



BROADBAND FUND

The Broadband Fund provides reliable high-speed internet access, voice, video, and data services to all the citizens and businesses within the City of Wilson.

BROADBAND FUND

COUNCIL GOALS

Building a Better Wilson 1	Economic Development 2	Infrastructure 3	Homes and Neighborhoods 4	Downtown 5	Recreation and Parks 6	Community Involvement 7
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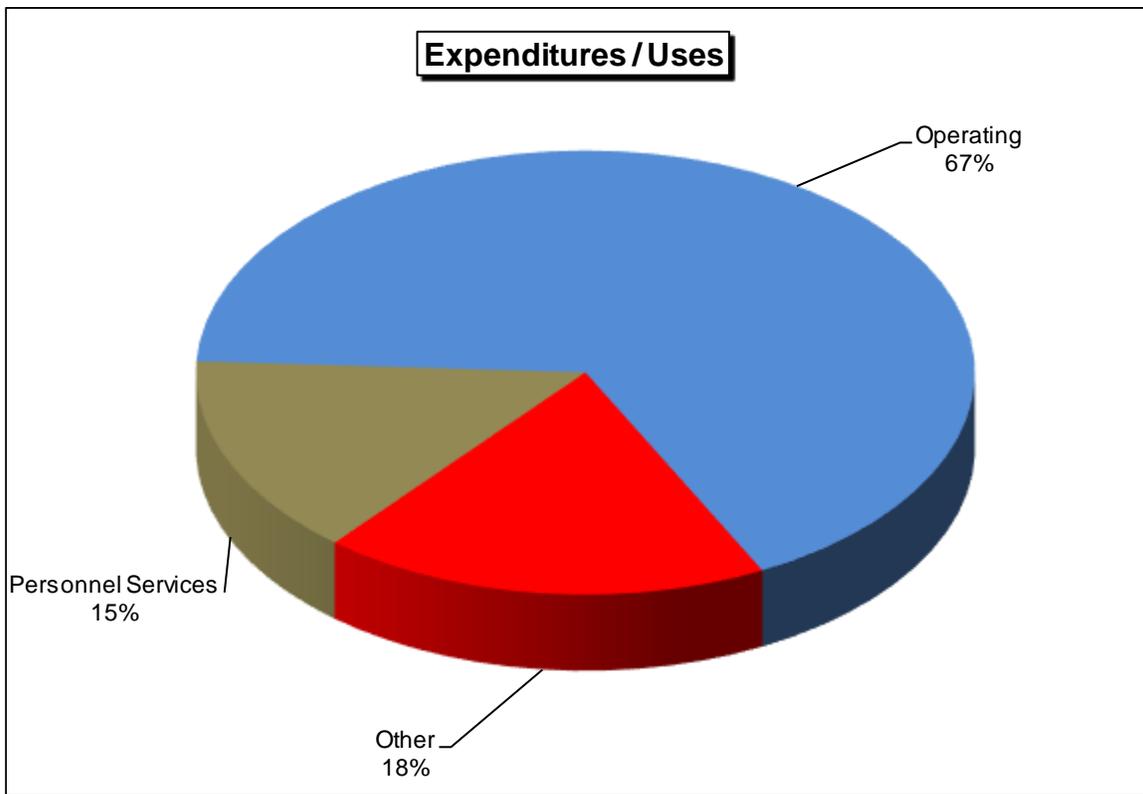
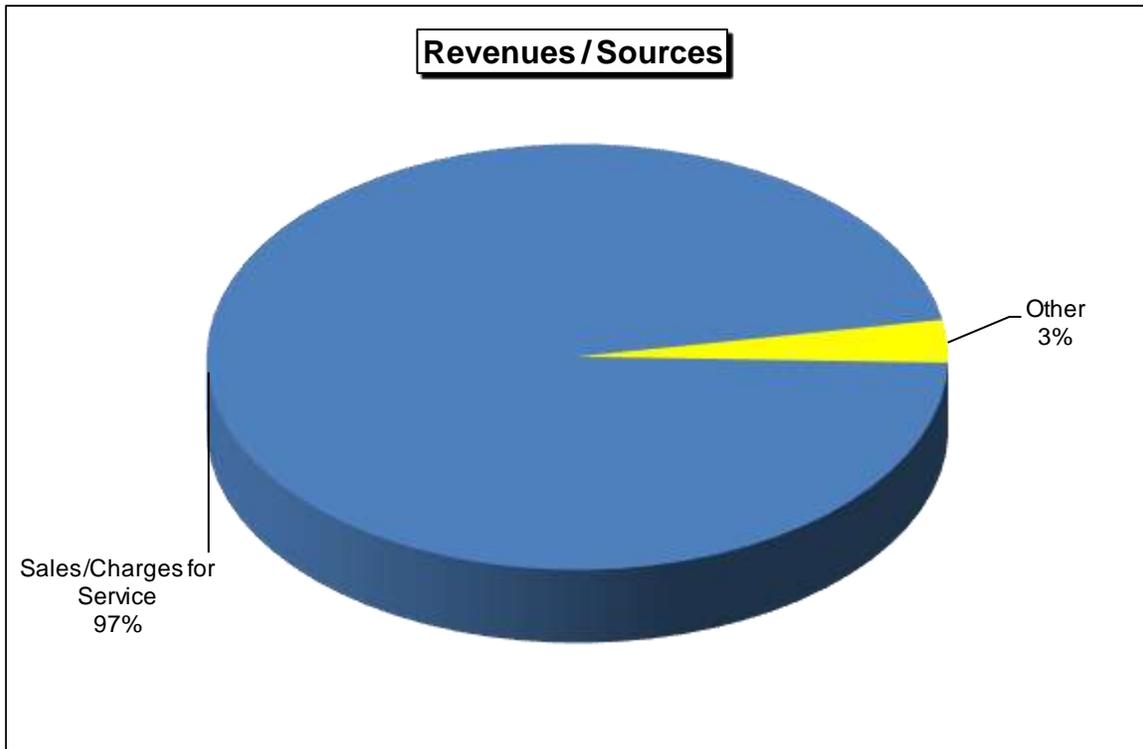
DEPARTMENTAL GOALS FOR FISCAL YEAR

Department Goals and Initiatives	Link to Council Goals
1. Provide universal access to broadband services within the corporate limits of the City of Wilson	1,3
2. Improve the community's competitiveness in economic development	2
3. Create a connected community in order to ensure that all our citizens have the opportunity to use electronic technology to enhance their personal lives and their economic well-being	1,7
4. Provide well-maintained, state-of-the-art public infrastructure	3
5. Use municipal resources to catalyze private sector investment	2

REVENUE AND EXPENDITURE SUMMARY**BROADBAND**

ITEM

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
<u>Revenues, Other Sources, and Fund Balance</u>				
Intergovernmental	\$ 79,202	\$ 34,200	\$ 4,280	\$ 0
Sales/Charges for Services	15,523,802	16,606,350	16,484,318	17,471,110
Miscellaneous Income	1,304,327	652,500	1,201,667	579,000
Investment Income	41,762	35,000	47,056	0
Fund Balance Appropriated	<u>0</u>	<u>229,684</u>	<u>0</u>	<u>0</u>
 TOTAL	 <u>\$ 16,949,093</u>	 <u>\$ 17,557,734</u>	 <u>\$ 17,737,321</u>	 <u>\$ 18,050,110</u>
 <u>Expenditures and Other Uses</u>				
Broadband Administration	\$ 1,066,366	\$ 1,065,364	\$ 1,109,830	\$ 1,063,080
Broadband Operations	3,022,020	2,602,621	2,930,700	2,612,990
Broadband Headend Engineering	1,220,643	1,470,490	1,451,890	1,442,390
Broadband Programming	7,682,535	8,315,100	8,418,943	8,652,000
Technical Support Services	154,616	305,569	235,190	280,410
Unified Communications Center	107,032	106,990	125,678	121,570
Debt Service	3,542,069	3,457,050	3,457,053	3,643,120
Loan Repayment	<u>234,545</u>	<u>234,550</u>	<u>234,545</u>	<u>234,550</u>
 TOTAL	 <u>\$ 17,029,826</u>	 <u>\$ 17,557,734</u>	 <u>\$ 17,963,829</u>	 <u>\$ 18,050,110</u>



REVENUES, OTHER SOURCES, AND FUND BALANCE**BROADBAND**

ITEM

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
INTERGOVERNMENTAL	\$ 79,202	\$ 34,200	\$ 4,280	\$ 0
SALES/CHARGES FOR SERVICES				
Video Service Sales	5,620,372	6,138,990	6,155,910	6,636,500
Phone Services Sales	2,697,028	2,668,000	2,673,219	2,633,600
Internet Services Sales	4,892,970	5,450,000	5,340,000	5,815,000
Metronet Services Sales	1,208,589	1,234,160	1,207,989	1,281,720
AMI Infrastructure Charge	1,090,200	1,090,200	1,090,200	1,090,200
Installation/Equipment Charges	<u>14,643</u>	<u>25,000</u>	<u>17,000</u>	<u>14,090</u>
Sub-Total	<u>15,523,802</u>	<u>16,606,350</u>	<u>16,484,318</u>	<u>17,471,110</u>
MISCELLANEOUS INCOME	1,304,327	652,500	1,201,667	579,000
INVESTMENT INCOME	41,762	35,000	47,056	0
FUND BALANCE APPROPRIATED				
Fund Balance Appropriated				
(Unassigned)	0	220,000	0	0
Encumbrance Balance	<u>0</u>	<u>9,684</u>	<u>0</u>	<u>0</u>
Sub-Total	<u>0</u>	<u>229,684</u>	<u>0</u>	<u>0</u>
Total	<u>\$ 16,949,093</u>	<u>\$ 17,557,734</u>	<u>\$ 17,737,321</u>	<u>\$ 18,050,110</u>

SALES/CHARGES FOR SERVICE

Video Service Sales This revenue represents video programming provided to residential and commercial customers.

Phone Service Sales This revenue represents telephone and voice services provided to residential and commercial customers.

Internet Service Sales This revenue represents internet services provided to residential and commercial customers.

Metronet Services Sales This revenue represents charges for business access to fiber cable network.

Installation/ Equipment Charges This category represents charges for converter equipment and installation of system to residential and commercial customers.

MISCELLANEOUS INCOME This category includes the proceeds from the disposal of old equipment and other miscellaneous items.

INVESTMENT INCOME This represents the Broadband Fund's share of the interest earned on and the capital gains from the sale of the City's investments.

PROCEEDS FROM DEBT REFUNDING This represents proceeds received from the issuance of new debt to be used to repay previously issued debt.

FUND BALANCE

Fund Balance Appropriated A Fund Balance Appropriation represents a Broadband Fund appropriation (set aside) of some portion of the fund balance at the close of the preceding fiscal year that will be utilized to help finance the activities within the fund in the subsequent year.

Encumbrance Balance This represents the amount of fund balance at the close of the preceding fiscal year for the financial commitments that are re-appropriated in the subsequent year's budget.

EXPENDITURE SUMMARY

BROADBAND

ITEM	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Broadband Administration				
Personnel Services	\$ 413,907	\$ 418,830	\$ 436,490	\$ 422,160
Operating Expenses	<u>652,459</u>	<u>646,534</u>	<u>673,340</u>	<u>640,920</u>
Total	1,066,366	1,065,364	1,109,830	1,063,080
Broadband Operations				
Personnel Services	961,615	946,270	932,640	971,200
Operating Expenses	1,044,985	1,656,351	1,992,408	1,641,790
Capital Outlay	<u>1,015,420</u>	<u>0</u>	<u>5,652</u>	<u>0</u>
Total	3,022,020	2,602,621	2,930,700	2,612,990
Broadband Headend Engineering				
Personnel Services	521,180	589,860	652,760	617,640
Operating Expenses	<u>699,463</u>	<u>880,630</u>	<u>799,130</u>	<u>824,750</u>
Total	1,220,643	1,470,490	1,451,890	1,442,390
Broadband Programming				
Operating Expenses	<u>7,682,535</u>	<u>8,315,100</u>	<u>8,418,943</u>	<u>8,652,000</u>
Total	7,682,535	8,315,100	8,418,943	8,652,000
Technical Support Services				
Personnel Services	760,809	908,890	917,830	947,350
Operating Expenses	1,906,947	1,937,599	1,858,280	1,914,500
Recovered Costs	(2,534,787)	(2,998,450)	(3,000,920)	(2,581,440)
Capital Outlay	<u>21,647</u>	<u>457,530</u>	<u>460,000</u>	<u>0</u>
Total	154,616	305,569	235,190	280,410
Unified Communications Center				
Personnel Services	88,999	96,080	105,400	103,300
Operating Expenses	225,424	135,940	253,470	228,340
Recovered Costs	<u>(207,391)</u>	<u>(125,030)</u>	<u>(233,192)</u>	<u>(210,070)</u>
Total	107,032	106,990	125,678	121,570

EXPENDITURE SUMMARY**BROADBAND**

ITEM

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Other Expenditures				
Debt Service	3,542,069	3,457,050	3,457,053	3,643,120
Interfund Loan Repayment	<u>234,545</u>	<u>234,550</u>	<u>234,545</u>	<u>234,550</u>
Total	<u>3,776,614</u>	<u>3,691,600</u>	<u>3,691,598</u>	<u>3,877,670</u>
Grand Total	<u>\$ 17,029,826</u>	<u>\$ 17,557,734</u>	<u>\$ 17,963,829</u>	<u>\$ 18,050,110</u>

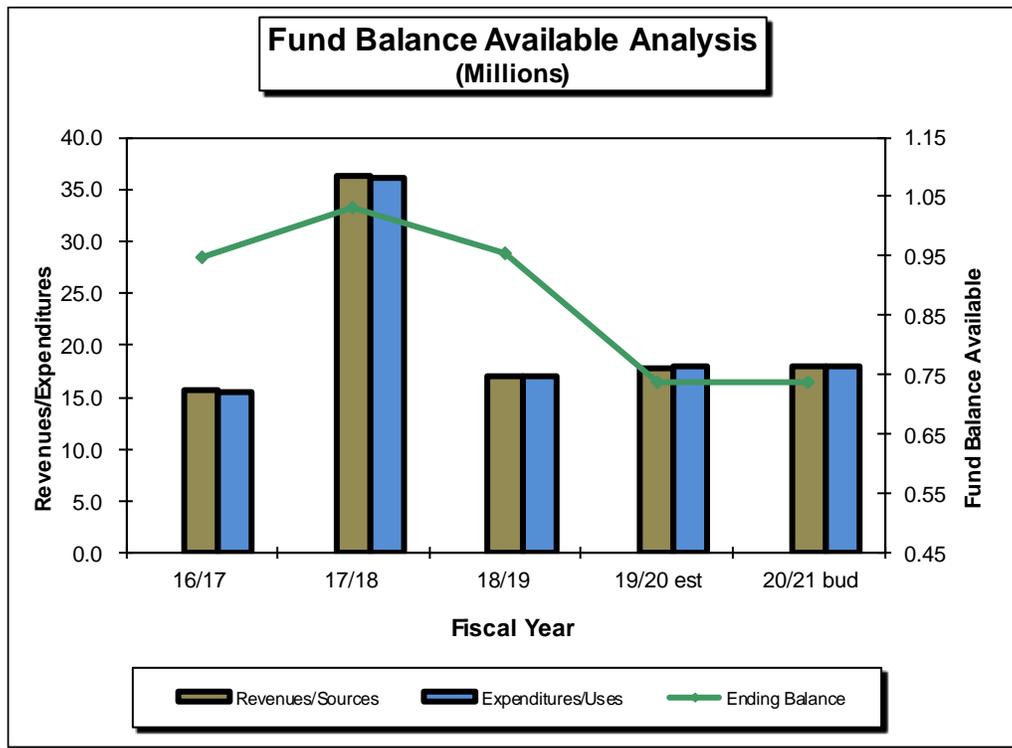
FUND BALANCE AVAILABLE

BROADBAND

ITEM

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Revenues/Other Financing Sources	\$ 16,949,093	\$ 17,328,050	\$ 17,737,321	\$ 18,050,110
Expenditures/Other Financing Uses	<u>17,029,826</u>	<u>17,557,734</u>	<u>17,963,829</u>	<u>18,050,110</u>
Revenues/Other Financing Sources Over (Under) Expenditures/Other Financing Uses	<u>\$ (80,733)</u>	<u>\$ (229,684)</u>	<u>\$ (226,508)</u>	<u>\$ 0</u>
Fund Balance Appropriated	<u>\$ 215,748</u>	<u>\$ 229,684</u>	<u>\$ 229,684</u>	<u>\$ 0</u>
Fund Balance - Beginning of Year	\$ 1,025,625	\$ 955,659	\$ 955,659	\$ 738,835
Increase (Decrease)	<u>(69,966)</u>	<u>(220,000)</u> *	<u>(216,824)</u> *	<u>0</u>
Fund Balance - End of Year	<u>\$ 955,659</u>	<u>\$ 735,659</u>	<u>\$ 738,835</u>	<u>\$ 738,835</u>

* Excludes Encumbrances Reappropriated in the amount of \$ 9,684



DEPARTMENT SUMMARY**BROADBAND**

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 2,746,510	\$ 2,959,930	\$ 3,045,120	\$ 3,061,650
Operating Expenses	12,211,813	13,572,154	13,995,571	13,902,300
Recovered Costs	(2,742,178)	(3,123,480)	(3,234,112)	(2,791,510)
Capital Outlay	<u>1,037,067</u>	<u>457,530</u>	<u>465,652</u>	<u>0</u>
TOTAL	<u>\$ 13,253,212</u>	<u>\$ 13,866,134</u>	<u>\$ 14,272,231</u>	<u>\$ 14,172,440</u>

PERSONNEL SUMMARY

BROADBAND

Class Title	Salary Range	2018-19 Authorized (as amended)	2019-20 Authorized	2020-21 Authorized
Broadband Administration (6301)				
Broadband Sales Executive	24	1	1	1
Marketing and Sales Manager	21	1	1	1
Broadband Operations (6302)				
General Manager OSP	25	1	1	1
Operations Manager	24	1	1	1
OSP Cable Supervisor	20	1	1	1
Engineering Records Database Supervisor	19	1	1	1
Assistant OSP Engineer	16	1	1	1
Fiber Optic Field Technician I-IV	12-19	8	7	7
Broadband Headend Engineering (6303)				
Headend Engineering Manager	25	1	1	1
Systems Engineer	24	1	1	1
Headend Engineer	23	1	1	1
Network Analyst	23	1	1	1
Network Technician	20	0	1	1
Technical Support Services (6306)				
General Manager - Greenlight	26	1	1	1
Infrastructure Engineer	24	1	1	1
Network and Security Engineer	24	1	1	1
Network Administrator	23	1	0	0
Network Analyst	23	0	1	1
Infrastructure Administrator	23	1	1	1
Business Systems Analyst	21	2	2	2
Help Desk Administrator	18	1	1	1
Unified Communications Center (6307)				
Customer Support Manager	24	1	1	1
Unified Command Center Supervisor	21	0	1	1
Technical Service Representative I-III	16-18	13	12	12
Full-time		41	41	41

Redistribution Notes:

Position Title:	From:	To:	Percent:
General Manager OSP	Broadband Operations 6302	Electric Administration 6001	50%
OSP Cable Supervisor	Broadband Operations 6302	Electric Distribution 6005	90%
Fiber Optic Field Technician III	Broadband Operations 6302	Electric Distribution 6005	90%
General Manager – Greenlight	Technical Support Services 6306	Broadband Administration 6301	50%
Unified Communications Center (14)	Unified Communications Center 6307	System Control and Comm 6003	58%
	Unified Communications Center 6307	Gas Distribution 6502	29%
	Unified Communications Center 6307	Water Distribution 7003	5%
Chief Operations Officer	Electric Administration 6001	Broadband Administration 6301	10%
Executive Assistant	Electric Administration 6001	Broadband Operations 6302	5%
Utility Locators (4)	Utility Locators 6503	Broadband Operations 6302	10%

BROADBAND ADMINISTRATION

Description of Services:

Broadband Administration is responsible for sales, marketing and management, and oversight of all Greenlight operations.

PROGRAM GOALS AND INITIATIVES:

- Monitor and manage all areas of Greenlight operations
- Expand the Greenlight network
- Develop new lines of revenue
- Develop new applications and services to enhance community utilization of the network
- Market Greenlight services
- Conduct commercial and residential sales
- Monitor contracts with strategic partners for service delivery

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 413,907	\$ 418,830	\$ 436,490	\$ 422,160
Operating Expenses	<u>652,459</u>	<u>646,534</u>	<u>673,340</u>	<u>640,920</u>
TOTAL	<u>\$ 1,066,366</u>	<u>\$ 1,065,364</u>	<u>\$ 1,109,830</u>	<u>\$ 1,063,080</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Residential Growth	769	700	600
Commercial Growth	87	90	50
Total Members	10,392	11,182	11,832

BROADBAND OPERATIONS

Description of Services:

Broadband Operations is responsible for managing and maintaining the fiber optic infrastructure.

PROGRAM GOALS AND INITIATIVES:

- Engineer, design and manage construction of expansions to community-wide broadband network
- Maintain fiber optic infrastructure and associated records
- Provide commercial and residential installations services
- Provide commercial and residential on site trouble shooting and technical support services
- Monitor and manage inventory of materials related to construction and installation processes
- Monitor contracts with strategic outside plant partners for service delivery

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 961,615	\$ 946,270	\$ 932,640	\$ 971,200
Operating Expenses	1,044,985	1,656,351	1,992,408	1,641,790
Capital Outlay	<u>1,015,420</u>	<u>0</u>	<u>5,652</u>	<u>0</u>
TOTAL	<u>\$ 3,022,020</u>	<u>\$ 2,602,621</u>	<u>\$ 2,930,700</u>	<u>\$ 2,612,990</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Passings Added	572	599	630
Service Calls Completed	3,250	3,100	3,000

BROADBAND HEADEND ENGINEERING

Description of Services:

Broadband Headend Engineering is responsible for monitoring, managing and maintaining the Greenlight headend facilities and associated equipment and providing technical support to Greenlight customers.

PROGRAM GOALS AND INITIATIVES:

- Monitor, manage, maintain and enhance the Greenlight data network
- Monitor, manage, maintain and enhance the Greenlight video network
- Monitor, manage, maintain and enhance the Greenlight voice network
- Monitor, manage, maintain headend facilities
- Provide direct technical support to commercial and residential Greenlight members
- Monitor contracts with strategic outside plant partners for service delivery

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 521,180	\$ 589,860	\$ 652,760	\$ 617,640
Operating Expenses	<u>699,463</u>	<u>880,630</u>	<u>799,130</u>	<u>824,750</u>
TOTAL	<u>\$ 1,220,643</u>	<u>\$ 1,470,490</u>	<u>\$ 1,451,890</u>	<u>\$ 1,442,390</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Core Data Infrastructure Availability	100%	100%	100%
Core Video Infrastructure Availability	100%	100%	100%

BROADBAND PROGRAMMING

Description of Services:

Broadband Programming is responsible for providing universal access to broadband services throughout the City of Wilson.

PROGRAM GOALS AND INITIATIVES:

- Construct and implement a community-wide broadband network
- Provide high-speed internet access services
- Provide high-quality video programming services
- Operate broadband network head-end
- Continue phased construction of fiber optic network throughout the City
- Monitor contracts with strategic partners for service delivery
- Roll out community-wide broadband network

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Operating Expenses	\$ 7,682,535	\$ 8,315,100	\$ 8,418,943	\$ 8,652,000
TOTAL	<u>\$ 7,682,535</u>	<u>\$ 8,315,100</u>	<u>\$ 8,418,943</u>	<u>\$ 8,652,000</u>

TECHNICAL SUPPORT SERVICES

Description of Services:

Technical Support Services provides computer, network, and telephone services to all City departments. This division operates the City computer center and enterprise network, and is responsible for the installation, maintenance, and repair of personal computers and technical related equipment. Technical Support provides mainframe applications and communication services that relate to the City's telephone system and directly support our citizens via web-based applications.

PROGRAM GOALS AND INITIATIVES:

- Provide citizens with the ability to do business with the City via internet
- Provide a secure data and voice network throughout the City
- Support all computer hardware and software

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 760,809	\$ 908,890	\$ 917,830	\$ 947,350
Operating Expenses	1,906,947	1,937,599	1,858,280	1,914,500
Recovered Costs	(2,534,787)	(2,998,450)	(3,000,920)	(2,581,440)
Capital Outlay	<u>21,647</u>	<u>457,530</u>	<u>460,000</u>	<u>0</u>
TOTAL	<u>\$ 154,616</u>	<u>\$ 305,569</u>	<u>\$ 235,190</u>	<u>\$ 280,410</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Enterprise Network Availability	99.818%	99.95%	99.95%
Security Threats Mitigated	33	25	0

UNIFIED COMMUNICATIONS CENTER

Description of Services:

Unified Communications Center is responsible for answering incoming calls for the City's Electric, Gas, Water, and Broadband operations. These calls will include requests for technical support, which may be handled over the phone. Some calls will require dispatch of a service representative to customer's home or business.

PROGRAM GOALS AND INITIATIVES:

- Operate 24/7 call center to receive and facilitate resolution of customer requests relative to Electric, Gas, Water, and Broadband systems
- Monitor Electric, Gas, Water, and Broadband systems
- Provide technical support services for Greenlight members
- Manage dispatch and work order process to support resolution of customer requests

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Personnel Services	\$ 88,999	\$ 96,080	\$ 105,400	\$ 103,300
Operating Expenses	225,424	135,940	253,470	228,340
Recovered Costs	<u>(207,391)</u>	<u>(125,030)</u>	<u>(233,192)</u>	<u>(210,070)</u>
TOTAL	<u>\$ 107,032</u>	<u>\$ 106,990</u>	<u>\$ 125,678</u>	<u>\$ 121,570</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Average Monthly Churn Rate	1.06%	1.08%	1.00%
Calls Received	91,121	98,489	90,000
% Calls Answered	93.30%	93.74%	94.22%

DEBT SERVICE

Description of Services:

Broadband Debt Service is responsible for certificates of participation principal and interest and installment-purchase financing principal and interest.

PROGRAM GOALS AND INITIATIVES:

- Provide for financing and subsequent repayment of obligations incurred for Broadband Fund purposes
- To meet current debt obligations in a timely manner
- To meet all legal requirements applicable to local government financing
- To comply with all Internal Revenue Service rules and regulations pertaining to tax-exempt debt

EXPENDITURE SUMMARY:

	2018-19 Actual	2019-20 Budget	2019-20 Estimated	2020-21 Budget
Operating Expenses	\$ 3,542,069	\$ 3,457,050	\$ 3,457,053	\$ 3,643,120
TOTAL	<u>\$ 3,542,069</u>	<u>\$ 3,457,050</u>	<u>\$ 3,457,053</u>	<u>\$ 3,643,120</u>

PERFORMANCE INDICATORS:

Outputs	2018-19 Actual	2019-20 Estimated	2020-21 Goal
Timely servicing of debt obligations	100%	100%	100%
Compliance to all regulatory guidelines and covenants	100%	100%	100%