

TECHNOLOGY AND GENERAL SERVICES FUND

DESCRIPTION

The Technology and General Services Fund operates as an internal service fund providing computer related and telecommunications services to city departments and other governmental agencies including consultation, analysis, office automation, computer operation, software development, equipment maintenance, networking and Internet, and interactive browser based application development to improve the productivity and effectiveness of user departments and agencies.

FY 2013 ACCOMPLISHMENTS

- Completed the Regional Communication Bus project for the purpose of providing the surrounding Hampton Roads localities the means to access an information technology hotspot when an emergency situation arises.
- Facilitated the implementation of WebEOC software for emergency preparedness.
- Implemented a new system to ensure that citizens receive quality customer service.

FY 2014 OBJECTIVES

- To promote infrastructure and technology solutions that reduces costs and improves efficiency and effectiveness of city operations. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To continue to build-out of network infrastructure, including additional fiber runs to provide redundancy where feasible, specifically utilizing the fiber being brought through the city by Mid-Atlantic Broadband. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To begin work on upgrading the City's email system. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To provide seamless customer service by engaging information technology partners and key stakeholders regularly to identify best practices and ongoing business needs. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**

STATISTICS/PERFORMANCE MEASURES

	FY 2012	FY 2013	FY 2014
	Actual	Projected	Estimate
Number of computers maintained	1,030	1,030	1,030
Number of helpdesk requests received	5,700	6,000	6,300
Percent of helpdesk requests closed within 72 hours	81%	75%	73%
Percent of time network is operational	98%	98%	97%

TECHNOLOGY AND GENERAL SERVICES FUND

Revenue							
	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
Sale of Service - Interfund Revenues	\$ 3,948,199	\$ 4,396,610	\$ 4,771,079	\$ 5,397,614	13%	\$ 5,446,402	14%
Sale of Service - Intergovernmental Revenues	23,753	21,072	32,870	29,749	-9%	30,557	-7%
GIS Data & Maps	1,928	891	0	0	-	0	-
Interest	6,472	7,454	0	0	-	0	-
Miscellaneous	4,310	5,960	0	0	-	0	-
Total Revenue	\$ 3,984,662	\$ 4,431,987	\$ 4,803,949	\$ 5,427,363	13%	\$ 5,476,959	14%
Expenditure Summary							
	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
Information Technology	\$ 2,879,246	\$ 3,088,543	\$ 4,803,949	\$ 5,427,363	13%	\$ 5,476,959	14%
Total Expenditures	\$ 2,879,246	\$ 3,088,543	\$ 4,803,949	\$ 5,427,363	13%	\$ 5,476,959	14%
Sale of Service - Intergovernmental Revenue - provides service to: Community Corrections, Workforce Development Center.							

DEPARTMENT: TECHNOLOGY AND GENERAL SERVICES

Budget Detail

Account Number: 603-12510-	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
51100.02 Salaries and Wages	\$ 1,046,090	\$ 1,150,544	\$ 1,288,753	\$ 1,350,087	5%	\$ 1,346,035	4%
51100.04 Salaries and Wages - Overtime/Part-time	17,235	29,271	7,956	7,800	-2%	7,956	0%
51100.26 Special Compensation	19,934	18,825	0	0	-	0	-
52100 FICA	80,442	88,802	99,198	103,878	5%	103,580	4%
52210 VRS Retirement	166,296	181,133	226,305	223,574	-1%	204,474	-10%
52400 Group Life	2,898	3,156	17,012	16,066	-6%	16,018	-6%
53100 Professional Services	57,334	162,351	90,782	164,188	81%	164,188	81%
53200 Temporary Help Services Fees	0	0	0	0	-	0	-
53300 Repair and Maintenance	26,051	28,334	71,233	49,448	-31%	49,448	-31%
53320 Maintenance Service Contracts	481,094	639,799	1,111,508	1,246,138	12%	1,246,138	12%
54200 Fleet	19,028	51,292	11,813	50,222	325%	35,590	201%
54500 Risk Management Expense	114,919	205,626	226,566	237,894	5%	235,666	4%
55100 Utilities	0	0	0	0	-	0	-
55210 Postal Services	829	428	800	800	0%	800	0%
55230 Telecommunications	15,796	20,141	29,414	29,414	0%	23,034	-22%
55240 Data Communications	22,748	42,506	91,050	80,856	-11%	80,856	-11%
55410 Lease/Rent of Equipment	688	62,674	225,419	39,510	-82%	39,510	-82%
55420 Lease/Rent of Building	43,788	43,788	43,788	45,977	5%	45,977	5%
55500 Travel and Training	24,680	10,504	27,510	27,510	0%	27,510	0%
55810 Dues and Association Memberships	1,128	475	1,085	2,435	124%	2,435	124%
56001 Office Supplies	8,490	8,442	23,060	23,060	0%	23,060	0%
56012 Books and Subscriptions	0	0	1,000	1,000	0%	1,000	0%
56014 Other Operating Supplies	33,472	653	0	0	-	0	-
56017 Copier Costs	9,406	6,174	3,994	4,194	5%	5,907	48%
91400-59902 Contingency	0	0	68,954	70,000	2%	47,626	-31%
95100-59120 Interest	0	0	5,360	0	-	0	-
93000-50000.165 Indirect Costs	111,578	115,067	201,111	149,302	-26%	266,140	32%

Total Operating Expenses	\$ 2,303,924	\$ 2,869,986	\$ 3,873,670	\$ 3,923,353	1%	\$ 3,972,949	3%
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Expenses Related to Asset Acquisition

58110 Non Capital Outlay	0	0	0	700,743	-	700,743	-
58200 Capital Outlay	402,834	214,287	528,220	281,104	-47%	281,104	-47%
58211 Depreciation	172,488	4,270	402,060	522,163	30%	522,163	30%

Total Annual Budget	\$ 2,879,246	\$ 3,088,543	\$ 4,803,949	\$ 5,427,363	13%	\$ 5,476,959	14%
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Personnel Summary

Range	Class	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	2013-2014 Adopted
44	Director of Information Technology	0	0	0	1	1
44	Chief Information Officer	1	1	1	0	0
36	Assist. Director of Information Technology	0	0	0	1	1
36	Assistant Chief Information Officer	1	1	1	0	0
29	Project Manager	0	0	0	1	1
29	Service Support Manager	0	0	0	1	1
29	Network Manager	1	1	1	1	1
29	Enterprise Systems Manager	0	0	0	1	1
29	Applications Development Manager	1	1	1	0	0
25	Systems Analyst	0	0	0	3	3
25	Database Administrator	1	1	1	1	1
25	Network Engineer	2	2	2	2	2
24	Programmer/Analyst II	1	1	1	0	0
22	LAN Administrator	1	1	1	1	1
22	Network Coordinator	2	2	2	1	1
19	Radio & Electronics Supervisor	0	1	1	1	1
17	Computer Support Technician	2	2	2	2	2
16	GIS Technician	4	4	4	3	3
16	Software Application Specialist	1	1	1	0	0
16	Computer Operator	1	1	1	1	1
16	Radio & Electronics Technician	0	2	2	2	2
14	Technical Assistant	1	1	1	1	1
8	Records Management Technician	1	1	1	1	1

Number of Full-Time Positions	21	24	24	25	25
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FLEET MANAGEMENT FUND

DESCRIPTION

The Division of Fleet Management is operated as an internal service fund for the purpose of providing equipment and vehicles to city departments. The Department also provides service to the Western Tidewater Regional Jail and the Western Tidewater Community Services Board, as well as houses a portion of the school transportation personnel and supplies them with controlled inventory and computerized maintenance records.

FY 2013 ACCOMPLISHMENTS

- Implemented selling waste oil to a vendor at the industry rate per gallon generating \$4,223 in revenue.
- Utilized online auction to dispose of surplus tires generating \$8,100 in revenue and eliminating the payment of landfill disposal fees.
- Maintained a high fleet availability and readiness rate at over 97%.



FY 2014 OBJECTIVES

- To ensure that fleet units are available at least 94% of the time for utilization by city departments. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To attain an immediate parts fill rate of 82% or higher. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To achieve A.S.E. Blue Seal Certification by increasing the number of certified technicians on staff from 70% to 75%. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To research and implement the use of alternative fuel vehicles. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**

STATISTICS/PERFORMANCE MEASURES

	FY 2012 Actual	FY 2013 Projected	FY 2014 Estimate
Number of fleet work orders received	4,900	4,500	4,500
Average work order completion time	5 days	4 days	4 days
Percent of time fleet is available for users	97%	97%	97%
Parts Inventory Turns	3.7	4.0	4.0
Immediate Parts Fill Rate	77%	80%	80%

FLEET MANAGEMENT FUND

Revenue							
	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
Sale of Service - Interfund Revenue	\$ 9,171,457	\$ 9,465,474	\$ 10,110,376	\$ 10,662,135	5%	\$ 10,903,220	8%
Sale of Service - Intergovernmental Revenue	953,556	987,744	1,010,570	924,000	-9%	924,000	-9%
Sale of Surplus Property	67,185	89,423	0	0	-	0	-
Capital Contributions	645,389	4,091,482	0	0	-	0	-
Transfer from RM Fund - MaintenanceEquipment Capital	0	974,000	1,587,000	2,374,000	50%	2,374,000	50%
Transfer from RM Fund- Traffic-Equipment Capital	0	0	0	69,000		69,000	
Transfer from Stormwater Engineering Fund-Equipment Capital	0	88,000	76,000	0	-100%	0	-100%
Transfer from Stormwater-Mosq Fund-Equipment Capital	0	0	78,000	48,000	-38%	48,000	-38%
Transfer from Refuse Fund-Equipment Capital	0	0	23,000	0	-100%	0	-100%
Interest	24,231	18,162	0	0	-	0	-
Miscellaneous	(12,359)	7,008	0	0	-	0	-
Total Revenue	\$ 10,849,458	\$ 15,721,292	\$ 12,884,946	\$ 14,077,135	9%	\$ 14,318,220	11%

Expenditure Summary							
	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
Fleet Management	\$ 10,592,766	\$ 10,628,219	\$ 12,884,946	\$ 14,077,135	9%	\$ 14,318,220	11%
Total Expenditures	\$ 10,592,766	\$ 10,628,219	\$ 12,884,946	\$ 14,077,135	9%	\$ 14,318,220	11%

Sale of Service - Intergovernmental Revenue - includes Fleet service to Western Tidewater CSB, Health Dept., WT Regional Jail, School Transportation, VRT.

DIVISION: FLEET MANAGEMENT (Department of Public Works)

Budget Detail

Account Number: 601-12520-	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
51100.02 Salaries and Wages	\$ 920,182	\$ 800,476	\$ 890,149	\$ 890,149	0%	\$ 895,593	1%
51100.04 Salaries and Wages - Overtime	35,324	5,246	26,520	26,520	0%	26,520	0%
51100.26 Special Compensation	6,137	(694)	0	0	-	0	-
52100 FICA	70,133	58,473	70,125	70,125	0%	70,542	1%
52210 VRS Retirement	144,457	128,478	156,310	156,310	0%	145,170	-7%
52400 Group Life	2,542	2,240	11,750	11,750	0%	10,658	-9%
53300 Repairs and Maintenance	33,342	29,941	40,200	40,200	0%	40,200	0%
53320 Maintenance Service Contracts	115,882	9,260	11,000	11,000	0%	11,000	0%
53500 Printing and Binding	139	292	1,100	1,100	0%	1,100	0%
54100 Information Technology	67,182	58,235	55,588	55,588	0%	55,202	-1%
54500 Risk Management	585,055	671,989	624,881	624,881	0%	657,223	5%
55100 Utilities	30,912	29,971	41,000	41,000	0%	41,000	0%
55210 Postal Services	62	67	150	150	0%	150	0%
55230 Telecommunications	6,974	6,024	6,493	6,493	0%	6,493	0%
55410 Lease/Rent of Equipment	540,298	557,851	41,160	41,160	0%	41,160	0%
55500 Travel and Training	1,761	2,523	7,500	7,500	0%	5,933	-21%
55810 Dues and Association Memberships	1,512	1,420	1,465	1,465	0%	1,465	0%
56001 Office Supplies	2,459	3,136	6,000	6,000	0%	5,000	-17%
56007.04 Vehicle & Power Equipment Fuels	2,113,295	2,378,982	2,886,185	2,737,000	-5%	2,737,000	-5%
56007.06 Vehicle & Power Equipment Supplies	1,702,818	1,734,455	1,802,103	1,802,103	0%	1,802,103	0%
56011 Uniforms & Wearing Apparel	4,679	4,664	8,000	8,000	0%	8,000	0%
56014 Other Operating Supplies	21,146	23,829	45,000	45,000	0%	45,000	0%
56017 Copier Costs	4,568	4,568	4,568	4,568	0%	4,872	7%
91400-59902 Contingency	0	0	198,065	0	-100%	10,082	-95%
95100-59120 Interest	199,671	121,456	117,873	117,873	0%	191,395	62%
93000-50000.165 Indirect Costs	228,978	362,225	321,144	429,023	34%	429,043	34%
93000-50000.310 Transfer to Capital Projects	0	0	0	300,000	-	300,000	-
Total Operating Expenses	\$ 6,839,508	\$ 6,995,107	\$ 7,374,329	\$ 7,434,958	1%	\$ 7,541,903	2%
Expenses Related to Asset Acquisition							
58200 Capital Outlay	402,903	262,842	1,637,854	2,491,000	52%	2,306,820	41%
58211 Depreciation	3,350,356	3,370,269	3,872,763	4,151,177	7%	4,469,497	15%
Total Annual Budget	\$ 10,592,766	\$ 10,628,219	\$ 12,884,946	\$ 14,077,135	9%	\$ 14,318,220	11%

55410 - Lease of Equipment: Generator							
56014 - Other Operating Supplies: Cleaning & janitorial, shop supplies, first aid, safety kleen.							

Personnel Summary							
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Range	Class	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	2013-2014 Adopted
38	Fleet & Equipment Services Manager	1	1	1	1	1
25	Asst Fleet & Equipment Svcs Mgr	1	1	1	1	1
21	Automotive Mechanic Supervisor	1	1	1	1	1
19	Radio & Electronics Supervisor	1	0	0	0	0
19	Automotive Lead Mechanic	1	1	1	1	1
16	Radio & Electronics Technician	2	0	0	0	0
14/16/17	Automotive Mechanic I, II and III	14	12	12	12	12
14	Fleet Accounting Coordinator	1	1	1	1	1
14	Parts & Procurement Specialist	1	1	1	1	1
12	Secretary I	1	1	1	0	0
11	Automotive Stockroom Clerk	2	2	2	2	2
8	Office Assistant I	0	0	0	1	1
Number of Full-Time Positions		26	21	21	21	21

RISK MANAGEMENT FUND

DESCRIPTION

The Division of Risk Management operates as an internal service fund which provides for the payment of expenses associated with the City's general liability, health insurance, and worker's compensation coverage. The City is self-insured for health insurance coverage. Revenue to support these expenses is obtained from the various funds within the City's annual Operating Budget based on a cost reimbursement allocation.

FY 2013 ACCOMPLISHMENTS

- Continued the promotion of employee wellness programs including Weight Watchers, Walk at Work Day, and onsite exercise classes.
- Reduced worker's compensation claims and lost time accidents by 33%.
- Achieved the VML Insurance Gold Star Standard for claims reporting.



FY 2014 OBJECTIVES

- To maintain the Virginia Municipal League's Gold Standards for handling and processing workers compensation claims. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To enhance the safety of the workforce by fostering a positive safety culture through the implementation of a total safety management structure. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**
- To increase participation in health and wellness programs by 10%. **(Goal 5: Provide Effective and Efficient Programs and Services that are Accountable and Customer Focused)**

STATISTICS/PERFORMANCE MEASURES

	FY 2012 Actual	FY 2013 Projected	FY 2014 Estimate
Safety Programs:			
Number of workers compensation claims filed	176	150	125
Number of employees with lost work days	14	10	10
Number of liability claims filed	166	140	125
Wellness Programs:			
Number of wellness programs provided for City staff	37	40	45
Number of wellness programs participants	1,297	2,230	2,450

RISK MANAGEMENT FUND

Revenue							
	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
Sale of Service - Interfund Revenues	\$ 10,474,183	\$ 15,155,534	\$ 14,748,092	\$ 16,668,000	13%	\$ 14,899,589	1%
Employee Premiums	2,379,400	2,726,453	2,285,363	2,647,256	16%	2,494,224	9%
Interest	32,569	44,520	0	0	-	0	-
Insurance Recoveries	132,420	728	0	0	-	0	-
Miscellaneous	241	110,344	0	0	-	0	-
Transfer from Fund Balance (08' loan repay to GF via CapFu	0	0	1,174,975	0	-100%	0	-100%
Total Revenue	\$ 13,018,812	\$ 18,037,579	\$ 18,208,430	\$ 19,315,256	6%	\$ 17,393,813	-4%
Expenditure Summary							
	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
Risk Management	\$ 14,122,616	\$ 15,928,399	\$ 18,208,430	\$ 19,315,256	6%	\$ 17,393,813	-4%
Total Expenditures	\$ 14,122,616	\$ 15,928,399	\$ 18,208,430	\$ 19,315,256	6%	\$ 17,393,813	-4%
* Includes funding for OPEB (Post Employment Benefit) funding requirement per GASB 45.							
* Includes funding for State unfunded Line of Duty Mandate.							

DEPARTMENT: RISK MANAGEMENT (Department of Human Resources)

Budget Detail

Account Number: 4-606-012550-	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	% Chng	2013-2014 Adopted	% Chng
51100.02 Salaries and Wages	\$ 183,934	\$ 229,941	\$ 262,844	\$ 262,844	0%	\$ 216,764	-18%
51000.06 Salaries and Wages - Part Time	0	28,149	0	0	-	29,164	
52100 FICA	13,450	19,408	20,108	20,108	0%	18,813	-6%
52210 VRS Retirement	16,944	37,875	46,155	46,155	0%	35,896	-22%
52400 Group Life	295	660	3,470	3,470	0%	2,579	-26%
53100 Professional Services	49,775	36,682	40,000	50,000	25%	40,000	0%
53600 Advertising	809	0	0	0	-	0	-
54100 Information Technology	12,860	7,999	10,489	10,489	0%	14,538	39%
54200 Fleet	0	9,221	20,666	20,666	0%	28,655	39%
55210 Postal Services	82	74	500	500	0%	500	0%
55230 Telecommunications	2,027	1,988	2,936	2,936	0%	3,398	16%
55300 Insurance Premiums	1,936,335	0	0	0	-	0	-
12552-55300 Insurance Premiums - Wcomp + LODA	0	626,549	783,586	514,042	-34%	758,187	-3%
12553-55300 Insurance Premiums - Property/Casualty	0	1,105,629	1,419,525	1,810,810	28%	1,384,600	-2%
55420 Lease/Rent of Building	4,428	4,428	4,428	4,428	0%	4,428	0%
55500 Travel and Training	1,978	1,667	1,500	9,000	500%	1,500	0%
55810 Dues & Memberships	0	1,610	1,610	2,140	33%	1,975	23%
12551-55815 Post Employment Benefits (OPEB)	3,014,322	1,525,200	1,865,700	1,865,700	0%	1,512,700	-19%
55825 Insurance Claims	8,827,103	0	0	0	-	0	-
12551-55825 Claims Payments - Health	0	10,048,568	11,426,819	13,236,277	16%	12,471,118	9%
12552-55825 Claims Payments - Workers Compensat	0	2,561,916	912,000	1,120,000	23%	630,000	-31%
12553-55825 Claims Payments - Property/Casualty	0	(398,400)	100,000	100,000	0%	100,000	0%
12554-56026 Health & Wellness	6,316	4,963	0	113,895	-	13,895	-
56001 Office Supplies	5,689	3,469	2,500	2,500	0%	2,500	0%
56012 Books and Subscriptions	2,457	2,323	3,500	3,500	0%	2,851	-19%
56014 Safety Equipment	0	109	4,400	24,213	450%	3,063	-30%
56017 Copier Costs	5,179	5,823	5,179	5,179	0%	6,319	22%
58200 Capital Outlay - Additions	3,015	1,585	0	0	-	0	-
Contingency	0	0	9,137	0	-100%	0	-100%
93000-50000.165 Indirect Costs	35,618	60,964	86,404	86,404	0%	110,370	28%
93000-50000.310 Transfer to Capital Projects (GF repay of 08'1	0	0	1,174,975	0	-100%	0	-100%
Total Operating Expenses	\$ 14,122,616	\$ 15,928,399	\$ 18,208,430	\$ 19,315,256	6%	\$ 17,393,813	-4%

Personnel Summary

Range	Class	2010-2011 Actual	2011-2012 Actual	2012-2013 Budget	2013-2014 Requested	2013-2014 Adopted
30	Risk Manager	1	1	1	1	1
20	Safety Officer	1	2	2	2	1
19	Human Resources Generalist (Wellness)	0	1	1	1	1
17	Risk Management Coordinator	1	1	1	1	1
Number of Full-Time Positions		3	5	5	5	4