

## Austin Water Utility

### Other Operating Expenses

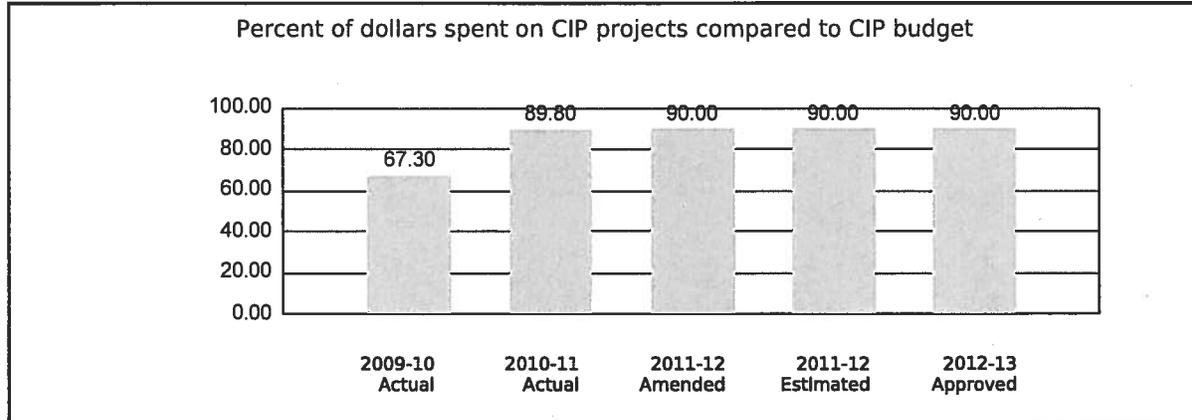
Office of City Auditor	\$ 100,000
Legal Fees	642,000
General Liability Insurance	1,051,000
Bad Debt Expense	1,842,500
Commercial Paper Admin Expense	1,227,000
Utility Bond commission Expense	57,900
Software	353,300
AFD for HazMat	445,000
Purchase water for annexed area	330,000
copier rental	123,000
Private Lateral Grant Program	500,000
Fund positions, ACM, Sust Officer, Admin	202,000
Lobbyists	162,000
Consultant for rate implementation	50,000
Structured Settlement, builder putting in infrastructure	40,000
Other Operating Expenses	174,300
	<u>\$ 7,300,000</u>

# Austin Water Utility Budget Detail by Activity

## Program: Support Services

### Activity: Departmental Support Services

The purpose of the Departmental Support Services activity is to provide administrative and managerial support to the department in order to produce more effective services.



	2009-10 Actual	2010-11 Actual	2011-12 Amended	2011-12 Estimated	2012-13 Approved
<b>Requirements</b>					
Austin Water Utility Fund	16,283,017	15,997,079	16,725,781	17,547,895	19,255,490
Expense Refunds	199,994	252,598	220,000	220,000	235,600
<b>Total Requirements</b>	<b>\$16,483,011</b>	<b>\$16,249,677</b>	<b>\$16,945,781</b>	<b>\$17,767,895</b>	<b>\$19,491,090</b>
<b>Full-Time Equivalents</b>					
Austin Water Utility Fund	156.80	158.10	159.80	159.80	162.30
<b>Total FTEs</b>	<b>156.80</b>	<b>158.10</b>	<b>159.80</b>	<b>159.80</b>	<b>162.30</b>
<b>Performance Measures</b>					
Average Annual Carbon Footprint	New Meas	7,722	8,358	8,369	6,347
Customer service complaint rate	New Meas	0.08	0.20	0.20	0.20
<b><i>Dollar amount of revenues recovered</i></b>	<b><i>2,297,640</i></b>	<b><i>2,616,091</i></b>	<b><i>3,000,000</i></b>	<b><i>3,000,000</i></b>	<b><i>3,000,000</i></b>
Employee Turnover Rate	7.56	4.07	7	7	7
Lost Time Injury Rate Per the Equivalent of 100 Employees	3.01	2.19	1.70	1.70	1.70
<b><i>Percent of dollars spent on CIP projects compared to CIP budget</i></b>	<b><i>67.30</i></b>	<b><i>89.80</i></b>	<b><i>90</i></b>	<b><i>90</i></b>	<b><i>90</i></b>
Sick leave hours used per 1,000 hours	35.67	34.31	35	35	35

#### Services

Office of the Director, Financial Monitoring, Budgeting, Accounting, Purchasing, Human Resources, Facility Expenses, Information Technology Support, Public Information, Vehicle and Equipment Maintenance, Grant Administration, Safety, Customer Service, Inventory Control, Audit/Internal Review, Contract Management

***Bold/Italicized Measure = Key Indicator***