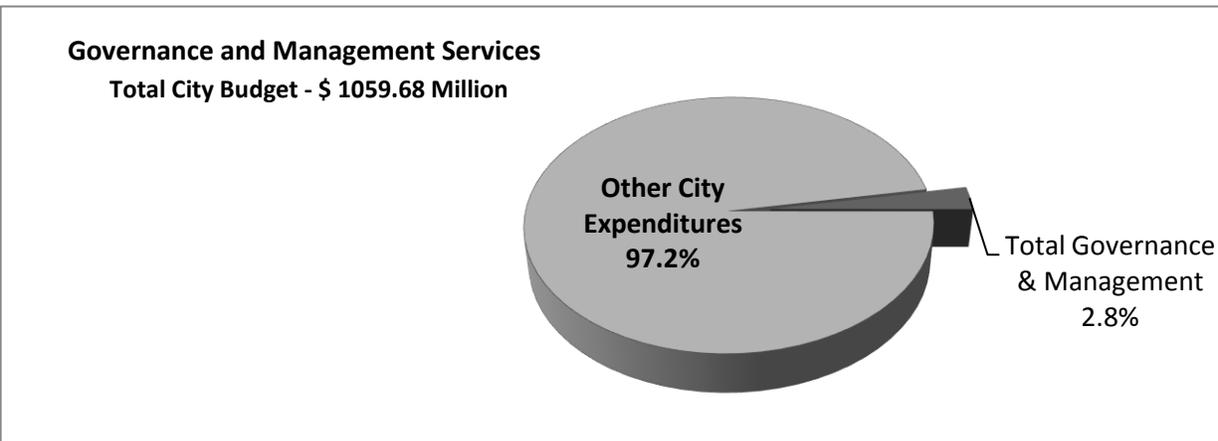


Governance and Management Services

Summary

Governance and Management services include departments whose primary focus is the efficient administration of government services and the collection of revenue. Many functions performed are City wide and are in support of other City functions such as Public Safety and Justice, and Environmental and Economic Vitality.

Budget by Department	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Elected or Appointed Officials:				
100000 City Council and Mayor	\$ 361,527	\$ 391,203	\$ 429,026	9.7%
110000 City Manager	1,638,435	1,843,524	1,935,320	5.0%
120000 City Attorney	2,161,763	2,725,475	2,853,477	4.7%
170000 City Auditor	797,671	838,085	870,176	3.8%
130000 City Clerk	513,766	579,373	595,770	2.8%
220000 City Treasurer	4,222,127	5,299,824	5,841,127	10.2%
111060 Registrar/Elections	1,288,383	1,231,961	1,202,388	-2.4%
250000 Commissioner of the Revenue	3,520,499	3,745,992	3,979,584	6.2%
140000 Real Estate Assessor	2,209,261	2,553,371	2,760,535	8.1%
Other City Departments:				
111010 Budget	676,961	695,834	762,536	9.6%
112015 Customer Contact Center	751,270	888,209	942,290	6.1%
111020 Finance	2,275,398	2,750,746	2,694,277	-2.1%
111030 Human Resources	2,150,577	2,353,324	2,519,746	7.1%
113050 Public Communications	1,181,125	1,304,653	1,429,656	9.6%
112011 Purchasing	681,137	957,563	1,034,367	8.0%
Total Expenditures	\$ 24,429,901	\$ 28,159,137	\$ 29,850,275	6.0%
Less Billings to Other Departments	(125,440)	(200,000)	(200,000)	
Total Governance & Management	\$ 24,304,461	\$ 27,959,137	\$ 29,650,275	6.0%



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City Council/Office of Mayor

100000

Description:

The nine member City Council establishes policy, sets goals, and interprets and represents the needs of the community as a whole to ensure the economic, social, educational and physical quality of the City. City Council enacts ordinances and resolutions, approves the Operating and Capital Budgets, and monitors State and Federal legislation to reflect and respond to community needs.

Goals:

- Be responsible to citizen's needs and concerns, and plan the future of Chesapeake wisely, effectively, and with fiscal constraint.
- Provide services within the confines of the adopted City budgets (Council).

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
11010 City Council/Office of Mayor	\$ 361,527	\$ 391,203	\$ 429,026	9.7%
Total by Service	\$ 361,527	\$ 391,203	\$ 429,026	9.7%

Budget Highlights:

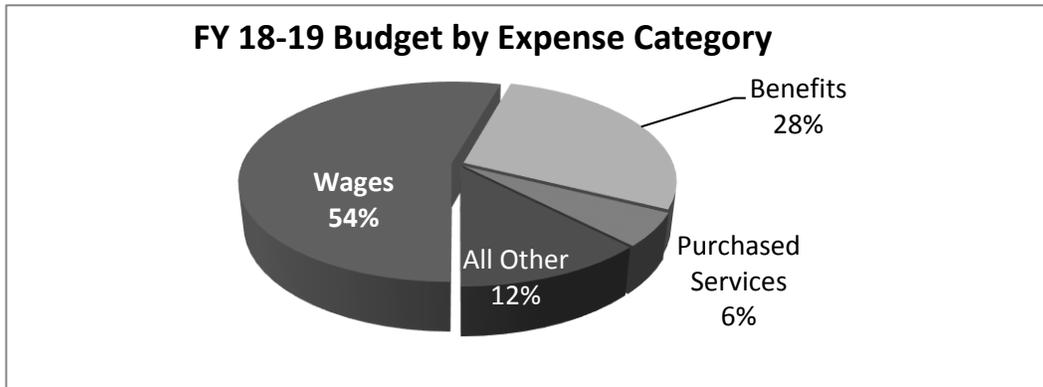
- The increase in benefits is largely due to the rising cost of healthcare, worker compensation, and employee retirement.
- Internal service charges increased due to Information Technology allocated costs.
- Other expenditures decreased due to reduced membership fees.
- Supplies increased due to supplies needed for new council members.

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 214,224	\$ 214,225	\$ 233,155	8.8%
Employee benefits	90,181	96,768	120,049	24.1%
Purchased services	26,002	23,000	23,000	0.0%
Internal service charges	14,531	16,628	21,208	27.5%
Other expenditures	16,588	35,582	23,114	-35.0%
Materials	-	5,000	8,500	70.0%
Total Expenditures	\$ 361,527	\$ 391,203	\$ 429,026	9.7%

City Council/Mayor generates no revenues; the budget is completely funded within the General Fund.

City Council/Office of Mayor

100000



Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
Unclass.	Members of City Council	9.00	9.00	9.00	0.00
Total Department Personnel		9.00	9.00	9.00	0.00

Performance Measures	FY 16-17	FY 17-18	FY 18-19	
	Actual	Budget	Budget	prior year
# Board & Commission appointments	189	210	200	-4.8%
# Board & Commission resignations	75	70	75	7.1%
# of resolutions considered/passed	65	75	75	0.0%
# of ordinances considered/passed	123	190	175	-7.9%

City Manager

110000

Description:

The City Manager’s Office directs and carries out the policies established by City Council. The office oversees the activities of all operating and administrative departments of City government. Members also work in cooperation with the State and Federal officials and business leaders to ensure proper administrative and financial management of the City.

Goals:

- Move the City organization towards greater accountability, responsiveness, and creativity through innovation, streamlining, and enhanced customer service expectations.
- Present recommended capital and operating budgets to City Council.
- Implement City Council policies and assist with development of policy.
- Facilitate City department's goals to maintain enhanced levels of services for the City.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12110 City Manager(prior)	\$ 1,638,435	\$ 1,843,524	\$ -	
12110 Departmental Oversight	-	-	593,099	
12111 Council Support	-	-	448,164	
12112 Inter-Jurisdictional	-	-	465,849	
12113 Public Interaction	-	-	428,208	
Total by Service	\$ 1,638,435	\$ 1,843,524	\$ 1,935,320	5.0%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the City Manager Department is shown in four service areas.

Budget Highlights:

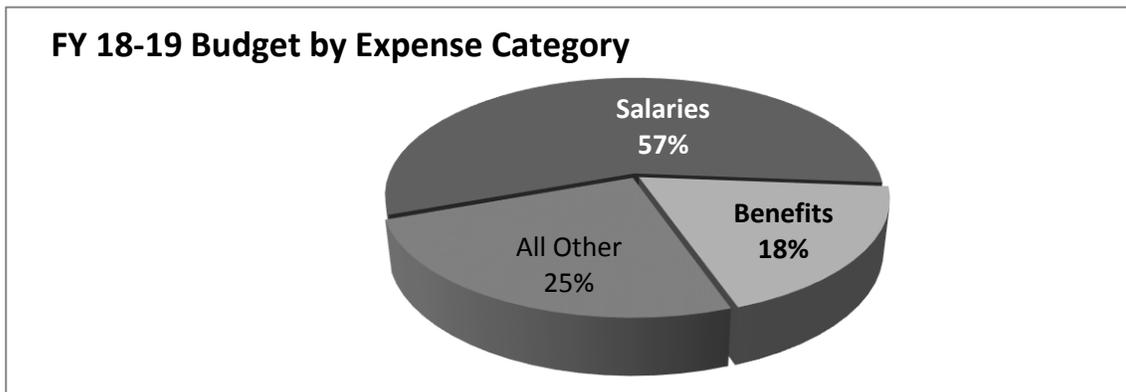
- The increase in Salaries is due to a 2.5% pay increase and market adjustments.
- The increase in benefits is largely due to the rising cost of healthcare, worker compensation, and employee retirement.
- The increase in purchased services is for FOIA software.
- Internal service charges increased due to Information Technology allocated costs.
- The costs for dues and memberships decreased due to changes in the fees.

City Manager

110000

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,006,468	\$ 1,046,379	\$ 1,099,135	5.0%
Employee benefits	275,847	347,008	356,280	2.7%
Purchased services	21,885	30,155	60,155	99.5%
Internal service charges	73,275	56,172	63,738	13.5%
Other expenditures	192,405	285,071	280,074	-1.8%
Materials	8,844	6,728	6,890	2.4%
Dues and Memberships	56,344	72,011	69,048	-4.1%
Total Expenditures	\$ 1,635,068	\$ 1,843,524	\$ 1,935,320	5.0%

The City Manager's Office generates no revenues; the budget is completely funded within the General Fund.



Department Complement:

Personnel:		FY 16-17 Budget	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Grade	Positions				
107	Office Assistant II	0.50	0.50	0.00	-0.50
109	Office Specialist I	0.00	0.00	0.63	0.63
120	Administrative Assistant II	3.00	3.00	3.00	0.00
127	Administrative Assistant III	0.00	0.00	1.00	1.00
128	Executive Assistant	1.00	1.00	1.00	0.00
128	Records Manager	0.00	1.00	1.00	0.00
135	Assistant to the City Manager	2.00	2.00	0.00	-2.00
146	Deputy City Manager	2.00	2.00	3.00	1.00
Unclass.	City Manager	1.00	1.00	1.00	0.00
Total Department Personnel		9.50	10.50	10.63	0.13

City Manager

110000

DEPARTMENT SERVICE INFORMATION

12110 Departmental Oversight

Involves:

- Direct supervision of department directors; development and maintenance of operational guidelines and policies; managing departmental clusters; allocation of responsibilities and resources to departments.

FY 2019 Budget and Staffing	\$	-	3.43 FTE
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Operating and Performance Measures

Workload measure(s)			
# of meetings with Department Heads		372	
# of cross departmental goals in clusters		24	
Efficiency measure(s)			
# of hours in meetings with departments		420	
# of hours working on goals		500	
Performance measures(s)			
Overall customer service rating for the city		4.5	
# of cross departmental goals achieved		20	

12111 Council Support

Involves:

- Agenda development; work session scheduling and presentation; addressing Council inquiries and providing staff support for their needs

FY 2019 Budget and Staffing	\$	448,164	2.88 FTE
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Operating and Performance Measures

Workload measure(s)			
# of Agenda Items processed for council action		300	
# of council package items		1250	
# of council inquiries in CSR		330	
Efficiency measure(s)			
# of agenda items processed on time		285	
# of council inquiries processed within 5 days		281	
Performance measures(s)			
% of council items processed on time		95	
% of council inquiries processed within 5 days		85	

City Manager

110000

DEPARTMENT SERVICE INFORMATION

12112 Inter-Jurisdictional		
<u>Involves:</u>		
<ul style="list-style-type: none"> Federal and State liaison and lobbying; HRPDC (Hampton Roads Planning District Commission), HRTPO (Hampton Roads Transportation Planning Organization), HRTAC (Hampton Roads Transportation Accountability Commission), HRMMFA (Hampton Roads Military and Federal Facilities Alliance), HRRJA (Hampton Roads Regional Jail), Large Cities CAO (Chief Administrative Officers) Group, etc. 		
FY 2019 Budget and Staffing	\$ 465,849	1.05 FTE
<u>Operating and Performance Measures</u>		
Workload measure(s)		
# of federal/commonwealth grants city agencies apply for		33
# of regional issues we participate in		15
Efficiency measure(s)		
# of hours tracking, applying for, following grants		500
Amount of money we spend in advocacy issues		TBD
Performance measures(s)		
% of grants we are awarded		95
% of regional issues that pass legislation over 5 years		75

12113 Public Interaction		
<u>Involves:</u>		
<ul style="list-style-type: none"> Addressing public inquiries; hosting and participating in a variety of public meetings; Town Hall meeting support. 		
FY 2019 Budget and Staffing	\$ 428,208	3.26 FTE
<u>Operating and Performance Measures</u>		
Workload measure(s)		
# of public meetings, town hall meetings		10
# of city manager CSRs		360
# of FOIAs handled through City Manager's Office		250
Efficiency measure(s)		
# of hours on public meetings (prep, attendance, follow-up)		300
# of CSRs processed within 10 days		306
# of FOIAs with on time response from City Manager's Office		245
Performance measures(s)		
% of CSRs processed within 10 days		85
% of FOIA handled through CMO on time		98

City Attorney

120000

Description:

The City Attorney serves as the chief legal advisor of the Council, the City Manager, and all departments, boards, commissions, and agencies of the City (excluding the School Board and Administration). The City Attorney’s Office researches federal, state and local law, and institutes and defends all legal proceedings as deemed necessary or proper to protect the interests of the City. The Office drafts ordinances, resolutions, charter amendments, and proposed legislation to be submitted to the General Assembly, and drafts or approves all bonds, deeds, leases, contracts, and other instruments to which the City is a party or in which it has an interest.

Goals:

- Provide on-going legal advice to City Council, the City Manager, and all City departments, and provide assistance to citizens regarding City legal issues.
- Defend all suits against the City.
- Bring suits for the City for collections, condemnations, damages, etc.

Budget by Service	FY 16-17	FY 17-18	FY 18-19	Change from prior year
	Actual	Budget	Budget	
12210 City Attorney	\$ 2,022,791	\$ 2,525,475	\$ 2,653,477	5.1%
12551 Risk Management Legal	138,972	200,000	200,000	0.0%
Total by Service	\$ 2,161,763	\$ 2,725,475	\$ 2,853,477	4.7%

Budget Highlights:

- The increase in salaries is due to a 2.5% pay increase and budget adjustments.
- The increase in benefits is largely due to the rising cost of healthcare, workers' compensation, and employee retirement.
- Internal service charges increased due to Information Technology allocated costs.
- Other expenditures increased because of membership dues and travel costs.
- Since new office equipment was purchased last year, materials decreased this year.

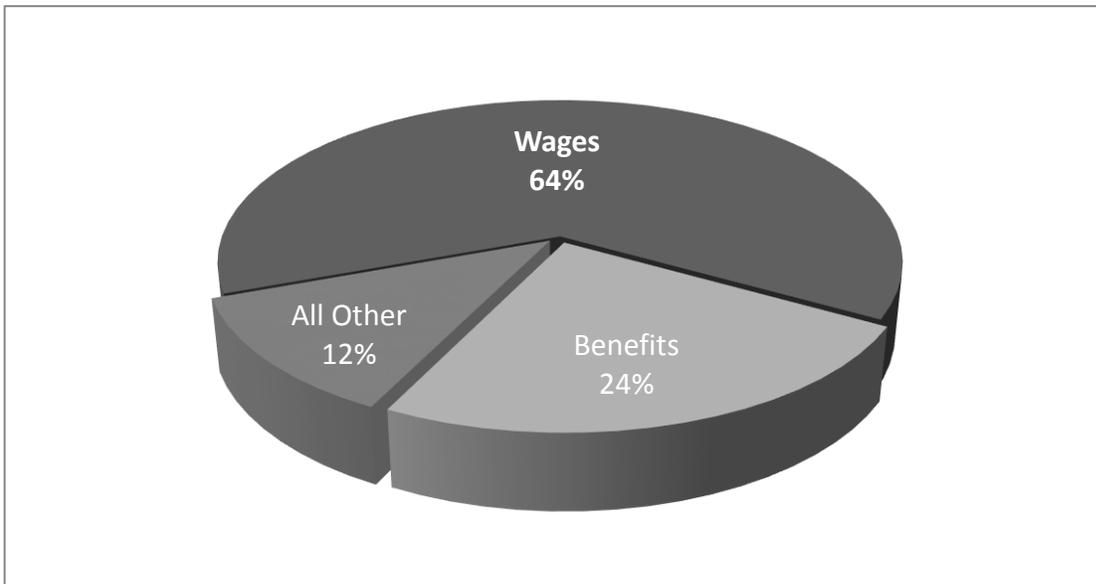
City Attorney

120000

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,480,828	\$ 1,780,546	\$ 1,815,527	2.0%
Employee benefits	487,178	626,822	693,439	10.6%
Purchased services	42,335	56,776	58,976	3.9%
Internal service charges	62,144	87,891	116,998	33.1%
Other expenditures	43,436	82,714	96,310	16.4%
Materials	45,841	90,726	72,227	-20.4%
Capital Outlay	-	-	-	N/A
Total Expenditures	\$ 2,161,763	\$ 2,725,475	\$ 2,853,477	4.7%

Other expenditures include water/sewer, telephone, electricity, dues/memberships, and travel related.

FY 18-19 Budget by Expense Category



Budget by Fund:

100 General Fund	\$ 2,022,791	\$ 2,525,475	\$ 2,653,477	5.1%
606 Self Insurance/Risk Mgmt.	138,972	200,000	200,000	0.0%
Total by Fund	\$ 2,161,763	\$ 2,725,475	\$ 2,853,477	4.7%

City Attorney

120000

Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
115	Legal Secretary II	3.00	2.00	2.00	0.00
118	Paralegal	2.00	2.00	2.00	0.00
120	Paralegal II	0.00	0.00	0.00	0.00
122	Executive Assistant	1.00	1.00	1.00	0.00
129	Assistant City Attorney I	1.00	1.00	1.00	0.00
131	Assistant City Attorney II	1.00	2.00	2.00	0.00
137	Assistant City Attorney III	6.00	5.00	5.00	0.00
137	Assistant City Attorney III (Special Project - Dominion Blvd)	1.00	1.00	1.00	0.00
138	Assistant City Attorney IV	3.00	3.00	3.00	0.00
139	Deputy City Attorney	2.00	2.00	2.00	0.00
Unclass.	City Attorney	1.00	1.00	1.00	0.00
Unclass.	Encore Deputy City Attorney	0.00	0.00	0.00	0.00
Total Department Personnel		21.00	20.00	20.00	0.00

Operating Revenues

Fund	Resource	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
100	General Fund				
	Charges for Services	\$ 2,641	\$ 6,600	\$ -	-100.0%
	Recovered Costs	1,221	-	-	0.0%
	Total Revenues	3,862	6,600	-	-100.0%
	General Fund Support	2,018,929	2,518,875	2,653,477	5.34%
	Total Resources	\$ 2,022,791	\$ 2,525,475	\$ 2,653,477	5.07%
606	Internal Service Fund				
	Internal Service Fund	138,972	200,000	200,000	0.00%
	Total Resources	\$ 138,972	\$ 200,000	\$ 200,000	0.00%

City Attorney

120000

DEPARTMENT SERVICE INFORMATION

12210 City Attorney

- The City Attorney is appointed by City Council pursuant to Section 9.01(b) of the City Charter to be the chief legal advisor of the Council, the City Manager, and of all departments, boards, commissions and agencies of the City in all matters affecting the interest of the City. The City Attorney has the management and control of all the law business of the City.
- The City Attorney's Office researches federal, state and local law, and institutes and defends all legal proceedings as deemed necessary or proper to protect the interests of the City. The Office drafts ordinances, resolutions, charter amendments, proposed legislation to be presented to the General Assembly, and drafts or approves all bonds, deeds, leases, contracts and other instruments to which the City is a party or in which it has an interest.

FY 2019 Budget and Staffing	\$ 2,653,477	19.0 FTE
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Operating and Performance Measures

Work Load Measures

# of formal written legal opinions	2,743
# of verbal legal opinions	17,108
# of legal documents drafted	7,111
# of legal documents reviewed	13,149
# of court appearances and depositions	2,654
# of meetings attended	10,626

12251 Risk Management

- Evaluates and defends the City of liability to avoid or minimize the impact.

FY 2019 Budget and Staffing	\$ 200,000	1.0 FTE
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City Auditor

170000

Description:

Audit Services provides comprehensive audit coverage, maintains compliance with applicable auditing standards, and identifies areas where performance can be improved financially or operationally. This is achieved by conducting performance, financial, and special audits of City departments and functions on a selected basis; providing technical assistance on audit-related matters to other departments; and operating the City's Fraud, Waste, and Abuse Hotline.

Goals:

- Conduct City-wide and departmental performance and special audits that evaluate compliance with City policies as well as the economy, efficiency, and effectiveness of various City operations as provided for in the annual audit plan.
- Provide technical assistance and special services to departments and City-affiliated entities on audit-related and other matters.
- Conduct investigations of complaints received on the City's Fraud, Waste, and Abuse Hotline as required by state law.
- Ensure that the City of Chesapeake's external annual financial statement audit is completed as required by the City Charter.

Budget by Service		FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12240	Audit Services - Performance Audits	\$ 605,449	\$ 647,170	\$ 617,824	
12241	Independent Audit - Financial Audits	187,220	190,915	219,258	
12242	Fraud, Waste, & Abuse Hotline	-	-	33,094	
Total by Service		\$ 792,669	\$ 838,085	\$ 870,176	3.8%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Audit Department is shown in three service areas.

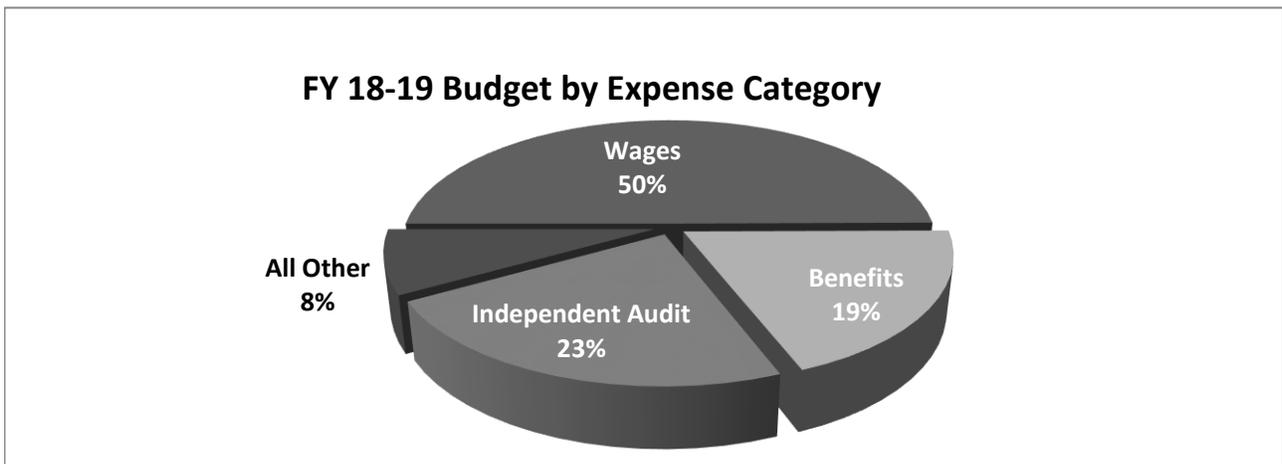
Budget Highlights:

- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare, workers' compensation, and employee retirement.
- An additional \$5,800 has been included for soliciting bids for the City's external audit firm.
- The allocation for materials increased slightly to allow for one desk replacement and a newspaper subscription.

City Auditor

170000

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 422,653	\$ 424,939	\$ 433,962	2.1%
Employee benefits	141,517	155,656	167,260	7.5%
Independent Audit	187,591	191,545	198,030	3.4%
Internal service charges	32,722	27,246	30,428	11.7%
Other expenditures	8,185	17,853	18,055	1.1%
Materials	-	20,846	22,441	7.7%
Total Expenditures	\$ 792,669	\$ 838,085	\$ 870,176	3.8%



Department Complement:

Personnel:		FY 16-17 Budget	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Grade	Positions				
115	Audit Technician	1.00	0.00	0.00	0.00
116	Audit Specialist	0.00	1.00	1.00	0.00
124	Performance Auditor I	1.00	0.00	0.00	0.00
127	Performance Auditor II	1.00	2.00	2.00	0.00
129	Performance Auditor III	2.00	0.00	0.00	0.00
130	Deputy City Auditor	0.00	2.00	2.00	0.00
Unclass.	City Auditor	1.00	1.00	1.00	0.00
Total Department Personnel		6.00	6.00	6.00	0.00

City Auditor

170000

DEPARTMENT SERVICE INFORMATION

12240 Performance Audits

- Audits that provide findings or conclusions based on an evaluation of sufficient audit evidence against criteria.

FY 2019 Budget and Staffing **\$ 617,824** **5.50 FTE**

Operating and Performance Measures

Work Load Measures

of completed audits based on annual risk assessment 4

Audit recommendation based on the number of referrals 10

Efficiency Measures

% of recommendations recommended 90%

Audit recommendations based on the percentage of referrals closed 100%

Performance Measures

Audit recommendation based on the number of referrals closed 10

12241 Financial Audits

- Comprehensive Annual Financial Report audit required by City Charter.

FY 2019 Budget and Staffing **\$ 219,258** **0.20 FTE**

Operating and Performance Measures

Work Load Measures

Audit CAFR and associated reports 100%

Efficiency Measures

Audit recommendations submitted by due date 1

Performance Measures

CAFR presented to City Council 1

12242 Fraud, Waste, & Abuse

- Complaints received at 757-382-CITY on fraud, waste or abuse issues that may require investigation.

FY 2019 Budget and Staffing **\$ 33,094** **0.30 FTE**

City Clerk

130000

Description:

The City Clerk’s Office provides a historical record of the governing body, including ordinances, resolutions, minutes of the City Council meetings, work sessions and special meetings; coordinates the responses to the concerns and needs of citizens and other City departments; provides staff support to the City Council; and serves as a passport agency.

Goals:

- Be responsible to citizen's needs and concerns while serving as a conduit between citizens, other City departments and City Council.
- Work closely with City Council as they plan the future of Chesapeake wisely, effectively, and with fiscal constraint to assist with the implementation of City Council’s goals.
- Prepare, preserve and maintain the permanent and historical records of the City including the legislative actions of City Council.
- Provide staff assistance to the Mayor and City Council members on a daily basis as they perform the duties and responsibilities of their positions.
- Provide a records management program with procedures for the efficient and economical maintenance, preservation and legal disposition of the City's records according to the Virginia Public Records Act.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
11020 City Clerk	\$ 513,766	\$ 579,373	\$ 595,770	2.8%
Total by Service	\$ 513,766	\$ 579,373	\$ 595,770	2.8%

Budget Highlights:

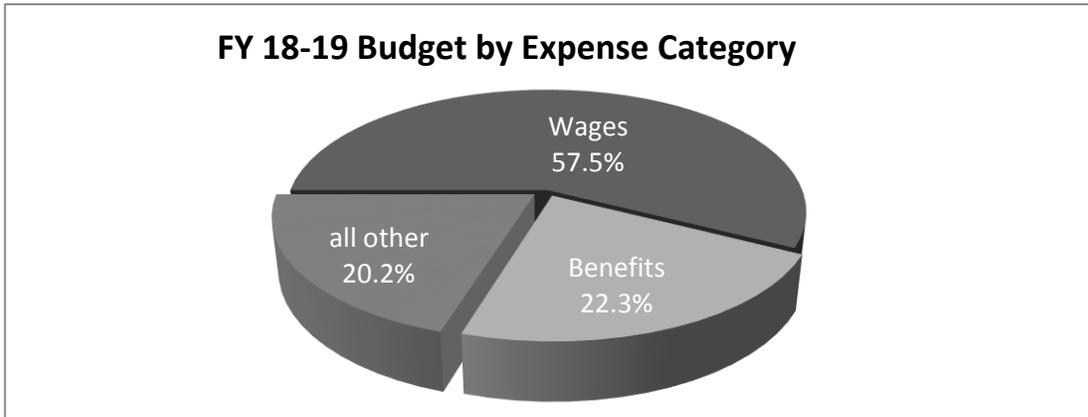
- The increase in Salaries is due to a 2.5% pay increase and market adjustments.
- The increase in Internal service charges is due to increased information technology costs.
- The reduction in Materials is budget adjustment for equipment.

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 310,733	\$ 333,409	\$ 342,294	2.7%
Employee benefits	98,291	133,536	132,872	-0.5%
Purchased services	20,956	16,000	16,000	0.0%
Internal service charges	49,844	50,373	63,549	26.2%
Other expenditures	21,405	33,203	33,203	0.0%
Materials	-	12,852	7,852	-38.9%
Total Expenditures	\$ 501,229	\$ 579,373	\$ 595,770	2.8%

The City Clerk's Office generates revenues from passport processing; the budget is completely funded within the General Fund.

City Clerk

130000



Operating Revenues		FY 16-17	FY 17-18	FY 18-19	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 33,050	\$ 90,800	\$ 40,000	-55.9%
	Recovered Costs	\$ 16,274	\$ -	\$ -	0.0%
	Total Revenues	49,324	90,800	40,000	-55.9%
	General Fund Support	451,905	488,573	555,770	13.75%
	Total Fund 100 Resources	\$ 501,229	\$ 579,373	\$ 595,770	2.83%

Budget by Fund:

100	General Fund	\$ 501,229	\$ 579,373	\$ 595,770	2.8%
	Total by Fund	\$ 501,229	\$ 579,373	\$ 595,770	2.8%

Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
105	Office Assistant I	1.00	1.00	1.00	0.00
109	Office Specialist I	1.00	1.00	1.00	0.00
120	Administrative Assistant II	1.00	1.00	1.00	0.00
120	Deputy City Clerk	2.00	2.00	2.00	0.00
128	Chief Deputy City Clerk	1.00	1.00	1.00	0.00
Unclass.	City Clerk	1.00	1.00	1.00	0.00
	Total Department Personnel	7.00	7.00	7.00	0.00

City Clerk

130000

DEPARTMENT SERVICE INFORMATION				
Performance Measures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
# of Council Mtgs, Work Sessions, Special Mtgs attended	79	78	78	0%
# of Resolutions processed	73	75	75	0%
# of Ordinances processed	123	190	125	-34%
# of Agreements processed	26	35	35	0%
# of Newspaper ads run	46	30	50	67%
# of Certificates & Proclamations	500	380	400	5%
# of Passports Processed	2,430	2,100	2,100	0%
# of Boards & Commission appointments, resignations & purge letters processed	189	210	190	-10%
# of Correspondence prepared for Mayor & City Council	2,200	1,300	2,200	69%
# of Records scanned - permanent storage	200	200	200	0%
# of Record destruction requests processed	145	102	145	42%

City Treasurer

220000

Description:

The City Treasurer collects, accounts for, and maintains custody of all monies paid to the City, invests idle funds and aids in authorizing disbursement of City funds. The Office provides timely and accurate billings and collections of all tax accounts. Other collections include terminated water and sewage bills, stormwater management fees, parking fines, State income taxes, library fines, and all miscellaneous invoices. The office also sells hunting and fishing, dog, cat, and bicycle licenses, and processes passport applications.

Goals

- Efficient and effective performance of services.
- Provide on-line invoice presentation for tax bills.
- Increase the professional knowledge and skills of employees to serve the citizens better.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12410 City Treasurer	\$ 4,222,127	\$ 5,299,824	\$ -	
Treasurer-Cash & Investment				
12413 Mgmt.	-	-	571,919	
Treasurer-Customer Service &				
12414 Collections	-	-	5,269,208	
Total by Service	\$ 4,222,127	\$ 5,299,824	\$ 5,841,127	10.2%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Treasurer is shown in two service areas.

Budget Highlights:

- Funding is provided to maintain current service levels.
- Funding from vehicle license penalty revenues, reserved for this purpose, will continue to contribute to the maintenance of some positions, as in the past.
- The department will continue oversight or collaboration in development of automated processes, including software development for tracking returned checks, updating batch collection software, revision of mainframe real estate and personal property software, imaging of documents, and other initiatives.
- Salaries reflect a 2.5% pay increase effective July 2018, along with a performance pay wage increase and a 2% increase in the base pay scale affecting vacant positions.

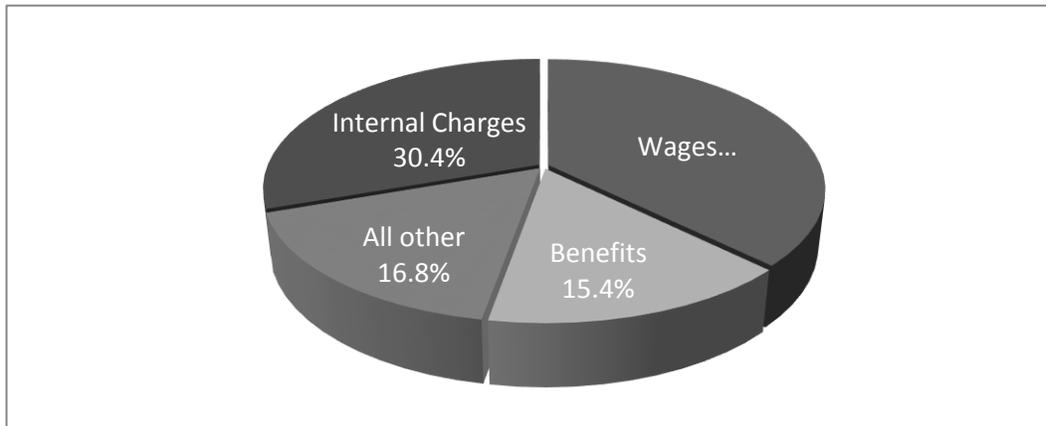
City Treasurer

220000

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,625,712	\$ 2,121,865	\$ 2,182,174	2.8%
Employee benefits	598,450	810,410	900,626	11.1%
Purchased services	240,682	293,623	293,623	0.0%
Internal service charges	1,278,644	1,384,108	1,774,472	28.2%
Other expenditures	382,887	540,633	541,047	0.1%
Materials	95,752	149,185	149,185	0.0%
Capital Outlay	-	-	-	-
Total Expenditures	\$ 4,222,127	\$ 5,299,824	\$ 5,841,127	10.2%

Other expenditures include water/sewer, telephone, electricity, and postage

FY 18-19 Budget by Expense Category



Operating Revenues	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
100 General Fund				
Permit & License Fees	\$ (185)	\$ -	\$ -	0.0%
Use of Money and Property	23,973	-	-	0.0%
Charges for Services	1,134,297	955,800	965,100	1.0%
Miscellaneous Revenue	95,782	27,200	27,200	0.0%
Recovered Costs	72,895	100	-	-100.0%
State Shared Expenses	378,925	378,800	378,800	0.0%
Total Revenues	\$ 1,705,687	\$ 1,361,900	\$ 1,371,100	0.7%
Use of Assigned Fund Balance	14,214	685,766	685,766	0.0%
General Fund Support	2,502,226	3,252,158	3,784,261	16.4%
Total Resources	\$ 4,222,127	\$ 5,299,824	\$ 5,841,127	10.21%

Note: * City Code Sec. 74-104.1 provides for a delinquent charge of \$10 for late payment of the vehicle license fee. \$7 of the late fee collected in prior year is to be used to support the Treasurer's collection efforts.

City Treasurer

220000

Budget by Fund:

100 General Fund	\$ 4,222,127	\$ 5,299,824	\$ 5,841,127	10.2%
Total by Fund	\$ 4,222,127	\$ 5,299,824	\$ 5,841,127	10.2%

Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
109	Account Clerk (EMS)	1.00	1.00	1.00	0.00
112	Customer Service Clerk II	11.90	11.90	11.90	0.00
113	Office Specialist II	1.00	1.00	1.00	0.00
113	Account Technician I	3.00	3.00	3.00	0.00
114	Account Technician II	1.25	1.25	1.25	0.00
114	Customer Service Clerk III	12.88	12.88	12.88	0.00
115	Office Coordinator	1.00	0.00	0.00	0.00
117	Collection Agent I*	2.63	3.88	3.88	0.00
118	Customer Service Supervisor	4.00	4.00	4.00	0.00
119	Collection Agent II	1.00	1.00	1.00	0.00
123	Accountant I	2.00	2.00	2.00	0.00
125	Accountant II	1.00	1.00	1.00	0.00
126	Investment Analyst	1.00	1.00	1.00	0.00
127	Deputy City Treasurer	1.00	1.00	1.00	0.00
127	Accountant III	1.00	1.00	1.00	0.00
130	Software Engineer I**	1.00	1.00	1.00	0.00
130	Counsel to Treasurer	1.00	1.00	1.00	0.00
132	Chief Deputy City Treasurer	1.00	1.00	1.00	0.00
140	City Treasurer	1.00	1.00	1.00	0.00
Total Department Personnel*		49.65	49.90	49.90	0.00

*Note: Includes 0.625 FTE Collection Agent I funded from the Red Light program.

**Note: Classification regraded from Systems Analyst I at PG 129

City Treasurer

220000

DEPARTMENT SERVICE INFORMATION

12413 Treasurer-Cash & Investment Mgmt.

Involves:

- Investment management, bank reconciliation, accounting, preparation of daily deposits and monthly reports.
- Invest and manage the City’s cash investment portfolio pursuant to the all applicable laws and regulations
- Safeguard all City monies through the use of strong internal controls, effectively managed banking services, and proper accounting for all City revenue.

FY 2019 Budget and Staffing	\$ 571,919	4.65 FTE
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Operating and Performance Measures

Work Load Measures

Investments (Avg. Par Bal., \$M)

General Fund	\$440
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Bond Funds	\$20
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Performance Measures

Average Yield (General Fund)	1.0%
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12414 Treasurer-Customer Service & Collections

Involves:

- Payment processing; producing collection reports and maintaining collection data; account contact by phone, mail, in person and at counter; DMV hold placements; judicial collections (warrants in debt, distress warrants, liens, and seizure/sales of property), payment agreements, skip tracing, easy payment programs (Easy Pay, online payments).
- Billing and other related activities.
- Counter service, telephone and online service, and service at satellite locations.

FY 2019 Budget and Staffing	\$ 5,269,208	45.25 FTE
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Operating and Performance Measures

Work Load Measures

Billing & Collections Transactions	1,105,522
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Water Bill Reconciliations	1,640,314
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Registrar

111060

Description:

The Registrar’s Office is a full service office that:

- administers all City, State, and Federal elections and coordinates all voter registration services, and absentee voting
- provides registration opportunities in all areas of the City and maintains registration records,
- files and processes all local candidates for elected office,
- checks petitions for all Advisory Referendums,
- prepares all election redistricting, and
- recruits and trains all election officials.

The Electoral Board supervises all City, State, and Federal elections and conducts the official canvass for each election.

Goals

- Encourage voter registration and voting as the fundamental element in a participatory democracy.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
13100 Registrar/Electoral Board	\$ 1,146,027	\$ 1,231,961	\$ -	
13101 Election Workers	142,357	-	-	
13102 Voter Registration	-	-	351,603	
13103 Conduct Elections	-	-	551,143	
13104 Absentee Voting	-	-	202,451	
13105 Candidate Processing/ Campaign Finance Reports	-	-	97,191	
Total by Service	\$ 1,288,383	\$ 1,231,961	\$ 1,202,388	-2.4%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Registrar's Office is shown in four service areas.

Budget Highlights:

- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare, workers' compensation, and employee retirement.
- Costs for items associated with an election varies based on voter turnout, the number, and the type of election held. The majority of the changes to the FY19 budget submission are minor adjustments to routine operating expenditures. No new requests were made.

Emerging Budget Issues:

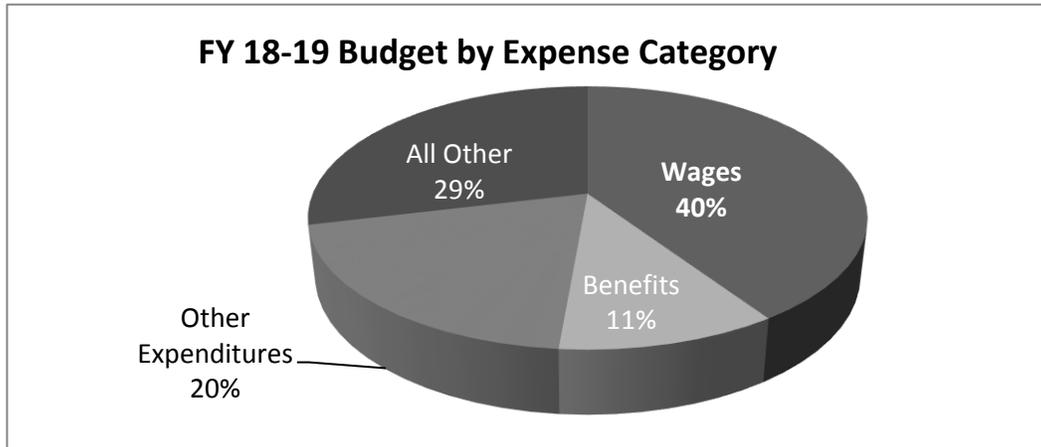
- Fluctuating costs associated with elections.

Registrar

111060

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 532,569	\$ 534,211	\$ 488,281	-8.6%
Employee benefits	97,508	137,715	129,396	-6.0%
Purchased services	146,030	194,471	153,726	-21.0%
Internal service charges	182,835	171,003	167,092	-2.3%
Other expenditures	165,497	164,561	238,893	45.2%
Materials	-	30,000	25,000	-16.7%
Total Expenditures	\$ 1,124,439	\$ 1,231,961	\$ 1,202,388	-2.4%

Other expenditures includes water/sewer, telephone, electricity, postage and rental space for voting machines.



Operating Revenues		FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Fund	Resource				
100	General Fund				
	Miscellaneous Revenue	\$ 5,429	\$ -	\$ -	0.0%
	Recovered Costs	4,304	-	-	0.0%
	State Shared Expenses	150,767	87,300	87,300	0.0%
	Total Revenues	\$ 160,500	\$ 87,300	\$ 87,300	0.0%

Budget by Fund:

100 General Fund	\$ 1,288,383	\$ 1,231,961	\$ 1,202,388	-2.4%
Total by Fund	\$ 1,288,383	\$ 1,231,961	\$ 1,202,388	-2.4%

Registrar

111060

Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
111	Assistant Registrar I	2.51	2.51	3.32	0.81
113	Voting Machine Technician I	0.00	0.00	0.15	0.15
115	Assistant Registrar II	2.00	2.00	2.00	0.00
117	Voting Machine Technician II	0.00	0.00	0.03	0.03
119	Voter Registration/Technology Coordinator	1.00	1.00	1.00	0.00
121	Deputy Registrar	1.00	1.00	1.00	0.00
Unclass.	General Registrar	1.00	1.00	1.00	0.00
Unclass.	Elections	0.00	0.00	0.04	0.04
Unclass.	Assistant Registrar Aide	1.03	1.03	0	(1.03)
Total Department Personnel		8.54	8.54	8.54	0.00

Personnel listing above does not include election workers hired to serve polling precincts on election days.

DEPARTMENT SERVICE INFORMATION

13102 Voter Registration

- Provides and processes Voter Registration Applications.
- Issues Voter Registration Notifications to registrants.
- Maintains the Voter Registration Records.

FY 2019 Budget and Staffing \$ 351,603 3.30 FTE

Operating and Performance Measures

Work Load Measures

of registered voters 155,000

13103 Conduct Elections

- Provides each Chesapeake precinct an accessible polling place with voting equipment, poll books, ballots, and trained Election Officials

FY 2019 Budget and Staffing \$ 551,143 1.81 FTE

Operating and Performance Measures

Work Load Measures

of elections held in fiscal year 2

of voting precincts 64

Registrar

111060

DEPARTMENT SERVICE INFORMATION

13104 Absentee Voting

- Provides and processes Absentee Ballot Applications. Issues absentee ballots to applicants in-person, by mail, or by e-mail.

FY 2019 Budget and Staffing	\$ 202,451	2.13 FTE
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Operating and Performance Measures

Work Load Measures

# of absentee ballots cast in November Election	5,000
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13105 Candidate Processing/Campaign Finance Reports

- Accepts and processes Candidate Filings to appear on the ballot, checks petitions, and accepts and maintains Campaign Finance Reports for public inspection.

FY 2019 Budget and Staffing	\$ 97,191	1.30 FTE
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Commissioner of the Revenue

250000

Description:

The Commissioner of the Revenue is responsible for the equitable administration of local taxes, with the exception of the real estate tax. The Commissioner assesses individual and business personal property taxes, prorates personal property on motor vehicles, determines the applicability of the vehicle license fee, assesses and collects business license taxes, and assesses and collects special excise taxes on meal, lodging, excavations, cigarettes, admissions and rental equipment.

The department maintains the City’s personal property tax systems, administers and enforces local tax codes, assists individuals and businesses with tax inquiries, administers the real estate tax relief program and real estate tax relief for disabled veterans, processes State income tax returns for citizens and prepares financial and statistical reports to assist with the management of the City’s organization. The department operates four full-service locations, and provides satellite service for the Virginia Department of Motor Vehicles (DMV Select) through a cost reimbursement agreement.

Goals

- Provide quality, courteous and efficient customer service to the citizens of Chesapeake through the effective use of human resources and technology.
- Accurately and completely identify and assess all personal property
- Promote a progressive tax policy for the City business community through equitable administration of City and State business tax codes.

Budget by Service		FY 16-17	FY 17-18	FY 18-19	Change from
		Actual	Budget	Budget	prior year
12310	Commissioner of the Revenue	\$ 3,520,499	\$ 3,745,992	\$ -	
12311	State & Local Tax Administration	-	-	3,557,390	
12312	DMV Select Services	-	-	178,734	
12313	Tax Relief Administration	-	-	243,460	
Total By Service		3,520,499	3,745,992	3,979,584	6.2%

Budget Highlights:

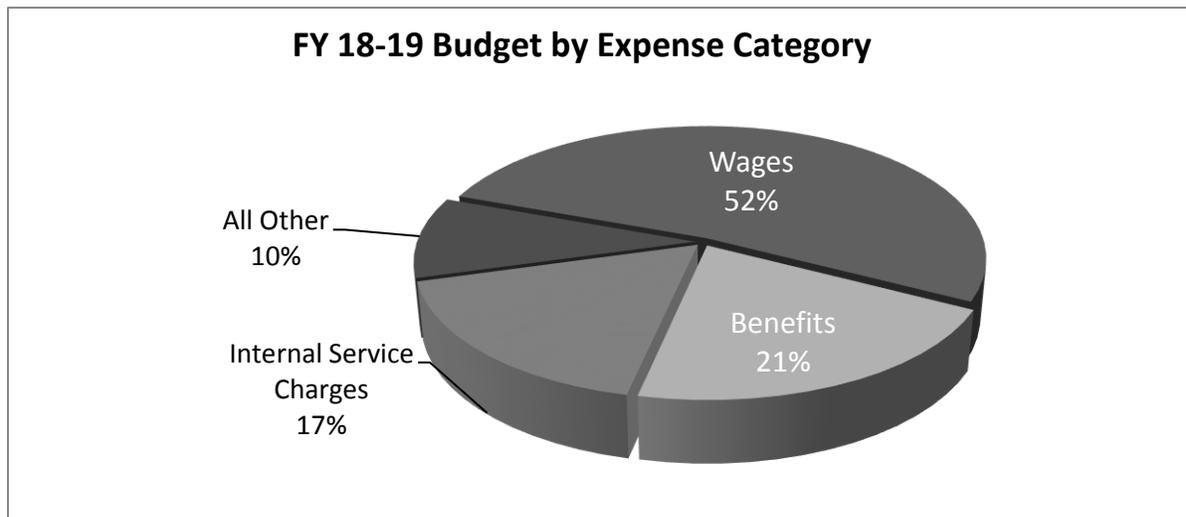
- Salaries reflect a 2.5% pay increase effective July 2018, along with a performance pay wage increase and a 2% increase in the base pay scale affecting vacant positions.
- Increased funding for temporary services to support DMV select program and tax systems upgrades. Department is redirecting some current resources from mailings and is provided a modest augmentation.

Commissioner of the Revenue

250000

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,981,158	\$ 2,042,908	\$ 2,069,503	1.3%
Employee benefits	685,425	802,143	830,505	3.5%
Purchased services	101,329	124,395	177,100	42.4%
Internal service charges	497,515	513,224	686,054	33.7%
Other expenditures	152,370	175,976	129,076	-26.7%
Materials	77,594	87,346	87,346	0.0%
Capital outlay	25,109	-	-	-
Total Expenditures	\$ 3,520,499	\$ 3,745,992	\$ 3,979,584	6.2%

Other expenditures include water/sewer, telephone, electricity, and postage



Operating Revenues		FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Fund	Resource				
100	General Fund				
	Charges for Services	\$ 87,916	\$ 147,800	\$ 151,800	2.7%
	Recovered Costs	132	-	-	0.0%
	State Shared Expenses	352,734	357,500	354,000	-1.0%
	Total Revenues	\$ 440,782	\$ 505,300	\$ 505,800	0.1%
	General Fund Support	3,079,717	3,240,692	3,473,784	7.2%
	Total Resources	\$ 3,520,499	\$ 3,745,992	\$ 3,979,584	6.24%

Budget by Fund:

100	General Fund	\$ 3,520,499	\$ 3,745,992	\$ 3,979,584	6.2%
Total by Fund		\$ 3,520,499	\$ 3,745,992	\$ 3,979,584	6.2%

Commissioner of the Revenue

250000

DEPARTMENT SERVICE INFORMATION

12312 DMV Select Services

Involves:

- DMV Select Services under contract with the Virginia Department of Motor Vehicles.
- Customer service, preparation and processing of forms, providing forms and information, research and resolution of related issues.
- Cost of service recovered by a service charge added to normal DMV fees.

FY 2019 Budget and Staffing	\$ 178,734	1.41 FTE
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Operating and Performance Measures

Work Load Measures

# of Transactions	35,000
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Efficiency Measures

# of Transactions/FTE	24,823
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Performance Measures

Revenues Collected - Commissions	\$95,000
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12313 Tax Relief Administration

- Administers the Real Estate Tax Relief Program for the Elderly and Disabled as well as for Disabled Veterans and tax relief for spouses of KIA Military & Public Safety officers.
- Provides customer service and applicant screening to ensure eligibility.
- Maintains records, manages the database, and produces reports.

FY 2019 Budget and Staffing	\$ 243,460	3.04 FTE
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Operating and Performance Measures

Work Load Measures

# of Applications Reviewed	3,450
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Efficiency Measures

# of Applications Reviewed/FTE	1,135
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Performance Measures

# of Applications Qualified	2,920
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Real Estate Assessor

140000

Description:

The Real Estate Assessor's Office, in compliance with Virginia Constitution (Article X), estimates the fair market value of all real estate. Staff inspects and collects field data on all new construction, including additions and alterations where permits are obtained. The Office conducts annual reassessment of all real property using a computer-assisted mass appraisal system. Staff performs detailed statistical analysis to measure the accuracy, equality and equity of the value estimate using current market data and trends. The office also produces the annual Land Book, processes property transfers, maintains a parcel maintenance inventory system and provides assistance to the public by responding to requests for information relative to real estate assessments and property ownership. Several other departments and agencies rely on the property and assessment records, reports, and databases maintained by the department.

The Board of Equalization of Real Estate Assessments is established under the Code of Virginia § 15.2-840 and Chesapeake Code of Ordinances § 30-102. It is an independent, quasi-judicial body appointed by the Circuit Court to oversee the results of the annual reassessment in regard to real property appeals. The Board has the power to increase, decrease, or keep the same assessment upon its review. If a property owner is not satisfied with the outcome of the Board's decision, that owner has the right to appeal to the Circuit Court. Any property owner may file an application for a hearing with the Board of Equalization on or prior to April 1st of each tax year.

Goals:

Real Estate Assessor

- Meet legal requirements by fairly assessing all real estate uniformly and equitably.
- Administer the Land Use Program.
- Provide public information of assessment records.
- Deliver quality customer service through dedicated, competent staff.
- Answer questions and discuss assessments with respective property owner.
- Determine the fair market value of property as of January 1 for the tax year beginning the next succeeding July 1.

Board of Equalization

- Perform the powers and duties in accordance with State and City Codes.
- Revise, correct and amend any real estate assessment, brought before the Board on appeal by the owner thereof, as the Board finds necessary to equalize the burden of taxation among all of the Citizens of the City.

Real Estate Assessor

140000

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12320 Real Estate Assessor	\$ 2,206,993	\$ 2,549,038	\$ 2,756,152	8.1%
12330 Board of Equalization	2,268	4,333	\$ 4,383	1.2%
Total By Service	\$ 2,209,261	\$ 2,553,371	\$ 2,760,535	8.1%

Budget Highlights:

Real Estate Assessor

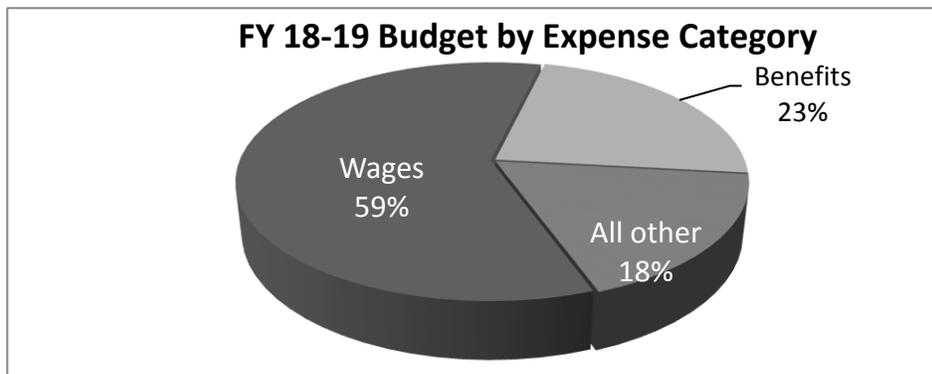
- Additional funding is provided to support the recurring cost of a maintenance contract for the Vision CMC System.
- Additional funding is provided for professional memberships and training of new appraisal staff.
- Salaries reflect a 2.5% pay increase effective July 2018, along with a performance pay wage increase and a 2% increase in the base pay scale affecting vacant positions.

Board of Equalization

- The Board will receive level funding.

Operating Expenses	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,459,503	\$ 1,580,651	\$ 1,637,019	3.6%
Employee benefits	475,627	581,869	635,525	9.2%
Purchased services	6,194	68,654	70,618	2.9%
Internal service charges	160,699	198,376	286,952	44.7%
Other expenditures	84,906	93,770	100,370	7.0%
Materials	22,332	30,051	30,051	0.0%
Total Expenditures	\$ 2,209,261	\$ 2,553,371	\$ 2,760,535	8.1%

Other expenditures include water/sewer, telephone, electricity, dues/memberships, and travel related.



Real Estate Assessor

140000

Operating Revenues		FY 16-17	FY 17-18	FY 18-19	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 5,375	\$ 7,600	\$ 5,500	-27.6%
	Recovered Costs	-	-	-	0.0%
	Total Revenues	\$ 5,375	\$ 7,600	\$ 5,500	-27.6%
	General Fund Support	2,203,887	2,545,771	2,755,035	8.22%
	Total Resources	\$ 2,209,261	\$ 2,553,371	\$ 2,760,535	8.11%

Budget by Fund:

100	General Fund	\$ 2,209,261	\$ 2,553,371	\$ 2,760,535	8.1%
	Total by Fund	\$ 2,209,261	\$ 2,553,371	\$ 2,760,535	8.1%

Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
109	Appraisal Clerk I	1.00	1.00	1.00	0.00
111	Appraisal Clerk II	3.00	3.00	2.00	(1.00)
113	Title Clerk I	0.00	0.00	0.00	0.00
115	Title Clerk II	1.00	1.00	1.00	0.00
117	Appraisal Clerk Supervisor	1.00	1.00	1.00	0.00
115	Office Coordinator	1.00	1.00	0.00	(1.00)
119	Administrative Assistant I	0.00	0.00	1.00	1.00
119	Real Estate Appraiser I	2.00	2.00	2.00	0.00
122	Real Estate Appraiser II	5.00	5.00	5.00	0.00
123	GIS Specialist	1.00	1.00	1.00	0.00
125	Real Estate Appraiser III	7.00	7.00	7.00	0.00
127	Real Estate Appraiser IV	2.00	2.00	2.00	0.00
130	Real Estate Appraiser V	2.00	2.00	3.00	1.00
129	Systems Analyst I	1.10	1.00	0.63	(0.38)
134	Deputy Real Estate Assessor	1.00	1.00	1.00	0.00
Unclass.	Real Estate Assessor	1.00	1.00	1.00	0.00
	Total Department Personnel	29.10	29.00	28.625	(0.375)

Position upgrades are effective July 1, 2018

Real Estate Assessor

140000

DEPARTMENT SERVICE INFORMATION

12320 Real Estate Assessor

Involves:

- Assessment of property values & administration of land use program.
- Maintenance of CAMA database and land book; production of reports.
- Customer relations with property owners, administration and governing body.
- Representing and defending valuations before the Board of Equalization.

FY 2019 Budget and Staffing **\$ 2,756,152** **28.63 FTE**

Operating and Performance Measures

Work Load Measures

# of parcels appraised	88,300
# of permits appraised	4,000
# of ownership transfers processed	6,300
# of plats processed	240

Efficiency Measures

Average parcel appraisals per appraiser	4,647
Average permit appraisals per appraiser	211

Performance Measures

Assessment-to-sales price ratio	94%
Coefficient of dispersion	5.5%

12330 Board of Equalization

Involves:

- Provide independent administrative hearings and rulings on appeals by property owners of assessments made by the Assessor.
- Revise, correct and amend any real estate assessment, brought before the Board on appeal by the owner thereof, as the Board finds necessary to equalize the burden of taxation among all of the Citizens of the City.
- The five-member board is appointed by the Circuit Court. Members receive a stipend from the City of \$75 per meeting. Members are not counted as employees of the City.

FY 2019 Budget and Staffing **\$ 4,383** **0.00 FTE**

Operating and Performance Measures

Work Load Measures

# of appeals applications received	25
# of appeals heard	15

Performance Measures

# of appeals granted	1
# of appealed assessments upheld	14

Budget Department

111010

Description:

The Budget Office coordinates the City's short and long range fiscal planning through the development of the annual operating budget, the five year capital budget, and five year financial projections. The department also conducts budget research, inquiry, and reviews and/or prepares budget amendments. Additionally, the Budget Office develops long range projections regarding the City's financial position, conducts management analyses, produces various reports and projects, and monitors revenues and expenditures.

Goals

- The department will receive the Distinguished Budget Presentation Award from GFOA.
- Actual revenue will be within 2.5% of projected revenue for FY 2019.
- Actual expenditures will be between 95% and 100% of budgeted expenditures for FY 2019.
- At least 60% of departments will identify performance measures that cover 75% of their annual operating budget for FY 2020.

Budget by Service		FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12440	Budget	\$ 676,961	\$ 695,834	\$ -	
12441	Operating Budget Development	-	-	628,387	
12442	Capital Budget Development	-	-	134,149	
Total by Service		\$ 676,961	\$ 695,834	\$ 762,536	9.6%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Budget Office is shown in two service areas.

Budget Highlights:

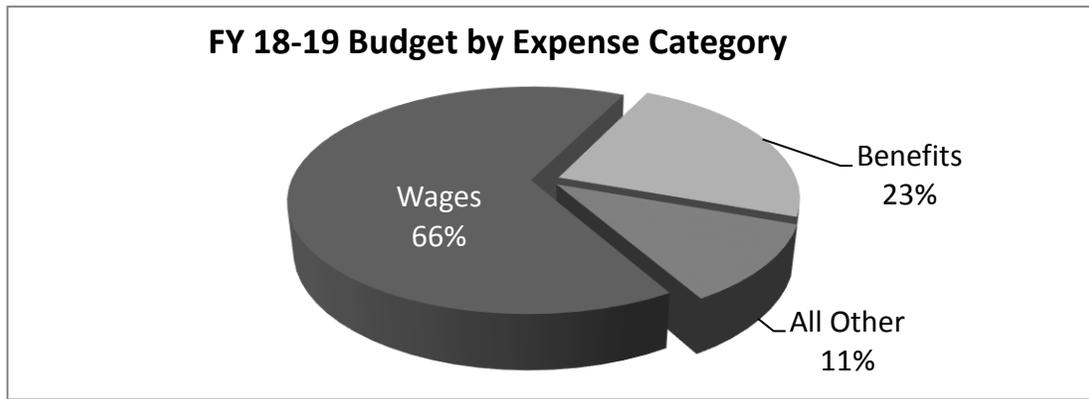
- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare, workers' compensation, and employee retirement. The part-time Budget Analyst was converted to full-time status. The status change is needed to better manage the capital improvement budget and the growing work load related to performance/service based budgeting.

Budget Department

111010

	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Operating Expenditures				
Salaries and wages	\$ 461,976	\$ 472,873	\$ 500,029	5.7%
Employee benefits	141,181	145,922	177,395	21.6%
Purchased services	28,279	30,650	34,093	11.2%
Internal service charges	32,591	29,298	33,764	15.2%
Other expenditures	8,190	13,161	13,325	1.2%
Materials	4,745	3,930	3,930	0.0%
Total Expenditures	\$ 676,961	\$ 695,834	\$ 762,536	9.6%

Purchased services include contractual services for software solutions.



Department Complement:

Personnel:		FY 16-17 Budget	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Grade	Positions				
113	Office Specialist II	0.63	0.63	0.63	0.00
128	Budget Analyst I	2.63	2.63	3.00	0.37
130	Budget Analyst II	2.00	2.00	2.00	0.00
141	Director of Budget	1.00	1.00	1.00	0.00
Total Department Personnel		6.26	6.26	6.63	0.37

Budget Department

111010

DEPARTMENT SERVICE INFORMATION

12441 Operating Budget Development

Involves:

- Developing the city's annual operating budget.
- Reporting financial plans in a concise and informative manner.

FY 2019 Budget and Staffing	\$ 628,387	5.48 FTE
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Operating and Performance Measures

Work Load Measures

Annual operating expenditures (millions excluding schools)	TBD
# of budget transfers reviewed	75
# of budget amendments sent to Council	45

Performance Measures

Variance in actual and projected revenues	2.0%
Variance in actual and projected expenditures	-1.7%

Receive Distinguished Budget Presentation Award from Government Finance Officers Association	Received October 2017
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12442 Capital Budget Development

Involves:

- Developing the city's five-year capital improvement plan (CIP).
- Collecting information that identifies improvements needed for city buildings, park facilities, streets, water distribution and treatment facilities, and sewer collection system.

FY 2019 Budget and Staffing	\$ 134,149	1.15 FTE
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Operating and Performance Measures

Work Load Measures

Annual Capital Budget (amount approved)	\$108.1 Million
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Customer Contact Center

112015

Description:

The Customer Contact Center (CCC) serves as a central point of contact to Citizens during regular business hours and emergency operating conditions. Employees assist city residents, contractors working within the City, local business owners, and visitors to the City by providing direct contact for problem resolution, information, and service requests to departments across the City. Employees identify major service trends and provide statistics to assist operating department managers in developing solutions to meet strategic operational goals.

Mission:

The mission of the Customer Contact Center is to act as the intermediary between the citizenry and the City government; and to provide superior customer service while reporting service issues, disseminating information and communicating to City departments, other government agencies and the City's leadership in a timely, caring and respectful manner.

Goals:

- Provide residents with personalized service, quick problem resolution and access to knowledgeable assistance.
- Answer citizen telephone calls within 60 seconds
- Maintain a call drop rate of less than 20%
- Respond to electronic inquiries within 48 hours

	FY 16-17	FY 17-18	FY 18-19	Change from
Budget by Service	Actual	Budget	Budget	prior year
34107 Customer Contact Center	\$ 751,270	\$ 888,209	\$ 942,290	6.1%
Total by Service	\$ 751,270	\$ 888,209	\$ 942,290	6.1%

Budget Highlights:

- Employee wages and benefits reflect a 2.5% general wage increase for all eligible employees.
- Healthcare costs increased by 8.5% reflecting increasing utilization and medical inflation. Retirement costs also increased from 13.71% of wages to 14.26%.
- The increase in internal service charges is related to the departments rising need for technology support.

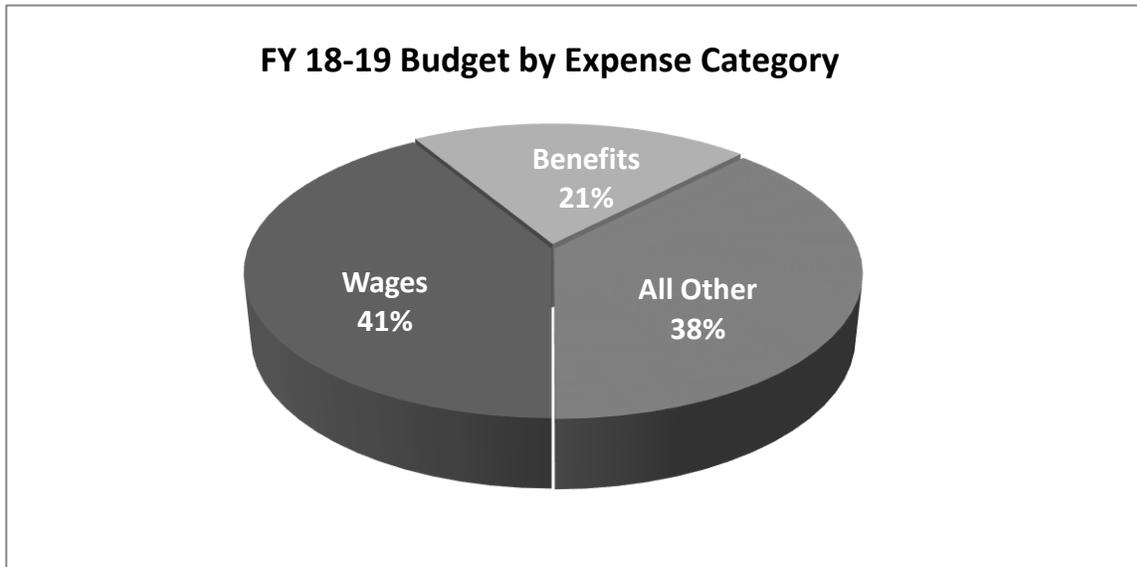
Emerging Budget Issues:

- The growing volume of customer and resident contacts will require an additional call center advocate in FY 2020.
- Self service applications and mobile technology.
- Self service kiosks located within City Hall to assist visitors.

Customer Contact Center

112015

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 374,628	\$ 386,781	\$ 389,245	0.6%
Employee benefits	174,159	182,295	197,651	8.4%
Purchased services	778	2,639	3,307	25.3%
Materials and supplies	915	1,950	1,950	0.0%
Internal service charges	194,383	300,198	334,741	11.5%
Other expenditures	6,407	14,346	15,396	7.3%
Total Expenditures	\$ 751,270	\$ 888,209	\$ 942,290	6.1%



Department Complement:

Personnel:		FY 16-17 Budget	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Grade	Positions				
106	Data Control Technician I	0.80	0.00	0.00	0.00
112	Call Center Customer	8.00	8.63	8.63	0.00
128	Call Center Manager	1.00	1.00	1.00	0.00
Total Department Personnel		9.80	9.63	9.63	0.00

Budget by Fund:

100	General Fund	\$ 751,270	\$ 888,209	\$ 942,290	6.1%
Total by Fund		\$ 751,270	\$ 888,209	\$ 942,290	6.1%

Customer Contact Center

112015

DEPARTMENT SERVICE INFORMATION			
34107 Customer Contact Center			
Involves:			
<ul style="list-style-type: none"> Receiving and responding to citizen inquiries and relaying their service requests to the appropriate department or agency. 			
FY 2019 Budget and Staffing	\$ 942,290	9.63	FTE
Operating and Performance Measures	FY 16-17	FY 17-18	FY 18-19
Work Load Measures			
Total # of citizen requests received and dispatched	315,976	319,134	322,325
- By telephone	204,437	206,481	208,546
- Walk-up (in-person)	13,279	13,411	13,545
- Electronic	90,198	91,100	92,011
- Other requests/inquiries	8,062	8,142	8,223
Efficiency measures			
Average # of requests per employee per day (250 work days)	129	133	134
Average cost per request	\$2.38	\$2.78	\$2.92
Performance measures			
Call abandonment rate	8.0%	8.0%	8.0%
One call resolution	97.1%	97.1%	97.1%

Finance Department

111020

Description:

The Department of Finance works to ensure a fiscally sound city government by maintaining the fiscal integrity of the city's books and records. This responsibility is realized through the administration of debt, the establishment of proper internal controls, the maintenance of accounting records, payroll and invoice processing, and the financial administration of state and federal grants.

The Department serves as a resource to management by providing accurate and timely financial analysis and reports for decision-making purposes. Finance is also responsible for the production of the city's Comprehensive Annual Financial Report (CAFR).

Goals:

- Maintain internal control over all financial transactions.
- Ensure financial transactions are in accordance with generally accepted accounting principles and personnel are competent in the field of accounting.
- Provide timely financial reports and analyses to support management decision making.
- Provide support to city departments for financial, accounting, payables and payroll procedures.
- Support PeopleSoft upgrade with active participation in planning, testing, and education.
- Provide direction and support to the City of Chesapeake Other Post Employment Benefits Trust Board.
- Provide financial analyses, debt policy recommendations and debt management for city-wide debt portfolio.

Budget by Service		FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12420	Finance Director	\$ 2,269,126	\$ 2,699,746	\$ -	
12421	Financial Advisory Services	6,272	51,000	-	
12422	Maintain Accurate Financial Records			794,773	
12423	Financial Reporting			438,297	
12424	City Debt Administration			307,145	
12425	Procurement			93,745	
12426	Pay & Benefits Administration			736,873	
12427	Accounts Payable			323,444	
Total by Service		\$ 2,275,398	\$ 2,750,746	\$ 2,694,277	-2.1%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Finance Department is shown in six service areas.

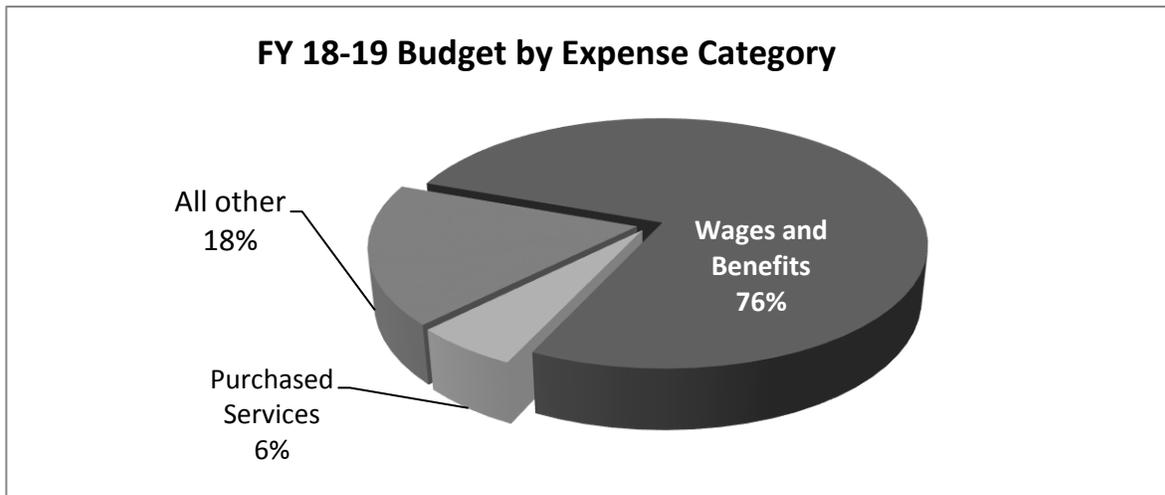
Finance Department

111020

Budget Highlights:

- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare, workers' compensation, and employee retirement.
- The Occupational Health & Risk (Self Insurance) function of the Finance Department is now shown with other Internal Service Funds in the "Non-Departmental" section of the budget document.

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,189,732	\$ 1,474,592	1,489,676	1.0%
Employee benefits	411,390	549,511	569,707	3.7%
Purchased services	176,937	143,500	148,061	3.2%
Internal service charges	439,279	505,021	416,053	-17.6%
Materials	15,856	32,950	25,788	-21.7%
Other Expenditures	42,204	45,172	44,992	-0.4%
Total Expenditures	\$ 2,275,398	\$ 2,750,746	\$ 2,694,277	-2.1%



Operating Revenues	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
100 General Fund				
Charges for Services	\$ 13,742	\$ -	\$ -	0.0%
Recovered Costs	78,272	10,000	-	-100.0%
Total Revenues	\$ 92,013	\$ 10,000	\$ -	-100.0%
General Fund Support	2,275,398	2,750,746	2,694,277	-2.05%
Total Fund 100 Resources	\$ 2,367,411	\$ 2,760,746	\$ 2,694,277	-2.41%

Finance Department

111020

Department Complement:					
Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
115	Office Coordinator	1.00	1.00	1.00	0.00
116	Account Technician III	2.63	2.63	2.63	0.00
118	Payroll Specialist	4.00	4.00	4.00	0.00
121	Business Application Spec I	1.00	1.00	1.00	0.00
122	Payroll Supervisor	1.00	1.00	1.00	0.00
123	Accountant I	1.00	1.00	1.00	0.00
125	Accountant II	1.00	1.00	1.00	0.00
127	Accountant III	3.63	0.63	0.63	0.00
127	Grants Accountant III	1.00	1.00	1.00	0.00
127	Accounting Administrator	1.00	1.00	1.00	0.00
129	Financial Systems Analyst	1.00	1.00	1.00	0.00
130	Payroll Manager	1.00	1.00	1.00	0.00
130	Accountant IV	2.00	5.00	5.00	0.00
131	Debt Manager	1.00	1.00	1.00	0.00
134	Controller	1.00	1.00	1.00	0.00
136	Assistant Director of Finance	1.00	1.00	1.00	0.00
141	Director of Finance	1.00	1.00	1.00	0.00
Total Department Personnel		25.25	25.25	25.25	0.00

Finance Department

111020

DEPARTMENT SERVICE INFORMATION

12422 Maintain Accurate Financial Records

Involves:

- Accurate recording of the financial transactions of the city through training, coordination and oversight, and proper internal controls over the financial records.

FY 2019 Budget and Staffing

\$ 794,773

6.45 FTE

Operating and Performance Measures

Performance Measures

All monthly JV's received, excluding year end JV's, will be posted to the General Ledger no later than the 10th business day of the following month for all JV's promptly received within 5 business days of the end of the month, that are complete, accurate and have adequate supporting documentation.

12423 Financial Reporting

Involves:

- Coordination of the city-wide preparation for the financials statements and the audit schedules for the city's Comprehensive Annual Financial Report (CAFR)
- Preparation of the Auditor of Public Accounts Transmittal forms and the Federal Awards Grant Expenditure report.

FY 2019 Budget and Staffing

\$ 438,297

3.21 FTE

Operating and Performance Measures

Performance Measures

All monthly JV's received, excluding year end JV's, will be posted to the General Ledger no later than the 10th business day of the following month for all JV's promptly received within 5 business days of the end of the month, that are complete, accurate and have adequate supporting documentation.

Finance Department

111020

DEPARTMENT SERVICE INFORMATION

12424 City Debt Administration

Involves:

- Administration of debt including bond issuances, debt refundings, and lease purchases.
- Monitoring of remaining debt proceeds, debt service payments and debt compliance with federal regulations.

FY 2019 Budget and Staffing	\$ 307,145	1.70 FTE
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Operating and Performance Measures

Performance Measures

Timely and accurate payment of debt service 99% of the time.	99%
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12425 Procurement

Involves:

- Providing fiscal accountability by processing small dollar purchase orders for departments in a timely manner.

FY 2019 Budget and Staffing	\$ 93,745	.81 FTE
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Operating and Performance Measures

Work Load Measures

# of purchasing transactions <\$5,000 processed	2,479
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Efficiency Measures

% of requisitions processed within 2 business days	94%
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12426 Pay & Benefits Administration

Involves:

- Accurate and timely preparation, verification, reconciliation, daily processing and payment of pay, and internal and external employee benefits.

FY 2019 Budget and Staffing	\$ 736,873	7.62 FTE
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12427 Accounts Payable

Involves:

- Accurate and timely verification and processing of vendor, debt and insurance claim payments.

FY 2019 Budget and Staffing	\$ 323,444	3.69 FTE
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Operating and Performance Measures

Work Load Measures

# of accounts payable (AP) vouchers processes	67,700
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Human Resources

111030

Description:

The Department of Human Resources (HR) is committed to developing and maintaining effective partnerships with City departments to promote an environment in which people are recognized as our most valuable resource. The HR staff serves in a consultative role with staff of all departments and agencies to achieve strategic, organizational, and departmental goals. HR provides comprehensive program management in the areas of recruitment and selection, benefits administration, policy development and interpretation, employee relations, performance management, classification and compensation, and learning and development.

Goals:

- Foster a team environment that encourages diversity of thought, experience and background and celebrate participation and partnership in all our endeavors.
- Encourage communication by soliciting the input of others and strive for transparency and inclusiveness.
- Support departments' efforts to attract and retain a high performing, diverse workforce.
- Promote and enhance the City's total rewards package to provide maximum cost effectiveness and benefit.
- Support departments' workforce development to position the City in preparation for retirements and the inherent loss of institutional knowledge.
- Promote wellness outreach efforts that encourage and educate on physical, mental, and financial health to maximize individual and organizational potential.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12220 Human Resources	\$ 2,150,577	\$ 2,353,324	\$ -	
12223 Compliance/Administration	-	-	566,645	
12224 Benefit and Wellness Administration	-	-	618,848	
12225 Classification, Compensation, Human Resources Information Systems (HRIS), and Management Analysis	-	-	393,997	
12226 Employee Relations	-	-	360,705	
12227 Learning and Development	-	-	128,271	
12228 Recruitment and Selection	-	-	451,280	
Total by Service	\$ 2,150,577	\$ 2,353,324	\$ 2,519,746	7.1%

As a part of the move to performance based budgeting, the expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Human Resources Department is shown in six service areas.

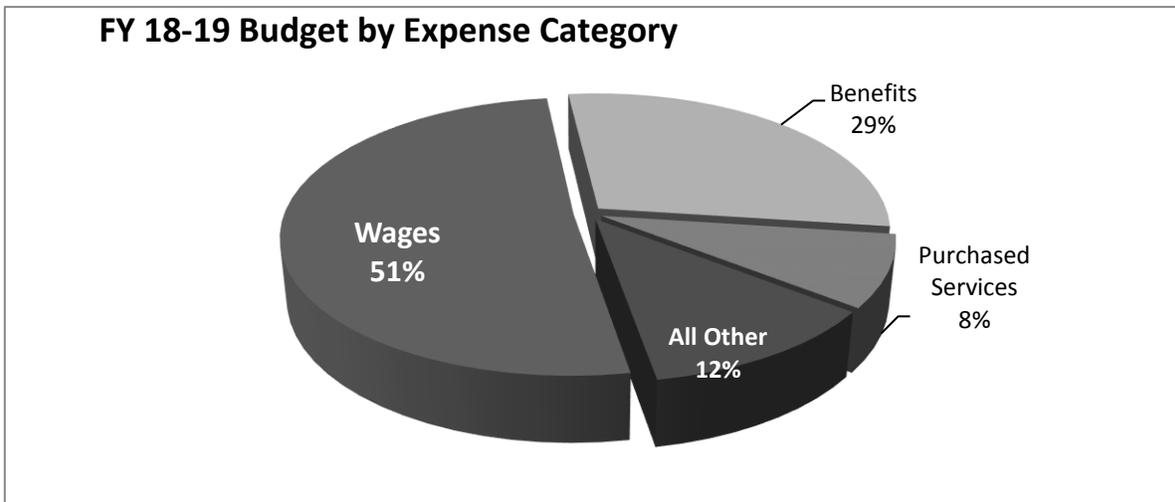
Human Resources

111030

Budget Highlights:

- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare and an increase in retirement costs.
- One full-time Business Application Specialist was added to support a variety of crucial Human Resources Information Systems (HRIS) functions not currently being performed or performed at a superficial level. The position will address data integrity, security, and implementation of several modules. Also, one part-time Office Assistant was converted to full-time status to address a growing backlog of clerical work.
- An additional \$5,100 was included to cover additional costs associated with fingerprinting all new hires and \$4,700 was included to obtain reference checks for technical and administrative positions through the Work Center.
- Allowances for the Employee Assistance Program and tuition reimbursement was increased by approximately 5%.

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 1,171,465	\$ 1,189,508	\$ 1,283,441	7.9%
Employee benefits	597,158	659,269	728,576	10.5%
Purchased services	127,290	202,975	211,255	4.1%
Internal service charges	194,638	225,396	218,395	-3.1%
Other expenditures	42,024	45,176	45,403	0.5%
Materials	18,002	31,000	32,676	5.4%
Total Expenditures	\$ 2,150,577	\$ 2,353,324	\$ 2,519,746	7.1%



Human Resources

111030

DEPARTMENT SERVICE INFORMATION

12224 Benefit & Wellness Administration

- Negotiates and maintains all City benefit plans.
- Assists employees and eligible retirees with benefit-related issues.
- Promotes healthy lifestyle choices through wellness programs.

FY 2019 Budget and Staffing **\$ 618,848 3.78 FTE**

Operating and Performance Measures

Efficiency Measures

Average number of business days to process wellness
 incentive applications 2

Performance Measures

% of wellness incentive applications processed within 2
 business days of submission 90%

12225 Classification, Compensation, Human Resources Information Systems, and Management Analysis

Involves:

- Establishes the City's pay structure and job titles.
- Responsible for implementing all pay changes.
- Responsible for HRIS maintenance.
- Prepares workforce statistics for executive leadership to aid in short and long-term strategic planning.

FY 2019 Budget and Staffing **\$ 393,997 3.98 FTE**

Operating and Performance Measures

Performance Measures

% of classification requests processed within 120 days of
 submission 85%

12226 Employee Relations

Involves:

- Strengthens the employer-employee relationship by promoting employee engagement and feedback.
- Ensures compliance with Federal and State employment laws.
- Coordinates the annual evaluation process.
- Provides guidance to employees and supervisors on resolving workplace conflict.

FY 2019 Budget and Staffing **\$ 360,705 3.03 FTE**

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

12227 Learning and Development

Involves:

- Provides employees with resources to attain the skills needed to better serve citizens.

FY 2019 Budget and Staffing **\$ 128,271** **1.08 FTE**

Operating and Performance Measures

Performance Measures

Average evaluation scores for the learning offerings provided
 by HR (on a 5 point scale)

4

12228 Recruitment and Selection

Involves:

- Manages the recruitment, selection, and background check process.
- Manages internship and volunteer placement.

FY 2019 Budget and Staffing **\$ 451,280** **5.03 FTE**

Operating and Performance Measures

Efficiency Measures

Average number of business days to complete HR screening

2.50

Average number of business days for review of complete
 interview packets

3

Performance Measures

% of applications screened within 3 business days

90%

% of interview packets reviewed within 3 business days

90%

Public Communications

113050

Description:

The Public Communications Department works to provide Chesapeake citizens, businesses, visitors, and others with information about the municipal government's operations, services, and programs, while also building relationships with these groups and individuals and enhancing the image of the City and community. The department utilizes a variety of tools, including cable television, the internet and social media, commercial media (both paid and journalistic), and direct communications to reach out to stakeholders.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12250 Public Communications	\$ 1,181,125	\$ 1,304,653	\$ 1,429,656	9.6%
Total by Service	\$ 1,181,125	\$ 1,304,653	\$ 1,429,656	9.6%

Goals:

- Provide the most accurate, useful, timely, and relevant information, both as the initiator and as a consultant to other departments, to Chesapeake residents, businesses, and other interested parties regarding the services, programs, initiatives, and operations of the City.
- To do so in a non-partisan, non-advocacy manner, utilizing all available communications tools, methods, and channels.
- Tailor messages to meet the communications need(s) of the respective recipients while fostering a 2-way cycle of communications which places appropriate emphasis on listening to public input.

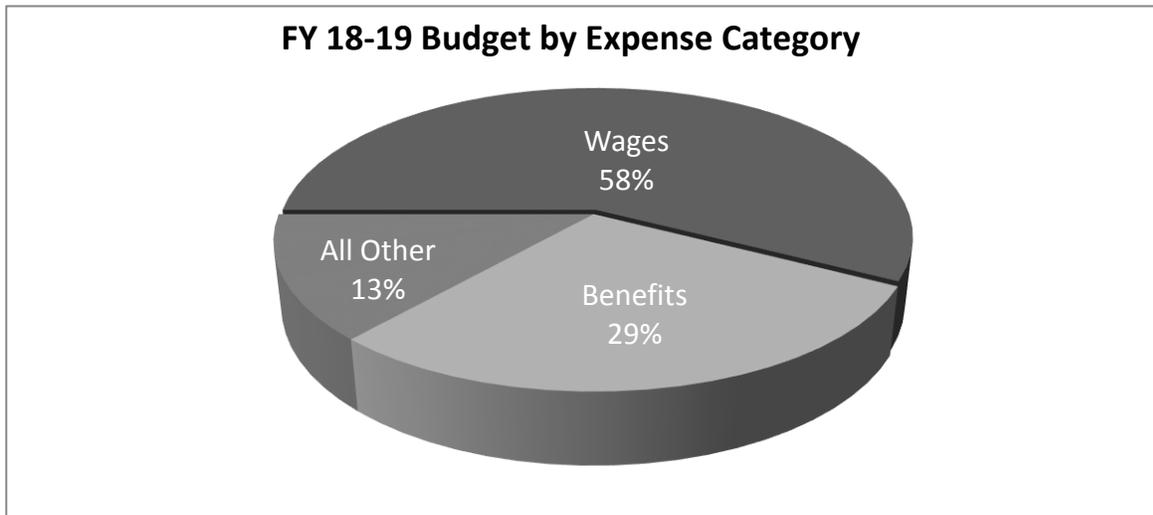
Budget Highlights:

- The increase in Salaries is due to a 2.5% pay increase, the addition of two new positions, and several position reclassifications.
- The increase in benefits is largely due to the rising cost of healthcare, workers' compensation and employee retirement.
- The decrease in Purchased services is due to closed captioning usage being less than was estimated. Fee based on hours of captioned programming.
- Internal service charges decreased due to Information Technology allocated costs.
- Materials increased due additional equipment needed.

Public Communications

113050

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 696,214	\$ 762,113	\$ 822,531	7.9%
Employee benefits	301,319	332,228	415,744	25.1%
Purchased services	51,635	57,055	49,450	-13.3%
Internal service charges	95,840	107,198	93,771	-12.5%
Other expenditures	21,045	31,500	31,660	0.5%
Materials	15,073	14,559	16,500	13.3%
Total Expenditures	\$ 1,181,125	\$ 1,304,653	\$ 1,429,656	9.6%



The Public Communications receives some funds from local cable franchises used for equipment replacement; the

Public Communications

113050

Department Complement:

Personnel:		FY 16-17	FY 17-18	FY 18-19	Change from
Grade	Positions	Budget	Budget	Budget	prior year
112	Customer Service Clerk I	0.00	0.00	1.00	1.00
115	Office Coordinator	1.00	1.00	1.00	0.00
117	Computer Operator II	1.00	1.00	0.00	-1.00
119	Videographer	2.00	2.00	1.00	-1.00
120	Public Comm. Specialist	0.00	0.00	2.00	2.00
122	Video Prod./Director	2.00	2.00	3.00	1.00
125	Video Producer	1.00	1.00	0.00	-1.00
126	Public Information Coord.	1.00	1.00	0.00	-1.00
126	Public Comm. Coord. I	1.00	1.00	2.00	1.00
129	Video Production Coord.	1.00	1.00	1.00	0.00
129	Video Operations Coordinator	1.00	1.00	1.00	0.00
131	Senior Public Comm. Coord.	0.00	0.00	1.00	1.00
139	Director of Public Comm.	1.00	1.00	1.00	0.00
Total Department Personnel		12.00	12.00	14.00	2.00

Position reclassifications:

- o Public Information Coordinator converted to Public Information Coordinator - October 2017
- o Videographer converted to Video Producer/Director - October 2017
- o Computer Operator II converted to Public Communication Specialist - October 2017
- o Television Producer converted to Public Communication Specialist - October 2017

New Positions:

- o Public Communications Coordinator effective July 1, 2018 - 1.0 FTE
- o Part-time City Hall Receptionists effective July 1, 2018 - 1.0 FTE

Operating Revenues		FY 16-17	FY 17-18	FY 18-19	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 112,089	\$ 200	\$ 100	-50.0%
	Total Revenues	\$ 112,089	\$ 200	\$ 100	-50.0%
	General Fund Support	1,069,036	1,304,453	1,429,556	9.59%
	Total Fund 100 Resources	\$ 1,181,125	\$ 1,304,653	\$ 1,429,656	9.58%

Public Communications

113050

DEPARTMENT SERVICE INFORMATION		
12250 Public Communications		
FY 2019 Budget and Staffing	\$ 1,429,656	14.00 FTE
<u>Operating and Performance Measures</u>		
Work Load Measures		
Produce weekly news programming for television and internet usage.	52	
Produce public service, public awareness, and other informational products (video) for use across multiple platforms.	100	
Broadcast live coverage of City Council, School Board, and Planning Commission meetings, along with other, appropriate special meetings and provide replays across multiple outlets.	70	
Provide accurate and timely responses to inquiries from the media and coordinated all aspects of City media relations.	300	
Participate in the planning and execution of communications strategies for City initiatives (internal & external) and provide consultation.	100	
Efficiency measure(s)		
Leverage partnerships with Chesapeake Public Schools and others to produce programming for both City and Schools channels (television, internet, other), expanding offerings and increasing efficiency.	15	
Explore opportunities to replace equipment with intention to expand use across multiple platforms and enhance output efficiency.	3	
Performance measure(s)		
<p>Much of the communications function cannot be specifically tracked to a performance measure. While it is possible to report the number of views a post on social media receives, or the number of times an television program is aired, it is not possible to state with any certainty how much of an impact that action has upon a person, nor the direct relevancy of those views to the taking of action.</p>		

Purchasing Office

112011

Description:

Purchasing acquires the supplies, services, equipment, and commodities required by departments and agencies in accordance with State and City procurement laws, codes, policies, and procedures. The Office is also responsible for procurement activities required for construction and other capital projects. Purchasing conducts acquisition activities by providing procurement services and support and utilization of best practices. In addition, Purchasing manages the surplus property program and charge card program and mailing and courier services to City departments and agencies.

Goals

- Implement comprehensive procurement policy and procedures.
- Promote new acquisition techniques.
- Promote initiatives to increase contract opportunities for Small, Women, and Minority (SWAM) vendors.
- Maximize the use of PeopleSoft procurement modules for promoting efficiency.
- Obtain Purchasing Office certification.
- Procurement certification through an accredited organization of all staff members.

Budget by Service	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
12430 Purchasing	\$ 679,228	\$ 945,563	\$ -	
12431 Postage	1,909	12,000	-	
83300 Procurement of Goods, Services & Construction	-	-	740,941	
83305 Vendor Mgmt./ Administration	-	-	158,967	
83310 Mail/Courier Accountability & Delivery Services	-	-	134,459	
Total by Service	\$ 681,137	\$ 957,563	\$ 1,034,367	8.0%

As a part of the move to performance based budgeting expenditures for FY18-19 are displayed by service rather than by program. Accordingly, spending by the Purchasing Department is shown in three service areas.

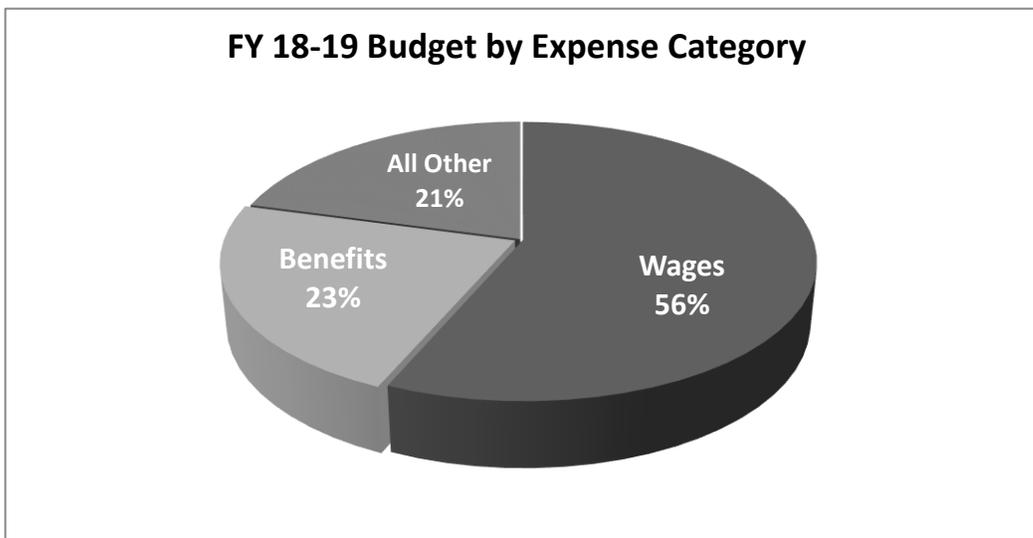
Budget Highlights:

- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare, workers' compensation, and employee retirement.
- The FY 18-19 budget includes a new request in the amount of \$48,500 for software assessment consulting services.
- An additional \$750 was included in operating expenses for travel allowances.

Purchasing Office

112011

Operating Expenditures	FY 16-17 Actual	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Salaries and wages	\$ 348,376	\$ 558,536	\$ 584,844	4.7%
Employee benefits	172,848	258,056	234,366	-9.2%
Purchased services	8,781	5,425	53,958	894.6%
Internal service charges	114,701	72,439	108,462	49.7%
Other expenditures	29,688	57,101	46,731	-18.2%
Materials	6,742	6,006	6,006	0.0%
Total Expenditures	\$ 681,137	\$ 957,563	\$ 1,034,367	8.0%



Department Complement:

Personnel:		FY 16-17 Budget	FY 17-18 Budget	FY 18-19 Budget	Change from prior year
Grade	Positions				
104	Mail Clerk	0.63	0.63	0.63	0.00
107	Office Assistant II	1.00	1.00	1.00	0.00
107	Courier	1.00	1.00	1.00	0.00
115	Office Coordinator	1.00	1.00	1.00	0.00
118	Procurement Specialist I	2.00	2.00	2.00	0.00
124	Procurement Specialist II	3.00	3.00	4.00	1.00
126	Procurement Contract Spec.	1.00	1.00	0.00	(1.00)
130	Procurement Supervisor	1.00	1.00	1.00	0.00
132	Procurement Administrator	1.00	1.00	1.00	0.00
Total Department Personnel		11.63	11.63	11.63	0.00

Purchasing Office

112011

DEPARTMENT SERVICE INFORMATION

83300 Procurement of Goods, Services & Construction

Involves:

- Facilitating the procurement process to obtain supplies, commodities, and services.
- Providing procurement assistance.

FY 2019 Budget and Staffing **\$ 740,941** **7.65 FTE**

Operating and Performance Measures

Work Load Measures

Total # of purchase requisitions received	8,968
Total major solicitations (RFP's, IFB's) received	130
Total # of small purchasing card transactions processed	5,865
Total Home Depot Transactions	2,545

Efficiency Measures

Average time to process from requisition to purchase order	5 days
Total # of purchase orders processed	8,491
Average processing time for RFP's	150 days
Average processing time for IFB's	35 days
Total P-Card spending	\$ 1,064,682
Total Home Depot Card Spending	\$ 309,755

Performance Measures

% of requisitions processed to purchase order	95%
% of solicitations/contracts awarded	100%
Average P-Card Spending	\$ 182
Average Total Home Depot Charge Card Spending	\$ 122

DEPARTMENT SERVICE INFORMATION

83305 Vendor Management/Administration

Involves:

- Management of supplier database.
- Performance of administrative tasks.

FY 2019 Budget and Staffing **\$ 158,967** **2.05 FTE**

Operating and Performance Measures

Work Load Measures

Annual Vendor data entry requests received (suppliers/reimbursement requests)	1,320
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Efficiency Measures

# of vendor data entries processed and completed within 2 business days	1,340
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Performance Measures

% of vendor data entries processed within 2 business days	100%
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Purchasing Office

112011

83310 Mail/Courier Accountability & Delivery Services

Involves:

- City-wide mail and courier delivery services.
- Maintaining postage meter systems and preparing packages for shipping.

FY 2019 Budget and Staffing	\$ 134,459	1.93 FTE
<u>Operating and Performance Measures</u>		
<u>Work Load Measures</u>		
Pieces of outgoing mail processed	125,000	
<u>Efficiency Measures</u>		
Annual outgoing mail processed daily by 3:30 PM	125,000	
<u>Performance Measures</u>		
Department satisfaction level	100%	