

## INFORMATION TECHNOLOGY FUND

### DESCRIPTION

The Department of Information Technology 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 2012 ACCOMPLISHMENTS

- Installed a new primary Storage Area Network (SAN) at the main data center and secondary SAN at the emergency operations center providing replication of data and redundancy between the City's data center and the EOC.
- Awarded over \$2.8 million in grants to improve regional communications.
- Implemented radio communications with the Western Tidewater Regional Jail to provide for interoperability between the City and regional jail.

### FY 2013 OBJECTIVES

- To enhance changes in current business practices through the implementation of a Document Management System.
- To reduce/redirect IT spending by an orderly retirement of older infrastructure and applications.
- To reduce PC hardware purchases by enhancing the use of virtualization methods.
- To implement application virtualization to reduce the replacement time for hardware and software.

STATISTICS/PERFORMANCE MEASURES	FY 2011 Actual	FY 2012 Projected	FY 2013 Estimate
Number of computers maintained	1,020	1,030	1,030
Number of helpdesk requests received	4,804	5,453	5,700
Percent of helpdesk requests closed within 72 hours	99%	99%	99%
Percent of time network is operational	95%	98%	98%
Number of GIS requests for service	246	270	300

**INFORMATION TECHNOLOGY FUND**

<b>Revenue</b>								
	<b>2009-2010 Actual</b>	<b>2010-2011 Actual</b>	<b>2011-2012 Budget</b>	<b>2012-2013 Requested</b>	<b>% Chng</b>		<b>2012-2013 Adopted</b>	<b>% Chng</b>
Sale of Service - Interfund Revenues	\$ 2,649,243	\$ 3,948,199	\$ 4,331,259	\$ 4,771,081	10%	\$	4,771,079	10%
Sale of Service - Intergovernmental Revenues	43,564	23,753	21,055	32,870	56%		32,870	56%
GIS Data & Maps	0	1,928	0	0	-		0	-
Interest	4,526	6,472	0	0	-		0	-
Sale of Surplus Property	55	4,310	0	0	-		0	-
<b>Total Revenue</b>	<b>\$ 2,697,387</b>	<b>\$ 3,984,662</b>	<b>\$ 4,352,314</b>	<b>\$ 4,803,951</b>	<b>10%</b>	<b>\$</b>	<b>4,803,949</b>	<b>10%</b>
<b>Expenditure Summary</b>								
	<b>2009-2010 Actual</b>	<b>2010-2011 Actual</b>	<b>2011-2012 Budget</b>	<b>2012-2013 Requested</b>	<b>% Chng</b>		<b>2012-2013 Adopted</b>	<b>% Chng</b>
Information Technology	\$ 2,246,724	\$ 2,879,246	\$ 4,352,314	\$ 4,803,952	10%	\$	4,803,949	10%
<b>Total Expenditures</b>	<b>\$ 2,246,724</b>	<b>\$ 2,879,246</b>	<b>\$ 4,352,314</b>	<b>\$ 4,803,952</b>	<b>10%</b>	<b>\$</b>	<b>4,803,949</b>	<b>10%</b>
<b>Sale of Service - Intergovernmental Revenue - provides service to: Community Corrections, Workforce Development Center.</b>								

**DEPARTMENT: INFORMATION TECHNOLOGY**

**Budget Detail**

Account Number: 603-12510-	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
51100.02 Salaries and Wages	\$ 735,847	\$ 1,046,090	\$ 1,279,777	\$ 1,303,920	2%	\$ 1,288,753	1%
51100.04 Salaries and Wages - Overtime	24,605	17,235	7,800	7,800	0%	7,956	2%
51100.26 Special Compensation	(3,216)	19,934	0	0	-	0	-
52100 FICA	57,023	80,442	98,500	100,347	2%	99,198	1%
52210 VRS Retirement	104,587	166,296	205,660	242,008	18%	226,305	10%
52400 Group Life	4,335	2,898	3,583	17,212	380%	17,012	375%
53100 Professional Services	19,275	57,334	82,210	90,782	10%	90,782	10%
53200 Temporary Help Service Fees	23,062	0	0	0	-	0	-
53300 Repair and Maintenance	10,634	26,051	71,233	71,233	0%	71,233	0%
53320 Maintenance Service Contracts	451,401	481,094	744,226	1,111,508	49%	1,111,508	49%
54200 Fleet	16,681	19,028	37,161	11,813	-68%	11,813	-68%
54500 Risk Management Expense	111,069	114,919	205,626	246,178	20%	226,566	10%
55210 Postal Services	404	829	800	800	0%	800	0%
55230 Telecommunications	14,303	15,796	19,914	30,300	52%	29,414	48%
55240 Data Communications	19,698	22,748	35,166	91,050	159%	91,050	159%
55410 Lease/Rent of Equipment	0	688	178,012	225,419	27%	225,419	27%
55420 Lease/Rent of Building	16,937	43,788	43,788	43,788	0%	43,788	0%
55500 Travel and Training	11,328	24,680	26,200	27,510	5%	27,510	5%
55810 Dues and Association Memberships	300	1,128	1,085	1,085	0%	1,085	0%
56001 Office Supplies	3,858	8,490	12,060	23,060	91%	23,060	91%
56012 Books and Subscriptions	491	0	1,000	1,000	0%	1,000	0%
56014 Other Operating Supplies	94,663	33,472	0	0	-	0	-
56017 Copier Costs	5,121	9,406	5,047	3,994	-21%	3,994	-21%
91400-59902 Contingency	0	0	66,056	125,000	89%	68,954	4%
95100-59120 Interest	0	0	0	0	-	5,360	-
93000-50000.165 Indirect Costs	87,980	111,578	115,067	142,192	24%	201,111	75%
<b>Total Operating Expenses</b>	<b>\$ 1,810,386</b>	<b>\$ 2,303,924</b>	<b>\$ 3,239,971</b>	<b>\$ 3,917,999</b>	<b>21%</b>	<b>\$ 3,873,670</b>	<b>20%</b>
<b>Expenses Related to Asset Acquisition</b>							
58100 Capital Outlay - Replacements	236,527	402,834	801,465	598,806	-25%	528,220	-34%
58211 Depreciation	199,811	172,488	310,878	287,147	-8%	402,060	29%
<b>Total Annual Budget</b>	<b>\$ 2,246,724</b>	<b>\$ 2,879,246</b>	<b>\$ 4,352,314</b>	<b>\$ 4,803,952</b>	<b>10%</b>	<b>\$ 4,803,949</b>	<b>10%</b>

**Personnel Summary**

Range	Class	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	2012-2013 Adopted
44	Chief Information Officer	0	1	1	1	1
38	Chief Information Officer	1	0	0	0	0
36	Assistant Chief Information Officer	0	1	1	1	1
29	Network Manager	1	1	1	1	1
29	Applications Development Manager	1	1	1	1	1
29	Communications Manager	0	0	0	1	0
25	Database Administrator	1	1	1	1	1
25	Network Engineer	2	2	2	2	2
24	Applications Analyst	0	0	0	1	0
24	Programmer/Analyst II	1	1	1	1	1
22	LAN Administrator	0	1	1	1	1
22	Network Coordinator	1	2	2	2	2
19	Radio & Electronics Supervisor	0	0	1	0	1
17	Computer Support Technician	1	2	2	3	2
16	GIS Technician	0	4	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	2	2	2
14	Technical Assistant	1	1	1	1	1
8	Records Management Technician	1	1	1	0	1
<b>Number of Full-Time Positions</b>		<b>13</b>	<b>21</b>	<b>24</b>	<b>25</b>	<b>24</b>



## 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 2012 ACCOMPLISHMENTS

- Achieved recognition as one of the Top 100 Best Fleets by Government Fleet magazine recognizing exceptional productivity and operational effectiveness of fleets throughout North America.
- Utilized online auction to dispose of surplus tires generating \$7,000 in revenue and eliminating the payment of landfill disposal fees.
- Maintained a high fleet availability and readiness rate at over 93%.



### FY 2013 OBJECTIVES

- To ensure that fleet units are available at least 93% of the time for utilization by city departments.
- To attain an immediate parts fill rate of 80% or higher.
- 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.

### STATISTICS/PERFORMANCE MEASURES

	<b>FY 2011 Actual</b>	<b>FY 2012 Projected</b>	<b>FY 2013 Estimate</b>
Number of fleet work orders received	5,216	5,000	4,500
Average work order completion time	4 days	4 days	4 days
Percent of time fleet is available for users	97%	93%	97%
Parts Inventory Turns	4.69	4.5	4.5
Immediate Parts Fill Rate	82%	80%	83%

**FLEET MANAGEMENT FUND**

**Revenue**

	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
Sale of Service - Interfund Revenue	\$ 9,544,799	\$ 9,171,457	\$ 9,556,517	\$ 10,110,376	6%	\$ 10,110,376	6%
Sale of Service - Intergovernmental Revenue	1,098,090	953,556	1,159,982	1,010,570	-13%	1,010,570	-13%
Sale of Surplus Property	144,680	67,185	0	0	-	0	-
Capital Contributions	2,054,538	645,389	0	0	-	0	-
Transfer from Roadway Fund-Equipment Capital	0	0	974,000	1,587,000	63%	1,587,000	63%
Transfer from Stormwater Engineering Fund-Equipment Capital	0	0	88,000	76,000	-14%	76,000	-14%
Transfer from Stormwater-Mosq Fund-Equipment Capital	0	0	0	78,000		78,000	
Transfer from Refuse Fund-Equipment Capital	0	0	0	23,000	-	23,000	-
Interest Proceeds	24,813	24,231	0	0	-	0	-
Miscellaneous	(294,651)	(12,359)	0	0	-	0	-
Undesignated Fund Balance (Fuel Contingency)	0	0	500,000	0	-100%	0	-100%
<b>Total Revenue</b>	<b>\$ 12,572,270</b>	<b>\$ 10,849,458</b>	<b>\$ 12,278,499</b>	<b>\$ 12,884,946</b>	<b>5%</b>	<b>\$ 12,884,946</b>	<b>5%</b>

**Expenditure Summary**

	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
Fleet Management	\$ 11,017,625	\$ 10,592,766	\$ 12,278,499	\$ 12,758,800	4%	\$ 12,884,946	5%
<b>Total Expenditures</b>	<b>\$ 11,017,625</b>	<b>\$ 10,592,766</b>	<b>\$ 12,278,499</b>	<b>\$ 12,758,800</b>	<b>4%</b>	<b>\$ 12,884,946</b>	<b>5%</b>

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



**DIVISION: FLEET MANAGEMENT (Department of Public Works)**

**Budget Detail**

Account Number: 601-12520-	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
51100.02 Salaries and Wages	\$ 913,554	\$ 920,182	\$ 884,562	\$ 871,812	-1%	\$ 890,149	1%
51100.04 Salaries and Wages - Overtime	37,881	35,324	26,792	26,000	-3%	26,520	-1%
51100.26 Special Compensation	4,672	6,137	0	0	-	0	-
52100 FICA	69,624	70,133	69,719	68,683	-1%	70,125	1%
52210 VRS Retirement	130,922	144,457	142,149	161,808	14%	156,310	10%
52400 Group Life	(3,532)	2,542	2,477	11,508	365%	11,750	374%
53300 Repairs and Maintenance	19,144	33,342	40,200	40,200	0%	40,200	0%
53320 Maintenance Service Contracts	114,884	115,882	10,578	11,000	4%	11,000	4%
53500 Printing and Binding	0	139	1,100	1,100	0%	1,100	0%
54100 Information Technology	48,977	67,182	58,235	54,324	-7%	55,588	-5%
54500 Risk Management	641,845	585,055	671,989	656,833	-2%	624,881	-7%
55100 Utilities	28,223	30,912	41,000	41,000	0%	41,000	0%
55210 Postal Services	118	62	150	150	0%	150	0%
55230 Telecommunications	9,354	6,974	6,543	6,767	3%	6,493	-1%
55410 Lease/Rent of Equipment	479,606	540,298	529,000	41,160	-92%	41,160	-92%
55500 Travel and Training	2,476	1,761	7,500	7,500	0%	7,500	0%
55810 Dues and Association Memberships	1,382	1,512	1,465	1,465	0%	1,465	0%
56001 Office Supplies	2,114	2,459	6,000	6,000	0%	6,000	0%
56007.04 Vehicle & Power Equipment Fuels	1,696,454	2,113,295	2,384,341	2,886,185	21%	2,886,185	21%
56007.06 Vehicle & Power Equipment Supplies	1,551,768	1,702,818	1,547,838	1,802,103	16%	1,802,103	16%
56011 Uniforms & Wearing Apparel	4,879	4,679	8,000	8,000	0%	8,000	0%
56014 Other Operating Supplies	21,741	21,146	25,000	45,000	80%	45,000	80%
56017 Copier Costs	4,611	4,568	4,568	4,568	0%	4,568	0%
91400-59902 Contingency	0	0	562,850	56,000	-90%	198,065	-65%
95100-59120 Interest	281,753	199,671	144,823	117,873	-19%	117,873	-19%
93000-50000.165 Indirect Costs	147,366	228,978	362,225	321,144	-11%	321,144	-11%
<b>Total Operating Expenses</b>	<b>\$ 6,209,814</b>	<b>\$ 6,839,508</b>	<b>\$ 7,539,104</b>	<b>\$ 7,248,183</b>	<b>-4%</b>	<b>\$ 7,374,329</b>	<b>-2%</b>
<b>Expenses Related to Asset Acquisition</b>							
58200 Capital Outlay - Cash Funded Additions (depreciation)	1,437,106	402,903	1,062,000	1,637,854	54%	1,637,854	54%
58211 Depreciation	3,370,705	3,350,356	3,677,395	3,872,763	5%	3,872,763	5%
<b>Total Annual Budget</b>	<b>\$ 11,017,625</b>	<b>\$ 10,592,766</b>	<b>\$ 12,278,499</b>	<b>\$ 12,758,800</b>	<b>4%</b>	<b>\$ 12,884,946</b>	<b>5%</b>
<b>5410 - Lease of Equipment: Generators.</b>							
<b>6014 - Other Operating Supplies: Cleaning &amp; Janitorial, shop supplies, first aid, safety kleen.</b>							
<b>Personnel Summary</b>							
Range	Class	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	2012-2013 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	0	0	0	
	19 Automotive Lead Mechanic	1	1	1	1	1	
	16 Radio & Electronics Technician	2	2	0	0	0	
	14/16/17 Automotive Mechanic I, II and III	14	14	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	1	1	
	11 Automotive Stockroom Clerk	2	2	2	2	2	
<b>Number of Full-Time Positions</b>		<b>26</b>	<b>26</b>	<b>21</b>	<b>21</b>	<b>21</b>	

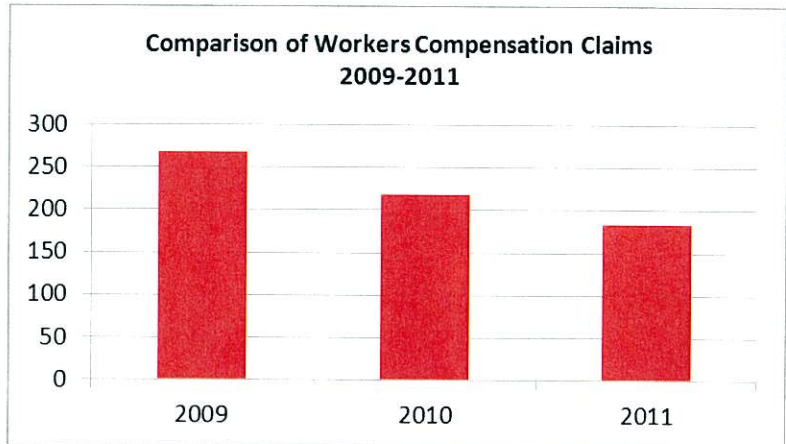
## RISK MANAGEMENT FUND

### 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 2012 ACCOMPLISHMENTS

- Received the Margaret A. Nichols award for statewide excellence in Risk Management from the Virginia Municipal League.
- Reduced OSHA recordable accident rate by 16%.
- Achieved the VML Insurance Gold Star Standard for claims reporting.



### FY 2013 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.

### STATISTICS/PERFORMANCE MEASURES

	FY 2011 Actual	FY 2012 Projected	FY 2013 Estimate
Number of OSHA reportable injuries/incidents	140	71	55
Number of workers compensation claims filed	268	218	184
Value of claims paid	\$297,514	\$834,324	\$255,810
Number of employees with lost work days	34	31	24
Number of safety audits completed	14	28	127

**RISK MANAGEMENT FUND**

**Revenue**

	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
Sale of Service - Interfund Revenues	\$ 12,747,847	\$ 10,474,183	\$ 15,071,168	\$ 15,415,349	2%	\$ 14,748,092	-2%
Employee Premiums	2,287,568	2,379,400	2,090,000	2,121,314	1%	2,285,363	9%
Interest	43,819	32,569	0	0	-	0	-
Insurance Recoveries	0	132,420	0	0	-	0	-
Miscellaneous	0	241.02	0	0	-	0	-
Transfer from Fund Balance (08' loan repay to GF via CapFui	0	0	0	0	-	1,174,975	-
<b>Total Revenue</b>	<b>\$ 15,079,235</b>	<b>\$ 13,018,812</b>	<b>\$ 17,161,168</b>	<b>\$ 17,536,663</b>	<b>2%</b>	<b>\$ 18,208,430</b>	<b>6%</b>

**Expenditure Summary**

	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
Risk Management	\$ 17,218,299	\$ 14,122,616	\$ 17,161,168	\$ 16,387,362	-5%	\$ 18,208,430	6%
<b>Total Expenditures</b>	<b>\$ 17,218,299</b>	<b>\$ 14,122,616</b>	<b>\$ 17,161,168</b>	<b>\$ 16,387,362</b>	<b>-5%</b>	<b>\$ 18,208,430</b>	<b>6%</b>

\* 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-	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	% Chng	2012-2013 Adopted	% Chng
51100.02 Salaries and Wages	\$ 114,095	\$ 183,934	\$ 237,065	\$ 237,065	0%	\$ 262,844	11%
51000.06 Salaries and Wages - Part Time	0	0	0	30,000	-	0	
52100 FICA	8,570	13,450	18,135	20,430	13%	20,108	11%
52210 VRS Retirement	15,226	16,944	38,096	38,096	0%	46,155	21%
52400 Group Life	747	295	664	664	0%	3,470	423%
53100 Professional Services	53,660	49,775	40,000	50,000	25%	40,000	0%
53600 Advertising	0	809	0	0	-	0	-
54100 Information Technology	9,571	12,860	7,999	7,999	0%	10,489	31%
54200 Fleet	0	0	10,313	10,313	0%	20,666	100%
55210 Postal Services	1,891	82	500	500	0%	500	0%
55230 Telecommunications	1,658	2,027	1,843	1,843	0%	2,936	59%
55300 Insurance Premiums	1,657,243	1,936,335	0	0	-	0	-
12552-55300 Insurance Premiums - Workers Compensation	0	0	681,726	826,564	21%	783,586	15%
12553-55300 Insurance Premiums - Property/Casualty	0	0	1,341,165	1,357,557	1%	1,419,525	6%
55420 Lease/Rent of Building	1,845	4,428	4,428	4,428	0%	4,428	0%
55500 Travel and Training	4,785	1,978	1,500	6,500	333%	1,500	0%
55810 Dues & Memberships	0	0	1,610	1,610	0%	1,610	0%
12551-55815 Post Employment Benefits (OPEB)	3,014,322	3,014,322	3,015,000	1,865,700	-38%	1,865,700	-38%
55825 Insurance Claims	10,644,885	8,827,103	0	0	-	0	-
12551-55825 Claims Payments - Health	0	0	10,450,000	10,606,569	1%	11,426,819	9%
12552-55825 Claims Payments - Workers Compensation	0	0	1,115,000	1,120,000	0%	912,000	-18%
12553-55825 Claims Payments - Property/Casualty	0	0	100,000	100,000	0%	100,000	0%
12554-56026 Health & Wellness	0	6,316	0	0	-	0	-
56001 Office Supplies	2,683	5,689	2,500	2,500	0%	2,500	0%
56012 Books and Subscriptions	36	2,457	2,500	3,500	40%	3,500	40%
56014 Safety Equipment	401	0	0	4,400	-	4,400	-
56017 Copier Costs	3,879	5,179	5,179	5,179	0%	5,179	0%
Emergency Preparedness	6,390	0	0	0	-	0	-
58200 Capital Outlay - Additions	0	3,015	0	0	-	0	-
Contingency	0	0	24,981	24,981	0%	9,137	-63%
93000-50000.165 Indirect Costs	44,122	35,618	60,964	60,964	0%	86,404	42%
93000-50000.310 Transfer to Capital Projects (GF-repay of 08' loan)	1,632,290	0	0	0	-	1,174,975	-
<b>Total Operating Expenses</b>	<b>\$ 17,218,299</b>	<b>\$ 14,122,616</b>	<b>\$ 17,161,168</b>	<b>\$ 16,387,362</b>	<b>-5%</b>	<b>\$ 18,208,430</b>	<b>6%</b>

**Personnel Summary**

Range	Class	2009-2010 Actual	2010-2011 Actual	2011-2012 Budget	2012-2013 Requested	2012-2013 Adopted
	30 Risk Manager	1	1	1	1	1
	20 Safety Officer	0	1	2	2	2
	19 Human Resources Generalist (Wellness Coordinat	0	0	1	1	1
	17 Risk Management Coordinator	1	1	1	1	1
<b>Number of Full-Time Positions</b>		<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>