

ADMINISTRATION AND LEISURE SERVICES

SECTIONAL SUMMARY

| <u>DEPARTMENTS</u> | FY 09-10 Amended Budget | FY 10-11 Budget | Increase/ (Decrease) | Percentage Change |
|---------------------------------------|------------------------------------|----------------------------|---------------------------------|------------------------------|
| Parks & Recreation | 8,987,740 | 8,174,640 | (813,100) | -9.05% |
| Library | 7,866,308 | 7,155,511 | (710,797) | -9.04% |
| Info Tech -- 800 MHz Maintenance | 2,281,698 | 2,079,139 | (202,559) | -8.88% |
| Info Tech -- Data/Security Admin. | 228,921 | 207,752 | (21,169) | -9.25% |
| Finance | 2,418,310 | 2,106,754 | (311,556) | -12.88% |
| Finance -- Non Departmental | 13,498,091 | 12,582,625 | (915,466) | -6.78% |
| Human Resources | 3,479,356 | 3,526,055 | 46,698 | 1.34% |
| Required Staffing Reduction | (1,993,863) | (0) | 1,993,863 | -100.00% |
| Other Post Employment Benefits | 5,493,548 | 6,493,548 | 1,000,000 | 18.20% |
| Budget | 776,292 | 712,730 | (63,562) | -8.19% |
| Other Admin & Leisure Grants | 100,000 | - | (100,000) | -100.00% |
| Total | 43,136,401 | 43,038,755 | (97,646) | -0.23% |
| <u>DEPARTMENT</u> | | | | |
| <u>Internal Service Funds:</u> | | | | |
| Risk Management | 3,664,001 | 4,922,733 | 1,258,732 | 34.35% |
| Information Technology | 9,537,278 | 8,866,363 | (670,915) | -7.03% |
| Totals | 13,201,279 | 13,789,096 | 587,817 | 4.45% |

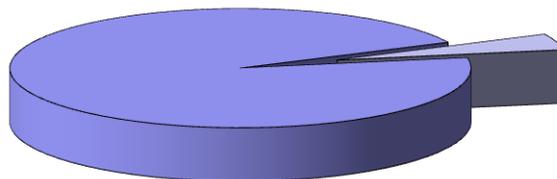
Internal Service Funds are listed separately because the appropriations are included within other funds and not appropriated separately.

The above chart does not highlight the reductions taken by many departments during FY 2009-10, which are embedded in the FY 09-10 Amended Budget.

The departments included in this section are those, which deal with the “administrative infrastructure”, as well as, those departments which provide amenities to our citizens. The specific departments are listed in the above table. The Department of Information Technology and the Risk Management function of the Finance Department, although shown separately due to Internal Service fund status, are within this organizational component.

The following chart illustrates that the total appropriations for Administration and Leisure are \$43,038,755 or 4.6% of the City's total Operating Budget of \$942,717,160 for FY 2010-11.

**Administration and Leisure is
4.6% or \$43,038,755 of Total Operating Budget**



Parks and Recreation

- The Parks and Recreation Department is eliminating seven (7) full-time positions from its overall complement and reducing its part-time staffing which will impact grounds keeping and athletic field maintenance.
- They will also reduce the After School Program and Summer Play Program, Youth Football, Senior's Programs and certain events (Heritage Days/Civil War Days).
- There will be reductions in general expenses/supplies for many of the Parks and Leisure programs.

Library

- The Library is eliminating one (1) full-time position, reducing its part-time staffing, and reducing other operating expenses including outreach services.
- There is also a reduction in State aid which will impact materials purchased.

Information Technology

- The Information Technology Department is eliminating one (1) full-time position, changing the replacement cycle on PCs from 4 to 5 years in the PC Replacement Plan and eliminating replacement of the City Hall network.
- They are also moving one (1) full-time position to E-911 which will be covered by funding from the E-911 Wireless Services Board.

Information Technology - 800 MHz

- Reduce funding for equipment replacement by extending the replacement timeline.

Information Technology - Data Security Admin

- Defer consulting services for a risk analysis to a future budget year.

Finance

- The Finance Department is eliminating one (1) full-time position and will reclassify three (3) full-time positions to part-time. They will also eliminate temporary labor funding and reduce the Financial Advisor contract.
- Reduce PeopleSoft funding for resolution issues.

Finance - Non-Departmental

- Reduction in support to agencies that support Chesapeake citizens.

Human Resources

- The Human Resources Department is reducing advertising for new positions due to the hiring freeze, eliminating awards, and reducing training.

Budget

- The Budget Department is making reductions to its operating expenses (contractual services, printing, training, supplies, and dues/memberships).

DESCRIPTION

The administrative function of Parks and Recreation provides support to bridge the managerial needs for all parks and recreation activities.

GOALS AND OBJECTIVES

Goal: To enhance the quality of Recreational and Park programs and services to our citizens and visitors

Objectives:

- To provide periodic review of the department's operating policies and procedures to insure effective and efficient use of the department's resources.

Goal: Ensure high quality administrative support for the programs and services that we deliver to our citizens and visitors.

Objectives:

- Provide quality support to all other department functions
- Provide clerical, fiscal and personnel accounting and data processing services in support of the operating entities within the department.
- Promote use of on-line registration by citizens and visitors for recreation activities.
- Utilize data provided by Recreation Management Software to promote activities and increase citizens' awareness and participation.

SERVICE LEVEL ANALYSIS

Most of the change to the Administration function of Parks & Recreation is due to the spreading of Internal Service Fund charges between programs. Prior to this they were all accounted for in the Administration program.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 735,064 | 618,095 | 723,299 |
| Fringe Benefits | 252,332 | 256,631 | 256,639 |
| Internal Service Funds | 895,796 | 941,751 | 528,646 |
| Principal & Leases | - | - | - |
| Professional Services | 76,623 | 25,850 | 25,850 |
| Temporary Services | 12,850 | 15,260 | 15,260 |
| Repairs | 11,665 | 5,500 | 15,200 |
| Misc. Services | 1,537 | 2,875 | 7,015 |
| Utilities, Communication & Postage | 16,870 | 33,952 | 26,176 |
| Insurance | - | - | - |
| Leases | 22,601 | 12,046 | 12,046 |
| Travel | 2,700 | 14,069 | 5,509 |
| Other Purchase Services | 27,440 | 33,429 | 30,389 |
| Capital Outlay | - | - | - |
| Total | 2,055,478 | 1,959,458 | 1,646,029 |
| Change from Prior Year | N/A | -4.67% | -16.00% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 14 | 13 | 13 |
| Total Regular Part-Time FTEs | 3.10 | 3.05 | 3.05 |

DESCRIPTION

The Athletic Recreation Program coordinates year-round recreational activities related to athletics, education, and health for the citizens of Chesapeake

GOALS AND OBJECTIVES

Goal: Enhance the existing marketing and advertisement efforts for youth and adult sports programs..

Objectives:

- Compile e-mail addresses from youth and adult coaches application forms, as well as from youth athletic registration forms.
- Send timely e-mail blasts to coaches and parents announcing seasonal youth sports registration schedules and fees.
- Send timely e-mail blasts to adult basketball and softball coaches announcing the seasonal adult sport registration process, deadlines, and entry fees.
- Compile e-mail addresses for Chesapeake private schools and include them in timely youth sports seasonal registration e-mail blasts.
- As funding is available, purchase timely newspaper advertisements prior to the five youth sports walk-in registration schedules.
- Continue to erect and keep up the nine youth athletic registration signs at key City intersections.

SERVICE LEVEL ANALYSIS

None

PARKS & RECREATION – ATHLETIC RECREATION 213-112020-71401

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 463,326 | 532,487 | 522,269 |
| Fringe Benefits | 105,115 | 123,167 | 129,854 |
| Internal Service Funds | - | - | 2,174 |
| Principal & Leases | - | - | - |
| Professional Services | 6,711 | - | - |
| Temporary Services | 158,548 | 187,966 | 187,966 |
| Repairs | 470 | 8,378 | 8,378 |
| Misc. Services | 2,528 | 1,750 | 1,750 |
| Utilities, Communication & Postage | 121,789 | 79,068 | 78,340 |
| Insurance | - | - | - |
| Leases | - | 1,500 | - |
| Travel | 5,108 | 7,520 | 7,520 |
| Other Purchase Services | 88,874 | 105,536 | 105,536 |
| Capital Outlay | - | - | - |
| Total | 952,469 | 1,047,372 | 1,043,787 |
| Change from Prior Year | N/A | 9.96% | -0.34% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 6 | 6 | 6 |
| Total Regular Part-Time FTEs | 14.50 | 4.00 | 4.00 |

DESCRIPTION

The Community Center facilities operated within the City of Chesapeake provide a broad range of programs and services to the community including after school care and summer camp programs.

GOALS AND OBJECTIVES

Goal: Develop safe and enjoyable recreational activities that meet the needs of Chesapeake citizens.

Objectives:

- Develop sponsorship funding opportunities for special events and recreation programs.
- Encourage staff to support Virginia Recreation Parks Society functions and other networking opportunities.
- Enhance and create a variety of programs offered in the community centers.
- Create partnerships with civic and non-profit organizations to enhance programs offered.

Goal: Improve the program registration for recreation activities.

Objectives:

- Develop a marketing strategy to enhance participation and revenue.
- Provide quality programs at affordable prices.
- Serve at least 150 children in the Youth Recreation Scholarship Program and develop a funding strategy to replenish the program.

SERVICE LEVEL ANALYSIS

In order to maintain a balanced budget, the Parks & Recreation department will be reducing general expenses and supplies for many of the Parks, Athletics, and Leisure programs. This will also include elimination of full-time positions and reduction in part-time staffing. One (1) full-time position was eliminated in the Community Centers Program.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 997,985 | 1,077,898 | 872,455 |
| Fringe Benefits | 287,330 | 289,634 | 301,994 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 16,472 | 7,305 | 8,305 |
| Temporary Services | 30,119 | 26,832 | 24,500 |
| Repairs | 24,664 | 42,228 | 42,092 |
| Misc. Services | 257 | - | - |
| Utilities, Communication & Postage | 314,936 | 225,220 | 227,713 |
| Insurance | - | 860 | 100 |
| Leases | - | - | - |
| Travel | 1,006 | 4,850 | 1,228 |
| Other Purchase Services | 33,020 | 78,123 | 81,273 |
| Capital Outlay | 12,955 | - | - |
| Total | 1,718,745 | 1,752,950 | 1,559,660 |
| Change from Prior Year | N/A | 1.99% | -11.03% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 18 | 18 | 17 |
| Total Regular Part-Time FTEs | 19.10 | 12.80 | 12.80 |

DESCRIPTION

Leisure includes programs and classes as listed in the Leisure guide. These programs are held at various locations including Community Centers and outside agencies. The Leisure function facilitates the After School Program throughout the City.

GOALS AND OBJECTIVES

Goal: Develop safe and enjoyable recreational activities that meet the needs of Chesapeake citizens

Objectives:

- Seek more opportunities where commercial resources can be used to provide leisure programs.
- Develop partnerships with other organizations for the purpose of promoting recreation in the lives of youth, adults and their families.
- Encourage staff to support Virginia Recreation Parks Society functions and other networking opportunities.

Goal: Improve the program registration for recreation activities

Objectives:

- Develop a marketing strategy to enhance participation and revenue.
- Provide quality programs at affordable prices.
- Serve at least 150 children in the Youth Recreation Scholarship Program and develop a funding strategy to replenish the program.

SERVICE LEVEL ANALYSIS

In order to maintain a balanced budget, the Parks & Recreation department will be reducing general expenses and supplies for many of the Parks, Athletics, and Leisure Programs. There will be a reduction in the After School and Summer Play Programs. The salaries budgeted for this program are all temporary part-time labor and therefore not included in the regular part-time calculation of employees listed on the next page.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 398,437 | 387,825 | 378,536 |
| Fringe Benefits | 81,223 | 79,204 | 83,517 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 48,216 | 62,680 | 54,816 |
| Temporary Services | 41,989 | 65,528 | 11,860 |
| Repairs | 593 | - | - |
| Misc. Services | 4,484 | 2,350 | 12,300 |
| Utilities, Communication & Postage | 17,379 | 18,035 | 17,035 |
| Insurance | - | - | - |
| Leases | 1,820 | 1,950 | - |
| Travel | 1,251 | 5,622 | 582 |
| Other Purchase Services | 36,287 | 52,308 | 47,338 |
| Capital Outlay | - | - | - |
| Total | 631,678 | 675,502 | 605,984 |
| Change from Prior Year | N/A | 6.94% | -10.29% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 4 | 4 | 4 |
| Total Regular Part-Time FTEs | 10.4 | 0 | 0 |

DESCRIPTION

The Athletic Maintenance function maintains athletic facilities for recreation programs, school programs, and open play. It provides equipment and facility maintenance support in a joint agreement with schools, as well as, support for the department, City programs, and special events.

GOALS AND OBJECTIVES

Goal: Maintain athletic facilities

Objectives:

- Provide athletic facilities through maintenance and upgrades to ensure safe playing fields, outdoor basketball courts and tennis courts.
- Coordinate and monitor contracts for portable toilets and lighting repairs.

SERVICE LEVEL ANALYSIS

In order to maintain a balanced budget, the Parks & Recreation department will be reducing supplies available for the maintenance of athletic fields.

PARKS & RECREATION – MAINTENANCE ATHLETICS 213-112020-71404

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| # of athletic fields and courts | 218 | 218 | 226 |
| # of maintained acres | 349 | 349 | 418 |
| # of parking spaces | 765 | 765 | 1019 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 421,967 | 434,950 | 325,236 |
| Fringe Benefits | 178,599 | 189,502 | 184,048 |
| Internal Service Funds | - | - | 70,298 |
| Principal & Leases | - | - | - |
| Professional Services | 1,170 | 2,500 | 2,500 |
| Temporary Services | 14,729 | - | - |
| Repairs | 76,391 | 56,002 | 56,002 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 960 | - | - |
| Insurance | 1,046 | - | - |
| Leases | 25,969 | - | - |
| Travel | 300 | - | - |
| Other Purchase Services | 50,303 | 86,963 | 77,251 |
| Capital Outlay | - | - | - |
| Total | 771,434 | 769,917 | 715,335 |
| Change from Prior Year | N/A | -0.20% | -7.09% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 15 | 15 | 15 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The Parks Maintenance function maintains public parks and play areas for recreation programs and open play. It provides equipment and facility maintenance support for the department, City programs, and special events.

GOALS AND OBJECTIVES

Goal: Maintain parks and play areas

Objectives:

- Upgrade, inspect, repair and/or replace amenities including play equipment, picnic shelters, signage, roadway, and parking areas as funds allow.
- Provide a high standard of appearance through seeding, fertilizing, spraying, and mowing and through planting and caring for beds and trees.
- Monitor contract for turf maintenance of select park sites.
- Policing activities to ensure safety.

SERVICE LEVEL ANALYSIS

In order to maintain a balanced budget, the Parks & Recreation department will be reducing supplies available for the maintenance of parks including the funding available for mowing along with five (5) full-time positions and one (1) part-time position.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of maintained acres | 1,411 | 1,411 | 1,411 |
| # of park sites | 66 | 66 | 66 |
| #of athletic fields and courts | 55 | 55 | 55 |
| # of work orders completed | 725 | 725 | 725 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 542,112 | 631,323 | 475,838 |
| Fringe Benefits | 265,174 | 242,530 | 223,012 |
| Internal Service Funds | - | - | 159,478 |
| Principal & Leases | - | - | - |
| Professional Services | 71,877 | 28,680 | 6,000 |
| Temporary Services | 65,212 | - | - |
| Repairs | 94,090 | 59,419 | 59,019 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 9,197 | 6,766 | 6,766 |
| Insurance | 12,146 | - | - |
| Leases | 17,686 | - | - |
| Travel | - | - | - |
| Other Purchase Services | 87,539 | 102,435 | 96,241 |
| Capital Outlay | - | - | - |
| Total | 1,165,032 | 1,071,153 | 1,026,354 |
| Change from Prior Year | N/A | -8.06% | -4.18% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 18 | 16 | 11 |
| Total Regular Part-Time FTEs | 6.40 | 1.60 | 0.80 |

DESCRIPTION

The Parks Operations function includes programs held at all park locations including the Northwest River Park. This function also includes park rangers and security for all park sites.

GOALS AND OBJECTIVES

Goal: Ensure the protection of citizens and visitors of our parks through an effective park ranger function.

Objectives:

- Have park rangers attend police training.
- Increase policing efforts.

Goal: To continue current level of services at the park.

Objectives:

- Use staff in crossover positions for coverage in other parks as directed.
- Use resources wisely.

SERVICE LEVEL ANALYSIS

Park Operations sustained a reduction in the maintenance and operation of parks including some amenity eliminations, program eliminations or reductions, advertising, and other general expenses.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 444,257 | 486,948 | 393,843 |
| Fringe Benefits | 149,440 | 170,670 | 176,410 |
| Internal Service Funds | - | - | 67,027 |
| Principal & Leases | - | - | - |
| Professional Services | 2,481 | 7,128 | 1,253 |
| Temporary Services | 12,532 | 14,825 | 10,639 |
| Repairs | 7,555 | 3,195 | 145 |
| Misc. Services | 2,928 | 2,000 | 1,150 |
| Utilities, Communication & Postage | 50,852 | 33,942 | 33,178 |
| Insurance | - | - | - |
| Leases | 35,863 | 13,626 | 2,456 |
| Travel | 6,012 | 5,500 | 2,000 |
| Other Purchase Services | 34,756 | 60,773 | 54,522 |
| Capital Outlay | - | - | - |
| Total | 746,676 | 798,607 | 742,623 |
| Change from Prior Year | N/A | 6.96% | -7.01% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 11 | 11 | 11 |
| Total Regular Part-Time FTEs | 2.8 | 0 | 0 |

DESCRIPTION

The Senior Citizens and Therapeutic Recreation Programs provide citizens of Chesapeake with a variety of year-round leisure activities to promote social interaction, education, creative expressions, physical activity and recreational therapy. These activities include classes, special events, clubs, trips, and after-school/evening programs.

GOALS AND OBJECTIVES**Senior Programs**

Goal: To increase awareness of senior activities and expand the participant base while providing quality and cost-effective programs to senior citizens ages 55 and older.

Objectives:

- To assist sponsored senior citizen clubs in recruiting new members and to provide training to club officers through workshops, written materials and guest speakers.
- To network with businesses to obtain sponsorships.
- To increase contact list of long-term care facilities and senior housing complexes for distribution of the quarterly SeniorGram.
- To provide programs city-wide to increase opportunities for participation for seniors with transportation barriers.

Therapeutic Recreation

Goal: To develop, maintain, and continuously enhance Therapeutic Recreation activities for Chesapeake citizens with disabilities, promoting an atmosphere of leisure awareness, social interaction, and personal achievement through the programming offered by the Certified Therapeutic Recreation Specialist on staff and qualified volunteers/instructors.

Objectives:

- Adhere to the Therapeutic Recreation process by utilizing the A.P.I.E. method: Assess, Plan, Implement, Evaluate for participants and programming.
- Offer a wide variety of recreation activities that appeal to the interests, wants and needs of youth, teens and adults with disabilities.
- Increase networking with area agencies that provide services to potential Therapeutic Recreation participants to secure assistance in distributing program information/advertising.
- Attract organizations/businesses as donors and sponsors for Therapeutic Recreation Activities.

SERVICE LEVEL ANALYSIS

Supplies and materials for various senior and therapeutic programs have been reduced due to available funding.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| <u>Senior General Programs</u> | | | |
| # of senior participants | 17,597 | 17,948 | 18,306 |
| # of activities (program meetings) | 963 | 982 | 990 |
| Average cost per participant (\$) | 15 | 16 | 16 |
| <u>Senior Special Events</u> | | | |
| # of senior participants | 1,837 | 2,020 | 2,220 |
| # of activities (events) | 15 | 17 | 12 |
| Average cost per participant (\$) | 5 | 6 | 7 |
| <u>Therapeutic Recreation</u> | | | |
| # of therapeutic participants | 2,780 | 2,800 | 1600 |
| # of therapeutic activities | 285 | 320 | 150 |
| Average cost per participant (\$) | 6 | 6 | 7 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 154,126 | 128,700 | 125,147 |
| Fringe Benefits | 51,671 | 64,328 | 69,332 |
| Internal Service Funds | - | - | 851 |
| Principal & Leases | - | - | - |
| Professional Services | 16,791 | 23,003 | 10,378 |
| Temporary Services | 11,611 | 17,206 | 15,409 |
| Repairs | 527 | 215 | 215 |
| Misc. Services | 895 | 4,420 | 8,225 |
| Utilities, Communication & Postage | 17,829 | 20,969 | 20,869 |
| Insurance | - | - | - |
| Leases | 120 | 2,856 | 2,676 |
| Travel | 1,522 | 3,805 | - |
| Other Purchase Services | 15,936 | 23,738 | 17,225 |
| Capital Outlay | - | - | - |
| Total | 271,029 | 289,240 | 270,327 |
| Change from Prior Year | N/A | 6.72% | -6.54% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 4 | 4 | 4 |
| Total Regular Part-Time FTEs | 0.7 | 0 | 0 |

DESCRIPTION

Special Programs coordinates and provides support for special events, displays, and projects. In addition, it acts as the administrative liaison for the Chesapeake Environmental Improvement Council (CEIC).

GOALS AND OBJECTIVES

Goal: Coordinate and provide support for special events, displays and projects.

Objectives:

- Coordinate the planning, promotion, and execution of events and projects, such as the Holiday Tree Lighting, Christmas decorations, City of Chesapeake Locality License Plate for Beautification and Conservation, etc.
- Support events and projects, such as Mayoral-appointed event committees, groundbreaking and dedications.
- Coordinate with other city, regional, state and national agencies and organizations.

Goal: Act as the administrative support for the Chesapeake Environmental Improvement Council

Objectives:

- Coordinate the planning, promotion, and execution of events and projects designed to encourage citizens to recycle and beautify the city and to discourage them from littering.
- Coordinate with other city, state, regional and national agencies and organizations.

SERVICE LEVEL ANALYSIS

None

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|---|-----------------------------------|------------------------------------|-----------------------------------|
| # of Chesapeake Environmental Improvement Council events and projects | 33 | 33 | 33 |
| # of special projects undertaken | 25 | 25 | 25 |
| | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 125,649 | 126,044 | 124,230 |
| Fringe Benefits | 43,108 | 38,814 | 41,442 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 6,959 | 1,092 | 1,092 |
| Temporary Services | - | - | - |
| Repairs | - | - | - |
| Misc. Services | - | 1,400 | 1,400 |
| Utilities, Communication & Postage | 2,487 | 2,412 | 2,312 |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 161 | 1,000 | 1,000 |
| Other Purchase Services | 4,323 | 7,562 | 7,562 |
| Capital Outlay | - | - | - |
| | | | |
| Total | 182,687 | 178,324 | 179,038 |
| Change from Prior Year | N/A | -2.39% | 0.40% |
| | | | |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 2 | 2 | 2 |
| Total Regular Part-Time FTEs | 0.80 | 0.75 | 0.75 |

DESCRIPTION

The Fine Arts Commission (FAC) serves as a vehicle for educating the public about the significance of the arts. The Commission also ensures that the arts are accessible to citizens and are reflective of the City of Chesapeake's ethnically and socially diverse constituencies. The Commission is a granting body for non-profit cultural organizations, Chesapeake students, and other City Departments requesting funding assistance in the area of the arts. On July 1, 2009, the FAC expanded to include supervision of the Portlock Galleries.

GOALS AND OBJECTIVES

Goal: Program performance experiences for the citizens of Chesapeake at the Bagley Stage at City Park within available resources.

Objectives:

- Continue to select and negotiate quality cultural/educational performances for the Fine Arts Commission (FAC) "under the stars series" .
- Renew contract with Military Orchestra (at no cost) for annual July 3rd performance.
- Continue annual tradition of Labor Day weekend free public Virginia Symphony Performance by utilizing proceeds from parking fees and other available resources to finance contract with Symphony.

Goal: Promote arts education and support public art.

Objectives:

- To make presentations and train Commission members, Friends of the Arts board members, the public, and the business community on the importance and value of the Arts and art venues needed in our community.
- Continue the relationship with the non-profit organization, Chesapeake Friends of the Arts by assisting in fund raising efforts which can be used to support the Fine Arts Commission programs and grants.
- Grow resources for the annual Arts Education Student Grants and Doris Sahr Piano grants.
- Enlarge Public Art program providing the public with exposure to public art through the Temporary Loaned Art Program and continued purchase or commission of artworks.
- Maintain an updated inventory and location of artworks owned by the City
- Investigate options of a future percentage for the arts program to boost the available budget for the Public Arts Program.

Goal: Provide opportunities to expand the fundamentals of Fine Arts through research, education, and grant opportunities.

Objectives:

- Research grants and funding that will benefit Commission goals.
- Annual applications for State Arts Commission funding for grants to outside cultural organizations and technical assistant grants for annual conference on the Arts.

SERVICE LEVEL ANALYSIS

None

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| Ratio of awards to demand | 0.60 | 0.56 | 0.51 |
| Art education activities | 63 | 95 | 11 |
| Art education dollars (\$) | 30,250 | 9,000 | 15,450 |
| Grants awarded to area art organizations | 32 | 35 | 21 |
| Grants awarded to students | 60 | 0 | 40 |
| Co-Sponsorship grants | 10 | 10 | 11 |
| Co-Sponsorship dollars (\$) | 13,280 | 6,450 | 6,450 |
| Project and Operational dollars (\$) | 58,700 | 51,614 | 30,498 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 63,399 | 68,496 | 67,584 |
| Fringe Benefits | 20,189 | 19,261 | 20,555 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 430 | - | - |
| Temporary Services | - | - | - |
| Repairs | - | - | - |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 347 | 650 | 300 |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 935 | 2,275 | 1,625 |
| Other Purchase Services | 93,335 | 82,223 | 82,223 |
| Capital Outlay | - | - | - |
| Total | 178,636 | 172,905 | 172,287 |
| Change from Prior Year | N/A | -3.21% | -0.36% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 0 | 1 | 1 |
| Total Regular Part-Time FTEs | 0.80 | 0.80 | 0.80 |

DESCRIPTION

Portlock Galleries at SoNo is a local arts campus and unique meeting destination enhancing the cultural life of visitors and citizens of Chesapeake and the Hampton Roads community. This is accomplished by providing diverse exhibitions and art education classes that appeal to the citizens of Chesapeake and the region. Portlock Galleries also houses the Parks and Recreation Seniors and Therapeutics Division.

GOALS AND OBJECTIVES

Goal: Attract visitors to Portlock Galleries at SoNo.

Objectives:

- Establish diverse exhibitions and seek opportunities to partner with community organizations.
- Coordinate with the Seniors/Therapeutics division of Parks and Recreation to provide programming for these demographic groups, thus creating interest in the facility.
- Make more public appearances to area organizations, including churches, to provide a wider awareness of the Gallery and related programming.

Goal: Provide a series of unique art education classes throughout the year that target different mediums and age groups.

Objectives:

- Provide a unique area for meetings and an additional gallery space for student art exhibitions.
- Provide classes to underserved populations through partnerships.

Goal: Promote civic pride in the historic building.

Objectives:

- Develop community based programs to encourage community involvement with the Gallery
- Continue efforts to create a Cultural/Historical District in South Norfolk, which has been shown to be successful in revitalization efforts.

SERVICE LEVEL ANALYSIS

In order to maintain a balanced budget, the Portlock Gallery will eliminate the full-time position. The Fine Arts coordinator will enlist part-time workers and volunteers to help with gallery exhibits.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of visitors to galleries | 2,750 | 2,750 | 2,750 |
| # of exhibitions at galleries | 8 | 8 | 8 |
| | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 57,708 | 58,358 | 24,021 |
| Fringe Benefits | 15,994 | 17,632 | 1,869 |
| Internal Service Funds | 7,021 | 1,472 | 1,496 |
| Principal & Leases | - | - | - |
| Professional Services | 2,087 | 3,766 | 3,766 |
| Temporary Services | - | - | - |
| Repairs | - | - | - |
| Misc. Services | 20,210 | 14,988 | 11,938 |
| Utilities, Communication & Postage | 18,835 | 18,602 | 11,640 |
| Insurance | - | - | - |
| Leases | - | - | 500 |
| Travel | 2,680 | 4,369 | 3,147 |
| Other Purchase Services | 4,087 | 5,329 | 7,879 |
| Capital Outlay | - | - | - |
| | | | |
| Total | 128,622 | 124,516 | 66,256 |
| Change from Prior Year | 5.41% | -3.19% | -46.79% |
| | | | |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 1 | 1 | 0 |
| Total Regular Part-Time FTEs | 0.6 | 0 | 0 |

DESCRIPTION

The Warehouse serves as the central purchasing and inventory store for the Department of Parks and Recreation and the divisions of Facility Maintenance and Housekeeping of the Department of General Services.

The Work Order Center provides a central control point for accepting work requests, radio dispatch, and work order cost compilation for both the Department of Parks & Recreation and the divisions of Facility Maintenance, Landscape Services and Housekeeping of the Department of General Services.

GOALS AND OBJECTIVES

Goal: To refine the work processes within the new facility management software.

Objectives:

- Capture invoice data.
- Streamline the flow of information to the Work Order Center from all participants of the Center.

Goal: To refine the inventory software module of the facilities management software program.

Objectives:

- Enter inventory data.
- Run reports on inventory usage.
- Use barcodes on inventory items.
- Reduce inventory.
- Provide computer and supervisory training for staff.

SERVICE LEVEL ANALYSIS

Funding is provided to maintain current service levels.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| # of inventory items managed | 349,854 | 349,854 | 349,854 |
| # of locations serviced | 56 | 56 | 56 |
| # of work orders processed | 43,000 | 43,000 | 43,000 |
| | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 110,371 | 108,005 | 107,069 |
| Fringe Benefits | 18,742 | 19,641 | 20,840 |
| Internal Service Funds | 7,815 | 5,685 | 4,661 |
| Principal & Leases | - | - | - |
| Professional Services | - | 75 | 75 |
| Temporary Services | - | - | - |
| Repairs | 546 | 2,100 | 2,100 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 832 | 1,471 | 1,396 |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | - | - | - |
| Other Purchase Services | 3,083 | 10,818 | 10,818 |
| Capital Outlay | - | - | - |
| | | | |
| Total | 141,389 | 147,795 | 146,959 |
| Change from Prior Year | N/A | 4.53% | -0.57% |
| | | | |
| <u>POSITIONS</u> | | | |
| | | | |
| Total Regular Full-Time FTEs | 1 | 1 | 1 |
| Total Regular Part-Time FTEs | 3.20 | 3.20 | 3.20 |

DESCRIPTION

Serving as the vital link between our community and the world of knowledge and literature, the Public Library is responsible for the operation of seven libraries, a bookmobile, the City's Records Management program, and the Law Library. In assuring this link, the library acquires informational, recreational, and educational resources in both print and electronic formats and develops services, technologies, and programs to meet the interests and needs of the diverse citizenry of Chesapeake.

GOALS AND OBJECTIVES

Goal: The Library will be the place for reading and learning in the community.

Objectives:

- Evaluate collection development processes including selection practices, collection use, and efficiencies in collection management.
- Assess current outreach efforts and explore alternate options for serving child care centers, home child care providers, nursing homes, schools, and Chesapeake Juvenile Services.
- Review current programming for young children; explore innovative programming including additional options for outreach services that focuses on emergent literacy, along with training staff on these options.
- Develop a plan of service for teens including allocations of resources, space, and staffing.

Goal: The Library will anticipate and implement changes in technology that expand access to the digital world.

Objectives:

- Continue the redesign the Library's web site to increase its focus as a content highlighter for the Library.
- Implement self help features for patrons including library cards, check out, meeting room reservations and computer use.
- Assure the continued quality of our technology infrastructure.

Goal: The Library Foundation will facilitate relationships in the greater community which enhance our financial viability.

Objectives:

- Promote the Book Endowment Fund.
- Develop new opportunities for fund raising targeted to upgrade existing library facilities to support the Library as the "Community Place".

SERVICE LEVEL ANALYSIS

The Library is reorganizing and reducing staffing in order to maintain a balanced budget. This will impact the outreach services and the availability of staff to respond to customers. Funding has also been reduced in the materials purchase budget, which will impact the items available to be checked out.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of items checked out | 2,365,984 | 2,502,801 | 2,647,463 |
| # of patron visits | 1,623,514 | 1,511,803 | 1,779,630 |
| # of people attending programs | 66,313 | 69,554 | 72,953 |
| # of items acquired | 60,202 | 62,698 | 60,000 |
| # of hours of public computer usage | 651,984 | 671,728 | 692,071 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 4,124,639 | 3,995,177 | 3,700,847 |
| Fringe Benefits | 1,260,380 | 1,393,280 | 1,253,594 |
| Internal Service Funds | 151,202 | 204,500 | 203,189 |
| Principal & Leases | - | - | - |
| Professional Services | 117,067 | 59,000 | 59,000 |
| Temporary Services | 107,088 | 82,000 | 82,000 |
| Repairs | 72,470 | 87,824 | 87,824 |
| Misc. Services | 2,099 | 500 | 500 |
| Utilities, Communication & Postage | 484,397 | 502,773 | 445,339 |
| Insurance | - | 100 | 100 |
| Leases | 23,113 | 26,000 | 10,000 |
| Travel | 11,626 | 11,260 | 11,260 |
| Other Purchase Services | 594,463 | 780,023 | 644,023 |
| Capital Outlay | - | - | - |
| Total | 6,948,543 | 7,142,437 | 6,497,676 |
| Change from Prior Year | -7.78% | 2.79% | -9.03% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 86 | 80 | 79 |
| Total Regular Part-Time FTEs | 50.20 | 44.52 | 38.33 |

DESCRIPTION

The purpose of this function is to reflect the designated funding from Library fines and fees revenue to provide for additional books and materials for City libraries.

GOALS AND OBJECTIVES

Goal: Provide additional books and materials for the Library collection and increase citizen access to information and literature.

Objectives:

- Increase the number of books, on-line databases, and other materials per capita.
- Utilize funding from Library fines and fees revenue

| | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|------------------------------|--|---|--|
| <u>COST SUMMARY</u> | | | |
| Other Purchase Services | 324,947 | 341,967 | 311,898 |
| Total | 324,947 | 341,967 | 311,898 |
| Change from Prior Year | -0.77% | 5.24% | -8.79% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The purpose of this function is to realize the supplement of local funding for books, materials and equipment from State Aid appropriations as specified in the Code of Virginia.

GOALS AND OBJECTIVES

Goal: Provide greater access to library materials.

Objectives:

- Increase the number of books per capita.

Goal: Provide improved service to citizens through the use of technology.

Objectives:

- Upgrade existing computer equipment.

SERVICE LEVEL ANALYSIS

Funding from the State will be used to purchase materials.

| | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|------------------------------|--|---|--|
| <u>COST SUMMARY</u> | | | |
| Other Purchase Services | 208,862 | 191,523 | 176,738 |
| Capital Outlay | 6,916 | - | - |
| Total | 215,778 | 191,523 | 176,738 |
| Change from Prior Year | -5.33% | -11.24% | -7.72% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 0 | 0 | 0 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

This function provides a records management program with procedures for the efficient and economical maintenance, preservation and legal disposition of the City's records, and training of City staff in all matters relating to records management.

GOALS AND OBJECTIVES

Goal: Provide quality records management service for City records in accordance with the Virginia Public Records Act.

Objectives:

- Identify all City records and their current storage locations.
- Identify storage needs based on active, inactive, vital, and permanent status of each record set.
- Provide safe storage for vital and permanent records.
- Ensure all records are easily retrievable.
- Ensure the timely destruction of records according to the General Schedules.
- Provide continuing education on records management practices to departmental records coordinators.

SERVICE LEVEL ANALYSIS

Funding has been provided to maintain the current level of service.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---|--|---|--|
| Completed inventory of current City records | N/A | 3 | 50 |
| # departments with data entered | N/A | 9 | 50 |
| # attending records training | N/A | 80 | 80 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 39,747 | 42,734 | 42,734 |
| Fringe Benefits | 15,862 | 16,484 | 17,269 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | - | - | - |
| Temporary Services | - | - | - |
| Repairs | - | - | - |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | - | 150 | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 39 | 190 | 150 |
| Other Purchase Services | 510 | 532 | 722 |
| Capital Outlay | - | - | - |
| Total | 56,158 | 60,090 | 60,875 |
| Change from Prior Year | 30.46% | 7.00% | 1.31% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 1 | 1 | 1 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The Law Library provides legal publications and on-line legal research for all citizens.

GOALS AND OBJECTIVES

Goal: Provide citizens access to law materials and on-line legal research services during normal public library hours.

Objectives:

- Utilize the supplemental funds as specified in the Code of Virginia, for the acquisition of law books and periodicals, on-line legal research services, and compensation for
- Provide access to the law library during the 68 hours a week the public library is open.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| # of Law Library items acquired | 90 | 90 | 90 |
| # of on-line users | 727 | 800 | 800 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 39,729 | 39,729 | 39,729 |
| Fringe Benefits | 14,396 | 15,785 | 16,511 |
| Professional Services | - | - | - |
| Temporary Services | - | - | - |
| Utilities, Communication & Postage | - | - | - |
| Other Purchase Services | 69,880 | 74,776 | 52,083 |
| Capital Outlay | - | - | - |
| Total | 124,005 | 130,291 | 108,324 |
| Change from Prior Year | -2.09% | 5.07% | -16.86% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 1 | 1 | 1 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The Information Technology Administration function provides leadership, policy direction, planning, coordination, and control of all activities and services within the City. Support is aligned with the City Manager's goals of extending government services to the citizens through agility, accountability, and transparency.

GOALS AND OBJECTIVES

Goal: Optimize infrastructure - Need an IT infrastructure that can help advance, rather than impede, business while addressing the high cost of energy (agility).

Objectives:

- Deliver efficient and effective technology services and shared solutions across the City.
- Lower cost of technology and provide a positive return on investment.
- Improve efficiency and workload of equipment.
- Allow quicker access to field staff and mobile operations.
- Improve security and reliability of data.

Goal: Develop a written business disaster recovery and continuity plan to protect the City's critical data, security, and business infrastructure against short-term and long-term disruptions (accountability).

Objectives:

- Ensure recovery of critical business applications and hardware infrastructure.
- Perform annual audits to identify deficiencies in recovery protocols and systems.
- Provide alternate recovery site for the City's Data Center.

Goal: Enhance transparency of City government by providing technology that innovates and transforms the City's administrative processes to support the departments and provide timely information to our citizens.

Objectives:

- Ability to track and report real time status of City projects.
- Improve quality of service and enhance accountability to our stakeholders.
- Comply with government and legislative regulation.
- Use GIS to make business decisions and provide efficiency in the City's operation.
- Adopt policies and procedures that promote one stop, convenient and responsive interactions to City services.
- Increase the efficiency and effectiveness of the permit and inspection process.

Goal: Legacy Systems Modernization - Enabling dependable, agile and leading-edge programming solutions to provide rapid deployment and quicker response to meet the growing business needs.

Objectives:

- Evaluate end of life cycle for several applications between 25-35 years old.

SERVICE LEVEL ANALYSIS

Funding has shifted from other programs within the Information Technology budget to better reflect actual expenditures. The FY09-10 vacancy savings estimate is contained wholly in the Administrative function; however, it was realized throughout the entire department. One (1) full-time position has been transferred to the E-911 fund.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|---|-----------------------------------|------------------------------------|-----------------------------------|
| IT Operational Expenses per City Employee | 3,118 | 3,410 | 3,238 |
| IT Employees as a % of total City Employees | 1.6% | 1.7% | 1.7% |
| <u>COST SUMMARY</u> | | | |
| Salaries | 330,854 | 223,134 | 404,400 |
| Fringe Benefits | 97,738 | 98,969 | 137,825 |
| Internal Service Funds | 12,849 | 12,599 | 13,309 |
| Principal & Leases | - | - | - |
| Professional Services | 53,825 | 150 | 150 |
| Temporary Services | - | - | - |
| Repairs | 4,901 | 4,322 | 5,079 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 97,240 | 92,256 | 98,839 |
| Insurance | - | - | - |
| Leases | 4,475 | 4,480 | 4,480 |
| Travel | 7,590 | 13,818 | 13,818 |
| Other Purchase Services | 12,548 | 80,123 | 79,785 |
| Capital Outlay | - | - | - |
| Total | 622,019 | 529,851 | 757,685 |
| Change from Prior Year | 51.78% | -14.82% | 43.00% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 6 | 6 | 5 |
| Total Regular Part-Time FTEs | 0.5 | 0 | 0 |

DESCRIPTION

The Systems Development Division business unit guides and advises City departments in the procurement or development of technological solutions within their organization that meet the City’s goals and objectives. These tasks include in-house software application development, acquisition of vendor supplied software, analyses of automation requirements and maintenance of automated systems. In addition, the school payroll, budget and accounting systems are maintained and supported.

GOALS AND OBJECTIVES

Goal: Acquire and implement or assist in the implementation of automated systems within the City.

Objectives:

- Coordinate and assist the school system in providing the data required for the implementation of a new Human Resource Information software application.
- Coordinate with and assist the Treasurer’s Office in the acquisition and implementation of an civil warrant software application, an emergency medical billing service software, and license plate scanning software system.
- Coordinate with and assist the Public Utilities Department with the implementation and integration of a new customer service billing software application.
- Coordinate with and assist Human Services in the acquisition and implementation of a HRIMS System application.
- Coordinate with and assist in the upgrade of the Peopletools product for the Enterprise Financials System application.
- Coordinate with and assist in the expansion of the Maximo asset management software application.
- Coordinate and assist in the implementation of a new emergency medical services field reporting software application for the Fire Department.
- Coordinate and assist in the implementation of a new personal property software application for the Commissioner of the Revenue and Treasurer.

Goal: Continue identification, development and implementation of e-government applications for the Internet and Intranet.

Objectives:

- Coordinate with and assist in the implementation of a content management software system.
- Coordinate with and assist in the Sharepoint implementation for the remaining City departments.
- Design, develop and implement new e-government web enabled applications for the Internet and Intranet as prioritized and identified.

Goal: Comply with all federal, state and local requirements.

Objectives:

- Modify and comply with all audit requirements to meet external and internal GASB accounting standards as well as federal, state and local mandates and compliance.
- Modify or require all existing and new software applications to comply with Health Insurance Portability and Accountability Act, federal, state local mandates, and meet Sarbanes Oxley compliance.

SERVICE LEVEL ANALYSIS

To maintain a balanced budget, the department has eliminated (1) one full-time position.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of help requests completed | 3,000 | 3,200 | 3,000 |
| # of requests for service completed | 215 | 200 | 200 |
| % of production requests fixed within 4 hrs | 30% | 30% | 30% |
| % of production requests fixed within 24 hrs | 47% | 50% | 50% |
| <u>COST SUMMARY</u> | | | |
| Salaries | 1,149,631 | 1,339,503 | 1,306,617 |
| Fringe Benefits | 384,293 | 482,572 | 459,268 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 19,938 | - | - |
| Temporary Services | - | - | - |
| Repairs | 218 | - | - |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | - | - | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 27,682 | 35,588 | 35,588 |
| Other Purchase Services | 17,275 | 1,500 | 1,500 |
| Capital Outlay | 74,808 | - | - |
| Total | 1,673,845 | 1,859,163 | 1,802,973 |
| Change from Prior Year | -15.83% | 11.07% | -3.02% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 22 | 21 | 20 |
| Total Regular Part-Time FTEs | 0.80 | 0 | 0 |
| Total Encore Part-Time FTEs | 0 | 0.10 | 0.10 |

DESCRIPTION

The Computer Operations Division manages on-line data communication systems for all City departments and the School System. This function ensures that City departments and the School System can effectively access all data files handled by this division. The operators manage the running of jobs for printing of checks, invoices, etc.

GOALS AND OBJECTIVES

Goal: Provide timely and efficient computer services to all City departments and the School System.

Objectives:

- Monitor all on-line data communication systems for effective access to data files.
- Provide reports to all City departments and schools as requested.
- Provide system back-ups and data updates to ensure the integrity of data.
- Review efficiency of current equipment and software.

Goal: Maintain and expand the capability to automate electronic reports at all locations.

Objectives:

- Review current technologies and continue to expand the use of these solutions and effect necessary programming and connectivity changes to allow users access.

Goal: Assist in implementation and documentation of automated systems within the City.

Objectives:

- Documentation of run books and standard operating procedures.
- Assist the System Development and technical support staff with implementation of new systems and software.
- Identify new hardware and software that would enhance current operations.

Goal: Maintain and ensure stability and reliability of all technology infrastructure to support automated operations.

- Monitor and review regularly scheduled maintenance on all equipment.
- Monitor and review costs analysis on equipment repairs/replacement and end of life cycle.

SERVICE LEVEL ANALYSIS

Salary funding has shifted from other programs within the Information Technology budget to better reflect actual expenditures.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---|--|---|--|
| Average # of on-line transactions per day | 100,000 | 108,000 | 115,075 |
| # of batch program executions per day | 600 | 800 | 800 |
| Average on-line response time (seconds) | 2.50 | 2.00 | 2.00 |
| % of time mainframe is available | 99% | 99% | 99% |
| | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 180,251 | 209,985 | 164,935 |
| Fringe Benefits | 65,508 | 75,570 | 67,564 |
| Internal Service Funds | - | - | - |
| Principal & Leases | 13,899 | 270,051 | 238,039 |
| Professional Services | 213,857 | 13,651 | 13,651 |
| Temporary Services | 3,851 | - | - |
| Repairs | 463,836 | 1,036,631 | 1,036,631 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 5,519 | 204 | 204 |
| Insurance | - | - | - |
| Leases | 379,963 | 343,333 | 343,333 |
| Travel | 3,532 | 1,500 | 1,500 |
| Other Purchase Services | 367,902 | 60,773 | 60,773 |
| Capital Outlay | 1,253,685 | - | - |
| | | | |
| Total | 2,951,804 | 2,011,698 | 1,926,630 |
| Change from Prior Year | 127.78% | -31.85% | -4.23% |
| | | | |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 4 | 4 | 4 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The Technical Support business unit manages computer networks, provides Internet access and maintains the operating systems to maximize system capacity at optimum level to City departments and School Systems. This function also provides technical support for connectivity and other technologies including management and support of the City’s telephone and wireless radio systems. This group is responsible for installing upgrades, troubleshooting problems, and diagnosing errors.

GOALS AND OBJECTIVES

Goal: Maintain acceptable system availability and response time to the end user.

Objectives:

- Maintain operating systems at optimum efficiency.
- Utilize network management tools to assess usage and maximize availability.
- Continue expanding network capacity to support faster data speeds via hardware and software upgrades to include wireless site to site communication.
- Ensure operating environment is running at supported OS levels.
- Ensure network security practices are in place to reduce threat level.
- Increase the use of centralized databases for e-government based applications.

Goal: Maintain and expand connectivity/communications to outlying areas of the City.

Objectives:

- Review current connectivity, expand where necessary using most cost effective methods.
- Expand and upgrade telephone communication servers.
- Expand use of voice over internet protocol telephones.
- Expand use of wireless data technology within City.

Goal: Provide telephone communications to all City agencies.

Objectives:

- Renegotiate wireless contract for communication services.
- Provide consulting to address department needs.

Goal: Maintain and expand the network infrastructure backbone equipment and monitoring tools.

Objectives:

- Ensure that all network equipment is serviceable and provide upgrades as funding is available.
- Ensure that the least number of single failure points exist on the network.
- Increase the use of monitoring tools to identify potential bottlenecks in the network.
- Investigate alternate network equipment and technology as a cost saving vehicle.

Goal: Provide internet and intranet information and services

Objectives:

- Work with application developers to identify and build new online services
- Assist and the implementation of a content management software system for the internet website, CityofChesapeake.net
- Manage human interaction with Chesapeake Alert

Goal: Provide communication services for the Information Technology Department

- Ensure accurate and timely information is provided to employees regarding changes and new products implemented by Information Technology

SERVICE LEVEL ANALYSIS

Funding has shifted from other programs within the Information Technology budget to better reflect actual expenditures. This is mainly seen in the budget for leases.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| % of time servers available during scheduled times | 99% | 99% | 99% |
| # of network servers installed | 46 | 40 | 10 |
| % of Help Desk tickets resolved within one week by technical support | 87% | 87% | 87% |
| Pages viewed on CityofChesapeake.net | 12,076,027 | 13,000,000 | 13,500,000 |
| Unique visitors on CityofChesapeake.net | 730,535 | 731,000 | 732,000 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 702,838 | 745,858 | 743,539 |
| Fringe Benefits | 244,635 | 258,652 | 259,966 |
| Internal Service Funds | - | - | - |
| Principal & Leases | 14,740 | 219,472 | - |
| Professional Services | 119,680 | 207,563 | 207,563 |
| Temporary Services | - | - | - |
| Repairs | 119,227 | 127,398 | 109,568 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 194,115 | 161,251 | 161,251 |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 34,926 | 42,846 | 42,846 |
| Other Purchase Services | 61,018 | 54,691 | 54,691 |
| Capital Outlay | 222,497 | 17,830 | 17,830 |
| Total | 1,713,676 | 1,835,561 | 1,597,253 |
| Change from Prior Year | 16.34% | 7.11% | -12.98% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 9 | 12 | 12 |
| Total Regular Part-Time FTEs | 0.50 | 0.50 | 0.50 |

DESCRIPTION

The Client Technology business unit manages and supports all stand alone and networked client desktop environments along with their associated software. Personal computers, client specific equipment, and peripheral computer equipment such as printers, modems and palm devices are supported.

GOALS AND OBJECTIVES

Goal: Provide training and technical assistance to City departments with quality, responsive and professional Client Technology Services to resolve client desktop environment problems.

Objectives:

- Maintain on-going staff training on computer systems, hardware, and software, and encourage and provide funding support for at least one new technical certification per consultant per year.
- Receive, process, and record all requests for Service Desk assistance.
- Provide follow-up on completed calls to measure Service Desk effectiveness.
- Provide supervisors and managers with statistical data from the support call tracking database when requested and extend the user base to other divisions that can utilize it's function to track a process.
- Maintain frequent liaison with customers to stay abreast of City Client Technology's changing needs.

Goal: Provide desktop environment service and hardware support for those departments under Department of Information Technology cognizance.

Objectives:

- Install and maintain department desktop environment assets including purchase, maintenance, update and eventual disposal of both hardware and software.
- Research and evaluate new products.
- Assist in establishment of hardware and software standards for City equipment.
- Recommend approval of any personal computing devices used on the network.
- Monitor vendor licensing and recommend adjustments to software purchases accordingly.
- Monitor the license management process and recommend improvements.
- Maintain the content and currency of the City vendor On-Line Computer stores.
- Manage the PC Replacement Plan (PCRP).
- Coordinate annual PCRP purchases with City Purchasing Department for optimum fiscal benefit to the City.

Goal: Provide vision and leadership in the development and employment of new technologies which will reduce equipment and energy costs, and total cost of ownership of personal computing systems.

Objectives:

- Continuously review the adequacy of current technologies and investigate new technologies that have the potential to fulfill current and anticipated computing requirements more effectively and efficiently.

SERVICE LEVEL ANALYSIS

Funding is provided to maintain current services, but has shifted within the Information Technology department to better reflect actual expenditures.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| # of man hours per call | 1.17 | 0.95 | 0.85 |
| % of calls resolved in 4 hours | 62% | 70% | 75% |
| % of calls resolved in 24 hours | 79% | 85% | 89% |
| Calls to Client Technology | 10,286 | 9,500 | 9,000 |
| | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 514,960 | 474,611 | 405,321 |
| Fringe Benefits | 176,805 | 178,710 | 148,141 |
| Internal Service Funds | - | - | - |
| Principal & Leases | 1,487 | 54,329 | - |
| Professional Services | 14,135 | - | - |
| Temporary Services | - | - | - |
| Repairs | 25,841 | 15,521 | 12,400 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 177 | - | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 14,882 | 12,547 | 12,547 |
| Other Purchase Services | 1,573,169 | 1,002,886 | 915,951 |
| Capital Outlay | - | - | - |
| Total | 2,321,458 | 1,738,604 | 1,494,360 |
| Change from Prior Year | 207.95% | -25.11% | -14.05% |
| | | | |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 9 | 8 | 8 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

This function administers the Geographic Information System (GIS) business unit within the City.

GOALS AND OBJECTIVES

Goal: To maintain GIS as a viable technology for the City.

Objectives:

- Begin deployment of browser-based GIS tools for second and third tier users.
- Continue consolidation of maintenance of critical data (e.g. road centerlines, public safety reporting) in GIS to support E-911 and C-3.
- Deploy browser-based delivery of pictometry warehouse images via Pictometry Online.
- Complete the metadata catalog update for holdings in our enterprise geodatabase.

Goal: To apply GIS technologies effectively to support the City's mission.

Objectives:

- Continue to better educate mid and upper tier management on GIS technology and how it can be leveraged to improve business process efficiencies in the City.
- Use GeoDoc to construct a link between GIS and the Laserfiche document manager.
- Build a useful high-quality GIS-Internet product/portal for Chesapeake's citizens.
- Complete the integration work aimed at merging GIS with the Maximo asset management system.

SERVICE LEVEL ANALYSIS

Funding is provided to maintain current service. Due to reductions in GIS staff throughout the City in other departments, the Information Technology department will be absorbing the additional workload of several departments within the City.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| # of City departments who use GIS | 16 | 22 | 22 |
| # of GIS users: Mapping | 19 | 21 | 21 |
| # of GIS users: Query | 205 | 225 | 235 |
| # of parcels in database (+1.0%/year) | 83,232 | 84,064 | 84,777 |
| # of square miles in database (cumulative) | 65,302 | 65,398 | 66,051 |
| # of data themes (+1.3%/year) | 182 | 185 | 189 |
| # of gigabytes in database | 924 | 936 | 948 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 204,021 | 265,850 | 238,680 |
| Fringe Benefits | 68,537 | 92,448 | 86,147 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 124,736 | 67,670 | 68,215 |
| Temporary Services | - | - | - |
| Repairs | 58,459 | 67,758 | 67,917 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | - | - | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 25,401 | 37,110 | 35,835 |
| Other Purchase Services | 12,849 | 8,879 | 9,450 |
| Capital Outlay | 7,304 | - | - |
| Total | 501,308 | 539,715 | 506,244 |
| Change from Prior Year | 1.36% | 7.66% | -6.20% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 3 | 4 | 4 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The City operates and maintains the Enterprise Financial System (EFS) used by all City Departments, Agencies, and Chesapeake Public Schools. EFS maintains the official record of financial transactions for the City and Chesapeake Public Schools.

- City revenue transactions, requisitions to purchase orders, and vendor payments are processed through the EFS. City assets are tracked by the Asset Management capabilities and all grants and capital improvement projects are processed and tracked by EFS.
- There are built in security features that satisfy requirements for separation of duties and other internal controls required by federal law, financial auditors, and financial account standards.
- Users receive over 1,000 automatically generated and distributed reports and have the capability to generate and download financial information into spreadsheets for financial management, planning, and forecasting purposes.
- Budgetary information is entered, maintained, and used by Commitment Control to provide budgetary controls and fiscal management.
- The Comprehensive Annual Financial Report (CAFR) for the City is generated by the EFS.

GOALS AND OBJECTIVES

Goal: Maintain financial stability through system reliability and vendor support.

Objectives:

- Complete the Financials version 9.0. Upgrade.
- Request additional funding to upgrade PeopleTools.

SERVICE LEVEL ANALYSIS

Fiscal year 2009-10 included one time funding for backfill for the Human Resources Information System project. This funding has been eliminated for FY10-11.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 244,680 | 462,587 | 217,938 |
| Fringe Benefits | 67,296 | 71,238 | 74,420 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 13,246 | 55,777 | 55,776 |
| Temporary Services | - | - | - |
| Repairs | 171,212 | 400,368 | 400,368 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | 879 | 1,500 | 1,500 |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 10,866 | 30,880 | 30,880 |
| Other Purchase Services | 1,995 | 336 | 336 |
| Capital Outlay | - | - | - |
| Total | 510,174 | 1,022,686 | 781,218 |
| Change from Prior Year | N/A | 100.46% | -23.61% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 3 | 3 | 3 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

800 MHz Operations and Maintenance (O&M) funds are allocated primarily for the Motorola Service Agreement which provides maintenance support for the 800 MHz system infrastructure and for subscriber equipment deployed in the Public Safety Departments (Fire, Police and Sheriff). 800 MHz O&M also incorporates tower inspections/maintenance, grounds maintenance, utilities, communications, generator maintenance/fuel, HVAC maintenance, and limited funds for contingencies such as lightning strikes which can damage the system components.

GOALS AND OBJECTIVES

Goal: Ensure optimum 800 MHz system availability.

Objectives:

- Maintain the City of Chesapeake 800 MHz Trunked Radio System, associated microwave radio system and Plant 911 system in peak operating condition to ensure that all City and Mutual Aid radio system users have on-demand access to this wide-area communications resource.
- Maintain Emergency Dispatch Center communications consoles and 911 telephone systems in peak operating condition.
- Provide 24-hour trouble reporting system for reporting failures and dispatching technicians and provide corrective maintenance with 2-hour response time.
- Maintain compliance with FCC radio frequency emission regulations.

Goal: Provide subscribers with maximum access to reliable communications.

Objectives:

- Provide for local radio shop and depot-level repairs as required when subscriber radios or vehicular radio chargers fail to operate.
- Provide specialized test equipment, tools, and other materials required to accomplish repairs to subscriber radios.
- Maintain compliance with FCC radio frequency emission regulations.

Goal: Ensure requisite maintenance and upkeep at five (5) radio tower sites, including electronic equipment shelters.

Objectives:

- Ensure compliance with FAA and FCC regulations through quarterly tower inspections.
- Provide tower lighting system repairs in the event of failure.
- Provide commercial electricity to operate the City's 800 MHz Trunked Radio System.
- Ensure emergency generators and UPS systems are maintained at optimum levels for use in the event of commercial electrical power loss.
- Maintain generator fuel tanks at maximum capacity to prevent interruption of radio system availability in the event of commercial electrical power loss.
- Maintain HVAC systems at peak efficiency levels to provide an optimum environment for the City's 800 MHz Trunked Radio System infrastructure equipment to operate.
- Provides commercial telephone circuits required for external monitoring of the City's 800 MHz Trunked Radio System.

SERVICE LEVEL ANALYSIS

Funding is provided to maintain current services, but has been reduced for the reserve to purchase replacement equipment and upgrades.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of service calls under service agreement | 211 | 225 | 241 |
| # of radio repairs under service agreement | 487 | 521 | 557 |
| | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | - | 56,533 | 56,533 |
| Fringe Benefits | - | 19,786 | 20,746 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 61,175 | 34,096 | 34,096 |
| Temporary Services | - | - | - |
| Repairs | 549,406 | 602,892 | 598,005 |
| Misc. Services | 368 | - | - |
| Utilities, Communication & Postage | 48,779 | 54,468 | 53,598 |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 4,713 | 6,000 | 6,000 |
| Other Purchase Services | 15,411 | 7,767 | 7,767 |
| Capital Outlay | - | 1,500,156 | 1,302,394 |
| | | | |
| Total | 679,852 | 2,281,698 | 2,079,139 |
| Change from Prior Year | -28.85% | 235.62% | -8.88% |
| | | | |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 1 | 1 | 1 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

This program was established in response to the federally mandated Health Insurance Portability and Accountability Act of 1996 (HIPAA) and additionally the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH) to ensure the proper handling of protected health information for clients and employees. This program specifically addresses the security of information systems used by the City as related to HIPAA and HITECH and as related to general data security and integrity concerns.

GOALS AND OBJECTIVES

Goal: Ensure HIPAA Compliance.

Objectives:

- Ensure compliance with HIPAA regulations by the City's covered entities.

Goal: Enhance Information Systems Security.

Objectives:

- Establish and monitor City security polices to ensure compliance with Financial Auditing of IT internal controls.
- Identify Security Risks through formal risk analysis process.
- Identify and institute methods/products for enhanced provisioning of users and their access authorities.
- Identify information systems vulnerabilities. Institute corrective actions to be taken by the system managers.

SERVICE LEVEL ANALYSIS

The security risk analysis will be delayed until funding is available.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|---|-----------------------------------|------------------------------------|-----------------------------------|
| Clients protected by upgraded antivirus being centrally managed and monitored | 1,258 | 1,815 | 1,815 |
| Servers protected by upgraded antivirus being centrally managed and monitored | 3 | 100 | 110 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 122,478 | 71,635 | 71,634 |
| Fringe Benefits | 41,803 | 23,464 | 24,552 |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 92,979 | 76,349 | 72,500 |
| Temporary Services | - | - | - |
| Repairs | 3,660 | 2,500 | 2,500 |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | - | - | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | 75 | 17,500 | 11,000 |
| Other Purchase Services | 71,549 | 37,473 | 25,566 |
| Capital Outlay | - | - | - |
| Total | 332,544 | 228,921 | 207,752 |
| Change from Prior Year | 82.29% | -31.16% | -9.25% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 2 | 1 | 1 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

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 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) and the Annual Long Term Debt Book.

GOALS AND OBJECTIVES

Goal: Improve internal control of all financial transactions.

Objectives:

- To move toward complete development of adequate internal control processes to ensure that the City's assets are safeguarded, to provide reliable accounting information, assure adherence to management's policies and industry guidelines, and for operating efficiency.
- Monitor accounting transactions and records throughout the year.
- Monitor and develop proper accounting policies and procedures.

Goal: Ensure financial transactions are in accordance with generally accepted accounting principles, and maintain competence in the field of accounting.

Objectives:

- Monitor accounting transactions throughout the year.
- Provide literature and learning opportunities to professional and administrative staff in the Finance Department and other major operating departments.
- Coordinate City's yearly audit of financial statements with external auditors, Audit Services Department, and City financial staff.
- Provide training classes to City employees that satisfy Continuing Professional Education credit (CPE) for Certified Public Accountants.

Goal: Enhance management's decision-making capability by providing timely periodic financial reports and analyses.

Objectives:

- Monitor General Fund and Debt Service Fund throughout the year.
- Assist in development of financial system generated reports for management.

Goal: Provide support to City departments for financial, accounting, payables and payroll procedures.

Objectives:

- Maintain Department's high level of responsiveness, reflecting City's mission of customer service.

Goal: Provide support to the City of Chesapeake Other Postemployment Benefits Trust Board.

Objectives:

- Maintain Department's high level of responsiveness, reflecting City's mission of customer service.

SERVICE LEVEL ANALYSIS

The Finance Department is eliminating one (1) full-time position and reclassifying three (3) other full-time positions to part-time status. They are also reducing the Financial Advisor contract, reducing temporary office staff, and other operating expenses.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---|--|---|--|
| <i>Accounting & Accounts Payable:</i> | | | |
| # of accounting transactions | 13,223 | 13,500 | 13,500 |
| # of accounts payable vouchers | 72,571 | 73,000 | 73,000 |
| # of escheated check letters issued | 741 | 750 | 750 |
| # of 1099's issued | 744 | 750 | 750 |
| <i>Payroll:</i> | | | |
| # of payroll transactions | 110,470 | 96,860 | 98,797 |
| # of garnishments, liens, bankruptcies & wage assignments | 8,680 | 8,892 | 9,071 |
| # of VRS retirement transactions | 38,772 | 38,976 | 39,756 |
| # of medical/dental insurance transactions | 88,822 | 86,176 | 87,900 |
| # of payroll deduction transactions | 105,408 | 122,984 | 125,443 |
| <i>Other:</i> | | | |
| # of requisitions under \$5,000 processed | 1,729 | 2,400 | 2,600 |
| # of users attending monthly financial training | 529 | 566 | 570 |
| # of training sessions held | 22 | 24 | 24 |
| # of financial system 'help' tickets solved | 151 | 150 | 150 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 1,108,784 | 1,197,375 | 1,186,917 |
| Fringe Benefits | 388,109 | 443,486 | 378,705 |
| Internal Service Funds | 452,732 | 398,849 | 261,395 |
| Principal & Leases | - | - | - |
| Professional Services | 25,915 | 97,119 | 59,860 |
| Temporary Services | 49,109 | 55,822 | 2,233 |
| Repairs | - | - | - |
| Misc. Services | 9,821 | 7,300 | 7,000 |
| Utilities, Communication & Postage | 31,232 | 36,384 | 30,641 |
| Insurance | - | - | - |
| Leases | 2,091 | 2,100 | 2,100 |
| Travel | 4,545 | 6,439 | 6,786 |
| Other Purchase Services | 21,367 | 23,436 | 28,476 |
| Capital Outlay | - | - | 7,000 |
| Total | 2,093,706 | 2,268,310 | 1,971,112 |
| Change from Prior Year | -19.19% | 8.34% | -13.10% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 23 | 21 | 18 |
| Total Regular Part-Time FTEs | 0.00 | 0.50 | 2.76 |

DESCRIPTION

This function is attached to the Department of Finance for administrative purposes. The funding shown represents outside Financial Advisor services to provide ongoing advice on City financial matters.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | - | - | - |
| Fringe Benefits | - | - | - |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | - | 150,000 | 135,642 |
| Temporary Services | - | - | - |
| Repairs | - | - | - |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | - | - | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | - | - | - |
| Other Purchase Services | - | - | - |
| Capital Outlay | - | - | - |
| Total | - | 150,000 | 135,642 |
| Change from Prior Year | | N/A | -9.57% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 0 | 0 | 0 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The Department of Finance's Risk Management function handles claims for property, casualty, and worker's compensation losses. This function also purchases excess insurance coverage in these areas and acts as a consultant for decentralized safety activities.

GOALS AND OBJECTIVES

Goal: Improve costs of claims auditing procedures, thereby reducing overall claims and medical costs.

Objectives:

- Continue medical billing auditing program with an accumulated savings of \$350,000 per year.

Goal: Improve overall use and application of the newly acquired AON eSolutions Claims Administration program for the newly mandated EDI reporting of Workers Compensation claims to the Virginia Workers Compensation Commission (VWCC).

Objectives:

- Maintain increased level of electronic reporting and required increases of reporting to the VWCC of medical and wage benefit forms and agreements including required background paperwork and orders to comply as mandated by the VWCC.

Goal: Implement the federal mandated reporting software in the AON eSolutions Claims Administration Program and additional increases in reporting and providing claims information, file data and payments as required.

Objectives:

- Streamline efforts and achieve successful implementation of the CMS reporting module in the AON eSolutions Claims Administrative System.
- Secure annual maintenance funds in support of the Federal Mandated EDI Reporting module and temporary claims assistant services in order to maintain acceptable levels of reporting to the CMS.

Goal: Improve overall customer service

Objectives:

- Streamline efforts between Risk Management and other departments.
- Establish routine communication and meeting guidelines with department liaisons.

SERVICE LEVEL ANALYSIS

Funding has been increased by \$250,000 as a recurring increase in billings to departments. There is also a \$1 million use of General Fund fund balance billed as a Non-Departmental charge. Both actions are undertaken to address the audit recommendation from the City's external auditors concerning the expenses of the fund.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| Number of worker's compensation cases assigned (New claims received during that specific FY) | 393 | 400 | 400 |
| Number of medical invoices received | 7,414 | 7,500 | 7,500 |
| Number of worker's compensation payroll checks | 1,457 | 1,500 | 1,500 |
| Actual open cases for all years | | | |
| Worker's Compensation | 637 | 650 | 650 |
| All other lines of insurance | 265 | 300 | 300 |
| <u>COST SUMMARY</u> | | | |
| Salaries | 191,992 | 229,483 | 211,424 |
| Fringe Benefits | 70,003 | 75,369 | 74,373 |
| Internal Service Funds | 9,729 | 15,059 | 14,127 |
| Principal & Leases | - | - | - |
| Professional Services | 47,400 | 58,000 | 58,000 |
| Temporary Services | 20,090 | 5,688 | 16,479 |
| Repairs | 267 | 2,570 | 1,500 |
| Misc. Services | 10,543,569 | 1,700,556 | 2,949,419 |
| Utilities, Communication & Postage | 4,814 | 5,988 | 4,530 |
| Insurance | 1,231,584 | 1,553,630 | 1,554,617 |
| Leases | 2,091 | 2,500 | 2,100 |
| Travel | 333 | 3,630 | 3,428 |
| Other Purchase Services | 8,103 | 11,528 | 32,735 |
| Capital Outlay | 522 | - | - |
| Total | 12,130,497 | 3,664,001 | 4,922,733 |
| Change from Prior Year | 117.43% | -69.80% | 34.35% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 4 | 4 | 3 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

DESCRIPTION

The Department of Finance's Non-Departmental - Outside Agencies function provides fiscal oversight for the disbursement of City funds to non-profit organizations. Contributions have been disbursed to a variety of public service agencies which provide services to residents of Chesapeake.

The Services and Grants section of the Non-Departmental – Outside Agencies program is determined by competitive request from organizations that provide direct services to residents of the City of Chesapeake. A committee of multiple departments, the City Manager's Office, and Council members make up the selection committee. It is the understanding of the agencies receiving funds that the City may randomly audit its expenses.

GOALS AND OBJECTIVES

Goal: Support justifiable and worthwhile causes or projects.

Objectives:

- Continually solicit the community's requirements and interests in projects or programs.

SERVICE LEVEL ANALYSIS

Funding for the Indigent Maternity Care Contract has been transferred to the Health Department for FY 09-10 and beyond. This can be found under the Community Initiative/Human Development section. Funding for the Pendleton Project Services Agreement has been moved to the Office of Youth Services for FY 09-10 and beyond. This can also be found under the Community Initiative/Human Development section. Most agencies had funding reduced to meet budget reduction targets.

NON-DEPARTMENTAL-OUTSIDE AGENCIES

100-111020-91300

| <u>COST SUMMARY</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---|--|---|--|
| <u>Boards & Commissions</u> | | | |
| Boards & Commissions Expenses | - | 1,000 | 900 |
| South Norfolk Revitalization | - | 250 | 225 |
| Mayor's Commission on Veteran Affairs | - | 400 | 360 |
| Mayor's T-Ball Classic | 750 | - | - |
| Commission on Substance Abuse | 3,710 | 3,000 | 2,700 |
| Commission for Prevention of AIDS | - | 3,000 | 2,700 |
| Commission on Aging | - | 2,500 | 2,250 |
| <u>Other Agencies</u> | | | |
| Chesapeake Jubilee | 150,000 | 25,000 | 22,500 |
| Real Estate Taxes-Campostella | 66,276 | 66,988 | - |
| Lakeside Art Show | 10,000 | - | - |
| Sister Cities | 8,325 | - | - |
| Chesapeake Arboretum | 5,000 | 5,000 | 4,500 |
| <u>Services & Grants</u> | | | |
| City Human Services Grants | - | - | - |
| Emergency Shelter | 50,000 | - | - |
| Emergency Basic Needs | 50,000 | - | - |
| Help & Emergency Response | 29,400 | 26,000 | 21,510 |
| Child Abuse Ctr of Hampton Roads | 20,800 | 18,000 | 16,200 |
| Jobs 4 Us | - | 3,000 | - |
| Foodbank -- SE Virginia | 22,000 | 5,000 | 10,350 |
| PARC Place | 11,900 | 10,500 | 9,450 |
| Dwelling Place | 9,358 | 4,000 | 8,550 |
| For Kids Inc | 3,700 | 3,200 | - |
| Endependence Ctr -- TWTR | 36,500 | 32,000 | 28,800 |
| Legal Aid Society of Eastern Virginia | 10,425 | 5,000 | 4,500 |
| Samaritan House | - | - | 4,050 |
| Senior Services for Southeastern Virginia | 29,400 | 25,578 | 23,000 |
| Indigent Maternity Care | 140,893 | - | - |
| Pendleton Project Contract | 175,190 | - | - |
| Free Clinic | 150,000 | 150,000 | 150,000 |
| CHIPS | 10,000 | 10,000 | 10,000 |
| Our House Families | 10,000 | 5,000 | 10,000 |
| Tidewater Builders Assoc Trades Acad | 28,000 | 32,000 | 12,000 |
| St. Mary's Home for Disabled Children | 12,800 | - | - |
| Total | 1,044,427 | 436,416 | 344,545 |
| Change from Prior Year | 33.60% | -58.21% | -21.05% |

NON-DEPRT-REGIONAL COOPERATION & SUPPORT 100-111020-91311

DESCRIPTION

A variety of agencies and support levels are funded via the Non-Departmental - Regional Cooperation & Support. These have a per capita or membership funding levels. AAU Junior Olympics and Kids Voting Virginia are funded in years in which the events are held locally.

| | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| <u>COST SUMMARY</u> | | | |
| Real Estate Tax Relief | 2,686,247 | 2,750,000 | 2,950,000 |
| Transit Operating Agreement | 1,473,014 | 1,486,109 | 1,636,984 |
| <u>Dues & Memberships</u> | | | |
| Chamber of Commerce | 17,784 | 17,784 | 16,005 |
| Clean Community System | 13,825 | 14,295 | 12,865 |
| Hampton Roads Sports Commission | 29,878 | - | - |
| Hampton Roads Planning Commission | 219,576 | 220,224 | 220,224 |
| Hampton Roads Partnership | 16,500 | 15,675 | 14,107 |
| Kids Voting Virginia | - | - | - |
| <u>Local and Regional Community Development Funds</u> | | | |
| Tidewater Community College | 75,000 | 75,000 | 70,000 |
| Highway Safety Commission | 1,576 | 1,842 | 1,500 |
| Hampton Roads Economic Dev. Alliance | 220,560 | 219,154 | 219,154 |
| Eastern Virginia Medical School | 95,500 | 95,500 | 85,950 |
| H. Rds Military & Fed. Facilities Alliance | 107,073 | 107,073 | 96,365 |
| Regional Film Office | 10,000 | - | - |
| Economic Development Authority | 640,027 | 13,000 | 11,700 |
| Chesapeake Port Authority | 11,721 | 13,000 | 11,700 |
| Chesapeake Airport Authority | 368,556 | 310,000 | 280,327 |
| STOP- Dues | 8,444 | 8,444 | 8,444 |
| Project Lifesaver | 30,000 | 14,387 | 12,948 |
| AAU Junior Olympic Games | - | 35,000 | 35,000 |
| VA Scholarship & Youth Dev. Foundation | 10,000 | 5,000 | 4,500 |
| Total | 6,035,281 | 5,401,487 | 5,687,773 |
| Change from Prior Year | 19.93% | -10.50% | 5.30% |

DESCRIPTION

The Department of Finance’s Non-Departmental - City function provides fiscal oversight for activities that are not specific to a particular City department. The Overhead Allocation for Other Funds is treated as a negative expense instead of a transfer revenue in accordance with Government Accounting Standards Board interpretations.

| <u>COST SUMMARY</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---|--|---|--|
| Rent/Lease of Equipment - Fire Hydrants | 1,121,480 | 1,149,540 | 1,165,640 |
| Retirement System - Employee Benefits | 1,226 | 1,226 | 1,226 |
| Medical Insurance - Retirees | 1,990,042 | 2,751,989 | 2,200,000 |
| Stormwater Management Fees | 278,998 | 262,608 | 275,000 |
| Enterprise Zone Reimbursement | 6,958 | 7,000 | 7,000 |
| Federal Program Representation | 151,332 | 158,000 | 158,000 |
| Computer Equip & Software | 7,520 | - | - |
| State Aid to Locality | - | - | - |
| Retiree Incentive | 1,633,323 | - | - |
| Oak Grove Connector - Principal | 1,140,000 | 1,190,000 | 1,240,000 |
| Oak Grove Connector - Interest | 1,085,775 | 1,037,325 | 986,750 |
| Oak Grove Connector - Debt Admin | 2,650 | 2,500 | 2,500 |
| Rent/Lease of Building - Sheriff's Dept | 600,000 | 600,000 | - |
| Risk Management Fund contingency | - | - | 1,024,191 |
| Overhead Allocation for Other Funds | - | - | (1,010,000) |
| Environmental Protection Initiatives | 1,799,175 | 500,000 | 500,000 |
| Total | 9,818,479 | 7,660,188 | 6,550,307 |
| Change from Prior Year | 61.21% | -21.98% | -14.49% |

DESCRIPTION

Other Post Employment Benefits (OPEB) are required by the Government Accounting Standards Board to be reported beginning with the Fiscal Year 2007-08. This represents the City's liability for the retiree health insurance benefit. The City established a trust fund to hold funds designated for this need.

GOALS AND OBJECTIVES

None

SERVICE LEVEL ANALYSIS

City Council received a five year implementation strategy in FY 2007-08. FY 2010-11 represents the fourth year of the plan. Funds are deposited to a trust fund established by the City Council for this purpose. The five year plan to fully fund the liability has been extended due to economic conditions.

| | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---|--|---|--|
| <u>COST SUMMARY</u> | | | |
| Contribution from the General Fund to OPEB Fund | 4,493,548 | 5,493,548 | 6,493,548 |
| Total | 4,493,548 | 5,493,548 | 6,493,548 |
| Change from Prior Year | 80.21% | 22.25% | 18.20% |

POSITIONS

None

DESCRIPTION

The Department of Human Resources is responsible for the formulation and administration of the City's Human Resources Performance Management System. Primary departmental responsibilities include recruiting, testing, and selecting qualified employees, providing pay and benefits program that are equitable and competitive, providing on-going employee development and training programs, fostering an environment in which all employees work to carry out responsibilities effectively and efficiently, and implementing strategies to enable the City to attain its goal of a representative workforce.

GOALS AND OBJECTIVES

Goal: To serve as a resource and consultant to the City Manager, employees, and external customers regarding employment law and City-wide management and administration of human resources policies, practices, and initiatives.

Objectives:

- Provide internal consulting services to City departments to assist them in meeting their business and employee needs.
- Identify major trends relating to Human Resources Management in order to develop strategic goals to meet challenges facing the workforce.
- Develop, revise and enhance human resources policies and procedures to ensure they are in compliance with applicable laws and in alignment with the City's organizational needs.

Goal: To provide a comprehensive recruitment, application, testing and selection process that will ensure a high quality and representative workforce.

Objectives:

- Identify best practices to bring about a more efficient process with the goal of improved services to both the internal and external customer.
- Expand use of technology to enable staff to respond to an increasing workload and to enhance services to the City's applicant population.
- Develop recruitment strategies that focus on attracting females and minorities to job classifications where they are underrepresented.

Goal: To promote positive employee relations and develop the City's workforce.

Objectives:

- Develop and facilitate the City's training program offerings based on strategic goals, departmental needs and on-going feedback from training participants.
- Provide individual and group training opportunities to assist employees in meeting and/or exceeding the responsibilities of their jobs.
- Ensure an informed and prepared workforce through effective communication strategies.
- Consult with employees regarding appropriate employment actions.

SERVICE LEVEL ANALYSIS

FY 2009-10 included funding for backfill for the Human Resources Information Management System. This funding is reduced for FY2010-11. Advertising was reduced based on fewer new hires due to the hiring freeze.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of employees/citizen inquiries | 25,188 | 29,500 | 25,023 |
| # of applications processed | 12,831 | 14,900 | 15,645 |
| # of positions filled (FT and PT) | 343 | 200* | 300* |
| \$ value of volunteer service** | \$3.4 million | \$3.9 million | \$3.7 million |
| # of reclassifications/reallocations | 96 | 260 | 280 |

* The City Manager implemented a full hiring freeze in February 2008 that has continued into the 2009-10 fiscal year. Projections for the 2010-11 fiscal year are based on the assumption that the freeze will continue through the end of 2010. If this is not the case, these projections will be reevaluated.

** Reported on a calendar year basis

COST SUMMARY

| | | | |
|------------------------------------|------------------|------------------|------------------|
| Salaries | 918,082 | 1,092,286 | 998,119 |
| Fringe Benefits | 322,623 | 355,706 | 348,256 |
| Internal Service Funds | 149,968 | 140,221 | 187,932 |
| Principal & Leases | - | - | - |
| Professional Services | 74,264 | 67,978 | 67,978 |
| Temporary Services | - | - | - |
| Repairs | 1,515 | - | - |
| Misc. Services | 6,222 | 33,600 | 5,600 |
| Utilities, Communication & Postage | 21,514 | 26,540 | 26,540 |
| Insurance | - | - | - |
| Leases | 17,402 | 15,900 | 15,900 |
| Travel | 1,022 | 1,200 | 1,200 |
| Other Purchase Services | 13,168 | 12,955 | 12,955 |
| Capital Outlay | - | - | - |
| Total | 1,525,780 | 1,746,385 | 1,664,479 |
| Change from Prior Year | -4.16% | 14.46% | -4.69% |

POSITIONS

| | | | |
|------------------------------|------|------|------|
| Total Regular Full-Time FTEs | 20 | 18 | 18 |
| Total Regular Part-Time FTEs | 1.00 | 1.74 | 1.74 |

DESCRIPTION

Human Resources Special Programs includes Employee Recognition Awards, Leadership Development Program, and Employee Wellness.

- The Employee Recognition Awards are geared towards motivating and retaining City employees by publicly recognizing those who make outstanding contributions to the City and who represent the best role models for other employees.
- The Leadership Development Program assists in developing the City's future leaders by expanding overall professional knowledge and leadership skills.
- Employee wellness initiatives support a healthy workforce thereby enhancing productivity and minimizing health care costs.

GOALS AND OBJECTIVES

Goal: To provide programs that focus on an employee's overall well-being and foster a productive workforce.

Objectives:

- Administer the City's recognition and incentive programs to provide an appropriate means of motivating and retaining employees by recognizing them for their meritorious contributions.
- Provide advance leadership development training to employees to prepare them to compete for possible career advancement.
- Promote wellness initiatives that encourage employees to make healthy lifestyle choices which ultimately lead to increased productivity and reduced health care costs.
- Provide a free and confidential means for employees to address personal situations before they impact job performance.

SERVICE LEVEL ANALYSIS

This program includes a Health Insurance contingency, as well as, a City wide estimate for required reductions or vacancy savings. The Employee Incentive Programs, the Suggestion Program, and the \$1,000 stipend for Chesapeake Leadership University graduates have been suspended due to economic constraints.

HUMAN RESOURCES - SPECIAL PROGRAMS

100-111030-12222

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09 Actual</u> | <u>FY 09-10 Amended</u> | <u>FY 10-11 Budget</u> |
|--|-----------------------------------|------------------------------------|-----------------------------------|
| # of "Growing Ideas" submitted | 14 | 4 | 50 |
| # of "Growing Ideas" awards | 3 | 0 | 0 |
| # of "City Sense" submitted | 23 | 4 | 25 |
| # of "City Sense" awards | 2 | 0 | 0 |
| # of Tuition Assistance participants | 89 | 0* | 0* |
| # of Star Performers submitted | 154 | 74 | 65 |
| # of Star Performers approved | 142 | 70 | 0 |
| # of City Manager's Awards submitted | 10 | 3 | 5 |
| # of City Manager's Awards approved | 8 | 3 | 0 |
| # of CLU participants | 9 | 10 | 20 |

*Funding for this program was discontinued effective November 7, 2008.

COST SUMMARY

| | | | |
|--|---------|-------------|-----------|
| Salaries - Required Staffing Reduction | - | (1,993,863) | (0) |
| Fringe Benefits - Includes Health | 132,622 | 1,610,896 | 1,767,301 |
| Insurance Contingency | - | - | - |
| Internal Service Funds | - | - | - |
| Principal & Leases | - | - | - |
| Professional Services | 69,503 | 75,075 | 75,075 |
| Temporary Services | - | - | - |
| Repairs | - | - | - |
| Misc. Services | - | - | - |
| Utilities, Communication & Postage | - | - | - |
| Insurance | - | - | - |
| Leases | - | - | - |
| Travel | - | - | - |
| Other Purchase Services | 4,844 | 47,000 | 19,200 |
| Capital Outlay | - | - | - |
| Total | 206,969 | (260,892) | 1,861,576 |
| Change from Prior Year | N/A | -226.05% | -813.54% |

POSITIONS

| | | | |
|------------------------------|---|---|---|
| Total Regular Full-Time FTEs | 0 | 0 | 0 |
| Total Regular Part-Time FTEs | 0 | 0 | 0 |

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, the five year General Fund forecast, budget research, budget messages, and 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 AND OBJECTIVES

Goal: To comply with the legal requirements of the Commonwealth of Virginia. The City Manager must transmit a proposed balanced budget for the ensuing fiscal year to City Council on or before April 1 of each year.

Objectives:

- Develop and present the multi-year economic outlook.
- Provide personnel cost projections at start of each fiscal year.
- Collaborate with departments and agencies in the development of a long range fiscal plan.
- Prepare the proposed operating budget, capital improvement plan, and capital improvement budget.

Goal: To provide information to the City Manager and departments regarding the fiscal strengths, status, and any deficiencies through monitoring and management of the City of Chesapeake's annual fiscal budget.

Objectives:

- Prepare quarterly capital projects status report.
- Prepare a quarterly revenue analysis and projection report.
- Manage collection of cost data for weather emergencies and other events.
- Update and distribute the Revenue Manual annually.
- Update and distribute the Thirteen City/County Comparisons Survey annually.

Goal: Assist departments and citizens with understanding of budget process and resource needs.

Objectives:

- Meet City Council requirements for more citizen feedback.
- Work with Public Communications to coordinate citizen dialogue meeting at least once a year.
- Work with Public Communications to offer more opportunities for feedback on budget via web site.
- Use web site to provide more information to the public.
- Work with Public Communications to increase City employees information on the budget and process so they might share with their neighbors.

SERVICE LEVEL ANALYSIS

The Budget Office is reducing operating expenses in order to comply with the required budget reductions.

| <u>PERFORMANCE MEASUREMENTS</u> | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|--|--|---|--|
| None | | | |
| <u>COST SUMMARY</u> | | | |
| Salaries | 410,019 | 422,653 | 418,041 |
| Fringe Benefits | 129,057 | 136,198 | 138,845 |
| Internal Service Funds | 33,563 | 44,094 | 51,846 |
| Principal & Leases | - | - | - |
| Professional Services | 30,198 | 113,544 | 64,507 |
| Temporary Services | - | 2,490 | 2,490 |
| Repairs | 490 | - | 500 |
| Misc. Services | 805 | 13,950 | 12,700 |
| Utilities, Communication & Postage | 5,271 | 5,344 | 5,200 |
| Insurance | - | - | - |
| Leases | 1,519 | 1,300 | 1,600 |
| Travel | 2,816 | 6,387 | 1,500 |
| Other Purchase Services | 11,645 | 28,132 | 14,500 |
| Capital Outlay | 68,189 | 2,200 | 1,000 |
| Total | 693,570 | 776,292 | 712,730 |
| Change from Prior Year | -7.16% | 11.93% | -8.19% |
| <u>POSITIONS</u> | | | |
| Total Regular Full-Time FTEs | 7 | 6 | 6 |
| Total Regular Part-Time FTEs | 0.20 | 0.81 | 0.81 |

DESCRIPTION

Grants are received on an annual basis. The following schedule shows the amount of other Administration and Leisure related grants for the appropriate fiscal years. Since most grants are competitive awards, Council does not appropriate grants until the donor agency notifies the City of an award and all pertinent requirements and restrictions for the award.

| | <u>FY 08-09</u> <u>Actual</u> | <u>FY 09-10</u> <u>Amended</u> | <u>FY 10-11</u> <u>Budget</u> |
|---------------------------------|--|---|--|
| <u>COST SUMMARY</u> | | | |
| Litter Control | 29,902 | - | - |
| Urban Forestry | 2,500 | - | - |
| Summer Food Service Program | - | 100,000 | - |
| Parks & Recreation Donations | 36,188 | - | - |
| Local Government Challenge | 10,000 | - | - |
| Dismal Swamp Stomp 1/2 Marathon | 404 | - | - |
| Challenge America | 7,929 | - | - |
| Amercian Dream | 4,489 | - | - |
| Historical Resources | 654 | - | - |
| Virginia Military Response | 1,600 | - | - |
| | | | |
| Total | 93,666 | 100,000 | - |
| Change from Prior Year | N/A | 6.76% | N/A |