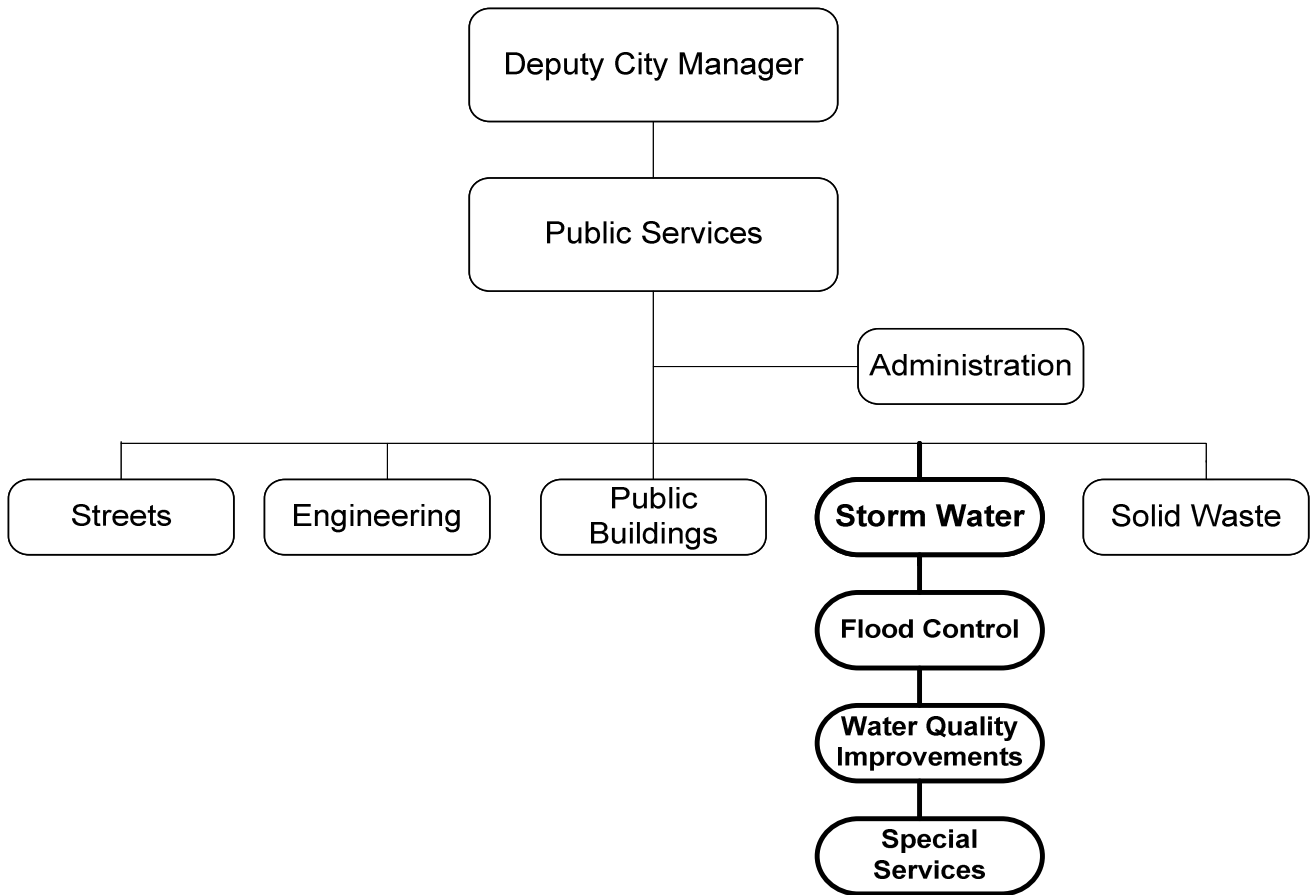


STORM WATER MANAGEMENT FUND

Mission Statement

“To maintain and improve the public drainage system for protection of our community and the environment.”



The City of Wilmington’s **Storm Water Management** (an enterprise fund) division maintains and improves the public drainage system for the protection of our community and the environment.

STORM WATER MANAGEMENT FUND

City Focus Area:	THRIVING NEIGHBORHOODS					
		FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Estimate	Target
City Focus Area:	Clean, safe, attractive, diverse, and convenient neighborhoods make for a flourishing community.					
Departmental Goal:	To expand the City's capability to minimize flooding and to improve water quality through the maintenance and improvement of the public drainage system.					
Measure:	Number of outreach presentations per year	28	26	25	29	30
Measure:	Number of lane miles of streets swept annually	9,300	9,030	9,974	10,500	11,000
Measure:	Cost per mile to maintain open channels	\$3,887	\$3,770	\$3,250	\$3,450	\$3,860
Measure:	% compliance with NPDES permit plan	100%	100%	100%	100%	100%

Storm Water Management Fund

BUDGET SUMMARY

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted	% Change FY 09-10 to FY 10-11
Expenditures by Section					
Storm Water Maintenance	3,267,798	3,518,360	3,582,350	3,696,902	
Storm Water Services	756,957	739,889	859,328	826,186	
Nondepartmental	2,120,368	2,236,361	3,213,361	2,497,463	
Total	6,145,123	6,494,610	7,655,039	7,020,551	8.1%
Expenditures by Category					
Personnel	2,106,956	2,230,673	2,230,673	2,278,991	
Benefits	626,337	692,791	692,791	756,143	
Operating	1,252,072	1,334,785	1,418,060	1,475,074	
Capital Outlay	4,042	-	100,154	12,880	
Nondepartmental	2,155,716	2,236,361	3,213,361	2,497,463	
Total	6,145,123	6,494,610	7,655,039	7,020,551	8.1%
Authorized Positions					
Storm Water Maintenance	51	51	51	51	
Storm Water Services	8	8	8	8	
Total	59	59	59	59	

The FY 2010-11 Storm Water budget reflects an 8.1% increase over FY 2010 adopted. This is due in part to the increase in the City's contribution to the Local Government Retirement System, proper budgeting for the safety incentive pay, and funding for an extension in term for a GIS mapping Intern.

Also included in the FY 2011 budget is \$35,000 for a storm water utility rate study. The last rate study performed in 2005 provided a five-year projection for rates. This tool has proven to be very valuable in assessing impacts from changes to the capital program and debt issuance.

Funding in the amount of \$30,000 is included for the Sonar herbicide treatment of Greenfield Lake in order to bring vegetation back under control.

UNCW has provided water quality monitoring in our creeks and streams since 1998. This budget would increase that contract by \$10,000 to expand some of the monitoring requirements and associated expenditures.

Other increases include those associated with improved communications with push-to-talk phones, equipment rental for complex in-house drainage projects and the purchase of a trench box that will allow for more efficient and safe installation of drainage piping.

Storm Water Management Fund

The **Storm Water Maintenance** section is responsible for maintaining the public drainage system. Maintenance activities consist of open drainage including ditches, ponds, and closed drainage systems.

STORM WATER MAINTENANCE

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	1,683,737	1,781,591	1,781,591	1,832,711
Benefits	514,818	594,313	579,510	629,593
Operating	1,029,853	1,142,456	1,121,095	1,221,718
Capital Outlay	4,042	-	100,154	12,880
Nondepartmental	35,348	-	-	-
Total	3,267,798	3,518,360	3,582,350	3,696,902
Authorized Positions	51	51	51	51

Funding is provided for the continuation of Storm Water maintenance services and street sweeping efforts. The FY 2011 budget provides for the vegetation management of Greenfield Lake, increases for the rental of specialty equipment during in-house drainage projects that are more complex, the purchase of a larger trench box for more efficient and safe drainage pipe installation, and funding for improved communications with push-to-talk phones.

Storm Water Management Fund

The five core components of **Storm Water Services** include: management and planning, capital improvements, regulatory and enforcement activities, water quality, and operations and maintenance.

STORM WATER SERVICES

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	423,219	449,082	449,082	449,460
Benefits	111,519	98,478	113,281	126,550
Operating	222,219	192,329	296,965	250,176
Total	756,957	739,889	859,328	826,186
Authorized Positions	8	8	8	8

The Storm Water Services section of the FY 2010-11 budget reflects the continuation of current services. An increase over what has previously been budgeted is included to provide a full-year of service from a GIS mapping intern to build a database of storm water infrastructure and easements. Also included in this budget is funding for a storm water utility rate study and an increase in the contract for water quality monitoring by UNCW.

Storm Water Management Fund

NONDEPARTMENTAL

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Nondepartmental	749,113	628,325	705,325	599,243
Debt Service	1,184,085	1,347,036	1,347,036	1,823,220
Contingency	-	61,000	61,000	75,000
Transfers to Other Funds	187,170	200,000	1,100,000	-
Total	2,120,368	2,236,361	3,213,361	2,497,463

The Storm Water Nondepartmental Sundry budget reflects those items not directly associated with one particular section of the Storm Water division. A decrease in the indirect costs to the General Fund based on a revised cost allocation model is reflected.

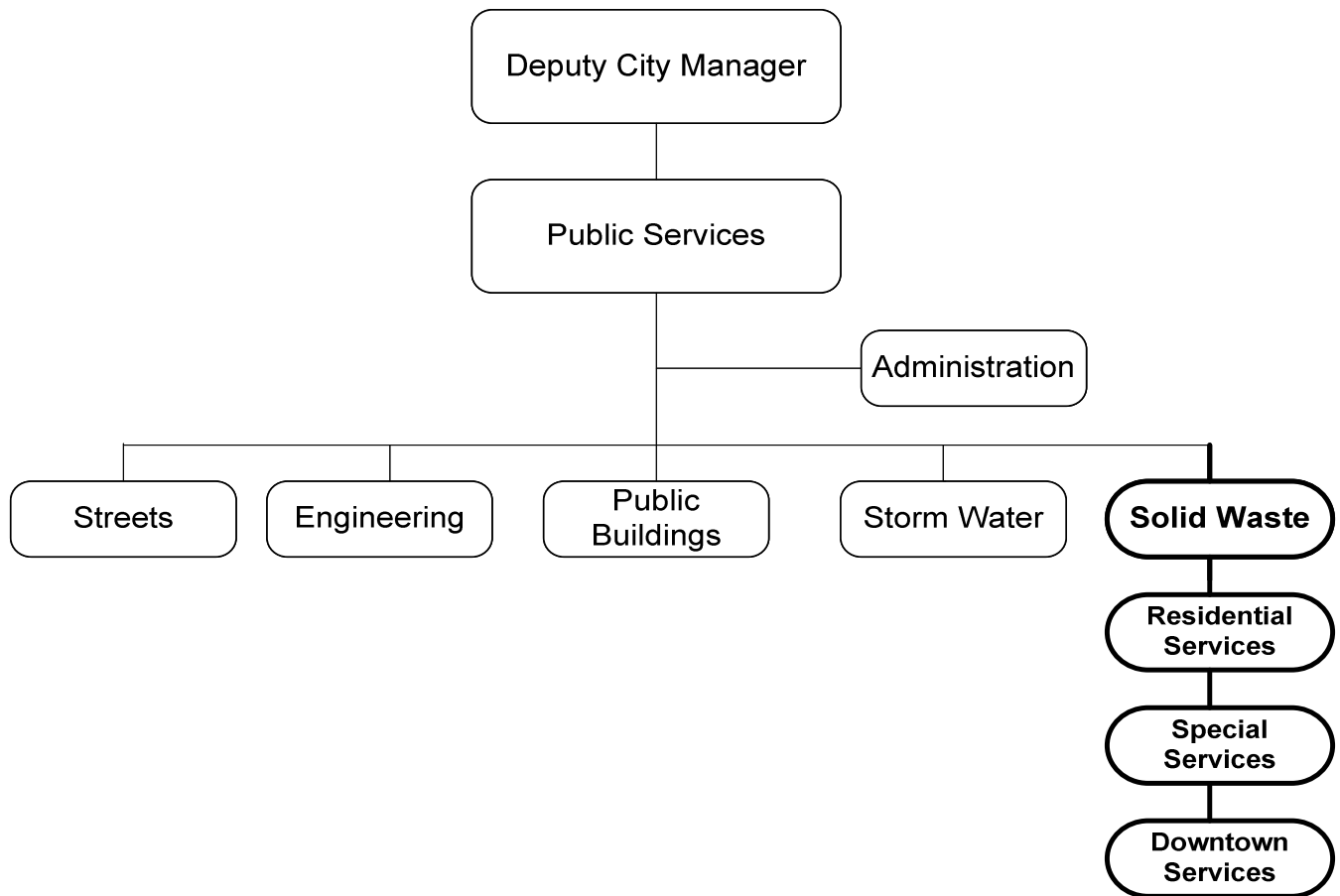
Debt service associated with a 2005 COPs issuance and the 2007 revenue bond issuance is currently included.

A budget of \$75,000 is included in contingency for unforeseen needs that may arise during the fiscal year. Any use of contingency funds must be approved by City Council.

SOLID WASTE MANAGEMENT FUND

Mission Statement

“To provide the citizens of Wilmington expert services through a comprehensive solid waste and recycling program.”



The City of Wilmington’s **Solid Waste Management** (an enterprise fund) division oversees the collection and disposal of the City’s refuse and yard waste as well as administers the recycling program.

SOLID WASTE MANAGEMENT FUND

City Focus Area:		THRIVING NEIGHBORHOODS				
		FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Estimate	Target
City Focus Area:	Clean, safe, attractive, diverse, and convenient neighborhoods make for a flourishing community.					
Departmental Goal:	To provide the citizens of Wilmington with timely, cost effective curbside and recycling collection services.					
Measure:	Number of recycling customers	13,020	14,679	16,433	17,000	17,000
Measure:	Number of residential trash customers	28,160	28,430	28,386	28,800	29,000
Measure:	% of customers participating in curbside recycling	48%	51.6%	57.9%	59%	59%
Measure:	% of total trash complaints for all residential trash services	6.5%	2.8%	3.7%	3%	3%

Solid Waste Management Fund

BUDGET SUMMARY

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted	% Change FY 09-10 to FY 10-11
Expenditures by Section					
Administration	344,443	322,661	412,189	338,989	
Customer Refuse Collection	3,602,512	3,660,565	3,678,125	3,589,085	
Recycling	814,436	822,667	856,201	921,793	
Yard Waste	1,717,140	1,825,819	1,817,692	1,854,776	
Special Services	400,214	527,330	445,680	-	
Downtown Collection	346,392	295,654	374,836	863,833	
Nondepartmental	812,045	704,972	704,972	805,892	
Total	8,037,182	8,159,668	8,289,695	8,374,368	2.6%
Expenditures by Category					
Personnel	2,925,568	3,037,369	2,937,369	2,889,187	
Benefits	898,581	946,340	946,340	1,010,799	
Operating	3,323,293	3,470,987	3,701,014	3,668,490	
Nondepartmental	889,740	704,972	704,972	805,892	
Total	8,037,182	8,159,668	8,289,695	8,374,368	2.6%
Authorized Positions					
Administration	5	5	4	4	
Customer Refuse Collection	38	37	37	37	
Recycling	11	11	11	11	
Yard Waste	28	28	28	28	
Special Services	3	3	3	-	
Downtown Collection	8	8	9	12	
Total	93	92	92	92	-

For FY 2010-11, the Solid Waste Management Fund budget reflects a 2.6% increase over the FY 2010 adopted level. Funding is included to provide current core services with changes for staffing and other increases.

Retaining full-time staff to cover the required number of crews on all of the City's trash collection routes has been an issue for Solid Waste. For FY 2011, four positions in Customer Refuse are not budgeted in lieu of funding for contracted services to cover the shortages in worker labor. This will be the first full year of the new route changes and staffing levels will be re-evaluated.

The recycling program has outgrown the 18-gallon bin container and there is demand to move toward larger wheeled containers. The budget includes \$90,000 for the purchase of wheeled carts for recycling as a pilot for FY 2011.

A contract with a security company to provide security for the public restrooms in the Central Business District is included in the Solid Waste FY 2011 budget. Solid Waste crews leave downtown at 11:00 p.m. making the restrooms vulnerable to vandalism and the homeless.

The Special Services section, previously supported by the General Fund, has been combined with Downtown Collections for FY 2011. Special Services included the refuse collection for the downtown brick trash receptacles, carrion service and clean-up activities following the City's variety of festivals.

Solid Waste Management Fund

The primary responsibility of the Solid Waste **Administration** is to provide leadership and direction for all operational sections. Other responsibilities include: telephone customer support, bulky pick up appointments, new customer support and scheduling the cleaning, delivery, pick up and repair of customer trash carts.

ADMINISTRATION

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	239,250	241,437	242,437	191,742
Benefits	61,826	33,403	58,946	50,438
Operating	43,367	47,821	110,806	96,809
Total	344,443	322,661	412,189	338,989
 Authorized Positions	 5	 5	 4	 4

The Solid Waste Administration FY 2010-11 budget reflects the continuation of current services. A Solid Waste Manager position was moved from Administration to the Downtown Collection section as a part of departmental reorganization during FY 2010.

Increases in the Administration budget include those for the division's push-to-talk phones and the contracted refuse collection for City facility dumpster service previously budgeted in Special Services is now included in Administration.

Solid Waste Management Fund

The **Customer Refuse Collection** section of Solid Waste Management provides residential trash collection within the City.

CUSTOMER REFUSE COLLECTION

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	1,027,939	1,117,213	1,017,213	1,030,212
Benefits	333,081	379,567	368,827	370,648
Operating	2,163,797	2,163,785	2,292,085	2,188,225
Nondepartmental	77,695	-	-	-
Total	3,602,512	3,660,565	3,678,125	3,589,085
Authorized Positions	38	37	37	37

For FY 2010-11, the Customer Refuse Collection section reflects funding in operating for contracted services to cover full-time staffing issues. Four positions are unfunded in lieu of this alternative. With FY 2011 being the first full year with the new route structure, future staffing needs will be re-evaluated.

Solid Waste Management Fund

The **Recycling** section maintains contractual agreements that provide for the weekly curbside collection of recyclable materials from the City residents.

RECYCLING

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	341,079	355,783	355,783	339,509
Benefits	107,385	111,700	108,507	110,844
Operating	365,972	355,184	391,911	471,440
Total	814,436	822,667	856,201	921,793
Authorized Positions	11	11	11	11

The Recycling program has outgrown the 18-gallon container and the recent ban on plastic items going into the landfills has created further need for larger recycling containers. The FY 2011 budget includes funding in the amount of \$90,000 for the purchase of wheeled containers as a pilot to encourage increased recycling. Funding for additional bins is also included so that the Recycling section can keep up with the demand from current customers.

Solid Waste Management Fund

The Solid Waste Management Fund **Yard Waste** section provides for the weekly curbside collection of vegetative yard wastes. Once collected, all yard waste is processed through a commercial facility and reused. The section also oversees the City's call-in bulky pick-up service.

YARD WASTE

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	953,296	943,428	943,428	899,168
Benefits	284,939	301,245	293,118	338,492
Operating	478,905	581,146	581,146	617,116
Total	1,717,140	1,825,819	1,817,692	1,854,776
Authorized Positions	28	28	28	28

The Yard Waste section budget for FY 2010-11 reflects funding for the continuation of current yard waste services as well as the City's call-in bulky pick-up program.

Solid Waste Management Fund

The **Special Services** section includes refuse collection of over 250 brick trash receptacles in the Central Business District and City parks. Also provided by the Special Services section is carrion service to veterinarian offices, commercial seafood establishments and City streets. This division is also responsible for supporting clean up activities following the City's variety of festivals.

SPECIAL SERVICES

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	207,824	281,687	221,687	-
Benefits	65,094	92,655	71,700	-
Operating	127,296	152,988	152,293	-
Total	400,214	527,330	445,680	-
Authorized Positions	3	3	3	-

The Special Services Section of the Solid Waste division had been previously funded by a subsidy from the General Fund. The services in this section have been combined with the Downtown Collection section and the contracted refuse collection for City facility dumpster services has been budgeted in the Solid Waste Administration section.

Solid Waste Management Fund

Commercial establishments in the Central Business District can elect trash collection ranging from two times a week to twice a day seven times per week. The responsibility for this service is housed in the **Downtown Collection** section. This section also includes refuse collection of over 250 brick trash receptacles in the Central Business District and City parks, carrion service to veterinarian offices, commercial seafood establishments and City streets, as well as support for clean up activities following the City's variety of

DOWNTOWN COLLECTION

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Personnel	156,180	97,821	157,821	429,996
Benefits	46,256	27,770	45,242	140,377
Operating	143,956	170,063	171,773	293,460
Total	346,392	295,654	374,836	863,833
 Authorized Positions	 8	 8	 9	 12

The Downtown Collection budget for FY 2011 now includes the activities previously budgeted in the Special Services section of the Solid Waste division. Funding for the continuation of both services is included.

Increases in the base budget include funding for security for the Central Business District public restrooms, the replacement of damaged and requests for additional brick trash cans in the downtown area, and supplies for the new visitors's center restrooms.

Solid Waste Management Fund

NONDEPARTMENTAL

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted
Expenditures by Category				
Nondepartmental	578,330	446,258	446,258	656,542
Debt Service	233,715	233,714	233,714	124,350
Contingency	-	25,000	25,000	25,000
Total	812,045	704,972	704,972	805,892

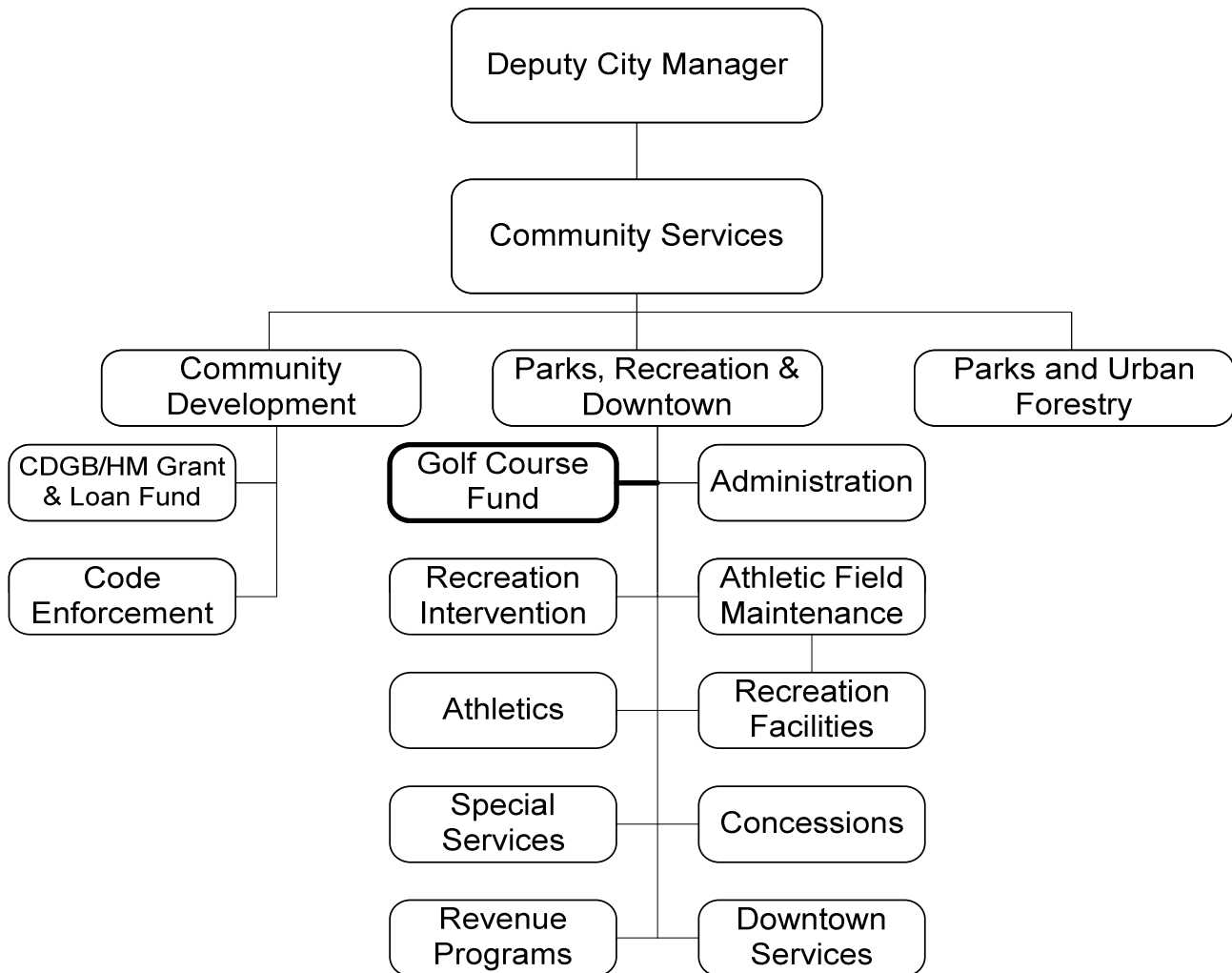
The Solid Waste Nondepartmental Sundry budget reflects those items not directly associated with one particular section of the Solid Waste division. Based on an update to the existing cost allocation model, an increase in the indirect costs to the General Fund is included for FY 2011.

A budget of \$25,000 is included in Solid Waste contingency for unforeseen needs that may arise during the fiscal year. Any use of contingency funds must be approved by City Council.

GOLF COURSE FUND

Mission Statement

“To provide the public with a quality, championship 18 hole golf course at affordable prices.”



The City of Wilmington’s **Golf Course Fund** (an enterprise fund) is responsible for operating the Municipal Golf Course, including maintaining the greens and course facilities, as well as managing the retail operations.

GOLF COURSE FUND

City Focus Area:		THRIVING NEIGHBORHOODS				
		FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Estimate	Target
City Focus Area:	Clean, safe, attractive, diverse, and convenient neighborhoods make for a flourishing community.					
Departmental Goal:	To preserve the municipal golf course and provide excellence in public service.					
Objective:	Maintain the number of promotional activities at 20.					
Measure:	Number of promotional activities per year	6	23	20	20	20
Measure:	Increase the number of 18 hole rounds played to 57,000					
Measure:	Number of 18 hole rounds played per year	54,000	49,593	50,619	57,000	57,000
Measure:	% change in number of rounds played per year	+2.86%	-8%	+2%	+12.6	0%
Objective:	Increase the average revenue per round to \$19.00					
Objective:	Maintain the operational cost per round at \$17.00					
Measure:	Greens/cart revenue per round	\$21.80	\$18.89	\$16.37	\$16.22	\$19.00
Measure:	Operational cost* per round	\$15.58	\$18.64	\$17.97	\$16.70	\$17.00
Measure:	% of greens/cart revenues to operational costs*	143% or +43.1% Δ	101% or +1.27% Δ	106% or +5.9% Δ	97% or (-2.9%) Δ	100%
Measure:	% change in operational costs*/round	-3.4%	+6.6%	(-3.6%)	(-7.1%)	0%
Objective:	Maintain the % profit margin for food and beverage sales					
Objective:	Increase the average pro shop revenue per round					
Measure:	% profit margin for food and beverage	55%	45%	50%	50%	50%
Measure:	Pro shop revenue per round	\$1.25	\$1.21	\$1.16	\$1.05	\$1.10
Measure:	% change in profit margin for food and beverage	-5%	-22%	+11%	0%	0%
Measure:	Food and beverage revenue per round	\$1.75	\$1.85	\$1.83	\$1.57	\$1.85
*Operational costs include salaries, benefits, and operating expenditures less purchases for resale, capital outlay and transfers to capital improvement projects.						

Golf Course Fund

BUDGET SUMMARY

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted	% Change FY 09-10 to FY 10-11
Expenditures by Category					
Personnel	404,681	415,651	405,651	415,118	
Benefits	114,629	112,997	112,997	117,417	
Operating	384,213	412,419	431,702	394,321	
Capital Outlay	67,601	36,000	28,587	74,500	
Nondepartmental	112,843	102,275	102,275	106,075	
Contingency	-	24,708	24,708	15,000	
Transfers to Other Funds	80,000	-	-	-	
Total	1,163,967	1,104,050	1,105,920	1,122,431	1.7%
Authorized Positions	9	9	9	9	

The FY 2010-11 budget for the Golf Course reflects a 1.7% increase over FY 2009-10 adopted levels.

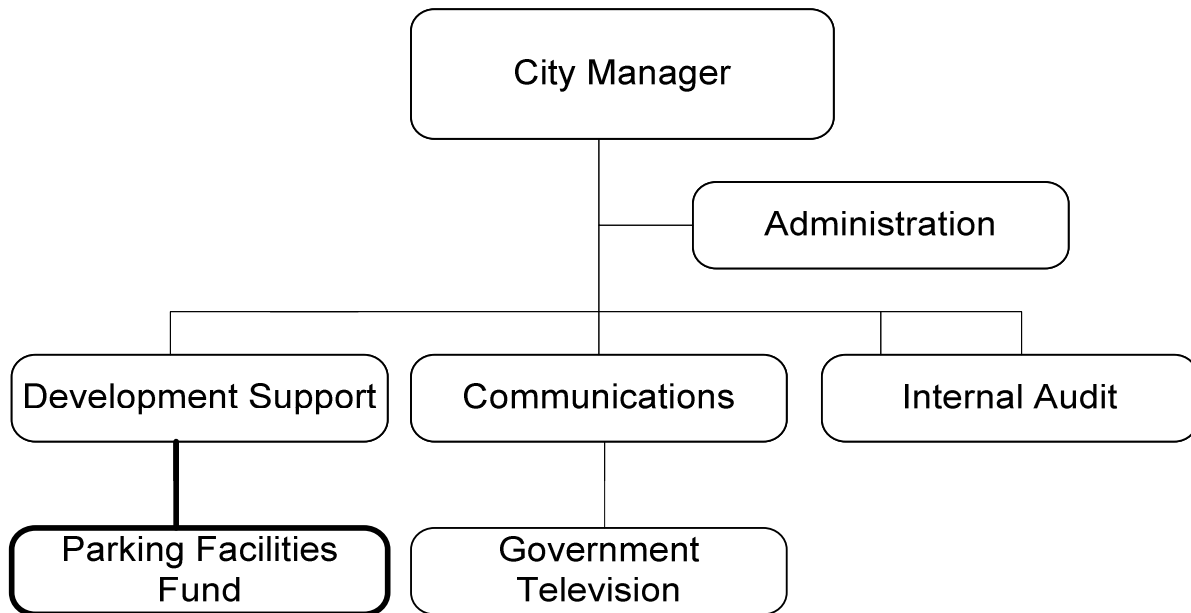
The budget includes the replacement of a much needed fairway mower and mechanic's lift.

Based on revisions to the cost allocation model, the indirect costs to the General Fund have increased from \$96,200 to \$100,000 annually.

PARKING FACILITIES FUND

Mission Statement

“Provide readily available, cost effective and convenient on-street and off-street parking opportunities for downtown residents, employees and visitors while ensuring the most efficient use of land for downtown parking.”



The City of Wilmington’s **Parking Fund** (an enterprise fund) oversees almost 2,500 spaces of metered, parking lot and deck parking in downtown Wilmington.

PARKING FACILITIES FUND

City Focus Area:	THRIVING NEIGHBORHOODS					
		FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Estimate	Target
City Focus Area:	Clean, safe, attractive, diverse, and convenient neighborhoods make for a flourishing community.					
Departmental Goal:	To provide parking options that meets the customers needs in a professional, courteous and friendly manner, each and every day.					
Objective:	To increase the percentage of bank card payments and Pay-by-Phone.					
Measure:	% Bank Card transaction from the Pay Station	30%	48%	51%	49%	55%
Measure:	Increase Pay-by-Phone usage by 50% in 2 years	New Measure	699 (2 mo)	6,633	6,700	8,100
Measure:	% 2 nd Street Lot occupancy Day/ Night	36%/69%	25%/71%	20%/82%	23%/90%	27%/92%
Measure:	% Hannah Block Lot occupancy Day/ Night	N/A	N/A	39%/28%	38%/30%	40%/32%
Objective:	Increase deck occupancy averaging 2% increase to a target of 85% in 5 years.					
Measure:	% Market Street deck occupancy Day/ Night	36%/90%	34%/58%	29%/60%	31%/68%	35%/51%
Measure:	% 2 nd Street deck occupancy Day/ Night	66%/25%	70%/24%	56%/29%	58%/25%	65%/25%
Objective:	To generate adequate parking revenues to sustain operations and growth.					
Measure:	# of citation appeals	2,100	1,821	2,026	1,850	2,000
Measure:	% of appeals responded to within 5 days	99%	80%	67%	95%	99%
Measure:	% citation collection rate	75%	66%	68%	72%	75%

This is a select representation from the goals, objectives, and performance measures managed by the Parking Facilities Fund

Parking Facilities Fund

BUDGET SUMMARY

	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Adjusted	FY 10-11 Adopted	% Change FY 09-10 to FY 10-11
Expenditures by Section					
On-Street Parking	724,991	864,461	839,563	774,540	
Second Street Deck	250,569	286,852	299,627	337,397	
Second Street Lot	199,714	211,514	211,514	213,543	
Market Street Deck	299,435	325,250	337,972	328,123	
Hannah Block Lot	-	10,910	17,040	19,816	
Nondepartmental	1,751,411	857,523	857,523	791,632	
Total	3,226,120	2,556,510	2,563,239	2,465,051	-3.6%
Expenditures by Category					
Personnel	82,836	84,984	84,997	84,984	
Benefits	26,071	26,610	26,610	27,990	
Operating	1,361,204	1,430,093	1,442,939	1,504,645	
Capital Outlay	-	151,800	145,670	49,800	
Nondepartmental	4,598	6,175	11,175	11,675	
Debt Service	966,411	811,848	806,848	740,957	
Contingency	-	45,000	45,000	45,000	
Transfer to Other Funds	785,000	-	-	-	
Total	3,226,120	2,556,510	2,563,239	2,465,051	-3.6%
Authorized Positions	2	2	2	2	

The Parking Facilities Fund FY 2010-11 expenditure budget reflects a decrease over FY 2010 adopted. The decrease is attributable to the decrease in capital outlay for FY 11 vs. FY 10 as no additional pay stations for Market Street from Water to Second will be purchased until the new Front Street pay stations are installed and analyzed. No reserves for future debt are budgeted in FY 2011, however, contingency remains at \$45,000.

The operating budget does include increases for the contractual management and service for the Northern Riverfront Development adjacent to the Convention Center. Bank card options for parking in the decks is funded as well as repairs and elevator maintenance for the Market Street deck. An estimate for joint repairs, an immediate need in the Second Street deck, is also budgeted for FY 2011.