

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	Economic Development	Infrastructure	Homes and Neighborhoods	Downtown	Recreation and Parks	Community Involvement
1	2	3	4	5	6	7

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

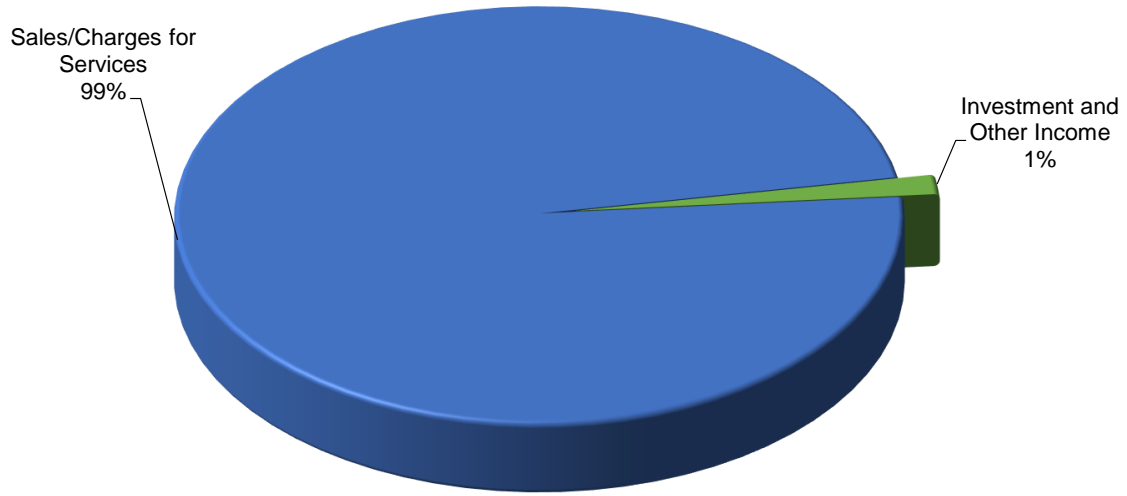
BROADBAND

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
<i>Revenues, Other Sources, and Fund Balance</i>					
Intergovernmental	\$ 1,036	\$ -	\$ -	\$ -	\$ -
Sales/Charges for Service	18,057,546	17,880,798	17,458,080	17,458,080	17,954,560
Miscellaneous Income	643,150	501,080	369,640	369,640	267,250
Investment Income	(4,509)	81,980	-	-	-
Fund Balance Appropriated	-	-	-	13,858	-
TOTAL	\$ 18,697,223	\$ 18,463,858	\$ 17,827,720	\$ 17,841,578	\$ 18,221,810

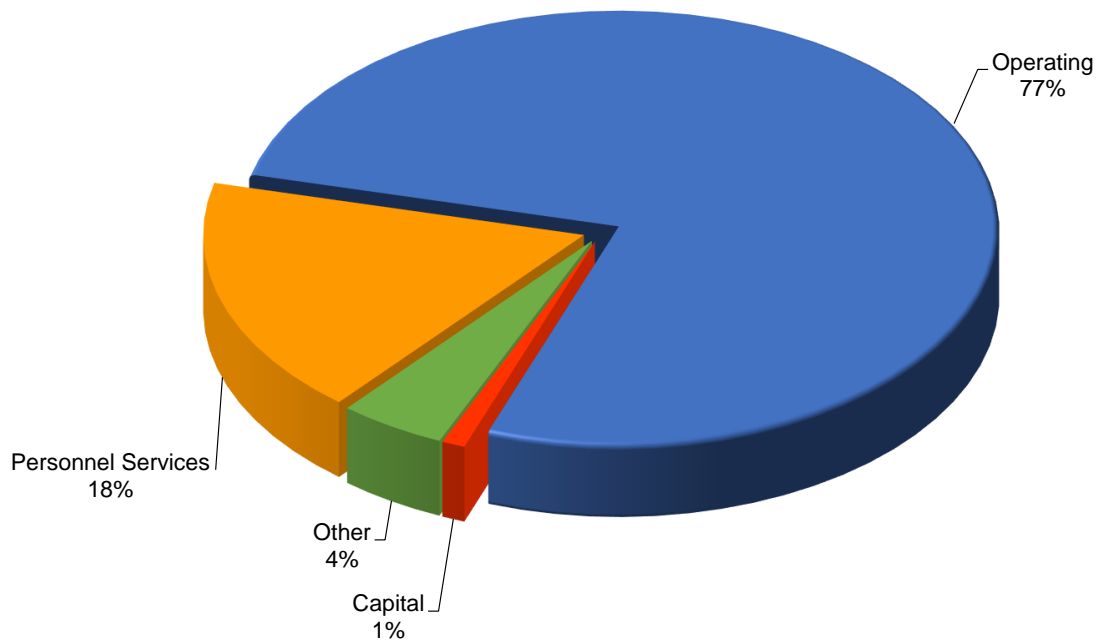
Expenditures and Other Uses

Broadband Administration	\$ 1,199,846	\$ 1,340,305	\$ 1,349,770	\$ 1,449,780	\$ 1,710,860
Broadband Operations	2,594,664	3,675,958	4,561,990	4,563,111	4,826,580
Broadband Headend Engineering	1,114,650	625,785	1,850,450	1,851,550	2,167,530
Broadband Programming	8,284,280	7,937,338	8,325,000	8,199,990	8,210,000
Technical Support Services	42,379	30,634	461,630	473,267	123,360
Unified Communications Center	105,316	84,766	131,470	156,470	145,720
Debt Service	5,245,159	3,333,012	912,860	912,860	803,210
Interfund Loan Repayment	234,545	234,545	234,550	234,550	234,550
TOTAL	\$ 18,820,839	\$ 17,262,343	\$ 17,827,720	\$ 17,841,578	\$ 18,221,810

Revenues / Sources



Expenditures / Uses



REVENUES, OTHER SOURCES, AND FUND BALANCE

BROADBAND

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
INTERGOVERNMENTAL	\$ 1,036	\$ -	\$ -	\$ -	\$ -
SALES/CHARGES FOR SERVICES					
Video Service Sales	6,591,824	6,211,600	5,960,000	5,960,000	5,940,000
Phone Services Sales	2,327,662	2,164,810	2,041,020	2,041,020	1,981,000
Internet Services Sales	6,760,555	7,463,770	7,850,000	7,850,000	8,500,000
Metronet Services Sales	1,256,327	1,173,139	1,173,220	1,173,220	1,109,720
AMI Infrastructure Charge	1,090,200	817,650	408,840	408,840	408,840
Installation/Equipment Charges	30,978	49,829	25,000	25,000	15,000
Subtotal	18,057,546	17,880,798	17,458,080	17,458,080	17,954,560
MISCELLANEOUS INCOME	643,150	501,080	369,640	369,640	267,250
INVESTMENT INCOME	(4,509)	81,980	-	-	-
FUND BALANCE APPROPRIATED					
Encumbrance Balance	-	-	-	13,858	-
Subtotal	-	-	-	13,858	-
Total	\$ 18,697,223	\$ 18,463,858	\$ 17,827,720	\$ 17,841,578	\$ 18,221,810

CHARGES FOR SALES AND SERVICE

Video Service Sales	The 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 Service 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.

FUND BALANCE

Fund Balance Appropriated	This represents an appropriation of some portion of the fund balance as of the close of the preceding fiscal year to help finance the activities of 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

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Broadband Administration					
Personnel Services	\$ 513,930	\$ 555,201	\$ 556,700	\$ 556,700	\$ 542,470
Operating Expenses	685,916	785,104	793,070	893,080	1,168,390
Subtotal	1,199,846	1,340,305	1,349,770	1,449,780	1,710,860
Broadband Outside Plant					
Personnel Services	941,363	1,091,385	1,179,820	1,179,820	1,255,670
Operating Expenses	564,235	406,265	3,325,170	3,326,291	3,570,910
Recovered Costs	(220,000)	(304,375)	-	-	-
Capital Outlay	1,309,066	2,482,683	57,000	57,000	-
Subtotal	2,594,664	3,675,958	4,561,990	4,563,111	4,826,580
Broadband Headend Engineering					
Personnel Services	718,451	708,221	769,820	769,820	820,930
Operating Expenses	627,881	518,189	1,080,630	1,081,730	1,346,600
Recovered Costs	(355,522)	(600,625)	-	-	-
Capital Outlay	123,840	-	-	-	-
Subtotal	1,114,650	625,785	1,850,450	1,851,550	2,167,530
Broadband Programming					
Operating Expenses	8,284,280	7,937,338	8,325,000	8,199,990	8,210,000
Subtotal	8,284,280	7,937,338	8,325,000	8,199,990	8,210,000
Technical Support Services					
Personnel Services	929,742	1,085,062	1,133,370	1,133,370	1,339,940
Operating Expenses	1,276,540	1,223,891	2,477,000	2,468,615	2,731,690
Recovered Costs	(2,206,282)	(2,306,648)	(3,387,780)	(3,387,780)	(3,948,270)
Capital Outlay	42,379	28,329	239,040	259,062	-
Subtotal	42,379	30,634	461,630	473,267	123,360
Unified Communications Center					
Personnel Services	85,426	63,384	91,490	91,490	102,520
Operating Expenses	248,625	273,976	499,700	524,700	539,990
Recovered Costs	(228,735)	(252,594)	(459,720)	(459,720)	(496,790)
Subtotal	105,316	84,766	131,470	156,470	145,720

EXPENDITURE SUMMARY**BROADBAND**

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Other Expenditures					
Debt Service	\$ 5,245,159	\$ 3,333,012	\$ 912,860	\$ 912,860	\$ 803,210
Interfund Loan Repayment	<u>234,545</u>	<u>234,545</u>	<u>234,550</u>	<u>234,550</u>	<u>234,550</u>
Subtotal	<u>5,479,704</u>	<u>3,567,557</u>	<u>1,147,410</u>	<u>1,147,410</u>	<u>1,037,760</u>
Grand Total	<u>\$ 18,820,839</u>	<u>\$ 17,262,343</u>	<u>\$ 17,827,720</u>	<u>\$ 17,841,578</u>	<u>\$ 18,221,810</u>

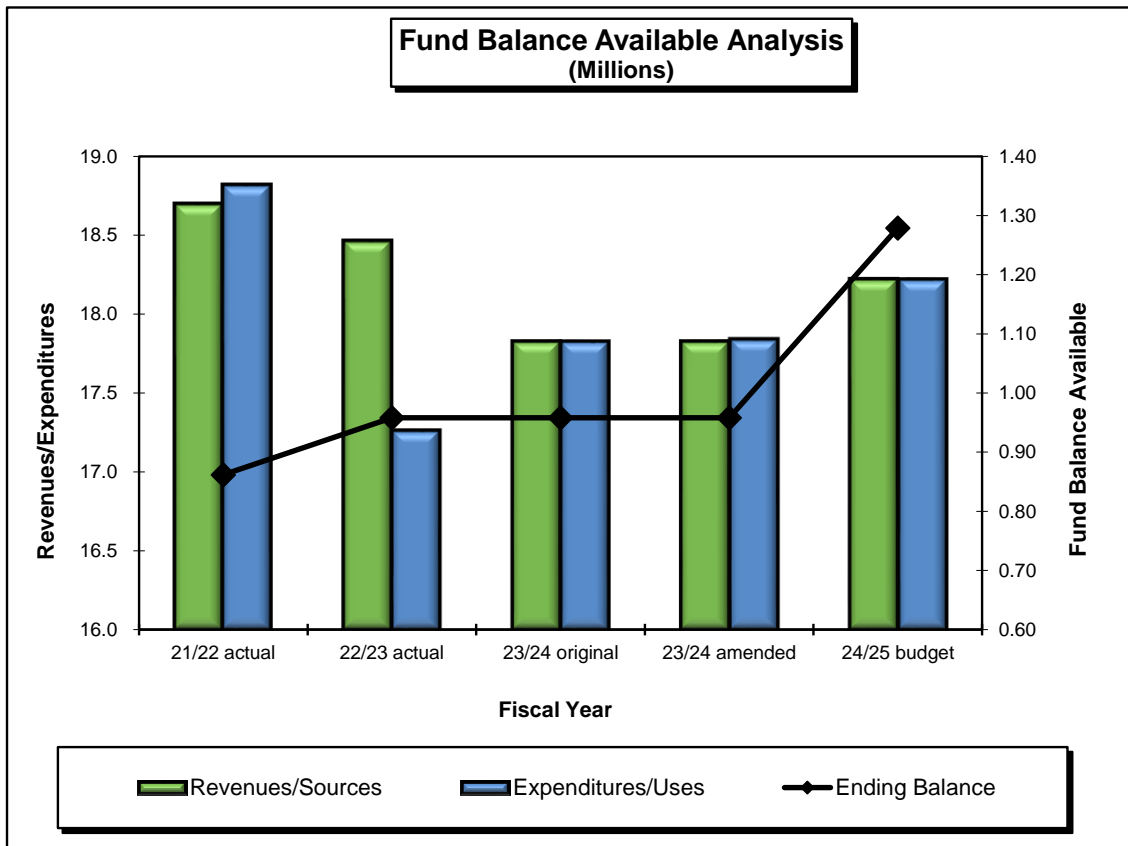
FUND BALANCE AVAILABLE

BROADBAND

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Revenues/Other Financing Sources (OFS)	\$18,697,223	\$18,463,858	\$17,827,720	\$17,827,720	\$ 18,221,810
Expenditures/Other Financing Uses (OFU)	<u>18,820,839</u>	<u>17,262,343</u>	<u>17,827,720</u>	<u>17,841,578</u>	<u>18,221,810</u>
Revenues/OFS Over (Under) Expenditures/OFU	<u>\$ (123,616)</u>	<u>\$ 1,201,515</u>	<u>\$ -</u>	<u>\$ (13,858)</u>	<u>\$ -</u>
Fund Balance Appropriated	<u>\$ 467,752</u>	<u>\$ 105,213</u>	<u>\$ -</u>	<u>\$ 13,858</u>	<u>\$ -</u>
Fund Balance - Beginning of Year	\$ 1,301,184	\$ 861,866	\$ 958,051	\$ 958,051	\$ 1,278,842 **
Increase (Decrease)	<u>(439,318)</u>	<u>96,185</u>	<u>-</u>	<u>-</u>	<u>-</u> *
Fund Balance - End of Year	<u><u>\$ 861,866</u></u>	<u><u>\$ 958,051</u></u>	<u><u>\$ 958,051</u></u>	<u><u>\$ 958,051</u></u>	<u><u>\$ 1,278,842</u></u>

*Excludes Encumbrances Reappropriated in the amount of \$ 13,858

**FY2025 Fund Balance - Beginning of Year is based on an estimated actual Fund Balance - End of Year for FY2024



EXPENDITURE SUMMARY:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 3,188,912	\$ 3,503,253	\$ 3,731,200	\$ 3,731,200	\$ 4,061,530
Operating Expenses	11,687,477	11,144,763	16,500,570	16,494,406	17,567,580
Recovered Costs	(3,010,539)	(3,464,242)	(3,847,500)	(3,847,500)	(4,445,060)
Capital Outlay	<u>1,475,285</u>	<u>2,511,012</u>	<u>296,040</u>	<u>316,062</u>	<u>-</u>
TOTAL	<u>\$ 13,341,135</u>	<u>\$ 13,694,786</u>	<u>\$ 16,680,310</u>	<u>\$ 16,694,168</u>	<u>\$ 17,184,050</u>

PERSONNEL SUMMARY

BROADBAND

Class Title	Salary Range	2022-23 Authorized	2023-24 Authorized	2024-25 Authorized
Broadband Administration (6301)				
Broadband Sales Executive	24	1	1	1
Greenlight Marketing & Communications Coordinator	19	1	1	1
Residential Sales Manager	19	1	1	0
Broadband Operations (6302)				
Operations Manager	25	1	1	1
OSP Engineer	24	1	1	1
Operations Supervisor	23	1	1	1
OSP Splicing Supervisor	23	0	1	1
OSP Cable Supervisor	23	1	0	0
Field Engineer	20	1	1	1
Engineering Records Database Supervisor	19	1	1	1
Fiber Optic Field Technician I-IV	16-19	6	6	6
Broadband Inside Plant (6303)				
Headend Engineering Manager	25	1	1	1
Systems Engineer	24	1	1	1
Application Supervisor	24	1	1	1
Network Analyst	23	1	1	1
Network Technician	20	1	1	1
Technical Support Services (6306)				
General Manager - Greenlight	28	1	1	1
Geographic Information Services Manager*	24	0	0	1
Infrastructure Supervisor	24	1	1	1
Network and Security Engineer	24	1	1	1
Network Analyst	23	1	1	1
Infrastructure Administrator	23	1	1	1
Geographic Information Services Analyst*	22	0	0	1
Business Systems Analyst	21	2	2	2
Help Desk Technician	18	1	1	1
Systems Technician	18	1	1	1
Unified Communications Center (6307)				
Greenlight Community & Engagement Manager	24	1	1	1
Unified Command Center Supervisor	20	1	1	1
Technical Service Representative I-III	16-18	10	10	11
Full-time		41	41	43

*Geographic Information Services Manager and Analyst - Transferred from General Fund in FY25

Redistribution Notes:

Position Title:	From:	To:	Percent:
Operations Manager	Broadband Operations 6302	Electric Administration 6001	40%
OSP Cable Supervisor	Broadband Operations 6302	Electric Distribution 6005	90%
Fiber Optic Field Technician IV	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%
		Gas Distribution 6502	29%
		Water Distribution 7003	5%
Enterprise Services Director	Electric Administration 6001	Broadband Administration 6301	40%
Administrative 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
- 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:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 513,930	\$ 555,201	\$ 556,700	\$ 556,700	\$ 542,470
Operating Expenses	<u>685,916</u>	<u>785,104</u>	<u>793,070</u>	<u>893,080</u>	<u>1,168,390</u>
TOTAL	<u>\$ 1,199,846</u>	<u>\$ 1,340,305</u>	<u>\$ 1,349,770</u>	<u>\$ 1,449,780</u>	<u>\$ 1,710,860</u>

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,2,3	Residential Growth	395	550	550
1,2,3,5	Commercial Growth	55	50	50
1,2,3	Total Members	12,350	12,950	13,600

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
- Review, field trial, and approve new OSP plant materials that reduce material expenditures
- Develop new work process flow for all intergovernmental project requests to improve tracking and add redundancy for all work processes needed to complete a project

EXPENDITURE SUMMARY:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 941,363	\$ 1,091,385	\$ 1,179,820	\$ 1,179,820	\$ 1,255,670
Operating Expenses	564,235	406,265	3,325,170	3,326,291	3,570,910
Recovered Costs	(220,000)	(304,375)	-	-	-
Capital Outlay	<u>1,309,066</u>	<u>2,482,683</u>	<u>57,000</u>	<u>57,000</u>	<u>-</u>
TOTAL	<u>\$ 2,594,664</u>	<u>\$ 3,675,958</u>	<u>\$ 4,561,990</u>	<u>\$ 4,563,111</u>	<u>\$ 4,826,580</u>

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,2,3,4	Passings Added	868	800	600
1,2,3,4	Installations Completed	1,661	1,965	1,800

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, and 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:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 718,451	\$ 708,221	\$ 769,820	\$ 769,820	\$ 820,930
Operating Expenses	627,881	518,189	1,080,630	1,081,730	1,346,600
Recovered Costs	(355,522)	(600,625)	-	-	-
Capital Outlay	123,840	-	-	-	-
TOTAL	\$ 1,114,650	\$ 625,785	\$ 1,850,450	\$ 1,851,550	\$ 2,167,530

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
4	Core Data Infrastructure Availability (%)	99.937	99.998	99.999
4	Core Video Infrastructure Availability (%)	99.983	99.998	99.999

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:

- Provide high-speed internet access services
- Provide high-quality video programming services
- Monitor contracts with strategic partners for service delivery

EXPENDITURE SUMMARY:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Operating Expenses	<u>\$ 8,284,280</u>	<u>\$ 7,937,338</u>	<u>\$ 8,325,000</u>	<u>\$ 8,199,990</u>	<u>\$ 8,210,000</u>
TOTAL	<u><u>\$ 8,284,280</u></u>	<u><u>\$ 7,937,338</u></u>	<u><u>\$ 8,325,000</u></u>	<u><u>\$ 8,199,990</u></u>	<u><u>\$ 8,210,000</u></u>

TECHNICAL SUPPORT SERVICES

DESCRIPTION OF SERVICES:

Technical Support Services provides computer, network, and telephone services to all City departments. The 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:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 929,742	\$ 1,085,062	\$ 1,133,370	\$ 1,133,370	\$ 1,339,940
Operating Expenses	1,276,540	1,223,891	2,477,000	2,468,615	2,731,690
Recovered Costs	(2,206,282)	(2,306,648)	(3,387,780)	(3,387,780)	(3,948,270)
Capital Outlay	42,379	28,329	239,040	259,062	-
TOTAL	\$ 42,379	\$ 30,634	\$ 461,630	\$ 473,267	\$ 123,360

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
4	Enterprise Network Availability (%)	99.989	99.998	99.999
4	Security Threats Mitigated	30	25	20
4	Internal City Helpdesk Tickets Completed	4,916	5,000	5,000

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 include requests for technical support, which may be handled over the phone. Some calls will require dispatch of a service representative to a 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, Broadband and Public Service 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:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Personnel Services	\$ 85,426	\$ 63,384	\$ 91,490	\$ 91,490	\$ 102,520
Operating Expenses	248,625	273,976	499,700	524,700	539,990
Recovered Costs	<u>(228,735)</u>	<u>(252,594)</u>	<u>(459,720)</u>	<u>(459,720)</u>	<u>(496,790)</u>
TOTAL	<u>\$ 105,316</u>	<u>\$ 84,766</u>	<u>\$ 131,470</u>	<u>\$ 156,470</u>	<u>\$ 145,720</u>

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24 Estimated	2024-25 Goal
1,2,3	Average Monthly Churn Rate	0.85%	0.90%	1%
1,2,3	Calls Received	71,311	74,000	70,000
1,2,3	% Calls Answered	90%	90%	95%

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

EXPENDITURE SUMMARY:

	2021-22 Actual	2022-23 Actual	2023-24 Original Budget	2023-24 Amended Budget	2024-25 Adopted Budget
Operating Expenses	\$ 5,245,159	\$ 3,333,012	\$ 912,860	\$ 912,860	\$ 803,210
TOTAL	\$ 5,245,159	\$ 3,333,012	\$ 912,860	\$ 912,860	\$ 803,210

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2022-23 Actual	2023-24	2024-25 Goal
N/A	Timely servicing of debt obligation	100%	100%	100%
N/A	Compliance to all regulatory guidelines and covenants	100%	100%	100%