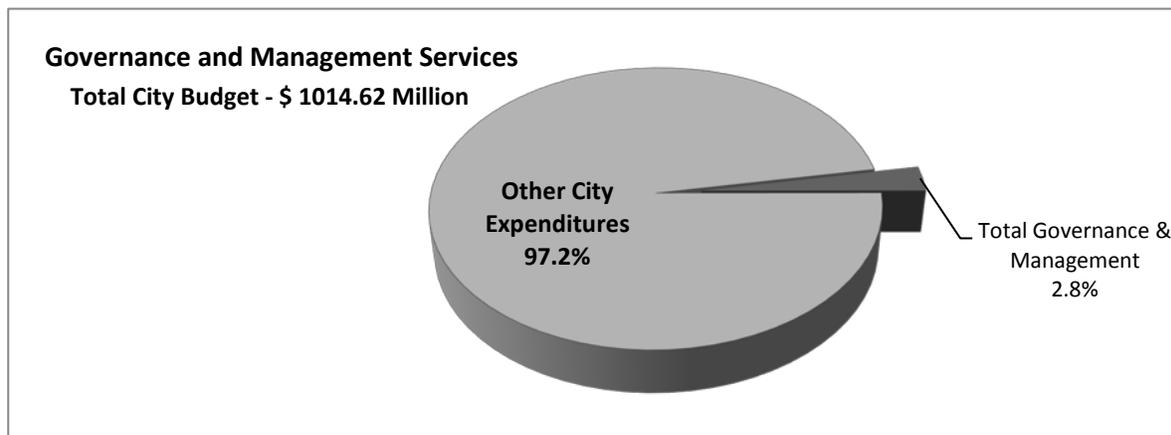


Governance and Management Services

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Elected or Appointed Officials:				
100000 City Council and Mayor	\$ 349,769	\$ 372,962	\$ 391,203	4.9%
110000 City Manager	1,540,494	1,781,970	1,843,524	3.5%
120000 City Attorney	1,946,178	2,570,698	2,725,475	6.0%
170000 City Auditor	729,830	801,398	838,085	4.6%
130000 City Clerk	502,983	588,603	579,373	-1.6%
220000 City Treasurer	4,228,604	5,155,466	5,299,824	2.8%
111060 Registrar/Elections	1,304,787	1,189,908	1,231,961	3.5%
250000 Commissioner of the Revenue	3,407,370	3,600,698	3,745,992	4.0%
140000 Real Estate Assessor	2,006,189	2,324,714	2,553,371	9.8%
Other City Departments:				
111010 Budget	647,385	674,287	695,834	3.2%
112015 Customer Contact Center	721,932	739,804	888,209	20.1%
111020 Finance	2,342,771	2,586,465	2,750,746	6.4%
111030 Human Resources	2,095,919	2,144,382	2,353,324	9.7%
113050 Public Communications	1,198,341	1,291,937	1,304,653	1.0%
112011 Purchasing	806,076	943,494	957,563	1.5%
Total Expenditures	\$ 23,828,628	\$ 26,766,786	\$ 28,159,137	5.2%
Less Billings to Other Departments	(125,440)	(200,000)	(200,000)	
Total Governance & Management	\$ 23,703,188	\$ 26,566,786	\$ 27,959,137	5.2%



Governance and Management Services

Summary

Operating Revenues	FY 15-16	FY 16-17	FY 17-18	Change from
Resource	Actual	Budget	Budget	prior year
Permit & License Fees	\$ 171	\$ -	\$ -	0.0%
Use of Money and Property	346,496	-	-	0.0%
Charges for Services	1,373,813	1,043,400	1,208,800	15.9%
Miscellaneous Revenue	198,172	227,200	227,200	0.0%
Recovered Costs	183,292	10,100	10,100	0.0%
State Shared Expenses	823,610	800,600	823,600	2.9%
Total Revenues	\$ 2,925,554	\$ 2,081,300	\$ 2,269,700	9.1%
General Fund Support	20,810,331	23,954,720	25,203,671	5.2%
Use of fund balance assignment:	92,743	730,766	685,766	-6.2%
Total Resources	\$ 23,828,628	\$ 26,766,786	\$ 28,159,137	5.2%

- 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.
- Miscellaneous Revenue includes billings to departments for risk management charges and a small amount 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).
- 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".

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
11010 City Council/Office of Mayor	\$ 349,769	\$ 372,962	\$ 391,203	4.9%

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:

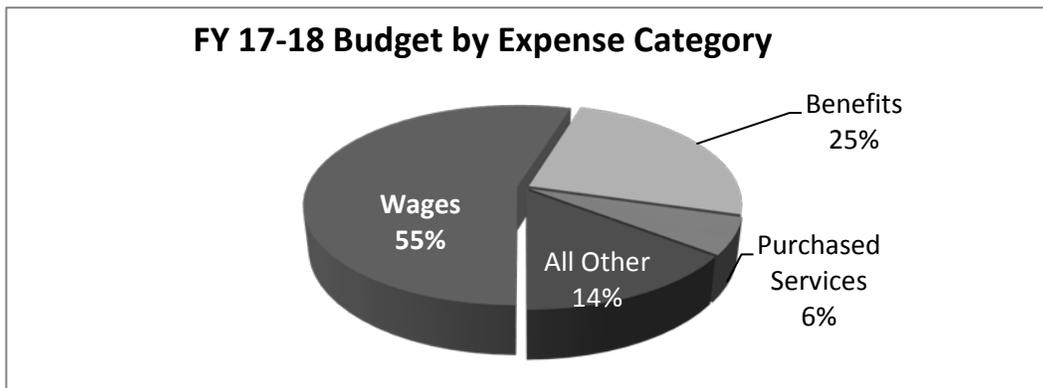
- Internal service charges increased due to Information Technology allocated costs.
- Other expenditures increased due to joining National League of Cities. The membership fee was \$ 12,468.

Performance Measures	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	prior year
# Board & Commission appointments	189	210	200	-4.8%
# Board & Commission resignations accepted	75	70	75	7.1%
# of resolutions considered and/or passed	65	75	75	0.0%
# of ordinances considered and/or passed	123	190	175	-7.9%

City Council/Office of Mayor

100000

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 208,999	\$ 209,000	\$ 214,225	2.5%
Employee benefits	82,877	94,317	96,768	2.6%
Purchased services	23,166	23,000	23,000	0.0%
Internal service charges	16,888	14,531	16,628	14.4%
Other expenditures	17,477	23,114	35,582	53.9%
Materials	362	9,000	5,000	-44.4%
Total Expenses/Requirements:	\$ 349,769	\$ 372,962	\$ 391,203	4.9%



Personnel:		FY 15-16 Actual	FY 16-17 Budget	FY 17-18 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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12110 City Manager	\$ 1,540,494	\$ 1,781,970	\$ 1,843,524	3.5%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
# of citizen and City Council inquiries	1,020	1,200	1,000	-17%
# of agenda items processed for City Council action	253	300	300	0%
# of Council Package items	1,179	1,400	1,250	-11%

Budget Highlights:

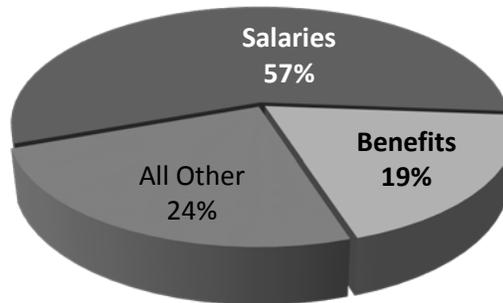
- The decrease in salaries is due to personnel changes.
- The increase in benefits is due to health insurance costs.
- Internal service charges increased due to Information Technology allocated costs.
- Other expenditures increase is due to a change in costs related to Federal Advocacy Services.
- Dues and membership cost increased due to rejoining the Virginia Institute of Government. The annual fee is \$ 16,870

City Manager

110000

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 865,989	\$ 1,057,912	\$ 1,046,379	-1.1%
Employee benefits	278,868	335,153	347,008	3.5%
Purchased services	8,364	30,445	30,155	-1.0%
Internal service charges	67,321	73,275	56,172	-23.3%
Other expenditures	246,384	223,067	285,071	27.8%
Materials	8,844	6,977	6,728	-3.6%
Dues and Memberships	64,756	55,141	72,011	30.6%
Total Expenses/Requirements:	\$ 1,540,526	\$ 1,781,970	\$ 1,843,524	3.5%

FY 17-18 Budget by Expense Category



Personnel:		FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Grade	Positions				
107	Office Assistant II	0.50	0.50	0.00	-0.50
109	Office Specialist I	0.00	0.00	0.63	0.63
120	Administrative Assistant II	3.00	3.00	3.00	0.00
127	Administrative Assistant III	0.00	0.00	1.00	1.00
128	Executive Assistant	1.00	1.00	1.00	0.00
128	Records Manager	0.00	1.00	1.00	0.00
135	Assistant to the City Manager	2.00	2.00	0.00	-2.00
146	Deputy City Manager	2.00	2.00	3.00	1.00
Unclass.	City Manager	1.00	1.00	1.00	0.00
Total Department Personnel		9.50	10.50	10.63	0.13

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12210 City Attorney	\$ 1,820,738	\$ 2,370,698	\$ 2,525,475	6.5%
12551 Risk Management Legal	125,440	200,000	200,000	0.0%
Total By Program	\$ 1,946,178	\$ 2,570,698	\$ 2,725,475	6.0%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
# of formal written legal opinions	2,487	2,689	2,743	2.0%
# of verbal legal opinions	15,812	16,773	17,108	2.0%
# of legal documents drafted	6,644	6,904	7,111	3.0%
# of legal documents reviewed	12,481	12,766	13,149	3.0%
# of court appearances and depositions	1,933	2,577	2,654	3.0%
# of meetings attended	10,243	10,418	10,626	2.0%

Budget Highlights:

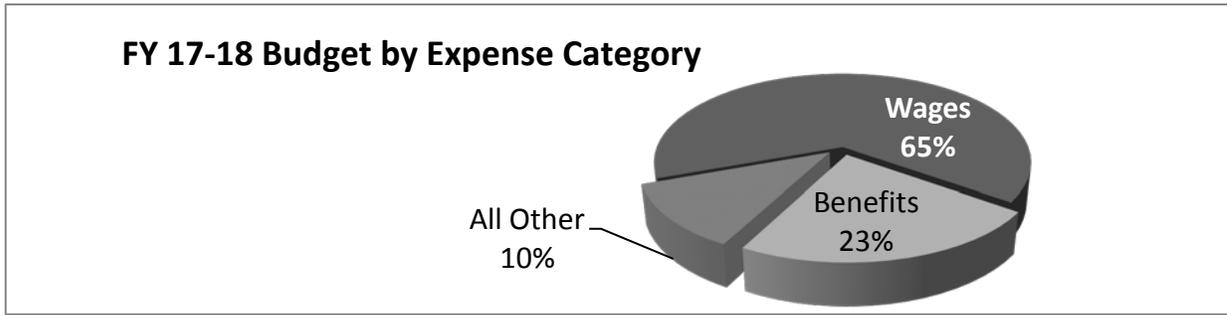
- The increase in Salaries is due to a 2.5% pay increase and market adjustments.
- Benefits increased due to Salary increases and Health costs.
- Internal service charges increased due to Information Technology allocated costs.
- Other expenditures increase is due to additional travel costs.
- Materials increase is due to cost of providing office space, furniture and equipment for Assistant Attorney III position currently unfilled.

City Attorney

120000

	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Requirements:				
Salaries and wages	\$ 1,282,924	\$ 1,720,492	\$ 1,780,546	3.5%
Employee benefits	465,251	606,473	626,822	3.4%
Purchased services	18,822	56,776	56,776	0.0%
Internal service charges	56,237	62,144	87,891	41.4%
Other expenditures	34,799	76,681	82,714	7.9%
Materials	50,251	48,132	90,726	88.5%
Capital Outlay	37,894	-	-	N/A
Total Expenses/Requirements:	\$ 1,946,178	\$ 2,570,698	\$ 2,725,475	6.0%

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



Personnel: Grade	Positions	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
115	Legal Secretary II	2.63	3.00	2.00	-1.00
118	Paralegal	1.00	2.00	2.00	0.00
120	Paralegal II	1.00	0.00	0.00	0.00
122	Executive Assistant	1.00	1.00	1.00	0.00
129	Assistant City Attorney I	1.00	1.00	1.00	0.00
131	Assistant City Attorney II	1.00	1.00	2.00	1.00
137	Assistant City Attorney III	6.00	6.00	5.00	-1.00
137	Assistant City Attorney III (Special Project - Dominion Blvd)	1.00	1.00	1.00	0.00
138	Assistant City Attorney IV	1.00	3.00	3.00	0.00
139	Deputy City Attorney	3.00	2.00	2.00	0.00
Unclass.	City Attorney	1.00	1.00	1.00	0.00
Unclass.	Encore Deputy City Attorney	0.05	0.00	0.00	0.00
Total Department Personnel		19.68	21.00	20.00	-1.00

City Attorney

120000

Budgeted Resources:		FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior Year
100	<u>General Fund</u>				
	Charges for Services	\$ 2,724	\$ -	\$ 6,600	100.0%
	Recovered Costs	5,943	-	-	0.0%
	Total Revenues	\$ 8,667	\$ -	\$ 6,600	100.0%
	General Fund Support	1,812,071	2,370,698	2,518,875	6.3%
	Total Resources	\$ 1,820,738	\$ 2,370,698	\$ 2,525,475	6.5%
606	<u>Internal Service Fund</u>				
	Miscellaneous Revenue	\$ 125,440	\$ 200,000	\$ 200,000	0.0%
	Total Revenues	125,440	200,000	200,000	0.0%
	 Combined Resources	 \$ 134,107	 \$ 200,000	 \$ 206,600	 3.3%
	General Fund Support	1,812,071	2,370,698	2,518,875	6.3%
	Total Resources	\$ 1,946,178	\$ 2,570,698	\$ 2,725,475	6.0%

Budget by Fund:

100	General Fund	\$ 1,820,738	\$ 2,370,698	\$ 2,525,475	6.5%
606	Self Insurance/Risk Management	125,440	200,000	200,000	0.0%
	Total by Fund	\$ 1,946,178	\$ 2,570,698	\$ 2,725,475	6.0%

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 15-16	FY 16-17	FY 17-18	Change from
		Actual	Budget	Budget	prior year
12240	Audit Services	\$ 584,128	\$ 614,178	\$ 647,170	5.4%
12241	Independent Audit	145,702	187,220	190,915	2.0%
Total By Program		\$ 729,830	\$ 801,398	\$ 838,085	4.6%

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 15-16	FY 16-17	FY 17-18	Change from
	Actual	Budget	Budget	prior year
Performance/Special Audits completed	4	4	4	0.0%
Audit recommendations made	27	30	30	0.0%
Audit recommendations implemented	90%	90%	90%	0.0%
Technical assistance projects	10	10	10	0.0%
Technical assistance hours	364	500	500	0.0%
Fraud hotline investigations	12	12	12	0.0%

City Auditor

170000

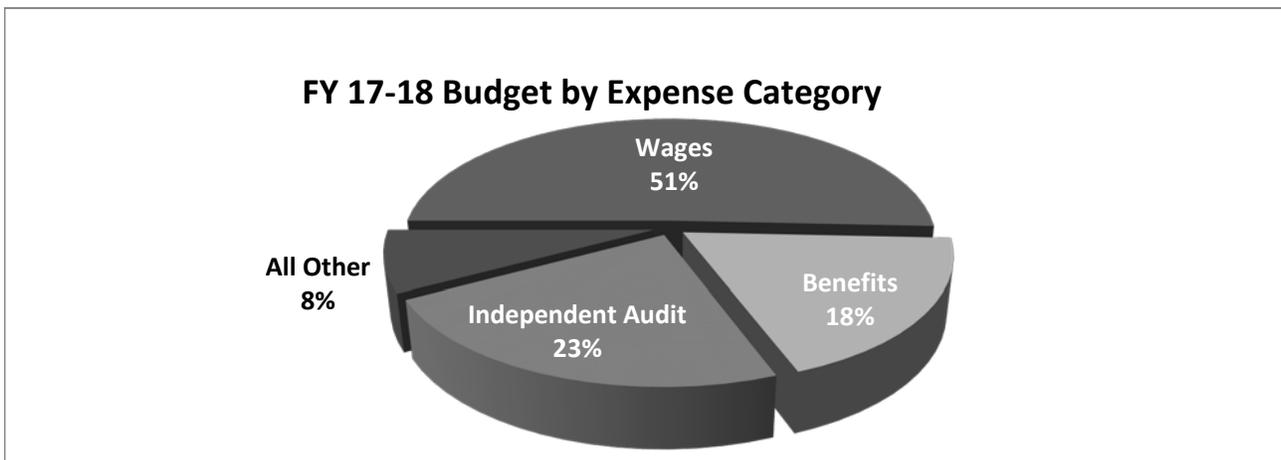
Budget Highlights:

- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase. The increase in benefits is largely due to an increase in the amount allocated for health insurance.
- The majority of the change in internal service charges is due to the decrease 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 staff training.
- The increase in materials is due to an increased allowance for office supplies and computer software. The department will be purchasing an automated work paper system to replace their current manual process in an effort to improve audit efficiency.
- The audit charges noted here exclude portions that are allocated to enterprise funds (Public Utilities, Stormwater, and Chesapeake Transportation System).

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%. The current contract runs through June 30, 2017. Costs are expected to increase, but the exact amounts are unknown at this time.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 395,618	\$ 413,698	\$ 424,939	2.7%
Employee benefits	153,884	149,167	155,656	4.4%
Independent Audit	146,116	187,220	191,545	2.3%
Internal service charges	23,020	32,722	27,246	-16.7%
Other expenditures	10,853	17,303	17,853	3.2%
Materials	339	1,288	20,846	1518.5%
Total Expenses/Requirements:	\$ 729,830	\$ 801,398	\$ 838,085	4.6%



City Auditor

170000

Personnel:		FY 15-16	FY 16-17	FY 17-18	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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
11020 City Clerk	\$ 502,983	\$ 588,603	\$ 579,373	-1.6%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
#Council Mtgs, Work Sessions, Special Mtgs attended	79	78	78	0%
# Resolutions processed	73	75	75	0%
# Ordinances processed	123	190	125	-34%
# Agreements processed	26	35	35	0%
# Newspaper ads run	46	30	50	67%
# Certificates & Proclamations	500	380	400	5%
# Passports Processed	2,430	2,100	2,100	0%
# Boards & Commission appointments, resignations & purge letters processed	189	210	190	-10%
# Correspondence prepared for Mayor & City Council	2,200	1,300	2,200	69%
# Records scanned - permanent storage	200	200	200	0%
# Record destruction requests processed	145	102	145	42%

City Clerk

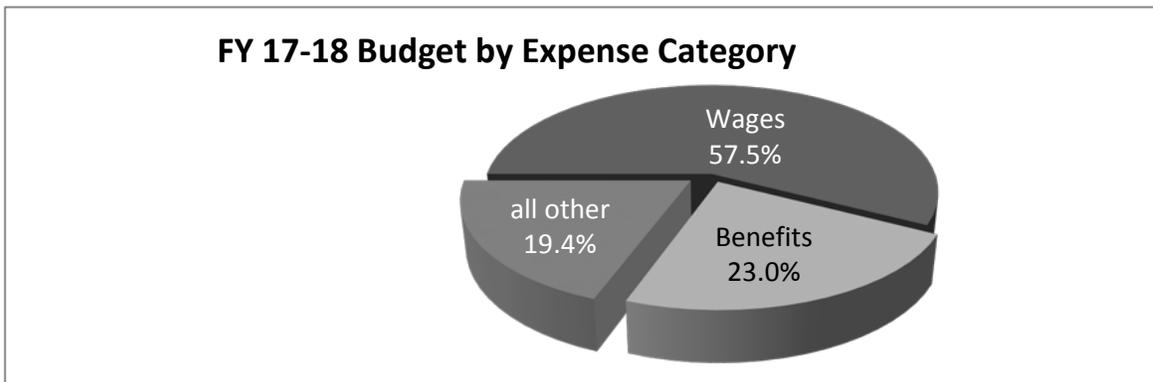
130000

Budget Highlights:

- The reduction in salaries is due to change in personnel.
- The increase in benefits is largely due to health insurance.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 267,228	\$ 347,951	\$ 333,409	-4.2%
Employee benefits	93,366	128,753	133,536	3.7%
Purchased services	54,403	16,000	16,000	0.0%
Internal service charges	57,742	49,844	50,373	1.1%
Other expenditures	20,434	33,203	33,203	0.0%
Materials	9,810	12,852	12,852	0.0%
Total Expenses/Requirements:	\$ 502,983	\$ 588,603	\$ 579,373	-1.6%

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



Personnel:		FY 15-16	FY 16-17	FY 17-18	Change from
Grade	Positions	Actual	Budget	Budget	prior year
105	Office Assistant I	1.00	1.00	1.00	0.00
109	Office Specialist I	1.00	1.00	1.00	0.00
120	Administrative Assistant II	1.00	1.00	1.00	0.00
120	Deputy City Clerk	2.00	2.00	2.00	0.00
128	Chief Deputy City Clerk	1.00	1.00	1.00	0.00
Unclass.	City Clerk	1.00	1.00	1.00	0.00
Total Department Personnel		7.00	7.00	7.00	0.00

City Clerk

130000

Operating Revenues		FY 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 54,035	\$ 79,900	\$ 90,800	13.6%
	Recovered Costs	12,903	-	-	0.0%
	Total Revenues	\$ 66,938	\$ 79,900	\$ 90,800	13.6%
	General Fund Support	436,045	508,703	488,573	-3.96%
	Total Resources	\$ 502,983	\$ 588,603	\$ 579,373	-1.57%

Budget by Fund:

100	General Fund	\$ 502,983	\$ 588,603	\$ 579,373	-1.6%
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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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12410 City Treasurer	\$ 4,228,604	\$ 5,155,466	\$ 5,299,824	2.8%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Billing & Collections				
Tax & stormwater bills	145,173	110,000	145,173	31.98%
Delinquent notices	425,269	425,269	425,269	0.00%
Bankruptcy claims	381	100	381	281.00%
Bankruptcy motions	1,294	1,481	1,294	-12.63%
Bankruptcy discharges	469	350	469	34.00%
Bankruptcy payments	448	650	448	-31.08%
Miscellaneous invoices	68,532	45,964	68,532	49.10%
Animal licenses	27,046	40,117	27,046	-32.58%
Active Utility Accounts	64,423	65,350	65,700	0.54%
Mortgage bills	53,349	52,600	53,349	1.42%
Personal property tax bills	296,764	285,178	296,764	4.06%
Current stormwater bills	103,572	75,653	103,572	36.90%
EMS invoices (new)	89,211	92,472	93,400	1.00%
Legal action notices	34,698	35,000	34,698	-0.86%
Investment Management				
* Investments (ADB, millions)	\$413.9	\$420.0	\$440.0	4.76%
Effective Rate of Return	0.59%	0.60%	0.80%	33.33%

Notes: * ADB - Average Daily Balance for Fiscal Year

City Treasurer

220000

Budget Highlights:

- Funding is provided to maintain current service levels.
- Funding from vehicle license penalty revenues, reserved for this purpose, will continue to contribute to the maintenance of some positions, as in the past.
- The department will continue oversight or collaboration in development of automated processes, including software development for tracking returned checks, updating batch collection software, revision of mainframe real estate and personal property software, imaging of documents, and other initiatives.
- Salaries reflect a 2.5% pay increase effective July 2017, along with a performance pay wage increase and a 2% increase in the base pay scale affecting vacant positions.

Emerging Budget Issues

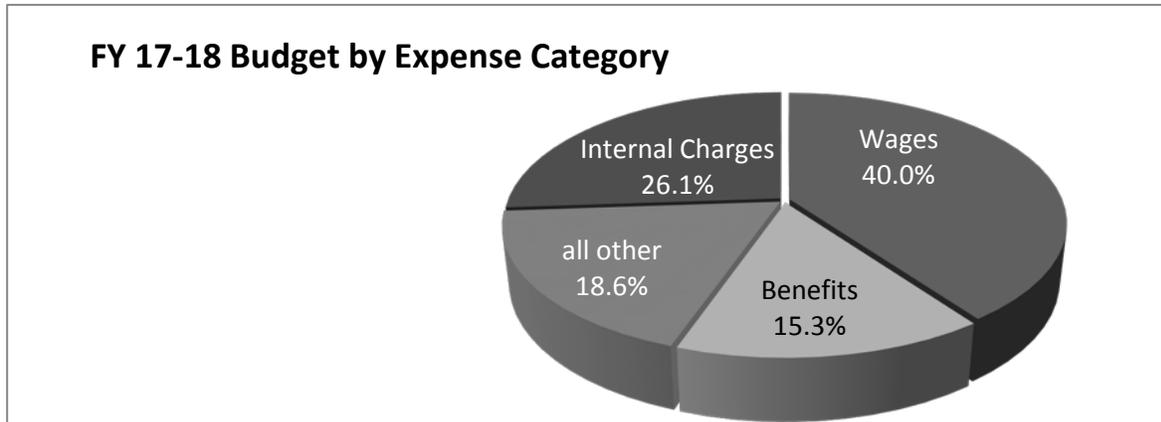
- As new automated systems come online, the department will review its staffing configuration and may request modifications based on this review.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 1,559,687	\$ 2,079,320	\$ 2,121,865	2.0%
Employee benefits	658,011	761,061	810,410	6.5%
Purchased services	171,704	293,623	293,623	0.0%
Internal service charges	1,228,159	1,278,644	1,384,108	8.2%
Other expenditures	492,211	540,633	540,633	0.0%
Materials	118,832	149,185	149,185	0.0%
Capital Outlay	-	53,000	-	-100.0%
Total Expenses/Requirements:	\$ 4,228,604	\$ 5,155,466	\$ 5,299,824	2.8%

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

City Treasurer

220000



Personnel:		FY 15-16	FY 16-17	FY 17-18	Change from
Grade	Positions	Actual	Budget	Budget	prior year
105	Office Assistant I	0.00	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	1.25	1.25	1.25	0.00
114	Customer Service Clerk III	12.88	12.88	12.88	0.00
115	Office Coordinator	1.00	0.00	0.00	0.00
117	Collection Agent I*	2.63	3.88	3.88	0.00
118	Customer Service Supervisor	4.00	4.00	4.00	0.00
119	Collection Agent II	1.00	1.00	1.00	0.00
123	Accountant I	2.00	2.00	2.00	0.00
125	Accountant II	1.00	1.00	1.00	0.00
126	Investment Analyst	1.00	1.00	1.00	0.00
127	Deputy City Treasurer	1.00	1.00	1.00	0.00
127	Accountant III	1.00	1.00	1.00	0.00
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*		49.65	49.90	49.90	0.00

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

City Treasurer

220000

Operating Revenues		FY 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Permit & License Fees	\$ 171	\$ -	\$ -	0.0%
	Use of Money and Property	346,496	-	-	0.0%
	Charges for Services	992,611	891,000	955,800	7.3%
	Miscellaneous Revenue	68,937	27,200	27,200	0.0%
	Recovered Costs	80,655	100	100	0.0%
	State Shared Expenses	378,762	372,300	378,800	1.7%
	Total Revenues	\$ 1,867,632	\$ 1,290,600	\$ 1,361,900	5.5%
	Use of Assigned Fund Balance	92,743	730,766	685,766	-6.2%
	General Fund Support	2,268,229	3,134,100	3,252,158	3.8%
	Total Resources	\$ 4,228,604	\$ 5,155,466	\$ 5,299,824	2.80%

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	\$ 4,228,604	\$ 5,155,466	\$ 5,299,824	2.8%
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Registrar

111060

Description:

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

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

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

Budget by Program	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
13100 Registrar/Electoral Board	\$ 1,110,272	\$ 1,082,797	\$ 1,231,961	13.8%
13101 Election Workers	194,515	107,111	-	-100.0%
Total By Program	\$ 1,304,787	\$ 1,189,908	\$ 1,231,961	3.5%

Goals

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

Performance Measures	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
# of registered voters as of November General Election	148,023	155,000	155,000	0.0%
Absentee Ballots Cast in November General Election	1,250	13,041	2,500	-80.8%
Total Ballots Cast in November General Election	18,844	123,375	63,000	-48.9%
# of voting precincts	64	64	64	0.0%
# of elections held in FY	4	2	3	50.0%

Budget Highlights:

- Program 13101 (Election Workers) have been merged into the department's main program (13100 - Registrar/Electoral Board). All funding for the department will be contained in one program effective July 1, 2017.
- Funding has been included in salaries and wages for a 2.5% pay increase. Funding for seasonal workers has been included to provide for three elections. The increase in benefits is largely due to an increase in the amount allocated for health insurance.

Registrar

111060

Budget Highlights Continued:

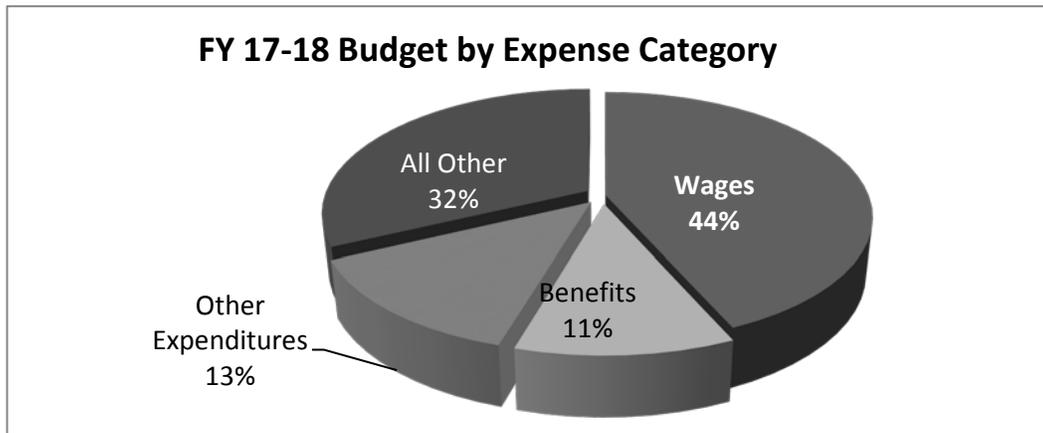
- Costs for items associated with an election varies based on voter turnout, the number, and the type of election held. Purchased services increased due to an increased allocation for repairs, maintenance contracts, advertising, and printing & binding services.
- Internal service charge decreases are largely due to decreased costs for information technology.
- The other expenditures category increased due to increased amounts allotted for postage & freight, and equipment and polling site rentals.
- The FY17 budget included funding for additional office supplies that were a one time purchase which were not included in the FY18 budget, which is why the materials category shows a decline in expenditures.

Emerging Budget Issues

- Fluctuating costs associated with elections.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 577,419	\$ 507,307	\$ 534,211	5.3%
Employee benefits	118,048	134,079	137,715	2.7%
Purchased services	175,699	87,253	194,471	122.9%
Internal service charges	214,963	182,835	171,003	-6.5%
Other expenditures	178,246	139,909	164,561	17.6%
Materials	40,412	138,525	30,000	-78.3%
Total Expenses/Requirements:	\$ 1,304,787	\$ 1,189,908	\$ 1,231,961	3.5%

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



Registrar

111060

Personnel:		FY 15-16	FY 16-17	FY 17-18	Change from
Grade	Positions	Budget	Budget	Budget	prior year
111	Assistant Registrar I	4.51	2.51	2.51	0.00
115	Assistant Registrar II	0.00	2.00	2.00	0.00
119	Administrative Assistant I	1.00	0.00	0.00	0.00
119	Voter Registration/Technology Coordinator	0.00	1.00	1.00	0.00
121	Deputy Registrar	1.00	1.00	1.00	0.00
Unclass.	General Registrar	1.00	1.00	1.00	0.00
Unclass.	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 15-16	FY 16-17	FY 17-18	Change from
		Actual	Budget	Budget	prior year
100	General Fund				
	State Shared Expenses	\$ 87,302	\$ 76,800	\$ 87,300	13.7%
	Total Revenues	\$ 87,404	\$ 76,800	\$ 87,300	13.7%
	General Fund Support	1,217,383	1,113,108	1,144,661	2.83%
	Total Resources	\$ 1,304,787	\$ 1,189,908	\$ 1,231,961	3.53%

Budget by Fund:

100	General Fund	\$ 1,304,787	\$ 1,189,908	\$ 1,231,961	3.5%
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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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12310 Commissioner of the Revenue	\$ 3,407,370	\$ 3,600,698	\$ 3,745,992	4.0%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Business licenses issued	20,168	20,300	20,500	1.0%
Percent of special taxes collected	99.0%	99.0%	99.0%	0.0%
Business audits	46	100	100	0.0%
Personal property assessments	312,400	314,000	317,000	1.0%
Applications for tax relief and disabled veteran exemption	3,379	3,400	3,400	0.0%
Special tax accounts	1,048	1,100	1,100	0.0%
DMV Select Transactions	25,418	30,000	33,000	10.0%

Commissioner of the Revenue

250000

Budget Highlights:

- Salaries reflect a 2.5% pay increase effective July 2017, along with a performance pay wage increase and a 2% increase in the base pay scale affecting vacant positions.
- Reclassifications:
 One full time Business Tax Manager is from Pay Grade (PG) 128 to PG 130.
 One full time Customer Service Clerk III, PG 114, to Account Technician III, PG 116.
 One full time Auditor, PG 127, to Audit Supervisor, PG 128.
- Funding for temporary clerical services to support DMV Select program is increased to meet growth in service demand. Cost is offset by increased revenues.
- Funding for postage is increased to meet growth in volumes and rates.

Emerging Budget Issues

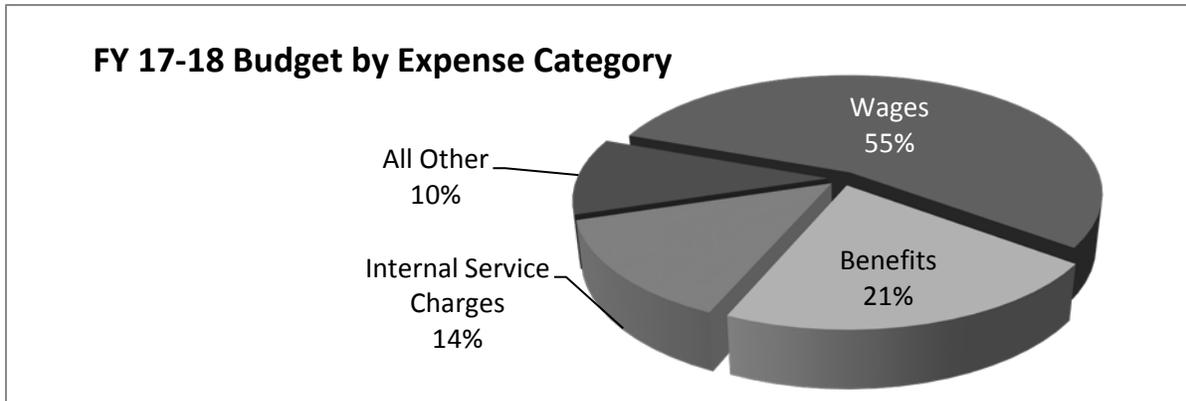
- Personal Property & Tax Relief functions will benefit from expanded use of temporary employees for DMV-Select services during peak periods, allowing the department to redirect the knowledge, skills and abilities of fulltime staff to investigation and verification work that will produce significant, measurable revenue and cost savings for the City.
- Retention of skilled, experienced staff through reclassifications to reflect comparable 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.
- Personal Property re-write, as well as other legacy systems are being converted to .NET environment. As of this date, it is uncertain as to when these systems will be operational. Testing of new systems could go into FY18.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 1,888,024	\$ 2,004,812	\$ 2,042,908	1.9%
Employee benefits	745,313	735,183	802,143	9.1%
Purchased services	78,020	81,195	124,395	53.2%
Internal service charges	437,777	497,515	513,224	3.2%
Other expenditures	165,801	167,836	175,976	4.8%
Materials	58,939	88,436	87,346	-1.2%
Capital outlay	33,496	25,721	-	-100.0%
Total Expenses/Requirements:	\$ 3,407,370	\$ 3,600,698	\$ 3,745,992	4.0%

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

Commissioner of the Revenue

250000



Personnel:

Grade	Positions	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
109	Office Specialist I	1.13	1.13	1.13	0.00
112	Customer Service Clerk II	5.55	2.55	2.55	0.00
114	Customer Service Clerk III	11.00	14.00	13.00	(1.00)
114	Account Technician II	3.00	3.00	3.00	0.00
116	Account Technician III	1.00	1.00	2.00	1.00
117	Business Tax Specialist I	4.00	4.00	4.00	0.00
118	Customer Service Supervisor	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	3.55	(1.00)
128	Audit Supervisor	0.00	0.00	1.00	1.00
128	Business Tax Manager	1.00	1.00	0.00	(1.00)
130	Business Tax Manager	0.00	0.00	1.00	1.00
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	42.23	0.00

Commissioner of the Revenue

250000

Operating Revenues		FY 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 135,808	\$ 60,600	\$ 147,800	143.9%
	Recovered Costs	176	-	-	0.0%
	State Shared Expenses	357,546	351,500	357,500	1.7%
	Total Revenues	\$ 493,530	\$ 412,100	\$ 505,300	22.6%
	General Fund Support	2,913,840	3,188,598	3,240,692	1.63%
	Total Resources	\$ 3,407,370	\$ 3,600,698	\$ 3,745,992	4.04%

Budget by Fund:

100	General Fund	\$ 3,407,370	\$ 3,600,698	\$ 3,745,992	4.0%
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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 15-16	FY 16-17	FY 17-18	Change from
Budget by Program		Actual	Budget	Budget	prior year
12320	Real Estate Assessor	\$ 2,003,734	\$ 2,320,381	\$ 2,549,038	9.9%
12330	Board of Equalization	2,455	4,333	4,333	0.0%
Total By Program		\$ 2,006,189	\$ 2,324,714	\$ 2,553,371	9.8%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Real Estate Assessor				
Number of parcels	87,500	89,500	91,500	2.2%
Percent of parcels taxable	98.0%	98.0%	98.0%	0.0%
Permits appraised	4,700	4,700	5,000	6.4%
Ownership transfers	6,000	6,800	7,000	2.9%
Plats processed	250	260	265	1.9%
Board of Equalization				
Applications received	30	30	25	-16.7%
Hearings	15	15	12	-20.0%

Real Estate Assessor

140000

Budget Highlights:

Real Estate Assessor

- One full time Office Coordinator, Pay Grade 115, is reclassified to Administrative Assistant I, Pay Grade 119.
- Additional funding is provided to support the recurring cost of a maintenance contract for the Vision CMC System.
- Additional funding is provided for professional memberships and training of new appraisal staff.
- Salaries reflect a 2.5% pay increase effective July 2017, along with a performance pay wage increase and a 2% increase in the base pay scale affecting vacant positions.

Board of Equalization

- The Board will receive level funding.

Emerging Budget Issues

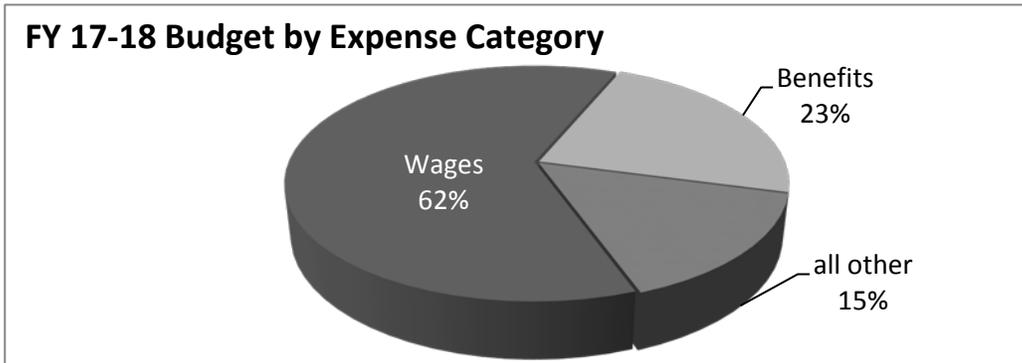
- The department has recently implemented a new Windows/web-based CAMA system (Computer Assisted Mass Appraisal), along with staff development and reorganization as part of the department's short and long term goals. The strategic plan and current business practices are anticipated to evolve considerably 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.
- Training has been completed with the staff on VISION technology in the CAMA system. We have successfully migrated into the new system following a soft launch "go-live" in mid-August 2016 from the legacy system to the new web based system. A component of this will be staff reorganization, planning and training for the future. Continuing Education remains a priority for our appraisers.
- The staff of 14 appraisers have assessed more than 86,003 parcels, or approximately 6,143 parcels per appraiser. While new technology enhances the capacity of current staff, continued growth in number of parcels eventually will require even further additional capacity.
- The department will work with Public Works facility staff to evaluate office space needs and develop a plan for optimal utilization of available space.

Real Estate Assessor

140000

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 1,220,786	\$ 1,493,325	\$ 1,580,651	5.8%
Employee benefits	493,075	537,335	581,869	8.3%
Purchased services	410	454	68,654	15022.0%
Internal service charges	178,082	160,699	198,376	23.4%
Other expenditures	79,351	91,030	93,770	3.0%
Materials	34,485	41,871	30,051	-28.2%
Total Expenses/Requirements:	\$ 2,006,189	\$ 2,324,714	\$ 2,553,371	9.8%

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



Real Estate Assessor

140000

Personnel:		FY 15-16	FY 16-17	FY 17-18	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	3.00	3.00	3.00	0.00
112	Title Clerk I	0.00	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	0.00	(1.00)
119	Administrative Assistant I	0.00	0.00	1.00	1.00
118/119	Real Estate Appraiser I	0.00	2.00	2.00	0.00
120/122	Real Estate Appraiser II	5.00	5.00	5.00	0.00
123	GIS Specialist	1.00	1.00	1.00	0.00
123/125	Real Estate Appraiser III	8.00	7.00	7.00	0.00
126/127	Real Estate Appraiser IV	2.00	2.00	2.00	0.00
129/130	Real Estate Appraiser V	2.00	2.00	2.00	0.00
129	Systems Analyst I	1.00	1.10	1.00	(0.10)
132	Systems Analyst II	1.00	0.00	0.00	0.00
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		29.00	29.10	29.00	(0.10)

Real Estate Appraiser series was upgraded as shown effective October 2016.

Operating Revenues		FY 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 7,563	\$ 6,000	\$ 7,600	26.7%
	Recovered Costs	525	-	-	0.0%
	Total Revenues	\$ 8,088	\$ 6,000	\$ 7,600	26.7%
	General Fund Support	1,998,101	2,318,714	2,545,771	9.79%
	Total Resources	\$ 2,006,189	\$ 2,324,714	\$ 2,553,371	9.84%

Budget by Fund:

100 General Fund	\$ 2,006,189	\$ 2,324,714	\$ 2,553,371	9.8%
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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 financial projections. The department also conducts budget research, inquiry, and reviews and/or prepares budget amendments.

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

Budget by Program	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12440 Budget	\$ 647,385	\$ 674,287	\$ 695,834	3.2%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Agenda item requests completed	192	225	200	-11.1%
Budget transfers processed	32	65	50	-23.1%
City departments monitored	43	43	43	0.0%
# of procurement contracts reviewed	117	100	115	15.0%

Budget Highlights:

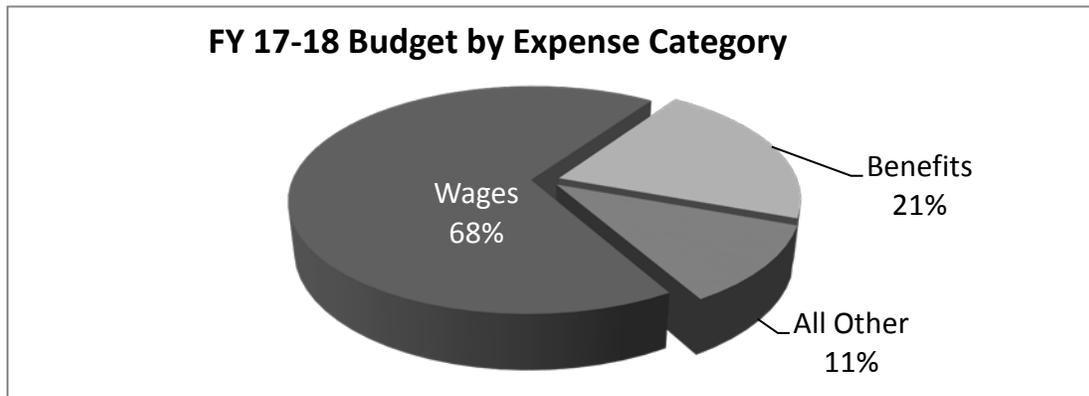
- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase. The increase in benefits is largely due to an increase in the amount allocated for health insurance. The Budget Analyst position title was changed to Budget Analyst I and the Senior Budget Analyst title was changed to Budget Analyst II as a result of the Department of Human Resources' review of the city's General Employee Classification List which lead to a new naming convention.
- The majority of the increase in purchased services is due to the inclusion and increase in the allowance for click charges for the office copier which was previously included in the other expenditures category.
- A decrease in charges for information technology is the reason for the decrease in internal service charges.

Budget Department

111010

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 437,826	\$ 457,779	\$ 472,873	3.3%
Employee benefits	140,556	136,306	145,922	7.1%
Purchased services	28,449	28,575	30,650	7.3%
Internal service charges	31,023	32,591	29,298	-10.1%
Other expenditures	7,266	15,306	13,161	-14.0%
Materials	2,265	3,730	3,930	5.4%
Total Expenses/Requirements:	\$ 647,385	\$ 674,287	\$ 695,834	3.2%

Purchased services include contractual services for software solutions.



Personnel:		FY 15-16 Budget	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Grade	Positions				
113	Office Specialist II	0.63	0.63	0.63	0.00
128	Budget Analyst I	2.63	2.63	2.63	0.00
130	Budget Analyst II	2.00	2.00	2.00	0.00
141	Director of Budget	1.00	1.00	1.00	0.00
Total Department Personnel		6.26	6.26	6.26	0.00

Budgeted Resources:

No direct revenues are allotted or assessed.

Budget by Fund:

100 General Fund	\$ 647,385	\$ 674,287	\$ 695,834	3.2%
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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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
34107 Customer Contact Center	\$ 721,932	\$ 739,804	\$ 888,209	20.1%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
# of citizen requests received and dispatched (phone and web)	302,743	288,500	310,000	7.5%
Inquiries received by phone	201,587	190,000	200,000	5.3%
# of inquiries face-to-face (walk-up)	16,396	15,000	15,000	0.0%
# of inquiries received via Web or Smart phone app	80,212	80,000	92,000	15.0%
Other requests or inquiries	4,548	4,000	3,000	-25.0%

Budget Highlights:

- Salaries and wages include a 2.5% pay increase for all employees. During FY 2016-17 the part-time position was reclassified to Call Center Advocate to better reflect actual duties needed and adjusted to the maximum hours per City policy.
- Employee benefits maintains the Virginia Retirement System rate at 13.71%, Group Life at 1.2%, and disability at 0.6%. Health insurance continues to rise and is the largest contributing factor to the increase in employee benefits. This category also includes Other Post Employment Benefits, workers compensation, and social security/Medicare tax.
- Internal service charges increased for information technology usage. Other expenditures includes an increase in estimated utilities for the new Emergency Operations Center, where the Customer Contact Center will be housed when opened in FY 2018.

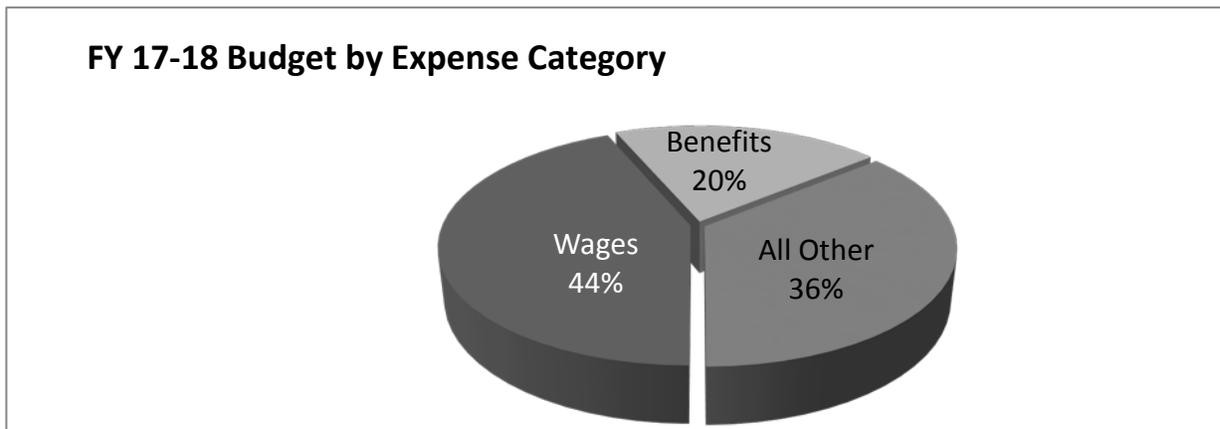
Customer Contact Center

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 348,414	\$ 370,106	\$ 386,781	4.5%
Employee benefits	167,323	164,303	182,295	11.0%
Purchased services & materials	1,592	3,387	4,589	35.5%
Internal service charges	197,958	194,383	300,198	54.4%
Other expenditures	6,645	7,625	14,346	88.1%
Total Expenses/Requirements:	\$ 721,932	\$ 739,804	\$ 888,209	20.1%



Personnel:

Grade	Positions				
106	Data Control Technician I	0.80	0.00	0.00	0.00
112	Call Center Customer Advocate	8.00	8.80	8.63	-0.18
128	Call Center Manager	1.00	1.00	1.00	0.00
Total Department Personnel		9.80	9.80	9.63	-0.18

Budgeted Resources:

No direct resources are allotted or assessed

Budget by Fund:

100 General Fund	\$ 721,932	\$ 739,804	\$ 888,209	20.1%
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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 15-16	FY 16-17	FY 17-18	Change from
		Actual	Budget	Budget	prior year
12420	Finance Director	\$ 2,322,893	\$ 2,536,465	\$ 2,699,746	6.4%
12421	Financial Advisory Services	19,878	50,000	51,000	2.0%
Total By Program		\$ 2,342,771	\$ 2,586,465	\$ 2,750,746	6.4%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Finance Director:				
# of Accounting transactions	17,903	17,000	17,500	2.9%
# of accounts payable vouchers	67,580	65,000	67,000	3.1%
# of P-Card Invoices	5,487	6,200	6,000	-3.2%
# of Escheated check letters issued	204	175	150	-14.3%
# of 1099's issued	426	500	500	0.0%
# of payroll transactions	N/A	N/A	113,200	N/A
# of garnishments, liens, bankruptcies	N/A	N/A	6,100	N/A
# of VRS payroll deductions processed	N/A	N/A	277,500	N/A
# of VRS Navigator maintenance transactions	N/A	N/A	8,100	N/A
# of Medical/Dental/Vision insurance transactions	N/A	N/A	209,000	N/A
# of Medical & Dependent Care Flex transactions	N/A	N/A	33,000	N/A
# of Payroll deductions	N/A	N/A	623,500	N/A
Payroll Training sessions held	N/A	N/A	4	N/A
# of requisitions <\$5,000 processed	2,302	2,500	2,479	-0.8%
# of requisitions processed w/in 2 days	94%	95%	94%	-1.1%
# users attending monthly training	445	875	518	-40.8%
Training sessions held	13	60	65	8.3%
# financial syst. "help" tickets solved	147	240	220	-8.3%
# of OPEB Meetings held	4	4	5	25.0%
Debt Management:				
# of bonds outstanding	457	498	528	6.0%
# of other outstanding debt instruments	17	20	16	-20.0%
\$ outstanding bonds (in millions)	\$635	\$805	\$775	-3.7%
\$ of other debt instruments (in millions)	\$80	\$84	\$81	-3.6%
# of new debt issuances	2	3	-	-100.0%

Finance Department

111020

Budget Highlights:

- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase and four position reclassifications that took place during the FY17 budget year. Benefits increased mostly due to an increase in the allotment for health insurance.
- The full-time Special Project 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 approved to be converted to a regular full-time position effective July 1, 2017.
- The increase in internal service charges is largely attributable to the increase in information technology charges.
- An increase in the amount allocated for computer software is largely the reason for the increase in the materials category.
- The increase in the other expenditures category is due to the increase in the allowance for utilities, travel, and dues/memberships.
- 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.

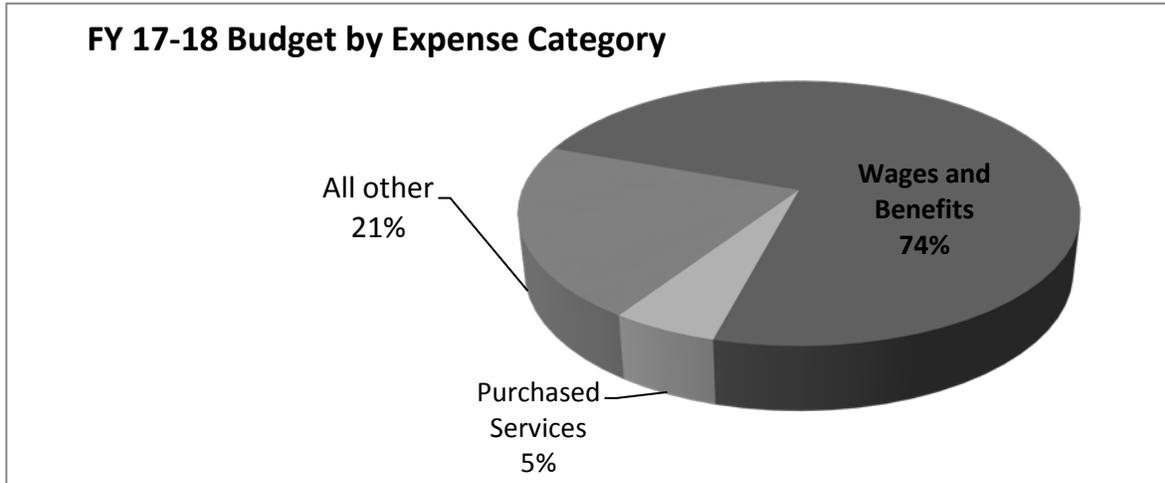
Emerging Budget Issues

- The department will require additional staffing if all employees are converted to a weekly payroll cycle.

	FY 15-16	FY 16-17	FY 17-18	Change from
Requirements:	Actual	Budget	Budget	prior year
Salaries and wages	\$ 1,220,458	\$ 1,429,441	\$ 1,474,592	3.2%
Employee benefits	480,377	512,930	549,511	7.1%
Purchased services	108,608	136,692	143,500	5.0%
Internal service charges	476,036	439,279	505,021	15.0%
Materials	13,937	24,621	32,950	33.8%
Other Expenditures	43,355	43,502	45,172	3.8%
Total Expenses/Requirements:	\$ 2,342,771	\$ 2,586,465	\$ 2,750,746	6.4%

Finance Department

111020



Personnel:		FY 15-16	FY 16-17	FY 17-18	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	1.00	1.00	0.00
122	Payroll Supervisor	1.00	1.00	1.00	0.00
123	Accountant I	1.00	1.00	1.00	0.00
125	Accountant II	1.00	1.00	1.00	0.00
127	Accountant III	3.63	3.63	0.63	(3.00)
127	Grants Accountant III	1.00	1.00	1.00	0.00
127	Accounting Administrator	1.00	1.00	1.00	0.00
129	Financial Systems Analyst	1.00	1.00	1.00	0.00
130	Payroll Manager	1.00	1.00	1.00	0.00
130	Accountant IV	2.00	2.00	5.00	3.00
131*	Debt Manager	1.00	1.00	1.00	0.00
134	Controller	1.00	1.00	1.00	0.00
136	Assistant Director of Finance	1.00	1.00	1.00	0.00
141	Director of Finance	1.00	1.00	1.00	0.00
Total Department Personnel		24.25	25.25	25.25	0.00

*Upgraded during FY17 budget year

Finance Department

111020

Operating Revenues		FY 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 1,210	\$ 5,800	\$ -	-100.0%
	Recovered Costs	57,216	10,000	10,000	0.0%
	Total Revenues	\$ 58,425	\$ 15,800	\$ 10,000	-36.7%
	General Fund Support	2,284,346	2,570,665	2,740,746	6.62%
	Total Fund 100 Resources	\$ 2,342,771	\$ 2,586,465	\$ 2,750,746	6.35%

Budget by Fund:

100 General Fund	\$ 2,342,771	\$ 2,586,465	\$ 2,750,746	6.4%
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Human Resources

111030

Description:

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

Budget by Program	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12220 Human Resources	\$ 2,095,919	\$ 2,144,382	\$ 2,353,324	9.7%

Goals

- Support departments' efforts to attract and retain a high-performing workforce.
- Manage the City's employee benefits program 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.
- Maintain focus on veteran recruitment outreach to include Wounded Warrior internships and Virginia Values Veterans participation.
- Support departments' 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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
# of days for employment application screening (target: <=3 business days)	0.80	3.00	2.50	-16.7%
# of days for review of complete interview packets	N/A	N/A	3.00	100.0%
Learning Offering evaluation scores (5.0 point scale)	4.40	4.00	4.00	0.0%

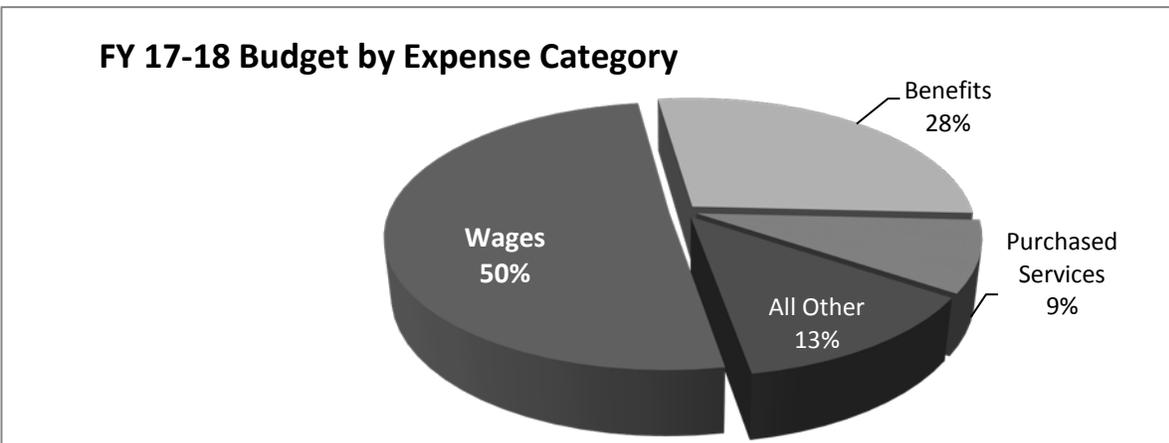
Human Resources

111030

Budget Highlights:

- Funding for a 2.5% pay increase has been included in salaries and wages. The department also had some changes to their personnel complement. One Human Resources Coordinator I was reclassified to a Human Resources Coordinator II and the Special Project Human Resources Generalist I was converted to a regular full-time position. The increase in benefits is mostly due to the increase allotted for health insurance costs. The Human Resources Manager position title was changed to Human Resources Manager I and the Senior Human Resources Manager was changed to Human Resources Manager II as a result of the Department of Human Resources' review of the city's General Employee Classification List which lead to a new naming convention.
- The increase in purchased services is due to an increase in the allowance for professional legal and contractual services. The majority of the additional funding will be used for citywide background check requirements for new employees and for a health insurance audit.
- The increase in internal service charges is largely attributable to the increase in information technology charges.
- The change shown in other expenditures is due to a decrease in the allowance for postage charges.
- The increase in materials is due to the increase allotted for office and computer supplies.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 1,125,443	\$ 1,155,340	\$ 1,189,508	3.0%
Employee benefits	592,518	574,995	659,269	14.7%
Purchased services	114,367	149,550	202,975	35.7%
Internal service charges	210,798	194,638	225,396	15.8%
Other expenditures	34,712	48,859	45,176	-7.5%
Materials	18,081	21,000	31,000	47.6%
Total Expenses/Requirements:	\$ 2,095,919	\$ 2,144,382	\$ 2,353,324	9.7%



Human Resources

111030

Personnel:		FY 15-16	FY 16-17	FY 17-18	Change from
Grade	Positions	Budget	Budget	Budget	prior year
105	Office Assistant I	0.63	0.63	0.63	0.00
S105	Seasonal Office Assistant I	0.00	0.00	0.25	0.25
109	Office Specialist I	1.00	1.00	1.00	0.00
115	Office Coordinator	1.00	1.00	1.00	0.00
115	Human Resources Coordinator I	1.00	1.00	0.00	-1.00
119	Human Resources Coordinator II	2.00	2.00	3.00	1.00
120	Human Resources Specialist I	2.00	3.00	3.00	0.00
S120	Seasonal/Substitute HR Spec I	1.00	1.00	0.75	-0.25
121	Business Applications Spec. I	1.00	0.00	0.00	0.00
124	Human Resources Generalist I	5.00	3.00	4.00	1.00
124	Special Project HR Generalist I	1.00	1.00	0.00	-1.00
127	Human Resources Generalists II	2.00	3.00	3.00	0.00
128	Special Project Mgmt. Analyst	1.00	1.00	0.00	-1.00
131	HR Manager I	2.00	2.00	2.00	0.00
133	HR Manager II	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		23.63	22.63	21.63	-1.00

Budgeted Resources:

No direct revenues are allotted or assessed.

Budget by Fund:

100 General Fund	\$ 2,095,919	\$ 2,144,382	\$ 2,353,324	9.7%
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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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12250 Public Communications	\$ 1,198,341	\$ 1,291,937	\$ 1,304,653	1.0%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
# of TV programs produced	204	227	232	2.2%
# of publications produced	25	24	25	4.2%
# of News Releases	30	35	35	0.0%
# of media inquiries handled (est.)	375	350	350	0.0%
# of visitor packages mailed	100	100	100	0.0%
# of posts to social media (NEW)	200	300	250	-16.7%
# of print advertising	40	13	4	-69.2%

Public Communications

113050

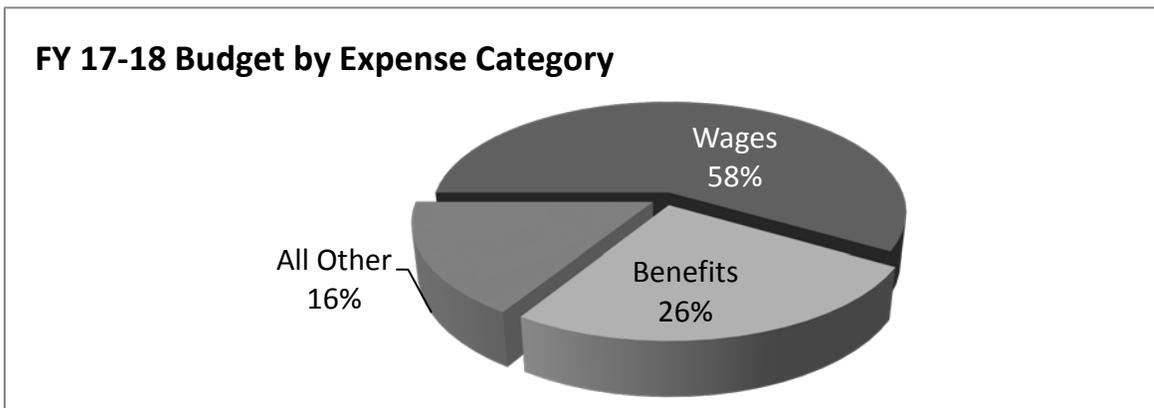
Budget Highlights:

- The increase in Benefits is due to health insurance costs.
- The decrease in Purchased services is due to closed captioning usage being less than was estimated. Fee based on hours of captioned programming.
- Internal service charges increased due to Information Technology allocated costs.
- Materials increased due additional office supplies needed.

Emerging Budget Issues

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

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 709,925	\$ 768,873	\$ 762,113	-0.9%
Employee benefits	303,404	318,957	332,228	4.2%
Purchased services	42,298	61,958	57,055	-7.9%
Internal service charges	99,884	95,840	107,198	11.9%
Other expenditures	19,849	32,550	31,500	-3.2%
Materials	16,381	13,759	14,559	5.8%
Capital Outlay	6,600	-	-	N/A
Total Expenses/Requirements:	\$ 1,198,341	\$ 1,291,937	\$ 1,304,653	1.0%



Public Communications

113050

Personnel:		FY 15-16	FY 16-17	FY 17-18	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 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Charges for Services	\$ 179,862	\$ 100	\$ 200	100.0%
	Total Revenues	179,862	100	200	100.0%
	General Fund Support	1,018,479	1,291,837	1,304,453	0.98%
	Total Fund 100 Resources	\$ 1,198,341	\$ 1,291,937	\$ 1,304,653	0.98%

Budget by Fund:

100 General Fund	\$ 1,198,341	\$ 1,291,937	\$ 1,304,653	1.0%
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Purchasing Office

112011

Description:

Purchasing acquires the supplies, services, construction, 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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
12430	Purchasing	\$ 806,181	\$ 931,494	\$ 945,563	1.5%
12431	Postage	(105)	12,000	12,000	0.0%
Total By Program		\$ 806,076	\$ 943,494	\$ 957,563	1.5%

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 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Requisitions converted to purchase orders	1,674	1,310	1,540	17.6%
Solicitations created	92	122	140	14.8%
New contracts initiated	188	148	175	18.2%
Total volume of mail processed	106,822	130,600	122,640	-6.1%
Mail delivery locations serviced (on/off campus)	44	43	44	2.3%
Value of purchase orders issued (in millions)	\$144	\$297	\$140	-53%

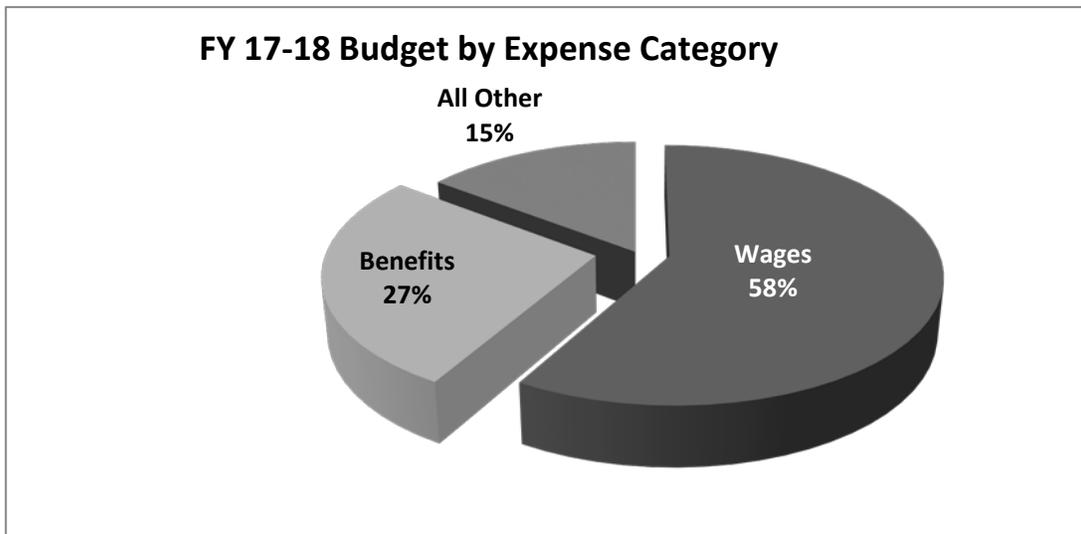
Purchasing Office

112011

Budget Highlights:

- The increase in salaries is due to the inclusion of funding for a 2.5% pay increase. Funding is also included to cover the salary of an employee that is on a temporary work assignment filling in for the vacant Procurement Administrator position. The increase in benefits is largely due to an increase in the amount allocated for health insurance.
- The increase in purchased services is due to an increase in the allocation for maintenance contracts for software license updates.
- The decrease in internal service charges is due to the decrease in the charges for information technology.
- The decrease in other expenditures is due to the decreased budgeted amount for travel, dues & memberships, and postage & freight.
- An increased amount allocated for office supplies and equipment is the reason for the \$1,075 increase in materials.

Requirements:	FY 15-16 Actual	FY 16-17 Budget	FY 17-18 Budget	Change from prior year
Salaries and wages	\$ 465,909	\$ 535,982	\$ 558,536	4.2%
Employee benefits	212,901	224,571	258,056	14.9%
Purchased services	17,805	725	5,425	648.3%
Internal service charges	60,745	114,701	72,439	-36.8%
Other expenditures	37,624	62,584	57,101	-8.8%
Materials	11,092	4,931	6,006	21.8%
Total Expenses/Requirements:	\$ 806,076	\$ 943,494	\$ 957,563	1.5%



Purchasing Office

112011

Personnel:		FY 15-16	FY 16-17	FY 17-18	Change from
Grade	Positions	Budget	Budget	Budget	prior year
104	Mail Clerk	0.63	0.63	0.63	0.00
107	Office Assistant II	1.00	1.00	1.00	0.00
107	Courier	1.00	1.00	1.00	0.00
115	Office Coordinator	1.00	1.00	1.00	0.00
118	Procurement Specialist I	2.00	2.00	2.00	0.00
124	Procurement Specialist II	3.00	3.00	4.00	1.00
126	Procurement Contract Spec.	1.00	1.00	0.00	(1.00)
130	Procurement Supervisor	1.00	1.00	1.00	0.00
132	Procurement Administrator	1.00	1.00	1.00	0.00
Total Department Personnel		11.63	11.63	11.63	0.00

Operating Revenues		FY 15-16	FY 16-17	FY 17-18	Change from
Fund	Resource	Actual	Budget	Budget	prior year
100	General Fund				
	Miscellaneous Revenue	\$ 3,795	\$ -	\$ -	0.0%
	Recovered Costs	25,772	-	-	0.0%
	Total Revenues	\$ 29,567	\$ -	\$ -	0.0%
	General Fund Support	776,509	943,494	957,563	1.49%
	Total Fund 100 Resources	\$ 806,076	\$ 943,494	\$ 957,563	1.49%

Budget by Fund:

100 General Fund	\$ 806,076	\$ 943,494	\$ 957,563	1.5%
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