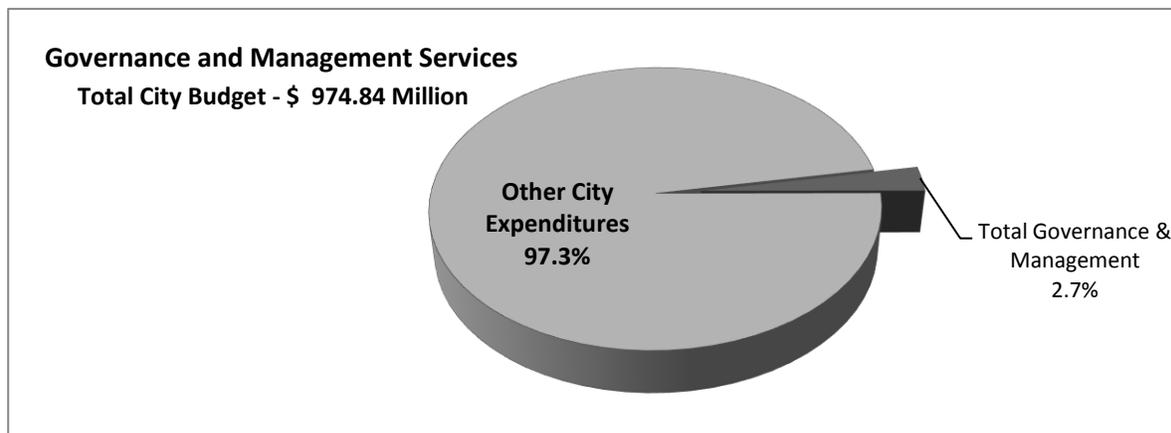


Governance and Management Services

Summary

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

Budget by Department	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Elected or Appointed Officials:				
100000 City Council and Mayor	\$ 349,864	\$ 371,266	\$ 372,962	0.5%
110000 City Manager	1,739,413	1,843,209	1,781,970	-3.3%
120000 City Attorney	1,875,560	2,381,029	2,570,698	8.0%
170000 City Auditor	722,022	779,763	801,398	2.8%
130000 City Clerk	543,094	582,278	588,603	1.1%
220000 City Treasurer	4,334,317	5,208,431	5,155,466	-1.0%
111060 Registrar/Elections	855,574	1,274,826	1,189,908	-6.7%
250000 Commissioner of the Revenue	3,388,605	3,544,352	3,600,698	1.6%
140000 Real Estate Assessor	2,295,755	2,485,349	2,324,714	-6.5%
Other City Departments:				
111010 Budget	655,309	679,155	674,287	-0.7%
112015 Customer Contact Center	725,616	752,193	739,804	-1.6%
111020 Finance	2,225,675	2,600,662	2,586,465	-0.5%
111030 Human Resources	2,118,303	2,249,513	2,144,382	-4.7%
113050 Public Communications	1,168,541	1,312,456	1,291,937	-1.6%
112011 Purchasing	784,618	909,085	943,494	3.8%
Total Expenditures	\$ 23,782,265	\$ 26,973,567	\$ 26,766,786	-0.8%
Less Billings to Other Departments		(200,000)	(200,000)	
Total Governance & Management	\$ 23,782,265	\$ 26,773,567	\$ 26,566,786	-0.8%



Governance and Management Services

Summary

Operating Revenues Resource	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Permit & License Fees	\$ 59	\$ -	\$ -	0.0%
Charges for Services	1,084,609	987,850	1,043,300	5.6%
Miscellaneous Revenue	65,131	227,200	227,200	0.0%
Recovered Costs	196,603	10,100	10,100	0.0%
State Shared Expenses	798,388	800,646	800,600	0.0%
Total Revenues	\$ 2,144,791	\$ 2,025,796	\$ 2,081,200	2.7%
General Fund Support	21,652,493	24,217,005	23,954,820	-1.1%
Use of fund balance assignment:	(15,019)	730,766	730,766	0.0%
Total Resources	\$ 23,782,265	\$ 26,973,567	\$ 26,766,786	-0.8%

- Permits and license fees are collected by the Treasurer's office for a variety of reasons including hunting and fishing permits.
- Charges for services includes administration charges collected by several departments including the Treasurer's office for delinquent tax collections, E-Gov subscriptions, DMV Hold administration, and credit card transaction processing.
- Certain revenues are earmarked by City Council for use by the Treasurer's office. The accumulation of these funds are assigned in the fund balance to be used in subsequent years by the Treasurer for targeted collection efforts. The estimate is shown as "Use of fund balance assignment".
- Miscellaneous Revenue includes prior year adjustments related to allowance for uncollectable accounts or health insurance liability reconciliations.
- Recovered costs include reimbursements from vendors, sales of miscellaneous assets, or an allocation of indirect costs for services rendered by City departments.
- State shared expenses represent payments from the Virginia Compensation Board for locally elected constitutional officers (Treasurer, Commissioner of the Revenue, and the Registrar).

City Council/Office of Mayor

100000

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
11010 City Council/Office of Mayor	\$ 349,864	\$ 371,266	\$ 372,962	0.5%

Goals:

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

Budget Highlights:

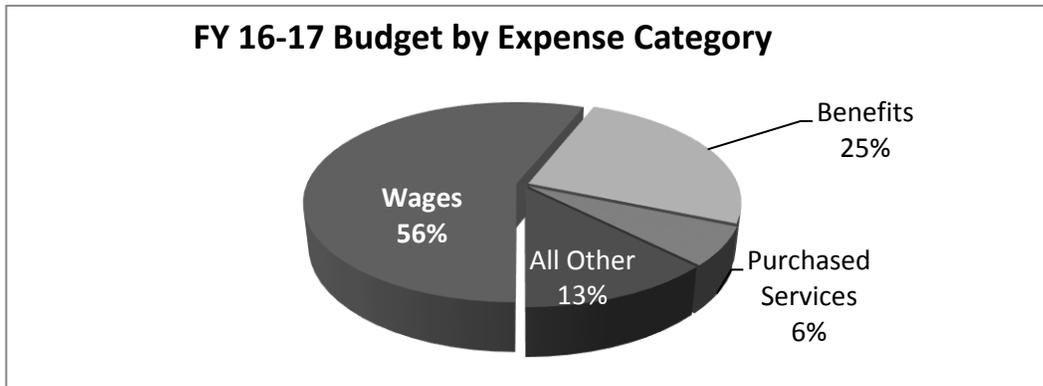
- Internal service charges decreased primarily due to a reduction of information technology allocated costs.
- Materials includes the cost of a new smart TV for the conference room.

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	prior year
# Board & Commission appointments	206	200	210	5.0%
# Board & Commission resignations accepted	66	51	70	37.3%
# of resolutions considered and/or passed	72	73	75	2.7%
# of ordinances considered and/or passed	181	175	190	8.6%

City Council/Office of Mayor

100000

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 208,999	\$ 209,000	\$ 209,000	0.0%
Employee benefits	92,179	94,264	94,317	0.1%
Purchased services	16,454	23,000	23,000	0.0%
Internal service charges	15,298	16,888	14,531	-14.0%
Other expenditures	16,114	23,114	23,114	0.0%
Materials	819	5,000	9,000	80.0%
Total Expenses/Requirements:	\$ 349,864	\$ 371,266	\$ 372,962	0.5%



Personnel:		FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Grade	Positions				
Unclass.	Members of City Council	9.00	9.00	9.00	0.00
Total Department Personnel		9.00	9.00	9.00	0.00

Budgeted Resources:

No direct revenues are allotted or assessed.

City Manager

110000

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12110 City Manager	\$ 1,739,413	\$ 1,843,209	\$ 1,781,970	-3.3%

Goals:

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
# of citizen and City Council inquiries	1,155	800	1,200	50%
# of agenda items processed for City Council action	283	300	300	0%
# of Council Package items	1,375	1,675	1,400	-16%

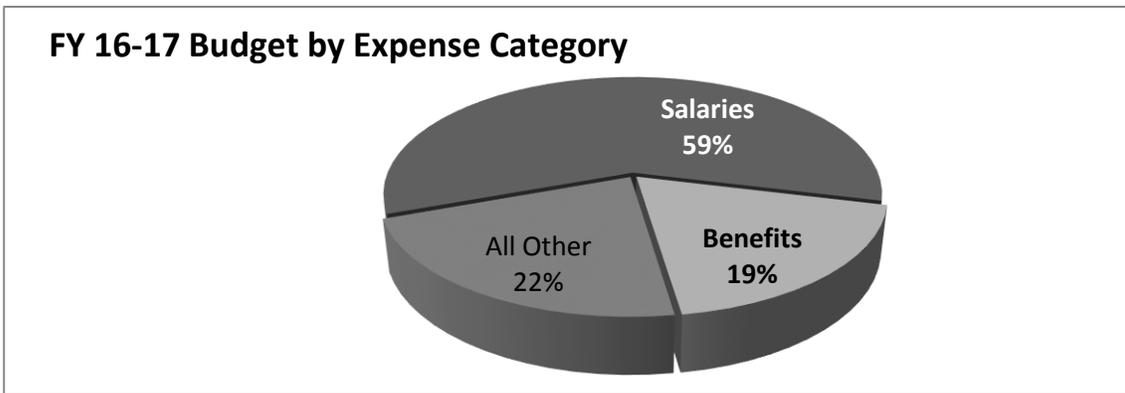
Budget Highlights:

- The increase in salaries is primarily due to the inclusion of funding for a 2.5% pay increase. A Records Manager position has also been added to organize recorded public information.
- The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- Internal service charges increased due to information technology allocated costs.
- Other expenditures decrease is due to a change in costs related to State and Federal Advocacy Services.
- Membership cost decreased due to Virginia Institute of Government non-renewed.

City Manager

110000

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 990,222	\$ 1,005,394	\$ 1,057,912	5.2%
Employee benefits	356,750	392,547	335,153	-14.6%
Purchased services	5,626	29,420	30,445	3.5%
Internal service charges	69,248	67,321	73,275	8.8%
Other expenditures	248,811	274,442	223,067	-18.7%
Materials	4,484	8,944	6,977	-22.0%
Dues and Memberships	64,271	65,141	55,141	-15.4%
Total Expenses/Requirements:	\$ 1,739,413	\$ 1,843,209	\$ 1,781,970	-3.3%



Personnel:		FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Grade	Positions				
107	Office Assistant II	0.50	0.50	0.50	0.00
120	Administrative Assistant II	3.00	3.00	3.00	0.00
122	Executive Assistant	1.00	1.00	1.00	0.00
123	Records Manager (New)	0.00	0.00	1.00	1.00
135	Assistant to the City Manager	2.00	2.00	2.00	0.00
146	Deputy City Manager	2.00	2.00	2.00	0.00
Unclass.	City Manager	1.00	1.00	1.00	0.00
Total Department Personnel		9.50	9.50	10.50	1.00

Budgeted Resources:

No direct revenues are allotted or assessed.

City Attorney

120000

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12210 City Attorney	1,875,560	2,181,029	2,370,698	8.7%
12551 Risk Management Legal	-	200,000	200,000	0.0%
Total By Program	1,875,560	2,381,029	2,570,698	8.0%

Goals:

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
# of formal written legal opinions	2,344	2,521	2,689	6.7%
# of verbal legal opinions	10,405	16,477	16,773	1.8%
# of legal documents drafted	6,411	6,512	6,904	6.0%
# of legal documents reviewed	12,152	12,344	12,766	3.4%
# of court appearances and depositions	1,895	1,921	2,577	34.1%
# of meetings attended	10,132	10,142	10,418	2.7%

Budget Highlights:

- The increase in Salaries is due to the inclusion of funding for a 2.5% pay increase, compression and market adjustments, as well the addition of an Assistant Attorney III position. During FY 2015-16 a Legal Secretary position was upgraded from part-time to full-time.
- Benefits costs increased due to Salary increases but were moderated by a reduction in Other Post-Employment Benefit costs.
- Purchased Services increase is due to Legal Files case management software change.
- Internal service charges increased due to information technology allocated costs.
- Other expenditures increase is due to ESI managed print services contract and dues and memberships.

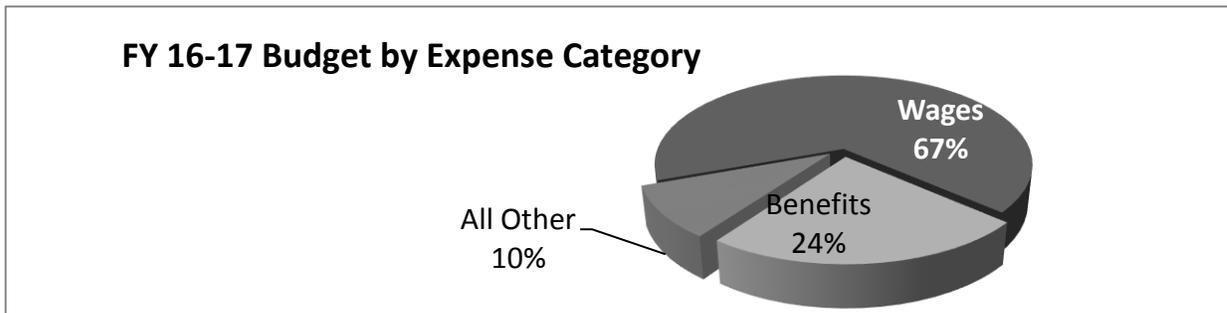
City Attorney

120000

- The increase in Materials is due to the request for additional office supplies and equipment.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	1,241,735	1,561,062	1,720,492	10.2%
Employee benefits	471,663	569,752	606,473	6.4%
Purchased services	16,765	39,532	56,776	43.6%
Internal service charges	54,132	56,237	62,144	10.5%
Other expenditures	43,126	71,314	76,681	7.5%
Materials	48,140	58,132	48,132	-17.2%
Capital Outlay	-	25,000	-	-100.0%
Total Expenses/Requirements:	1,875,560	2,381,029	2,570,698	8.0%

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



Personnel:		FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Grade	Positions				
115	Legal Secretary II	2.50	2.63	3.00	0.38
118	Paralegal*	2.00	1.00	2.00	1.00
120	Paralegal II*	0.00	1.00	0.00	-1.00
122	Executive Assistant	1.00	1.00	1.00	0.00
129	Assistant City Attorney I	1.00	1.00	1.00	0.00
131	Assistant City Attorney II	1.00	1.00	1.00	0.00
137	Assistant City Attorney III*	5.00	6.00	6.00	0.00
137	Assistant City Attorney III (Special Project - Dominion Blvd)	1.00	1.00	1.00	0.00
138	Assistant City Attorney IV*	1.00	1.00	3.00	2.00
139	Deputy City Attorney*	2.00	3.00	2.00	-1.00
Unclass.	City Attorney	1.00	1.00	1.00	0.00
Unclass.	Encore Deputy City Attorney*	0.05	0.05	0.00	-0.05
Total Department Personnel		17.55	19.68	21.00	1.33

*Corrections from prior year

City Attorney

120000

Budgeted Resources:		FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior Year
100	<u>General Fund</u>				
	Charges for Services	\$ 420	\$ -	\$ -	0.0%
	Recovered Costs	11,313	-	-	0.0%
	Total Revenues	\$ 11,734	\$ -	\$ -	0.0%
	General Fund Support	1,863,827	2,181,029	2,370,698	8.7%
	Total Resources	\$ 1,875,560	\$ 2,181,029	\$ 2,370,698	8.7%
606	<u>Internal Service Fund</u>				
	Miscellaneous Revenue	\$ -	\$ 200,000	\$ 200,000	0.0%
	Total Revenues	-	200,000	200,000	0.0%
	 Combined Resources	 \$ 11,734	 \$ 200,000	 \$ 200,000	 0.0%
	General Fund Support	1,863,827	2,181,029	2,370,698	8.7%
	Total Resources	\$ 1,875,560	\$ 2,381,029	\$ 2,570,698	8.0%

Budget by Fund:

100	General Fund	\$ 1,875,560	\$ 2,181,029	\$ 2,370,698	8.7%
606	Self Insurance/Risk Management	-	200,000	200,000	0.0%
	Total by Fund	\$ 1,875,560	\$ 2,381,029	\$ 2,570,698	8.0%

City Auditor

170000

Description:

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

Code	Program Title	Program Description
12240	Audit Services	Conducts performance, financial, and special audits of City departments to determine if City policies, regulations, and control procedures are functioning as intended.
12241	Independent Audit	Provides the funding for the independent auditors contracted to conduct an audit of the City's financial statements as required by the City Charter.

Budget by Program		FY 14-15	FY 15-16	FY 16-17	Change from
		Actual	Budget	Budget	prior year
12240	Audit Services	\$ 572,397	\$ 592,543	\$ 614,178	3.7%
12241	Independent Audit	149,625	187,220	187,220	0.0%
Total By Program		\$ 722,022	\$ 779,763	\$ 801,398	2.8%

Goals:

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

Performance Measures	FY 14-15	FY 15-16	FY 16-17	Change from
	Actual	Budget	Budget	prior year
Performance/Special Audits completed	3	3	4	33.3%
Audit recommendations made	23	30	30	0.0%
Audit recommendations implemented	91%	90%	90%	0.0%
Technical assistance projects	9	10	10	0.0%
Technical assistance hours	348	500	500	0.0%
Fraud hotline investigations	10	12	12	0.0%

City Auditor

170000

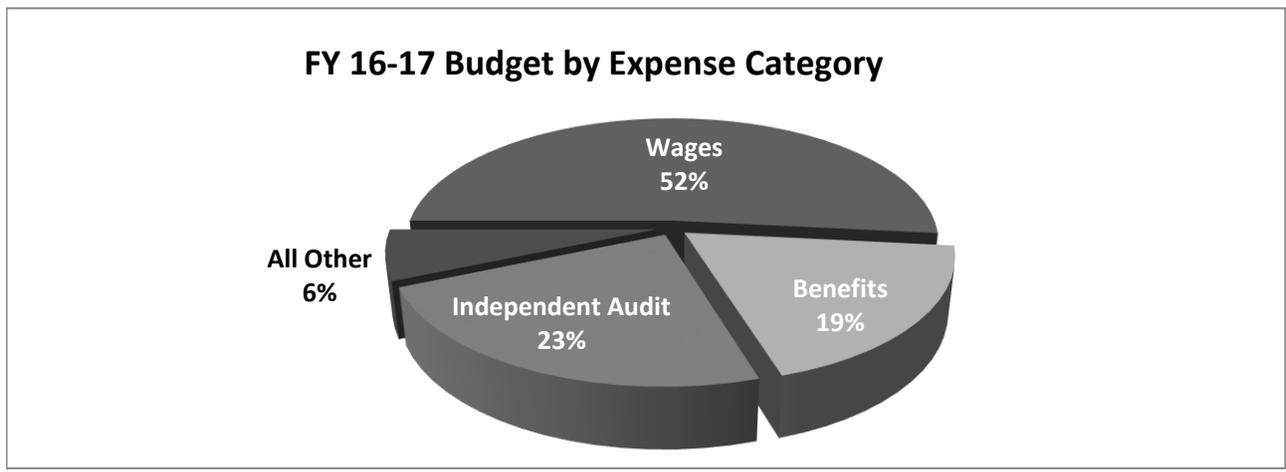
Budget Highlights:

- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase and a reclassification of a current Performance Auditor I position to a Performance Auditor II. The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- The majority of the change in internal service charges is due to the increase in information technology charges.
- The change in the other expenses category is due to a combination in the increase in the allowance for utilities and travel expenses needed for the FY 2017 Peer Review.

Emerging Budget Issues

- External auditing fees were negotiated with Cherry Bekaert to be fixed through 2015 with an additional two year option. After two years of flat fees at the beginning of the new contract, costs are scheduled to increase annually. The increase is limited to 1%.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 381,590	\$ 388,935	\$ 413,698	6.4%
Employee benefits	158,311	165,774	149,167	-10.0%
Independent Audit	149,625	187,220	187,220	0.0%
Internal service charges	22,204	23,020	32,722	42.1%
Other expenditures	9,623	13,526	17,303	27.9%
Materials	668	1,288	1,288	0.0%
Total Expenses/Requirements:	\$ 722,022	\$ 779,763	\$ 801,398	2.8%



City Auditor

170000

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Budget	Budget	Budget	prior year
115	Audit Technician	1.00	1.00	0.00	-1.00
116	Audit Specialist	0.00	0.00	1.00	1.00
124	Performance Auditor I	1.00	1.00	0.00	-1.00
127	Performance Auditor II	1.00	1.00	2.00	1.00
129	Performance Auditor III	2.00	2.00	0.00	-2.00
130	Deputy City Auditor	0.00	0.00	2.00	2.00
Unclass.	City Auditor	1.00	1.00	1.00	0.00
Total Department Personnel		6.00	6.00	6.00	0.00

Budgeted Resources:

No direct revenues are allotted or assessed.

City Clerk

130000

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
11020 City Clerk	\$ 543,094	\$ 582,278	\$ 588,603	1.1%

Goals:

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
#Council Mtgs, Work Sessions, Special Mtgs attended	77	76	78	3%
# Resolutions processed	72	73	75	3%
# Ordinances processed	181	175	190	9%
# Agreements processed	32	26	35	35%
# Newspaper ads run	28	26	30	15%
# Certificates & Proclamations	376	460	380	-17%
# Passports Processed	2,012	1,805	2,100	16%
# Boards & Commission appointments, resignations & purge letters processed	206	250	210	-16%
Correspondence prepared for Mayor & City Council	1,224	2,200	1,300	-41%
Records scanned - permanent storage	90	450	90	-80%
# record destruction requests processed	102	145	102	-30%

City Clerk

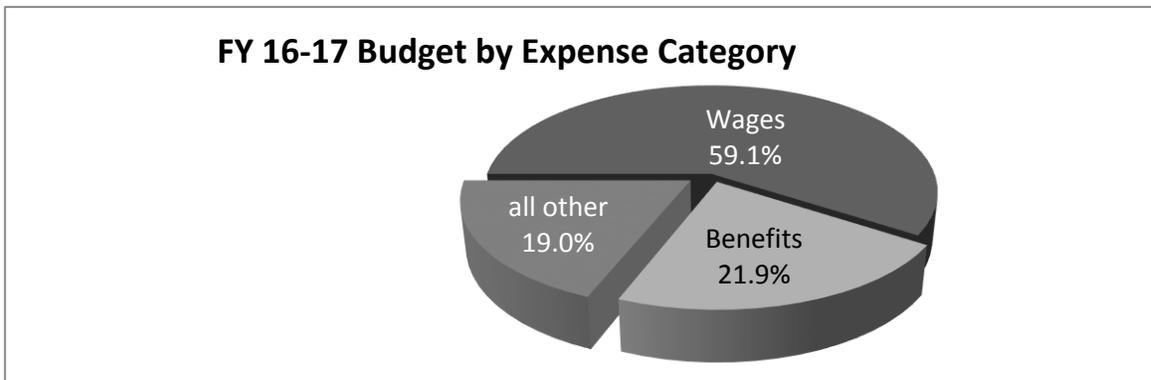
130000

Budget Highlights:

- The increase in salaries is primarily due to the inclusion of funding for a 2.5% pay increase. A part-time seasonal employee was also added to assist with passport services.
- The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- Internal service charges decreased primarily due to a reduction of information technology allocated costs.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 308,871	\$ 333,596	\$ 347,951	4.3%
Employee benefits	111,219	128,885	128,753	-0.1%
Purchased services	20,287	16,000	16,000	0.0%
Internal service charges	63,012	57,742	49,844	-13.7%
Other expenditures	21,565	33,203	33,203	0.0%
Materials	18,139	12,852	12,852	0.0%
Total Expenses/Requirements:	\$ 543,094	\$ 582,278	\$ 588,603	1.1%

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



Personnel: Grade	Positions	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
105	Office Assistant I	0.50	0.50	1.00	0.50
109	Office Specialist I	1.00	1.00	1.00	0.00
120	Administrative Assistant II	1.00	1.00	1.00	0.00
120	Deputy City Clerk	2.00	2.00	2.00	0.00
123	Records Manager	0.00	0.00	0.00	0.00
128	Chief Deputy City Clerk	1.00	1.00	1.00	0.00
Unclass.	City Clerk	1.00	1.00	1.00	0.00
Total Department Personnel		6.50	6.50	7.00	0.50

City Clerk **130000**

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 50,550	\$ 48,000	\$ 79,900	66.5%
	Recovered Costs	4,364	0	0	0.0%
	Total Revenues	\$ 54,914	\$ 48,000	\$ 79,900	66.5%
	General Fund Support	488,180	534,278	508,703	-4.79%
	Total Resources	\$ 543,094	\$ 582,278	\$ 588,603	1.09%

Budget by Fund:

100	General Fund	\$ 543,094	\$ 582,278	\$ 588,603	1.1%
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City Treasurer

220000

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12410 City Treasurer	\$ 4,334,317	\$ 5,208,431	\$ 5,155,466	-1.0%

Goals

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Transactions processed	1,520,741	1,535,000	1,535,000	0.00%
Tax & stormwater bills	132,027	109,670	110,000	0.30%
Delinquent notices	422,573	425,269	425,269	0.00%
Bankruptcy claims	99	100	100	0.00%
Bankruptcy motions	2,065	1,481	1,481	0.00%
Bankruptcy discharges	370	350	350	0.00%
Bankruptcy payments	623	650	650	0.00%
Miscellaneous invoices	43,588	45,964	45,964	0.00%
Animal licenses	30,063	40,117	40,117	0.00%
Water transactions	391,375	391,400	391,400	0.00%
Mortgage bills	51,875	52,576	52,600	0.05%
Personal property tax bills	282,012	285,178	285,178	0.00%
Current stormwater bills	87,958	75,653	75,653	0.00%
EMS invoices	53,713	86,710	92,472	6.65%
legal action notices	39,540	34,177	35,000	2.41%

City Treasurer

220000

Budget Highlights:

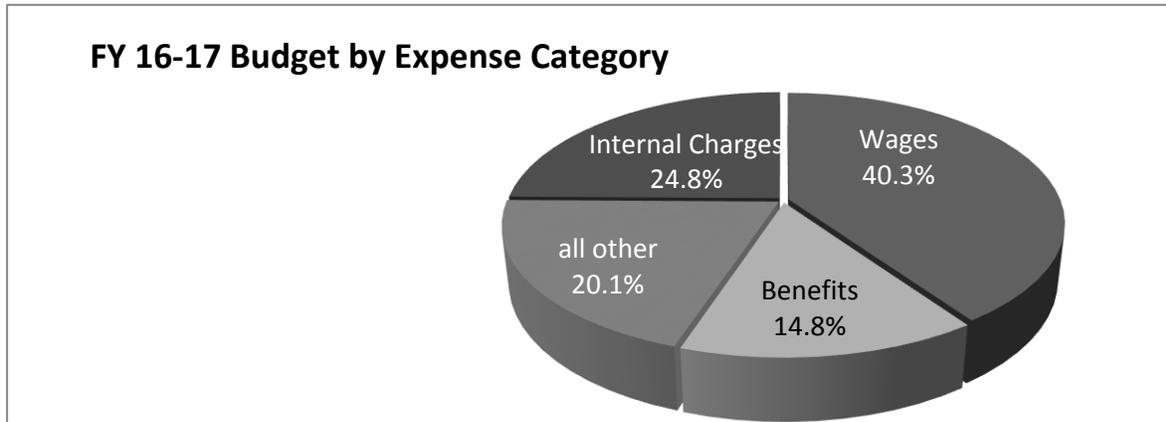
- Salaries reflect 2.5% pay increase, along with a performance pay wage increase and a 1.5% increase in the base pay scale affecting vacant positions.
- One Office Coordinator position is replaced with two part-time Collection Agent I positions to augment delivery of distress warrants and to conduct field visits to delinquent accounts.
- Department's budget request redirected funds from professional services for collections to license reader hardware and software, police style uniforms, and wheel boots (vehicle immobilizers). Budget review committee did not support aggressive collection strategy and eliminated this funding.
- Funding from vehicle license penalty revenues, reserved for this purpose, will continue to contribute to the maintenance of some positions, as in the past.
- Funding reflects redirection of resources to replace equipment: mail inserters.
- The department will continue oversight or collaboration in development of automated processes, including software development for tracking returned checks, updating batch collection software, revision of mainframe real estate and personal property software, imaging of documents, and other initiatives.
- Reduction in employee benefit costs reflects reduction in other postemployment benefit (or OPEB) costs.

Emerging Budget Issues

- Requested, but not approved, is acquisition of license tag reading software & hardware (computers, scanners) and vehicle wheel boots for enhanced collection of delinquent personal property taxes.

	FY 14-15	FY 15-16	FY 16-17	Change from
Requirements:	Actual	Budget	Budget	prior year
Salaries and wages	\$ 1,554,707	\$ 2,009,759	\$ 2,079,320	3.5%
Employee benefits	719,599	890,593	761,061	-14.5%
Purchased services	142,530	345,102	293,623	-14.9%
Internal service charges	1,403,647	1,228,159	1,278,644	4.1%
Other expenditures	392,483	540,633	540,633	0.0%
Materials	121,350	149,185	149,185	0.0%
Capital Outlay	-	45,000	53,000	17.8%
Total Expenses/Requirements:	\$ 4,334,317	\$ 5,208,431	\$ 5,155,466	-1.0%

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



Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Actual	Budget	Budget	prior year
105	Office Assistant I	0.28	0.00	0.00	0.00
109	Account Clerk (EMS)	1.00	1.00	1.00	0.00
112	Customer Service Clerk II	11.90	11.90	11.90	0.00
113	Office Specialist II	1.00	1.00	1.00	0.00
113	Account Technician I	3.00	3.00	3.00	0.00
114	Account Technician II	0.63	1.25	1.25	0.00
114	Customer Service Clerk III	8.00	12.88	12.88	0.00
115	Office Coordinator	1.00	1.00	0.00	(1.00)
117	Collection Agent I*	7.44	2.63	3.88	1.25
118	Customer Service Supervisor	4.00	4.00	4.00	0.00
119	Collection Agent II	1.00	1.00	1.00	0.00
123	Accountant I	2.00	2.00	2.00	0.00
125	Accountant II	1.00	1.00	1.00	0.00
126	Investment Analyst	1.00	1.00	1.00	0.00
127	Deputy City Treasurer	1.00	1.00	1.00	0.00
127	Accountant III	1.00	1.00	1.00	0.00
129	Systems Analyst I	1.00	1.00	1.00	0.00
130	Counsel to Treasurer	1.00	1.00	1.00	0.00
132	Chief Deputy City Treasurer	1.00	1.00	1.00	0.00
140	City Treasurer	1.00	1.00	1.00	0.00
Total Department Personnel*		49.24	49.65	49.90	0.25

*Note: Includes 0.625 FTE Collection Agent I funded from the Red Light program.
 FY15-16 reflects reclassifications approved 6/9/15 increasing the PT FTE without requiring add'l funds.

City Treasurer

220000

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Permit & License Fees	\$ 59	\$ -	\$ -	0.0%
	Charges for Services	961,610	748,800	891,000	19.0%
	Miscellaneous Revenue	57,021	27,200	27,200	0.0%
	Recovered Costs	46,962	100	100	0.0%
	State Shared Expenses	372,064	372,341	372,300	0.0%
	Total Revenues	\$ 1,437,717	\$ 1,148,441	\$ 1,290,600	12.4%
	General Fund Assignment *	(15,019)	730,766	730,766	0.0%
	General Fund Support	2,911,619	3,329,224	3,134,100	-5.9%
	Total Resources	\$ 4,334,317	\$ 5,208,431	\$ 5,155,466	-1.02%

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

Budget by Fund:

100 General Fund	\$ 4,334,317	\$ 5,208,431	\$ 5,155,466	-1.0%
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Registrar

111060

Description:

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

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

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
13100 Registrar/Electoral Board	\$ 778,040	\$ 1,065,830	\$ 1,082,797	1.6%
13101 Election Workers	77,535	208,996	107,111	-48.7%
Total By Program	\$ 855,574	\$ 1,274,826	\$ 1,189,908	-6.7%

Goals

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
# of registered voters	148,967	155,000	155,000	0.0%
Absentee Ballots Cast	2,307	5,390	13,041	141.9%
Total Ballots Cast	60,920	154,000	123,375	-19.9%
# of voting precincts	64	64	64	0.0%
# of elections held	2	4	2	-50.0%

Budget Highlights:

- Funding has been included in salaries and wages for a 2.5% pay increase. The amount budgeted for seasonal elections workers was decreased in the FY17 budget as there will only be two elections held. The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- The department submitted a reorganization proposal in their FY17 operating budget. The Deputy Registrar position was upgraded from a grade 117 to a grade 121, the title of the current Administrative Assistant I was changed to Voter Registration Coordinator/Election Technology Specialist, and the current title of Assistant Registrar I was divided into two categories. There will now be an Assistant Registrar I (grade 111) and an Assistant Registrar II (grade 115) title. This change will allow room for advancement within the department.

Registrar

111060

Budget Highlights Continued:

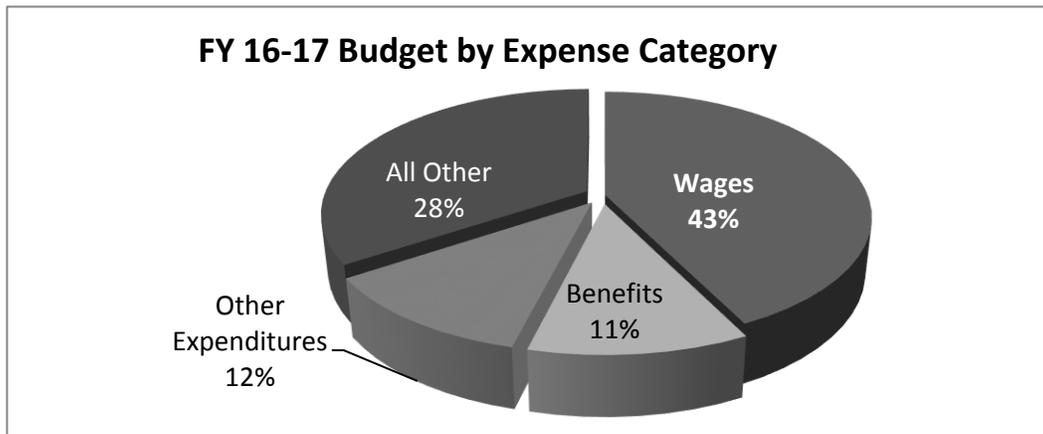
- FY 16-17 includes funding for two elections as opposed to funding for four elections in FY 15-16. Costs for items associated with an election fluctuate based on voter turnout and the type of election held. The decrease in purchased services is due to the decreased amounts needed for such items as advertising, printing of ballots, and truck drivers. An additional \$113,525 was added to the materials category for additional office supplies and equipment needed for the Presidential Election in anticipation of a record voter turnout.
- Internal service charge decreases are largely due to decreased costs for information technology.

Emerging Budget Issues

- Fluctuating costs associated with elections.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 452,754	\$ 572,626	\$ 507,307	-11.4%
Employee benefits	126,733	150,145	134,079	-10.7%
Purchased services	72,231	130,783	87,253	-33.3%
Internal service charges	67,556	214,963	182,835	-14.9%
Other expenditures	123,377	171,309	139,909	-18.3%
Materials	12,924	35,000	138,525	295.8%
Total Expenses/Requirements:	\$ 855,574	\$ 1,274,826	\$ 1,189,908	-6.7%

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



Registrar

111060

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Budget	Budget	Budget	prior year
111	Assistant Registrar I	4.51	4.51	2.51	(2.00)
115	Assistant Registrar II	0.00	0.00	2.00	2.00
119	Administrative Assistant I	1.00	1.00	0.00	(1.00)
119	Voter Registration Coordinator/Election Technology Specialist	0.00	0.00	1.00	1.00
121	Deputy Registrar	1.00	1.00	1.00	0.00
Unclass.	General Registrar	1.00	1.00	1.00	0.00
Unclass.	Assistant Registrar Aide	1.03	1.03	1.03	0.00
Total Department Personnel		8.54	8.54	8.54	0.00

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

Operating Revenues

Fund	Resource	FY 14-15	FY 15-16	FY 16-17	Change from
		Actual	Budget	Budget	prior year
100	General Fund				
	Miscellaneous Revenue	\$ 1,425	\$ -	\$ -	0.0%
	State Shared Expenses	75,102	76,829	76,800	0.0%
	Total Revenues	\$ 76,526	\$ 76,829	\$ 76,800	0.0%
	General Fund Support	779,048	1,197,997	1,113,108	-7.09%
	Total Resources	\$ 855,574	\$ 1,274,826	\$ 1,189,908	-6.66%

Budget by Fund:

100	General Fund	\$ 855,574	\$ 1,274,826	\$ 1,189,908	-6.7%
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Commissioner of the Revenue

250000

Description:

The Commissioner of the Revenue is responsible for the equitable administration of local taxes, with the exception of the real estate tax. The Commissioner assesses individual and business personal property taxes, prorates personal property on motor vehicles, determines the applicability of the vehicle license fee, assesses and collects business license taxes, and assesses and collects special excise taxes on meal, lodging, excavations, cigarettes, admissions and rental equipment. The department maintains the City’s personal property tax systems, administers and enforces local tax codes, assists individuals and businesses with tax inquiries, administers the real estate tax relief program and real estate tax relief for disabled veterans, processes State income tax returns for citizens and prepares financial and statistical reports to assist with the management of the City’s organization. The department operates four full-service locations, and provides satellite service for the Virginia Department of Motor Vehicles (DMV Select) through a cost reimbursement agreement.

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12310 Commissioner of the Revenue	\$ 3,388,605	\$ 3,544,352	\$ 3,600,698	1.6%

Goals

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Business licenses issued	19,995	20,150	20,300	0.7%
Percent of special taxes collected	99.0%	99.0%	99.0%	0.0%
Business audits	97	100	100	0.0%
Personal property assessments	310,024	312,000	314,000	0.6%
Applications for tax relief and disabled veteran exemption	3,696	3,700	3,700	0.0%
Special tax accounts	1,083	950	1,100	15.8%

Commissioner of the Revenue

250000

Budget Highlights:

- Salaries reflect 2.5% pay increase, reclassification of three Customer Service Clerk II positions to Customer Service Clerk III, along with a performance pay wage increase and a 1.5% increase in the base pay scale affecting vacant positions.
- Information Technology charges (Internal service charges) are based in part on prior year actual requests for service. The costs associated with the personal property tax assessment system are a driver for this expense category increase.
- Capital Outlay includes a reappropriation of unspent funds from FY 2015-16 in order to complete the upgrade to the business offices at City Hall and satellite offices.

Emerging Budget Issues

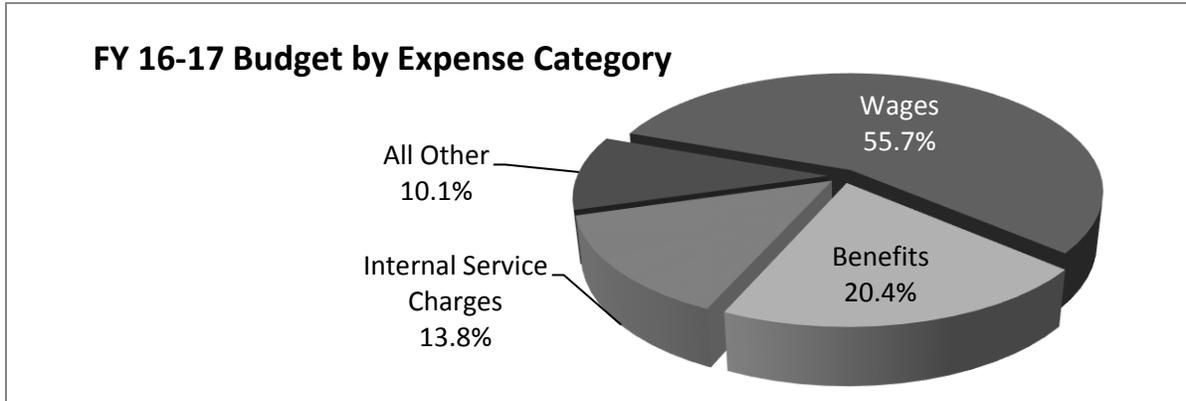
- Personal Property & Tax Relief Program-Section is seeking to manage work load during peak periods by reallocating skilled and experienced permanent staff to more complex tasks and backfilling the customer service desk functions with temporary help.
- Retention of skilled staff through reclassifications to reflect comparable supervisory positions elsewhere in the City.
- Interface of real estate tax relief and veterans tax exemption programs with the Real Estate Assessor's CAMA system. Implementation of new Personal Property Tax system.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 1,791,731	\$ 1,928,808	\$ 2,004,812	3.9%
Employee benefits	748,644	799,730	735,183	-8.1%
Purchased services	66,952	79,800	81,195	1.7%
Internal service charges	492,806	437,777	497,515	13.6%
Other expenditures	148,790	157,836	167,836	6.3%
Materials	81,180	80,401	88,436	10.0%
Capital outlay	58,502	60,000	25,721	-57.1%
Total Expenses/Requirements:	\$ 3,388,605	\$ 3,544,352	\$ 3,600,698	1.6%

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

Commissioner of the Revenue

250000



Personnel:

Grade	Positions	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
109	Office Specialist I	0.75	0.75	1.13	0.38
112	Customer Service Clerk II	6.92	6.92	2.55	(4.38)
114	Customer Service Clerk III	10.00	10.00	14.00	4.00
114	Account Technician II	3.00	3.00	3.00	0.00
116	Account Technician III	1.00	1.00	1.00	0.00
117	Business Tax Specialist I	4.00	4.00	4.00	0.00
118	Customer Service Clk. Supv.	5.00	5.00	5.00	0.00
119	Business Tax Specialist II	1.00	1.00	1.00	0.00
120	Administrative Assistant II	1.00	1.00	1.00	0.00
123	Business Tax Specialist III	1.00	1.00	1.00	0.00
127	Auditor	4.55	4.55	4.55	0.00
128	Business Tax Manager	1.00	1.00	1.00	0.00
128	Deputy Comm. of Revenue	1.00	1.00	1.00	0.00
132	Chief Deputy Comm. of Rev.	1.00	1.00	1.00	0.00
140	Commissioner of Revenue	1.00	1.00	1.00	0.00
Total Department Personnel		42.22	42.22	42.22	0.00

In addition, the department has a Customer Service Clerk II (.625FTE) and a Business Tax Specialist II (.5 FTE) from the ACELA special project that will terminate with its completion

Commissioner of the Revenue

250000

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	<u>General Fund</u>				
	Charges for Services	\$ 60,123	\$ 178,800	\$ 60,600	-66.1%
	Recovered Costs	250	0	0	0.0%
	State Shared Expenses	351,222	351,476	351,500	0.0%
	Total Revenues	\$ 411,595	\$ 530,276	\$ 412,100	-22.3%
	General Fund Support	2,977,010	3,014,076	3,188,598	5.79%
	Total Resources	\$ 3,388,605	\$ 3,544,352	\$ 3,600,698	1.59%

Budget by Fund:

100	General Fund	\$ 3,388,605	\$ 3,544,352	\$ 3,600,698	1.6%
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Real Estate Assessor

140000

Description:

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

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

Code	Program Title	Program Description
12320	Real Estate Assessor	Appraisal and assessment of real property in the City for the purpose of taxation.
12330	Board of Equalization	Independent Board that hears and rules on appeals by property owners of assessments made by the Assessor.

		FY 14-15	FY 15-16	FY 16-17	Change from
Budget by Program		Actual	Budget	Budget	prior year
12320	Real Estate Assessor	\$ 2,293,398	\$ 2,481,016	\$ 2,320,381	-6.5%
12330	Board of Equalization	2,357	4,333	4,333	0.0%
Total By Program		\$ 2,295,755	\$ 2,485,349	\$ 2,324,714	-6.5%

Real Estate Assessor

140000

Goals

Real Estate Assessor

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

Board of Equalization

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

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Real Estate Assessor				
Number of parcels	85,345	87,500	89,500	2.3%
Percent of parcels taxable	98.0%	98.0%	98.0%	0.0%
Permits appraised	4,500	4,700	4,700	0.0%
Ownership transfers	7,049	6,000	6,800	13.3%
Plats processed	198	250	260	4.0%
Board of Equalization				
Applications received	27	30	30	0.0%
Hearings	16	15	15	0.0%

Real Estate Assessor

140000

Budget Highlights:

Real Estate Assessor

- The department is in the process of acquiring and implementing a new Windows/web-based CAMA system (Computer Assisted Mass Appraisal), along with staff development and reorganization as part of the department's short and long term goals. The strategic plan and current business practices are anticipated to evolve considerably with the transition from 1970's technology and applications, to a fully integrated CAMA solution that will provide efficiencies and enhanced capabilities in assessment administration, analysis and reporting.
- Replacement of one full-time Real Estate Appraiser III and one Systems Analyst II positions with two Real Estate Appraiser I positions to recruit into an entry level new graduates of university real estate programs, with a goal of eventual development of career progression.
- Salaries reflect a 2.5% pay increase effective July 2016, along with a performance pay wage increase and a 1.5% increase in the base pay scale affecting vacant positions.
- A part-time special project Systems Analyst I position created in December 2015 is authorized for two months in FY 2017 only for the purpose of quality control for the first real estate tax billing cycle in FY 2017 using the new CAMA system. This position will remain vacant for the remainder of Fiscal Year and will be deleted in FY 2018. Funding for this position will obtain from delay in filling one (1) of the Real Estate Appraiser I positions that was created in this budget until the Systems Analyst I position has been terminated.
- Funding is provided for replacement of color printers.

Board of Equalization

- The Board will receive level funding.

Emerging Budget Issues

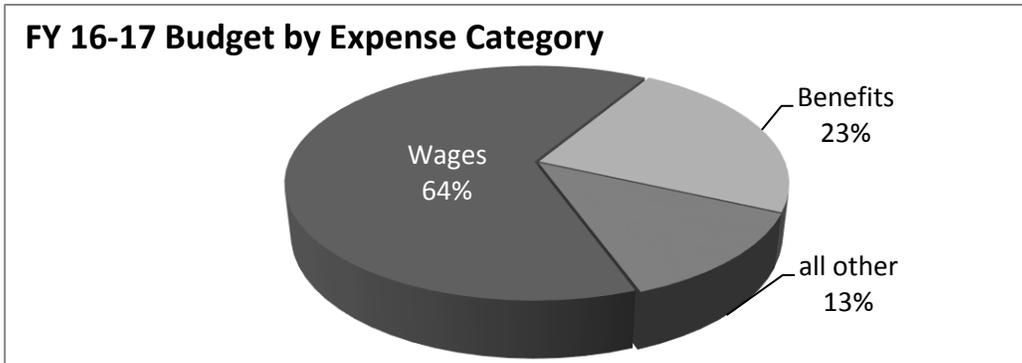
- Color network printer equipment replacement for \$5,220.

Real Estate Assessor

140000

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 1,390,417	\$ 1,518,523	\$ 1,493,325	-1.7%
Employee benefits	569,622	660,609	537,335	-18.7%
Purchased services	489	454	454	0.0%
Internal service charges	230,185	178,082	160,699	-9.8%
Other expenditures	75,696	91,030	91,030	0.0%
Materials	29,346	36,651	41,871	14.2%
Total Expenses/Requirements:	\$ 2,295,755	\$ 2,485,349	\$ 2,324,714	-6.5%

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



Real Estate Assessor

140000

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Actual	Budget	Budget	prior year
109	Appraisal Clerk I	1.00	1.00	1.00	0.00
111	Appraisal Clerk II	4.00	3.00	3.00	0.00
112	Title Clerk I	1.00	0.00	0.00	0.00
114	Title Clerk II	1.00	1.00	1.00	0.00
114	Appraisal Clerk Supervisor	1.00	1.00	1.00	0.00
115	Office Coordinator	1.00	1.00	1.00	0.00
118	Real Estate Appraiser I	0.00	0.00	2.00	2.00
120	Real Estate Appraiser II	5.00	5.00	5.00	0.00
123	GIS Specialist	1.00	1.00	1.00	0.00
123	Real Estate Appraiser III	8.00	8.00	7.00	(1.00)
126	Real Estate Appraiser IV	1.00	2.00	2.00	0.00
129	Real Estate Appraiser V	2.00	2.00	2.00	0.00
129	Systems Analyst I	1.00	1.00	1.10	0.10
132	Systems Analyst II	1.00	1.00	0.00	(1.00)
134	Deputy Real Estate Assessor	1.00	1.00	1.00	0.00
Unclass.	Real Estate Assessor	1.00	1.00	1.00	0.00
Total Department Personnel		30.00	29.00	29.10	0.10

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 6,035	\$ 5,900	\$ 6,000	1.7%
	Recovered Costs	450	0	0	0.0%
	Total Revenues	\$ 6,485	\$ 5,900	\$ 6,000	1.7%
	General Fund Support	2,289,270	2,479,449	2,318,714	-6.48%
	Total Resources	\$ 2,295,755	\$ 2,485,349	\$ 2,324,714	-6.46%

Budget by Fund:

100	General Fund	\$ 2,295,755	\$ 2,485,349	\$ 2,324,714	-6.5%
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Budget Department

111010

Description:

The Budget Office coordinates the City's short and long range fiscal planning through the development of the annual operating budget, the five year capital budget, and the five year General Fund forecast. The department also conducts budget research, and reviews and/or prepares budget amendments.

Additionally, the Budget Office develops long range projections regarding the City's financial position, conducts management analyses, produces various reports and projects, and monitors revenues and expenditures.

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12440 Budget	\$ 655,309	\$ 679,155	\$ 674,287	-0.7%

Goals

- Comply with the legal requirements of the Commonwealth of Virginia.
- 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.
- Assist departments and citizens with understanding the budget process and resource needs.

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Agenda item requests completed	206	275	225	-18.2%
Budget transfers processed	58	65	65	0.0%
City departments monitored	43	43	43	0.0%
# of procurement contracts reviewed	108	68	100	47.1%

Budget Highlights:

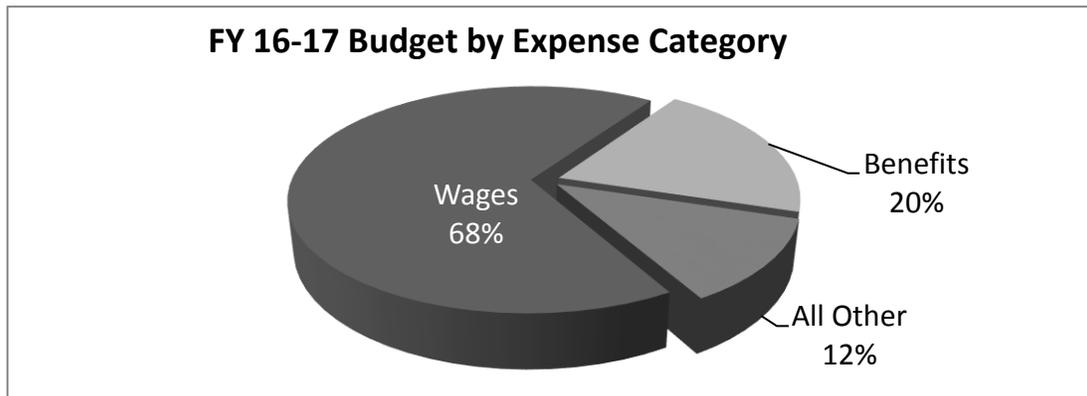
- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase. The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- The majority of the decrease in purchased services is due to the cut made to advertising.
- Increase in charges for information technology and self insurance are the reason for the increase in internal service charges.
- The largest contributor to the increase in other expenditures is the increase in the allowance for the copier lease.
- Decreases in the allowance for office supplies, computer supplies, and small equipment contributed to the decrease in the materials category.

Budget Department

111010

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 428,957	\$ 444,289	\$ 457,779	3.0%
Employee benefits	160,399	146,389	136,306	-6.9%
Purchased services	19,208	35,075	28,575	-18.5%
Internal service charges	32,596	31,023	32,591	5.1%
Other expenditures	9,975	13,704	15,306	11.7%
Materials	4,174	8,675	3,730	-57.0%
Total Expenses/Requirements:	\$ 655,309	\$ 679,155	\$ 674,287	-0.7%

Purchased services include contractual services for software solutions.



Personnel:		FY 14-15 Budget	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Grade	Positions				
113	Office Specialist II	0.63	0.63	0.63	0.00
128	Budget Analyst	2.63	2.63	2.63	0.00
130	Senior Budget Analyst	2.00	2.00	2.00	0.00
141	Director of Budget	1.00	1.00	1.00	0.00
Total Department Personnel		6.26	6.26	6.26	0.00

Budgeted Resources:

No direct revenues are allotted or assessed.

Budget by Fund:

100 General Fund	\$ 655,309	\$ 679,155	\$ 674,287	-0.7%
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Customer Contact Center

112015

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
34107 Customer Contact Center	\$ 725,616	\$ 752,193	\$ 739,804	-1.6%

Goals

- Provide outreach, education, communication, and information to inform and involve citizens in their communities.
- Serve as a resource to the City Manager, City Council, other City departments, citizens, and visitors by identifying trends in needs-for-services and develop processes to meet strategic goals of the City.

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
# of citizen requests received and dispatched (phone and web)	292,538	271,000	288,500	6.5%
Inquiries received by phone	196,279	184,000	190,000	3.3%
# of inquiries face-to-face (walk-up)	17,655	13,000	15,000	15.4%
# of inquiries received via Web or Smart phone app	75,291	69,000	80,000	15.9%
Other requests or inquiries	3,313	5,000	4,000	-20.0%

Budget Highlights:

- Salaries and wages include a 2.5% pay increase for employees, as well as a market adjustment for the grade of the Call Center manager position.
- The change in employee benefits is due to the reduction in the required rate for the Virginia Retirement System, a reduction in Other post Employment Benefits, offset by an estimated increase in health insurance costs.

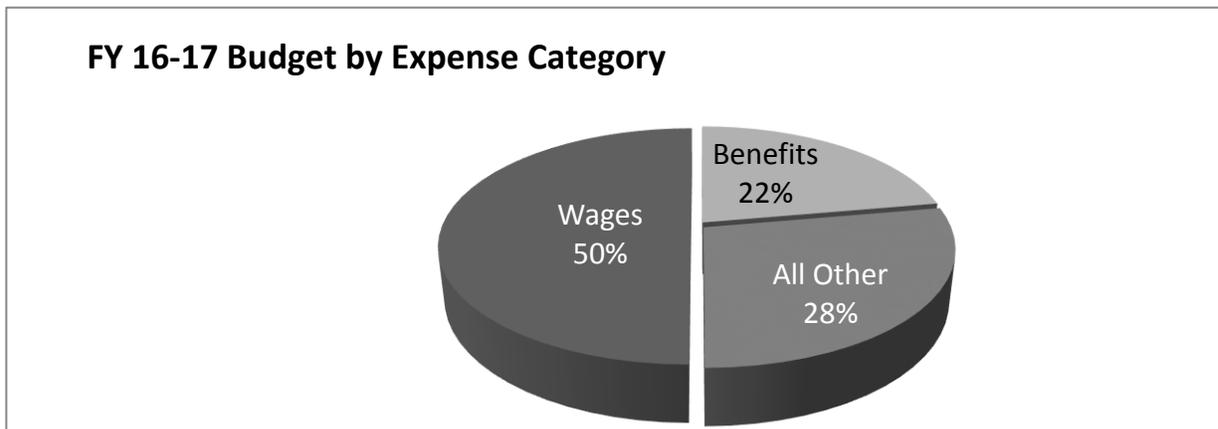
Customer Contact Center

112015

Emerging Budget Issues

- Self service applications and kiosks located within City Hall, as well as smart phone applications will continue to change the Call Center's work flow and customer interactions.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 333,648	\$ 356,041	\$ 370,106	4.0%
Employee benefits	176,739	187,620	164,303	-12.4%
Purchased services & materials	3,737	3,734	3,387	-9.3%
Internal service charges	205,408	197,958	194,383	-1.8%
Other expenditures	6,084	6,840	7,625	11.5%
Total Expenses/Requirements:	\$ 725,616	\$ 752,193	\$ 739,804	-1.6%



Personnel:

Grade	Positions				
106	Data Control Technician I	0.80	0.80	0.00	-0.80
112	Call Center Customer Advocate	8.00	8.00	8.80	0.80
128	Call Center Manager	1.00	1.00	1.00	0.00
Total Department Personnel		9.80	9.80	9.80	0.00

Budgeted Resources:

No direct resources are allotted or assessed

Budget by Fund:

100 General Fund	\$ 725,616	\$ 752,193	\$ 739,804	-1.6%
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Finance Department

111020

Description:

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

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

Code	Program Title	Program Description
12420	Finance Director	Responsible for ensuring the financial integrity of the City government's operations.
12421	Financial Advisory Services	Funding for outside financial advisor services to provide ongoing advice on City financial matters.

Budget by Program		FY 14-15	FY 15-16	FY 16-17	Change from
		Actual	Budget	Budget	prior year
12420	Finance Director	\$ 2,198,679	\$ 2,550,662	\$ 2,536,465	-0.6%
12421	Financial Advisory Services	26,996	50,000	50,000	0.0%
Total By Program		\$ 2,225,675	\$ 2,600,662	\$ 2,586,465	-0.5%

Goals:

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

Finance Department

111020

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Finance Director:				
# of Accounting transactions	17,500	16,800	17,000	1.2%
# of accounts payable vouchers	65,000	65,000	65,000	0.0%
# of P-Card Invoices	6,200	6,100	6,200	1.6%
Escheated check letters issued	136	175	175	0.0%
# of 1099's issued	500	500	500	0.0%
# of requisitions < \$5,000 processed	2,310	2,498	2,500	0.1%
% of requisitions < \$5,000 processed w/in 2 days	95%	95%	95%	0.0%
# users attending monthly training	671	875	875	0.0%
Training sessions held	32	67	60	-10.4%
# financial syst. "help" tickets solved	280	320	240	-25.0%
# of OPEB Meetings held	4	4	4	0.0%
Debt Management:				
# of bonds outstanding	661	519	498	-4.0%
# of other outstanding debt instruments	126	23	20	-13.0%
\$ outstanding bonds (in millions)	\$649.3	\$799.6	\$804.8	0.7%
\$ of other debt instruments (in millions)	\$240.1	\$83.9	\$83.7	-0.2%
# of new debt issuances	6	2	3	50.0%

Budget Highlights:

- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase and the addition of a Business Application Specialist I position to the department's personnel complement. The Business Application Specialist position was transferred from the Human Resources Department to the Finance Department. Benefits decreased mostly due to a decrease in the allotment for Other Post Employment Benefits (OPEB).
- The full-time Payroll Specialist position that was added to the personnel complement during the FY14-15 budget cycle to assist with the implementation of the new Virginia mandated Hybrid Pension Plan was extended for another year in order to assist with reporting . The position will be re-evaluated for continued funding for future budget years.
- The decrease in internal service charges is attributable to the decrease in information technology charges.

Finance Department

111020

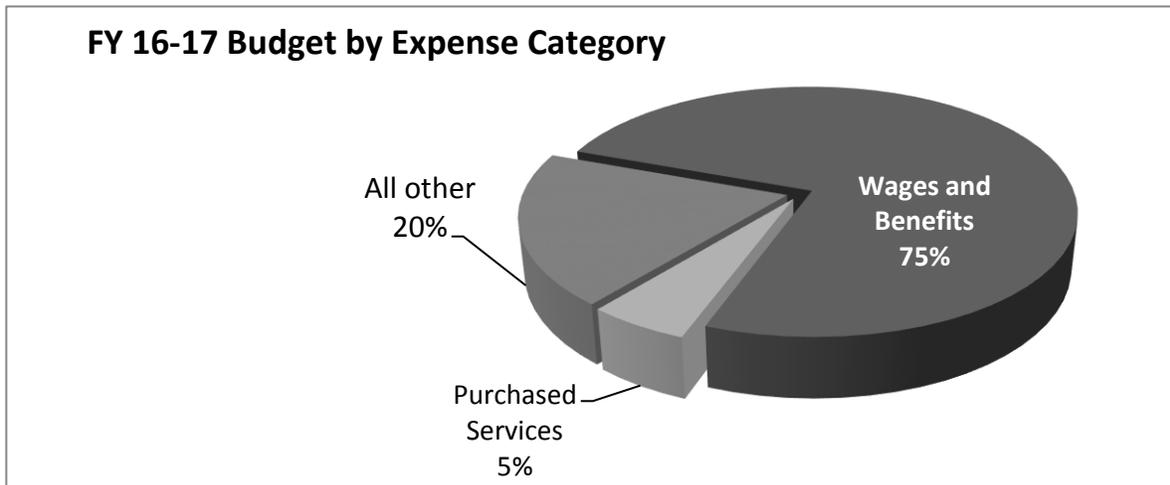
Budget Highlights Continued:

- A decrease in the amount allocated for computer related supplies is the reason for the \$7,015 decrease in the materials category.
- The decrease in the other expenditures category is largely attributable to the decrease in the allowance for telephone charges.
- The Self Insurance function of the Finance Department is now shown with other Internal Service Funds in the "Non-Departmental" section of the budget document.

Emerging Budget Issues

- The department would like the Payroll Specialist position to become a permanent addition to their personnel complement.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 1,224,728	\$ 1,338,422	\$ 1,429,441	6.8%
Employee benefits	537,731	560,665	512,930	-8.5%
Purchased services	84,043	141,933	136,692	-3.7%
Internal service charges	329,570	476,036	439,279	-7.7%
Materials	10,695	31,636	24,621	-22.2%
Capital outlay	-	5,500	-	-100.0%
Other Expenditures	38,908	46,470	43,502	-6.4%
Total Expenses/Requirements:	\$ 2,225,675	\$ 2,600,662	\$ 2,586,465	-0.5%



Finance Department

111020

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Budget	Budget	Budget	prior year
115	Office Coordinator	1.00	1.00	1.00	0.00
116	Account Technician III	2.63	2.63	2.63	0.00
118	Payroll Specialist	4.00	4.00	4.00	0.00
121	Business Application Spec I	0.00	0.00	1.00	1.00
122	Payroll Supervisor	1.00	1.00	1.00	0.00
123	Accountant I	1.00	1.00	1.00	0.00
125	Accountant II	1.00	1.00	1.00	0.00
127	Accountant III	3.63	3.63	3.63	0.00
127	Grants Accountant III	1.00	1.00	1.00	0.00
127	Accounting Administrator	2.00	1.00	1.00	0.00
129	Financial Systems Analyst	1.00	1.00	1.00	0.00
130	Payroll Manager	0.00	1.00	1.00	0.00
130	Accountant IV	2.00	2.00	2.00	0.00
130	Debt Manager	1.00	1.00	1.00	0.00
134	Controller	1.00	1.00	1.00	0.00
136	Assistant Director of Finance	1.00	1.00	1.00	0.00
141	Director of Finance	1.00	1.00	1.00	0.00
Total Department Personnel		24.25	24.25	25.25	1.00

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 5,871	\$ 6,350	\$ 5,800	-8.7%
	Recovered Costs	95,116	10,000	10,000	0.0%
	Total Revenues	\$ 100,987	\$ 16,350	\$ 15,800	-3.4%
	General Fund Support	2,124,688	2,584,312	2,570,665	-0.53%
	Total Fund 100 Resources	\$ 2,225,675	\$ 2,600,662	\$ 2,586,465	-0.55%

Budget by Fund:

100 General Fund	\$ 2,225,675	\$ 2,600,662	\$ 2,586,465	-0.5%
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Human Resources

111030

Description:

The Department of Human Resources provides comprehensive human resources programs in the areas of recruitment and selection, benefits administration, policy development and interpretation, employee relations, performance management, classification and compensation, and learning and development. The Human Resources staff serves in a consultative role with staff of all departments and agencies to achieve strategic, organizational, and departmental goals.

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12220 Human Resources	\$ 2,118,303	\$ 2,249,513	\$ 2,144,382	-4.7%

Goals

- Attract and retain a high-performing workforce.
- Evaluate learning and development technology and seek opportunities to deliver offerings using a cost effective, blended delivery format.
- Manage the City's health care program for employees to provide maximum cost effectiveness and benefit.
- Increase outreach efforts with the workforce to encourage employees to take advantage of the mental health and financial offerings of the Employee Assistance provider.
- Assist departments in the development of the workforce to position the City to be prepared for the increasing number of retirements and inherent institutional loss of knowledge.

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
# of days for HR CLICK screening (target: <=3 business days)	1.5	3	3	0.0%
# of employee participants in learning and development offerings	892	450	450	0.0%
Learning Offering evaluation scores (5.0 point scale)	4.3	4.0	4.0	0.0%
# of employee participants in wellness programs	974	825	825	0.0%
Average training hours for HR staff	25.6	14	14	0.0%

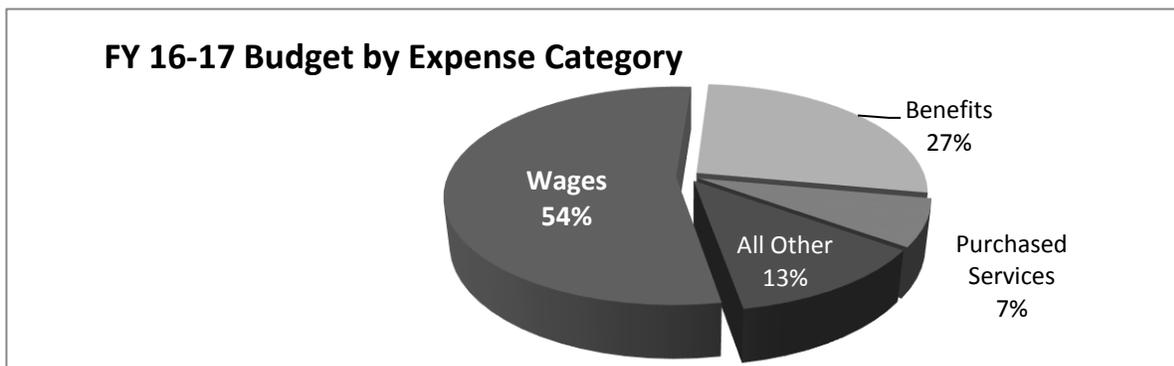
Human Resources

111030

Budget Highlights:

- Funding for a 2.5% pay increase has been included in salaries and wages. The decrease shown in this category is the result of the combination of the increased funding for raises and the transfer of the full-time Business Applications Specialist I position to the Finance Department. The decrease in benefits is mostly due to the decrease in the amount allotted for Other Post Employment Benefit (OPEB) costs.
- The increase in purchased services is due to an increase in the allowance for professional services and training for program administration of the new self-insurance model for employee health care.
- The \$16,160 decrease in internal service charges is largely attributable to the decrease in information technology charges.
- The change shown in other expenditures is due to a combination of an increase in the allowance for postage charges and the transferring of \$11,000 from the other expenditures category to purchased services to cover copier usage and maintenance charges.
- The increase in materials is due to the increase allotted for computer supplies.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 1,115,127	\$ 1,172,571	\$ 1,155,340	-1.5%
Employee benefits	593,100	644,784	574,995	-10.8%
Purchased services	120,533	148,402	149,550	0.8%
Internal service charges	236,969	210,798	194,638	-7.7%
Other expenditures	40,018	53,063	48,859	-7.9%
Materials	12,556	19,895	21,000	5.6%
Total Expenses/Requirements:	\$ 2,118,303	\$ 2,249,513	\$ 2,144,382	-4.7%



Human Resources

111030

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Budget	Budget	Budget	prior year
105	Office Assistant I	0.63	0.63	0.63	0.00
109	Office Specialist I	2.00	1.00	1.00	0.00
115	Office Coordinator	0.00	1.00	1.00	0.00
115	Human Resources Coordinator I	1.00	1.00	1.00	0.00
118	Office Manager	1.00	0.00	0.00	0.00
119	Human Resources Coordinator II	2.00	2.00	2.00	0.00
120	Human Resources Specialist I	1.63	2.00	3.00	1.00
120	Seasonal/Substitute HR Spec I	1.00	1.00	1.00	0.00
121	Systems Security Technician	0.00	0.00	0.00	0.00
121	Business Applications Spec. I	1.00	1.00	0.00	-1.00
124	Human Resources Specialist II	0.00	0.00	0.00	0.00
124	Human Resources Generalist I	7.00	5.00	3.00	-2.00
124	Special Project HR Generalist I	0.00	1.00	1.00	0.00
127	Human Resources Generalists II	0.00	2.00	3.00	1.00
128	Special Project Mgmt. Analyst	1.00	1.00	1.00	0.00
131	HR Managers	2.00	2.00	2.00	0.00
133	Senior HR Manager	1.00	1.00	1.00	0.00
135	Assistant Director of HR	1.00	1.00	1.00	0.00
141	Director of Human Resources	1.00	1.00	1.00	0.00
Total Department Personnel		23.25	23.63	22.63	-1.00

Budgeted Resources:

No direct revenues are allotted or assessed.

Budget by Fund:

100 General Fund	\$ 2,118,303	\$ 2,249,513	\$ 2,144,382	-4.7%
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Public Communications

113050

Description:

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

Budget by Program	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12250 Public Communications	\$ 1,168,541	\$ 1,312,456	\$ 1,291,937	-1.6%

Goals:

- Monitor active and developing issues within the community and provide counsel to management on response strategies.
- Receive, coordinate and facilitate responses to inquiries from the news media.
- Provide assistance and information to the news media regarding City services .
- Provide relevant and timely information to Chesapeake residents about the City government, Schools and community at large.
- Through program promotion and other outreach efforts, encourage citizen education regarding and participation in the affairs of the municipal government.
- Provide expertise, to include content development, graphic design and photography services, and counseling to City departments in the development of materials to promote programs and services.
- Utilize cable television operations to provide timely, relevant information, news, government meeting coverage, cultural and entertainment programming, in a coordinated effort to attract and retain viewers, thus enhancing the overall information value of the channels.

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
# of TV programs produced	225	220	227	3.2%
# of publications produced	33	14	24	71.4%
# of News Releases	26	70	35	-50.0%
# of media inquiries handled (est.)	350	500	350	-30.0%
# of "Talking Points" email notices	-	50	-	-100.0%
# of visitor packages mailed	100	150	100	-33.3%
# of posts to social media (NEW)	200	150	300	0.0%
# of print advertising	14	17	13	0.0%

Public Communications

113050

Budget Highlights:

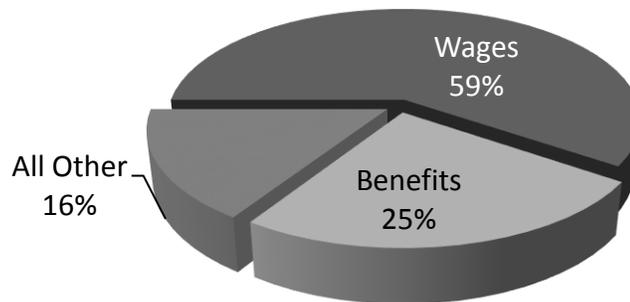
- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase, as well as grade increases in several positions for the marketing adjustment review during FY 15-16.
- The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- The decrease in Purchased services is the result of the removal of a citizen's survey.
- Internal service charges decreased primarily due to a reduction of information technology allocated costs.

Emerging Budget Issues

- A need for a television maintenance engineer on staff to conduct maintenance on equipment no longer under warranty.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 671,115	\$ 745,597	\$ 768,873	3.1%
Employee benefits	311,038	351,232	318,957	-9.2%
Purchased services	48,379	68,958	61,958	-10.2%
Internal service charges	97,360	99,884	95,840	-4.0%
Other expenditures	23,146	32,976	32,550	-1.3%
Materials	17,503	13,809	13,759	-0.4%
Total Expenses/Requirements:	\$ 1,168,541	\$ 1,312,456	\$ 1,291,937	-1.6%

FY 16-17 Budget by Expense Category



Public Communications

113050

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Actual	Budget	Budget	prior year
115	Office Coordinator	1.00	1.00	1.00	0.00
117	Computer Operator II	1.00	1.00	1.00	0.00
119	Videographer	2.00	2.00	2.00	0.00
122	Television Prod./Director	2.00	2.00	2.00	0.00
125	Television Producer	1.00	1.00	1.00	0.00
126	Public Information Coord.	1.00	1.00	1.00	0.00
126	Public Communications Coord.	1.00	1.00	1.00	0.00
129	Television Production Coordinator	1.00	1.00	1.00	0.00
129	TV Operations Coordinator	1.00	1.00	1.00	0.00
139	Director of Public Comm.	1.00	1.00	1.00	0.00
Total Department Personnel		12.00	12.00	12.00	0.00

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ -	\$ -	\$ -	0.0%
	Total Revenues	-	-	-	0.0%
	General Fund Support	1,168,541	1,312,456	1,291,937	-1.56%
	Total Fund 100 Resources	\$ 1,168,541	\$ 1,312,456	\$ 1,291,937	-1.56%

Budget by Fund:		FY 15-16	FY 16-17	Change from	
		Budget	Budget	prior year	
100	General Fund	\$ 1,168,541	\$ 1,312,456	\$ 1,291,937	-1.6%

Purchasing Office

112011

Description:

Purchasing acquires the supplies, services, and commodities required by departments and agencies in accordance with State and City procurement laws, policies, and procedures. The office is also responsible for procurement activities required for construction and other capital projects. Purchasing conducts acquisition activities by providing procurement services and support, and distributes mail to City departments and agencies.

Code	Program Title	Program Description
12430	Purchasing	Responsible for procurement management for the City of Chesapeake
12431	Postage	Contains funding for postage startup each year until expenses are charged to departments

Budget by Program		FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
12430	Purchasing	\$ 782,629	\$ 897,085	\$ 931,494	3.8%
12431	Postage	1,990	12,000	12,000	0.0%
Total By Program		\$ 784,618	\$ 909,085	\$ 943,494	3.8%

Goals

- Implement comprehensive procurement policy and procedures.
- Promote new acquisition techniques.
- Promote NAACP Fair Share Agreement to increase contract opportunities for Small, Women, and Minority (SWAM) vendors.

Performance Measures	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Requisitions converted to purchase orders	1,406	1,214	1,310	7.9%
Solicitations created	142	102	122	19.6%
New contracts initiated	179	117	148	26.5%
Total volume of mail processed	130,500	130,500	130,600	0.1%
Mail delivery locations serviced (on/off campus)	43	43	43	0.0%
Value of purchase orders issued (in millions)	\$138	\$455	\$297	-35%

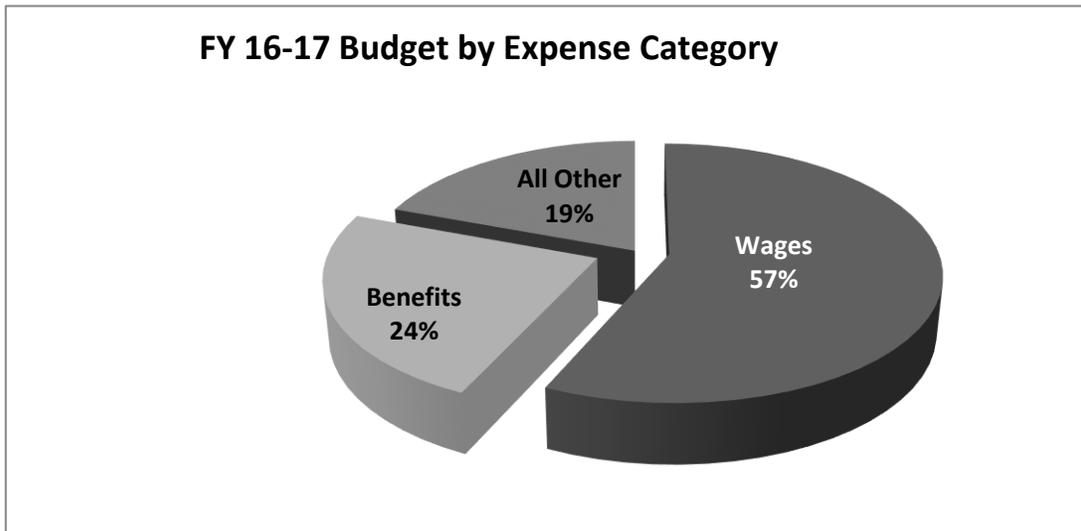
Purchasing Office

112011

Budget Highlights:

- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase. The decrease in benefits is largely due to a reduction in the amount allocated for Other Post Employment Benefits (OPEB).
- The majority of the reductions made in purchased services is for decreases in the allocation for maintenance contracts.
- The increase in internal service charges is largely due to the increase in the charges for information technology.
- The increase in other expenditures is mostly due to the increased budgeted amount for training.

Requirements:	FY 14-15 Actual	FY 15-16 Budget	FY 16-17 Budget	Change from prior year
Salaries and wages	\$ 407,069	\$ 528,552	\$ 535,982	1.4%
Employee benefits	182,552	238,050	224,571	-5.7%
Purchased services	66,677	17,580	725	-95.9%
Internal service charges	78,447	60,745	114,701	88.8%
Other expenditures	43,232	59,227	62,584	5.7%
Materials	6,642	4,931	4,931	0.0%
Total Expenses/Requirements:	\$ 784,618	\$ 909,085	\$ 943,494	3.8%



Purchasing Office

112011

Personnel:		FY 14-15	FY 15-16	FY 16-17	Change from
Grade	Positions	Budget	Budget	Budget	prior year
104	Mail Clerk	0.75	0.63	0.63	(0.01)
105	Office Assistant I	0.63	0.00	0.00	0.00
107	Office Assistant II	0.00	1.00	1.00	0.00
107	Courier	1.00	1.00	1.00	0.00
109	Office Specialist I	0.63	0.00	0.00	0.00
115	Office Coordinator	1.00	1.00	1.00	0.00
118	Procurement Specialist I	2.00	2.00	2.00	0.00
122	Procurement Specialist II	3.00	3.00	3.00	0.00
126	Procurement Contract Spec.	1.00	1.00	1.00	0.00
130	Procurement Supervisor	1.00	1.00	1.00	0.00
132	Procurement Administrator	1.00	1.00	1.00	0.00
Total Department Personnel		12.00	11.63	11.63	(0.01)

Operating Revenues		FY 14-15	FY 15-16	FY 16-17	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	<u>General Fund</u>				
	Miscellaneous Revenue	\$ 6,685	\$ -	\$ -	0.0%
	Recovered Costs	38,148	-	-	0.0%
	Total Revenues	\$ 44,833	\$ -	\$ -	0.0%
	General Fund Support	739,785	909,085	943,494	3.79%
	Total Fund 100 Resources	\$ 784,618	\$ 909,085	\$ 943,494	3.79%

Budget by Fund:

100 General Fund	\$ 784,618	\$ 909,085	\$ 943,494	3.8%
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