



2019 Budget Workshop #1

CITY OF NAPERVILLE – OCTOBER 29, 2018

Workshops Overview

- Goals-oriented presentation
- Four ends policies
 - Metrics, key initiatives and expenses/revenues in each
- Summary of major funds and impacts
- Discussion of alignment with financial principles



*To **provide services** that ensure a **high quality** of life for our residents and a **dynamic environment** for our business community through **collaboration, innovation,** and **sound fiscal management.***

CITY OF NAPERVILLE MISSION STATEMENT

We are a city people want to live in, work in, and explore



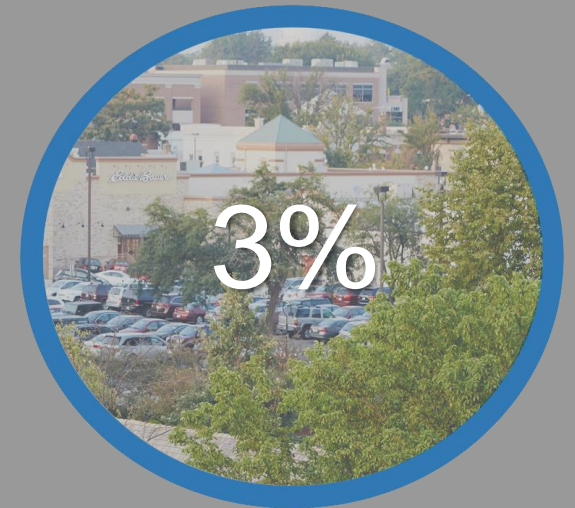
Average home value;
Up \$16K from last year



Residents at 2018
Special Census



Median household
income



Unemployment rate;
below state average

Continued post-recession recovery and growth

Budget Priority Guidance

Service Levels

- Requests should link to ends policies and have data support



Included in budget recommendation

Property Taxes

- Maintain a flat property tax rate and leverage EAV growth



Included in budget recommendation

Debt Reduction

- Open to re-evaluating debt reduction goal



Not included in budget recommendation

Reserve Levels

- No flexibility in reserves until FAB provides policy guidance



Not included in budget recommendation

2019 Proposed Budget



**\$1.9 MILLION
INCREASE**



**\$7.5 MILLION
INCREASE**



**\$2.4 MILLION
INCREASE**



**\$2.0 MILLION
DECREASE**



Naperville will deliver highly responsive emergency services to provide for a safe community



Related City Goals

- In order to maintain response times and reduce ongoing costs of service delivery, the City will evaluate fire station coverage areas and potential consolidation.
 - *Modification underway – focus on Fire power shifting program*
- In order to reduce recidivism among the mental health community, the Police Department will certify 20% of officers and designated staff in Crisis Intervention Training (CIT) and the Fire Department will provide basic CIT to 90% of all members by 2019.
- In order to reduce recidivism among the mental health community, the CIT will provide follow-up care to at least 75% of identified individuals within 30 days.



FIRE CALL VOLUME AND RESPONSE

CALL RESPONSE WITHIN 6 MINUTES

2016	2017	2018
86.8%	86.1%	85.7%

Performance Indicators

Fire Call Volume

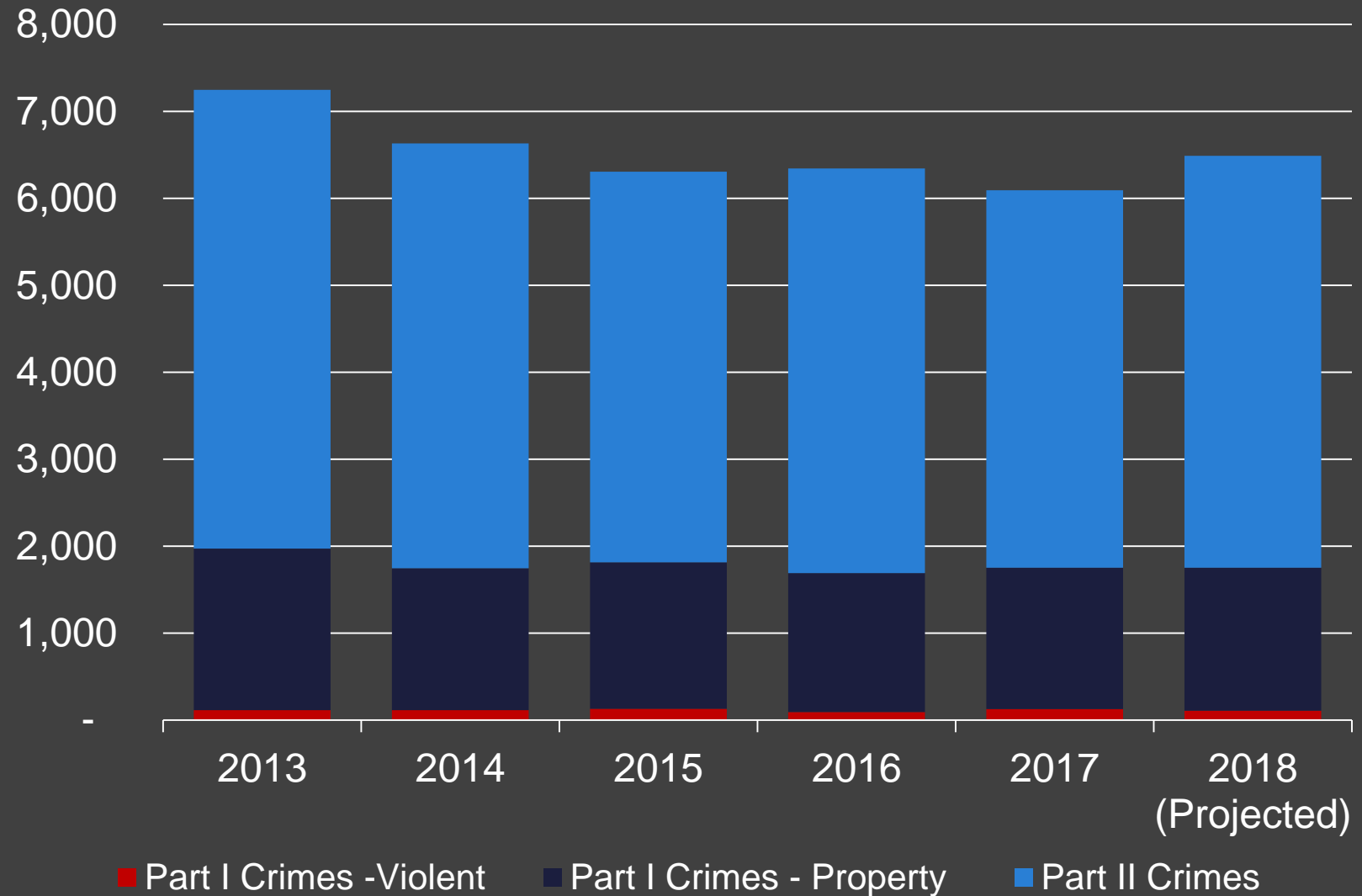




Public
Safety

Performance Indicators

CRIME STATISTICS

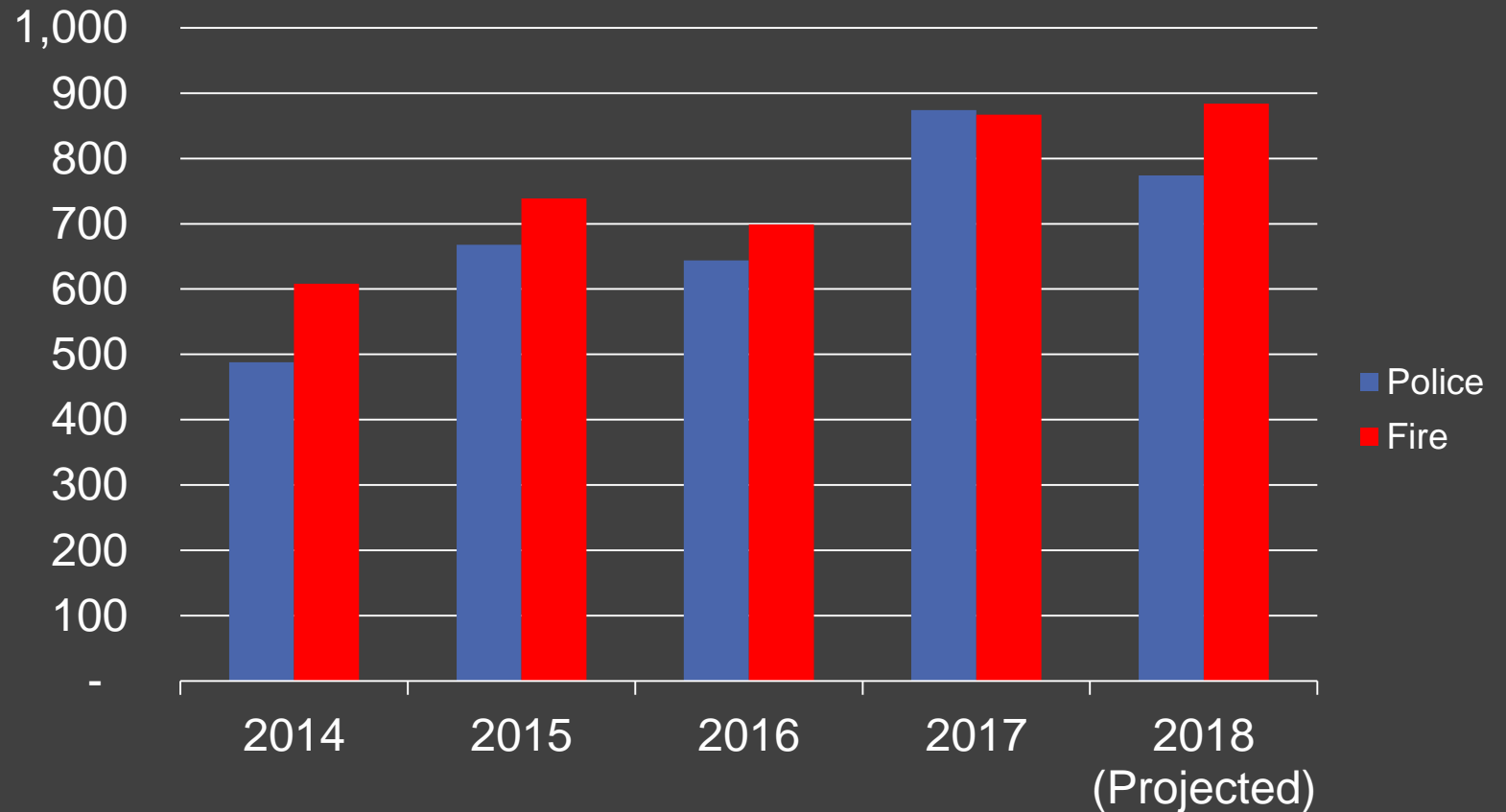




Public
Safety

Performance Indicators

MENTAL HEALTH CALLS



**Police CIT
Trained**

59

**Mental Health
Follow-Up**

100%

**Fire CIT
Trained**

6



2019 ***Key Initiatives***

- **Certify 50 Investigations Personnel**
 - Juvenile officers
 - Victim centered trauma sexual assault investigators
- **Community Risk Reduction Initiatives**
- **Increase Crisis Negotiators on each Shift**
 - Assist with mental health/suicidal calls
- **Fire Power Shift Staffing Model**
 - Optimize personnel utilization at peak call times
 - Ability to staff two additional ambulances

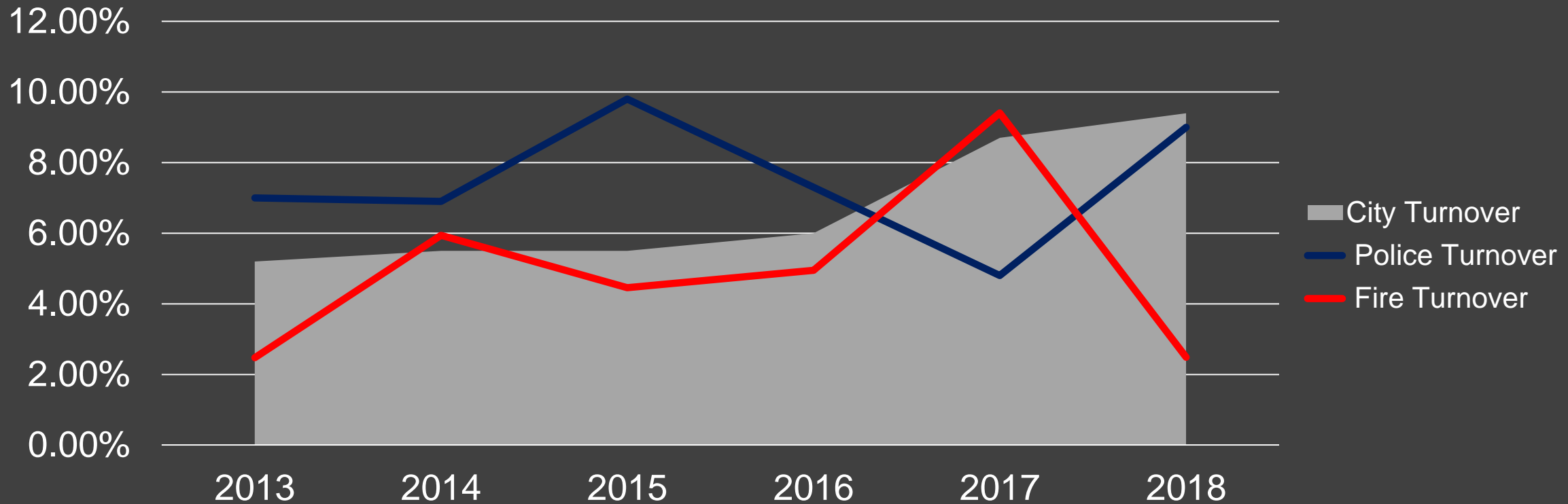


2019 Expenditures

TECHNOLOGY

- Administrative Hearing Implementation: \$95K
- New/Upgraded Software & Hardware: \$269K
 - Driver's license scanning, cell phone opening, crime analytics, emergency response planning software
 - Docking stations, license plate reader equipment, WatchGuard equipment
- New Deputy Director Position: \$147K
 - Includes salary and benefits
 - Records, communication, crime analysis, and technology operations management

Historical Turnover %



Personnel Transitions

- Police - 1 year training for new officer: Pre-academy, academy & field training
- Fire - 8 weeks basic training for new firefighter



2019 Expenditures

TECHNOLOGY

- Public Safety Communication
 - NextGen 911 Upgrade: \$500K
 - Radio Communications System: \$1M
 - Upgrade Radio Tech Position: \$45K
 - Includes salary and benefits
- New IT Functional Project Manager: \$129K
 - Includes salary and benefits
 - Deliver technical implementation of IT initiatives



2019 *Expenditures*

OPERATIONS

- Advanced Safety Gear and Training: \$78K
- Modify former HHW Facility: \$48K
 - Training classrooms, equipment, storage
- Vehicle Replacement
 - *Fire: \$1.64M*
 - Annual ambulance replacement: \$310K
 - Ladder truck replacement: \$1.3M
 - *Police: \$444K*
 - 13 units replaced, same as 2018

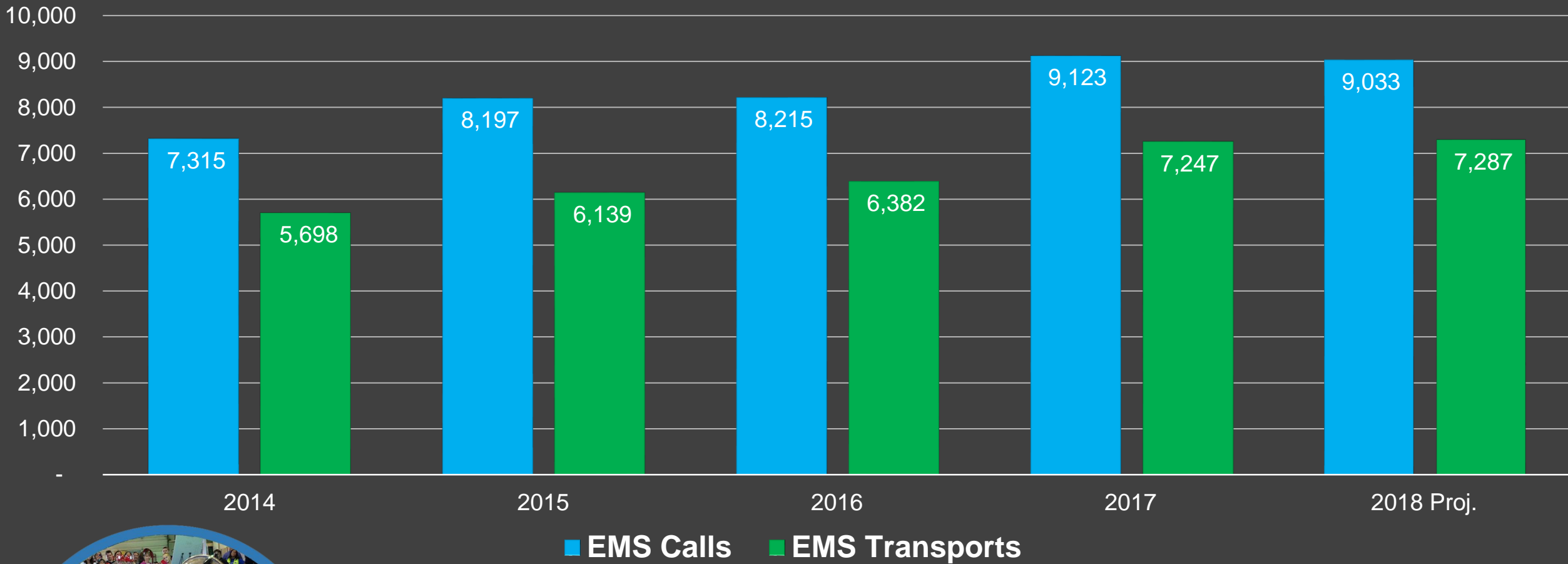


2019 Revenues

GRANTS & INTERGOVERNMENTAL AGREEMENTS

- Emergency Preparedness Training: \$200K
 - \$1.3 million FEMA grant in conjunction with Aurora
 - \$200K of revenues for overtime expenses
- SAFER Grants: \$330K in 2019
 - Maintain existing firefighter staffing levels
 - \$944K total over 3 years

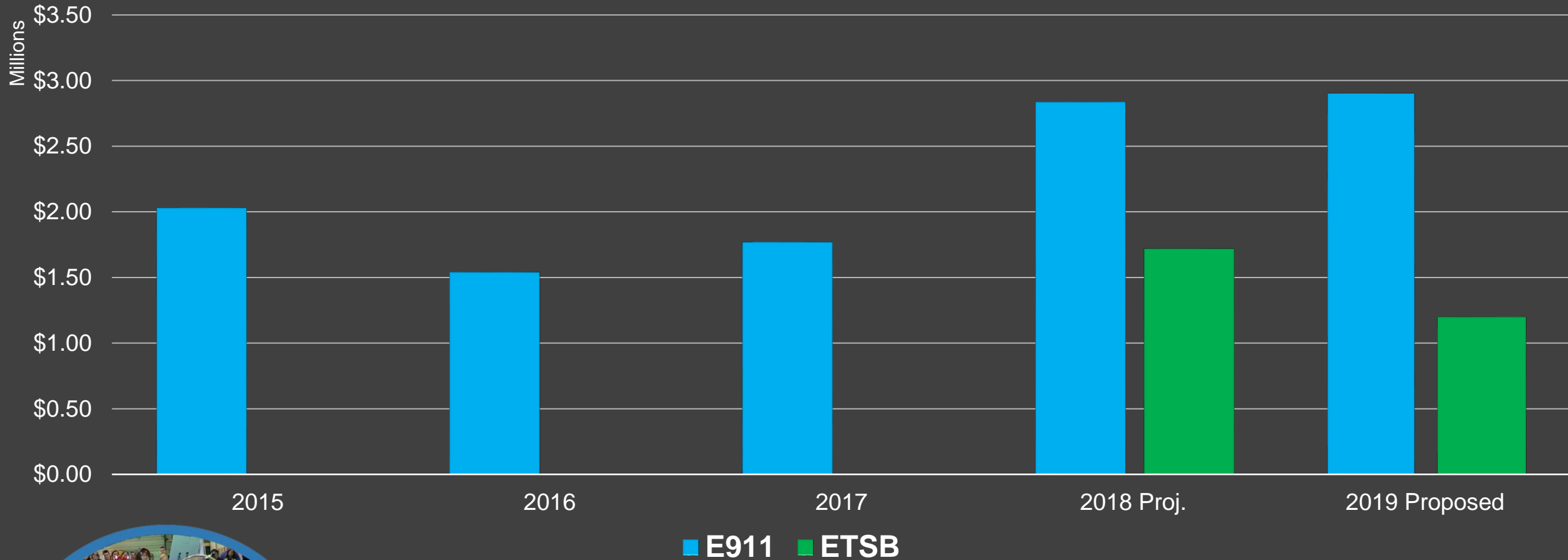
Annual EMS Calls



Ambulance Billing Fee

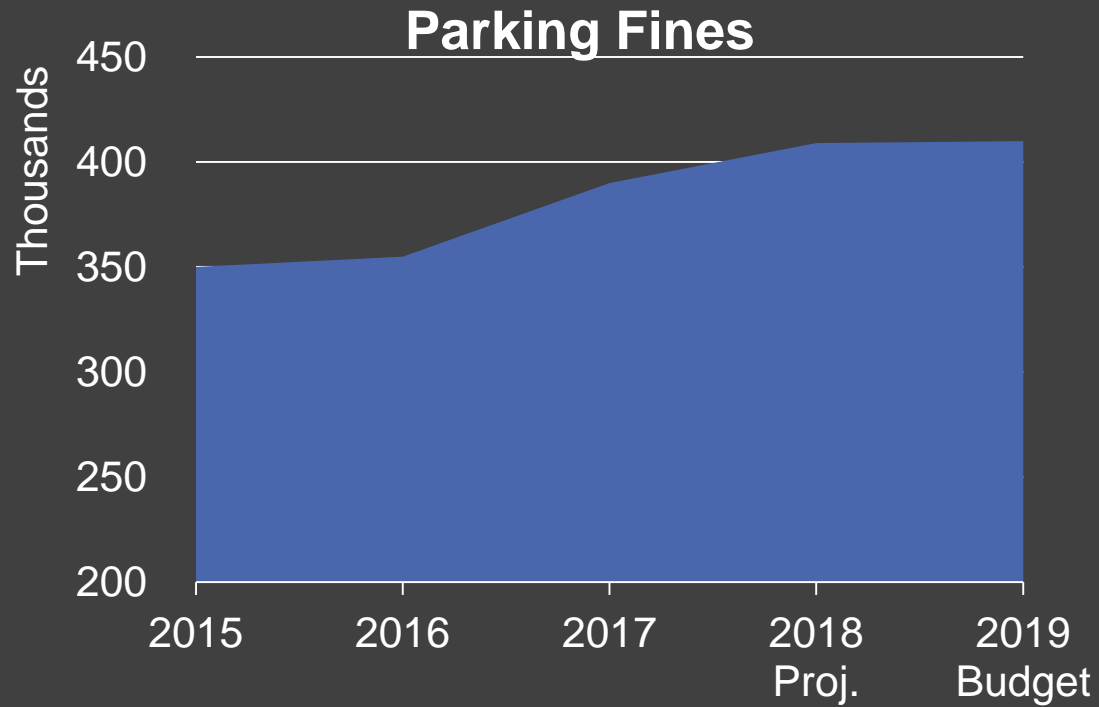
- 2018 budget: \$4.5M
- 2018 projection: \$4.63M
- 2019 Proposed: \$4.6M
- Increase of \$100K, or 2.2%

E911 Surcharge & ETSB Funds

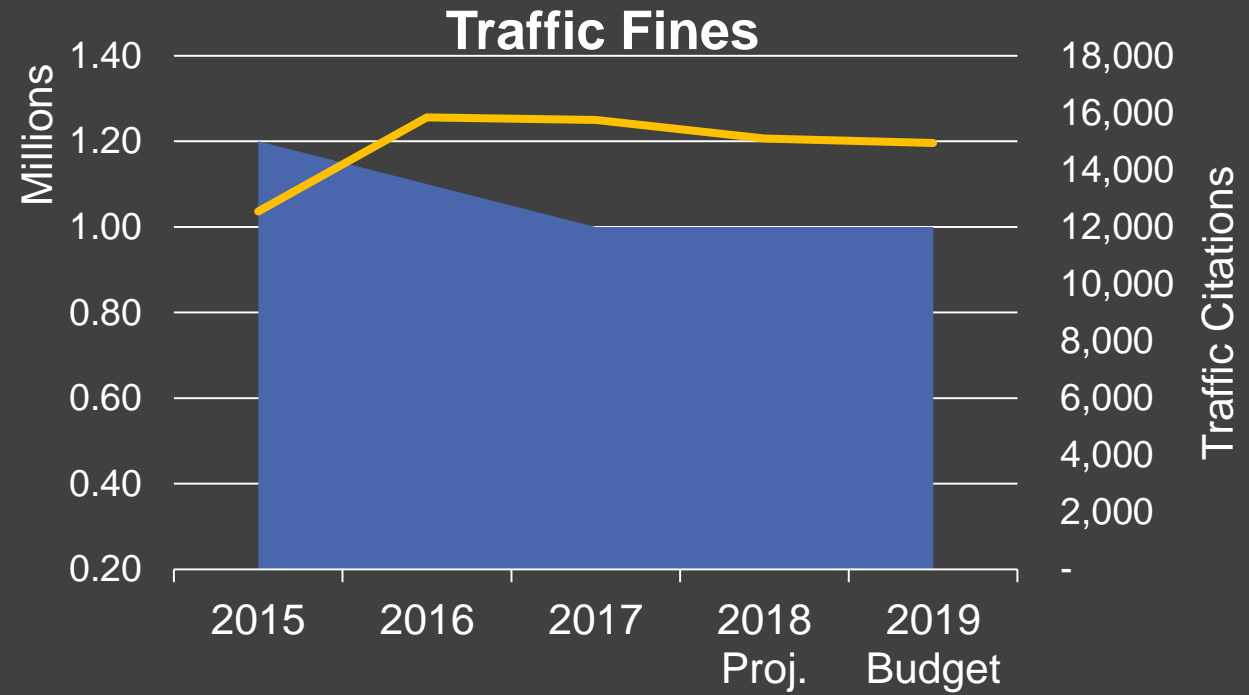


E911 Surcharge & ETSB Funds

- Charge on landline, wireless phone service to support Dispatch operations
- E911: all funds transfer to General Fund to support PD Communications costs
- ETSB: pass-through funds collected on behalf of Aurora and North Aurora



- 2018 Projected \$409K
- 2019 Budgeted \$410K
- Fines vary based on violation



- 2018 Projected \$1.03M
- 2019 Budgeted \$1.00M
- Recognizing continued decline in revenue
- Processed and distributed by the county



**Public
Safety**

Fines and Fees for Public Safety



High
Performing
Gov't

Naperville will provide reliable, efficient, and high-quality services



Related City Goals

- In order to increase customer convenience, the City will provide or enhance the following online services by the end of 2019:
 - Electronic payment options
 - Building permits/inspections
 - Service requests
 - Registrations/licenses
- In order to increase citizen engagement and transparency, the City will increase the number of datasets released to the open data portal by 15 datasets annually.
- In order to maximize the value of the City's existing investment in communications infrastructure, the City will establish strategic policies for the use, potential lease, trade and sale of fiber assets.



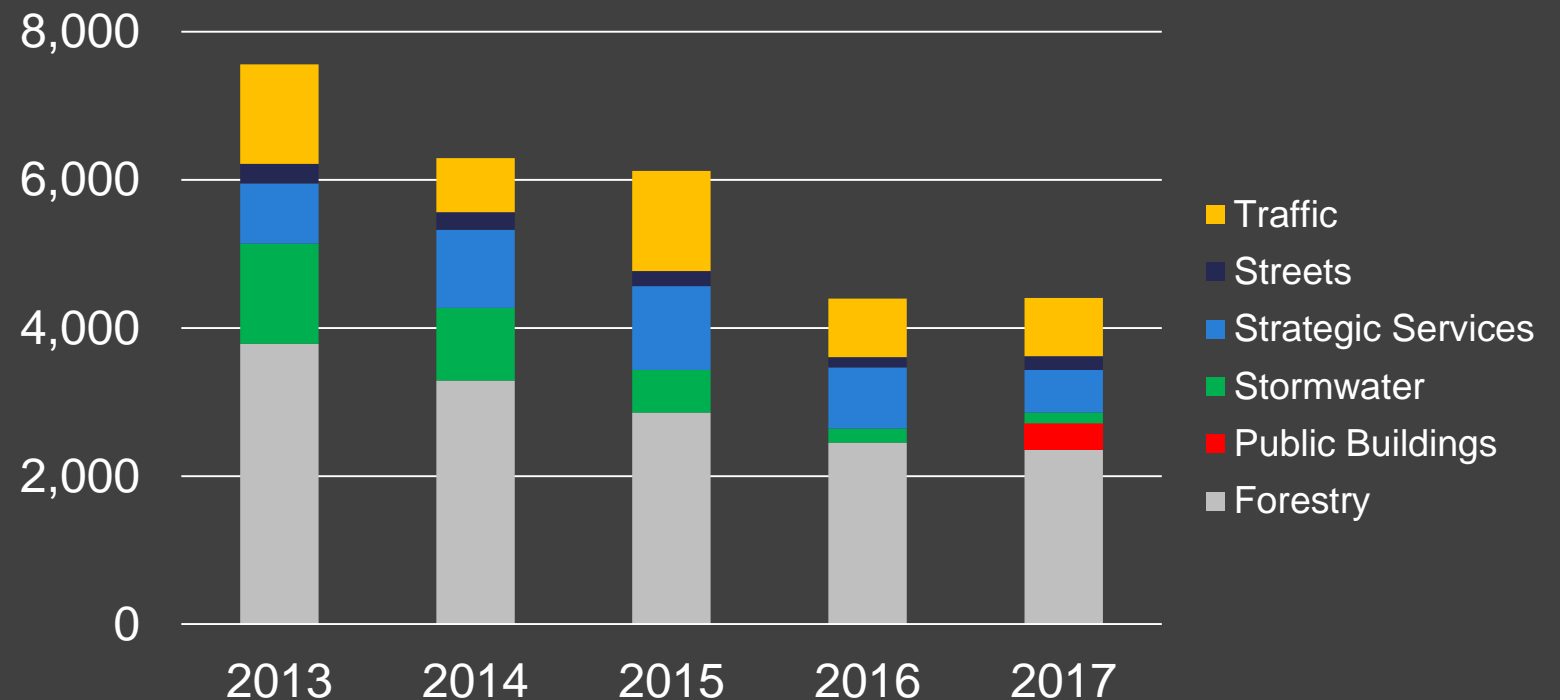
High
Performing
Gov't

2019 Expenditures

TECHNOLOGY

- ERP and Cityworks: \$723K
- Development of community portal for ERP: \$60K
- New Business Systems Analyst: \$120K
- New 1.5 GIS Technicians: \$139K

DPW Work Orders





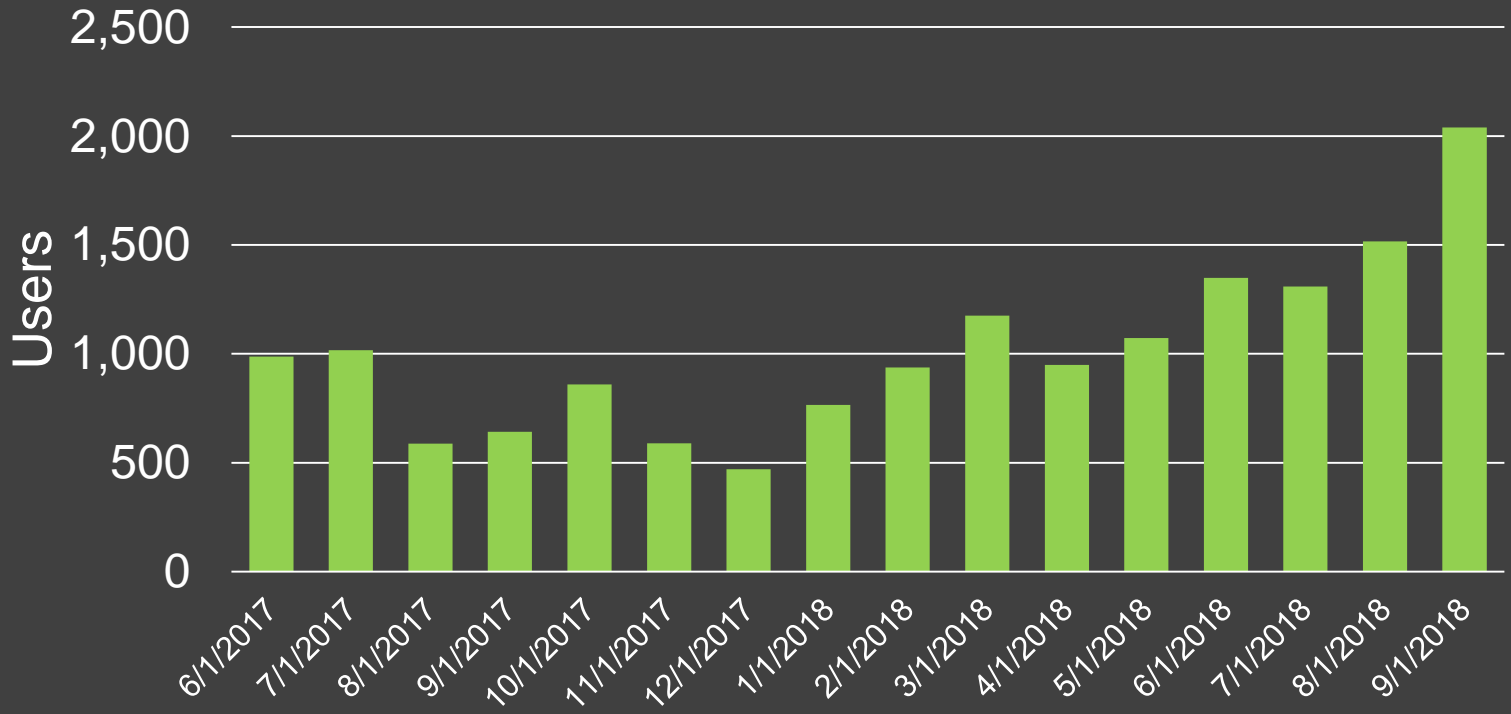
DATA AND TRANSPARENCY

- Open Data Portal: \$46K

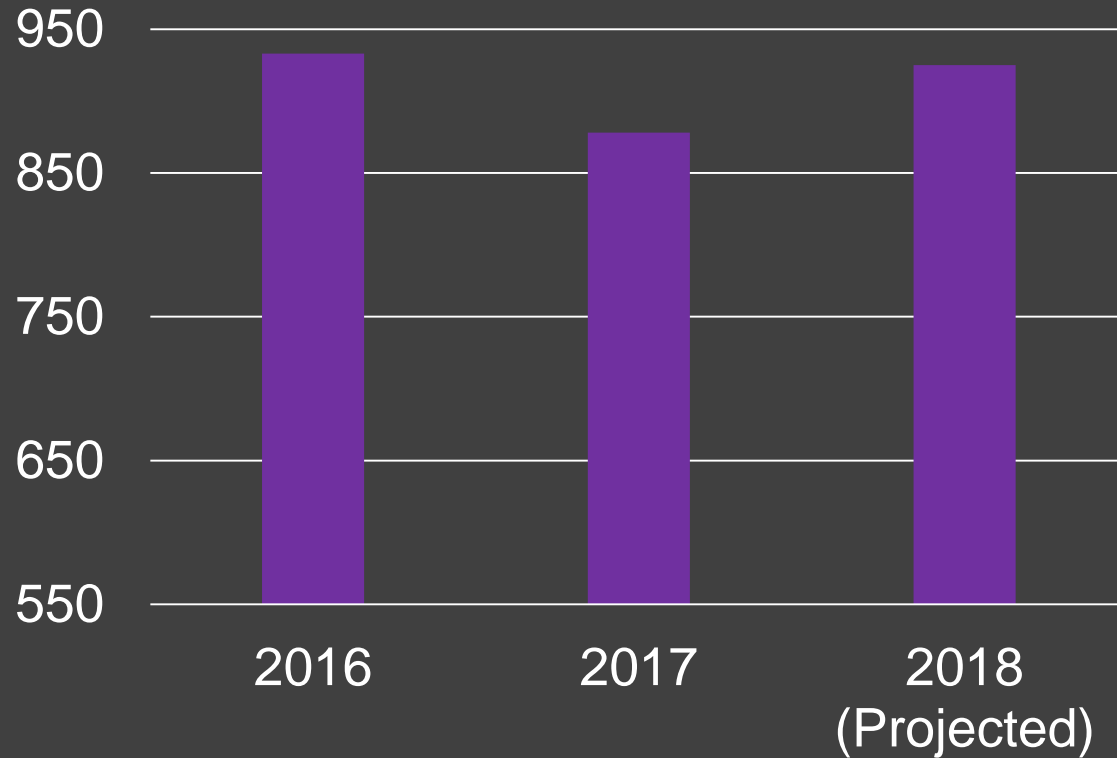
2017 Datasets	2018 Datasets
34	31

2019 Expenditures

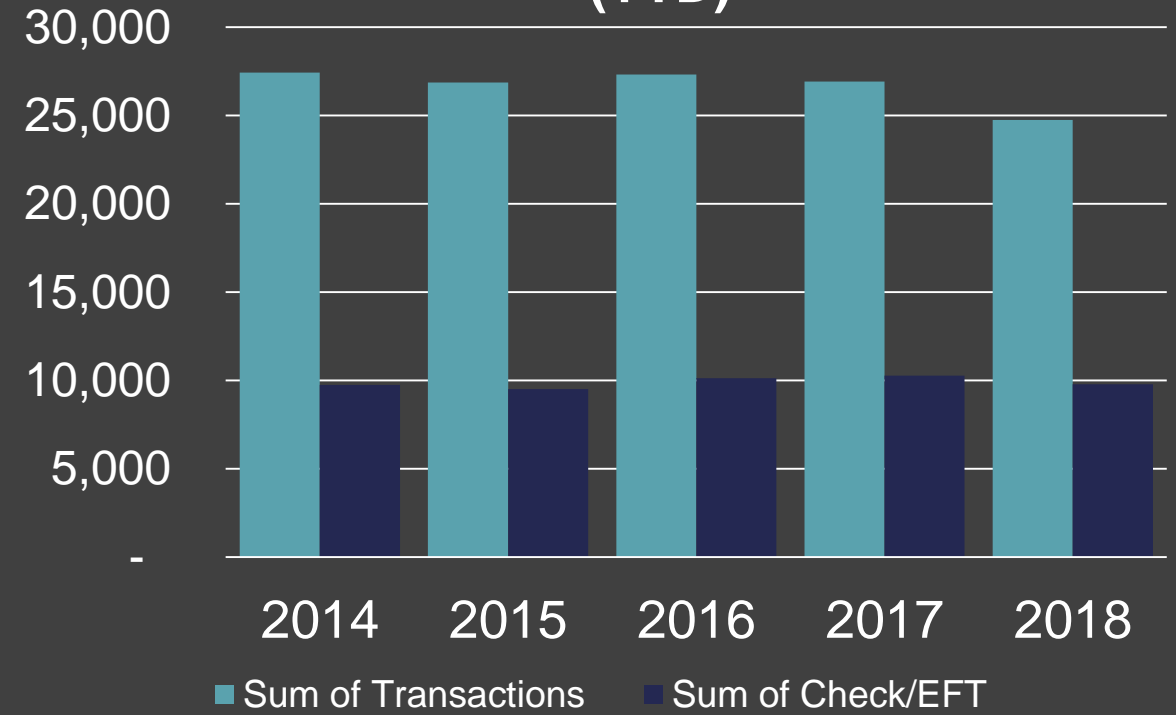
Open Data Portal Usage



FOIA Requests



Vendor Transactions & Payment (YTD)



Customer Convenience

- FOIA: Goal is to reduce requests through transparency initiatives
- Vendor interaction: ERP allows more efficient procurement & payment to vendors
- OpenCheckbook: Can view vendor payments & average pay time – 29 days



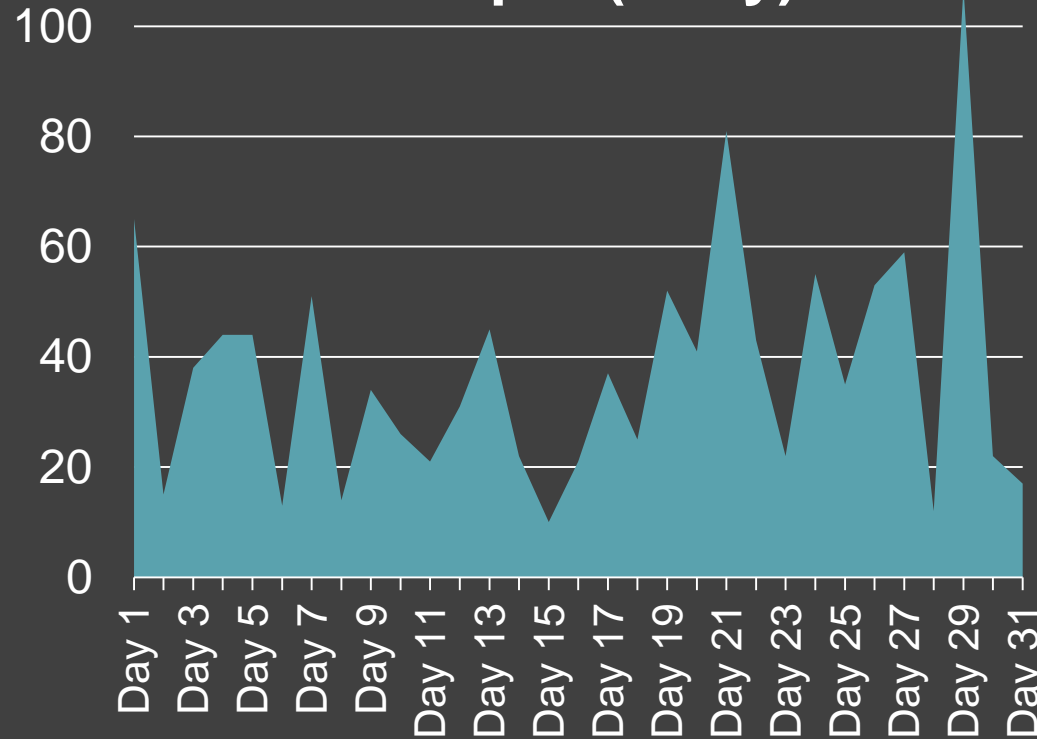
High
Performing
Gov't

2019 Expenditures

NETWORK SECURITY

- Network penetration testing: \$80K
- New Network Security Engineer: \$118K
 - Salary and benefits

Network Intrusion Attempts (Daily)



- Targeted Attacks*
- 1,156 last month
 - 18,072 last year

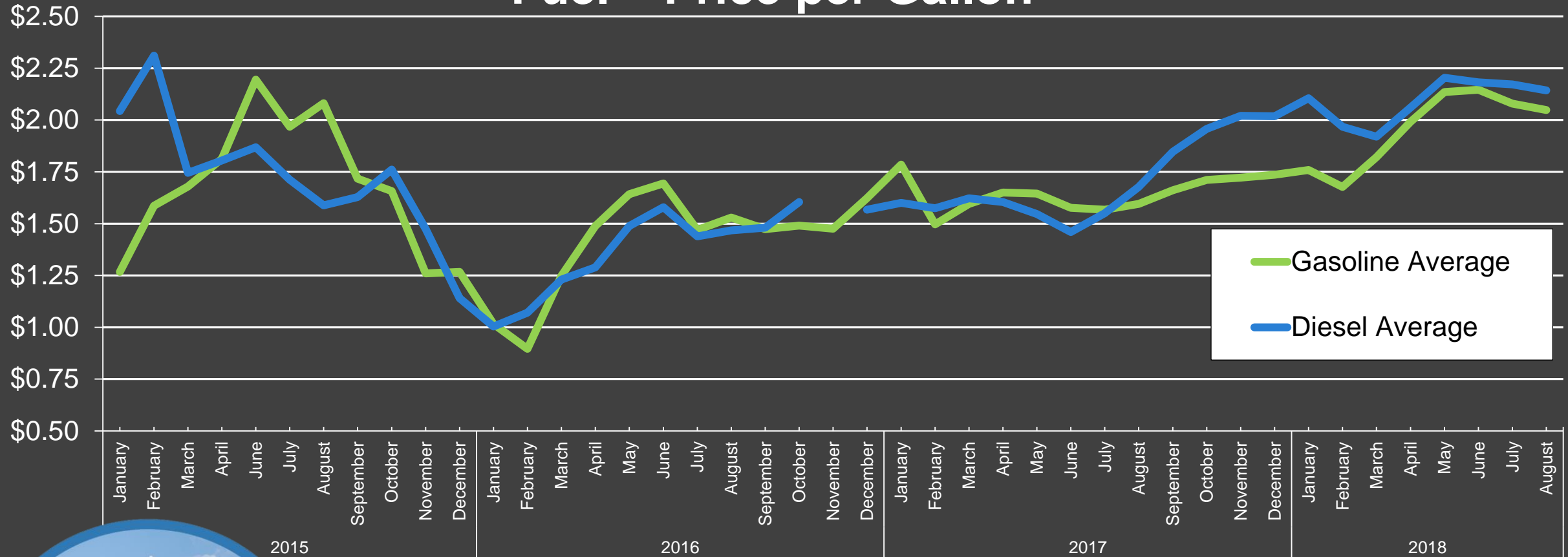
	Winter 15-16	Winter 16-17	Winter 17-18	10-Year Average
Plow Events	10	9	18	9
De-Icing Events	14	12	21	22
Snowfall (Inches)	24.14	24.90	37.34	41
Tons of Salt	7,707	8,572	14,134	14,068



Winter Operations

- 2018 budget reduction allocated less than average winter's costs
- 2019 budget request returns to average winter, equals \$499K increase
 - Overtime and contractor costs and salt costs
 - New salt controllers for 10 vehicles

Fuel – Price per Gallon



Fuel Expenses

- 2018 budget reduction projected market decreases
- 2019 budget request returns to market-driven pricing, equals \$386K increase
 - 490K gallons of diesel and regular - consistent
- Fleet diversification – CNG, propane, electric

Finance Call Metrics (*Jan. through Sept.*)

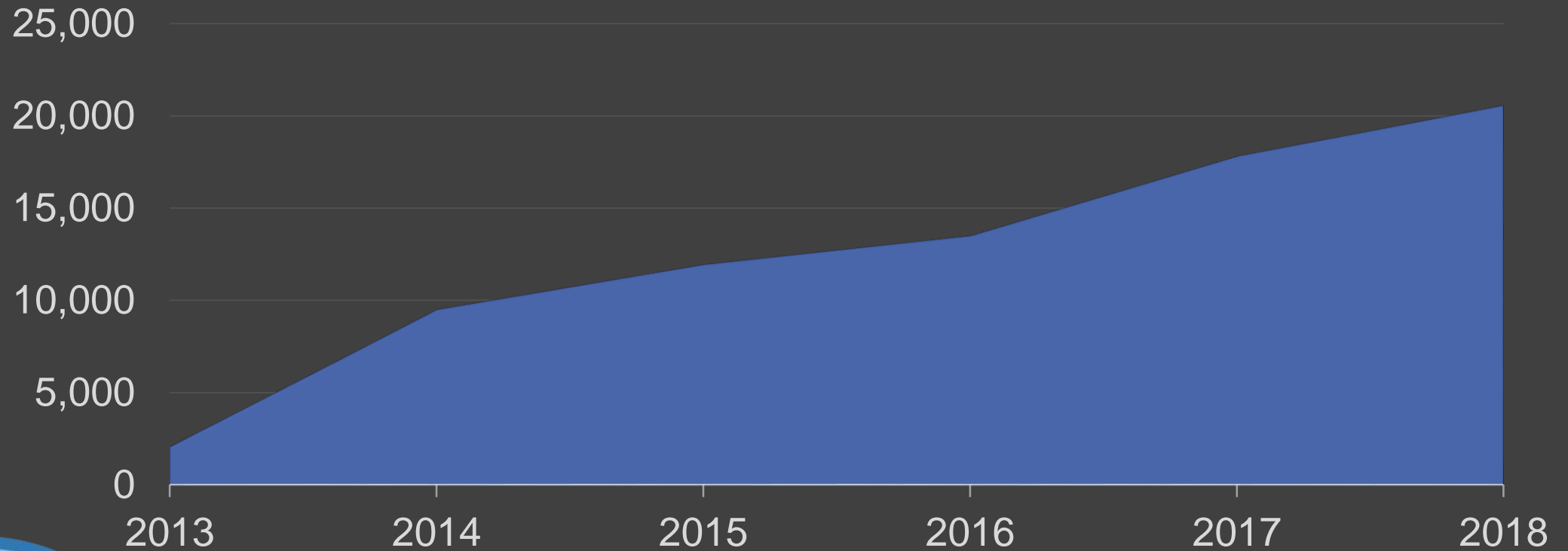
Year	Calls Presented	% Calls Handled	Avg. Call Time	Avg. Response Time
2015	67,663	85.3%	3:54	7:02
2016	76,249	86.3%	4:02	5:03
2017	66,662	91.0%	4:03	3:40
2018*	74,329	79.8%	4:54	11:36
<i>3-Year Avg.</i>	<i>70,191</i>	<i>87.4%</i>	<i>4:00</i>	<i>5:15</i>



Customer Service - Finance

- New Account Representative and new Customer Care Specialist
- \$123,726 (salary and benefits for both positions)
- Training resources

Naper Notify Opt-In Tally



Customer Service – Communications Specialist

- \$35,933 (salary and benefits)
- Provide ongoing strategic support for technology rollouts to public and staff (Cityworks/311, EnerGov, Munis) that will span multiple years
- Focus on ongoing citizen adoption of tools to interact with government



BUILDING UPGRADES

- *1.6 million sq. ft. of facilities at avg. age of 20 years*

Annual Service Requests

2014	2015	2016	2017	2018 (YTD)
932	804	920	1,000	1,050

- **Maintenance Projects: \$524K increase**

- Municipal Center roof
- Parking deck repairs
- Fire Station overhead door replacement
- Rooftop air handler unit replacements
- Municipal Center front plaza

- **Custodial Services: \$102K savings**

- Due to outsourcing custodial services
- Increased efficiencies and resources

- **Improvements**

- Council Chambers audio/visual equipment: \$200K
- Upgrade to conference rooms: \$120K
- Police training and roll call rooms: \$200K

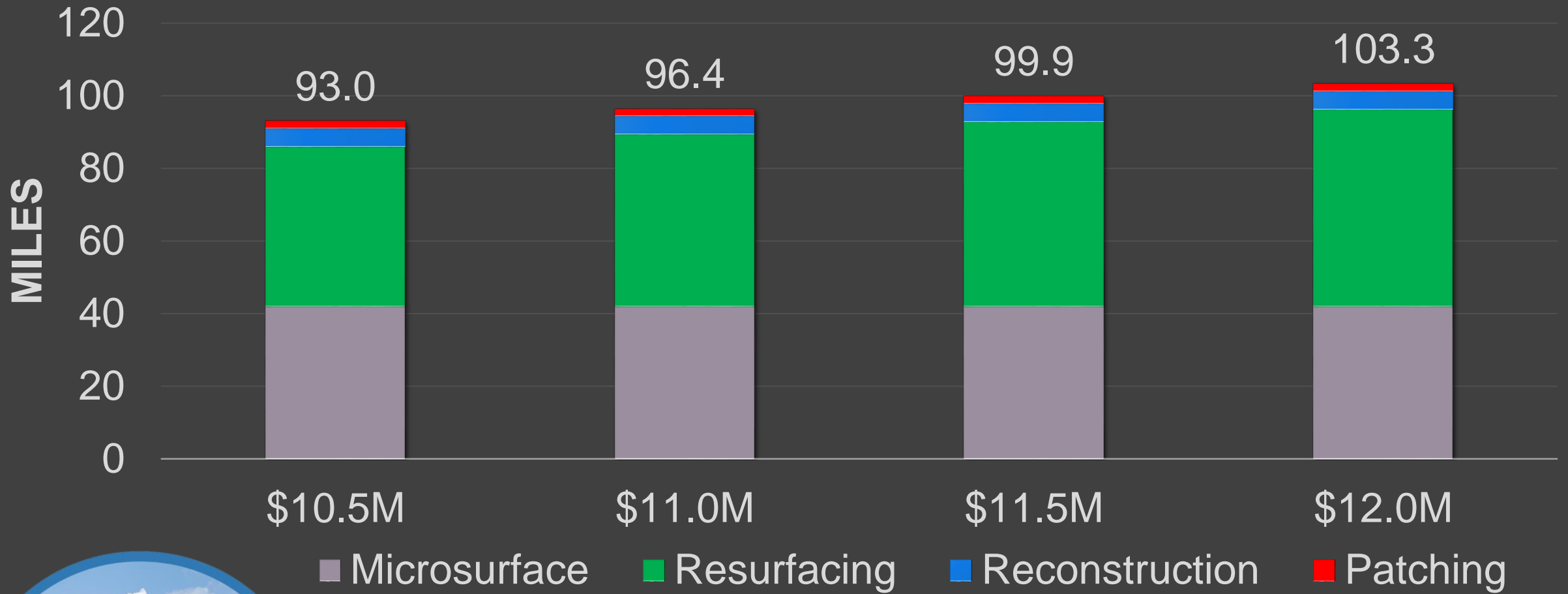
2019 Expenditures



2019 Expenditures

INFRASTRUCTURE INVESTMENT

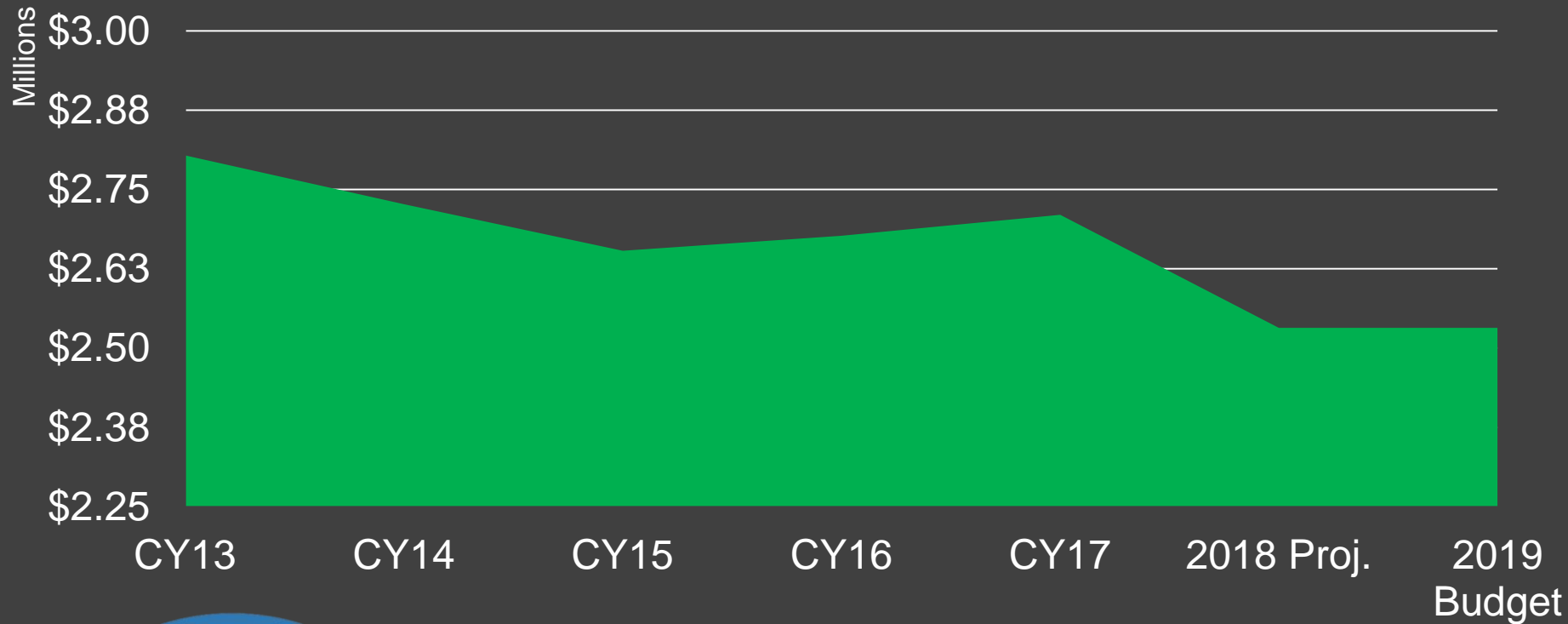
- **\$2M increase in Electric Utility**
 - Backlog of work for mainline feeders
 - Cable repair and replacement
- **\$1.38M increase in water meter replacement**
 - 7,000 water meters
 - 15% of meters; average life of 20 years
 - Improve billing accuracy and reduces meter error
 - Ensure compatibility with automated meter reading system



MIP Funding Level

- Annual \$0.5M increase phased in over 4 years: \$11M in 2019
- Average annual work: 1,235 lane miles; 54.1 miles – 4.3% of roads
- Long-term savings: extends roadway life span at lower cost

Historical Revenues



Gallonage

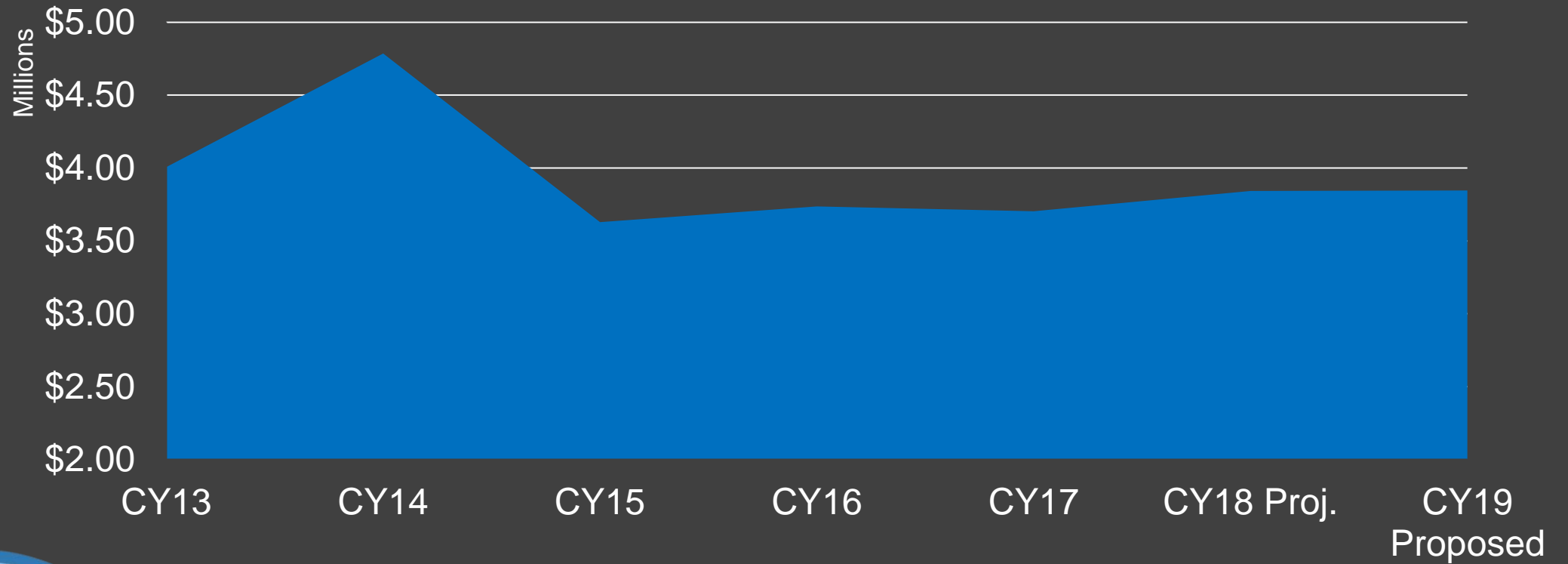
- 2016: 32.9 Million
- 2017: 33.7 Million
- 2018: 31.7 Million (Projected)



Local Gasoline Tax

- Revenues dedicated to road projects
- 2018 budget: \$2.71M; 2018 projection: \$2.53M
- 2019 proposed: \$2.53M; 6.6% increase over 2018

Historical Revenues



State Motor Fuel Tax

- Used to fund eligible MIP components; distributed on per capita basis
- 2018 budget: \$3.82M; 2018 projection: \$3.84M
- 2019 proposed: \$3.85M; 0.7% increase



2019 Key Initiatives

TRANSPARENCY

- Citywide Data Team
- YourEnergy Customer Energy Dashboard

INFRASTRUCTURE INVESTMENT

- Renewable Energy Grant Programs
- Asset Management System for Water Utility
- Automated Water Meter Reading System evaluation

OPERATIONAL

- Re-organization of City Safety Program
- Review of agreement with Naper Settlement

Next Steps

- Budget Workshop 2 – November 13
 - Remaining ends policies: Economic Development and Financial Stability
 - Naper Settlement and Library presentations
- Overall summary of major funds and impacts

2019 Budget Process Calendar

- **City Council Workshop 2** – Tuesday, November 13
- **City Council Workshop 3** – Monday, November 26 (*tentative*)
- **Budget approval** – Tuesday, December 4
- **Tax levy approval** – Tuesday, December 18



Thank You – Questions?
