GRANTS

Highlights:

Currently, Parks and Recreation offers 50% discounts to youth who meet guidelines set by Mid-Iowa Community Action (MICA). This discount is absorbed into the general fund budget. A Youth Scholarship fund has been created to accept donations in order to offset the scholarships given annually. The goal is to transfer money from this fund to the general fund each year to cover the expense of the scholarships. In FY 2017/18, Ames Jaycees made a \$1,500 donation to this fund for the third straight year. Staff will continue to develop ways to build this fund with the intent to offer 100% discounts in the future.

For many years, the Friends of Ames Swimming reimbursed the Department for summer season pass scholarships. This group has now disbanded and is no longer providing funds to offset these scholarships. Staff is looking for ways to replace this funding source.

Miscellaneous donations are received periodically and used to purchase equipment for the parks, facilities, and programs. Notable purchases this year include playground equipment, memorial benches, and memorial trees.

LIBRARY SERVICES

Activity Description:

Ames Public Library’s mission statement is: We connect you to the world of ideas. The Library strives to provide facilities, technology, collections, and programs to meet the educational and recreational needs of all people of our community. The library serves the needs of the community through divisions that work directly with the public, such as Youth Services, Adult Services, and Customer Account Services, as well as back-of-house divisions, including Resource Services, which provides support and ensures that library operations run smoothly. Library Administration provides direction and oversight to all library operations. The library operates out of the main library building at 515 Douglas and offers mobile services through the Bookmobile.

The seven primary goals are as follows:

- ✓ Provide collections, technology, programming and services that allow customers of all ages to satisfy curiosity, stimulate imagination, and engage in a life-long love of reading and learning
- ✓ Provide a safe, comfortable and welcoming facility conducive to individual pursuits, group meetings, civic engagement and respectful discourse
- ✓ Provide inviting and user-friendly virtual services
- ✓ Offer robust outreach programs via the Bookmobile and other off-site services
- ✓ Establish practices that promote the successful use of resources, services and programs
- ✓ Encourage literacy skill development and promote school readiness for young children
- ✓ Encourage reading and help customers acquire skills in finding information and using technology

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Administration	1,192,904	1,293,123	1,309,681	1,297,088	0.3%
Resource Services	847,265	877,127	920,621	984,575	12.3%
Youth Services	583,958	631,189	623,455	646,044	2.4%
Adult Services	556,609	593,289	588,933	616,802	4.0%
Customer Account Services	779,433	902,011	832,858	899,265	-0.3%
Library Donations/Grants	235,520	200,037	394,658	257,265	28.6%
Total Expenditures	4,195,689	4,496,776	4,670,206	4,701,039	4.5%
Personnel - Authorized FTE	35.75	35.75	35.75	36.25	

LIBRARY SERVICES

<i>Expenditures by Category:</i>	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Personal Services	2,908,538	3,224,590	3,135,068	3,337,034	3.5%
Contractual	614,596	645,768	691,278	703,465	8.9%
Commodities	584,944	130,767	203,439	146,460	12.0%
Collection Materials	30,869	494,651	520,523	513,380	3.8%
Capital	54,967	-	119,198	-	
Other Expenditures	1,775	1,000	700	700	-30.0%
Total Expenditures	4,195,689	4,496,776	4,670,206	4,701,039	4.5%
<i>Funding Sources:</i>					
Charges for Services	112,094	104,000	117,195	109,750	5.5%
State of Iowa	63,589	60,000	56,599	60,000	0.0%
Story County	144,923	140,000	148,792	145,000	3.6%
Library Friends Foundation	139,967	160,037	280,253	207,200	29.5%
Donations/Grants	95,553	40,000	114,405	50,065	25.2%
Total Revenues	556,126	504,037	717,244	572,015	13.5%
General Fund Support	3,639,563	3,992,739	3,952,962	4,129,024	3.4%
Total Funding Sources	4,195,689	4,496,776	4,670,206	4,701,039	4.5%

LIBRARY ADMINISTRATION

Administration provides leadership to the Department and ensures a coordinated plan for service. The role of Administration is planning and supervising all library functions, including managing finances, physical plant, community relations, meeting rooms, personnel, volunteers, computer operations, all automated functions of library services, and the data lines required for network access. Administration carries out the policies and directives of the Ames Public Library Board of Trustees and serves as liaison to the library's auxiliary organization, Ames Public Library Friends Foundation.

Service Objectives:

- ✓ Maintain citizens' investment in renovated building and technology through fiscal responsibility, innovation, and continuous improvement
- ✓ Seek service objectives with ongoing community input
- ✓ Adopt new models of service based on library innovations and community needs
- ✓ Maintain user satisfaction level at least 96%
- ✓ Analyze staffing levels, succession plans, core competencies, and performance measures
- ✓ Foster volunteer and internship opportunities to fulfill mission
- ✓ Maintain appropriate technology for customers' increasing technological needs through regular replacement and additions based on reasonable schedule
- ✓ Study and implement new automation solutions for efficiency and economy based on changing technologies
- ✓ Pursue partnerships with other governmental, community, and educational organizations to ensure best delivery of service to customers
- ✓ Develop and lead department to ensure all staff and volunteers are values driven and customer service focused
- ✓ Work with Ames Public Library Friends Foundation to increase capacity to fund service and program enhancements

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	649,728	731,254	703,781	732,321	0.2%
Contractual	501,656	517,034	526,348	519,203	0.4%
Commodities	40,359	44,835	67,626	45,564	1.6%
Capital	-	-	11,926	-	
Other Expenditures	1,161	-	-	-	
Total Expenditures	1,192,904	1,293,123	1,309,681	1,297,088	0.3%
Funding Sources:					
General Fund	1,192,904	1,293,123	1,309,681	1,297,088	0.3%
Total Funding Sources	1,192,904	1,293,123	1,309,681	1,297,088	0.3%
Personnel - Authorized FTE	6.75	6.75	6.75	6.75	

LIBRARY ADMINISTRATION

Highlights:

- Received the President's Award from the Ames Branch of the National Association for the Advancement of Colored People, which was presented “with appreciation for the library’s culturally relevant, intellectually-challenging, community building work that is benefitting the citizens of the Ames Community and the surrounding area.”
- Twenty-six computers were configured to allow quick access to the Internet, personal e-mail, Cy-Ride schedules, and the library catalog.
- A new contract was negotiated to increase bandwidth by 20%.
- Networking and security equipment is kept robust with regular updates and safeguards.
- Meeting space usage continues to be heavy, with frequent instances of full booking.
- The Person-in-Charge (PIC) Team continues a successful partnership with Ames Police Department and participates in ongoing training to ensure proactive knowledgeable responses to safety and security issues.
- The Intern program was sustained with significant productivity by ISU students assisting with programs, information technology, human resources, design, public relations, and videography.
- Interns developed, conducted, and analyzed a staff survey that served as the impetus for creation of several committees to address employees’ strengths, development, and concerns.
- **A project is underway to replace existing fluorescent light bulbs with Light Emitting Diode (LED) bulbs, furthering the Council’s objective of expanding sustainability.**

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Total circulation (physical + downloadable)	1,304,434	1,280,305	1,280,000	1,265,000
Total visits (Library + Bookmobile)	506,034	523,673	525,000	525,000
Total public access computers*	67	93	93	93
Total program attendance	51,006	57,183	57,260	52,920
Total items available for check-out	279,606	303,400	327,000	327,000
Total volunteers	506	538	545	550
Total volunteer hours	15,269	15,623	15,800	16,000
Computer sessions (except quick access stations)	68,044	66,349	66,000	65,000
Meeting room uses	9,188	10,624	11,000	11,000
People using meeting rooms	60,075	71,377	73,000	73,000
Maintained user satisfaction level at least 96%	Yes	Yes	Yes	Yes
 Efficiency and Effectiveness:				
Circulation per capita**	22.1	21.7	21.7	21.5
Visits (to both facilities) per capita**	8.6	8.9	8.9	8.9
Cost per circulation	\$3.05	\$3.09	\$3.32	\$3.50
Volunteers as FTE	7.3	7.5	7.6	7.7

* Total includes desktop computers, quick access computers, early literacy workstations, laptops, and iPads available for public use.

** Per capita is based on Ames’ population of 58,965 (US Census: 2010).

LIBRARY – RESOURCE SERVICES

The role of Resource Services is to coordinate and produce library public relations and resources, and acquire, catalog, process, manage and promote all items in the library’s collection. This includes administration of the Integrated Library System (ILS) and the library website. Other responsibilities include management of all electronic resources, online library presence, internal signage, displays, external communication and promotional items. Related functions include the repair or removal of outdated, damaged, or infrequently used materials, and inventory management.

Service Objectives:

- ✓ Provide customers with accessible and relevant materials
- ✓ Process high-demand items within 24 hours of receipt
- ✓ Process new materials within one week of receipt
- ✓ Maintain materials acquisition budget to achieve at least “B” level standard specified by the Iowa Commission of Libraries
- ✓ Acquire library materials at best price
- ✓ Investigate potential efficiencies in acquisitions, cataloging, processing and external communication methods
- ✓ Maintain consistent library branding and messaging
- ✓ Communicate effectively with customers through physical and digital formats
- ✓ Upgrade ILS software to utilize latest design improvements
- ✓ Coordinate internal information sharing to maximize improvements and usage of ILS features

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	334,076	349,594	351,296	410,278	17.4%
Contractual	37,787	36,649	40,492	39,809	8.6%
Commodities	474,788	32,233	32,483	32,408	0.5%
Collection Materials	-	457,651	477,651	501,380	9.6%
Capital	-	-	17,999	-	
Other Expenditures	614	1,000	700	700	-30.0%
Total Expenditures	847,265	877,127	920,621	984,575	12.3%
Funding Sources:					
General Fund	847,265	877,127	920,621	984,575	12.3%
Total Funding Sources	847,265	877,127	920,621	984,575	12.3%
Personnel - Authorized FTE	4.75	4.75	4.75	5.25	

LIBRARY – RESOURCE SERVICES

Highlights:

- Resource Services Manager assumed direct supervisory responsibilities for over 20 Library Aides during extended staff transition period.
- Will add a .5 FTE Library Marketing Assistant position in FY 2018/19 to support production of printed and digital promotional materials for library events, services, and new resources.
- Created innovative promotional materials for high impact programs such as Talk Race, German Iowa and the Global Midwest, Step into Storybooks, and 5K Jedi Jog.
- Improved customer experience with vibrant new signage.
- Increased downloadable items available for FY 2017/18 through Hoopla, a new digital media streaming service for movies, music, audiobooks, e-books, comics, and TV shows.
- Researched, identified, and implemented new online resources such as Brain HQ and Consumer Reports.
- Managed transition of core research databases to new vendor.
- Increased community engagement via library social media.
- Researched and developed criteria for Request for Proposal for new library website, per Strategic Plan.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Total physical items available at year end*	235,060	250,049	248,000	245,000
Downloadable items available at year end	44,546	53,351	106,000	108,000
Items repaired	11,064	12,319	12,000	12,000
New items processed		30,388	28,500	28,500
Materials Acquisition Budget Maintained at "B" level	Yes	Yes	Yes	Yes
Efficiency and Effectiveness:				
% of all new items processed within 24 hours	39%	40%	40%	40%
% of all new items processed within one week	98%	98%	98%	98%
Items processed per FTE	5,861	6,397	6,000	6,000

* Excluding newspapers, magazines, and uncatalogued paperbacks.

LIBRARY – YOUTH SERVICES

The role of Youth Services is to provide youth and their caregivers’ collections, programs, and a safe environment designed to develop early literacy skills which enable children to enter school ready to read, write, and listen; to be encouraged to read for personal enrichment; and to develop a life-long habit of using the library for the pursuit of learning.

Service Objectives:

- ✓ Design collaborative community programs and events for all ages of youth and their caregivers
- ✓ Partner with Ames Community Schools, Raising Readers, United Way of Story County, and other community organizations to reinforce Ames' Campaign for Grade Level Reading, which includes kindergarten readiness and prevention of summer slide
- ✓ Provide print and non-print collections focusing on early literacy skills, learning, and reading for enjoyment
- ✓ Continue evaluation of library spaces to enhance age-appropriate areas and safety for youth
- ✓ Provide dynamic programs, technology, opportunities, and services for all ages of youth
- ✓ Offer web-based activities for all youth through educational databases and social media
- ✓ Serve as media mentors for youth and their caregivers in the use of new technology and apps
- ✓ Coordinate sustainable cost effective outreach to daycares and preschools
- ✓ Provide opportunities to engage and educate parents and caregivers
- ✓ Provide space where teens feel welcome and included
- ✓ Engage teens through leadership and volunteer activities

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	557,645	603,085	594,642	618,549	2.6%
Contractual	14,390	22,114	22,813	20,505	-7.3%
Commodities	11,923	5,990	6,000	6,990	16.7%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	583,958	631,189	623,455	646,044	2.4%
Funding Sources:					
General Fund	583,958	631,189	623,455	646,044	2.4%
Total Funding Sources	583,958	631,189	623,455	646,044	2.4%
Personnel - Authorized FTE	7.50	7.50	7.50	7.50	

LIBRARY – YOUTH SERVICES

Highlights:

- Chosen as Ames Most Family Friendly Environment by *Ames Tribune* readers.
- Increased number of programs offered in the library for children and families by 22% and increased attendance by 30%.
- Diversified program offerings by partnering with 35 organizations, including 10 new partners, such as Iowa Pride network, Iowa State University (IDS) College of Veterinary Medicine, ISU Focus Artists Grant Program, Reiman Gardens, Story County 4-H Youth, and various Ames Community School District (ACSD) classes and departments.
- Collaborated with Ames Reads to offer Summer Learning Day which featured guest readers: United Way of Story County’s CEO, *Ames Tribune* Editor, Ames Fire and Police Chiefs, Parks and Recreation and Library Directors, and the Mayor.
- Advanced Ames as an LGBTQ-welcoming community by offering programs such as an all-ages drag show, Drag King/Queen Storytime, LGBTQ Hangout for Teens, and partnering to present the first annual Ames Pridefest.
- Hosted award-winning young adult author Kekla Magoon as part of an innovative, day-long symposium, “Talk Race.”
- Expanded efforts to combat summer slide by offering special programs before and after free lunches for kids and teens five days a week from school out to school start.
- Initiated regular visits by Teen Librarian to Ames High School English classes to promote reading.
- Joined with ISU School of Education and ACSD to form The Learning Circle, which offers ISU students the opportunity to work directly with community-based youth literacy programs.
- Teen Services Librarian mentored the Teen Advisory Group in planning and presenting successful activities such as the Annual Harry Potter Yule Ball, Super Smash Brothers Tournament, and 5K Jedi Jog.

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Youth & family in-library programs offered*	743	906	900	900
Youth & family in library program attendance	23,693	29,745	29,000	25,000
Youth & family outreach programs offered **	1,000	956	1,000	1,000
Youth & family outreach program attendance	16,612	14,437	15,000	15,000
Teen in-library programs offered	98	119	115	110
Teen in-library program attendance	1,803	3,399	3,500	3,000
Teen outreach programs offered	2	6	16	25
Teen outreach program attendance	168	332	340	500
Summer reading program participation	2,055	2,278	2,200	2,300
Circulation of physical youth collection items	629,461	623,047	625,000	625,000
# of items borrowed from other libraries for youth	221	195	200	200
 Efficiency and Effectiveness:				
Circulation per capita (youth population)***	79.7	78.9	79.1	79.1
Programs presented per FTE****	246	265	271	271

* Including Small Talk

** Including Project Smyles

*** Youth population based on US Census 2010: 7,900

**** Includes .5 Project Smyles FTE and 1.1 Small Talk FTE

LIBRARY – ADULT SERVICES

The role of Library Adult Services is to select and manage all print, media and electronic collections for adults. Adult Services staff provides reference and reader advisory services and coordinates, plans and implements library programs of interest to a general audience. The division coordinates outreach services for adults and delivers collections to senior living and group residential centers.

Service Objectives:

- ✓ Ensure excellent customer service through investment in staff training and development
- ✓ Maintain proficiency in use of library technology for facilitation of library programs as well as to assist customers in their use
- ✓ Evaluate use of all collections and continuously improve public access to materials through innovative marketing techniques in the library, readers' advisory, programming, and social media
- ✓ Employ best practices for planning, facilitating and evaluating programs library-wide to more fully engage with the community and make efficient use of staffing resources
- ✓ Pursue community partnerships to increase breadth and diversity of collections, programs and services
- ✓ Offer access to library services through outreach to under-served populations

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	544,805	575,277	575,080	598,283	4.0%
Contractual	9,515	15,959	11,800	16,441	3.0%
Commodities	2,289	2,053	2,053	2,078	1.2%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	556,609	593,289	588,933	616,802	4.0%
Funding Sources:					
General Fund	556,609	593,289	588,933	616,802	4.0%
Total Funding Sources	556,609	593,289	588,933	616,802	4.0%
Personnel - Authorized FTE	7.00	7.00	7.00	7.00	

LIBRARY – ADULT SERVICES

Highlights:

- Increased number of General Interest programs offered in the library by 30% and increased attendance by 23%.
- Diversified program offerings by partnering with 51 organizations, including 23 new partners, such as Outdoor Alliance of Story County, Apple Users Group, Iowa State University (ISU) Department of History, and ISU Library Special Collections and Archives.
- Developed new non-fiction book discussion group and series of Computer Basics classes focused on productivity software, in response to customer demand.
- Entered partnership with DMACC Adult Education Program to facilitate matching of volunteer literacy tutors with students.
- Evaluated collection of materials and purchased new adult literacy resources to serve needs of DMACC tutors and students.
- Facilitated a partnership with City of Ames Human Relations Commission, ISU Office of Diversity and Inclusion, and community groups to develop the “Talk Race” symposium.
- Partnered with ISU Gerontology, Heartland Senior Services, and Healthiest Ames to enhance services to seniors.
- Expanded partnership with Story County Genealogical Society to add a computer users group, beginning genealogy classes and an all-day conference, further establishing the library as a central resource for research into family history.
- Evaluated, recommended, and promoted interactive software and streaming services to meet changing expectations of our customers.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Adult in-library programs offered	400	533	530	530
Adult in-library program attendance	7,260	8,954	9000	9000
Adult outreach programs offered	21	15	20	20
Adult outreach program attendance	1,463	316	420	420
Circulation of physical items in adult collections	612,806	587,919	580,000	560,000
Virtual circulation (downloadable materials)	62,167	69,340	75,000	80,000
“Ask a Librarian” web reference activity	2,388	2,746	2800	2,800
Number of outreach deliveries	755	746	750	750
Items borrowed from other libraries for adults	1,742	1,940	2,000	2,000
Efficiency and Effectiveness:				
% change in circulation of physical materials	1.6%	-4.1%	-1.3%	-3.4%
% change in virtual circulation	13.8%	11.5%	15.4%	6.3%
Total circulation of physical items from adult collections per capita*	12.0	11.5	11.4	11.0

* Adult population based on 2010 census = 51,065

LIBRARY – CUSTOMER ACCOUNT SERVICES

The role of Customer Account Services is to manage customer accounts and the circulation of physical materials. This includes check-in, check-out, charges (fines and fees), processing holds, and re-shelving physical items. This division staffs the Welcome Desk and the Bookmobile.

Service Objectives:

- ✓ Master technology to improve efficiency, use of space, and customer access
- ✓ Increase customer familiarity with self-service options, optimize usage of self-check units
- ✓ Increase public knowledge of fine payment options
- ✓ Proactively work to encourage responsible library use and keep customers in good standing
- ✓ Restore customer access to library services by partnering with debt collection agency to facilitate the return of overdue materials and collect unpaid fines and fees
- ✓ Coordinate shelving maintenance to ensure ease of access and usability
- ✓ Maintain all library shelves in a neat and orderly fashion
- ✓ Facilitate staff orientation, routine training, refreshers and skill development
- ✓ Increase awareness of and use of Bookmobile stops
- ✓ Evaluate Bookmobile schedule and sites
- ✓ Maintain high level of interlibrary loan service
- ✓ Work closely with Volunteer Services Coordinator to identify dynamic volunteer opportunities
- ✓ Evaluate processes and procedures to ensure consistent, proactive, positive customer service

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	747,771	859,293	794,407	861,703	0.3%
Contractual	27,663	37,562	32,421	33,057	-12.0%
Commodities	3,999	5,156	6,030	4,505	-12.6%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	779,433	902,011	832,858	899,265	-0.3%
Funding Sources:					
General Fund	779,433	902,011	832,858	899,265	-0.3%
Total Funding Sources	779,433	902,011	832,858	899,265	-0.3%
Personnel - Authorized FTE	9.75	9.75	9.75	9.75	

LIBRARY – CUSTOMER ACCOUNT SERVICES

Highlights:

- Personnel formerly associated with Operations Services are being assimilated into this division in 2017/18.
- Evaluated internal training processes which resulted in development of new position, Operations Coordinator, with responsibilities in areas of public service, leadership, daily operations.
- Implemented new Bookmobile stops and rearranged schedule, resulting in increased visitor count and circulation of materials.
- Increased Ames Community School District partnerships through participation of Bookmobile at school events and promotion of Educator Accounts.
- Developed partnership with ISU, including new Bookmobile stop on campus at Parks Library and participation at several campus events.
- Promoted the Bookmobile by increasing its participation at community events.
- Manager made a presentation at the “Back in Circulation” Conference on the library’s best practices regarding fine collection and recovery of lost materials.
- Bookmobile Intern developed and delivered promotional materials to targeted neighborhoods.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Total Registered Borrowers *	42,164	42,518	42,750	43,000
New Borrowers Added	4,561	4,644	4,750	4,900
Total Computer Use Accounts	551	655	700	750
Bookmobile Circulation	46,481	51,641	52,000	53,000
Bookmobile visitor count	10,195	12,293	12,750	13,000
Holds processed	137,766	136,485	136,000	136,000
Fines/fees collected	\$102,165	\$100,277	\$100,000	\$100,000
Referrals to collection agency	361	401	400	400
Money collected through collection agency	\$11,363	\$9,917	\$10,000	\$10,000
Value of materials recovered via collection	\$10,101	\$7,354	\$8,000	\$8,000
Interlibrary loans to other libraries	3,612	3,977	4,100	4,300
Efficiency and Effectiveness:				
Physical items checked out per hour open**	299	293	291	287
Physical items checked in or re-shelved	916,085	884,001	850,000	875,000
Physical items reshelved per hour open***	258	249	240	248
Ames Borrowers as % of Ames population	52%	53%	54%	56%

* Family accounts average 3 borrowers per account.

** Hours open at Main and Bookmobile: 2015/16 = 4,150; 2016/17 = 4,131; 2017/18 estimated at 4,140; 2018/19 estimated at 41,135.

*** Hours open at Main library only: 2015/16 = 3,551; 2016/17 = 3,548; 2017/18 estimated at 3,540; 2018/19 estimated at 3,635.

LIBRARY – DONATIONS AND GRANTS

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

Service Objectives:

- ✓ Serve as an avenue for funding support beyond general fund sources.
- ✓ Provide opportunities for donors and grantors to partner with the library to advance mutual goals.
- ✓ Enhance library collections, programs, and services.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	74,513	106,087	115,862	115,900	9.3%
Contractual	23,585	16,450	57,404	74,450	352.6%
Commodities	51,586	40,500	89,247	54,915	35.6%
Collection Materials	30,869	37,000	42,872	12,000	-67.6%
Capital	54,967	-	89,273	-	
Other Expenditures	-	-	-	-	
Total Expenditures	235,520	200,037	394,658	257,265	28.6%
Funding Sources:					
Library Friends Foundation	139,967	160,037	280,253	207,200	29.5%
Donations/Grants	95,553	40,000	114,405	50,065	25.2%
Total Funding Sources	235,520	200,037	394,658	257,265	28.6%
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

LIBRARY – DONATIONS AND GRANTS

Highlights:

- **Enhancements**

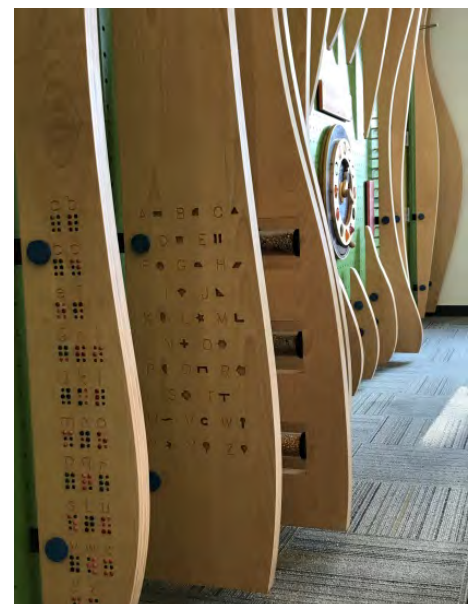
- Artwork:
 - Enameled glass created by Ames native Eric Sealine was donated and hung in the Danfoss Room. (Private donor)
 - A stained glass window from the Greeley Mausoleum was framed and hung in the Rotary Room. (Framing by APLFF; glass on loan from Mary Greeley Medical Center)
 - Lighting was added above the oil painting Invocation in the Dale H. Ross Board Room. (APLFF)



- Sound Mitigation:

Acoustic tiles were mounted in the McFarland Clinic Storytime Room to help absorb the overly gleeful sounds of youth. Library staff added artistry with a design that incorporates Smyles, the library's blue mascot, and his doghouse. (APLFF, Bequests)

- WOW Wall: Interactive play components with computerized lighting were designed, constructed, and installed on a wall in the Youth Services area. (Roy J. Carver Charitable Trust, Kinney-Lindstrom Foundation, APLFF)
- Iowa State University Interns: Funds were provided to employ interns to assist with projects related to human resources, library promotion, youth programming, and bookmobile services. (APLFF)
- Library Award for Innovation: A check for \$10,000 and free books were received when Ames Public Library's Small Talk in Story County Program was named first-place winner of the Penguin Random House Foundation's inaugural Library Award for Innovation.



LIBRARY – DONATIONS AND GRANTS

Highlights, continued:

- **Programs**

- “Talk Race:” A full day of presentations, conversations and activities challenged participants to talk about, read about, listen to, think about, and act on issues of race. (APLFF)
- Battles of the Books: Commemorative medallions were presented to 231 fifth- and sixth-grade Battle winners and participants from 64 area teams. (APLFF)
- Genealogy Conference: A certified genealogist taught fundamentals for family historians, including the use of federal census information and county records. (APLFF and Story County Genealogical Society)
- All Story County Teen Reads Summer Program: Teen reading and service learning was facilitated in partnership with other public libraries in Story County (United Way of Story County)
- “German Iowa and the Global Midwest:” The lasting influence of German culture in Iowa was showcased with a month-long series of exhibits, lectures, and programs celebrating German food, music, and Ames activities during World War II. (Ames Historical Society, APLFF, ISU Dept. of History, and Story Co. Genealogical Society)
- Performances and Presentations for All Ages: Concerts, author visits, book club books, informational and educational programs were funded, including the Inspired Performances Concert Series, the new O28 Real Reads book club, and Science Sundays. (APLFF)
- USDA Summer Food Service Program:
 - Over 5,500 lunches (an average of 97 per day) were served by youth volunteers who were guided by a summer intern and an AmeriCorps/Vista worker. (APLFF and private donors)
 - A commercial refrigerator was purchased so that uneaten food would not be wasted, but could be kept overnight and distributed the following day. (United Way of Story County)



LIBRARY – DONATIONS AND GRANTS

Highlights, continued:

• Resources and Collections

- Innovative electronic databases for brain training, language learning, on-demand streaming media, and consumer research were added, including
 - Brain HQ, online exercises that strengthen attention, brain speed, memory, people skills, navigation, and intelligence;
 - Consumer Reports;
 - Hoopla, streaming music and video, downloadable audiobooks, comics, and TV series;
 - Mango, language learning for adults; and
 - Little Pim, interactive language learning for children. (APLFF)
- Two new early literacy computer work stations were purchased and warranties were extended on two older units. (Direct State Aid, APLFF)
- Book club materials were expanded for Youth, Teens, Adults, and Great Reads. (APLFF)
- New materials and supplies were purchased in accordance with donor intent. (donations, memorial gifts, APLFF)
- Popular DVDs and video games were bought for the Teen Space and media box collection. (Teen Advisory Group, APLFF, general donations)
- Additional books and audiobooks were featured to promote the appearances and enhance citizens' enjoyment of ISU Lectures speakers Cheryl Strayed, Gloria Steinem, Margaret Atwood, and Ta-Nehisi Coates. Some of the visitors expected in 2017/18 include: Bryan Stevenson, Roxane Gay, and Jim Gill (APLFF)



• Literacy for All Ages

- Books for Babies: Gave away board books and packets of information to parents of each baby born at Mary Greeley Medical Center to encourage reading from infancy. (Direct State Aid)
- Small Talk: Taught parents the importance of engaging in parent-child talk and reading aloud to their children during the first three years of life, when 80% of brain development occurs. (LENA Research Foundation, United Way of Story County, BooSt, and APLFF)
- Harrison Barnes Reading Academy: Expanded the existing program and entered into a sponsorship agreement for an on-going, year-round program in Ames and Story County. (Harrison Barnes Reading Academy).
- Project Smyles: Advanced early literacy skill development by presenting storytimes at local daycares and preschools, providing books for off-site mini-collections, transporting youngsters to the library for tours and learning activities; and offering tips to daycare providers. (APLFF, Direct State Aid, Target, United Way, Worldly Goods)
- Adult Literacy Program: Provided supplementary materials and volunteers to tutor adults in need of assistance with reading, writing and math. (APLFF)

HUMAN SERVICE AGENCIES

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, Central Iowa Community Services, the Iowa State University Student Government (SG), and United Way of Story County, along with other public and private sources. The agencies provide human services in several broad categories: Education, Income, and Health. 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 allocated 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
- ✓ Monitor trends in human services provision in other parts of state/country for possible consideration in Story County
- ✓ Provide funding recommendations and research upon request to sponsoring organizations
- ✓ Hold agencies accountable for responsible, efficient, and effective use of the dollars allocated through the ASSET process
- ✓ **Develop an outcomes measurement system to assist in determining funding allocations in support of City Council's goal to strengthen human services**

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Activities:					
Administration	18,953	19,505	20,683	21,227	8.8%
Human Services Funding	1,307,489	1,355,711	1,355,711	1,423,497	5.0%
Total Expenditures	1,326,442	1,375,216	1,376,394	1,444,724	5.1%
Expenditures by Category:					
Personal Services	14,861	14,905	16,083	16,727	12.2%
Contractual	4,092	4,600	4,600	4,500	-2.2%
Commodities	-	-	-	-	
Capital	-	-	-	-	
Other Expenditures	1,307,489	1,355,711	1,355,711	1,423,497	5.0%
Total Expenditures	1,326,442	1,375,216	1,376,394	1,444,724	5.1%
Funding Sources:					
Local Option Sales Tax	1,326,442	1,375,216	1,376,394	1,444,724	5.1%
Total Funding Sources	1,326,442	1,375,216	1,376,394	1,444,724	5.1%
Personnel - Authorized FTE	0.12	0.12	0.12	0.12	

HUMAN SERVICE AGENCIES

Highlights:

- For FY 2017/18, the City Council allocated \$1,355,711 for ASSET services, based on the recommendations from the volunteers. This was an increase of 6% compared to the previous year's allocations.
- For FY 2018/19, \$1,423,497 was authorized by the City Council, which is a 5% increase over FY 2017/18 contracted services.

The following priorities were adopted by the City Council in July 2016 for FY 2017/18:

- **#1 Meet basic needs, with emphasis on low-to-moderate income:**
 - Housing cost offset programs, including utility assistance
 - Sheltering
 - Quality childcare cost offset programs, including daycare and State of Iowa licensed in-home facilities
 - Food cost offset programs, to assist in providing nutritious perishables and staples
 - Transportation cost offset programs for the elderly and families
 - Legal assistance
 - Disaster response
 - Medical and dental aid
- **#2 Meet mental health and chemical dependency needs**
 - Provide outpatient emergency access to services
 - Provide crisis intervention services
 - Provide access to non-emergency services
 - Ensure substance abuse prevention and treatment is available in the community
- **#3 Youth development services and activities**
 - Provide services for social development

The City funds approximately two dozen agencies through this process. The portion of an Assistant City Manager's salary allocated to this program remains at 12% for FY 2018/19 in recognition of time spent on the ASSET process and on various human services projects.

**HUMAN SERVICE AGENCIES RECEIVING CITY LOCAL OPTION
TAX FUNDING THROUGH THE ASSET PROCESS**

Agency:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
ACCESS	91,039	94,874	94,874	-
American Red Cross	5,094	9,800	9,800	-
Ames Community Preschool	87,471	91,200	91,200	-
ARC of Story County	6,685	7,700	7,700	-
Boys & Girls Club	102,800	105,820	105,820	-
Campfire USA	5,443	7,060	7,060	-
Center for Creative Justice	55,250	57,460	57,460	-
ChildServe	17,651	21,000	21,000	-
Emergency Residence Project	104,772	80,500	80,500	-
Eyerly Ball	10,000	10,000	10,000	-
Good Neighbor	16,830	17,250	17,250	-
Heartland Senior Services	159,680	176,483	176,483	-
HIRTA	40,133	41,000	41,000	-
Legal Aid Society	83,661	95,400	95,400	-
Lutheran Services in Iowa	3,942	10,700	10,700	-
MGMC Home Health Services	42,462	30,000	30,000	-
Mid-Iowa Community Action	114,214	99,456	99,456	-
National Alliance for Mentally Ill	6,000	6,500	6,500	-
Raising Readers	16,207	17,410	17,410	-
RSVP	29,099	29,760	29,760	-
The Salvation Army	43,250	43,638	43,638	-
University Community Childcare	57,221	58,530	58,530	-
Volunteer Center of Story County	8,500	9,790	9,790	-
Youth & Shelter Services	199,885	234,380	234,380	-
Total Allocations	1,307,289	1,355,711	1,355,711	1,423,497

ART SERVICES/AGENCIES

The allocations recommended by the Commission on the Arts (COTA) for various community arts operations are budgeted in this activity. These community arts programs are non-profit in nature and primarily involve the performing arts. Since 1991, the Public Art Commission (PAC) has administered the acquisition and maintenance of art installations on public properties. PAC maintains an active inventory of hundreds of works, including sculptures, paintings, photographs, collages, quilting, and glasswork.

Service Objectives:

- ✓ Commission on the Arts
- ✓ Review requests for funding from community arts organizations
- ✓ Make semi-annual recommendations to the City Council for funding of special project grants and annual operating funding recommendations
- ✓ Monitor performance under the awarded grants by reviewing final reports on all annual grants and special project grants
- ✓ Report Commission opinions on the needs of arts organizations in Ames, as appropriate

- ✓ Public Art Commission
- ✓ Enhance the lives of Ames residents with a variety of educational and promotional projects for public arts
- ✓ Continue the successful Art in the Parks, Ames Annual Outdoor Sculpture Exhibition, and Neighborhood Art programs
- ✓ Continue to develop a proactive art maintenance program to preserve and distribute artwork throughout City facilities and the community

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Activity:					
Public Art Program	21,267	41,000	69,000	41,000	0.0%
Art Agency Funding	155,540	163,979	163,979	163,979	0.0%
Total Expenditures	176,807	204,979	232,979	204,979	0.0%
Expenditures by Category:					
Personal Services	-	-	-	-	
Contractual	9,622	-	-	-	
Commodities	3,845	-	-	-	
Capital	7,800	41,000	69,000	41,000	0.0%
Other Expenditures	155,540	163,979	163,979	163,979	0.0%
Total Expenditures	176,807	204,979	232,979	204,979	0.0%
Funding Sources:					
Local Option Sales Tax	176,807	204,979	232,979	204,979	0.0%
Total Funding Sources	176,807	204,979	232,979	204,979	0.0%
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

ARTS SERVICES/AGENCIES

Highlights:

Public Art Commission (PAC)

The Public Art Commission's Public Relations and Marketing committee promoted and publicized the PAC's efforts by staffing booths at Art Walk in June, Reiman Gardens Art Fair in July, Main Street Farmers Market in August, and Octagon Art Festival in September.

Ames Annual Outdoor Sculpture Exhibition – Six sculptures were selected in 2016: Day Blind Stars by Kristin Garnant of Comanche; The Other Extreme by Tim Adams of Webster City; Meditation by Steven Olszewski of Pinckney, MI; Wide Open Mind by Kimber Fiebiger of Minneapolis, MN; A Peculiar Family by Steve Reddell of Peculiar, MO; and Timeswept by Tim Jorgensen of Cedar Falls. Each received a \$1000 honorarium, A Peculiar Family won the “Best in Show” prize of \$500, and the six sculptures are on display around downtown Ames. Placement and dedications for 2017 are scheduled for late spring.

The Neighborhood Sculpture program collaborates with Ames neighborhoods interested in acquiring a sculpture from the Ames Annual Outdoor Sculpture Exhibition. FY 2016 was another active year for public interest. Four sculptures were acquired and placed at a total cost of \$12,000. PAC hopes to keep extending both Neighborhood Sculpture and AAOSE to other new neighborhoods and overlooked public spaces in Ames including Campus town, the North Grand area, and South and West Ames.

Art in the Parks – Having accumulated funding from several budget cycles, Art in the Parks achieved its third major project in FY 2016 with the installation of “Resonance” by Tim Adams in Tom Evans Plaza downtown. This highly interactive sculpture will be displayed for at least three years in this location.

Collections and Information Management – PAC is working to map the collection and develop a GIS system with a web integrated platform. In 2017 PAC will re-site the two dragon sculptures at City Hall, explore major maintenance and/or deaccession of the David Dahlquist sculptures downtown, and carry out maintenance on the existing indoor artwork collection.

Commission On The Arts (COTA)

For FY 2017/18, the Commission On The Arts was allocated a total of \$163,979, which funded 17 different organizations. This was an increase of 5% over the FY 2016/17 allocation.

For FY 2018/19, 14 applications were received from agencies. COTA recommended funding in the amount of \$163,979 (equal to FY 2017/18). The Commission anticipates annual grants to be awarded in the amount of \$157,100 and up to \$6,879 in spring and fall special project grants.

ARTS SERVICES/AGENCIES

Highlights, continued:

PUBLIC ARTS AGENCIES RECEIVING CITY LOCAL OPTION RECOMMENDATIONS FROM COTA – COMMISSION ON THE ARTS

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Agency:				
ACTORS	17,340	17,512	17,512	-
AIOFA	8,370	8,768	8,768	-
Ames Chamber Artists	2,830	2,960	2,960	-
Ames Children's Choirs	10,920	11,443	11,443	-
Ames Choral Society	3,040	3,250	3,250	-
Ames Community Arts Council	9,000	9,550	9,550	-
Central Iowa Symphony	8,570	9,060	9,060	-
Co'Motion Dance Theater	5,620	5,000	5,000	-
Dancercenter Dancer Co Foundation	1,710	1,830	1,830	-
Friends of Ames Strings	1,750	1,844	1,844	-
Good Company	1,490	1,600	1,600	-
India Cultural Association	6,580	6,542	6,542	-
KHOI Radio	-	3,000	3,000	-
Kids Co'Motion	-	3,000	3,000	-
Octagon Center for the Arts	47,020	48,100	48,100	-
Story Theater Company	9,500	10,560	10,560	-
Town & Gown Chamber Music	15,340	15,960	15,960	-
Total Agency Allocations	149,080	159,979	159,979	-
 Mini-Grants	 3,500	 4,000	 4,000	 -
Total Allocations	152,580	163,979	163,979	163,979

CEMETERY

This activity provides efficient interment services and maintains quiet, attractive grounds and facilities at the Ames Municipal Cemetery (53 acres) and Ontario Cemetery (4 acres). Maintenance is provided by contractual services for mowing and trimming the cemeteries' burial grounds, with City staff mowing the open areas on cemetery grounds. City personnel coordinate funerals and interments, lot sales, and monument installations, and perform various other grounds maintenance tasks. Staff also provides maintenance to the "Billy Sunday Cemetery" located in southeast Ames near the Ames Animal Shelter and Ames Dog Park facilities.

Service Objectives:

- ✓ Maintain three City cemeteries in a neat and orderly fashion
- ✓ Coordinate funerals, cemetery lot sales, and sale of columbarium as necessary
- ✓ Respond in a timely fashion to all grave opening and closing requests
- ✓ Coordinate marker and monument installations
- ✓ Maintain tax subsidy less than 25%
- ✓ Administer the mowing contract

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	99,168	101,057	99,913	105,915	4.8%
Contractual	104,654	62,891	68,071	66,226	5.3%
Commodities	3,078	2,850	3,550	3,500	22.8%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	206,900	166,798	171,534	175,641	5.3%
Funding Sources:					
Charges for Services	171,606	123,522	118,190	127,080	0.0%
Interest Revenue	(7,555)	7,000	7,000	7,000	0.0%
Total Revenues	164,051	130,522	125,190	134,080	2.7%
General Fund Support	42,849	36,276	46,344	41,561	14.6%
Total Funding Sources	206,900	166,798	171,534	175,641	5.3%
Personnel - Authorized FTE	1.29	1.29	1.29	1.29	

CEMETERY

Highlights:

During FY 2016/17, the process was completed for the transfer of all cemetery operations from the Public Works Grounds division to the Parks and Recreation Department. With the transfer, a Principal Clerk was added to: oversee all cemetery lot sales, interments, and customer inquiries; serve as initial point of contact for all issues related to the City’s public trees; and to share some of the support staff responsibilities of the Community Center.

Cemetery rates will remain the same for FY 2018/19, but will be evaluated prior to FY 2019/20.

Mowing and trimming for the City’s cemeteries continue to be contracted out. In FY 2016/17, the contractor mowed the cemeteries 18 times with total cost of \$29,610. Parks and Recreation will continue to monitor and address recurring issues with the mowing contractor, e.g., damaged head stones, unprofessional appearance of the mowing crews, failure to adhere to all contract terms, and overall quality of the work being performed. Parks and Recreation staff will address these issues prior to the next growing season. It is estimated that mowing costs will be similar in FY 2017/18 with a budgeted amount of \$29,873. The budgeted amount for contract mowing in FY 2018/19 is \$30,000.

Large tree trimming continues throughout the cemetery at an annual cost of \$2,500. Also included in FY 2017/18 and 2018/19 is \$2,500 for monument repairs.

The FY 2016/17 budget included funds to purchase a mini backhoe and trailer to be mainly used at the City cemeteries. This backhoe will be utilized to prepare grave sites within the cemeteries and will also be utilized by other City departments as a shared unit. The unit will be brought into service sometime in the third quarter of FY 2017/18. The FY 2017/18 adjusted budget has funds allocated for interdepartmental labor at \$1,200 and \$0 for FY 2018/19. At that time, it will no longer be necessary for interdepartmental labor.

A section of the Ames Municipal Cemetery that many are not aware of is the Charity Burial area of the cemetery. Records show there were thirteen charity burials in that area of the cemetery from 1916 through 1948. For many years it has been neglected, but in FY 2017/18, staff will be rejuvenating the area and installing signage to identify those buried there.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Regular interments	54	79	65	65
Cremains interments	63	56	65	65
Disinterments	0	1	0	0
Columbarium spaces sold	5	5	2	2
Lots sold	95	140	100	100
Markers/monuments set	48	89	75	75
Efficiency and Effectiveness:				
Percent of Tax Support	27%	21%	27%	24%

CITYWIDE HOUSING PROGRAMS

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, public educational workshops, etc. The overall goal of this program is to promote better housing, educational and economic conditions and/or opportunities the citizens of Ames and 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
- ✓ Continue to provide reliable, high quality service to both external and internal customers
- ✓ Investigate ways to increase the availability of affordable housing in Ames
- ✓ Increase and/or maintain partnership with state, federal, cities, county, lenders, realtors, developers, and non-profit organizations to increase affordable housing opportunities
- ✓ Educate the public regarding various federal, state and local housing policies, practices, and application.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	28,506	34,540	37,277	38,243	10.7%
Contractual	13,406	17,471	15,536	15,454	-11.5%
Commodities	2,864	150	150	450	200.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	44,776	52,161	52,963	54,147	3.8%
Funding Sources:					
General Fund	2,778	-	-	-	
City-Wide Housing Fund	41,998	52,161	52,963	54,147	3.8%
Total Funding Sources	44,776	52,161	52,963	54,147	3.8%
Personnel - Authorized FTE	0.20	0.20	0.20	0.20	

CITYWIDE HOUSING PROGRAMS

Highlights:

This program continues to account for expenses incurred by the City’s housing programs that are not eligible for reimbursement under the Federal government’s Community Development Block Grant program to assist low and moderate-income households. This includes assistance provided to other City departments, non-profit organizations, administration of non-CDBG Federal, State or Local programs.

In FY 2017/18 and FY 2018/19, staff will continue to host community forums and events to train, educate and engage the public regarding various housing topics/awareness such as: hunger, homelessness, fair housing, housing data, feedback surveys, etc. Staff will also partner with other City Departments and organizations to promote and educated the public through events, seminars and other promotional items regarding various housing and concerns.

Service Accomplishments:	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Number of community forums/events to educate public on various housing topics/awareness, program policies/procedures, etc.	5	4	4	4

COMMUNITY DEVELOPMENT BLOCK GRANT

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
- ✓ **Investigate ways to increase the availability of affordable housing in support of City Council's goal to address housing needs in the community**

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	98,722	98,163	97,376	101,240	3.1%
Contractual	155,489	392,573	290,128	408,975	4.2%
Commodities	49	250	380	300	20.0%
Capital	166,220	-	720,750	-	
Other Expenditures	4,133	-	15,764	-	
Total Expenditures	424,613	490,986	1,124,398	510,515	4.0%
Funding Sources:					
CDBG Fund	424,613	490,986	1,124,398	510,515	4.0%
Total Funding Sources	424,613	490,986	1,124,398	510,515	4.0%
Personnel - Authorized FTE	0.80	0.80	0.80	0.80	

COMMUNITY DEVELOPMENT BLOCK GRANT

Highlights:

FY 2017/18

The City of Ames received its 14th allocation of Community Development Block Grant (CDBG) funding in the amount of \$510,515. Additionally, \$489,731 was rolled over from FY 2016/17 and \$211,750 anticipated to come from program income in FY 2017/18, bringing the total available allocation to approximately \$1,211.996. CDBG funds are utilized to support the City Council's goal of addressing various housing/ community development needs in the community.

Annually, the City Council authorizes the maximum 20% of the CDBG allocation for administrative expenses with the remaining balance to be utilized for programming. For FY 2017/18, the programs to be administered under the "regular" allocation are as follows:

- Neighborhood Sustainability programs (home improvement, acquisition/demolition/clearance/ rehabilitation, rental deposit, transportation assistance, and single-family repair program);
- Public Infrastructure Improvements program for the development of 321 State Avenue parcel for a mixed-used housing subdivision.

FY 2018/19

The CDBG allocation for the City of Ames for FY 2018/19 has not yet been announced. However, for budgeting purposes, the FY 2017/18 CDBG allocation of \$510,515 is being projected for FY 2018/19.

In May 2018, the City will be submitting its fifth and final Annual Action Plan as part of the 2014-2019 Five-Year Consolidated Plan. The Action Plan incorporates the program goals and priority projects outlined in the Five-Year Consolidated Plan. The City will also be submitting a new Five-Year (2019-24) Consolidated Plan in May 2019.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Annually maintain 70% expenditure rate of funds on activities that serve LMI* households and/or neighborhoods	100%	100%	100%	100%
# of LMI* census tracts or in a NRSA** where public infrastructure improvement (streets, sidewalks, etc.) were completed	0	1	1	1
# of first-time homebuyers provided down payment assistance	0	0	0	5
# of LMI owner-occupied units rehabilitated	5	3	0	5
# of houses sold or leased to Non-Profits for rehabilitation/construction	1	0	3	2
# of LMI rental-occupied units rehabilitated	2	1	0	0
# of properties or land purchased for LMI Housing	1	0	2	0
# of properties or land purchased for Public Facilities (Parks or Open Spaces)	N/A	1	0	0
# of LMI* households receiving Renter Affordability Assistance (deposit, 1 st month's rent, transportation, and/or child care)	71	77	75	80
# of Organizations assisted under the Public Improvements for Non-Profits	0	2	1	0
Efficiency and Effectiveness:				
Demonstrated compliance with HUD's monitoring of program reports, files, etc.	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Bi-annual program audit meets federal compliance standards	Yes	Yes	Yes	Yes

*Low and Moderate Income

** Neighborhood Revitalization Strategy Area

ECONOMIC DEVELOPMENT

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
- ✓ Increase tax base
- ✓ Use local economic development programs to leverage state, federal, and private economic development investment
- ✓ **Promote Economic Development by implementing economic development related City Council objectives**

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	72,825	66,326	63,800	68,289	3.0%
Contractual	154,539	161,808	169,602	154,662	-4.4%
Commodities	-	-	-	-	
Capital	-	-	-	-	
Other Expenditures	1,934,213	1,889,654	1,946,433	2,052,218	8.6%
Total Expenditures	2,161,577	2,117,788	2,179,835	2,275,169	7.4%
Funding Sources:					
Hotel/Motel Tax	1,891,567	1,817,506	1,882,085	1,902,800	4.7%
General Fund	74,542	68,134	65,602	70,151	3.0%
Economic Development Fund	-	-	-	-	
TIF/Kingland Systems	195,468	232,148	232,148	302,218	30.2%
Total Funding Sources	2,161,577	2,117,788	2,179,835	2,275,169	7.4%
Personnel - Authorized FTE	0.31	0.31	0.31	0.31	

ECONOMIC DEVELOPMENT

Highlights:

The economic development activity for FY 2017/18 included the support of growth of existing companies in Ames and future growth opportunities, with the infrastructure improvements for the expansion of the Iowa State University Research Park.

Economic development projects approved by City Council included:

- Established an Urban Renewal Area and Tax Increment Financing District as the first step to provide economic development assistance for a \$64 million expansion of the Barilla facility.
- Provided a forgivable loan as a local match to software services company Xpanxion to expand employment at the Ames facility opened in 2011.
- Closed the Boehringer Ingelheim Vetmedica agreement, having exceeded promised employment expansion in Ames in the new facility at the ISU Research Park.
- Construction was completed on a new terminal facility at the Ames Municipal Airport.

The projects above were in support of the Council's goal to promote economic development.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
State Programs Sponsored	3	1	2	2
Other:				
City revolving loans originated				
Community Investment Fund		1	1	1

COMMUNITY ENRICHMENT CIP

Activity Description:

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

<i>Activities:</i>	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
<i>Parks & Recreation:</i>					
Park/Facility Improvements	249,364	430,000	1,412,629	45,000	
Municipal Pool Improvements	15,474	25,000	173,456	25,000	
Playground/Park Equipment	98,623	-	31,772	-	
Furman Aquatic Center	129,795	50,000	53,750	30,000	
Ada Hayden Improvements	39,488	-	28,114	-	
Ice Arena Improvements	47,720	60,000	61,400	120,000	
Sand Volleyball Complex	64,554	-	-	-	
Homewood Golf Course	46,262	50,000	50,000	750,000	
Miracle Playground/Field Design	30,280	-	19,720	-	
Healthy Life Center Study	-	-	100,000	-	
ADA Transition Plan Improvements	-	25,000	50,000	25,000	
North River Valley Low Head Dam	-	100,000	-	-	
Sunset Ridge Park Development	-	80,000	80,000	-	
Franklin Park Improvements	-	-	-	80,000	
Edwards Park Development	-	-	-	10,000	
Total Parks and Recreations	721,560	820,000	2,060,841	1,085,000	32.3%
<i>Library:</i>					
Library Renovation Project	9,854	-	-	-	
Total Library	9,854	-	-	-	
<i>Cemetery:</i>					
Cemetery Lane Improvements	183,003	-	46,800	-	
Cemetery Water Line	65,362	-	4,638	-	
Columbarium Expansion	-	-	60,000	-	
Scattering Garden	-	-	-	25,000	
Total Cemetery	248,365	-	111,438	25,000	
<i>Economic Development:</i>					
Downtown Façade Program	16,000	50,000	172,423	50,000	
Campustown Façade Program	46,580	50,000	104,020	50,000	
Total Economic Development	62,580	100,000	276,443	100,000	0.0%
<i>City Manager:</i>					
Neighborhood Improvement	5,350	50,000	50,000	50,000	
Neighborhood Tree Planting	3,172	-	-	-	
Human Svc Agency Grant Program	-	200,000	500,000	-	
Total City Manager	8,522	250,000	550,000	50,000	-80.0%
Total Community Enrichment CIP	1,050,881	1,170,000	2,998,722	1,260,000	7.7%

CHEMICAL FEED PUMPS



GENERAL GOVERNMENT

GENERAL GOVERNMENT

City Council	
City Council	218
City Council Contingency	221
Special Allocations	222
City Clerk	224
City Manager	226
Public Relations	228
Media Production Services	230
Administrative Support Services	232
Planning Services	234
Financial Services	
Finance Administration and Budget	238
Accounting and Reporting	240
Purchasing Services	242
Legal Services	244
Human Resources	246
Facilities	248
General Government CIP	250

GENERAL GOVERNMENT

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 “frontline” services.

The General Government program includes the following activities: City Council, which includes the legislative and policy-making leadership provided by the Mayor and City Council as well as special allocations made by Council and the oversight of a Council Contingency Fund, City Clerk who records and maintains the records of the City Council and various appointed commissions and committees; and City Manager who provides 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, Facilities, and the Merit Adjustment.

	2015/16 Actual	2016/17 Adopted	2016/17 Adjusted	2017/18 Adopted	% Change From Adopted
Use of Funds:					
City Council	342,685	367,270	492,624	427,296	16.3%
City Clerk	336,264	402,885	379,910	371,003	-7.9%
City Manager	641,199	769,076	728,567	765,962	-0.4%
Public Relations	284,806	200,589	251,165	204,159	1.8%
Media Production Services	144,885	154,122	153,247	158,679	3.0%
Planning Services	815,808	845,336	1,106,023	865,415	2.4%
Financial Services	1,751,936	1,864,665	1,865,095	1,963,719	5.3%
Legal Services	854,630	766,451	801,683	787,852	2.8%
Human Resources	409,607	502,025	530,753	543,900	8.3%
Facilities	441,822	444,425	496,039	452,069	1.7%
Total Operations	6,023,642	6,316,844	6,805,106	6,540,054	3.5%
General Government CIP	1,230,993	50,000	1,590,391	50,000	0.0%
Total Expenditures	7,254,635	6,366,844	8,395,497	6,590,054	3.5%
Personnel - Authorized FTE	52.07	52.07	51.07	51.07	

GENERAL GOVERNMENT

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	4,633,331	5,138,535	4,898,020	5,310,988	3.4%
Contractual	1,008,772	864,133	1,407,786	869,878	0.7%
Commodities	118,842	119,062	126,440	121,118	1.7%
Capital	85,830	-	56,213	-	
Other Expenditures	176,867	195,114	316,647	238,070	
Total Operations	6,023,642	6,316,844	6,805,106	6,540,054	3.5%
General Government CIP	1,230,993	50,000	1,590,391	50,000	0.0%
Total Expenditures	7,254,635	6,366,844	8,395,497	6,590,054	3.5%
Funding Sources:					
Fees/Outside Charges	577,807	599,548	580,748	575,621	-4.0%
General Fund	2,922,265	2,987,328	3,474,859	3,074,159	2.9%
Local Option Sales Tax	136,900	149,114	149,114	191,070	28.1%
Road Use Tax	116,060	133,878	153,165	160,792	20.1%
G.O. Bond Funds	6,299	6,595	6,613	6,866	4.1%
Water Utility Fund	405,598	435,611	436,438	449,614	3.2%
Sewer Utility Fund	356,074	380,432	378,337	388,144	2.0%
Electric Utility Fund	1,185,472	1,290,791	1,289,443	1,345,638	4.3%
Parking Fund	70,641	70,841	73,369	74,022	4.5%
Storm Water Utility Fund	8,743	10,292	9,927	10,546	2.5%
Resource Recovery	237,783	252,414	253,093	263,582	4.4%
Total Operations Funding	6,023,642	6,316,844	6,805,106	6,540,054	3.5%
CIP Funding:					
General Fund	699,782	-	1,099,069	-	
Local Option Sales Tax	73,965	50,000	219,692	50,000	
Storm Water Utility Fund	457,246	-	271,630	-	
Total CIP Funding	1,230,993	50,000	1,590,391	50,000	0.0%
Total Funding Sources	7,254,635	6,366,844	8,395,497	6,590,054	3.5%

CITY COUNCIL

The City Council is the legislative and policy making body in the Ames municipal government. The Mayor and two Council Members are elected at-large, while the four remaining Council Members are elected from their respective wards. An Iowa State University student serves as a non-voting *ex-officio* member of the City Council. The Mayor, with the approval of the Council, appoints members of major policy making boards and commissions of the City. Regular City Council meetings are scheduled on the second and fourth Tuesdays of the month, with special meetings and work sessions conducted as needed. Major responsibilities of the City Council include enacting ordinances, setting property tax levels, approving service levels and the related budgets, and participating in community development efforts.

Service Objectives:

- ✓ Provide long-term goals for community and short-term objectives to support those goals
- ✓ 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
- ✓ **Strengthen Downtown and Campustown**
- ✓ **Promote economic development**
- ✓ **Expand sustainability efforts**
- ✓ **Address housing needs**
- ✓ **Promote a sense of one community**
- ✓ **Strengthen human services**
- ✓ **Encourage healthy lifestyles**

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	54,268	65,664	65,665	77,064	17.4%
Contractual	69,454	56,817	59,737	61,582	8.4%
Commodities	19,063	20,675	21,575	22,580	9.2%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	142,785	143,156	146,977	161,226	12.6%
Funding Sources:					
General Fund	142,785	143,156	146,977	161,226	12.6%
Total Funding Sources	142,785	143,156	146,977	161,226	12.6%
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

CITY COUNCIL

Highlights:

Progress has been made towards the City Council goals that were to be accomplished by December 2017. The 2017 goals are:

- Strengthen Downtown and Campustown
- Promote Economic Development
- Expand Sustainability Efforts
- Address Housing Needs
- Promote a Sense of One Community
- Strengthen Human Services
- Encourage Healthy Lifestyles

Strengthen Downtown and Campustown – The City Council has committed to exploring public/private partnerships to enhance the Campustown and Downtown areas. Parking regulations that affect both areas are being evaluated. The Campus and Community Commission has been tasked with identifying features the community may wish to see in a Campustown gathering space. A study was completed to evaluate the pedestrian safety in Campustown along Lincoln Way.

Promote Economic Development – The extension of utilities along East Lincoln Way into the recently annexed industrial area is progressing, as a consultant has completed the infrastructure design. The extension of this vital infrastructure will open up 1,400 developable acres of industrial land. The Ames Economic Development Commission has undertaken a survey regarding impediments to development in the building and zoning codes and enforcement for the City Council's review.

Expand Sustainability Efforts – The City is in the process of taking commitments from customers who wish to participate in the 2 MW SunSmart Ames community solar project. In addition, the City obtained SolSmart designation in winter 2017. The Council has investigated ways to re-purpose buildings in the downtown area to promote downtown revitalization.

Address Housing Needs – The City Council has worked with the adjacent neighborhood to plan an affordable housing project at the old Ames Middle School site for detached homes. The City has also provided financial support for the first two years of operation of the newly created Story County Housing Trust Fund.

Promote a Sense of One Community – A new Campus and Community commission, partnering the City, ISU students and administrators, neighborhoods, and the business community, has been launched by the City Council in 2017. As its first task, the Council has directed this new Commission to collect feedback regarding the features that should be considered by the City Council for inclusion in a Campustown gathering space.

Strengthen Human Services – Each of the ASSET human services agencies will now be using the Clear Impact Scorecard outcomes measurement system. Through this system, ASSET volunteers and funders can ensure funds are invested in programs that have the greatest positive impact on the lives of clients. The City Council has also partnered with United Way of Story County to administer a \$250,000 Human Services Agency Capital Improvements Program.

Encourage Healthy Lifestyles – The City Council has hired a consultant to determine the feasibility of a Healthy Life Center, a one-of-a-kind center that makes the lifelong goal of healthy living accessible and enjoyable to people of all ages and socio-economic status. The City Council has also reviewed plans to connect trail segments within the City and to other communities. The Council continues to support the activities of Healthiest Ames, including the Open Streets events.

CITY COUNCIL

Highlights, continued:

The figures below represent the comparison of the levies among the 11 largest cities in Iowa:

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Total Levy/1,000 Ames	\$10.63	\$10.37	\$10.38	
High	\$17.76	\$17.61	\$17.91	
Low	\$10.63	\$10.37	\$10.38	
Average	\$14.79	\$14.75	\$14.69	
Ames' rank	11 of 11	11 of 11	11 of 11	
Taxable Valuation/Capita Ames	\$41,465	\$44,358	\$45,814	
High	\$71,590	\$84,337	\$79,125	
Low	\$27,508	\$34,559	\$31,451	
Average	\$42,728	\$48,462	\$46,563	
Ames' rank	5 of 11	6 of 11	6 of 11	
Total Levy/Capita Ames	\$440.74	\$457.94	\$475.36	
High	\$859.08	\$916.62	\$949.51	
Low	\$431.49	\$456.88	\$448.18	
Average	\$616.61	\$645.35	\$664.36	
Ames' rank	10 of 11	10 of 11	10 of 11	

CITY COUNCIL CONTINGENCY

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	-	-	-	-	
Contractual	-	-	-	-	
Commodities	-	-	-	-	
Capital	-	-	-	-	
Other Expenditures	38,000	50,000	103,533	50,000	
Total Expenditures	38,000	50,000	103,533	50,000	0.0%
Funding Sources:					
General Fund	38,000	50,000	103,533	50,000	0.0%
Total Funding Sources	38,000	50,000	103,533	50,000	0.0%
Personnel - Authorized FTE	0.00	0.00	0.00	0.00	

CITY COUNCIL SPECIAL ALLOCATIONS

This program summarizes the miscellaneous requests from outside groups for City funding.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Activity:					
Sustainability Coordinator	25,000	25,000	25,000	25,000	0.0%
AHRC Special Events	-	4,000	4,000	3,000	-25.0%
Council Grant Program:					
Ames Partner City Association	5,000	8,000	8,000	-	-100.0%
Ames Historical Society	37,000	40,000	40,000	-	-100.0%
Main Street Cultural District	39,600	41,189	41,189	-	-100.0%
Hunziker Youth Sports Complex	28,300	28,925	28,925	-	-100.0%
Campustown Action Association	27,000	27,000	27,000	-	-100.0%
Historic Preservation Comm	-	-	68,000	-	-
Council Grant Program Total	136,900	145,114	213,114	188,070	29.6%
Total Expenditures	161,900	174,114	242,114	216,070	24.1%
Expenditures by Category:					
Personal Services	-	-	-	-	-
Contractual	25,000	25,650	25,650	25,000	-2.5%
Commodities	-	3,350	3,350	3,000	-10.5%
Capital	-	-	-	-	-
Other Expenditures	136,900	145,114	213,114	188,070	-
Total Expenditures	161,900	174,114	242,114	216,070	24.1%
Funding Sources:					
General Fund	-	-	68,000	-	-
Local Option Sales Tax	136,900	149,114	149,114	191,070	28.1%
Water Utility Fund	6,250	6,250	6,250	6,250	0.0%
Sewer Utility Fund	6,250	6,250	6,250	6,250	0.0%
Electric Utility Fund	6,250	6,250	6,250	6,250	0.0%
Resource Recovery	6,250	6,250	6,250	6,250	0.0%
Total Funding Sources	161,900	174,114	242,114	216,070	24.1%



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CITY CLERK

This activity records and maintains proceedings of the City Council, Zoning Board of Adjustment, and Civil Service Commission. This activity also prepares agendas, takes minutes, publishes proceedings and claims, certifies legal assessments, issues cemetery deeds and various licenses, maintains the City's official documents, and provides public information and notification on various items.

Service Objectives:

- ✓ Coordinates the preparation of City Council, Civil Service, and Zoning Board of Adjustment agenda packets and ensures compliance with Open Meetings Law
- ✓ Supervises the City's Records Management Program and assists other departments in implementing system
- ✓ Provides administrative support to the Mayor and City Council, attends all official meetings, and ensures minutes and adopted measures are available within three working days of the meeting
- ✓ Provides admin support, training, and pertinent materials to 116 citizens serving on 18 City boards and commissions, including facilitation of the Mayor and Council's appointment process
- ✓ Ensures the proper posting, filing, publication, and processing of official City notices and documents
- ✓ Serves as Deputy Commissioner of Elections and provides Notary Public services
- ✓ Provides courteous and proficient retrieval of requested documents and information for internal and external customers
- ✓ Provides City Council agendas, minutes, and packet materials to the public in an electronic format
- ✓ Processes permit and license applications within 24 hours of receipt
- ✓ Researches new technologies to improve the storing and retrieving of City records
- ✓ Maintains a central filing system for official City records

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	266,532	314,659	290,770	302,419	-3.9%
Contractual	61,149	86,176	86,490	66,534	-22.8%
Commodities	3,518	2,050	2,650	2,050	0.0%
Capital	4,937	-	-	-	
Other Expenditures	128	-	-	-	
Total Expenditures	336,264	402,885	379,910	371,003	-7.9%
Funding Sources:					
Licenses and Permits	90,253	78,500	94,220	88,718	13.0%
General Fund	178,759	243,808	209,707	208,085	-14.7%
Water Utility Fund	16,813	20,144	18,996	18,550	-7.9%
Sewer Utility Fund	16,813	20,144	18,996	18,550	-7.9%
Electric Utility Fund	33,626	40,289	37,991	37,100	-7.9%
Total Funding Sources	336,264	402,885	379,910	371,003	-7.9%
Personnel - Authorized FTE	3.50	3.50	3.50	3.50	

CITY CLERK

Highlights:

A total of 714 permits/licenses were issued in 15 categories during FY 2016/17. Liquor Licenses and/or Beer Permits accounted for 197, which was one fewer than last year. There were 76 new licenses, which included 45 temporary (5-day or transfers). Revenue from alcohol licensing remained static.

Temporary Obstruction Permits (TOPs) equated to 154, which was a record high, and an increase of 22. No fee is charged for TOPs, but the applicant is required to provide proof of liability coverage and name the City as an additional insured. Other free-of-charge services provided during FY 2016/17 included 25 Banner Permits and 235 notarizations and/or certifications, which also was a record high. The number of Transient Merchant Permits increased significantly (from eight in 2015/16 to 47 in 2016/17) due to the legalization of fireworks in the State of Iowa.

Staff tracks an average of 232 insurance certificates and 125 Letters of Credit to ensure that the City is protected against claims and holds security for public improvements, landscaping requirements and Temporary Letters of Occupancy. Each month, a Files Management System query is run on documents with an expiration in the next 90 days. Notifications are sent to the Director of the Department responsible for the document; an average of 40 reminders is issued each month.

The City Clerk/Records Manager is responsible for responding to City-wide public records requests that are not of a routine nature. In calendar year 2016, 96 "Freedom of Information" requests were received; 47 requests were determined to be of a non-routine nature. Under Chapter 22, Code of Iowa, the City is allowed to charge the requesting party for the employees' time (based on salary without benefits) and materials necessary to fulfill the request. Due to the expense, oftentimes the requestor does not want to pay the fee; therefore, no longer wants the records after the research has been done. In 2016, expenses incurred totaled \$828.38 with only \$109.43 being collected.

The usage rate of the Files Management System (FMS) reveals that over 1,400 searches are performed per month. Phase IV of the System is 95% complete, which is the conversion of the City's official records to electronic format. Currently, there are approximately 97,400 official documents that have been scanned, indexed, and linked. The multi-step conversion work is being done in-house by staff and a part-time temporary employee working six hours/week rather than an outside vendor. Currently, 37 staff members from multiple departments are authorized to electronically access all City records housed in the City Clerk's records vault.

Staff created and distributed agenda materials and recorded minutes for 48 City Council meetings, 13 Civil Service meetings, and 15 Zoning Board of Adjustment meetings during FY 2016/17.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
% of City Council minutes published within timeframe prescribed by <u>Code of Iowa</u>	100%	100%	100%	100%
 Efficiency and Effectiveness:				
# of meetings reported	74	75	76	75
# of legal notices processed	226	282	287	285
# of resolutions finalized	722	698	738	725
# of documents recorded	116	112	123	115
# of licenses/permits processed	524	617	714	650
# of cemetery deeds issued	55	76	90	80
# of election petitions accepted	0	0	0	0

CITY MANAGER

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. The City Manager champions *Excellence Through People*, the mindset and values that guide employee service throughout the organization. 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 and Capital Improvements Plan program 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
- ✓ Prepare and provide to the City Council a fiscally responsible budget to finance City operations in support of community desires and City Council goals
- ✓ Oversee and support City departments as they provide the best possible services to the community at the lowest possible cost
- ✓ Represent the City in relationships with other state federal, and local organizations
- ✓ Provide complete and objective information and recommendations to City Council
- ✓ Implement policies as directed by the City Council
- ✓ Respond to public requests and inquiries in a courteous and timely manner

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	583,237	706,024	665,786	700,985	-0.7%
Contractual	46,153	51,452	50,181	53,377	3.7%
Commodities	11,412	11,600	12,600	11,600	0.0%
Capital	-	-	-	-	
Other Expenditures	397	-	-	-	
Total Expenditures	641,199	769,076	728,567	765,962	-0.4%
Funding Sources:					
General Fund	367,224	439,911	416,740	438,130	-0.4%
Water Utility Fund	66,562	79,984	75,771	79,660	-0.4%
Sewer Utility Fund	66,562	79,984	75,771	79,660	-0.4%
Electric Utility Fund	140,851	169,197	160,285	168,512	-0.4%
Total Funding Sources	641,199	769,076	728,567	765,962	-0.4%
Personnel - Authorized FTE	4.53	4.53	4.53	4.53	

CITY MANAGER

Highlights:

For FY 2017/18, the portion of the salaries charged to the Electric Utility was maintained at 22% for the City Manager’s office, based on time spent on various projects, including the SunSmart Ames community solar project. This level of support will continue for FY 2017/18.

The City Manager’s Office is also involved in several major projects for water and wastewater. Due to this involvement, the Executive Management Program is supported 10.4% by the Water Fund and 10.4% by the Wastewater Fund. These projects include the development of new water well field capacity and significant capital infrastructure improvements to the WPC Facility as a result of the FY 2012/13 facility evaluation study.

As always, a major emphasis of this office is the facilitation of the accomplishment of Council goals and staffing various Council-appointed boards and commissions. For FY 2017/18, 10% of the City Manager’s salary will continue to be charged to the Economic Development program to reflect work spent on development proposals and possible prospects. Work has included continuing redevelopment in the Campustown area, annexations proposals, and the planning for industrial growth east of I-35.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
# of Council referrals to staff	78	150	168	114
% Referred to:				
City Manager’s Office	22%	35%	18%	28%
Planning and Housing	36%	29%	42%	32%
Public Works	20%	13%	14%	16%
All other City departments	22%	23%	26%	24%
# Union contracts negotiated	5	2	0	3
 Efficiency and Effectiveness:				
Survey rating for quality of City services:				
Good	61%	58%	54%	53%
Very good	36%	40%	44%	45%

PUBLIC RELATIONS

The purpose 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 through Cable TV 12, City Side (the utility bill insert), the City of Ames website, social media, email, and through press releases to radio, television, and newspaper. In addition, publications, flyers, signs, events, and presentations are used to educate the public. Within the City organization, the Public Relations Officer serves as a liaison for departments with a monthly newsletter and by assisting both with Mayor/Council events and special City-wide and departmental events. The City's cross-departmental Public Relations Team is comprised of several sub-teams: Branding, Website, GIS/Public Notification, Channel 12, and Social Media. Working together, these sub-teams ensure the City of Ames is recognized as a premier provider of municipal services in a vibrant, innovative, progressive university community.

The Public Relations Office:

- Leads the citywide Public Relations team
- Facilitates meetings of the cross-departmental sub-teams
- Enforces brand standards in conjunction with Print Shop/graphics for overall organization brand consistency
- Works with Print Shop/graphics for newsletter/publications/advertising redesign work
- Works with Information Technology to monitor the City of Ames website

Service Objectives:

- ✓ **Support Utilities in marketing and promoting programs in support of the City Council goal to expand sustainability efforts**
- ✓ **Manage and coordinate the "millennial marketing campaign" aimed at encouraging young adults transitioning to families to consider relocating to Ames in support of the City Council goal to promote economic development**
- ✓ Monitor and coordinate production and distribution of City of Ames publications and communications in various formats including print, video, social media, and traditional media.
- ✓ Serve as primary media contact and source of information for media inquiries
- ✓ Produce annual Resident Satisfaction Survey with assistance from Iowa State University
- ✓ Coordinate City-sponsored events such as Fourth of July, Boards and Commission Luncheon, Council Night at the Bandshell, WelcomeFest, Eco Fair, Mayor's Bike Ride, Bike to Work Week Breakfast, and the Rummage RAMPage.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	145,232	154,151	147,682	156,999	1.9%
Contractual	137,639	45,588	102,633	46,310	1.6%
Commodities	1,935	850	850	850	0.0%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	284,806	200,589	251,165	204,159	1.8%
Funding Sources:					
General Fund	191,876	100,295	152,756	102,079	1.8%
Water Utility Fund	18,586	20,059	19,682	20,416	1.8%
Sewer Utility Fund	18,586	20,059	19,682	20,416	1.8%
Electric Utility Fund	37,172	40,117	39,363	40,832	1.8%
Resource Recovery	18,586	20,059	19,682	20,416	1.8%
Total Funding Sources	284,806	200,589	251,165	204,159	1.8%
Personnel - Authorized FTE	1.15	1.15	1.15	1.15	

PUBLIC RELATIONS

Highlights:

Public Relations continues to promote the organization-wide concept of a City of Ames Public Relations Team, in which departments work together to communicate messages to various audiences. The team focuses on improving brand consistency. Working in conjunction with the Print Shop, Public Relations maintains an updated Visual Standards Guide which is being expanded to include a Website Style Guide and City of Ames facility signage standards.

In partnership with Electric Services, Public Relations is working to market the SunSmart Ames Community Solar Project. The project relies on customer investment of 80 percent of the electricity produced before it can move forward.

Under the goal of "Promote Economic Development," a brand communications plan focused on attracting young adults transitioning to families to relocate to Ames will move forward through unpaid digital marketing and community partnerships. The "Millennial Marketing Campaign" will continue to focus on workforce development and attracting newcomers to Ames.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Projected	2018/19 Projected
# of press releases distributed	165	223	188	200
# of City-assisted public events	5	6	5	5
# of marketing campaigns developed	5	5	5	5
# of City ribbon-cutting/recognition events	n/a	9	8	8

City Social Media Monitored by PRO	2017 FB Users	2018 FB Users
City of Ames Facebook/Twitter	5670	6500
City of Ames Parks and Recreation Facebook	3200	3750
Ames Fire Department Facebook	3710	4250
Ames Police Facebook/Twitter	18,000	19,000
Ames Animal Shelter	4500	5000
Furman Aquatic Center	5900	6500

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)

City Side	2.4	2.4	2.4	2.4
Channel 12	1.9	2.0	2.2	2.3
City of Ames website	2.4	2.4	2.5	2.5

** Data provided from the 2017 Resident Satisfaction Survey.

MEDIA PRODUCTION SERVICES

The mission of Channel 12 is to provide live coverage of City Council and select boards and commission meetings alongside original programming that promotes Ames City Government in an enlightening and engaging manner. The full-time Coordinator also provides playback support for the Public Access Channel (16). All Channel 16 programming is produced independently and submitted for broadcast. Programming consists of local church services and local/non-local, professionally produced series. Cable TV is staffed by one full-time Cable TV Coordinator who is primarily devoted to the government access channel (TV12), and part-time interns/assistants. The budget also includes a portion of support staff salary.

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 informational 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 recording of meetings for City employee training
- ✓ Serve as an emergency notification system
- ✓ Coordinate Channel 16 playbacks
- ✓ Coordinate video streaming of Channel 12 on City's website and City's Facebook page
- ✓ Provide video for the City's social media platforms

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	105,021	110,846	109,993	115,680	4.4%
Contractual	34,547	35,226	37,204	36,949	4.9%
Commodities	5,317	8,050	6,050	6,050	-24.8%
Capital	-	-	-	-	
Other Expenditures	-	-	-	-	
Total Expenditures	144,885	154,122	153,247	158,679	3.0%
Funding Sources:					
Cable TV Franchise Fee	414,620	425,000	390,000	390,000	-8.2%
Miscellaneous	150	-	-	-	
Total Revenues	414,770	425,000	390,000	390,000	-8.2%
General Fund Support	(269,885)	(270,878)	(236,753)	(231,321)	-14.6%
Total Funding Sources	144,885	154,122	153,247	158,679	3.0%
Personnel - Authorized FTE	1.10	1.10	1.10	1.10	

MEDIA PRODUCTION SERVICES

Highlights:

In early 2017, the new Resource Recovery Plant video won a Bronze Telly award. The Telly Awards annually showcases the best work created within television and across video, for all screens. Receiving over 12,000 entries from all 50 states and 5 continents, Telly Award winners represent work from some of the most respected advertising agencies, television stations, production companies and publishers from around the world. Additionally, Channel 12 was honored to receive four Midwest Media Fest awards including a “Best in Show” PSA award.

In addition to the national and regional awards won by Channel 12, the ‘donut cops’ made their debut on the Police Department’s Facebook page in the Spring of 2017 and quickly went viral. A lot of the credit for this success goes to Community Resource Officer Eric Snyder and his counterpart with Iowa State University’s Police Department (Anthony Greiter). The campaign continued in the fall with great success, spreading a sugary message of respect for those around you.

Government Access Channel 12:

- Bronze Telly Award for the *Resource Recovery Plant* video
- Best in Show Excellence Award: *Halloween* Public Service Announcement in the “Best of the Midwest Mediafest.”
- Excellence Award: *Bike Smart* Public Service Announcement in the “Best of the Midwest Mediafest.”
- Excellence Award: Short Form Feature *Resource Recovery Plant* in the “Best of the Midwest Mediafest.”
- Achievement Award for Live Broadcast: *City Council | December 13, 2016* in the “Best of the Midwest Mediafest.”

	2015	2016	2017	2018
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Live meetings broadcast	137	128	122	130
Original video programs, Channel 12	244	246	251	250
Live/archive meeting online views (Granicus)	2,855	7,646	4,256	5,500
Original programs YouTube views	24,910	24,196	**276,227	30,000
Video views on City’s main Facebook page	NA	27,256	*195,238	50,000
Video views on Ames Police Facebook page	NA	56,957	1,546,356	100,000

*January 1, 2017 – November 12, 2017
 **Always Ames video had 238,453 (paid)
 **2017 views w/o Always Ames 37,774

Efficiency and Effectiveness:

Of those who use them, usefulness of Channel 12 (3=very useful; 2=somewhat useful; 1=not useful) *	2.0	2.0	2.2	2.0
% citizens who view Channel 12 *	34%	26%	25%	25%
% citizens who use Twitter *	34%			
% citizens who use YouTube *	64%	**50%	**52%	54%
% citizens who use Facebook *	75%			

* Numbers according to the Resident Satisfaction Survey

** No longer asking for % of citizens who use independent social media sites, instead asked a combined question that includes Twitter, YouTube, & Facebook

ADMINISTRATIVE SUPPORT SERVICES

The Administrative Services division provides administrative support to the Planning & Housing, Public Works and Fire departments. By combining the support staff for three departments we are able to provide our citizens with exceptional service at the best price.

Service Objectives:

- ✓ Provide administrative support to the Planning & Housing, Public Works and Fire departments
- ✓ Provide reliable high quality service and external and internal customer support for the Planning & Housing, Public Works and Fire departments
- ✓ Provide support for associated Boards, Commissions, and the AAMPO Technical Committee (generating agendas, minutes and packet materials and updates on website)
- ✓ Schedule building, electrical, mechanical, plumbing and rental housing inspections
- ✓ Process permits for building construction projects
- ✓ Distribute DRC and other planning applications for review and processing
- ✓ Distribute plans and specifications (and track plan holders) for Public Works Capital Improvements Plan construction projects
- ✓ Process requisitions for Public Work Capital Improvement construction projects
- ✓ Assist with meter hood rentals, parking waivers, veteran's memorial brick purchases
- ✓ Manage contracts for 198 reserved parking spaces within municipal parking lots
- ✓ Issue sidewalk repair notices

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	319,827	469,281	350,577	395,539	-15.7%
Contractual	14,828	21,623	18,442	18,326	-15.3%
Commodities	3,167	2,533	2,633	2,500	-1.3%
Capital	91	-	-	-	
Other Expenditures	-	-	-	-	
	337,913	493,437	371,652	416,365	-15.6%
<i>Less: Expenditures reflected directly in another activity:</i>					
Fire Administration	(28,047)	(40,955)	(30,848)	(34,559)	-15.6%
Building Safety	(118,270)	(172,703)	(130,078)	(145,727)	-15.6%
Public Works Administration	(124,014)	(181,091)	(136,396)	(152,806)	-15.6%
City-Wide Housing	(6,758)	(9,869)	(7,433)	(8,327)	-15.6%
Planning Services	(60,824)	(88,819)	(66,897)	(74,946)	-15.6%
	-	-	-	-	
Total Expenditures	-	-	-	-	
Personnel - Authorized FTE	6.00	6.00	5.00	5.00	

ADMINISTRATIVE SUPPORT SERVICES

Highlights:

In FY 2016/17, construction began on an Administrative Support service area redesign. The new layout features a more streamlined, professional appearance. Windows now clearly define each staff member so customers may reach their specific destinations more effectively. Additionally, the Customer Support Coordinator desk has been placed directly behind the support staff in an open setting. This allows the supervisor to be present and available for both the staff and the public whenever necessary.

Administrative Services received high ratings from external customers on its welcoming attitude at the front counter (100% inspection customers and 100% planning customers reported being greeted with a welcoming attitude). Additionally, several customer service process improvements were implemented throughout the year, such as online forms, electronic distribution of plans and specifications for projects for bid, as well as numerous website improvements to assist customers with navigation and ease of locating information.

Administrative Services has begun the process of replacing a Principal Clerk position. This role will provide both internal and external customers with more efficient and accessible service. It will also allow a greater balance for the duties held within the department itself. Administrative Services also has restructured the Customer Support Coordinator role to better adhere to the needs of the staff and customers by being a working supervisor with a more hands-on approach with the day-to-day operations.

When the support staffs for Fire, Public Works, and Planning and Housing were combined to create the Administrative Support Services group, the authorized FTEs included a supervisory position and five principal clerk positions. However, the actual filled positions have included the supervisor and four principal clerks, leaving the fifth clerk position authorized but unfilled while the actual staffing needs were analyzed. As this group has continued to develop, it has been determined that exceptional customer service can be provided with the four principal clerks and the fifth clerk position may be eliminated.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Board and Commissions and AAMPO Technical Committee meetings staffed	37	36	32	40
Building and trade inspections scheduled	8,326	7704	7660	7700
Building and trade permits processed	3,865	4070	3890	4000
Rental housing inspections scheduled	846	984	1200	1000
Development Review Committee (DRC) cases distributed	175	162	144	160
Planning additional cases (Final plats, Flood Plain Development Permits, Permitted Home Occupations, ZBA, etc.) distributed	140	136	144	150
Plans and specifications for capital improvements plan construction projects distributed	20	18	24	20
Meter hood rentals processed	41	30	32	40
Parking waivers processed	26	30	24	30
Driveway/Curb Cut Applications & Letters	67	77	64	70

PLANNING SERVICES

Planning Services consists of two major land use related activities of current planning and long range planning. Current planning encompasses review and analysis of development project site development plans, subdivisions, flood plain permits, certificates of appropriateness for historic review, and variances and special use permits. Current planning also includes the coordination of City review services through the multi-disciplinary Development Review Committee (DRC) for project approvals prior to issuance of building permits. Staff conducts public noticing and acts as a neighborhood liaison as part of it current planning role. Staff administers two façade grant programs, Downtown & Campustown, which are part of the Capital Improvements Program Budget.

Long range planning assists in creation of policies related to the development, use, and conservation of land within the City. Long range planning includes preparation, coordination, and presentation of advanced planning studies and reports for activities that may extend beyond one year, Land Use Policy Plan Amendments, or substantial text amendments to the Municipal Code.

The Planning Services provides staffing to the Zoning Board of Adjustment, Historic Preservation Commission, Planning and Zoning Commission and the City Council. Staff commonly engages in preliminary development inquiries, citizen questions on use of property, citizen questions on zoning standards, neighborhood inquiries on City activities or plans.

Service Objectives:

- ✓ 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
- ✓ Implement adopted development regulations efficiently
- ✓ Encourage meaningful and timely community input
- ✓ Provide timely and accurate responses to public inquiries
- ✓ Provide data and insight for informed long-range policy planning decisions
- ✓ Provide resources for neighborhoods associations and networking in support of strong neighborhoods
- ✓ Assess and update adopted policies and plans against projected need as directed by City Council
- ✓ Keep neighborhoods and citizens informed on planning activities
- ✓ Analyze planning approval processes in support of the City Council goal to promote economic development

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	631,628	683,154	657,619	712,345	4.3%
Contractual	157,232	156,882	441,778	149,370	-4.8%
Commodities	5,679	5,300	6,626	3,700	-30.2%
Capital	20,994	-	-	-	
Other Expenditures	275	-	-	-	
Total Expenditures	815,808	845,336	1,106,023	865,415	2.4%
Funding Sources:					
Charges for Services	26,166	24,765	25,100	25,200	1.8%
General Fund	789,642	820,571	1,080,923	840,215	2.4%
Total Funding Sources	815,808	845,336	1,106,023	865,415	2.4%
Personnel - Authorized FTE	6.00	6.00	6.00	6.00	

PLANNING SERVICES

Highlights:

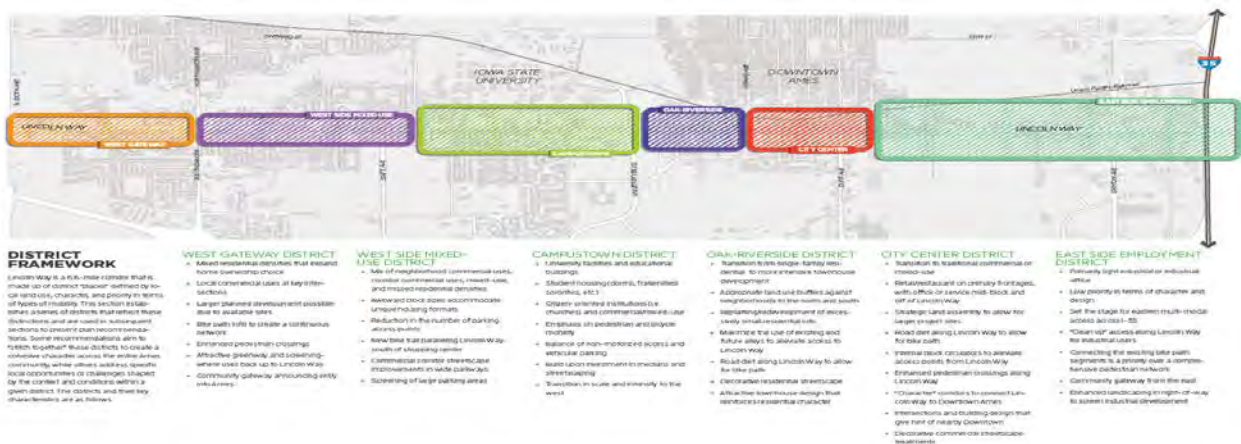
FY 2017/18

Development has continued at high levels within the city for a broad range of uses, including single family, apartments, and commercial development. The same levels of activity are expected to continue through this year with a likely moderation in the number of new apartment buildings compared to the past four years. Major development areas will continue to be residential development in north Ames with Scenic Valley, Quarry Estates, Hayden's Crossing, Rose Prairie, and Auburn Trail. West Ames will have new development along the extension of Mortenson Road for residential development. South Ames will include the development of a number of multi-family residential projects with Brick Towne and the Village Parking subdivision area. The Lincoln Way Corridor and Downtown areas are likely redevelopment areas for new mixed-use development. Commercial development will continue along South Duff Avenue, Lincoln Way, and Southeast 16th Street. Industrial development will likely continue with the ISU Research Park and in the vicinity of Dayton Avenue and South Bell Avenue.

City Council's long range planning priorities for 2017/18 include major updates to residential occupancy requirements and for multiple planning studies. The planning studies include the initiation of the new Comprehensive Plan, implementation of the Lincoln Way Corridor Plan for zoning and streetscape design, strategic planning for public space and parking in Downtown and Campustown, and East Industrial Area zoning standards. Planning will continue to administer façade grants for Campustown and Downtown as shown within the CIP.

The 2017/18 adjusted budget includes \$381,000 in carryover funding to be used for outside consulting and assistance on Council priorities. This includes \$225,000 set aside for the start of the Comprehensive Plan update. These carryover funds include set asides for completing the Lincoln Way Corridor streetscape plans and other Council priorities.

As part of the City's effort to improve customer service, the City is now using Ener-Gov project routing and tracking software along with Building Safety. This new software is part of the Development Review Committee (DRC) process and is planned to expand in scope to include a public information portal within the next year.



PLANNING SERVICES

Highlights, continued:

FY 2018/19

Overall development types will be broad based with single-family homes, apartment homes, mixed-use buildings, commercial buildings, and industrial buildings. Based on growth trends and developer interest, staff projects development applications will be consistent with the past two years for commercial and single-family residential, but new student housing multi-family development will likely decline in the number of new apartment units. New mixed-use multi-family development is anticipated within the Lincoln Way Corridor. Platting of single-family subdivisions will be at a high level in 2018 with up to 7 subdivisions in various phases of development. Development of affordable housing associated with the City owned property at 321 State Avenue is priority for the City.

Council priorities include the continuing the Comprehensive Plan update. The Comprehensive Plan update will be a multi-year project that involves substantial community outreach to develop a new plan. Initial outreach will begin in 2018 with draft planning documents available in 2019. Planning will continue work on strategic planning and project initiatives for Campustown, Downtown, and Lincoln Way Corridor as well.

Proposed staff changes include creating a promotional Senior Planner position. There will be no net increase in staffing with the change, but there is a minor adjustment to salary schedule for one position of approximately \$5,000. The Senior Planner position will assist in administration of current planning activities to allow for more focus on long range planning activities and other Council priorities by the Planning and Housing Director.

Lincoln Corridor Redevelopment Concept



PLANNING SERVICES

Highlights, continued:

Long Range Planning Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
LUPP amendments completed (both map and text amendments)	3	2	3	1
Rezoning (except PRD) completed	16	11	6	5
Zoning text amendments completed	12	16	10	7
Annexations completed	3	3	2	2
City Council Referrals*	16	19	18	15
City Council Referrals Completed	10	15	10	10
City Council Priorities**	11	12	7	7

Efficiency and Effectiveness:

The following statistics indicate the average number of calendar days to review/process the complete applications that were approved in the stated year, excludes days waiting for the applicant's response.

	Average Number of City Days to Process		
Citizen-initiated rezonings	45	-	65
Citizen-initiated minor LUPP map and/or text changes	110	-	75
Citizen-initiated zoning text changes	70	-	70

*Referrals are Council directives and may include memorandums, staff reports, text amendments, workshops, and LUPP changes, most referrals are not itemized as Council Priorities. **Council Priorities reflect the Department Work Plan priorities as established by the City Council and tasks for City Council goals.

Current Planning

Service Accomplishments (process completions, cont.):	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Preliminary plat	9	6	4	4
Final plat (Includes Minor Subdivisions)	17	15	12	12
Plat of survey	15	22	16	16
Certificate of Appropriateness	12	5	8	8
Major site development plan	5	7	8	8
Minor site development plan	40	32	35	40
Permitted home occupation	11	9	8	8
Zoning Board of Adjustment cases	19	28	25	20
Flood plain permits	37	26	30	30
Façade grants completed	5	3	4	4
Total	170	151	150	150

Kick Off/Sketch Plan/ Preliminary Mtgs:	57	46	50
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Efficiency and Effectiveness:

The following statistics indicate the average number of calendar days to review/process the complete applications that were approved in the stated year, excludes days waiting for the applicant's response.

	Number of City Days to Process		
Preliminary plat	52	-	55
Final plat (Includes Minor Subdivisions)	25	-	20
Plat of survey	26	-	30
Certificate of Appropriateness	16	-	15
Major site development plan	49	-	60
Minor site development plan	22	-	25
Permitted home occupation	5	-	3
Zoning Board of Adjustment cases	34	-	25
Flood plain permits	9	-	8

FINANCE ADMINISTRATION AND BUDGET

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 – Aa1)
- ✓ 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 Purchase Card transactions for compliance with procedures and policies
- ✓ Monitor revenues and expenditures as approved by the City Council

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	342,700	355,462	354,163	368,332	3.6%
Contractual	31,511	34,502	38,473	36,777	6.6%
Commodities	1,007	1,325	1,325	2,110	59.3%
Capital	-	-	-	-	
Other Expenditures	182	-	-	-	
	375,400	391,289	393,961	407,219	4.1%
Less: Expenditures reflected directly in another activity	(7,507)	(7,826)	(7,880)	(8,144)	4.1%
Total Expenditures	367,893	383,463	386,081	399,075	4.1%
Funding Sources:					
General Fund	75,082	78,258	78,791	81,444	4.1%
G.O. Bond Funds	3,754	3,913	3,940	4,072	4.1%
Water Utility Fund	56,310	58,693	59,094	61,083	4.1%
Sewer Utility Fund	56,310	58,693	59,094	61,083	4.1%
Electric Utility Fund	157,667	164,341	165,464	171,032	4.1%
Parking Fund	3,754	3,913	3,940	4,072	4.1%
Resource Recovery	15,016	15,652	15,758	16,289	4.1%
Total Funding Sources	367,893	383,463	386,081	399,075	4.1%
Personnel - Authorized FTE	2.84	2.84	2.84	2.84	

FINANCE ADMINISTRATION AND BUDGET

Highlights:

- The City received the Government Finance Officers Association (GFOA) certificate of excellence for both financial reporting and the budget document. For FY 2017/18, the Budget received Special Recognition in the Capital Expenditures category. GFOA designates Special Recognition when three "outstanding" ratings are given on any of the 27 awards criteria.
- The Aa1 bond rating from Moody's Investor Services for general obligation bond issues was maintained.
- A comprehensive debt management policy was drafted by Finance staff and adopted by the City Council in 2017. The Finance Department received the Certification of Excellence for the Policy from the Association of Public Treasurers of the United States and Canada.
- The small decrease in FY 2017/18 General Obligation Bonds is related to the issuance of bonds at a premium, reducing the par value of bonds issued.
- Staff continued the process to improve efficiency and effectiveness of the budget process.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Bonded Indebtedness:				
General Obligation Bonds	\$68,825,000	\$68,230,000	\$65,480,000	\$64,362,000
Revenue Bonds	\$8,700,000	\$8,075,000	\$7,420,000	\$6,375,000
Years Received GFOA Distinguished Budget Presentation Award	29	30	31	32
Efficiency and Effectiveness:				
Maintain or improve General Obligation Bond rating which contributes to lower cost of debt	Moody's Aa1	Moody's Aa1	Moody's Aa1	Moody's Aa1
Budget book rating of "proficient or outstanding" by GFOA reviewers in the categories for distinguished budget presentation	31/31	31/31	31/31	31/31
General Fund unreserved FY ending fund balance met Council approved minimum fund balance target	Yes	Yes	Yes	Yes
Financial documents posted on website within one day of completion	6/6	6/6	6/6	6/6

ACCOUNTING AND REPORTING

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 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 timely and accurately; file quarterly and annual payroll tax returns and W-2 forms timely and accurately
- ✓ Collect, protect, and manage the City's cash assets in accordance with applicable policies; provide for a reasonable rate of return
- ✓ Process invoices to bill outside customers for parking spaces, building permits, rental housing, and other services
- ✓ Monitor the City's debt and ensure that all principal and interest payments are paid timely and accurately
- ✓ Receive unmodified opinions on the City's annual audited financial statements and on compliance with requirements described in the Uniform Guidance relating to the spending of Federal funds
- ✓ Prepare a Comprehensive Annual Financial Report in conformance with GAAP that meets the requirements of the Government Finance Officers Association excellence in financial reporting program

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	781,252	810,489	809,241	842,082	3.9%
Contractual	289,588	308,295	318,304	331,212	7.4%
Commodities	3,673	4,100	4,500	4,475	9.2%
Capital	-	-	-	-	
Other Expenditures	360	-	-	-	
	1,074,873	1,122,884	1,132,045	1,177,769	4.9%
Less: Expenditures reflected directly in another activity	(126,990)	(132,518)	(133,936)	(139,133)	5.0%
Total Expenditures	947,883	990,366	998,109	1,038,636	4.9%
Funding Sources:					
General Fund	336,486	352,982	355,756	369,090	4.6%
Road Use Tax	19,349	19,921	20,272	21,126	6.1%
G.O. Bond Funds	2,545	2,682	2,673	2,794	4.2%
Water Utility Fund	79,879	83,216	83,952	87,465	5.1%
Sewer Utility Fund	56,189	57,980	59,011	61,393	5.9%
Electric Utility Fund	300,923	313,101	316,099	329,395	5.2%
Parking Fund	21,497	22,457	22,622	23,555	4.9%
Resource Recovery	131,015	138,027	137,724	143,818	4.2%
Total Funding Sources	947,883	990,366	998,109	1,038,636	4.9%
Personnel - Authorized FTE	9.00	9.00	9.00	9.00	

ACCOUNTING AND REPORTING

Highlights:

The City received the Government Finance Officers Association (GFOA) certificate of excellence for financial reporting.

Payroll continues to enroll more employees in electronic forms of payment and reporting.

The division is researching ways to make more electronic payments to vendors, reducing the overall cost of making payments.

The division is also participating in a Request For Proposal process for a document management system. This system would make access to documents available to many more employees, reduce the amount of paper and toner used, and free up space that is currently used for paper document storage.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
Percent of payments to vendors within seven days of appropriate internal approval	100%	100%	100%	100%
Percent of accurate payroll reports filed on a timely basis	100%	100%	100%	100%
Unmodified audit opinion received	Yes	Yes	Yes	Yes
Comprehensive Annual Financial Report submitted to GFOA on a timely basis	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 to vendors	1,302	1,275	1,250	1200
Average monthly electronic payments to vendors	46	50	50	55
Average monthly payroll checks issued	125	120	115	110
Percent of employees using direct deposit	93%	94%	95%	96%
Number of W-2 forms issued	1,322	1,325	1,350	1,350
Audit findings noted	1	0	0	0
Number of years GFOA Certificate of Achievement for Excellence in Financial Reporting received	38	39	40	41
Average value of investment portfolio	\$111,000,000	\$110,000,000	\$100,000,000	\$100,000,000
Average rate of return on investments	0.95%	1.10%	1.10%	1.20%
Annual bond rating	Aa1	Aa1	Aa1	Aa1

PURCHASING SERVICES

The services provided by the Purchasing activity include purchase and contract processing and administration assistance, purchase card program administration, office supply management, centralized design and printing services, 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
- ✓ 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
- ✓ Maintain standardized bidding documents complying with applicable laws, regulations, and policies and protecting the interests of the City
- ✓ Provide reliable, timely, and cost-effective distribution and pickup of interoffice mail and parcels
- ✓ Provide an environment of fair and open competition in which to conduct business with the City
- ✓ Provide efficient and accountable program for travel expenses and small purchases
- ✓ Provide frequent training and distribution of information to City customers, vendors, and other stakeholders regarding applicable laws, regulations, and policies
- ✓ Provide quality, timely, and economical design, 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	577,971	636,019	582,221	681,396	7.1%
Contractual	75,763	95,080	135,154	109,152	14.8%
Commodities	14,866	24,640	24,115	24,540	-0.4%
Capital	-	-	-	-	
Other Expenditures	278	-	-	-	
	668,878	755,739	741,490	815,088	7.9%
Less: Expenditures reflected directly in another activity	(232,718)	(264,903)	(260,585)	(289,080)	9.1%
Total Expenditures	436,160	490,836	480,905	526,008	7.2%
Funding Sources:					
Outside Printing Services	2,900	3,000	3,000	3,000	0.0%
Outside Messenger Service	2,093	2,211	2,186	2,292	3.7%
General Fund	34,735	35,071	34,356	37,606	7.2%
Road Use Tax	49,376	56,117	54,972	60,172	7.2%
Water Utility Fund	35,608	40,469	39,643	43,393	7.2%
Sewer Utility Fund	16,617	18,885	18,500	20,250	7.2%
Electric Utility Fund	261,122	296,772	290,718	318,216	7.2%
Parking Fund	475	540	529	579	7.2%
Storm Water Utility Fund	4,748	5,396	5,286	5,786	7.2%
Resource Recovery	28,486	32,375	31,715	34,714	7.2%
Total Funding Sources	436,160	490,836	480,905	526,008	7.2%
Personnel - Authorized FTE	7.00	7.00	7.00	7.00	

PURCHASING SERVICES

Highlights:

Purchasing services:

- Large bid projects and contracts were successfully concluded in FY 2016/17.
- Two new term contracts were added in FY 2016/17 to provide more economic and efficient means of procuring goods and services.
- Nineteen training sessions were completed by Purchasing Division staff in FY 2016/17 to improve administration of the City Council approved purchasing policies.

Printing services:

- Expanded design services which is now 15% of the orders, producing award winning high quality products.
- Color printing is approximately 9% of print shop sales.
- The Print Shop offers a variety of printing services. The number of orders requesting services has decreased 6% from previous year.

Messenger services:

- A contract was negotiated with the presort mail services provider resulting in \$.0055/piece savings from the previous contract.
- The average cost of an outgoing U.S. Mail piece in FY 2016/17 was \$.537.

FY 2017/18 goals that are in progress include:

- As part of the City web site, posting of bids and proposals will be enhanced to include bid documents, planholder lists, bid results, and automated bidder registration.
- Revise purchasing policies as needed.
- Update the postage machine in the mailroom.

FY 2018/19 goals include:

- Implement a document management system for Purchasing Services.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Print Shop number of impressions	850,249	805,180	800,000	\$800,000
Volume of bids	\$95,231,367	\$15,032,065	\$20,000,00	\$20,000,000
Volume of p-card transactions	\$1,079,016	\$991,156	\$950,000	\$950,000
Volume of purchase orders	\$52,740,202	\$40,939,416	\$40,000,000	\$40,000,000
Pieces of outgoing U.S. Mail	135,427	148,949	130,000	130,000
 Efficiency and Effectiveness:				
Printing orders that include assembly and/or bindery services	86%	88%	70%	70%
Average cost/impression-black (includes costs of assembly, bindery and materials)	\$.085	\$.085	\$.088	\$.088
Cost/impression – color	\$.25	\$.25	\$.25	\$.25
Savings on bids	12%	28%	20%	20%
Annual/term contracts	124	120	124	124
Outgoing U.S. mail sent via discount	88%	88%	86%	86%
Savings realized by discounted mailing Programs	\$7,365	\$10,002	\$7,000	\$7,000

LEGAL SERVICES

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
- ✓ Supervise, assist with and monitor all legal work performed by outside counsel
- ✓ Incorporate advances in technology to enhance legal services in a timely and efficient manner
- ✓ Provide legal advice and support at all meetings of City Council and at meetings of boards and commissions as needed
- ✓ Draft ordinances and amendments, and publish Municipal Code
- ✓ Draft and review contracts, real estate, and other legal documents
- ✓ Litigate in District and Appellate Courts claims by and against the City
- ✓ Respond to public inquiries regarding City Code and regulatory matters
- ✓ Collect unpaid bills and fines through negotiation and settlement or litigation as needed
- ✓ Advise and represent Mary Greeley Medical Center in contract, employment, collection, and regulatory matters
- ✓ Represent the City in all administrative and arbitration claims, including labor and employment, inspections, housing, licensing, animal control, and other administrative matters
- ✓ Prosecute all criminal complaints, traffic tickets, code enforcement violations, parking appeals, and other municipal infractions in courts of law as necessary
- ✓ Provide legal advice, support and representation to the City Assessor in assessment matters before regulatory boards and in courts of law

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	687,886	693,103	632,222	696,941	0.6%
Contractual	176,763	82,208	168,168	100,256	22.0%
Commodities	2,108	2,272	5,648	2,247	-1.1%
Capital	-	-	7,440	-	
Other Expenditures	225	-	-	-	
	866,982	777,583	813,478	799,444	2.8%
Less: Expenditures reflected directly in another activity	(12,352)	(11,132)	(11,795)	(11,592)	4.1%
Total Expenditures	854,630	766,451	801,683	787,852	2.8%
Funding Sources:					
Charges for Services	28,833	50,500	50,500	50,500	0.0%
General Fund	470,656	395,541	416,031	407,982	3.2%
Water Utility Fund	82,571	74,216	77,280	75,947	2.3%
Sewer Utility Fund	82,571	74,216	77,280	75,947	2.3%
Electric Utility Fund	130,571	117,262	122,835	120,716	3.0%
Parking Fund	37,956	35,420	37,420	36,774	3.8%
Resource Recovery	21,472	19,296	20,337	19,986	3.6%
Total Funding Sources	854,630	766,451	801,683	787,852	2.8%
Personnel - Authorized FTE	5.95	5.95	5.95	5.95	

LEGAL SERVICES

Highlights:

During FY 2017/18, the open Paralegal and Assistant City Attorney positions in the City Attorney’s Office were filled. The City Attorney retired near the end of May 2017, and Assistant City Attorney Mark Lambert was named Interim City Attorney and was subsequently appointed City Attorney effective November 1, 2017. The result is that there is a current vacancy in one of the two Assistant City Attorney positions, which is expected to be filled in February 2018. During this transitional time, the office has been assisted by outside counsel on criminal prosecutions and a separate law firm on a few select civil matters.

During FY 2017/18, Legal Services represented the City in civil litigation matters and supervised outside counsel in a variety of matters.

Some major City departmental projects requiring Legal Services support during FY 2017/18 include:

- ✓ Planning and Housing: 321 State Street affordable housing initiative; revising landscape ordinance; subdivisions, contract rezoning, development agreements, annexations; Ames Depot development agreement revision regarding parking spaces; Auburn Trail annexation before state City Development Board.
- ✓ Assessor: Property Assessment appeals
- ✓ WPC: purchase of land
- ✓ MGMC legal support
- ✓ HR/Personnel issues: civil service, civil rights, collective bargaining laws, etc.
- ✓ Parks & Recreation: McDonald Woods acquisition
- ✓ Police: disposition of evidence; criminal and municipal infraction prosecutions; general advice to police; respond to legislative changes regarding fireworks.
- ✓ Public Works: South Grand Ave Extension; right-of-way acquisition from ISU.
- ✓ Inspections/Planning: Responding to legislative changes regarding rental occupancy.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Legal matters opened	880	707	516	516
Documents created/reviewed	16,995	16,347	13,728	13,728
Other events and legal services requiring review	6,729	5,558	3,956	3,956
Efficiency and Effectiveness:				
# of matters closed	797	1,049	320	320

HUMAN RESOURCES

The Human Resources Department 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, and research and development of policy issues. 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:

- ✓ Assume the leadership role for sustaining a values oriented organization and maximizing the potential of our greatest asset – our employees
- ✓ 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	327,944	472,855	446,059	514,664	8.8%
Contractual	167,279	159,251	216,208	166,898	4.8%
Commodities	10,340	7,850	10,151	8,416	7.2%
Capital	-	-	-	-	
Other Expenditures	122				
	505,685	639,956	672,418	689,978	7.8%
Less: Expenditures reflected directly in another activity	(96,078)	(137,931)	(141,665)	(146,078)	5.9%
Total Expenditures	409,607	502,025	530,753	543,900	8.3%
Funding Sources:					
General Fund	231,152	283,303	290,904	297,948	5.2%
Road Use Tax	26,295	32,229	50,141	51,415	59.5%
Water Utility Fund	25,486	31,237	32,620	33,451	7.1%
Sewer Utility Fund	22,149	27,147	25,233	25,876	-4.7%
Electric Utility Fund	82,224	100,777	104,137	106,787	6.0%
Parking Fund	4,855	5,950	6,080	6,234	4.8%
Storm Sewer Utility Fund	3,995	4,896	4,641	4,760	-2.8%
Resource Recovery	13,451	16,486	16,997	17,429	5.7%
Total Funding Sources	409,607	502,025	530,753	543,900	8.3%
Personnel - Authorized FTE	4.85	4.85	4.85	4.85	

HUMAN RESOURCES

Highlights:

FY 2017/18 brought significant staffing changes within the Human Resources Department. During spring and summer of 2017, the Human Resources Department successfully filled five of its seven full-time permanent positions. The Department now has all but one, three quarter time Principal Clerk position filled and anticipates having the final position filled by the end of the calendar year. While great progress has been made in the hiring of HR professionals to fill these key positions, it will take time to get the new HR staff fully trained. During this transition, the Department has not only maintained quality recruiting standards, but has also significantly increased the volume of recruitments processed. This was accomplished through both the hiring and training of permanent HR professionals, as well as through the continued support of individuals from many other City departments who have pitched in to help carry out recruitments and other functions typically performed by Human Resources.

In addition to utilizing internal resources to maintain services, Human Resources has also continued to contract for outside services. The utilization of outside contractual resources has created the capacity needed to service internal customers faster, while still maintaining quality standards. One way this has been demonstrated is through recruiting. Recruiting data shows that 88 recruitments were run in FY 2016/17, which is up from 44 recruitments in FY 2015/16. Both personal services and contractual expenditure categories are up due to the continued use of these key outside resources.

Notable accomplishments for FY 2017/18 included successfully recruiting for and filling a number of key positions, supporting the unprecedented volume of recruiting needs, and the ongoing commitment to evaluate hiring processes and implement improvements. Those process improvement initiatives included an analysis of turnover trends, continuing to refine and update Civil Service practices, and the continued implementation of Predictive Index (PI), a new hiring assessment tool being utilized to help find the best quality applicants for the City.

Although it will take time for the new HR staff to get fully up to speed, the department has worked together to improve the overall function of the team and its ability to support the organization.

	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Service Accomplishments:				
# of hours of leadership and management development training offered	19.5	12	32	30
Attendance at training offered through Employee Development Center	54%	46%	47%	40%
# of recruitments (open and promotional)	44	88	62	64
# of applications (open and promotional)	1862	4,162	2200	3,000
# of external hires (full and part-time)	32	76	55	50
# of internal promotions	18	28	18	15
Efficiency and Effectiveness:				
% of City employees that rated training programs as above average or better	86%	89%	88%	88%
% of diverse applicants to total applicants	15%	13%	14%	14%
% including women	43%	46%	45%	45%

FACILITIES

The purpose of this activity is to establish and provide facility maintenance services for City Hall and the Veteran's Memorial adjacent to City Hall. Maintenance or facility consultation services and project support are also provided for other City facilities. 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 support for maintenance activities at 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

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	129,660	136,109	136,599	142,081	4.4%
Contractual	225,131	296,888	299,409	296,399	-0.2%
Commodities	39,924	27,000	27,000	29,500	9.3%
Capital	59,899	-	48,773	-	
Other Expenditures	-	-	-	-	
	454,614	459,997	511,781	467,980	1.7%
Less: Expenditures reflected directly in another activity	(12,792)	(15,572)	(15,742)	(15,911)	2.2%
Total Expenditures	441,822	444,425	496,039	452,069	1.7%
Funding Sources:					
City Assessor	12,792	15,572	15,742	15,911	2.2%
General Fund	335,753	315,310	357,138	311,675	-1.2%
Road Use Tax	21,040	25,611	27,780	28,079	9.6%
Water Utility Fund	17,533	21,343	23,150	23,399	9.6%
Sewer Utility Fund	14,027	17,074	18,520	18,719	9.6%
Electric Utility Fund	35,066	42,685	46,301	46,798	9.6%
Parking Fund	2,104	2,561	2,778	2,808	9.6%
Resource Recovery	3,507	4,269	4,630	4,680	9.6%
Total Funding Sources	441,822	444,425	496,039	452,069	1.7%
Personnel - Authorized FTE	1.25	1.25	1.25	1.25	

FACILITIES

Highlights:

This budget mainly provides for the routine operating and maintenance expenses of City Hall (including parking, grounds and the Veterans Memorial). Managerial and maintenance staff for these facilities also provide assistance and support for other areas including the airport terminal, hangars, runway lighting, parks maintenance buildings, fire stations, library, animal shelter, and the Public Art program.

City Hall and the Veterans Memorial (76,000 sq. ft. without gym and auditorium) - 515 Clark Avenue

- City Hall is the administrative center for City operations and for the community. It is used daily, including evenings and weekends by City staff, City Council, and numerous local civic organizations.
- The parking lot is complete and all landscaping will be completed in the spring of 2018. The new HVAC system in the gym is now online.
- Access management (card readers) for City Hall will take place in 2018.
- Funds have been placed in FY 2017/18 and FY 2018/19 for purchasing LED replacement bulbs for City Hall. This project has already begun to replace bulbs throughout City Hall.
- Projects in Inspections, Human Resources, and Engineering have taken place to increase space for employees and to order new furniture.
- The utilities budget for electric and gas is expected to decrease slightly for FY 2018/19. This is due to the roof replacement and several HVAC projects completed through the years.
- Funds have been placed in the budget for replacing and upgrading the landscaping at the Veteran’s Memorial. This project will take place in the spring of 2018.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Maintenance Cost Per Square Foot:				
City Hall – Excluding Community Center	\$5.11	\$4.91	\$6.07	\$6.12

GENERAL GOVERNMENT CIP

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.

Activities:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Facilities:					
City Hall Improvements	73,965	50,000	206,848	50,000	
City Hall Space Re-Use	3,825	-	-	-	
City Hall Roof Replacement	464,348	-	-	-	
City Hall Parking Lot	507,845	-	884,423	-	
Community Center HVAC System	181,010	-	19,120	-	
City Hall Cooling Towers	-	-	230,000	-	
City Hall Building Security	-	-	250,000	-	
Total Facilities	1,230,993	50,000	1,590,391	50,000	0.0%
Total General Government CIP	1,230,993	50,000	1,590,391	50,000	0.0%

MAIN LOBBY



DEBT SERVICE

DEBT SERVICE

Debt Service Summary 252

Debt Service Cost Allocation 253

Projection of Debt Capacity 254

Summary of Bonds Payable 255

DEBT SERVICE

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 of Ames' debt is managed in accordance with the Capital Improvement Financing and Debt Management policies adopted by the City Council. 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 Aa1 from Moody's Investor Services.

All outstanding debt is fully amortized with approximately equal principal and interest payments each year during the term of the bonds.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
<i>Use of Funds:</i>					
General Obligation Bonds	14,522,273	11,798,504	16,039,997	11,974,832	1.5%
Electric Revenue Bonds	968,556	967,306	967,306	964,557	-0.3%
SRF Loan Payments	1,069,737	4,752,158	4,633,318	4,680,645	-1.5%
Bond Costs	131,576	-	12,169	-	
Total Expenditures	16,692,142	17,517,968	21,652,790	17,620,034	0.6%
<i>Funding Sources:</i>					
Debt Service Fund	14,539,738	11,798,504	16,052,166	11,974,832	1.5%
G.O. Bond Funds	96,561	-	-	-	
Electric Sinking Fund	968,556	967,306	967,306	964,557	-0.3%
Water Sinking Fund	863,655	4,382,353	4,406,318	4,454,000	1.6%
Sewer Sinking Fund	223,632	369,805	227,000	226,645	-38.7%
Total Funding Sources	16,692,142	17,517,968	21,652,790	17,620,034	0.6%
<i>Debt Service Principal and Interest Breakdown:</i>					
<i>G.O. Bonds</i>					
Principal	12,245,000	9,464,945	13,725,000	9,667,780	2.1%
Interest	2,277,273	2,333,559	2,314,997	2,307,052	-1.1%
Issuance Costs	131,576	-	12,169	-	
Total G.O. Bonds	14,653,849	11,798,504	16,052,166	11,974,832	1.5%
<i>Electric Revenue Bonds</i>					
Principal	625,000	655,000	655,000	685,000	4.6%
Interest	343,556	312,306	312,306	279,557	-10.5%
Issuance Costs	-	-	-	-	
Total G.O. Bonds	968,556	967,306	967,306	964,557	-0.3%
<i>State Revolving Fund Loans</i>					
Principal	169,000	3,271,000	3,313,000	3,380,000	3.3%
Interest	900,737	1,481,158	1,320,318	1,300,645	-12.2%
Total SRF Loans	1,069,737	4,752,158	4,633,318	4,680,645	-1.5%
Total Debt Service	16,692,142	17,517,968	21,652,790	17,620,034	0.6%

DEBT SERVICE COST ALLOCATION FOR 2018/19 BUDGET
 Taxable Valuation for Debt Service: \$2,949,296,259

Use of Bond Proceeds	Allocated Debt Service	Debt Service Abatements	Property Tax Support	Rate Per \$1,000 Valuation
Airport	70,982	70,982	-	
Fire Department Apparatus	52,576	13,144	39,432	0.01337
Library	1,208,450	-	1,208,450	0.40974
Ada Hayden Heritage Park	258,387	-	258,387	0.08761
City Hall Improvements	14,586	-	14,586	0.00495
Aquatic Center	969,000	-	969,000	0.32855
Water Projects	440,224	440,224	-	
Sewer Projects	387,855	387,855	-	
Resource Recovery	165,988	165,988	-	
Urban Renewal - TIF	419,541	419,541	-	
Storm Sewer	144,254	-	144,254	0.04891
Streets	6,549,730	-	6,549,729	2.22078
Special Assessments	490,869	490,869	-	
2018/2019 CIP G. O.	802,390	-	802,390	0.27206
TOTAL G. O. DEBT	11,974,832	1,988,603	9,986,228	3.38597
Less: State Replacement Tax			320,004	0.10850
Use of Fund Balance		-	175,000	0.05934
TOTAL DEBT SERVICE COST	\$ 11,974,832	\$ 1,988,603	\$ 9,491,225	3.21813
FY 2018/2019 Debt Service Levy			\$ 9,491,225	3.21813
2018/2019 CIP G.O. ISSUE				
City-Wide Radio System	\$ 1,000,000			
Grand Avenue Extension	3,700,000			
Fire Station #1 Concrete Replacement	137,000			
Collector Street Pavement Improvements	1,750,000			
Asphalt Street Improvements	1,400,000			
Tax Supported Bonds	\$ 7,987,000			

CITY OF AMES, IOWA

PROJECTION OF DEBT CAPACITY

	2018/19 PROJECTED	2019/20 PROJECTED	2020/21 PROJECTED	2021/22 PROJECTED	2022/23 PROJECTED
1. Total Actual Valuation	4,632,143,139	4,771,107,433	4,914,240,656	5,061,667,876	5,213,517,912
2. State Mandated Debt Limit	231,607,157	238,555,372	245,712,033	253,083,394	260,675,896
3. City Reserve (25% of Limit)	57,901,789	59,638,843	61,428,008	63,270,849	65,168,974
Un-Reserved Debt Capacity	173,705,368	178,916,529	184,284,025	189,812,545	195,506,922
4. Outstanding Debt	56,375,000	47,970,000	40,120,000	33,345,000	27,045,000
5. Proposed Issues	7,987,000	9,265,000	9,980,000	13,725,000	10,375,000
6. Balance of Proposed Issues	-	7,424,219	15,456,724	23,464,042	34,190,088
Total Debt Subject to Limit	64,362,000	64,659,219	65,556,724	70,534,042	71,610,088
7. Available Un-Reserved Debt Capacity (\$)	109,343,368	114,257,310	118,727,301	119,278,503	123,896,834
8. Available Un-Reserved Debt Capacity (%)	62.95%	63.86%	64.43%	62.84%	63.37%
9. Total Debt Capacity (\$)	167,245,157	173,896,153	180,155,309	182,549,352	189,065,808
10. Total Debt Capacity (%)	72.21%	72.90%	73.32%	72.13%	72.53%

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 Improvement Plan.
6. Debt Balance on Issues in Capital Improvement 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, 2017 FOR THE CITY OF AMES

Bond Type	Date of Issue	Interest Rates	Maturity Date	Amount Originally Issued	Outstanding June 30, 2017
General Obligation Bonds – Governmental Activities:					
Corporate purpose	2009	2.00-3.500	2021	\$11,165,000	\$ 4,285,000
Corporate purpose	2010	2.00-2.500	2022	6,690,000	3,090,000
Refunding	2011	2.00-3.350	2021	5,980,000	960,000
Corporate purpose	2011	1.00-2.400	2023	6,675,000	3,510,000
Corporate purpose	2012	1.50-3.000	2032	11,325,000	7,815,000
Corporate purpose/refunding	2013	2.00-3.125	2032	21,220,000	15,020,000
Corporate purpose	2014	2.00-2.500	2026	9,395,000	7,105,000
Corporate purpose/refunding	2015	3.00-5.000	2035	16,585,000	12,349,469
Corporate purpose	2016	2.00-5.000	2028	9,020,605	8,099,778
				\$98,055,605	\$62,234,247
General Obligation Bonds – Business-Type Activities:					
Corporate purpose	2012	1.50-3.00	2024	\$ 1,335,000	\$ 830,000
Corporate purpose	2013	2.00-3.00	2025	1,320,000	915,000
Corporate purpose	2014	2.00-2.50	2024	300,000	220,000
Corporate purpose/refunding	2015	3.00-5.00	2027	2,061,714	1,750,531
Corporate purpose/refunding	2016	2.00-5.00	2028	2,629,395	2,280,222
				\$ 7,646,109	\$ 5,995,753
Revenue Bonds					
Electric	2015	2.125-5.000	2027	9,500,000	8,075,000
				\$ 9,500,000	\$ 8,075,000
TOTAL ALL BONDS				\$ 115,201,714	\$ 76,305,000

SUMMARY OF BONDS PAYABLE – PRINCIPAL & INTEREST AT JUNE 30, 2017 FOR THE CITY OF AMES

As of June 30, 2017, annual debt service requirements of **governmental activities** to maturity are as follows:

Year Ending June 30	General Obligation Bonds	
	Principal	Interest
2018	\$ 8,152,150	\$ 1,903,663
2019	7,897,109	1,623,991
2020	7,203,882	1,353,851
2021	6,851,484	1,117,598
2022	5,669,044	929,883
2023-2027	19,792,100	2,439,945
2028-2032	6,488,478	557,487
2033-2037	180,000	11,625
Total	\$ 62,234,247	\$ 9,938,043

Long-term debt amounts above and below are shown without reference to applicable premiums and unamortized costs.

As of June 30, 2017, annual debt service requirements of **enterprise fund activities** to maturity are as follows:

Year Ending June 30,	General Obligation Bonds		Revenue Bonds	
	Principal	Interest	Principal	Interest
2018	\$ 782,850	\$ 204,266	\$ 3,805,000	\$ 3,402,353
2019	817,891	176,175	3,920,000	3,284,328
2020	786,118	148,898	4,050,000	3,162,017
2021	553,516	120,501	4,180,000	3,034,525
2022	565,956	107,461	4,310,000	2,901,998
2023-2027	2,332,900	292,894	24,270,000	11,779,693
2028-2032	156,522	26,632	21,870,000	6,834,556
2033-2037	-	-	20,965,000	1,991,212
Total	\$ 5,995,753	\$ 1,076,827	\$ 87,370,000	\$ 36,390,682

MOTOR CONTROLS



INTERNAL SERVICE & TRANSFERS

INTERNAL SERVICES AND TRANSFERS

Fleet Services	260
Information Technology	262
Risk Management.....	264
Health Insurance	266
Internal Services CIP.....	268
Transfers.....	269

INTERNAL SERVICES

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. Fleet Services involves the maintenance and operating costs for City vehicles and other pieces of equipment as well as the acquisition and disposal of that equipment. Information Technology provides support to other City programs for both data processing and communications. 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
<i>Use of Funds:</i>					
Fleet Services	3,582,375	3,285,092	4,861,124	3,446,968	4.9%
Information Technology	2,875,090	2,575,855	3,481,260	2,586,906	0.4%
Risk Management	2,378,272	2,587,223	2,445,273	2,521,124	-2.6%
Health Insurance	8,116,533	9,176,166	8,383,705	9,113,137	-0.7%
<i>Total Operations</i>	16,952,270	17,624,336	19,171,362	17,668,135	0.3%
Internal Services CIP	227,654	-	47,788	-	
<i>Total Expenditures</i>	17,179,924	17,624,336	19,219,150	17,668,135	0.3%
Personnel - Authorized FTE	21.15	21.15	21.15	21.15	

INTERNAL SERVICES

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures by Category:					
Personal Services	1,939,783	2,239,570	2,169,785	2,310,102	3.2%
Contractual	3,981,172	4,231,095	4,259,386	4,355,403	2.9%
Commodities	841,437	1,250,673	1,625,615	1,174,055	-6.1%
Capital	2,197,491	1,204,341	3,220,381	1,326,970	10.2%
Other Expenditures	7,992,387	8,698,657	7,896,195	8,501,605	-2.3%
Total Operations	16,952,270	17,624,336	19,171,362	17,668,135	0.3%
Internal Services CIP	227,654	-	47,788	-	
Total Expenditures	17,179,924	17,624,336	19,219,150	17,668,135	0.3%
Funding Sources:					
Fleet Services Fund	1,864,241	2,246,492	2,206,474	2,278,968	1.5%
Fleet Reserve Funds	1,718,134	1,038,600	2,654,650	1,168,000	12.5%
Information Technology Fund	1,788,378	1,814,517	1,832,574	1,855,385	2.3%
Technology Reserve Funds	893,304	535,568	1,431,947	492,100	-8.1%
Shared Communications Fund	193,408	225,770	216,739	239,421	6.1%
Risk Insurance Fund	2,378,272	2,587,223	2,445,273	2,521,124	-2.6%
Health Insurance Fund	8,116,533	9,176,166	8,383,705	9,113,137	-0.7%
Total Operations Funding	16,952,270	17,624,336	19,171,362	17,668,135	0.3%
CIP Funding:					
Fleet Reserve Fund	227,654	-	47,788	-	
Total CIP Funding	227,654	-	47,788	-	
Total Funding Sources	17,179,924	17,624,336	19,219,150	17,668,135	0.3%

FLEET SERVICES

The Fleet Services activity provides centralized management and maintenance of the City's fleet. Vehicles and equipment are purchased to match adopted public service tasks and programs. Each unit is replaced as economically as possible without sacrificing quality and reliability. Utilization of equipment between operating departments is considered to maximize the value received from each unit. "Green" vehicles and equipment are purchased whenever feasible.

Fleet maintenance and repairs are planned, scheduled, and completed using the most efficient and cost effective methods available to maintain a high quality and reliable fleet.

Service Objectives:

- ✓ Maintain an overall service satisfaction level of = > 95%
- ✓ Maintain all equipment to OEM Standards
- ✓ Manage expenses to maintain a shop rate = < private sector
- ✓ Monitor work efficiency to maintain billable hours at 7,000 hours
- ✓ Replace 100% of equipment scheduled for each fiscal year
- ✓ Purchase equipment at = < 90% of Manufacturer's Statement of Retail Prices
- ✓ **Maintain a fleet with 20% of vehicles considered to be "green" in support of City Council's goal to expand sustainability efforts**
- ✓ Dispose of vehicles at = > book value

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	817,991	851,499	857,496	892,075	4.8%
Contractual	595,126	556,293	547,278	560,093	0.7%
Commodities	617,490	869,200	876,200	826,800	-4.9%
Capital	1,534,996	1,008,100	2,580,150	1,168,000	15.9%
Other Expenditures	16,772	-	-	-	
Total Expenditures	3,582,375	3,285,092	4,861,124	3,446,968	4.9%
Funding Sources:					
Fleet Services Fund	1,864,241	2,246,492	2,206,474	2,278,968	1.5%
Fleet Reserve Funds	1,718,134	1,038,600	2,654,650	1,114,000	7.3%
Total Funding Sources	3,582,375	3,285,092	4,861,124	3,392,968	3.3%
Personnel - Authorized FTE	8.25	8.25	8.25	8.25	

FLEET SERVICES

Highlights:

In a constant effort to turn the fleet “green,” when available, vehicles purchased by the City are flex-fueled units that run on E85 or gasohol; a hybrid; an electric unit that runs on rechargeable batteries; LP-fueled; or a unit with the most fuel efficient engine. The City is also leasing an all-electric vehicle for motor pool use and another will go into service for Electric Services. Fleet Services is also working on installing a charging station at City Hall that will also allow for public use. Fleet Services will be reviewing purchasing procedures to find improvements for the purchase of more sustainable vehicles.

The City’s shop rate will be increased from \$68.83/hour to \$71.16/hour (+4.18%) and it is designed to recover the total cost of all technicians’ salaries and benefits. Parts installed by the City staff are assessed at cost. The average shop rate for 2017 in the private sector is \$113.71/hour plus a 25% - 40% markup on parts.

Administrative fees charged to equipment to assist in overhead and administration costs will increase 1.7%.

Fleet Services continues to focus on implementing each manufacturer’s service guidelines. These guidelines are becoming more unique by make and model due to changes in technology and warranty requirements.

Average fuel costs are decreasing to \$2.15 (-7%) per gallon for FY 2017/18, and are projected to increase to \$2.35/gallon for FY 2018/19. Fuel continues to be the largest line item in this budget, at \$496,000 for FY 2018/19.

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
City shop rate vs. average private sector shop rate	58%	58%	60%	60%
Billable hours vs. adopted goal	100%	100%	100%	100%
% of replacements completed	98%	96%	100%	100%
Avg % of MSRP* paid	74-80%	74-80%	76%	75%
Avg % of book value received for retired units sold	96%	95%	99%	100%
% of fleet considered to be “green”	16%	17%	20%	21%

* Manufacturer’s Suggested Retail Prices

INFORMATION TECHNOLOGY

The purpose of the Information Technology activity is to provide electronic information and communication 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. This activity also includes voice network infrastructure support; Wi-Fi infrastructure support; cellular; and phone system planning, analysis, and maintenance.

The shared public safety system used by the Ames, Iowa State University, and Story County law enforcement agencies is also reflected in this activity.

Service Objectives:

- ✓ Provide integration, standardization, and security for City data systems
- ✓ Support and maintain a network with at least 99.9% availability
- ✓ Provide 24/7 access to the City's website to ensure access to City government
- ✓ Provide support for users of City information and communication systems
- ✓ Support and enhance six major e-government services including recreation registration, parking ticket payment, utility service inquiries, permitting citizen self-service, website content management and streaming video
- ✓ Establish and maintain network and communication systems to allow efficient flow of information
- ✓ Upgrade, maintain, and support over 80 business applications such as financial systems, public safety systems, geographic information systems, permitting systems, cloud based collaboration solutions, and Web based applications
- ✓ Coordinate future systems development

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	973,258	1,063,637	1,005,836	1,086,936	2.2%
Contractual	1,019,604	944,504	1,095,778	1,004,008	6.3%
Commodities	219,365	371,473	739,415	336,992	-9.3%
Capital	662,495	196,241	640,231	158,970	-19.0%
Other Expenditures	368	-			
Total Expenditures	2,875,090	2,575,855	3,481,260	2,586,906	0.4%

Funding Sources:

Information Technology Fund	1,788,378	1,814,517	1,832,574	1,855,385	2.3%
Technology Reserve Funds	893,304	535,568	1,431,947	492,100	-8.1%
City of Ames Police	52,605	61,304	59,428	66,942	9.2%
City of Ames Fire	2,781	2,781	2,864	2,864	3.0%
Iowa State University	52,684	61,302	59,428	66,942	9.2%
Story County	50,773	61,302	59,428	66,942	9.2%
E-911 System	34,565	39,081	35,591	35,731	-8.6%
Total Funding Sources	2,875,090	2,575,855	3,481,260	2,586,906	0.4%

Personnel - Authorized FTE	10.00	10.00	10.00	10.00
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INFORMATION TECHNOLOGY

Highlights:

Staff continues to focus on implementing collaboration tools for email, instant messaging, online document editing, web conferencing, and file sharing to improve electronic communications.

The City's financial applications server will be replaced, high availability software added, report writer replaced, and document management capabilities added to integrate the financial applications, thus improving records retention, website availability, and staff efficiencies.

End-user Security Awareness training will be implemented to assist employees in identifying and protecting against malware and cyber threats. The enterprise backup and recovery system will be improved by implementing a backup appliance and software that replicates data offsite at the Water Treatment Plant.

Three virtual host servers will be replaced and network storage capacity increased to accommodate increased server and storage requirements as the City relies more on digital information. Core network switches and domain servers will be replaced to increase network speed and reliability for servers and users.

In March 2013, a study of the City network infrastructure was conducted to determine the readiness for voice, video and data. This study provided a total network assessment and a plan for network infrastructure improvements. In the coming year, two more City locations will be connected to the fiber optic network as part of that plan.

Staff's strategic telephony plan is to keep the existing voice platform current, participate with other agencies to extend the fiber optic network, fully implement and support current messaging technologies, and incrementally improve the telephone system with priority to users with specific service needs.

As part of the goal to provide cost-effective telephony services, a financial analysis is conducted each year to determine if more cost-effective alternatives are available. The City network and phone switch continue to be the lowest cost methods to maintain the current service level.

	2015/16	2016/17	2017/18	2018/19
	Actual	Actual	Adjusted	Projected
Service Accomplishments:				
Email/Social Collaboration users	550/630	550/630	550/630	550/630
PCs/printers supported	442/169	442/169	502/171	502/171
Tablet computers supported	64	64	64	64
Physical/virtual servers supported	26/34	29/41	21/32	21/36
Service requests logged	1,866	2,007	2,107	2,207
Extensions charged to departments	403	411	420	420
Other telephone extensions	232	263	269	269
CenturyLink communication lines	98	98	100	100
Efficiency and Effectiveness:				
Clients who said our services met their needs	85.5%	91.4%	94.6%	94.6%
Clients who said our support met or exceeded their expectations	92.8%	95.0%	93.9%	95.0%
Personal computer turnover	46/10.4%	27/4.9%	180/35.9%	71/14.1%
Extension charge to departments	\$555	\$555	\$571	\$588
Equivalent outside vendor cost	\$636	\$660	\$612	\$612
Long-distance rate per minute	4.3¢	4.3¢	4.3¢	4.3¢

RISK MANAGEMENT

The Risk Management activity focuses on the elements that impact operations and provides guidance to department directors and staff so that they may achieve their objectives in the way that best serves the City.

Areas of responsibility include workers' compensation, general and professional liability, vehicle and property claims, occupational safety and training, insurance and self-insurance programs, exposure analysis and risk financing.

Service Objectives:

- ✓ Ensure the City's property and liability insurance protect the City on a cost effective basis and coordinate insurance company loss control efforts with department directors and staff.
- ✓ Manage the City's self-insured workers' compensation and Chapter 411 claims program efficiently and effectively.
- ✓ Coordinate claims settlements with the City's liability insurance carrier.
- ✓ Direct the City's Safety Program and associated training and compliance activities to reduce the impact of workers compensation claims on the City and its employees.
- ✓ Cultivate a safety culture that enables employees to work in an enjoyable and rewarding environment while protecting their safety and well-being.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	10,717	139,481	117,822	134,104	-3.9%
Contractual	1,566,276	1,780,492	1,660,201	1,724,770	-3.1%
Commodities	-	250	250	250	0.0%
Capital	-	-	-	-	
Other Expenditures	801,279	667,000	667,000	662,000	-0.8%
Total Expenditures	2,378,272	2,587,223	2,445,273	2,521,124	-2.6%
Funding Sources:					
Risk Insurance Fund	2,378,272	2,587,223	2,445,273	2,521,124	-2.6%
Total Funding Sources	2,378,272	2,587,223	2,445,273	2,521,124	-2.6%
Personnel - Authorized FTE	1.25	1.25	1.25	1.25	

RISK MANAGEMENT

Highlights:

Safety Training and Occupational Safety and Health Administration (OSHA) Compliance

- The City of Ames continues to contract with the Iowa Association of Municipal Utilities for safety training and OSHA compliance assistance.
- City of Ames employees attended more than 100 safety training classes in 2017. Training will continue on a monthly basis as City operations allow. Classes for 2018 have been scheduled.
- Four mock OSHA inspections were conducted and reviewed with department personnel. This activity will be conducted at each City of Ames location on a two year rotating basis.
- Safety Job Analysis began at Fleet Services. This activity will continue in 2018.
- SDS Inventory completed in Crime Lab. A complete SDS library inventory is scheduled for 2018.

Property and Liability Insurance

- Risk Management will conduct an Insurance Broker Request for Proposal in early 2018. While there has been a broker on the Property insurance, adding one for the liability insurance will enable the City to ensure that insurance is obtained in a manner that best suits the City's needs at the best price possible.
- In FY 2017/18 the City saw a large growth in the value of the property being insured due to the new water plant, airport hangar and airport terminal being completed. There will not be such a growth in FY 2018/19, therefore, a modest increase in Property Insurance premium is anticipated due to the current soft market insurance environment.

Workers' Compensation and Chapter 411 Claims Administration

- The number of claims per FY has remained fairly constant during the last four years.
- In the spirit of continuous improvement, by improving safety training and cultivating a safety culture, the City will be able to lower the frequency and severity of the injuries suffered by its employees.
- Functional Job Analysis provides a pre-placement, post-offer process that ensures that employees are able to perform the essential functions of positions and to assist employees in achieving successful post-injury return to work transitions. Six Functional Job Analyses will be certified in FY 2017/18 and an additional six are being budgeted for in FY 2018/19.

Service Accomplishments:	2015/16 Actual	2016/17 Actual	2017/18 Adjusted	2018/19 Projected
Workers' Compensation Claims	40	41	40	40
Chapter 411 Injury Claims	27	25	21	20
 Efficiency and Effectiveness:				
Large loss workers' compensation claims (claims with total incurred over \$100,000 open during the FY)	2	2	2	4
Large loss Chapter 411 claims (claims with total incurred over \$100,000 open during the FY)	6	6	6	5

HEALTH INSURANCE MANAGEMENT

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.

This activity includes the administration of the City's health insurance plans, including selection of third party administrators for the payment of benefits, setting appropriate contribution rates, and financial and regulatory reporting. It also includes the City's Health Promotion programs and services offered to employees and their family members on our City insurance plan. This involves 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.

Service Objectives:

- ✓ Improve the health status of City employees as measured through biannual health screenings
- ✓ Keep yearly premium rate increases below 10%
- ✓ Educate and empower the City's workforce to effectively manage and utilize the healthcare system by exploring options to continue offering affordable, sustainable health care over the long term.
- ✓ Sustain a culture of excellence through actively engaged employees fostering an enjoyable, stimulating and highly productive work environment

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Personal Services	137,817	184,953	188,631	196,987	6.5%
Contractual	800,166	949,806	956,129	1,066,532	12.3%
Commodities	4,582	9,750	9,750	10,013	2.7%
Capital	-	-	-	-	
Other Expenditures	7,173,968	8,031,657	7,229,195	7,839,605	-2.4%
Total Expenditures	8,116,533	9,176,166	8,383,705	9,113,137	-0.7%
Funding Sources:					
Health Insurance Fund	8,116,533	9,176,166	8,383,705	9,113,137	-0.7%
Total Funding Sources	8,116,533	9,176,166	8,383,705	9,113,137	-0.7%
Personnel - Authorized FTE	1.65	1.65	1.65	1.65	

HEALTH INSURANCE MANAGEMENT

Highlights:

Health Insurance

For FY 2017/18, health insurance contributions increased 4%, and are projected to increase 5% for FY 2018/19. The City continues to implement a host of programs and services that strengthen its ability to moderate and absorb expected fluctuations. These programs include:

1. Health and Benefits Consultant- Gallagher

- Gallagher was awarded the bid for Health Benefits Consulting and Actuarial Valuation. Important services include: analysis and plan design, forecasting health claim costs, rate setting, compliance with regulations including the Affordable Care Act (ACA), and actuarial services provided for self-insured organizations.

2. Health Insurance Advisory Committee (HIAC)

- 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.
- Highlights of 2016/17 include evaluating and recommending vision insurance provider changes that were implemented in January 2017 and continuation of the Wellmark ACO pilot through December of 2016.

3. Health Promotion

- The Health Promotion program utilizes multiple strategies to improve health and lower healthcare costs including individualized programming, disease prevention, health screening, and flu vaccination.
- The Healthy4Life (H4L) program is in its 11th year. The goal of H4L is to promote healthy lifestyle behavior change that results in improved health risk status of the participants. From 2014/15 to 2016/17 those with the highest health risk with uncontrolled chronic conditions reduced by 60%.

Cost Trends

The rising costs of prescription drugs are a major driver in healthcare costs. In 2016/17, the addition of several new costly specialty drugs used to treat lifetime illnesses resulted in a 19% increase from the previous year in specialty drug costs. To address the trend in the coverage years 2015/16 and 2016/17, the City of Ames has targeted outreach to insured members through Wellmark and Outcomes. This outreach was to direct members to lower cost, but effective medication options, when available. Despite this rising trend in specialty drugs, the city is below the Wellmark benchmark for city and county businesses for the number of non-specialty drug scripts which decreased 3% from 2016 to 2017. An additional factor affecting the health fund is the number of large claimants above \$100K per coverage year. We have experienced an increase in large claimants from four in 2016/17 to six in 2017/18. The number of high dollar claimants has a significant impact on the overall plan balance.

	2015/16	2016/17	2017/18	2018/19
Service Accomplishments:	Actual	Actual	Adjusted	Projected
Flu vaccinations	456	509	520	536
Healthy4life Program Completion	146	152	161	177
Efficiency and Effectiveness:				
Health insurance rate increases <i>(calculated based on total City contributions for each fiscal year)</i>	9%	7%	4%	5%
Healthy4Life Successful Completion rate	93.0%	93.5%	94.5%	94.5%
Healthy4Life Program Retention	97.9%	95.7%	96.5%	96.5%

INTERNAL SERVICES CIP

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:	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Fleet Services:					
Maintenance Facility Improvements		-		-	
	227,654		47,788		
<i>Total Fleet Services</i>	227,654	-	47,788	-	
 Total Internal Services CIP	227,654	-	47,788	-	

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec	% Change From Adopted
Expenditures:					
Transfers	20,591,195	22,373,627	22,766,008	23,543,460	5.2%
Total Expenditures	20,591,195	22,373,627	22,766,008	23,543,460	5.2%
Funding Sources:					
General Fund	4,822,629	4,727,856	4,842,183	5,012,631	6.0%
Local Option Sales Tax	4,746,674	4,878,540	4,788,851	4,878,540	0.0%
Hotel/Motel Tax	348,236	331,500	342,857	350,000	5.6%
Road Use Tax	56,913	-	11,947	-	
Employee Benefit Property Tax	1,932,893	2,030,326	2,030,326	2,152,498	6.0%
Police/Fire Retirement	70,000	40,000	40,000	38,000	-5.0%
Public Safety Donations/Grants	166	-	-	-	
Library Friends Foundation	10,000	25,000	16,500	30,000	20.0%
TIF - South Bell	118,076	119,160	109,704	114,841	-3.6%
TIF - ISU Research Park	305,200	305,200	305,200	304,700	-0.2%
Special Assessments	457,082	489,335	489,335	490,869	0.3%
Park Development Fund	-	-	40,000	-	
G.O. Bond Funds	518,321	-	-	-	
Water Utility Fund	1,329,088	4,859,562	5,146,321	4,895,391	0.7%
Sewer Utility Fund	643,907	756,249	622,901	614,540	-18.7%
Electric Utility Fund	3,019,120	3,187,211	3,187,440	3,165,156	-0.7%
Parking Operations	-	-	-	530,306	
Transit Operations	1,398,745	460,000	534,755	800,000	73.9%
Transit Student Govt Trust	286,758	-	94,000	-	
Resource Recovery	166,387	163,688	163,688	165,988	
Fleet Reserve Fund	361,000	-	-	-	
Total Funding Sources	20,591,195	22,373,627	22,766,008	23,543,460	5.2%



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AMMONIA FEED



FUND SUMMARIES

FUND SUMMARIES TABLE OF CONTENTS

General Fund273

The General Fund is the primary governmental fund and is used to account for all financial resources except those required to be accounted for in another fund.

Special Revenue Funds

Special Revenue funds are used to account for the proceeds of specific revenue sources that are restricted or committed to expenditures for a specified purpose.

Local Option Sales Tax.....	276
Hotel/Motel Tax.....	278
Road Use Tax.....	279
Public Safety Special Revenues.....	280
Citywide Affordable Housing.....	281
Community Development Block Grant.....	282
Employee Benefit Property Tax.....	283
Fire/Police Pension.....	284
Parks and Recreation Donations and Grants.....	285
Library Friends Foundation.....	286
Library Donations and Grants.....	287
Utility Assistance.....	288
Miscellaneous Donations.....	288
Developer Projects.....	289
Economic Development.....	289
Tax Increment Financing (TIF).....	290

Capital Projects

Capital Project funds are used to account for the financial resources to be used for the acquisition or construction of major capital improvements.

Special Assessments.....	291
Street Construction.....	292
Airport Construction.....	293
Park Development.....	294
Bond Proceeds.....	295

Permanent Funds

Permanent Funds are used to account for resources that are legally restricted to the extent that only earnings, and not principal, may be used for government programs.

Cemetery.....	296
Donald and Ruth Furman Aquatic Center Trust.....	296

Enterprise Funds

Enterprise funds account for operations that are financed and operated in a manner similar to private business enterprises where the cost of providing goods and services is financed or recovered through user charges.

Water Utility.....	297
Water Construction.....	299

Enterprise Funds, continued:

Water Sinking	300
Sewer Utility	301
Sewer Improvements	303
Sewer Sinking	304
Electric Utility	305
Electric Sinking	307
Parking Operations	308
Parking Capital Reserve	309
Transit Operations	310
Transit Student Government Trust.....	311
Transit Capital Reserve	312
Storm Sewer Utility	313
Ames/ISU Ice Arena	314
Ice Arena Capital Reserve	315
Homewood Golf Course.....	316
Resource Recovery	317

Debt Service319

The Debt Service fund accounts for the accumulation of resources for and the payment of general long-term debt principal and interest.

Internal Service Funds

Internal Service funds account for the financing of goods or services provided by one department to another in the government unit on a cost reimbursement basis.

Fleet Services	320
Fleet Reserve	321
Information Technology	322
Technology Reserve	323
Shared Communication System.....	324
Risk Management.....	325
Health Insurance.....	326

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 programs such as Law Enforcement, Fire Safety, Building Safety, Parks and Recreation, and Library Services, as well as many general government activities such as City Council, Financial Services, and Legal Services. The minimum fund balance reserve is based on the credit rating agency guideline for an Aaa-rated City.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Property Taxes:				
General Levy	14,477,955	15,226,565	15,226,565	15,996,052
Utility Excise Tax	28,427	37,693	37,693	39,384
Other Taxes	28,010	17,211	17,211	36,167
State Replacement Tax	525,453	525,452	525,452	525,452
Transit Levy	1,663,789	1,756,830	1,756,830	1,842,254
Transit Excise Tax	3,262	4,356	4,356	4,541
Transit State Replacement Tax	60,289	60,290	60,290	60,290
Total Property Taxes	16,787,185	17,628,397	17,628,397	18,504,140
Other Revenues:				
Hotel/Motel Tax	2,435,218	2,320,508	2,400,000	2,450,000
Other Governmental Revenue	98,526	156,179	156,179	123,740
Metropolitan Planning Organization	63,945	62,449	69,562	76,134
Cable TV Franchise	414,620	425,000	390,000	390,000
City Clerk Licenses/Permits	90,253	78,500	94,220	88,718
Planning Fees	26,166	24,765	25,100	25,200
Purchasing Services	5,066	5,211	5,186	5,292
Legal Services	28,833	50,500	50,500	50,500
Fire Services	1,662,159	1,769,467	1,741,763	1,841,619
Building Permits	1,588,151	1,066,328	1,066,328	1,150,110
Rental Housing Fees	353,860	357,921	357,921	450,174
Police Services	229,680	269,747	225,697	233,157
Animal Control	16,350	21,300	18,000	18,000
Library Services	320,606	304,000	322,586	314,750
Facilities	13,499	15,572	15,742	15,911
Parks and Recreation	1,436,197	1,534,569	1,555,230	1,596,930
Cemetery	164,051	130,522	125,190	134,080
Airport	204,889	215,217	216,817	233,018
Public Works	59,901	47,192	47,192	44,016
Interest Revenue	74,997	175,000	175,000	200,000
Miscellaneous Revenue	48,326	-	22,032	22,248
Total Other Revenues	9,335,293	9,029,947	9,080,245	9,463,597
Total Before Transfers	26,122,478	26,658,344	26,708,642	27,967,737
Transfers:				
Local Option Sales Tax	4,626,674	4,758,540	4,608,851	4,758,540
Hotel/Motel Tax	208,942	198,900	205,714	210,000
Electric Utility (In Lieu of Taxes)	2,131,381	2,220,363	2,220,363	2,200,537
Employee Benefit Taxes	1,932,893	2,030,326	2,030,326	2,152,498
Police/Fire Retirement	70,000	40,000	40,000	38,000
Total Transfers	8,969,890	9,248,129	9,105,254	9,359,575
Total Revenues	35,092,368	35,906,473	35,813,896	37,327,312

GENERAL FUND, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Expenses:				
Operations:				
Law Enforcement	8,812,034	9,424,825	9,643,846	9,783,885
Fire Safety	6,531,827	7,004,861	6,890,478	7,283,577
Building Safety	1,267,153	1,543,376	1,425,242	1,571,653
Animal Control	371,704	386,496	478,367	446,674
Street Lights	805,481	863,200	875,000	910,000
Storm Warning System	2,010	14,500	14,500	14,500
Public Works Engineering	25,666	23,000	23,000	23,000
Traffic Control	76,279	86,641	93,754	97,150
Hazardous Tree Removal	-	-	75,000	-
Airport Operations	146,560	150,793	171,710	149,486
Parks and Recreation	3,500,997	3,562,378	3,638,385	3,695,410
Library Services	3,960,169	4,296,739	4,275,548	4,443,774
Cemetery	206,900	166,798	171,534	175,641
Economic Development	74,542	68,134	65,602	70,151
City Council	142,785	143,156	146,977	161,226
City Council Contingency	38,000	50,000	103,533	50,000
City Council Grant Program	-	-	68,000	-
City Clerk	269,012	322,308	303,927	296,803
City Manager	367,224	439,911	416,740	438,130
Public Relations	92,929	100,295	98,410	102,079
Brand Marketing	98,947	-	54,346	-
Media Production Services	144,885	154,122	153,247	158,679
Planning Services	818,586	845,336	881,023	865,415
Comprehensive Plan Update	-	-	225,000	-
Financial Services	411,568	431,240	434,547	450,534
Purchasing Services	39,728	40,282	39,542	42,898
Legal Services	499,489	446,041	466,531	458,482
Human Resources	231,152	283,303	290,904	297,948
Facilities	348,545	330,882	372,880	327,586
Total Operations	29,284,172	31,178,617	31,897,573	32,314,681
CIP:				
City -Wide Radio System	-	-	34,000	-
Airport Terminal	-	-	60,000	-
Healthy Life Center Study	-	-	100,000	-
Cemetery Columbarium	-	-	60,000	-
Human Svc Agency Capital Grants	-	-	300,000	-
Downtown/Campustown Plazas	-	-	400,000	-
City Hall Space Re-Use	3,825	-	-	-
City Hall Roof Replacement	464,348	-	-	-
City Hall Parking Lot	50,599	-	612,793	-
Community Center HVAC System	181,010	-	6,276	-
City Hall Cooling Towers	-	-	230,000	-
City Hall Building Security	-	-	250,000	-
Total CIP	699,782	-	2,053,069	-
Total Before Transfers	29,983,954	31,178,617	33,950,642	32,314,681

GENERAL FUND, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
<i>Transfers:</i>				
Hotel/Motel Tax	2,435,218	2,320,508	2,400,000	2,450,000
Transit Levy	1,727,341	1,821,476	1,821,476	1,907,085
Water Utility Fund	150,000	-	-	-
Resource Recovery	452,862	452,862	487,697	522,533
Airport Construction	57,208	62,031	62,031	62,031
Debt Service	-	70,979	70,979	70,982
<i>Total Transfers</i>	4,822,629	4,727,856	4,842,183	5,012,631
<i>Total Expenses</i>	34,806,583	35,906,473	38,792,825	37,327,312
<i>Fund Balance:</i>				
Net Change in Fund	285,785	-	(2,978,929)	-
Beginning Balance	11,931,352	9,166,101	12,217,137	9,238,208
<i>Ending Balance</i>	12,217,137	9,166,101	9,238,208	9,238,208
<i>Minimum fund balance target:</i>				
25% of revenues less pass-throughs				8,242,557
Unreserved fund balance				995,651

SPECIAL REVENUE – LOCAL OPTION SALES TAX

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% for community betterment, including human service and arts agency funding. The fund balance is reserved at 25% of budgeted expenditures less the 60% tax relief transfer. Reserves are for cash flow and revenue fluctuations.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Property Tax Relief (60%)	4,626,674	4,758,540	4,608,851	4,758,540
Community Betterment (40%)	3,084,450	3,172,360	3,072,568	3,172,360
Total Before Transfers	7,711,124	7,930,900	7,681,419	7,930,900
Transfers:				
Hotel/Motel Tax	139,294	132,600	137,143	140,000
Total Revenues	7,850,418	8,063,500	7,818,562	8,070,900
Expenses:				
Operations:				
Municipal Band	26,826	27,035	27,061	27,949
Human Services Administration	18,953	19,505	20,683	21,227
Human Service Agency Funding	1,307,489	1,355,711	1,355,711	1,423,497
Public Art	21,267	41,000	69,000	41,000
Art Agency Funding	155,540	163,979	163,979	163,979
City Council Grant Program	136,900	149,114	149,114	191,070
Total Operations	1,666,975	1,756,344	1,785,548	1,868,722
CIP:/				
Fire Safety	50,392	50,000	66,245	-
Storm Warning System	22,532	-	33,057	-
Shared Use Path System	352,750	680,000	1,968,000	366,000
Traffic Engineering	103,302	75,000	171,900	100,000
Street Maintenance	-	-	10,320	-
Parks and Recreation	580,605	640,000	1,796,791	875,000
Cemetery	248,365	-	8,640	25,000
Downtown Façade Program	16,000	50,000	172,423	50,000
Campustown Façade Program	46,580	50,000	104,020	50,000
Neighborhood Improvement	8,522	50,000	50,000	50,000
Human Svc Agency Capital Grants	-	200,000	200,000	-
Facilities	73,965	50,000	219,692	50,000
Total CIP	1,503,013	1,845,000	4,801,088	1,566,000
Total Before Transfers	3,169,988	3,601,344	6,586,636	3,434,722

SPECIAL REVENUE – LOCAL OPTION SALES TAX, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Transfers:				
General Fund	4,626,674	4,758,540	4,608,851	4,758,540
Park Development Fund	100,000	100,000	100,000	100,000
Water Utility Fund	-	-	60,000	-
Ames/ISU Ice Arena	20,000	20,000	20,000	20,000
Total Transfers	4,746,674	4,878,540	4,788,851	4,878,540
Total Expenses	7,916,662	8,479,884	11,375,487	8,313,262
Fund Balance:				
Net Change in Fund	(66,244)	(416,384)	(3,556,925)	(242,362)
Beginning Balance	5,879,094	2,694,799	5,812,850	2,255,925
Ending Balance	5,812,850	2,278,415	2,255,925	2,013,563
<i>Minimum fund balance target:</i>				
25% of expenses less 60% pass-through				<u>888,681</u>
Unreserved fund balance				<u><u>1,124,882</u></u>

SPECIAL REVENUE – HOTEL/MOTEL TAX

Hotel/Motel tax 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Hotel/Motel Tax	2,435,218	2,320,508	2,400,000	2,450,000
Total Revenues	2,435,218	2,320,508	2,400,000	2,450,000
Expenses:				
Operations:				
ACVB Pass Through	1,738,745	1,657,506	1,714,285	1,750,000
Economic Development	142,500	150,000	157,500	150,000
Chamber of Commerce Dues	2,822	2,500	2,800	2,800
AEDC/Council Grant Program	7,500	7,500	7,500	-
Total Operations	1,891,567	1,817,506	1,882,085	1,902,800
CIP:				
Airport Terminal Building	250,000	-	-	-
Total Before Transfers	2,141,567	1,817,506	1,882,085	1,902,800
Transfers:				
General Fund	208,942	198,900	205,714	210,000
Local Option Sales Tax	139,294	132,600	137,143	140,000
Total Transfers	348,236	331,500	342,857	350,000
Total Expenses	2,489,803	2,149,006	2,224,942	2,252,800
Fund Balance:				
Net Change in Fund	(54,585)	171,502	175,058	197,200
Beginning Balance	743,068	658,171	688,483	863,541
Ending Balance	688,483	829,673	863,541	1,060,741

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 as an operating reserve.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Road Use Tax	7,535,306	7,046,318	7,105,282	7,164,247
Total Revenues	7,535,306	7,046,318	7,105,282	7,164,247
Expenses:				
Operations:				
Public Works Administration	103,606	124,068	117,130	122,544
Public Works Engineering	65,563	78,398	77,637	82,650
Traffic Engineering	116,718	96,846	130,473	152,344
Traffic Maintenance	839,394	888,684	883,357	964,282
Street Maintenance	2,047,264	2,114,922	2,079,177	2,096,739
Street Cleaning	237,157	292,514	299,977	311,319
Snow and Ice Control	872,908	1,197,841	1,225,488	1,236,666
Right-of-Way Maintenance	531,973	758,722	788,942	752,016
Financial Services	19,349	19,921	20,272	21,126
Purchasing Services	49,376	56,117	54,972	60,172
Human Resources	26,295	32,229	50,141	51,415
Facilities	21,040	25,611	27,780	28,079
Total Operations	4,930,643	5,685,873	5,755,346	5,879,352
CIP:				
Water Distribution	-	50,000	50,000	100,000
Street Engineering	396,275	625,000	2,035,667	625,000
Shared Use Path System	1,774	190,000	335,025	210,000
Traffic Engineering	411,820	585,000	1,656,859	873,000
Street Maintenance	306,404	591,000	1,180,859	601,000
Total CIP	1,116,273	2,041,000	5,258,410	2,409,000
Total Before Transfers	6,046,916	7,726,873	11,013,756	8,288,352
Transfers:				
Fleet Services	56,913	-	11,947	-
Total Expenses	6,103,829	7,726,873	11,025,703	8,288,352
Fund Balance:				
Net Change in Fund	1,431,477	(680,555)	(3,920,421)	(1,124,105)
Beginning Balance	5,578,378	2,416,276	7,009,855	3,089,434
Ending Balance	7,009,855	1,735,721	3,089,434	1,965,329
<i>Minimum fund balance target:</i>				
10% of operating expenses				587,935
Unreserved fund balance				1,377,394

SPECIAL REVENUE – PUBLIC SAFETY SPECIAL REVENUES

This fund accounts for the revenues and expenses associated with Public Safety funds dedicated to specific purposes such as Police forfeiture funds, Police and Fire grants and donations, and Animal Shelter donations.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Police Forfeiture	13,119	7,000	7,000	7,000
Police Grants	43,877	48,000	48,000	48,000
Animal Shelter Donations	38,405	16,200	16,200	16,200
Miscellaneous Donations	6,051	-	-	-
Total Revenues	101,452	71,200	71,200	71,200
Expenses:				
Operations:				
Police Forfeiture	25,187	7,000	7,000	7,000
Police Grants	42,292	48,000	48,000	48,000
Animal Shelter	39,883	14,850	43,850	16,850
Miscellaneous Public Safety	5,682	-	-	-
Total Before Transfers	113,044	69,850	98,850	71,850
Transfers:				
Block Party Trailer Funds	166	-	-	-
Total Expenses	113,210	69,850	98,850	71,850
Fund Balance:				
Net Change in Fund	(11,758)	1,350	(27,650)	(650)
Beginning Balance	285,525	242,356	273,767	246,117
Ending Balance	273,767	243,706	246,117	245,467

SPECIAL REVENUE – CITYWIDE AFFORDABLE HOUSING

This fund accounts for miscellaneous housing program activity including housing grant program repayments and proceeds from the sale of housing properties.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Loan Repayments	-	-	-	-
Miscellaneous Revenue	700	-	-	-
Total Revenues	700	-	-	-
Expenses:				
Housing Programs	41,998	52,161	52,963	54,147
Total Expenses	41,998	52,161	52,963	54,147
Fund Balance:				
Net Change in Fund	(41,298)	(52,161)	(52,963)	(54,147)
Beginning Balance	647,442	599,129	606,144	553,181
Ending Balance	606,144	546,968	553,181	499,034

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
CDBG Funding	371,877	490,986	1,000,246	510,515
Program Repayments	21,561	-	6,594	-
Sale of Homes	15,722	-	205,156	-
Miscellaneous Revenue	8	-	-	-
Total Revenues	409,168	490,986	1,211,996	510,515
Expenses:				
Operations:				
CDBG Administration	100,809	98,197	119,044	102,103
CDBG Programs	323,804	392,789	1,005,354	408,412
Total Expenses	424,613	490,986	1,124,398	510,515
Fund Balance:				
Net Change in Fund	(15,445)	-	87,598	-
Beginning Balance	30,843	45,814	15,398	102,996
Ending Balance	15,398	45,814	102,996	102,996

SPECIAL REVENUE – EMPLOYEE BENEFIT PROPERTY TAX

This fund is used to account for tax revenues used to pay for the City’s contribution to the Police and Fire Retirement system.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Property Taxes	1,861,780	1,958,021	1,958,021	2,079,921
Utility Excise Tax	3,650	4,841	4,841	5,113
State Replacement Tax	67,463	67,464	67,464	67,464
Total Revenues	1,932,893	2,030,326	2,030,326	2,152,498
Expenses:				
Transfers:				
General Fund	1,932,893	2,030,326	2,030,326	2,152,498
Total Expenses	1,932,893	2,030,326	2,030,326	2,152,498
Fund Balance:				
Net Change in Fund	-	-	-	-
Beginning Balance	-	-	-	-
Ending Balance	-	-	-	-

SPECIAL REVENUE – FIRE/POLICE PENSION

This fund accounts for the funds remaining from the transition to the Municipal Fire and Police Retirement System of Iowa (MFPRSI). Funds may only be used to offset City contributions to MFPRSI.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Interest Revenue	918	4,000	4,000	4,000
Total Revenues	918	4,000	4,000	4,000
Expenses:				
Transfers:				
General Fund	70,000	40,000	40,000	38,000
Total Expenses	70,000	40,000	40,000	38,000
Fund Balance:				
Net Change in Fund	(69,082)	(36,000)	(36,000)	(34,000)
Beginning Balance	453,674	387,674	384,592	348,592
Ending Balance	384,592	351,674	348,592	314,592

SPECIAL REVENUE – PARKS AND RECREATION DONATIONS AND GRANTS

This fund is used to account for revenues to be used for specific park improvements or recreation programs.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Donations	21,314	6,600	17,430	12,100
ISU/Moore Park Farmland	3,050	3,050	3,050	3,050
Wellmark 3-Point Play Program	-	-	-	-
Interest Revenue	229	1,250	1,250	1,250
Total Before Transfers	24,593	10,900	21,730	16,400
Transfers:				
Block Party Trailer Balance	166	-	-	-
Total Revenues	24,759	10,900	21,730	16,400
Expenses:				
Operations:				
Park System Improvements	10,114	5,000	9,908	10,000
Wellmark 3-Point Play	1,090	-	-	-
Block Party Trailer	-	100	100	100
Total Operations	11,204	5,100	10,008	10,100
CIP:				
Roosevelt Park	8,292	-	2,930	-
Greenbriar Park	4,950	-	-	-
Total CIP	13,242	-	2,930	-
Total Expenses	24,446	5,100	12,938	10,100
Fund Balance:				
Net Change in Fund	313	5,800	8,792	6,300
Beginning Balance	108,363	103,607	108,676	117,468
Ending Balance	108,676	109,407	117,468	123,768

SPECIAL REVENUE – LIBRARY FRIENDS FOUNDATION

This fund is used to account for donations received from the Library Friends Foundation in support of specific Library activities or projects.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Library Friends Foundation	104,312	125,000	197,283	166,000
Small Talk Grant	47,135	60,000	69,778	71,200
Interest Revenue	196	-	-	-
Total Revenues	151,643	185,000	267,061	237,200
Expenses:				
Operations:				
Administration	6,838	18,058	54,193	68,778
Resource Services	25,969	41,941	77,562	16,690
Youth Services	21,382	31,903	49,568	36,758
Adult Services	10,755	6,000	14,003	12,000
Customer Account Services	-	2,135	1,711	1,774
Library Building Improvements	25,282	-	9,516	-
Small Talk Program	49,741	60,000	73,700	71,200
Total Before Transfers	139,967	160,037	280,253	207,200
Transfers:				
Library Donations Fund	10,000	25,000	16,500	30,000
Total Expenses	149,967	185,037	296,753	237,200
Fund Balance:				
Net Change in Fund	1,676	(37)	(29,692)	-
Beginning Balance	97,745	38,827	99,421	69,729
Ending Balance	99,421	38,790	69,729	69,729

SPECIAL REVENUE – LIBRARY DONATIONS AND GRANTS

This fund accounts for general donations and grants to the Library designated for specific purposes.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Donations	14,345	2,000	3,000	2,000
Project Smyles Donations	1,297	2,000	2,000	2,000
Small Talk Donations	10,000	-	-	-
H Barnes Reading Academy	-	-	5,065	5,065
Library Direct State Aid	12,049	13,000	14,181	13,000
Interest Revenue	401	1,000	-	-
Miscellaneous Revenue	-	-	-	-
Total Before Transfers	38,092	18,000	24,246	22,065
Transfers:				
Library Friends Foundation	10,000	25,000	16,500	30,000
Total Revenues	48,092	43,000	40,746	52,065
Expenses:				
Operations:				
Donation Purchases	6,258	2,000	6,000	2,000
Books for Babies	12,090	13,000	13,000	13,000
Project Smyles	28,632	25,000	26,500	30,000
Library Grant Purchases	48,573	-	23,014	5,065
Library Building Improvements	-	-	45,891	-
Total Expenses	95,553	40,000	114,405	50,065
Fund Balance:				
Net Change in Fund	(47,461)	3,000	(73,659)	2,000
Beginning Balance	300,290	174,787	252,829	179,170
Ending Balance	252,829	177,787	179,170	181,170

SPECIAL REVENUE – UTILITY ASSISTANCE

This fund accounts for donations received through Utility Customer Service that are designated for utility payment assistance.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Project Share Donations	15,152	16,300	15,000	15,000
Alternative Energy Donations	684	-	-	-
Total Revenues	15,836	16,300	15,000	15,000
Expenses:				
Operations:				
Utility Assistance	16,440	17,000	15,000	15,000
Total Expenses	16,440	17,000	15,000	15,000
Fund Balance:				
Net Change in Fund	(604)	(700)	-	-
Beginning Balance	11,372	9,872	10,768	10,768
Ending Balance	10,768	9,172	10,768	10,768

SPECIAL REVENUE – MISCELLANEOUS DONATIONS

This fund accounts for donations and revenues received that are designated for specific projects.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Donations	974	-	-	-
Interest Revenue	-	-	-	-
Total Revenues	974	-	-	-
Expenses:				
Operations:				
Shared Use Path Improvements	8,604	-	8,450	-
Total Expenses	8,604	-	8,450	-
Fund Balance:				
Net Change in Fund	(7,630)	-	(8,450)	-
Beginning Balance	17,225	173	9,595	1,145
Ending Balance	9,595	173	1,145	1,145

SPECIAL REVENUE – DEVELOPER PROJECTS

This fund accounts for funds received from developers to be used for City infrastructure.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Developer Releases	92,610			
Interest Revenue	94	-	-	-
Total Revenues	92,704	-	-	-
Expenses:				
CIP:				
Oakwood Road Path	29,094	-	26,817	-
Total Expenses	29,094	-	26,817	-
Fund Balance:				
Net Change in Fund	63,610	-	(26,817)	-
Beginning Balance	150,456	94,546	214,066	187,249
Ending Balance	214,066	94,546	187,249	187,249

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Loan Repayments	-	-	-	-
Total Revenues	-	-	-	-
Expenses:				
Operations:				
Community Investment Fund	-	-	-	-
Total Expenses	-	-	-	-
Fund Balance:				
Net Change in Fund	-	-	-	-
Beginning Balance	541,961	541,961	541,961	541,961
Ending Balance	541,961	541,961	541,961	541,961

SPECIAL REVENUE – TAX INCREMENT FINANCING (TIF)

This fund has been established for the receipt of tax revenues from TIF districts. The TIF fund records TIF project expenditures and collects revenue for repayment of debt issued to fund TIF projects.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Property Taxes	241,161	671,076	671,076	773,287
State Replacement Tax	-	-	-	
Developer Contributions	-	-	-	-
Interest Revenue	(3,541)	-	-	-
Total Revenues	237,620	671,076	671,076	773,287
Expenses:				
Operations:				
Kingland Systems	195,468	232,148	232,148	302,218
Total Before Transfers	195,468	232,148	232,148	302,218
Transfers:				
Debt Service	423,276	424,360	414,904	419,541
Total Expenses	618,744	656,508	647,052	721,759
Fund Balance:				
Net Change in Fund	(381,124)	14,568	24,024	51,528
Beginning Balance	(407,378)	(784,778)	(788,502)	(764,478)
Ending Balance	(788,502)	(770,210)	(764,478)	(712,950)

CAPITAL PROJECTS – SPECIAL ASSESSMENTS

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.

	2016/17	2017/18	2017/18	2018/19
	Actual	Adopted	Adjusted	Mgr Rec
Revenues:				
Assessments	298,227	489,335	489,335	490,869
Total Revenues	<u>298,227</u>	<u>489,335</u>	<u>489,335</u>	<u>490,869</u>
Expenses:				
Transfers:				
Debt Service	457,082	489,335	489,335	490,869
Total Expenses	<u>457,082</u>	<u>489,335</u>	<u>489,335</u>	<u>490,869</u>
Fund Balance:				
Net Change in Fund	(158,855)	-	-	-
Beginning Balance	(265,104)	(265,104)	(423,959)	(423,959)
Ending Balance	<u>(423,959)</u>	<u>(265,104)</u>	<u>(423,959)</u>	<u>(423,959)</u>

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Street MPO/Grant Funding	1,063,458	6,185,000	8,229,572	4,025,000
RISE/ISU Rsearch Park	230,676	-	619,185	-
Bike Trail MPO Funding	105,194	160,000	738,000	159,000
Traffic Safety Grants	58,798	-	1,563,500	-
MPO Planning Funds	-	-	-	400,000
IDOT City Bridge Program	191,589	-	-	-
Iowa State University	177,318	-	137,872	-
Developer Contributions	14,280	-	1,216,014	-
Total Revenues	1,841,313	6,345,000	12,504,143	4,584,000
Expenses:				
CIP:				
Street Engineering	1,371,886	6,185,000	7,427,984	4,025,000
Shared Use Path System	83,919	160,000	756,081	159,000
Traffic Engineering	554,750	-	2,475,970	400,000
Street Maintenance	-	-	-	-
Total Expenses	2,010,555	6,345,000	10,660,035	4,584,000
Fund Balance:				
Net Change in Fund	(169,242)	-	1,844,108	-
Beginning Balance	(1,346,572)	271,491	(1,515,814)	328,294
Ending Balance	(1,515,814)	271,491	328,294	328,294

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 FY 2004/05 when FAA's contribution increased to 95%. The excess of Airport operations each year is transferred from the General Fund to finance improvements.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
FAA Funding	164,669	149,400	149,400	-
Federal and State Grants	150,000	-	-	-
Iowa State University	250,000	-	-	-
Ames Econ Dev Commission	250,000	-	-	-
Total Before Transfers	814,669	149,400	149,400	-
Transfers:				
General Fund	57,208	62,031	62,031	62,031
Total Revenues	871,877	211,431	211,431	62,031
Expenses:				
CIP:				
Airport	391,864	166,000	166,000	-
Total Expenses	391,864	166,000	166,000	-
Fund Balance:				
Net Change in Fund	480,013	45,431	45,431	62,031
Beginning Balance	(388,550)	197,966	91,463	136,894
Ending Balance	91,463	243,397	136,894	198,925

CAPITAL PROJECTS – PARK DEVELOPMENT

This fund accounts for the development of new City parks or new amenities added to existing City parks. Donations and grants for park development will be accounted for in this fund, as well as \$100,000 transferred annual from Local Option Sales Tax.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Donations	-	-	-	-
Interest Revenue	5,276	10,000	10,000	10,000
Total Before Transfers	<u>5,276</u>	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>
Transfers:				
Local Option Sales Tax	100,000	100,000	100,000	100,000
Total Revenues	<u>105,276</u>	<u>110,000</u>	<u>110,000</u>	<u>110,000</u>
Expenses:				
CIP:				
Parks and Recreation	79,993	120,000	99,720	90,000
Transfers:				
Water Utility Fund	-	-	40,000	-
Total Expenses	<u>79,993</u>	<u>120,000</u>	<u>139,720</u>	<u>90,000</u>
Fund Balance:				
Net Change in Fund	25,283	(10,000)	(29,720)	20,000
Beginning Balance	2,510,674	2,511,028	2,535,957	2,506,237
Ending Balance	<u>2,535,957</u>	<u>2,501,028</u>	<u>2,506,237</u>	<u>2,526,237</u>

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Bond Proceeds	6,052,688	7,521,000	7,521,000	7,987,000
Interest Revenue	28,374	-	-	-
Total Revenues	6,081,062	7,521,000	7,521,000	7,987,000
Expenses:				
Operations:				
Bond Issuance Costs	96,561	-	-	-
Financial Services	6,299	6,595	6,613	6,866
Total Operations	102,860	6,595	6,613	6,866
CIP:				
Law Enforcement	-	-	-	1,000,000
Fire Safety	-	-	-	137,000
Storm Water	267,270	-	2,494,200	-
Street Engineering	4,886,672	7,246,000	13,659,411	6,850,000
Shared Use Path System	-	-	100,000	-
Traffic Engineering	104,254	575,000	1,031,722	-
Street Maintenance	567,386	-	921,777	-
Airport	1,192,648	-	411,775	-
Library	9,854	-	-	-
Total CIP	7,028,084	7,821,000	18,618,885	7,987,000
Total Before Transfers	7,130,944	7,827,595	18,625,498	7,993,866
Transfers:				
Debt Service Fund	518,321	-	-	-
Total Expenses	7,649,265	7,827,595	18,625,498	7,993,866
Fund Balance:				
Net Change in Fund	(1,568,203)	(306,595)	(11,104,498)	(6,866)
Beginning Balance	14,182,165	389,841	12,613,962	1,509,464
Ending Balance	12,613,962	83,246	1,509,464	1,502,598

PERMANENT FUND – CEMETERY

This fund accounts for the 20% 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Sale of Cemetery Lots	20,360	13,500	13,500	13,500
Total Revenues	20,360	13,500	13,500	13,500
Expenses:				
Perpetual Care	-	-	-	-
Total Expenses	-	-	-	-
Fund Balance:				
Net Change in Fund	20,360	13,500	13,500	13,500
Beginning Balance	942,493	955,992	962,853	976,353
Ending Balance	962,853	969,492	976,353	989,853

PERMANENT FUND – DONALD AND RUTH FURMAN AQUATIC CENTER TRUST

This fund accounts for 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 at the Aquatic Center.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Interest Revenue	2,279	9,000	9,000	9,000
Total Revenues	2,279	9,000	9,000	9,000
Expenses:				
Furman Aquatic Center	-	-	-	-
Total Expenses	-	-	-	-
Fund Balance:				
Net Change in Fund	2,279	9,000	9,000	9,000
Beginning Balance	1,119,850	1,128,851	1,122,129	1,131,129
Ending Balance	1,122,129	1,137,851	1,131,129	1,140,129

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Metered Sales	9,339,714	8,989,000	9,089,800	9,136,100
Contract Sales	935,242	1,303,000	1,063,000	967,000
Fees/Service Charges	212,415	164,800	205,300	207,300
Cell Tower Lease	19,847	20,988	20,988	20,988
Farm Land Rental	15,170	14,248	14,248	14,248
Sprint PCS Land Rental	35,466	57,132	38,088	38,326
Low Head Dam Grant/Donations	27,201	380,000	509,901	-
Bond Proceeds	1,114,563	-	-	-
Interest Revenue	60,024	150,000	150,000	150,000
Miscellaneous Revenue	84,142	20,000	11,100	11,100
Total Before Transfers	11,843,784	11,099,168	11,102,425	10,545,062
Transfers:				
General Fund	150,000	-	-	-
Local Option Sales Tax	-	-	60,000	-
Park Development Fund	-	-	40,000	-
Total Transfers	150,000	-	100,000	-
Total Revenues	11,993,784	11,099,168	11,202,425	10,545,062
Expenses:				
Operations:				
W & PC Administration	377,150	417,718	449,209	451,526
Water Plant Operations	2,609,791	2,853,271	3,040,489	3,108,454
W & PC Meter Services	474,952	565,647	571,051	583,593
W & PC Laboratory	195,282	211,532	212,099	212,646
Public Works Administration	100,865	124,070	117,130	122,543
Public Works Engineering	136,846	152,098	150,955	158,476
Distribution System Maintenance	1,148,732	1,104,408	1,156,657	1,150,283
Customer Service	388,727	418,300	416,500	435,800
City Council/Sustainability	6,250	6,250	6,250	6,250
City Clerk	16,813	20,144	18,996	18,550
City Manager	66,562	79,984	75,771	79,660
Public Relations	18,586	20,059	19,682	20,416
Financial Services	136,189	141,909	143,046	148,548
Purchasing Services	35,608	40,469	39,643	43,393
Legal Services	82,571	74,216	77,280	75,947
Human Resources	25,486	31,237	32,620	33,451
Facilities	17,533	21,343	23,150	23,399
Debt Service Costs	5,869	-	-	-
Total Operations	5,843,812	6,282,655	6,550,528	6,672,935

ENTERPRISE – WATER UTILITY, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
CIP:				
Water Production/Treatment	964,690	1,263,000	7,414,039	1,564,500
Water Distribution System	858,531	1,300,000	3,935,488	1,300,000
Right-of-Way Restoration	26,332	75,000	175,304	75,000
Total CIP	1,849,553	2,638,000	11,524,831	2,939,500
Total Before Transfers	7,693,365	8,920,655	18,075,359	9,612,435
Transfers:				
Debt Service	427,643	437,179	437,179	440,224
Water Sinking	844,532	4,422,383	4,697,195	4,455,167
Fleet Services	56,913	-	11,947	-
Total Transfers	1,329,088	4,859,562	5,146,321	4,895,391
Total Expenses	9,022,453	13,780,217	23,221,680	14,507,826
Fund Balance:				
Net Change in Fund	2,971,331	(2,681,049)	(12,019,255)	(3,962,764)
Beginning Balance	19,942,676	13,526,458	22,914,007	10,894,752
Ending Balance	22,914,007	10,845,409	10,894,752	6,931,988
<i>Minimum fund balance target:</i>				
10% of operating expenses				<u>667,294</u>
Unreserved fund balance				<u>6,264,695</u>

ENTERPRISE – WATER CONSTRUCTION

This fund accounts for revenue and expenditures for certain major projects of the water utility.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
State Revolving Loan Fund	29,644,785	-	9,893,665	35,000
Total Revenues	29,644,785	-	9,893,665	35,000
Expenses:				
CIP:				
New Water Treatment Plant	26,249,892	-	3,417,792	-
Old Water Plant Demolition	-	-	-	35,000
Total Expenses	26,249,892	-	3,417,792	35,000
Fund Balance:				
Net Change in Fund	3,394,893	-	6,475,873	-
Beginning Balance	(9,870,766)	-	(6,475,873)	-
Ending Balance	(6,475,873)	-	-	-

ENTERPRISE – WATER SINKING

This fund is used to account for State Revolving Fund (SRF) loan payments for water utility projects financed with SRF funding.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Transfers:				
Water Utility Fund	844,532	4,422,383	4,697,195	4,455,167
Total Revenues	844,532	4,422,383	4,697,195	4,455,167
Expenses:				
Debt Service:				
SRF Loan Payments	857,786	4,382,353	4,406,318	4,454,000
Total Expenses	857,786	4,382,353	4,406,318	4,454,000
Fund Balance:				
Net Change in Fund	(13,254)	40,030	290,877	1,167
Beginning Balance	93,544	716,864	80,290	371,167
Ending Balance	80,290	756,894	371,167	372,334

ENTERPRISE – SEWER UTILITY

This fund accounts for the operation of a municipally owned sewer utility, which provides services to residents of the City and some contiguous areas.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Metered Charges	6,966,923	6,966,200	7,045,000	7,055,000
Contract Charges	1,497,169	1,435,800	1,863,600	2,007,300
Fees/Service Charges	412,623	211,600	191,800	143,800
Flood Warning System	22,941	11,400	9,900	10,300
Farm Land Income	86,774	83,000	84,000	84,000
Bond Proceeds	2,219,764	-	-	-
Interest Revenue	28,952	60,000	60,000	60,000
Miscellaneous Revenue	16,709	-	-	-
Total Revenues	11,251,855	8,768,000	9,254,300	9,360,400
Expenses:				
Operations:				
W & PC Administration	377,150	417,717	449,209	451,525
WPC Plant Operations	2,328,923	2,712,620	2,518,874	2,553,700
W & PC Meter Services	317,199	388,680	393,496	400,704
W & PC Laboratory	362,667	392,845	393,897	394,913
Public Works Administration	100,865	124,070	117,130	122,543
Public Works Engineering	159,654	177,447	176,114	184,889
Collection System Maintenance	485,694	525,582	532,661	560,958
Customer Service	363,760	391,300	389,850	407,500
City Council/Sustainability	6,250	6,250	6,250	6,250
City Clerk	16,813	20,144	18,996	18,550
City Manager	66,562	79,984	75,771	79,660
Public Relations	18,586	20,059	19,682	20,416
Financial Services	112,499	116,673	118,105	122,476
Purchasing Services	16,617	18,885	18,500	20,250
Legal Services	82,571	74,216	77,280	75,947
Human Resources	22,149	27,147	25,233	25,876
Facilities	14,027	17,074	18,520	18,719
Debt Service Costs	11,681	-	-	-
Total Operations	4,863,667	5,510,693	5,349,568	5,464,876
CIP:				
Water Pollution Control	1,545,688	1,856,000	3,710,744	6,133,000
Water Production/Treatment	-	-	15,500	20,000
Sanitary Sewer System	244,259	275,000	4,702,564	275,000
Right-of-Way Restoration	-	75,000	75,000	75,000
Total CIP	1,789,947	2,206,000	8,503,808	6,503,000
Total Before Transfers	6,653,614	7,716,693	13,853,376	11,967,876

ENTERPRISE – SEWER IMPROVEMENTS

This fund accounts for revenue and expenditures for certain major projects of the sanitary sewer utility.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
State Revolving Loan Fund	637,347	3,460,000	8,708,574	3,570,000
Total Revenues	<u>637,347</u>	<u>3,460,000</u>	<u>8,708,574</u>	<u>3,570,000</u>
Expenses:				
CIP:				
Water Pollution Control	212,277	-	1,842,711	-
Sanitary Sewer System	1,533,905	3,460,000	3,500,000	3,570,000
Total Expenses	<u>1,746,182</u>	<u>3,460,000</u>	<u>5,342,711</u>	<u>3,570,000</u>
Fund Balance:				
Net Change in Fund	(1,108,835)	-	3,365,863	-
Beginning Balance	(2,257,028)	-	(3,365,863)	-
Ending Balance	<u>(3,365,863)</u>	<u>-</u>	<u>-</u>	<u>-</u>

ENTERPRISE – SEWER SINKING

This fund is used to account for State Revolving Fund (SRF) loan payments for sewer utility projects financed with SRF funding.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Transfers:				
Sewer Utility Fund	200,166	370,000	224,705	226,685
Total Revenues	200,166	370,000	224,705	226,685
Expenses:				
Debt Service:				
SRF Loan Payments	211,951	369,805	227,000	226,645
Total Expenses	211,951	369,805	227,000	226,645
Fund Balance:				
Net Change in Fund	(11,785)	195	(2,295)	40
Beginning Balance	29,588	61,633	17,803	15,508
Ending Balance	17,803	61,828	15,508	15,548

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.

	2016/17	2017/18	2017/18	2018/19
	Actual	Adopted	Adjusted	Mgr Rec
Revenues:				
Metered Sales	54,845,693	56,160,000	57,000,000	57,855,000
Iowa State University	2,879,320	3,164,500	3,318,392	3,056,800
MEC Zonal Transmission	2,086,961	2,000,000	2,000,000	2,000,000
BP Canada Gas Sales	2,578,818	1,500,000	2,000,000	2,000,000
Street Lights	803,534	863,200	875,000	910,000
Security Lighting Rental	138,373	125,000	143,520	143,520
Subdivision Construction	124,788	150,000	150,000	150,000
Fees/Service Charges	1,380,371	128,000	128,100	128,000
Renewable Energy Credits	72,637	15,000	50,000	50,000
Interest Revenue	164,281	175,000	200,000	225,000
Miscellaneous Revenue	534,119	200,000	1,409,057	250,000
Total Before Transfers	65,608,895	64,480,700	67,274,069	66,768,320
Transfers:				
Fleet Reserve Fund	361,000	-	-	-
Total Revenues	65,969,895	64,480,700	67,274,069	66,768,320
Expenses:				
Operations:				
Electric Administration	1,027,104	1,125,541	1,098,074	1,109,385
Electric Production	10,130,729	12,053,019	12,443,021	12,179,746
Fuel/Purchased Power	32,693,443	34,389,935	33,782,823	34,221,542
Distribution/Operations	2,707,311	3,204,574	3,080,368	3,214,342
Distribution/Improvements	2,043,812	2,187,561	2,160,562	2,197,934
Electric Technical Services	809,455	1,039,611	959,932	1,050,130
Electric Engineering	639,222	887,173	910,469	913,411
Customer Service	686,296	758,723	756,789	787,162
City Council/Sustainability	6,250	6,250	6,250	6,250
City Clerk	33,626	40,289	37,991	37,100
City Manager	140,851	169,197	160,285	168,512
Public Relations	37,172	40,117	39,363	40,832
Financial Services	458,590	477,442	481,563	500,427
Purchasing Services	261,122	296,772	290,718	318,216
Legal Services	130,571	117,262	122,835	120,716
Human Resources	82,224	100,777	104,137	106,787
Facilities	35,066	42,685	46,301	46,798
Public Works GIS	38,014	40,305	40,645	42,188
Utility Deposit Interest	5,184	-	-	-
Total Operations	51,966,042	56,977,233	56,522,126	57,061,478

ENTERPRISE – ELECTRIC UTILITY, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
CIP:				
Electric Services	6,237,410	10,385,000	14,296,092	9,405,000
W&PC TSC Improvements	-	65,000	65,000	-
Total CIP	<u>6,237,410</u>	<u>10,450,000</u>	<u>14,361,092</u>	<u>9,405,000</u>
Total Before Transfers	<u>58,203,452</u>	<u>67,427,233</u>	<u>70,883,218</u>	<u>66,466,478</u>
Transfers:				
General Fund (In Lieu of Taxes)	2,131,381	2,220,363	2,220,363	2,200,537
Electric Sinking Fund	887,739	966,848	967,077	964,619
Total Transfers	<u>3,019,120</u>	<u>3,187,211</u>	<u>3,187,440</u>	<u>3,165,156</u>
Total Expenses	<u>61,222,572</u>	<u>70,614,444</u>	<u>74,070,658</u>	<u>69,631,634</u>
Fund Balance:				
Net Change in Fund	4,747,323	(6,133,744)	(6,796,589)	(2,863,314)
Beginning Balance	35,733,366	28,081,883	40,480,689	33,684,100
Ending Balance	<u>40,480,689</u>	<u>21,948,139</u>	<u>33,684,100</u>	<u>30,820,786</u>

Minimum fund balance target:

Based on contingency for casualty in power generation or distribution	<u>10,100,000</u>
Unreserved fund balance	<u>20,720,786</u>

ENTERPRISE – ELECTRIC SINKING

This fund is used to account for principal and interest payments for Electric Revenue Bonds.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Transfers:				
Electric Utility Fund	887,739	966,848	967,077	964,619
Total Revenues	887,739	966,848	967,077	964,619
Expenses:				
Debt Service:				
Bond Principal and Interest	968,556	967,306	967,306	964,557
Total Expenses	968,556	967,306	967,306	964,557
Fund Balance:				
Net Change in Fund	(80,817)	(458)	(229)	62
Beginning Balance	161,426	236,866	80,609	80,380
Ending Balance	80,609	236,408	80,380	80,442

ENTERPRISE – PARKING OPERATIONS

This fund accounts for the operation of the City parking system including maintenance of meters and lots, collection of meter coin, parking enforcement, and collection of parking fines. Parking rates are set at a level to cover operations and contribute to funding of capital improvements for the parking system. Revenues in excess of operations and the operating fund balance are transferred to the Parking Capital Reserve Fund to fund capital improvements.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Illegal Parking	349,353	400,000	350,000	400,000
Overtime Parking	142,081	167,000	100,000	150,000
East District - Downtown	205,738	217,150	212,360	636,560
West District - Campustown	179,830	187,250	192,100	320,720
Collection Agency Revenue	22,312	20,000	20,000	20,000
Interest Revenue	995	3,000	3,000	3,000
Miscellaneous Revenue	391	300	350	350
Total Revenues	900,700	994,700	877,810	1,530,630
Expenses:				
Operations:				
Parking Enforcement	342,141	402,030	447,881	565,167
Parking Maintenance	303,528	336,743	326,437	336,101
Customer Service	177,967	178,645	177,109	186,049
Financial Services	25,251	26,370	26,562	27,627
Purchasing Services	475	540	529	579
Legal Services	37,956	35,420	37,420	36,774
Human Resources	4,855	5,950	6,080	6,234
Facilities	2,104	2,561	2,778	2,808
Total Operations	894,277	988,259	1,024,796	1,161,339
Transfers:				
Parking Capital Reserve	-	-	-	530,306
Total Expenses	894,277	988,259	1,024,796	1,691,645
Fund Balance:				
Net Change in Fund	6,423	6,441	(146,986)	(161,015)
Beginning Balance	417,712	380,333	424,135	277,149
Ending Balance	424,135	386,774	277,149	116,134
<i>Minimum fund balance target:</i>				
10% of operating expenses				<u>169,165</u>

PARKING CAPITAL RESERVE

This fund accounts for accumulated Parking Fund revenue being held for capital improvement projects. Funds in excess of Parking Operation's minimum fund balance requirement are transferred to the Parking Capital Reserve Fund to fund future Parking capital projects.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Interest Revenue	-	-	-	-
Transfers:				
Parking Operations	-	-	-	530,306
Total Revenues	-	-	-	530,306
Expenses:				
CIP:				
Parking	-	-	-	-
Total Expenses	-	-	-	-
Fund Balance:				
Net Change in Fund	-	-	-	530,306
Beginning Balance	-	-	-	-
Ending Balance	-	-	-	530,306

ENTERPRISE – TRANSIT OPERATIONS

This fund accounts for the operation of the City’s transit bus system. The Transit Board consists of representatives from Iowa State University (ISU), the ISU Government of the Student Body, and the City of Ames. Funding is provided through student fees, a property tax levy, ISU, passenger fares, and grants received through the Iowa Department of Transportation and the Federal Government. The Transit Board has adopted a minimum ending fund balance policy of 7.5% of total expenditures less transfers, with a goal to maintain a balance between 7.5% and 10%.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Federal/State Funding	5,126,609	3,005,000	3,005,000	2,945,000
ISU Administration	761,477	798,789	798,789	836,332
ISU Student Fees	4,954,756	5,242,591	5,242,591	5,488,993
Fees/Service Charges	797,044	945,227	1,050,227	989,406
Metro Planning Organization	149,748	30,000	30,000	30,000
Interest Revenue	7,173	15,000	15,000	15,000
Miscellaneous Revenue	57,668	26,500	26,500	33,000
Total Before Transfers	11,854,475	10,063,107	10,168,107	10,337,731
Transfers:				
General Fund (Transit Levy)	1,727,341	1,821,476	1,821,476	1,907,085
Student Government Trust	286,758	-	94,000	-
Total Transfers	2,014,099	1,821,476	1,915,476	1,907,085
Total Revenues	13,868,574	11,884,583	12,083,583	12,244,816
Expenses:				
Operations:				
Transit Administration	2,012,630	2,039,978	2,260,240	2,127,685
Fixed Route Service	8,267,596	8,998,499	8,852,576	9,435,428
Dial-A-Ride Service	163,969	207,458	207,458	185,622
Total Operations	10,444,195	11,245,935	11,320,274	11,748,735
Transfers:				
Transit Capital Reserve	1,315,166	460,000	460,000	800,000
Student Government Trust	83,579	-	74,755	-
Total Transfers	1,398,745	460,000	534,755	800,000
Total Expenses	11,842,940	11,705,935	11,855,029	12,548,735
Fund Balance:				
Net Change in Fund	2,025,634	178,648	228,554	(303,919)
Beginning Balance	1,570,232	1,495,773	3,595,866	3,824,420
Ending Balance	3,595,866	1,674,421	3,824,420	3,520,501
<i>Minimum fund balance target:</i>				
10% of operating expenses				1,174,874
Unreserved fund balance				2,345,627

ENTERPRISE – TRANSIT STUDENT GOVERNMENT 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Interest Revenue	649	6,000	6,000	6,000
Transfers:				
Transit Operations	83,579	-	74,755	-
Total Revenues	84,228	6,000	80,755	6,000
Expenses:				
Transfers:				
Transit Operations	286,758	-	94,000	-
Transit Capital Reserve	-	-	-	-
Total Expenses	286,758	-	94,000	-
Fund Balance:				
Net Change in Fund	(202,530)	6,000	(13,245)	6,000
Beginning Balance	826,200	832,199	623,670	610,425
Ending Balance	623,670	838,199	610,425	616,425

ENTERPRISE – TRANSIT CAPITAL RESERVE

This fund accounts for CyRide grant and capital activities.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Federal/State Funding	2,942,240	2,031,776	1,825,433	1,288,000
ISU Parking	17,000	17,000	17,000	17,000
Interest Revenue	1,600	7,000	7,000	7,000
Miscellaneous Revenue	800	-	-	-
Total Before Transfers	2,961,640	2,055,776	1,849,433	1,312,000
Transfers:				
Transit Operations	1,315,166	460,000	460,000	800,000
GSB Transit Trust	-	-	-	-
Total Transfers	1,315,166	460,000	460,000	800,000
Total Revenues	4,276,806	2,515,776	2,309,433	2,112,000
Expenses:				
CIP:				
Transit	3,996,850	3,005,720	2,939,891	2,405,400
Total Expenses	3,996,850	3,005,720	2,939,891	2,405,400
Fund Balance:				
Net Change in Fund	279,956	(489,944)	(630,458)	(293,400)
Beginning Balance	1,509,188	833,795	1,789,144	1,158,686
Ending Balance	1,789,144	343,851	1,158,686	865,286

ENTERPRISE – STORM WATER UTILITY

The Storm Sewer Utility Fund accounts for receipt of storm sewer fees and grants and expenditure of funds for maintenance and capital improvements in the storm water system.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Storm Water Fees	1,654,075	1,702,852	1,702,852	1,736,778
Federal/State Grants	435,959	-	2,314,611	346,000
Permits and Plan Reviews	34,939	25,300	25,300	25,500
Fees/Service Charges	11,514	5,000	5,000	5,000
Interest Revenue	6,500	15,000	15,000	15,000
Miscellaneous Revenue	-	-	-	-
Total Revenues	2,142,987	1,748,152	4,062,763	2,128,278
Expenses:				
Operations:				
Storm Sewer Maintenance	227,124	282,907	298,447	300,441
Storm Water Permit Program	156,286	298,805	243,480	287,919
Storm Water Engineering	68,423	76,049	75,477	79,238
Customer Service	1,963	2,600	2,500	2,500
Purchasing Services	4,748	5,396	5,286	5,786
Human Resources	3,995	4,896	4,641	4,760
Total Operations	462,539	670,653	629,831	680,644
CIP:				
Storm Water	1,042,782	1,105,000	5,345,238	1,880,000
Right-of-Way Restoration	30,756	50,000	146,185	50,000
City Hall Parking Lot	457,246	-	271,630	-
Total CIP	1,530,784	1,155,000	5,763,053	1,930,000
Total Expenses	1,993,323	1,825,653	6,392,884	2,610,644
Fund Balance:				
Net Change in Fund	149,664	(77,501)	(2,330,121)	(482,366)
Beginning Balance	3,091,918	721,302	3,241,582	911,461
Ending Balance	3,241,582	643,801	911,461	429,095
<i>Minimum fund balance target:</i>				
10% of operating expenses				68,064
Unreserved fund balance				361,031

ENTERPRISE – AMES/ISU ICE ARENA

This fund accounts for the operation of the Ice Arena.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Admissions	64,539	78,086	73,326	73,326
Ice Rink Rental	379,716	406,367	396,463	407,919
Equipment Rental	30,842	32,300	32,200	32,200
Skate Sharpening	5,804	5,100	5,100	5,800
Dasher Board Advertising	7,574	7,400	7,400	7,400
Pro Shop Sales	2,828	3,500	3,000	3,000
Concessions	44,561	49,700	44,700	44,700
Interest Revenue	(1,123)	4,200	4,200	4,200
Miscellaneous Revenue	1,005	600	600	600
Total Revenues	535,746	587,253	566,989	579,145
Expenses:				
Operations:				
Ice Arena Operations	524,589	566,024	561,722	555,353
Total Expenses	524,589	566,024	561,722	555,353
Fund Balance:				
Net Change in Fund	11,157	21,229	5,267	23,792
Beginning Balance	198,910	189,151	210,067	215,334
Ending Balance	210,067	210,380	215,334	239,126
<i>Minimum fund balance target:</i>				
15% of operating expenses				<u>83,303</u>
Unreserved fund balance				<u><u>155,823</u></u>

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. 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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Iowa State University	20,000	20,000	20,000	20,000
Interest Revenue	1,906			
Total Before Transfers	21,906	20,000	20,000	20,000
Transfers:				
Local Option Sales Tax	20,000	20,000	20,000	20,000
Total Revenues	41,906	40,000	40,000	40,000
Expenses:				
CIP:				
Ice Arena Improvements	47,720	60,000	61,400	120,000
Total Expenses	47,720	60,000	61,400	120,000
Fund Balance:				
Net Change in Fund	(5,814)	(20,000)	(21,400)	(80,000)
Beginning Balance	189,880	180,759	184,066	162,666
Ending Balance	184,066	160,759	162,666	82,666

ENTERPRISE – HOMEWOOD GOLF COURSE

This fund accounts for the operation of a 9-hole municipal golf course.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Green Fees	92,095	104,000	100,000	107,000
Season Passes/Punchcards	57,404	68,500	59,500	62,500
Entry Fees	1,818	2,200	2,200	2,200
Equipment Rental	39,869	45,000	45,000	45,000
Pro Shop Sales	1,841	2,200	2,200	2,200
Concessions	27,781	31,000	29,000	31,000
Cell Tower Lease	31,936	29,012	36,000	36,000
Interest Revenue	385	1,400	1,400	1,600
Miscellaneous Revenue	-	2,500	1,596	1,600
Total Revenues	253,129	285,812	276,896	289,100
Expenses:				
Operations:				
Administration/Concessions	106,353	121,113	128,044	150,211
Golf Course Maintenance	152,141	148,182	131,516	134,899
Total Expenses	258,494	269,295	259,560	285,110
Fund Balance:				
Net Change in Fund	(5,365)	16,517	17,336	3,990
Beginning Balance	187,118	206,950	181,753	199,089
Ending Balance	181,753	223,467	199,089	203,079
<i>Minimum fund balance target:</i>				
25% of operating expenses				<u>71,278</u>
Unreserved fund balance				<u>131,801</u>

ENTERPRISE – RESOURCE RECOVERY

This fund accounts for the operation of a municipally owned Resource Recovery Plant that provides service to 12 communities and several governmental organizations on a contractual basis. The member organizations contribute a per capita fee. The transfer from the General Fund is the Ames share of the per capita.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Commercial Accounts	2,161,039	2,450,240	2,124,000	2,450,240
Iowa State University	268,457	282,000	275,424	275,424
Other Contracts	4,301	15,040	5,540	5,540
Public Fees	72,874	63,000	79,500	79,500
Per Capita Revenue	264,355	264,355	284,691	305,025
Electric RDF Revenue	694,643	805,645	690,000	800,000
Sale of Metals	110,479	85,000	95,000	95,000
IDNR Waste Diversion Grant	-	-	20,000	-
Interest Revenue	2,831	20,000	20,000	20,000
Miscellaneous Revenue	2,417	2,000	2,400	2,400
Total Before Transfers	3,581,396	3,987,280	3,596,555	4,033,129
Transfers:				
General Fund (Ames Per Capita)	452,862	452,862	487,697	522,533
Total Revenues	4,034,258	4,440,142	4,084,252	4,555,662
Expenses:				
Operations:				
Public Works Administration	100,865	124,070	117,130	122,543
Resource Recovery Operations	2,524,838	2,814,742	2,705,504	2,833,441
Reject Disposal	1,186,568	1,122,750	1,229,204	1,248,788
Yard Waste Management	31,478	35,450	32,950	33,681
Landfill Monitoring	26,508	18,044	25,044	25,135
Waste Diversion Study	-	-	23,000	-
City Council/Sustainability	6,250	6,250	6,250	6,250
Public Relations	18,586	20,059	19,682	20,416
Financial Services	146,031	153,679	153,482	160,107
Purchasing Services	28,486	32,375	31,715	34,714
Legal Services	21,472	19,296	20,337	19,986
Human Resources	13,451	16,486	16,997	17,429
Facilities	3,507	4,269	4,630	4,680
Total Operations	4,108,040	4,367,470	4,385,925	4,527,170

ENTERPRISE – RESOURCE RECOVERY, continued

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
<i>CIP:</i>				
Resource Recovery	244,211	420,350	544,515	390,100
<i>Total Before Transfers</i>	4,352,251	4,787,820	4,930,440	4,917,270
<i>Transfers:</i>				
Debt Service	166,387	163,688	163,688	165,988
<i>Total Expenses</i>	4,518,638	4,951,508	5,094,128	5,083,258
<i>Fund Balance:</i>				
Net Change in Fund	(484,380)	(511,366)	(1,009,876)	(527,596)
Beginning Balance	2,688,536	1,912,397	2,204,156	1,194,280
<i>Ending Balance</i>	2,204,156	1,401,031	1,194,280	666,684
<i>Minimum fund balance target:</i>				
10% of operating expenses				452,717
Unreserved fund balance				213,967

DEBT SERVICE

This fund accounts for payment of principal and interest on general obligation bonds. Iowa State University participates in the repayment of bonds issued to fund Fire capital acquisitions. The available fund balance will be used to reduce future debt service.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Property Taxes	8,868,251	9,121,325	9,121,325	9,468,141
Excise Tax	17,312	22,309	22,309	23,083
State Replacement Tax	320,004	320,004	320,004	320,004
Iowa State University	15,030	13,076	13,076	13,144
Interest Revenue	25,185	30,000	30,000	30,000
Bond Proceeds	3,321,290	-	4,316,513	-
Total Before Transfers	12,567,072	9,506,714	13,823,227	9,854,372
Transfers:				
General Fund (Airport Terminal)	-	70,979	70,979	70,982
TIF/South Bell	118,076	119,160	109,704	114,841
TIF/ISU Research Park	305,200	305,200	305,200	304,700
Special Assessments	457,082	489,335	489,335	490,869
G.O. Bonds	518,321	-	-	-
Water Utility Fund	427,643	437,179	437,179	440,224
Sewer Utility Fund	386,828	386,249	386,249	387,855
Resource Recovery	166,387	163,688	163,688	165,988
Total Transfers	2,379,537	1,971,790	1,962,334	1,975,459
Total Revenues	14,946,609	11,478,504	15,785,561	11,829,831
Expenses:				
Debt Service:				
G.O. Bond Principal	12,245,000	9,464,945	13,725,000	9,667,780
G.O. Bond Interest	2,277,273	2,333,559	2,314,997	2,307,052
G.O. Bond Costs	17,465	-	12,169	-
Total Expenses	14,539,738	11,798,504	16,052,166	11,974,832
Fund Balance:				
Net Change in Fund	406,871	(320,000)	(266,605)	(145,001)
Beginning Balance	766,738	1,215,439	1,173,609	907,004
Ending Balance	1,173,609	895,439	907,004	762,003

INTERNAL SERVICES – FLEET 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.

	2016/17	2017/18	2017/18	2018/19
	Actual	Adopted	Adjusted	Mgr Rec
Revenues:				
Fleet Maintenance Charges	1,781,192	2,123,531	2,083,088	2,159,014
Maintenance Facility Charges	44,102	57,961	58,386	54,954
Motor Pool Charges	70,417	65,000	65,000	65,000
Miscellaneous Revenue	5,436	-	-	-
Total Revenues	1,901,147	2,246,492	2,206,474	2,278,968
Expenses:				
Internal Services:				
Fleet Administration	452,837	486,112	489,071	508,846
Fleet Maintenance	1,283,242	1,602,857	1,559,034	1,618,613
Fleet Maintenance Facility	88,203	115,923	116,769	109,909
Motor Pool Operations	39,959	41,600	41,600	41,600
Total Expenses	1,864,241	2,246,492	2,206,474	2,278,968
Fund Balance:				
Net Change in Fund	36,906	-	-	-
Beginning Balance	363,244	369,221	400,150	400,150
Ending Balance	400,150	369,221	400,150	400,150

INTERNAL SERVICES – FLEET RESERVE

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.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Fleet Replacement Funds	2,269,253	1,724,495	1,866,822	1,785,860
Sale of Equipment	557,379	200,000	200,000	200,000
Interest Revenue	21,196	60,000	60,000	60,000
Miscellaneous Revenue	10,535	-	-	-
Total Before Transfers	2,858,363	1,984,495	2,126,822	2,045,860
Transfers:				
Road Use Tax	56,913	-	11,947	-
Water Utility Fund	56,913	-	11,947	-
Sewer Utility Fund	56,913	-	11,947	-
Total Transfers	170,739	-	35,841	-
Total Revenues	3,029,102	1,984,495	2,162,663	2,045,860
Expenses:				
Internal Services:				
Fleet Acquisitions	1,685,300	1,038,600	2,654,650	1,168,000
Fleet Disposal	32,834	-	-	-
Total Internal Services	1,718,134	1,038,600	2,654,650	1,168,000
CIP:				
Fleet Facility Improvements	227,654	-	47,788	-
Total Before Transfers	1,945,788	1,038,600	2,702,438	1,168,000
Transfers:				
Electric Utility Fund	361,000	-	-	-
Total Expenses	2,306,788	1,038,600	2,702,438	1,168,000
Fund Balance:				
Net Change in Fund	722,314	945,895	(539,775)	877,860
Beginning Balance	8,397,310	7,776,614	9,119,624	8,579,849
Ending Balance	9,119,624	8,722,509	8,579,849	9,457,709

INTERNAL SERVICES – INFORMATION TECHNOLOGY

Information Technology accounts for all information technology and communication services provided to City departments.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Data Charges	1,549,347	1,573,850	1,585,379	1,602,082
Communications Charges	228,726	240,667	247,195	253,303
Miscellaneous Revenue	10,305	-	-	-
Total Revenues	1,788,378	1,814,517	1,832,574	1,855,385
Expenses:				
Internal Services:				
Data Processing	1,551,609	1,573,850	1,585,379	1,602,082
Phone Operations	236,769	240,667	247,195	253,303
Total Expenses	1,788,378	1,814,517	1,832,574	1,855,385
Fund Balance:				
Net Change in Fund	-	-	-	-
Beginning Balance	147,539	147,539	147,539	147,539
Ending Balance	147,539	147,539	147,539	147,539

INTERNAL SERVICES – TECHNOLOGY RESERVE

This fund accounts for the accumulation of funds for use in the replacement of City of Ames computers and related Information Technology equipment. This fund allows operating departments to accumulate funds to replace Information Technology equipment over the useful life of the equipment.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Technology Replacement Funds	495,261	360,585	444,678	423,984
Interest Revenue	4,169	20,000	20,000	20,000
Miscellaneous Revenue	-	-	-	-
Total Revenues	499,430	380,585	464,678	443,984
Expenses:				
Internal Services:				
Technology Replacement	296,775	413,579	917,240	368,799
IT Technology Replacement	98,204	91,168	414,190	85,772
Phone System	498,325	30,821	100,517	37,529
Total Expenses	893,304	535,568	1,431,947	492,100
Fund Balance:				
Net Change in Fund	(393,874)	(154,983)	(967,269)	(48,116)
Beginning Balance	2,929,577	1,910,960	2,535,703	1,568,434
Ending Balance	2,535,703	1,755,977	1,568,434	1,520,318

INTERNAL SERVICES – SHARED COMMUNICATION SYSTEM

This fund accounts for the communication system that the City shares with Iowa State University, Story County, and the E911 system.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Iowa State University	52,684	61,302	59,428	66,942
Story County	50,773	61,302	59,428	66,942
E911 Board	34,565	39,081	35,591	35,731
Ames Police Department	52,605	61,304	59,428	66,942
Ames Fire Department	2,781	2,781	2,864	2,864
Total Revenues	193,408	225,770	216,739	239,421
Expenses:				
Internal Services:				
Shared Communication System	193,408	225,770	216,739	239,421
Total Expenses	193,408	225,770	216,739	239,421
Fund Balance:				
Net Change in Fund	-	-	-	-
Beginning Balance	-	-	-	-
Ending Balance	-	-	-	-

INTERNAL SERVICES – RISK MANAGEMENT

This fund accounts for payment of insurance premiums for Workers' 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.

	2016/17	2017/18	2017/18	2018/19
	Actual	Adopted	Adjusted	Mgr Rec
Revenues:				
Departmental Charges	2,419,742	2,617,801	2,477,826	2,568,887
Interest Revenue	5,853	6,000	6,000	6,000
Miscellaneous Revenue	1,785	-	-	
Total Revenues	2,427,380	2,623,801	2,483,826	2,574,887
Expenses:				
Internal Services:				
Risk Administration	27,971	149,917	139,306	146,501
Liability Insurance	173,797	279,879	268,496	276,558
Liability Claims	37,996	150,000	150,000	150,000
Automobile Insurance	65,637	69,575	65,712	67,700
Transit Insurance	203,779	216,006	206,255	212,450
Property Insurance	692,605	781,609	706,597	744,843
Professional Liability Insurance	33,313	35,312	35,333	37,455
Police Professional Insurance	33,652	35,671	34,274	35,302
Internal Safety Training	134,054	144,695	135,743	139,815
Workers Compensation	975,468	724,559	703,557	710,500
Total Expenses	2,378,272	2,587,223	2,445,273	2,521,124
Fund Balance:				
Net Change in Fund	49,108	36,578	38,553	53,763
Beginning Balance	1,717,264	1,741,727	1,766,372	1,804,925
Ending Balance	1,766,372	1,778,305	1,804,925	1,858,688
<i>Minimum fund balance target:</i>				
Reserved for deductibles and retained risk				1,000,000
Unreserved fund balance				858,688

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. The reserve for post employment health care benefits reflects the City's liability for funding post employment health care benefits.

	2016/17 Actual	2017/18 Adopted	2017/18 Adjusted	2018/19 Mgr Rec
Revenues:				
Departmental Contributions	7,172,942	7,616,469	7,459,860	7,832,853
Employee Contributions	651,946	704,290	678,024	711,925
Retiree Contributions	349,686	357,388	363,673	381,857
City Assessor Contributions	91,589	96,478	95,253	100,016
COBRA Contributions	18,507	25,000	25,000	25,000
Medicare Supplement	11,018	15,000	8,000	8,200
Stop Loss Recoveries	496,331	-	-	-
Interest Revenue	10,237	20,000	20,000	20,000
Miscellaneous Revenue	111,759	-	-	-
Total Revenues	8,914,015	8,834,625	8,649,810	9,079,851
Expenses:				
Internal Services:				
Health Insurance Administration	30,321	79,886	105,002	109,246
Medical Claims	5,346,296	6,037,196	5,210,097	5,600,854
Dental Claims	364,644	363,547	375,700	390,728
Pharmacy Claims	1,452,654	1,615,914	1,635,398	1,839,823
Other Health Insurance	683,447	800,596	775,526	882,361
Health Promotion Program	239,171	279,027	281,982	290,125
Total Expenses	8,116,533	9,176,166	8,383,705	9,113,137
Fund Balance:				
Net Change in Fund	797,482	(341,541)	266,105	(33,286)
Beginning Balance	3,151,842	3,236,210	3,949,324	4,215,429
Ending Balance	3,949,324	2,894,669	4,215,429	4,182,143

Minimum fund balance target:

Reserve for unsubmitted claims	839,219
Reserve for claims fluctuations	391,570
Reserve for post-employment health care	177,000
Unreserved fund balance	<u>2,774,354</u>