

### **The Denton County Seal:**

Denton County, represented by this seal, was established by the Texas legislature on April 11, 1846, shortly after Texas abandoned its dream of being a Republic and joined the United States. The Town of Flower Mound is located in Denton County, Texas.

## **INTERNAL SERVICE FUNDS**

The Internal Service Funds account for internal functions utilized by all Town departments and divisions, including Information Technology, Facilities Management, and Purchasing and General Services. Each division within the Town is charged according to its actual usage of the services provided by the divisions within the Internal Service Funds, and these funds are fully supported by these internal charges. The Health Insurance Fund, which is supported by employee contributions and internal charges, is also included in this group and consists of the Town's health insurance and related benefit programs for employees.

## Internal Service Funds Summary

### REVENUES

	<b>FY 00-01 ACTUAL</b>	<b>FY 01-02 BUDGET</b>	<b>FY 01-02 PROJECTED</b>	<b>FY 02-03 ADOPTED</b>	<b>% CHANGE PROJECTED TO ADOPTED</b>
<b>Information Technology Services:</b>					
Management Information Systems	\$ 661,570	\$ 844,705	\$ 795,255	\$ 867,662	9.10%
Geographical Information Systems	143,317	168,723	168,717	147,442	-12.61%
<b>Total Information Technology Services</b>	<b>\$ 804,887</b>	<b>\$ 1,013,428</b>	<b>\$ 963,972</b>	<b>\$ 1,015,104</b>	<b>5.30%</b>
<b>Facilities Management Services:</b>					
Facilities Management	\$ 1,620,218	\$ 1,341,969	\$ 1,069,938	\$ 1,336,997	24.96%
<b>Total Facilities Management Services</b>	<b>\$ 1,620,218</b>	<b>\$ 1,341,969</b>	<b>\$ 1,069,938</b>	<b>\$ 1,336,997</b>	<b>24.96%</b>
<b>Purchasing Services:</b>					
Purchasing Services	\$ 146,386	\$ 178,282	\$ 205,588	\$ 193,368	-5.94%
Fleet Services	-	236,772	222,543	274,034	23.14%
<b>Total Purchasing Services</b>	<b>\$ 146,386</b>	<b>\$ 415,054</b>	<b>\$ 428,131</b>	<b>\$ 467,402</b>	<b>9.17%</b>
<b>Health Insurance/Flex Fund</b>					
Health Insurance	\$ -	\$ 3,127,025	\$ 3,395,673	\$ 3,699,205	8.94%
<b>Total Health Insurance Fund</b>	<b>\$ -</b>	<b>\$ 3,127,025</b>	<b>\$ 3,395,673</b>	<b>\$ 3,699,205</b>	<b>8.94%</b>
<b>TOTAL REVENUE</b>	<b>\$ 2,571,491</b>	<b>\$ 5,897,476</b>	<b>\$ 5,857,714</b>	<b>\$ 6,518,708</b>	<b>11.28%</b>

## Internal Service Funds Summary

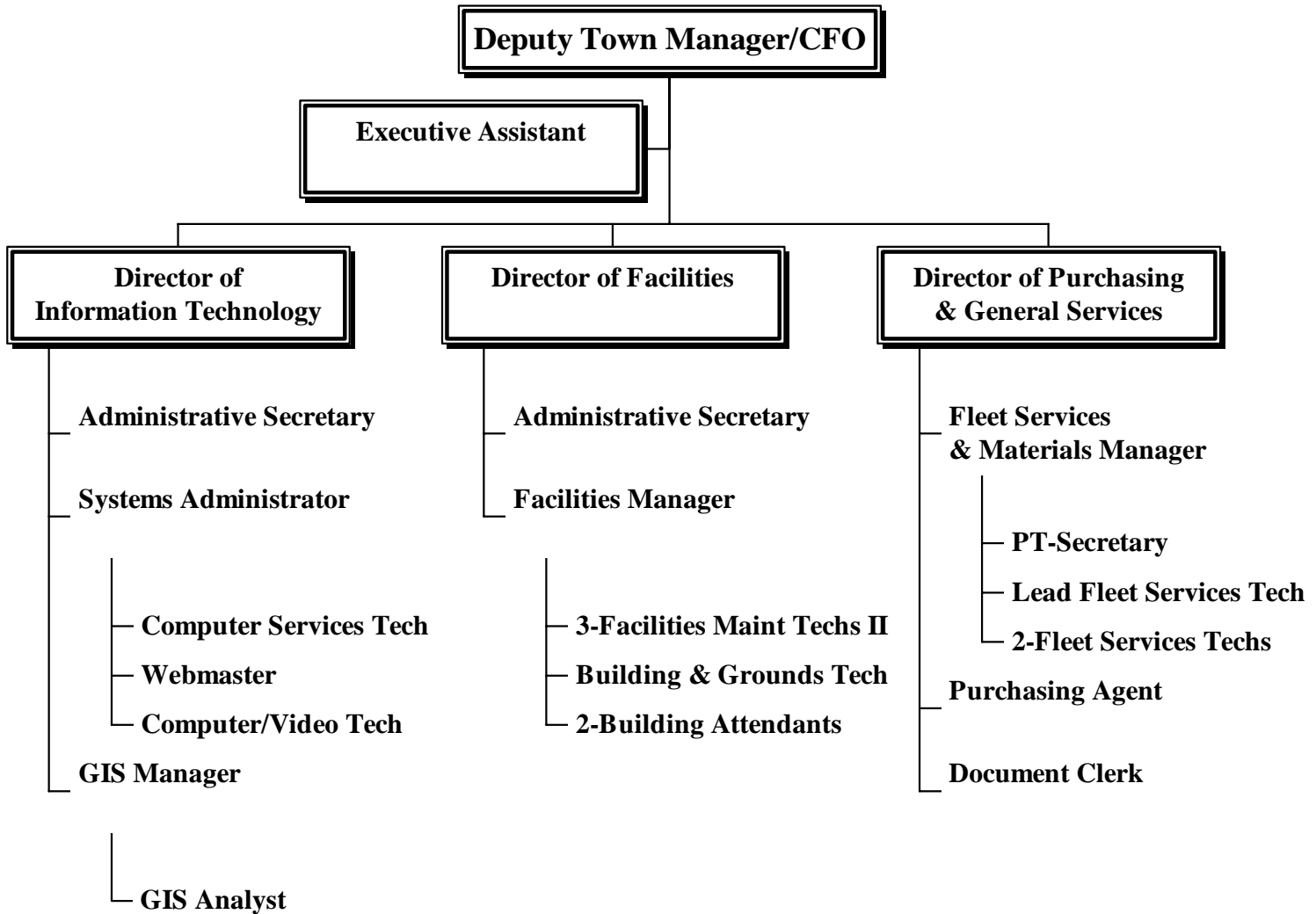
### EXPENDITURES

	FY 00-01 ACTUAL	FY 01-02 BUDGET	FY 01-02 PROJECTED	FY 02-03 ADOPTED	% CHANGE PROJECTED TO ADOPTED
<b>Information Technology Services:</b>					
Management Information Systems	\$ 671,213	\$ 844,705	\$ 785,611	\$ 867,662	10.44%
Geographical Information Systems	143,317	168,723	168,717	147,442	-12.61%
<b>Total Information Technology Services</b>	<b>\$ 814,530</b>	<b>\$ 1,013,428</b>	<b>\$ 954,328</b>	<b>\$ 1,015,104</b>	<b>6.37%</b>
<b>Facilities Management Services:</b>					
Facilities Management	\$ 1,436,240	\$ 1,341,969	\$ 1,253,916	\$ 1,336,997	6.63%
<b>Total Facilities Management Services</b>	<b>\$ 1,436,240</b>	<b>\$ 1,341,969</b>	<b>\$ 1,253,916</b>	<b>\$ 1,336,997</b>	<b>6.63%</b>
<b>Purchasing Services:</b>					
Purchasing Services	\$ 158,930	\$ 178,282	\$ 193,043	\$ 193,368	0.17%
Fleet Services	-	236,772	222,543	274,034	23.14%
<b>Total Purchasing Services</b>	<b>\$ 158,930</b>	<b>\$ 415,054</b>	<b>\$ 415,586</b>	<b>\$ 467,402</b>	<b>12.47%</b>
<b>Health Insurance/Flex Fund</b>					
Health Insurance	\$ -	\$ 3,127,025	\$ 3,082,350	\$ 3,699,205	20.01%
<b>Total Health Insurance Fund</b>	<b>\$ -</b>	<b>\$ 3,127,025</b>	<b>\$ 3,082,350</b>	<b>\$ 3,699,205</b>	<b>20.01%</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,409,700</b>	<b>\$ 5,897,476</b>	<b>\$ 5,706,180</b>	<b>\$ 6,518,708</b>	<b>14.24%</b>
<b>NET CHANGE</b>	<b>\$ 161,791</b>	<b>\$ -</b>	<b>\$ 151,534</b>	<b>\$ -</b>	



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# INTERNAL SERVICES



<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Information Technology</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Information Technology/MIS</b>
<b>FUNCTION:</b>	<b>General Government</b>

### DESCRIPTION

The mission of the Information Technology Division is to provide computers, systems, software and telecommunication services in support of the Town's mission while adhering to high standards of ethics, performance, and financial responsibility.

### TOPPS

1. Implement year two of developing planimetric and storm water/utility data.
2. Enhance the Town of Flower Mound web-site.
3. Incorporate water meter locations data into GIS database.
4. Design and implement an intranet website providing information to Town employees.
5. Conduct three training classes on MS Powerpoint at intermediate level.
6. Develop and implement a network maintenance schedule.
7. Revise IT Policies and Procedures to include data storage structure.
8. Conduct three training classes on file storage management and structure.
9. Design, produce and edit a video of Town Facilities for new employees.
10. Track and inventory unauthorized or unknown email access.
11. Implement a Fleet Management Information System in order to begin development of vehicle/equipment life cycle costs and usage analysis.

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<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Information Technology</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Information Technology/MIS</b>
<b>FUNCTION:</b>	<b>General Government</b>

**EXPENDITURE SUMMARY**

OBJECT CATEGORIES	FY 2000-2001 ACTUAL EXPENSES	FY 2001-2002 MODIFIED BUDGET	FY 2001-2002 PROJECTED EXPENSES	FY 2002-2003 ADOPTED BUDGET	FY 2003-2004 PROJECTED BUDGET	FY 2004-2005 PROJECTED BUDGET
Personnel Services	\$ 332,807	\$ 322,622	\$ 303,632	\$ 364,619	\$ 382,576	\$ 397,879
Supplies & Materials	22,698	17,815	14,331	26,777	27,848	28,962
Maintenance of Buildings, Structures Land & Improvements	-	-	-	-	-	-
Maintenance of Equipment & Machinery	-	879	(78)	500	520	541
Contractual Services	308,572	464,178	467,727	475,764	462,555	481,057
Capital Outlay	7,131	-	-	-	-	-
Internal Services	-	39,211	-	-	-	-
<b>TOTAL</b>	<b>\$ 671,208</b>	<b>\$ 844,705</b>	<b>\$ 785,612</b>	<b>\$ 867,660</b>	<b>\$ 873,499</b>	<b>\$ 908,439</b>

**DECISION PACKAGE REQUESTS**

TITLE	AMOUNT
Webmaster - Town's Internet and Intranet	\$ 47,721
<b>TOTAL</b>	<b>\$ 47,721</b>

**PERSONNEL SUMMARY**

	FY 2000-2001 ACTUAL	FY 2001-2002 MODIFIED	FY 2001-2002 PROJECTED	FY 2002-2003 ADOPTED	FY 2003-2004 PROJECTED	FY 2004-2005 PROJECTED
Exempt	2.00	2.00	2.00	2.00	2.00	2.00
Non-Exempt	3.00	3.00	3.00	4.00	5.00	5.00
Public Safety	-	-	-	-	-	-
Part-Time/Seasonal	0.50	0.50	0.50	-	-	-
<b>TOTAL</b>	<b>5.50</b>	<b>5.50</b>	<b>5.50</b>	<b>6.00</b>	<b>7.00</b>	<b>7.00</b>

<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Information Technology</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Information Technology/GIS</b>
<b>FUNCTION:</b>	<b>General Government</b>

### DESCRIPTION

The mission of the Information Technology Division is to provide computers, systems, software and telecommunication services in support of the Town's mission, while adhering to high standards of ethics, performance, and financial responsibility.

### TOPPS

1. Enhance the Town of Flower Mound web-site.
2. Implement year two of planimetric and storm water/utility data.
3. Implement year two of GPS program and incorporate water meter locations data into GIS database.
4. Design, produce, and edit video about the location of Town facilities for new employees.
5. Revise IT Policies and Procedures to include data storage structure.
6. Conduct three training classes on MS PowerPoint at intermediate level.
7. Develop and implement a network maintenance schedule.
8. Design and implement an intranet website providing information to Town employees.
9. Track and inventory unauthorized or unknown email access.
10. Implement a Fleet Information System to begin development of life cycle costs and usage.
11. Update and expand the 5-year IT Plan to address and plan improvements.

<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Information Technology</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Information Technology/GIS</b>
<b>FUNCTION:</b>	<b>General Government</b>

**EXPENDITURE SUMMARY**

OBJECT CATEGORIES	FY 2000-2001 ACTUAL EXPENSES	FY 2001-2002 MODIFIED BUDGET	FY 2001-2002 PROJECTED EXPENSES	FY 2002-2003 ADOPTED BUDGET	FY 2003-2004 PROJECTED BUDGET	FY 2004-2005 PROJECTED BUDGET
Personnel Services	\$ 103,726	\$ 115,124	\$ 115,124	\$ 122,334	\$ 127,227	\$ 132,316
Supplies & Materials	3,510	13,734	13,728	6,988	7,268	7,558
Maintenance of Buildings, Structures Land & Improvements	-	-	-	-	-	-
Maintenance of Equipment & Machinery	-	-	-	-	-	-
Contractual Services	27,919	32,365	32,365	18,122	18,847	19,601
Capital Outlay	8,163	-	-	-	-	-
Internal Services	-	7,500	7,500	-	-	-
<b>TOTAL</b>	<b>\$ 143,318</b>	<b>\$ 168,723</b>	<b>\$ 168,717</b>	<b>\$ 147,444</b>	<b>\$ 153,342</b>	<b>\$ 159,475</b>

**DECISION PACKAGE REQUESTS**

(No Decision Packages are included for this department/division)

**PERSONNEL SUMMARY**

	FY 2000-2001 ACTUAL	FY 2001-2002 MODIFIED	FY 2001-2002 PROJECTED	FY 2002-2003 ADOPTED	FY 2003-2004 PROJECTED	FY 2004-2005 PROJECTED
Exempt	1.00	1.00	1.00	1.00	1.00	1.00
Non-Exempt	1.00	1.00	1.00	1.00	1.00	1.00
Public Safety	-	-	-	-	-	-
Part-Time/Seasonal	-	-	-	-	0.50	0.50
<b>TOTAL</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.50</b>	<b>2.50</b>

<b>FUND:</b>	<b>Internal Service Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Facilities Management Services</b>
<b>FUNCTION:</b>	<b>General Government</b>

### DESCRIPTION

The goal of Facilities Management shall be to operate a comprehensive and versatile time-phased program that will maintain or improve the value and optimize the life cycles of equipment, facilities and grounds in a safe, reliable and attractive condition. The Town's approach is to reduce costs while assuring that quality, reliability, performance and other critical factors will meet or exceed our customers' expectations.

### TOPPS

1. Develop and implement a computerized preventative maintenance program for Town facilities.
2. Develop and implement a computerized inventory control program.
3. Develop a new component for the Energy Reduction Program reducing water utility expenses.
4. Implement Energy Reduction Program by installing 50% of "zero cost" and "low cost" items.
5. Fifty percent of staff is to attend a CPR class.
6. Conduct semi-annual safety training with 80% staff participation.
7. Utilize VIP program to provide support to the division.
8. Fifty percent of staff shall complete an annual training session on computer software.
9. Develop and implement a technical reference manual for maintenance technicians.
10. Two staff members to complete year one of a five-year customer service training program.

<b>FUND:</b>	<b>Internal Service Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Facilities Management Services</b>
<b>FUNCTION:</b>	<b>General Government</b>

**EXPENDITURE SUMMARY**

OBJECT CATEGORIES	FY 2000-2001 ACTUAL EXPENSES	FY 2001-2002 MODIFIED BUDGET	FY 2001-2002 PROJECTED EXPENSES	FY 2002-2003 ADOPTED BUDGET	FY 2003-2004 PROJECTED BUDGET	FY 2004-2005 PROJECTED BUDGET
Personnel Services	\$ 455,223	\$ 471,181	\$ 499,855	\$ 503,320	\$ 523,452	\$ 544,390
Supplies & Materials	56,620	54,576	56,576	57,376	59,671	62,058
Maintenance of Buildings, Structures Land & Improvements	108,615	131,578	114,578	177,118	119,161	123,928
Maintenance of Equipment & Machinery	28,052	27,550	28,550	34,550	35,932	37,369
Contractual Services	764,151	577,361	493,567	564,633	585,658	609,084
Capital Outlay	23,579	16,997	60,790	-	-	-
Internal Services	-	62,726	-	-	-	-
<b>TOTAL</b>	<b>\$ 1,436,240</b>	<b>\$ 1,341,969</b>	<b>\$ 1,253,916</b>	<b>\$ 1,336,997</b>	<b>\$ 1,323,874</b>	<b>\$ 1,376,829</b>

**DECISION PACKAGE REQUESTS**

TITLE	AMOUNT
Facilities Projects/Renovations	29,400
Energy Reduction Management Program	38,300
<b>TOTAL</b>	<b>\$ 67,700</b>

**PERSONNEL SUMMARY**

	FY 2000-2001 ACTUAL	FY 2001-2002 MODIFIED	FY 2001-2002 PROJECTED	FY 2002-2003 ADOPTED	FY 2003-2004 PROJECTED	FY 2004-2005 PROJECTED
Exempt	2.00	2.00	2.00	2.00	2.00	2.00
Non-Exempt	8.00	8.00	8.00	7.00	11.00	11.00
Public Safety	-	-	-	-	-	-
Part-Time/Seasonal	-	-	-	-	-	-
<b>TOTAL</b>	<b>10.00</b>	<b>10.00</b>	<b>10.00</b>	<b>9.00</b>	<b>13.00</b>	<b>13.00</b>

<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Purchasing and General Services</b>
<b>FUNCTION:</b>	<b>General Government</b>

**DESCRIPTION**

The Purchasing and General Services Division provides timely service and acquisition of supplies, equipment and services for all administrative and operating functions of the Town by using the optimal balance of cost, quantity, quality and utility, and doing so within all applicable legal constraints.

**TOPPS**

1. Establish and train staff to perform electronic purchase requisition data entry through InVision.
2. Conduct basic and intermediate level in-house purchasing training session.
3. Create an internal audit process to verify invoice accuracy of items purchased on term agreements.
4. Bill departments for copies made based on consumption, rather than a template-based approach.
5. Increase term agreements by adding items to existing agreements and/or creating new agreements.
6. Purchasing Services will attend other departmental staff meetings to enhance customer service.

**EXPENDITURE SUMMARY**

OBJECT CATEGORIES	FY 2000-2001	FY 2001-2002	FY 2001-2002	FY 2002-2003	FY 2003-2004	FY 2004-2005
	ACTUAL EXPENSES	MODIFIED BUDGET	PROJECTED EXPENSES	ADOPTED BUDGET	PROJECTED BUDGET	PROJECTED BUDGET
Personnel Services	\$ 144,514	\$ 162,982	\$ 180,493	\$ 181,089	\$ 188,332	\$ 195,865
Supplies & Materials	3,601	2,702	2,152	2,846	2,960	3,078
Maintenance of Buildings, Structures Land & Improvements	-	-	-	-	-	-
Maintenance of Equipment & Machinery	2,170	2,893	2,711	650	676	703
Contractual Services	6,819	6,955	7,687	8,783	9,134	9,500
Capital Outlay	1,826	-	-	-	-	-
Internal Services	-	2,750	-	-	-	-
<b>TOTAL</b>	<b>\$ 158,930</b>	<b>\$ 178,282</b>	<b>\$ 193,043</b>	<b>\$ 193,368</b>	<b>\$ 201,102</b>	<b>\$ 209,146</b>

<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Purchasing and General Services</b>
<b>FUNCTION:</b>	<b>General Government</b>

**DECISION PACKAGE REQUESTS**

(No Decision Package Requests are included for this department/division.)

**PERSONNEL SUMMARY**

	<b>FY 2000-2001</b>	<b>FY 2001-2002</b>	<b>FY 2001-2002</b>	<b>FY 2002-2003</b>	<b>FY 2003-2004</b>	<b>FY 2004-2005</b>
	<b>ACTUAL</b>	<b>MODIFIED</b>	<b>PROJECTED</b>	<b>ADOPTED</b>	<b>PROJECTED</b>	<b>PROJECTED</b>
Exempt	1.00	1.00	2.00	2.00	2.00	2.00
Non-Exempt	2.00	2.00	1.00	1.00	2.00	3.00
Public Safety	-	-	-	-	-	-
Part-Time/Seasonal	-	-	-	-	-	-
<b>TOTAL</b>	<b>3.00</b>	<b>3.00</b>	<b>3.00</b>	<b>3.00</b>	<b>4.00</b>	<b>5.00</b>

<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Fleet Services</b>
<b>FUNCTION:</b>	<b>General Government</b>

**DESCRIPTION**

Fleet Services is in its second year of development and will provide service and maintenance for the Town's fleet, including vehicle and/or equipment acquisition and disposal.

**TOPPS**

1. Continue to develop Fleet Services by implementing a management information system, and developing: a preventive maintenance program; a materials inventory system; and an ASE (Automotive Service Excellence) certification training program for fleet technicians.
2. Improve the disposal process of obsolete vehicle/equipment by participation in on-line auctions.
3. Conduct in-house fleet training regarding the Town's preventive maintenance philosophy.
4. Fleet Services will develop a Fleet Coordinators Group to enhance customer service.

**EXPENDITURE SUMMARY**

OBJECT CATEGORIES	FY 2000-2001 ACTUAL EXPENSES	FY 2001-2002 MODIFIED BUDGET	FY 2001-2002 PROJECTED EXPENSES	FY 2002-2003 ADOPTED BUDGET	FY 2003-2004 PROJECTED BUDGET	FY 2004-2005 PROJECTED BUDGET
Personnel Services	\$ -	\$ 186,652	\$ 186,652	\$ 233,419	\$ 261,944	\$ 272,423
Supplies & Materials	-	26,105	29,305	23,700	24,648	25,633
Maintenance of Buildings, Structures Land & Improvements	-	3,200	-	-	-	-
Maintenance of Equipment & Machinery	-	2,500	2,500	6,000	6,240	6,489
Contractual Services	-	6,205	6,205	10,915	11,351	11,806
Capital Outlay	-	2,897	2,897	-	-	-
Internal Services	-	9,213	9,213	-	-	-
<b>TOTAL</b>	<b>\$ -</b>	<b>\$ 236,772</b>	<b>\$ 236,772</b>	<b>\$ 274,034</b>	<b>\$ 304,183</b>	<b>\$ 316,351</b>

<b>FUND:</b>	<b>Internal Services Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Fleet Services</b>
<b>FUNCTION:</b>	<b>General Government</b>

**DECISION PACKAGE REQUESTS**

TITLE	AMOUNT
Phase II of Fleet Maintenance Program (TOPPS)	\$ 28,517
<b>TOTAL</b>	<b>\$ 28,517</b>

**PERSONNEL SUMMARY**

	FY 2000-2001 ACTUAL	FY 2001-2002 MODIFIED	FY 2001-2002 PROJECTED	FY 2002-2003 ADOPTED	FY 2003-2004 PROJECTED	FY 2004-2005 PROJECTED
Exempt	-	-	1.00	1.00	1.00	1.00
Non-Exempt	-	-	3.00	3.00	6.00	8.00
Public Safety	-	-	-	-	-	-
Part-Time/Seasonal	-	-	-	0.50	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>4.00</b>	<b>4.50</b>	<b>7.00</b>	<b>9.00</b>

<b>FUND:</b>	<b>Internal Service/Health Fund</b>
<b>DEPARTMENT:</b>	<b>Internal Services</b>
<b>DIVISION/SUBDIVISION:</b>	<b>Health Insurance</b>
<b>FUNCTION:</b>	<b>General Government</b>

**DESCRIPTION**

The Health Fund is to account for the Town's health insurance program and flexible benefit accounts for medical and childcare costs.

**TOPPS**

(No TOPPS Objectives were included for this division/subdivision).

**EXPENDITURE SUMMARY**

OBJECT CATEGORIES	FY 2000-2001 ACTUAL EXPENSES	FY 2001-2002 MODIFIED BUDGET	FY 2001-2002 PROJECTED EXPENSES	FY 2002-2003 ADOPTED BUDGET	FY 2003-2004 PROJECTED BUDGET	FY 2004-2005 PROJECTED BUDGET
Personnel Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplies & Materials	-	-	-	-	-	-
Maintenance of Buildings, Structures Land & Improvements	-	-	-	-	-	-
Maintenance of Equipment & Machinery	-	-	-	-	-	-
Contractual Services	-	3,127,025	3,082,350	3,699,205	3,847,173	4,001,060
Capital Outlay	-	-	-	-	-	-
Internal Services	-	-	-	-	-	-
<b>TOTAL</b>	<b>\$ -</b>	<b>\$ 3,127,025</b>	<b>\$ 3,082,350</b>	<b>\$ 3,699,205</b>	<b>\$ 3,847,173</b>	<b>\$ 4,001,060</b>

**DECISION PACKAGE REQUESTS**

(No Decision Package Requests were included for this department/division)

**PERSONNEL SUMMARY**

(No personnel are included for this division/subdivision)