# INFORMATION TECHNOLOGY FUND

DESCRIPTION

The Department of Information Technology operates as an Internal Service Fund and provides 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, interactive browser based application development, to improve the productivity and effectiveness of user departments and agencies. **Beginning in FY 2010-2011, the Department of Information Technology has assumed oversight of the City's radio communications service.**

FY 2011 ACCOMPLISHMENTS

- Implemented an advanced helpdesk software system to improve tracking and response times to customer work orders.

- Launched desktop virtualization to reduce the cost of purchasing desktop computers and extending the life of computer replacements.

- Disseminated revised Information Technology policies and guidelines for use by city departments.

Comparison of Active/Closed Service Requests Department of Information Technology FY 2010-2011

- Successfully planned and implemented advanced technology within the new Emergency Operations Center, Visitors Center, and East Suffolk Recreation Administration Building.
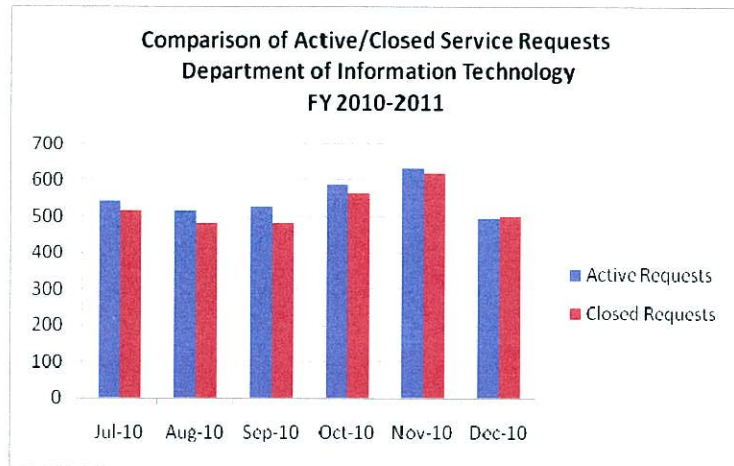
FY 2012 OBJECTIVES

- To enhance changes in current business practices by implementing an Enterprise Resource Planning (ERP) System and Document Management System.

- To reduce/redirect IT spending by an orderly retirement of older infrastructure and applications.

- To maintain and increase staff capacity to support information technology demands.

- To install the new Computer Assisted Mass Appraisal (CAMA) system for utilization by the City's Real Estate Assessor's office.

- To reinstate a Technical Advisory Committee (TAC) to assist in steering information technology projects.

Performance Measures	FY 10 Actual	FY 11 Projected	FY 12 Target
Percent implementation of ERP System	10%	60%	100%
Percent implementation of Document Management System	10%	85%	100%
Active requests for services	N/A	6,612	7,500
Close requests for services	N/A	6,330	7,000
Total hours of technical services provided	N/A	37,340 hrs	40,000 hrs
Percent of obsolete infrastructure retired	15%	95%	100%

INFORMATION TECHNOLOGY FUND

Revenue

	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
Sale of Service - Interfund Revenues	$ 2,609,551	$ 2,649,243	$ 3,725,580	$ 5,411,947	45%	$ 4,331,259	16%
Sale of Service - Intergovernmental Revenues	0	43,564	23,830	25,000	5%	21,055	-12%
GIS Date & Maps	0	0	0	0	-	0	-
Interest	5,023	4,526	0	0	-	0	-
Sale of Surplus Property	0	55	0	0	-	0	-
Miscellaneous Revenue	870	0	0	0	-	0	-
Total Revenue	$ 2,615,444	$ 2,697,387	$ 3,749,410	$ 5,436,947	45%	$ 4,352,314	16%

Expenditure Summary

	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
Information Technology	$ 2,147,404	$ 2,246,725	$ 3,749,410	$ 5,431,845	45%	$ 4,352,314	16%
Total Expenditures	$ 2,147,404	$ 2,246,725	$ 3,749,410	$ 5,431,845	45%	$ 4,352,314	16%

Sale of Service - Intergovernmental Revenue - provides service to: Community Corrections, Workforce Development Center.

DEPARTMENT: INFORMATION TECHNOLOGY

Budget Detail

Account Number: 4-603-012510-		2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
1100 Salaries and Wages	$	692,480	$ 735,847	$ 1,106,022	$ 1,319,627	19% $	1,279,777	16%
1200 Salaries and Wages - Overtime		13,359	24,605	3,000	7,800	160%	7,800	160%
1700 Special Compensation		13,691	(3,216)	0	0	-	0	-
2100 FICA		53,841	57,023	84,840	101,548	20%	98,500	16%
2210 VRS Retirement		98,471	104,587	177,738	212,064	19%	205,660	16%
2400 Group Life		5,679	4,335	3,097	3,695	19%	3,583	16%
3100 Professional Services		84,281	19,275	74,500	90,676	22%	82,210	10%
3200 Temporary Help Service Fees		0	23,062	0	0	-	0	-
3300 Repair and Maintenance		12,671	10,634	24,591	71,233	190%	71,233	190%
3320 Maintenance Service Contracts		334,934	451,401	400,000	900,901	125%	744,226	86%
4200 Fleet		13,543	16,681	18,789	27,500	46%	37,161	98%
4500 Risk Management Expense		111,587	111,069	125,395	127,444	2%	205,626	64%
5210 Postal Services		419	404	755	800	6%	800	6%
5230 Telecommunications		18,756	14,303	17,071	19,124	12%	19,914	17%
5240 Data Communications		18,329	19,698	43,968	33,686	-23%	35,166	-20%
5410 Lease/Rent of Equipment		0	0	165,072	227,418	38%	178,012	8%
5420 Lease/Rent of Building		16,937	16,937	43,788	43,788	0%	43,788	0%
5500 Travel and Training		20,916	11,328	25,000	34,780	39%	26,200	5%
5810 Dues and Association Memberships		800	300	1,414	1,685	19%	1,085	-23%
6001 Office Supplies		6,617	3,858	8,900	10,980	23%	12,060	36%
6012 Books and Subscriptions		227	491	1,371	1,200	-12%	1,000	-27%
6014 Other Operating Supplies		111,149	94,663	92,797	30,166	-67%	0	-100%
6017 Copier Costs		5,047	5,121	11,460	12,000	5%	5,047	-56%
9120 Interest Expense		0	0	0	0	-	0	-
093000-0100 Indirect Costs		83,790	87,980	111,578	115,067	3%	115,067	3%
9902 Contingency		0	0	181,061	86,163	-52%	66,056	-64%
Total Operating Expenses	$	1,717,525	$ 1,810,386	$ 2,722,207	$ 3,479,345	28% $	3,239,971	19%
Expenses Related to Asset Acquisition								
8100 Capital Outlay - Replacements		0	0	0	0	-	18,908	-
8200 Capital Outlay - Additions		73,706	236,527	691,358	1,609,021	133%	782,557	13%
8211 Depreciation		356,174	199,811	335,845	343,479	2%	310,878	-7%
Total Annual Budget	$	2,147,404	$ 2,246,725	$ 3,749,410	$ 5,431,845	45% $	4,352,314	16%

Personnel Summary

Range	Class	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	2011-2012 Adopted
44	Chief Information Officer	0	0	1	1	1
38	Chief Information Officer	0	1	0	0	0
36	Assistant Chief Information Officer	0	0	1	1	1
36	Assistant Director	1	0	0	0	0
29	Network Manager	1	1	1	1	1
29	Applications Development Manager	1	1	1	1	1
29	Project Coordinator	0	0	0	1	0
25	Database Administrator	1	1	1	1	1
25	Network Engineer	2	2	2	2	2
24	Programmer/Analyst II	1	1	1	1	1
22	LAN Administrator	0	0	1	1	1
22	Network Coordinator	1	1	2	2	2
19	Radio & Electronics Supervisor	0	0	0	1	1
17	Computer Support Technician	1	1	2	2	2
16	GIS Technician	0	0	4	4	4
16	Software Application Specialist	1	1	1	1	1
16	Computer Operator	1	1	1	1	1
16	Radio & Electronics Technician	0	0	0	2	2
14	Technical Assistant	1	1	1	1	1
8	Records Management Technician	1	1	1	1	1
Number of Full-Time Positions		13	13	21	25	24

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. **Beginning in FY 2010-2011, the radio communications service, which was previously managed by Fleet Management, has been transferred to the Department of Information Technology.**

FY 2011 ACCOMPLISHMENTS

- Obtained Honorable Mention Award by Government Fleet magazine's 100 Best Fleet programs to recognize exceptional productivity and operational effectiveness of fleets throughout the United States.

- Reduced the average work order completion time by 45% from 11 days to 6 days.

- Preserved an immediate parts fill rate of over 81%.

FY 2012 OBJECTIVES

- To ensure that fleet units are available at least 93% of the time for utilization by user departments.

- To attain an immediate parts fill rate of at least 80%.

- To adequately supply and effectively manage inventory by attaining an annual parts turn ratio of 3.5 turns per year.

- To maintain an average work order completion time of 7 days or less.

- To enforce preventative maintenance and inspection compliance by city departments resulting in an inspection compliance rate of 82% or higher.

Performance Measures	FY 10 Actual	FY 11 Projected	FY 12 Target
Fleet Availability	94%	97%	93%
Immediate Parts Fill Rate	81%	82%	82%
Parts Inventory Turns	3.21	4.6	4.5
Work Order Completion Time	11 days	6 days	7 days
Preventative Maintenance Compliance	79%	77%	82%

FLEET MANAGEMENT FUND

Revenue

	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
Sale of Service - Interfund Revenue	$ 9,370,639	$ 9,544,799	$ 10,056,202	$ 9,328,634	-7% $	9,556,517	-5%
Sale of Service - Intergovernmental Revenue	1,090,297	1,098,090	1,125,810	1,159,982	3%	1,159,982	3%
Sale of Surplus Property	1,200	144,680	0	0	-	0	-
Capital Contributions	2,409,702	2,054,538	0	0	-	0	-
Transfer from Stormwater Fund-Equipment Capital Contribution	0	0	0	0		88,000	-
Transfer from Roadway Fund-Equipment Capital Contribution	0	0	0	0		974,000	-
Interest Proceeds	6,632	24,813	0	0	-	0	-
Miscellaneous	(108,644)	(294,651)	0	0	-	0	-
Unrestricted Cash (Fuel Contingency)	0	0	0	0	-	500,000	-
Total Revenue	$ 12,769,826	$ 12,572,270	$ 11,182,012	$ 10,488,616	-6% $	12,278,499	10%

Expenditure Summary

	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
Fleet Management	$ 10,157,960	$ 11,017,625	$ 11,182,012	$ 10,488,615	-6% $	12,278,499	10%
Total Expenditures	$ 10,157,960	$ 11,017,625	$ 11,182,012	$ 10,488,615	-6% $	12,278,499	10%

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

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DIVISION: FLEET MANAGEMENT (Department of Public Works)

Budget Detail

Account Number: 4-601-012520-	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
1100 Salaries and Wages	$ 960,115	$ 913,554	$ 1,006,468	$ 882,305	-12% $	884,562	-12%
1200 Salaries and Wages - Overtime	12,320	37,881	31,592	26,792	-15%	26,792	-15%
1700 Special Compensation	7,515	4,672	0	0	-	0	-
2100 FICA	71,172	69,624	79,412	69,546	-12%	69,719	-12%
2210 VRS Retirement	135,067	130,922	161,739	141,786	-12%	142,149	-12%
2400 Group Life	7,789	(3,532)	2,818	2,470	-12%	2,477	-12%
3300 Repairs and Maintenance	26,721	19,144	40,200	40,200	0%	40,200	0%
3320 Maintenance Service Contracts	111,894	114,884	115,000	10,578	-91%	10,578	-91%
3500 Printing and Binding	363	0	1,100	1,100	0%	1,100	0%
4100 Information Technology	50,479	48,977	72,216	88,483	23%	58,235	-19%
4500 Risk Management Expense	606,540	641,845	593,014	593,014	0%	671,989	13%
5100 Utilities	35,107	28,223	41,000	41,000	0%	41,000	0%
5210 Postal Services	58	118	150	150	0%	150	0%
5230 Telecommunications	10,730	9,354	8,399	6,084	-28%	6,543	-22%
5410 Lease/Rent of Equipment	432,717	479,606	584,325	529,000	-9%	529,000	-9%
5500 Travel and Training	6,479	2,476	10,000	7,500	-25%	7,500	-25%
5810 Dues and Association Memberships	1,444	1,382	1,650	1,465	-11%	1,465	-11%
6001 Office Supplies	2,454	2,114	4,200	6,000	43%	6,000	43%
6008 Vehicle & Power Equipment Fuels	1,782,468	1,696,454	2,420,000	2,384,341	-1%	2,384,341	-1%
6009 Vehicle & Power Equipment Supplies	1,663,821	1,551,768	1,617,767	1,547,838	-4%	1,547,838	-4%
6011 Uniforms & Wearing Apparel	6,086	4,879	8,000	8,000	0%	8,000	0%
6014 Other Operating Supplies	18,014	21,741	25,000	25,000	0%	25,000	0%
6017 Copier Costs	4,568	4,611	4,616	4,616	0%	4,568	-1%
9120 Interest	331,212	281,753	227,053	103,925	-54%	144,823	-36%
093000-0100 Indirect Costs	140,348	147,366	228,978	362,225	58%	362,225	58%
9902 Fuel Contingency	0	0	2,857	0	-100%	562,850	-
Total Operating Expenses	$ 6,425,481	$ 6,209,814	$ 7,287,554	$ 6,883,418	-6% $	7,539,104	3%
Expenses Related to Asset Acquisition							
8200 Capital Outlay - Additions	320,265	1,437,106	0	0	-	1,062,000	-
8211 Depreciation	3,412,214	3,370,705	3,894,458	3,605,197	-7%	3,677,395	-6%
Total Annual Budget	$ 10,157,960	$ 11,017,625	$ 11,182,012	$ 10,488,615	-6% $	12,278,499	10%

5410 - Lease of Equipment: Generators.
6014 - Other Operating Supplies: Cleaning & Janitorial, shop supplies, first aid, safety kleen.

Personnel Summary

| Range	Class	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	2011-2012 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	1	1	0	0
19	Automotive Lead Mechanic	1	1	1	1	1
16	Radio & Electronics Technician	2	2	2	0	0
14 / 16 / 17	Automotive Mechanic I, II and III	14	14	14	14	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	1	1
11	Automotive Stockroom Clerk	2	2	2	2	2
Number of Full-Time Positions		26	26	26	23	21

RISK MANAGEMENT FUND

DESCRIPTION

The Division of Risk Management manages a fund established 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 2011 ACCOMPLISHMENTS

- Achieved the Virginia Municipal League gold star standard for claims processing.

- Reduced workers compensation claims by 19% for calendar year 2010 compared to the prior year.

- Decreased the timeframe for incident reporting from 5 days to less than 24 hours for the Suffolk Police Department.

Comparison of Workers Compensation Claims 2007-2010
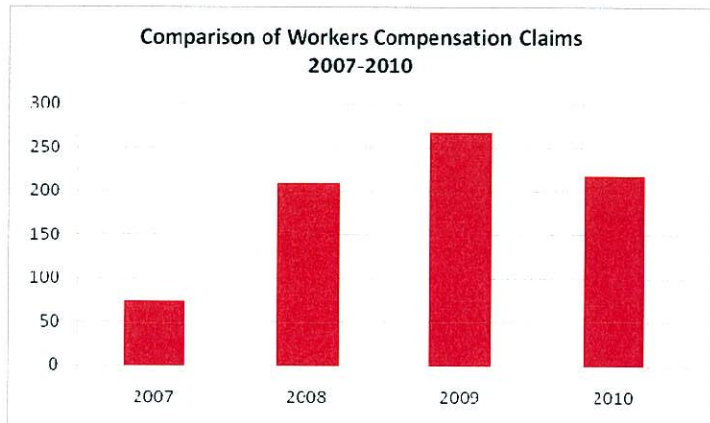
FY 2012 OBJECTIVES

- To maintain the Virginia Municipal League's Gold Standards for handling and processing workers compensation claims.

- To provide citywide OSHA mandated safety training to ensure compliance and continuance of an employee safety culture.

- To continue performing scheduled and random safety audits and field inspections on city facilities to identify and correct hazardous conditions and ensure a safe working environment.

Performance Measures	FY 10 Actual	FY 11 Projected	FY 12 Target
Percent of applicable employees trained as OSHA mandated	35%	75%	100%
Percent of applicable employees completing forklift certification and defensive driving training	50%	100%	100%
Percent of workers compensation claims processed at or below the VML Gold Standard	100%	100%	100%
Percent of citywide buildings audited for safety	N/A	50%	100%

RISK MANAGEMENT FUND

Revenue

	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
Sale of Service - Interfund Revenues	$ 13,034,248	$ 12,747,847	$ 10,404,246	$ 14,445,946	39% $	15,071,168	45%
Employee Premiums	2,272,598	2,287,568	1,920,000	1,840,802	-4%	2,090,000	9%
Interest	57,032	43,819	0	0	-	0	-
Insurance Recoveries	20,586	0	0	0	-	0	-
Miscellaneous	0	0	0				
Transfer from Fund Balance (OPEB contribution)	0	0	3,000,000	0	-100%	0	-100%
Total Revenue	$ 15,384,464	$ 15,079,235	$ 15,324,246	$ 16,286,748	6% $	17,161,168	12%

Expenditure Summary

	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	% Chng	2011-2012 Adopted	% Chng
Risk Management	$ 12,055,552	$ 17,218,299	$ 15,324,246	$ 16,286,748	6% $	17,161,168	12%
Total Expenditures	$ 12,055,552	$ 17,218,299	$ 15,324,246	$ 16,286,748	6% $	17,161,168	12%

* **Includes $3M for OPEB (Post Employment Benefit) funding requirement per GASB 45.**
* **Includes $119K for State unfunded Line of Duty Mandate.**

DEPARTMENT: RISK MANAGEMENT (Department of Human Resources)

Budget Detail

Account Number: 4-606-012550-		2008-2009 Actual		2009-2010 Actual		2010-2011 Budget		2011-2012 Requested	% Chng		2011-2012 Adopted	% Chng
1100 Salaries and Wages	$	124,410	$	114,095	$	180,750	$	265,750	47%	$	237,065	31%
2100 FICA		9,406		8,570		13,827		20,330	47%		18,135	31%
2210 VRS Retirement		18,282		15,226		29,047		42,706	47%		38,096	31%
2400 Group Life		1,054		747		506		744	47%		664	31%
3100 Professional Services		61,765		53,660		55,000		40,000	-27%		40,000	-27%
3600 Advertising		0		0		0		0	-		0	-
4100 Information Technology		7,725		9,571		13,006		23,750	83%		7,999	-38%
4200 Fleet		0		0		0		0	-		10,313	-
5210 Postal Services		320		1,891		500		500	0%		500	0%
5230 Telecommunications		1,493		1,658		1,603		1,603	0%		1,843	15%
5300 Insurance Premiums		16,613		1,657,243		1,734,340		2,106,909	21%		2,022,891	17%
5420 Lease/Rent of Building		0		1,845		4,428		4,428	0%		4,428	0%
5500 Travel and Training		1,227		4,785		1,500		4,000	167%		1,500	0%
5810 Dues & Memberships		0		0		0		1,610	-		1,610	-
5815 Post Employment Benefits (OPEB)		2,323,275		3,014,322		3,000,000		3,000,000	0%		3,015,000	0%
5825 Insurance Claims		9,438,500		10,644,885		10,235,000		10,713,880	5%		0	-100%
Claims Payments-Health		0		0		0		0	-		10,450,000	-
Claims Payments - Property/Casualty		0		0		0		0	-		100,000	-
Claims Payments - Workers Compensation		0		0		0		0	-		1,115,000	-
6001 Office Supplies		3,531		2,683		3,500		2,500	-29%		2,500	-29%
6012 Books and Subscriptions		4,285		36		2,500		2,500	0%		2,500	0%
6014 Safety Equipment		694		401		0		5,000	-		0	-
6017 Copier Costs		951		3,879		5,048		6,848	36%		5,179	3%
6019 Emergency Preparedness		0		6,390		0		0	-		0	-
8200 Capital Outlay - Additions		0		0		0		0	-		0	-
093000-0100 Indirect Costs		42,021		44,122		35,618		35,618	0%		60,964	71%
9120 Interest Expense		0		0		8,072		8,072	0%		24,981	209%
093000-0310 Transfer to Capital Projects (GF repay of 08' loan)		0		1,632,290		0		0	-		0	-
Total Operating Expenses	$	12,055,552	$	17,218,299	$	15,324,246	$	16,286,748	6%	$	17,161,168	12%

Personnel Summary

Range	Class	2008-2009 Actual	2009-2010 Actual	2010-2011 Budget	2011-2012 Requested	2011-2012 Adopted
36	Risk Manager	1	0	0	0	0
30	Risk Manager	0	1	1	1	1
20	Safety Officer	0	0	1	2	2
19	Human Resources Generalist (Wellness Coc	0	0	0	1	1
17	Risk Management Coordinator	1	1	1	1	1
Number of Full-Time Positions		2	2	3	5	5

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