

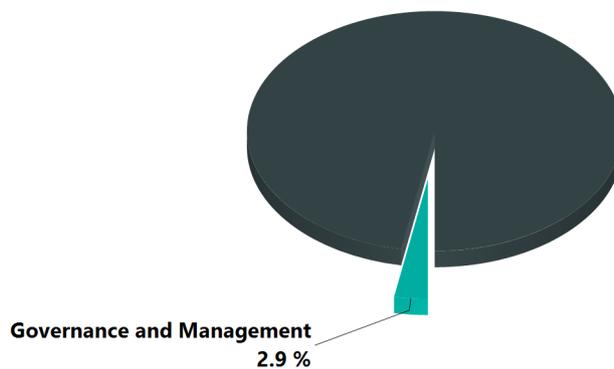
Governance and Management

Summary

Budget by Department		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
170000	Audit Services	\$ 826,489	\$ 874,422	\$ 945,714	8.2%
111010	Budget Office	721,047	805,825	861,832	7.0%
120000	City Attorney	2,441,315	3,163,389	3,211,171	1.5%
130000	City Clerk	546,938	636,847	680,121	6.8%
100000	City Council/Mayor	399,095	454,810	404,180	-11.1%
110000	City Manager	1,896,184	3,142,481	3,011,859	-4.2%
220000	City Treasurer	4,816,268	6,074,727	6,333,968	4.3%
250000	Commissioner of Revenue	3,588,212	4,122,291	4,206,505	2.0%
112015	Customer Contact Center	917,310	970,895	1,021,909	5.3%
111020	Finance Office	2,580,245	2,776,204	2,868,376	3.3%
111030	Human Resources	2,363,863	2,649,592	2,829,453	6.8%
113050	Public Communications	1,348,045	1,547,562	1,649,723	6.6%
112011	Purchasing Office	929,062	1,097,429	1,165,920	6.2%
140000	Real Estate Assessor	2,638,763	2,839,341	2,919,134	2.8%
111060	Registrar/Elections	1,135,707	1,579,889	1,607,197	1.7%
Total Expenditures		\$ 27,148,544	\$ 32,735,704	\$ 33,717,062	3.0%
Less Billings to Other Departments		149,721	200,000	200,000	0%
Total Governance and Management		\$ 26,998,823	\$ 32,535,704	\$ 33,517,062	3.0%

Governance and Management

Total City Budget - \$1,162.2 Million



Audit Services**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.

Department Objectives:

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

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12240	Audit Services	\$ 638,989	\$ 656,491	\$ 722,406	10.0%
12241	Audit Services-Financial Audits	187,500	217,931	223,308	2.5%
Total by Program		\$ 826,489	\$ 874,422	\$ 945,714	8.2%

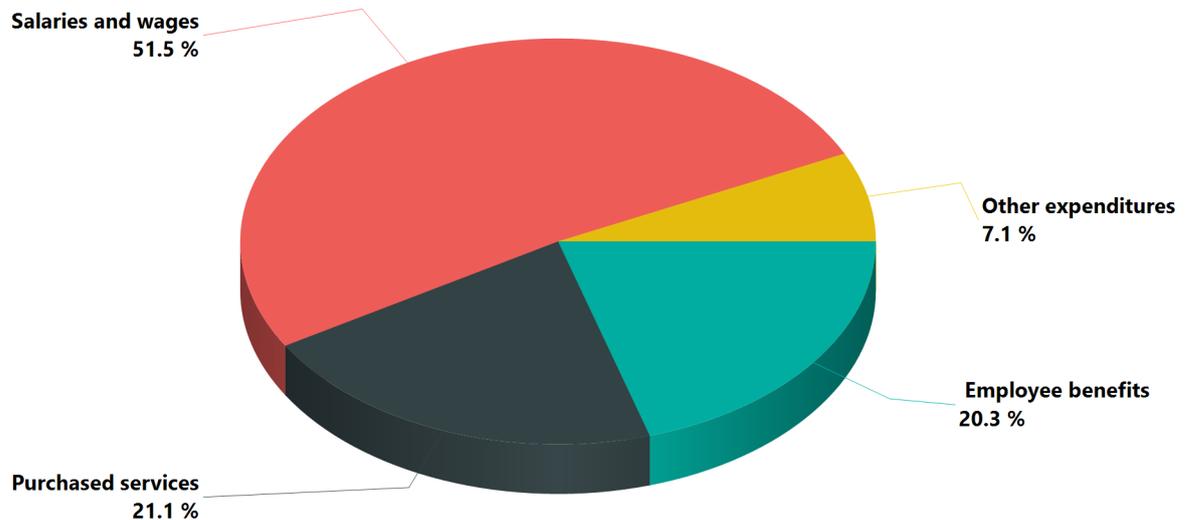
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1150	Fraud, Waste and Abuse Hotline	\$ -	\$ 34,019	\$ 36,847	8.3%
1160	Independent Financial Auditing	-	217,931	223,308	2.5%
1170	Performance Auditing	-	622,472	685,559	10.1%
Total by Service		\$ -	\$ 874,422	\$ 945,714	8.2%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 433,763	\$ 450,109	\$ 486,593	8.1%
1520	Employee benefits	159,250	158,450	192,308	21.4%
1640	Internal services	30,428	31,179	32,090	2.9%
1650	Utility services	3,021	3,541	3,572	0.9%
1730	Purchased services	187,500	195,475	199,375	2.0%
1750	Other expenditures	9,418	15,874	13,482	-15.1%
1760	Materials and supplies	1,925	4,441	4,441	0%
1767	IT supplies/equipment	-	13,800	9,630	-30.2%
	Other expenditures	1,184	1,553	4,223	171.9%
Total Expenditures		\$ 826,489	\$ 874,422	\$ 945,714	8.2%

Audit Services

170000

FY 20-21 Budget by Expense Category



Budget Highlights:

- Audit Services' FY 21 budget submission included requests for a full-time Information Technology Auditor, a full-time Performance Auditor II, office equipment and supplies for the new positions, and an additional \$75,000 to be held in their contractual services account for the Cyber Security Audit. No funding for any of these requests are included in the department's budget as they were not approved by the Budget Review Committee.
- Salaries include funding for a 2.25% pay increase along with a performance pay allowance. The increase in benefits is largely due to the rising cost of healthcare.
- The 15% reduction in the Other Expenditures category includes reductions to items such as training, travel, subscriptions, lease/rent of equipment, and dues and memberships.
- The 30% reduction in the IT Supplies/Equipment category is largely due to reductions made to the department's allowance for an Automated Work Paper System.
- Other miscellaneous increases include a \$2,670 increase in the allowance for maintenance contracts.

Audit Services

170000

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1450	Other Non-Designated Revenue	\$ 826,489	\$ 874,422	\$ 945,714	8.2%
Total Revenues		\$ 826,489	\$ 874,422	\$ 945,714	8.2%
Other Resources:					
Total Resources		\$ 826,489	\$ 874,422	\$ 945,714	8.2%
Use of Resources:					
Expenditures		\$ 826,489	\$ 874,422	\$ 945,714	8.2%
Total Use of Resources		\$ 826,489	\$ 874,422	\$ 945,714	8.2%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	\$ 826,489	\$ 874,422	\$ 945,714	8.2%
Total by Fund		\$ 826,489	\$ 874,422	\$ 945,714	8.2%

Audit Services

170000

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Audit Specialist	1.00	1.00	1.00	-
City Auditor	1.00	1.00	1.00	-
Deputy City Auditor	2.00	2.00	2.00	-
Performance Auditor 2	2.00	2.00	2.00	-
Total Department Personnel	6.00	6.00	6.00	-

Audit Services

170000

DEPARTMENT SERVICE INFORMATION

1150 Fraud, Waste and Abuse Hotline

Investigate complaints received at 757-382-CITY on fraud, waste or abuse issues.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 34,019	\$ 36,847
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 34,019	\$ 36,847
Staffing (FTE)	0.30	0.30	0.30
Operating and Performance Measures			
Performance Measures			
Number of referrals closed	12	11	10
Workload Measures			
Number of referrals received	12	11	10

Audit Services

170000

DEPARTMENT SERVICE INFORMATION

1160 Independent Financial Auditing

Comprehensive Annual Financial Report audit required by City Charter.

Goal: Ensure audits of City Financial statements are conducted by dates required by the City Charter and the Auditor of Public Accounts.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 217,931	\$ 223,308
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 217,931	\$ 223,308
Staffing (FTE)	0.20	0.20	0.20
Operating and Performance Measures			
Efficiency Measures			
Audit recommendations submitted by due date	1	1	1
Performance Measures			
CAFR presented to City Council	1	1	1
Workload Measures			
Audit CAFR and associated reports	100.0%	100.0%	100.0%

Audit Services

170000

DEPARTMENT SERVICE INFORMATION

1170 Performance Auditing

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

Goals:

- (1) To improve program performance and operations, reduce costs, facilitate decision making by parties with responsibility to oversee or initiate corrective action and contribute to public accountability.
- (2) To ensure that investigation and resolution activities are undertaken in response to any such authentic allegation in the most cost-effective and confidential manner available.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 622,472	\$ 685,559
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 622,472	\$ 685,559
Staffing (FTE)	5.50	5.50	5.50
Operating and Performance Measures			
Efficiency Measures			
Recommendations implemented	90.0%	90.0%	90.0%
Performance Measures			
Staff with Professional Certifications and/or Advanced Degrees; Planned Audits Issued	100.0%	100.0%	100.0%
Workload Measures			
Completed audits based on annual risk assessment	4	5	4

Budget Office**111010****Description:**

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

Department Objectives:

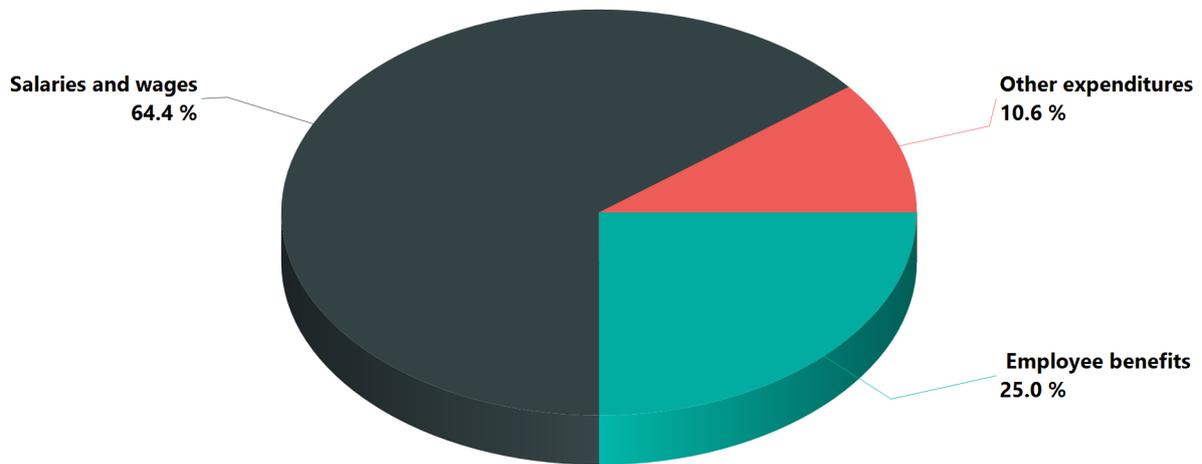
- The department will receive the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA).
- Actual revenue will be within 2.5% of projected revenue.
- Actual expenditures will be between 95% and 100% of budgeted expenditures.
- At least 60% of departments will identify performance measures that cover 75% of their annual operating budget for FY 2021.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12440	Budget Services	\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Total by Program		\$ 721,047	\$ 805,825	\$ 861,832	7.0%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1110	Capital Budget Develop	\$ -	\$ 140,989	\$ 158,739	12.6%
1120	Operating Budget Develop	-	664,836	703,093	5.8%
Total by Service		\$ -	\$ 805,825	\$ 861,832	7.0%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 480,222	\$ 533,458	\$ 554,837	4.0%
1520	Employee benefits	163,897	185,603	215,470	16.1%
1640	Internal services	33,764	35,005	35,970	2.8%
1650	Utility services	3,122	3,646	3,500	-4.0%
1730	Purchased services	30,158	31,700	34,800	9.8%
1733	Maintenance and repairs	2,499	2,600	2,750	5.8%
1750	Other expenditures	5,350	8,525	9,375	10.0%
1760	Materials and supplies	1,346	4,150	4,200	1.2%
	Other expenditures	688	1,138	930	-18.3%
Total Expenditures		\$ 721,047	\$ 805,825	\$ 861,832	7.0%

FY 20-21 Budget by Expense Category



Budget Highlights:

- The Budget Office did not submit any new budget requests for FY 21.
- Salaries include funding for a 2.25% pay increase along with an allowance for performance pay. The increase in benefits is largely attributable to the rising cost of healthcare.
- Salaries increased during FY 2020 to address succession issues and workload of the department.
 - An part-time Office Specialist was upgraded to a Budget Technician.
 - A Senior Budget Analyst was upgraded to Budget and Economic Analyst.
 - A second Senior Budget Analyst was upgraded to Budget Manager.
- The small changes shown in the budget are reflective of an increased allowance for inflationary increases in routine operating expenses.

Budget Office

111010

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1450	Other Non-Designated Revenue	\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Total Revenues		\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Other Resources:					
Total Resources		\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Use of Resources:					
Expenditures		\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Total Use of Resources		\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	\$ 721,047	\$ 805,825	\$ 861,832	7.0%
Total by Fund		\$ 721,047	\$ 805,825	\$ 861,832	7.0%

Budget Office

111010

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Budget Analyst 1	3.00	3.00	3.00	-
Budget Analyst 2	2.00	-	-	-
Budget Manager	-	1.00	1.00	-
Budget Technician	-	-	0.80	0.80
Budget/Economic Analyst	-	1.00	1.00	-
Director Budget	1.00	1.00	1.00	-
Office Specialist 2	0.63	0.63	-	(0.63)
Total Department Personnel	6.63	6.63	6.80	0.18

Budget Office

111010

DEPARTMENT SERVICE INFORMATION

1110 Capital Budget Develop

Develops the City's five-year capital improvement plan (CIP) and collects information that identifies improvements needed for City buildings, park facilities, streets, water distribution and treatment facilities, and sewer collection system. It then works with department personnel and senior management to prioritize capital requests and develop a five-year capital plan that addresses community needs in a sustainable manner.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 140,989	\$ 158,739
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 140,989	\$ 158,739
Staffing (FTE)	1.15	1.15	1.23
Operating and Performance Measures			
Workload Measures			
Annual Capital Budget (original in millions)	\$108.00	\$143.20	\$127.75
New projects identified	45	74	50

Budget Office

111010

DEPARTMENT SERVICE INFORMATION

1120 Operating Budget Develop

Develops the City's annual operating budget. This entails working with departments and senior management to assess needs and prioritize resources to meet the most urgent needs. The Budget Office reviews department requests, makes inquiries and performs analytical procedures to ensure the budget reflects community values and that community resources are utilized in a prudent and sustainable manner.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 664,836	\$ 703,093
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 664,836	\$ 703,093
Staffing (FTE)	5.48	5.48	5.57
Operating and Performance Measures			
Efficiency Measures			
Reviews completed within 2 work days	63.0%	65.0%	75.0%
Performance Measures			
Departments identifying performance measures	24	30	32
Departments identifying performance measures	77.4%	83.3%	88.9%
Departments identifying work load measures	31	36	36
Receive Distinguished Budget Presentation Award from Government	0	0	0
Variance in General Fund actual and projected expenditures	5.0%	4.5%	4.5%
Variance in General Fund actual and projected revenues	2.0%	2.0%	2.0%
Workload Measures			
Amendments to operating budget	26	30	35
Annual operating expenditures	\$508	\$579	\$0
Review budget transfer requests	117	127	137
Review City Council agenda items	101	111	121
Review personnel actions-budget impact	47	57	67

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 part or in which it has an interest.

Department Objectives:

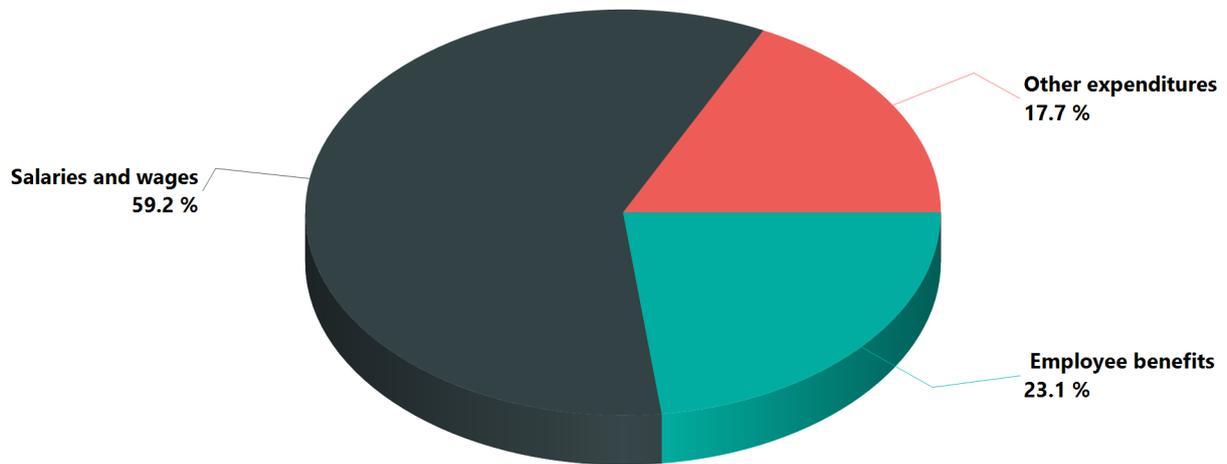
- Provide on-going legal advice to City Council, the City Manager, and all City departments, and provide assistance to citizens regarding City legal issues.
- Defend all suits against the City.
- Bring suits for the City for collections, condemnations, damages, etc.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12210	City Attorney	\$ 2,291,594	\$ 2,963,389	\$ 3,011,171	1.6%
12551	Risk Management (legal)	149,721	200,000	200,000	0%
Total by Program		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1710	Legal Services	\$ -	\$ 2,963,389	\$ 3,011,171	1.6%
1720	Legal Services - Risk Management	-	200,000	200,000	0%
Total by Service		\$ -	\$ 3,163,389	\$ 3,211,171	1.5%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 1,601,916	\$ 1,888,027	\$ 1,901,755	0.7%
1520	Employee benefits	566,294	719,390	740,389	2.9%
1640	Internal services	116,998	114,297	124,840	9.2%
1650	Utility services	7,539	9,750	9,750	0%
1730	Purchased services	36,733	219,972	222,141	1.0%
1750	Other expenditures	40,934	129,445	113,239	-12.5%
1760	Materials and supplies	57,953	60,235	76,784	27.5%
1767	IT supplies/equipment	1,110	8,240	8,240	0%
	Other expenditures	11,837	14,033	14,033	0%
Total Expenditures		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%

FY 20-21 Budget by Expense Category



Budget Highlights:

- Salaries include funding for a 2.5% pay increase. The increase in benefits is largely due to the rising cost of healthcare.
- Materials and Supplies increase due to subscriptions.

City Attorney

120000

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1416	Charges for Services	\$ 4,085	\$ -	\$ -	-
1418	Miscellaneous Local Revenues	149,721	200,000	200,000	0%
1419	Recovered Costs	14,049	-	-	-
1450	Other Non-Designated Revenue	2,273,460	2,963,389	3,011,171	1.6%
Total Revenues		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%
Other Resources:					
Total Resources		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%
Use of Resources:					
Expenditures		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%
Total Use of Resources		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%
Budget by Fund:		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	\$ 2,291,594	\$ 2,963,389	\$ 3,011,171	1.6%
606	Self-Insurance Fund	149,721	200,000	200,000	0%
Total by Fund		\$ 2,441,315	\$ 3,163,389	\$ 3,211,171	1.5%

City Attorney

120000

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Assistant City Attorney 1	1.00	1.00	1.00	-
Assistant City Attorney 2	2.00	2.00	2.00	-
Assistant City Attorney 3	6.00	6.00	6.00	-
Assistant City Attorney 4	2.00	2.00	2.00	-
City Attorney	1.00	1.00	1.00	-
Deputy City Attorney	3.00	3.00	3.00	-
Legal Exec Office Administrator	1.00	1.00	1.00	-
Legal Secretary 2	2.00	3.00	3.00	-
Paralegal	2.00	2.00	2.00	-
Total Department Personnel	20.00	21.00	21.00	-

City Attorney

120000

DEPARTMENT SERVICE INFORMATION

1710 Legal Services

The City Attorney is appointed by City Council pursuant to Section 9.01(b) of the City Charter to be the chief legal advisor of the Council, the City Manager, and of all departments, boards, commissions and agencies of the City in all matters affecting the interest of the City. The City Attorney has the management and control of all the law business of the City.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 2,963,389	\$ 3,011,171
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 2,963,389	\$ 3,011,171
Staffing (FTE)	19.00	20.00	20.00
Operating and Performance Measures			
Workload Measures			
Court appearances and depositions	2,679	2,820	2,962
Formal written legal opinions	2,580	2,618	2,683
Legal documents drafted	6,665	6,858	7,004
Legal documents reviewed	12,396	12,581	12,958
Meetings attended	9,981	10,110	10,311
Verbal legal opinions	15,997	16,143	16,305

City Attorney

120000

DEPARTMENT SERVICE INFORMATION

1720 Legal Services - Risk Management

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 200,000	\$ 200,000
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 200,000	\$ 200,000
Staffing (FTE)	1.00	1.00	1.00
Operating and Performance Measures			
Workload Measures			
Court appearances and depositions	2	2	2
Formal legal written opinions	184	187	192
Legal documents drafted	476	490	505
Legal documents review	885	899	926
Meetings attended	712	722	737
Verbal legal opinions	1,142	1,153	1,164

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.

Department Objectives:

- 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 for the future of Chesapeake wisely, effectively, and with fiscal constraint to assist with the implementation of City Council's goals.
- Prepare, preserve and maintain the permanent and historical records of the City including the legislative actions of City Council.
- Provide staff assistance to the Mayor and City Council members on a daily basis as they perform the duties and responsibilities of their positions.
- Provide a records management program with procedures for the efficient and economical maintenance, preservation and legal disposition of the City's records according to the Virginia Public Records Act.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
11020	City Clerk - Council Services	\$ 546,938	\$ 636,847	\$ 680,121	6.8%
Total by Program		\$ 546,938	\$ 636,847	\$ 680,121	6.8%

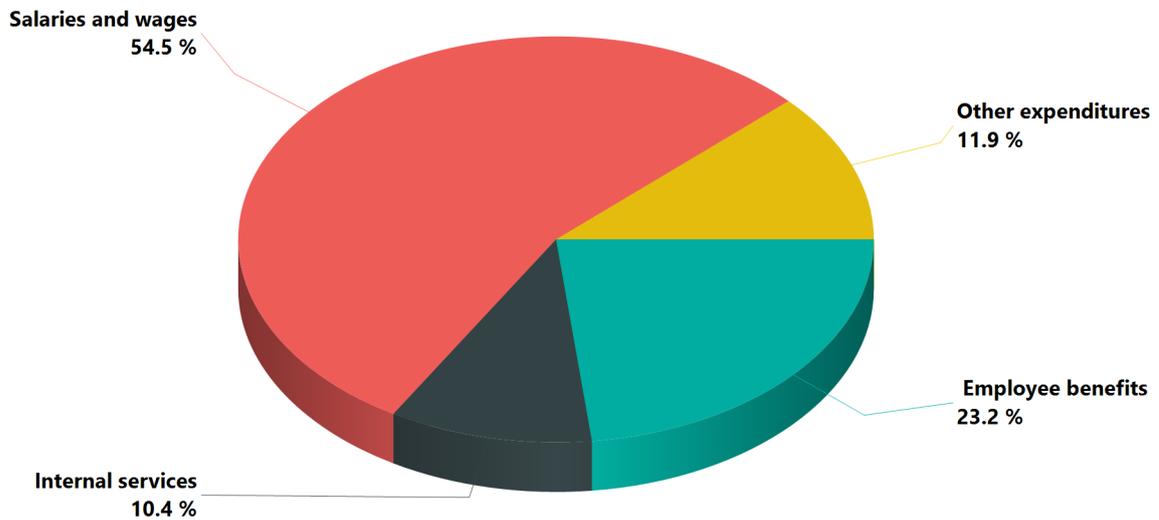
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1760	Council Records	\$ -	\$ 636,847	\$ 680,121	6.8%
Total by Service		\$ -	\$ 636,847	\$ 680,121	6.8%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 318,161	\$ 355,136	\$ 370,719	4.4%
1520	Employee benefits	120,902	135,050	157,759	16.8%
1640	Internal services	63,549	65,428	70,410	7.6%
1650	Utility services	13,454	17,303	17,303	0%
1730	Purchased services	14,563	27,830	17,830	-35.9%
1750	Other expenditures	5,908	17,050	17,050	0%
1760	Materials and supplies	6,179	10,100	20,100	99.0%
1770	Community agencies	-	5,200	5,200	0%
	Other expenditures	4,221	3,750	3,750	0%
Total Expenditures		\$ 546,938	\$ 636,847	\$ 680,121	6.8%

City Clerk

130000

FY 20-21 Budget by Expense Category



Budget Highlights:

- The reduction in Purchased Services is removal of one time advertising costs.
- Materials and Supplies increased due to request to replace office furniture.

		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
Operating Resources					
Revenue:					
1416	Charges for Services	\$ 42,196	\$ 30,000	\$ 30,000	0%
1419	Recovered Costs	9,763	-	-	-
1450	Other Non-Designated Revenue	494,979	606,847	650,121	7.1%
Total Revenues		\$ 546,938	\$ 636,847	\$ 680,121	6.8%
Other Resources:					
		-	-	-	-
Total Resources		\$ 546,938	\$ 636,847	\$ 680,121	6.8%
Use of Resources:					
Expenditures		\$ 546,938	\$ 636,847	\$ 680,121	6.8%
Total Use of Resources		\$ 546,938	\$ 636,847	\$ 680,121	6.8%

City Clerk

130000

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Administrative Assistant 2	1.00	1.00	1.00	-
Chief Deputy Clerk	1.00	1.00	1.00	-
City Clerk	1.00	1.00	1.00	-
Deputy City Clerk	2.00	2.00	2.00	-
Office Assistant 1	1.00	1.00	1.00	-
Office Specialist 2	1.00	1.00	1.00	-
Total Department Personnel	7.00	7.00	7.00	-

City Clerk

130000

DEPARTMENT SERVICE INFORMATION

1760 Council Records

Maintains all city records, responds to citizen's needs, provides support to City Council and administers passport processing.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 636,847	\$ 680,121
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 636,847	\$ 680,121
Staffing (FTE)	7.00	7.00	7.00
Operating and Performance Measures			
Workload Measures			
Agreements processed	35	35	35
Boards & Commission appointments, resignations & purge letters	195	200	200
Certificates & Proclamations prepared	410	420	420
Correspondence prepared for Mayor & City Council	2,180	2,000	2,000
Council Mtgs, Work Sessions, Special Mtgs attended	81	80	80
Newspaper ads run	55	60	60
Ordinances processed	138	140	150
Passports processed	2,015	2,000	2,100
Record destruction requests processed	150	150	150
Records scanned- permanent storage	215	200	200
Resolutions processed	77	75	75

City Council/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.

Department Objectives:

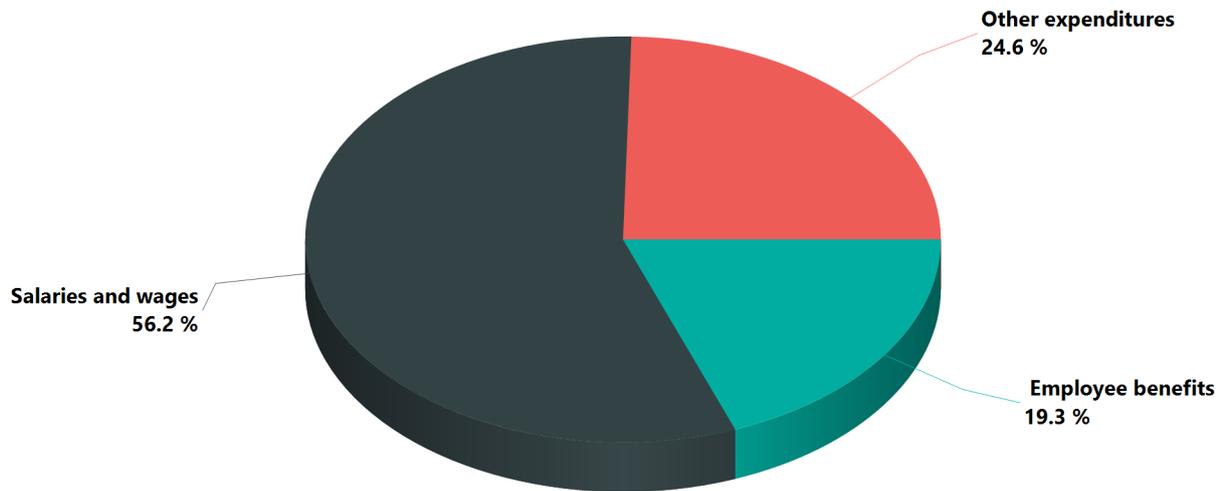
- Be responsible to citizen's needs and concerns, and plan the future of Chesapeake wisely, effectively, and with fiscal constraint.
- Provide services within the confines of the adopted City budgets (Council).

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
11010	City Council and Mayor's Office	\$ 399,095	\$ 454,810	\$ 404,180	-11.1%
Total by Program		\$ 399,095	\$ 454,810	\$ 404,180	-11.1%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1010	City Council	\$ -	\$ 454,810	\$ 404,180	-11.1%
Total by Service		\$ -	\$ 454,810	\$ 404,180	-11.1%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 226,965	\$ 234,170	\$ 227,000	-3.1%
1520	Employee benefits	70,896	130,845	77,826	-40.5%
1640	Internal services	21,208	23,981	23,540	-1.8%
1650	Utility services	13,480	20,114	20,114	0%
1730	Purchased services	54,815	25,000	25,000	0%
1750	Other expenditures	2,568	15,300	15,300	0%
1752	Communications	1,033	400	400	0%
1760	Materials and supplies	8,131	5,000	15,000	200%
Total Expenditures		\$ 399,095	\$ 454,810	\$ 404,180	-11.1%

FY 20-21 Budget by Expense Category



Budget Highlights:

- The reduction in benefits is due to election of new Council members and health insurance benefits chosen.
- Materials and Supplies increased due to request to replace office furniture

	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Operating Resources				
Revenue:				
1450 Other Non-Designated Revenue	\$ 399,095	\$ 454,810	\$ 404,180	-11.1%
Total Revenues	\$ 399,095	\$ 454,810	\$ 404,180	-11.1%
Other Resources:				
	-	-	-	-
Total Resources	\$ 399,095	\$ 454,810	\$ 404,180	-11.1%
Use of Resources:				
Expenditures	\$ 399,095	\$ 454,810	\$ 404,180	-11.1%
Total Use of Resources	\$ 399,095	\$ 454,810	\$ 404,180	-11.1%

City Council/Mayor

100000

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Council	9.00	9.00	9.00	-
Total Department Personnel	9.00	9.00	9.00	-

City Council/Mayor

100000

DEPARTMENT SERVICE INFORMATION

1010 City Council

Provide services within the confines of the adopted City budgets, responsible to citizen's needs and concerns, and plans the future of City of Chesapeake.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 454,810	\$ 404,180
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 454,810	\$ 404,180
Staffing (FTE)	9.00	9.00	9.00
Operating and Performance Measures			
Performance Measures			
Board & Commission appointments	200	190	200
Board & Commission resignations	75	60	65
Ordinances considered/passed	175	187	195
Resolutions considered/passed	75	90	90

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.

Department Objectives:

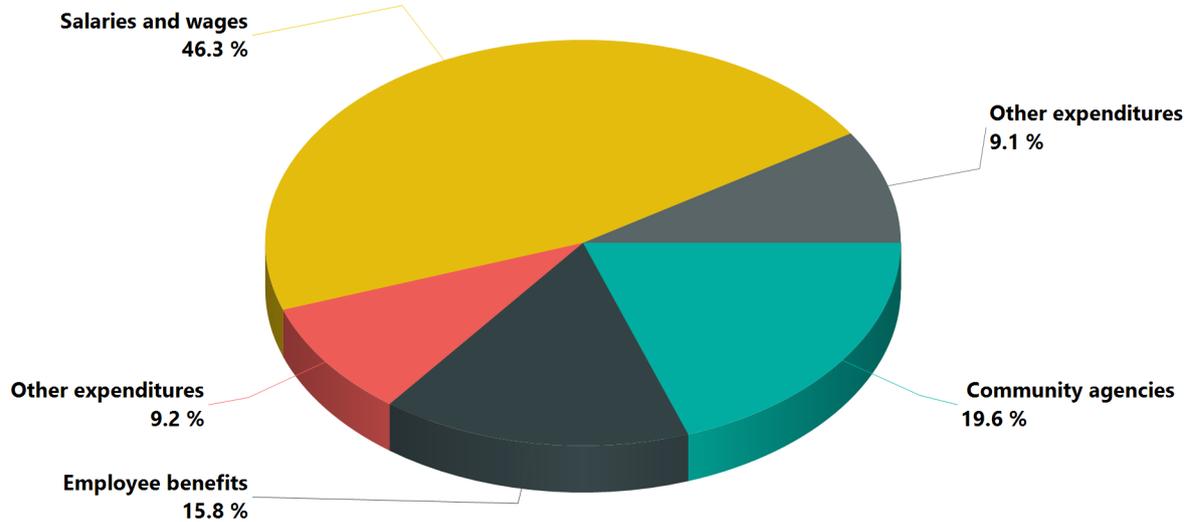
- Move the City organization towards greater accountability, responsiveness, and creativity through innovation, streamlining, and enhanced customer service expectations.
- Present recommended capital and operating budgets to City Council.
- Implement City Council policies and assist with development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

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12110	City Manager's Office	\$ 1,896,035	\$ 2,642,481	\$ 2,718,727	2.9%
12112	City Manager - Process Improvement	149	500,000	293,132	-41.4%
Total by Program		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1050	CMO Council Support	\$ -	\$ 587,624	\$ 570,428	-2.9%
1060	CMO Departmental Oversight	-	582,767	678,525	16.4%
1070	CMO Inter-Jurisdictional Coord	-	991,373	992,714	0.1%
1080	CMO Public Interaction	-	480,717	477,060	-0.8%
1085	CMO Process Improvement	-	500,000	293,132	-41.4%
Total by Service		\$ -	\$ 3,142,481	\$ 3,011,859	-4.2%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 1,098,339	\$ 1,316,984	\$ 1,394,185	5.9%
1520	Employee benefits	338,053	458,071	475,277	3.8%
1640	Internal services	63,738	108,029	109,970	1.8%
1730	Purchased services	49,172	269,585	73,581	-72.7%
1733	Maintenance and repairs	4,968	29,701	29,896	0.7%
1750	Other expenditures	248,385	250,002	278,236	11.3%
1760	Materials and supplies	4,002	57,180	24,840	-56.6%
1770	Community agencies	70,052	626,893	591,218	-5.7%
	Other expenditures	19,476	26,036	34,656	33.1%
Total Expenditures		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%

FY 20-21 Budget by Expense Category



Budget Highlights:

- Salaries include funding for a 2.25% pay increase. Reduction in the Process Improvement Program, including moving the projected hire of a position to January 1.
- The reduction in Purchased Services is largely due to the reduction in the requirements for the Process Improvement Program. This means the program will go at a more moderate pace as training and planning functions will be done in-house.
- The reduction in Materials and Supplies is due to the reduction in the amount allotted for office supplies and the exclusion of an allowance for moving expenses. Moving expenses were included in the FY 20 budget to cover the costs of the City Manager's relocation.

City Manager

110000

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1416	Charges for Services	\$ 5,333	\$ -	\$ -	-
1450	Other Non-Designated Revenue	1,890,851	3,142,481	3,011,859	-4.2%
Total Revenues		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%
Other Resources:					
Total Resources		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%
Use of Resources:					
Expenditures		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%
Total Use of Resources		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	1,896,184	3,142,481	3,011,859	-4.2%
Total by Fund		\$ 1,896,184	\$ 3,142,481	\$ 3,011,859	-4.2%

City Manager

110000

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Administrative Assistant 2	3.00	3.00	3.00	-
Administrative Assistant 3	1.00	1.00	1.00	-
City Manager	1.00	1.00	1.00	-
Deputy City Manager	3.00	3.00	3.00	-
Executive Office Administrator	1.00	1.00	1.00	-
Office Specialist 1	0.63	1.00	1.00	-
Process Improvement Officer	-	1.00	1.00	-
Process Improvement Pending-Black Belt	-	1.00	1.00	-
Records/FOIA Manager	1.00	1.00	1.00	-
Total Department Personnel	10.63	13.00	13.00	-

City Manager

110000

DEPARTMENT SERVICE INFORMATION

1050 CMO Council Support

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 587,624	\$ 570,428
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 587,624	\$ 570,428
Staffing (FTE)	3.34	3.45	3.45
Operating and Performance Measures			
Performance Measures			
Council inquiries addressed within 5 days	85	85	90
Council items addressed on time	90	90	90
Workload Measures			
Agenda items delivered to City Clerk on time	137	155	160
Council inquiries addressed within 5 days	179	185	185

City Manager

110000

DEPARTMENT SERVICE INFORMATION

1060 CMO Departmental Oversight

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 582,767	\$ 678,525
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 582,767	\$ 678,525
Staffing (FTE)	2.98	3.05	3.05
Operating and Performance Measures			
Workload Measures			
Meetings with department heads	594	550	550

City Manager

110000

DEPARTMENT SERVICE INFORMATION

1070 CMO Inter-Jurisdictional Coord

Federal and State liaison and lobbying and participation on regional boards and commissions, including:

- Hampton Roads Planning District Commission (HRPDC),
- Hampton Roads Transportation Planning Organization (HRTPO),
- Hampton Roads Transportation Accountability Commission (HRTAC),
- Hampton Roads Military and Federal Facilities Alliance (HRMMFA),
- Hampton Roads Regional Jail Authority (HRRJA), and
- Large Cities Chief Administrative Officers Group (CAO).

	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget
Budget			
Direct Service Budget	-	\$ 991,373	\$ 992,714
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 991,373	\$ 992,714
Staffing (FTE)	1.05	1.05	1.05
Operating and Performance Measures			
Workload Measures			
Hours Spent in Regional Meetings	650	450	480
Regional Meetings Attended	205	150	160

City Manager

110000

DEPARTMENT SERVICE INFORMATION			
1080	CMO Public Interaction		
Addressing public inquiries; hosting and participating in a variety of public meetings; Town Hall meeting support.			
		FY 18-19	FY 19-20
		Actual	Budget
			FY 20-21
			Budget
Budget			
Direct Service Budget		-	\$ 480,717
Allocated Administrative/Support Costs		-	-
Total Budget		-	\$ 480,717
			\$ 477,060
Staffing (FTE)		3.26	3.45
			3.45
Operating and Performance Measures			
Efficiency Measures			
CSRs handled within 10 days		295	306
FOIA requests with-on time response		770	900
			940
Performance Measures			
CSRs handled within 10 days		86	85
FOIA requests with-on time response		99	99
			99
Workload Measures			
Customer service requests (CSR) handled by City Manager's Office		344	360
Freedom of Information Act (FOIA) requests		780	912
			950

City Manager

110000

DEPARTMENT SERVICE INFORMATION

1085 CMO Process Improvement

Focused on improving customer service and efficiency of operations, the initiative will involve working with departments using various process improvement principles to review how services are currently provided and search for solutions that lead to better delivery and outcomes.

Goals;

- City staff will receive on-demand Lean Six Sigma White Belt Training annually.
- Process Improvement projects will be identified and facilitated throughout the year and all will be implemented with control plans to ensure sustainment.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 500,000	\$ 293,132
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 500,000	\$ 293,132
Staffing (FTE)	-	2.00	2.00
Operating and Performance Measures			

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.

Department Objectives:

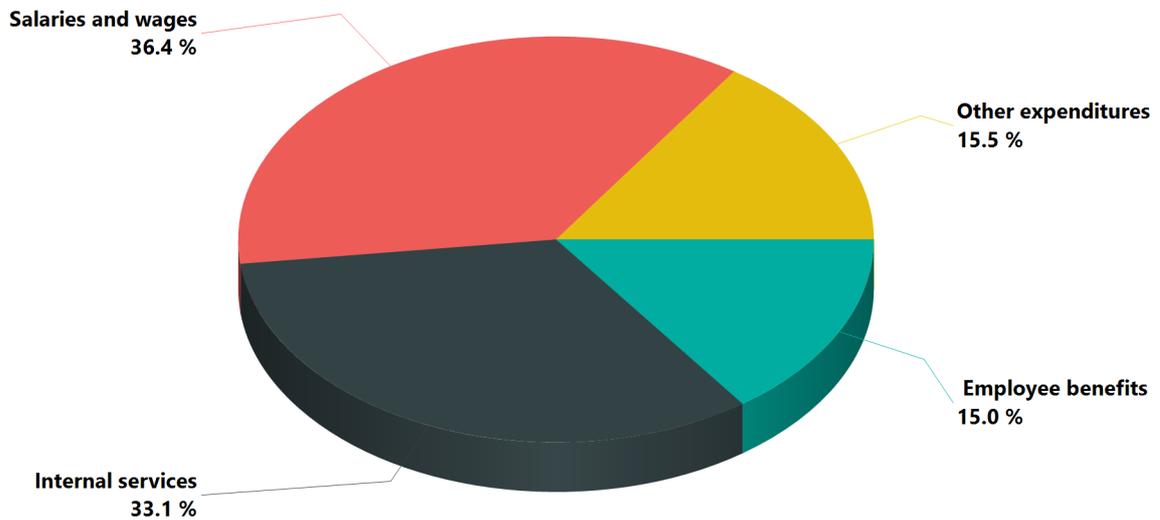
- Efficient and effective performance of services.
- Provide on-line invoice presentation for tax bills.
- Increase the professional knowledge and skills of employees to serve citizens better.

Budget by Program	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12410 City Treasurer	\$ 4,816,268	\$ 6,074,727	\$ 6,333,968	4.3%
Total by Program	\$ 4,816,268	\$ 6,074,727	\$ 6,333,968	4.3%

Budget by Service	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1810 Cash and Investment Management	\$ -	\$ 619,483	\$ 436,612	-29.5%
1820 Customer Service and Collections	-	5,455,244	5,897,356	8.1%
Total by Service	\$ -	\$ 6,074,727	\$ 6,333,968	4.3%

Operating Expenditures	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510 Salaries and wages	\$ 1,652,348	\$ 2,246,670	\$ 2,304,270	2.6%
1520 Employee benefits	653,056	890,535	951,031	6.8%
1640 Internal services	1,774,472	1,953,667	2,094,812	7.2%
1730 Purchased services	107,313	184,674	184,674	0%
1731 Temporary services	54,231	88,221	88,221	0%
1750 Other expenditures	15,552	139,444	139,444	0%
1752 Communications	371,311	355,830	355,830	0%
1760 Materials and supplies	56,379	103,797	103,797	0%
Other expenditures	131,605	111,889	111,889	0%
Total Expenditures	\$ 4,816,268	\$ 6,074,727	\$ 6,333,968	4.3%

FY 20-21 Budget by Expense Category



Budget Highlights:

- Salaries and wages include a general wage increase of 2.25% for all employees.
- Increases in employee benefits is caused by an increase in retirement, healthcare, and workers' compensation costs.
- Funding from vehicle license penalty revenues, reserved for the purpose, will continue to contribute to the maintenance of some positions, as in the past.

City Treasurer**220000**

Operating Resources		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Revenue:					
1412	Other Local Taxes	\$ 560,882	\$ 541,940	\$ 566,510	4.5%
1413	Licences, Permits, and Fees	10	-	-	-
1416	Charges for Services	1,026,968	1,034,220	901,300	-12.9%
1418	Miscellaneous Local Revenues	29,330	13,400	2,800	-79.1%
1419	Recovered Costs	43,987	-	-	-
1424	Commonwealth of Virginia - Categorical: Shared Costs	388,071	400,520	407,400	1.7%
1450	Other Non-Designated Revenue	3,242,714	3,690,821	4,086,702	10.7%
Total Revenues		\$ 5,291,962	\$ 5,680,901	\$ 5,964,712	5.0%
Other Resources:					
1321	Use of Fund Balance	\$ 85,188	\$ 393,826	\$ 369,256	-6.2%
Total Resources		\$ 5,377,150	\$ 6,074,727	\$ 6,333,968	4.3%
Use of Resources:					
	Expenditures	\$ 4,816,268	\$ 6,074,727	\$ 6,333,968	4.3%
1320	Fund Balance Increases	560,882	-	-	-
Total Use of Resources		\$ 5,377,150	\$ 6,074,727	\$ 6,333,968	4.3%
Budget by Fund:					
		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
100	General Fund	4,816,268	6,074,727	6,333,968	4.3%
Total by Fund		\$ 4,816,268	\$ 6,074,727	\$ 6,333,968	4.3%

City Treasurer**220000**

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Account Clerk	1.00	1.00	1.00	-
Account Technician 1	3.00	3.00	3.00	-
Account Technician 2	1.25	1.25	1.25	-
Accountant 1	2.00	2.00	2.00	-
Accountant 2	1.00	1.00	1.00	-
Accountant 3	1.00	1.00	1.00	-
Chief Deputy City Treasurer	1.00	1.00	1.00	-
City Treasurer	1.00	1.00	1.00	-
Collection Agent 1	3.25	3.25	3.25	-
Collection Agent 2	1.00	1.00	1.00	-
Counsel to the Treasurer	1.00	1.00	1.00	-
Customer Service Clerk 2	11.90	11.90	11.90	-
Customer Service Clerk 3	12.88	12.88	12.88	-
Customer Service Supervisor	4.00	4.00	4.00	-
Deputy City Treasurer	1.00	1.00	1.00	-
Investment Analyst	1.00	1.00	1.00	-
Office Specialist 2	1.00	1.00	1.00	-
Software Engineer 1	1.00	1.00	1.00	-
Total Department Personnel	49.28	49.28	49.28	-

City Treasurer

220000

DEPARTMENT SERVICE INFORMATION

1810 Cash and Investment Management

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 619,483	\$ 436,612
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 619,483	\$ 436,612
Staffing (FTE)	4.65	4.65	4.65
Operating and Performance Measures			
Performance Measures			
Effective Rate of Return (Percent)	2.3%	2.3%	2.3%
Workload Measures			
Bond Funds Investments (Avg. Balance, \$M)	\$0	\$0	\$0
Cash and Investments (Average Daily Balance, \$M)	\$539.00	\$539.00	\$539.00

City Treasurer**220000****DEPARTMENT SERVICE INFORMATION****1820 Customer Service and Collections**

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 5,455,244	\$ 5,897,356
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 5,455,244	\$ 5,897,356
Staffing (FTE)	44.63	44.63	44.63
Operating and Performance Measures			
Performance Measures			
Current Bill Collections (in millions)	\$324.00	\$324.00	\$324.00
Delinquent Bill Collections (in millions)	\$19.00	\$19.00	\$19.00
Workload Measures			
Billings & Collections Transactions	1,385,991	1,174,030	1,399,851
Water Bill Transactions & Reconciliations	442,676	1,640,314	442,676

Commissioner of 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.

Department Objectives:

The Commissioner of the Revenue is responsible for the equitable administration of local taxes, with the exception of the real estate tax, and for processing State income tax returns for City residents.

Goals:

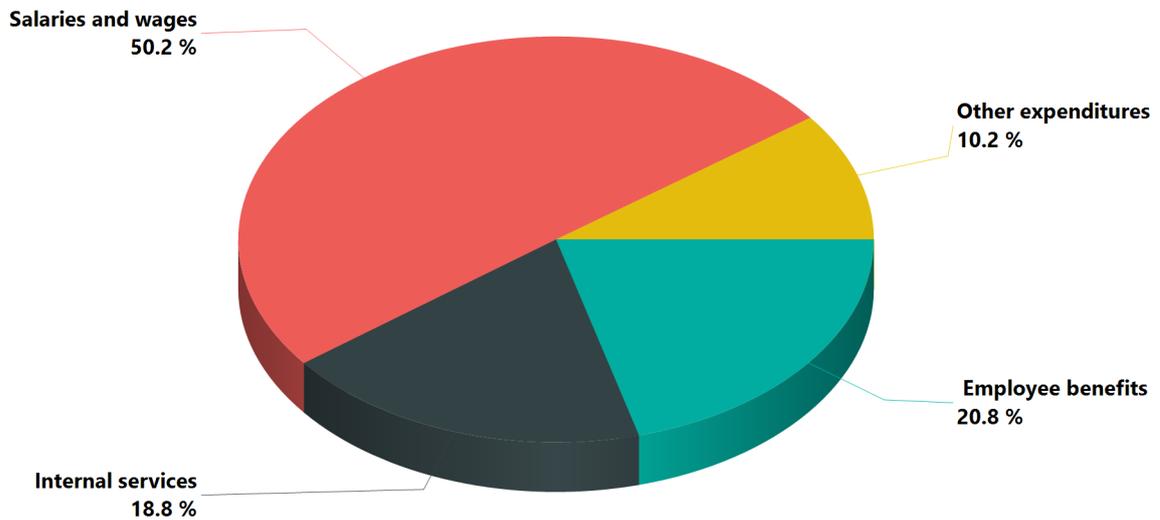
- Provide quality, courteous and efficient customer service to citizens of Chesapeake through the effective use of human resources and technology.
- Accurately and completely identify and assess all personal property.
- Promote a progressive tax policy for the City business community through equitable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

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12310	Commissioner of Revenue	\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%
Total by Program		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1860	DMV Select Services	\$ -	\$ 167,741	\$ 144,311	-14.0%
1870	State and Local Tax Admin	-	3,677,307	3,833,708	4.3%
1880	Tax Relief Administration	-	277,243	228,486	-17.6%
Total by Service		\$ -	\$ 4,122,291	\$ 4,206,505	2.0%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 1,860,236	\$ 2,155,804	\$ 2,110,488	-2.1%
1520	Employee benefits	714,181	856,793	874,748	2.1%
1640	Internal services	686,054	719,592	790,297	9.8%
1650	Utility services	29,126	36,536	36,536	0%
1730	Purchased services	48,805	54,300	54,300	0%
1731	Temporary services	120,184	124,630	164,000	31.6%
1752	Communications	35,893	56,000	56,000	0%
1760	Materials and supplies	63,020	84,701	84,701	0%
	Other expenditures	30,713	33,935	35,435	4.4%
Total Expenditures		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%

FY 20-21 Budget by Expense Category



Budget Highlights:

- Salaries reflect a 2.25% pay increase effectively July 2020 along with a performance pay wage increase.
 - The increase in benefits reflects the pay raise and the rising cost of healthcare, worker's compensation, and employee retirement.
- The FY21 Budget proposal includes:
- Deactivation of four vacant part-time Customer Service Clerk 2's (1.025 FTE) and addition of \$39,370 to Temporary Help-Clerical Services account.
 - Reclassification of existing PT (0.625 FTE) Customer Service Clerk 2 to Customer Service Clerk 3, Job 1080 PG 112 to Job 1083 PG 114.
 - Addition of \$1,500 for training expenses.

Commissioner of Revenue

250000

Operating Resources		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Revenue:					
1416	Charges for Services	\$ 109,000	\$ 107,400	\$ 129,300	20.4%
1419	Recovered Costs	282	-	-	-
1424	Commonwealth of Virginia - Categorical: Shared Costs	358,581	369,390	377,000	2.1%
1450	Other Non-Designated Revenue	3,120,349	3,645,501	3,700,205	1.5%
Total Revenues		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%
Other Resources:					
Total Resources		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%
Use of Resources:					
Expenditures		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%
Total Use of Resources		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%
Budget by Fund:		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
100	General Fund	3,588,212	4,122,291	4,206,505	2.0%
Total by Fund		\$ 3,588,212	\$ 4,122,291	\$ 4,206,505	2.0%

Commissioner of Revenue**250000**

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Account Technician 2	3.00	3.00	3.00	-
Account Technician 3	2.00	2.00	2.00	-
Administrative Assistant 2	1.00	1.00	1.00	-
Audit Supervisor	1.00	1.00	-	(1.00)
Auditor	3.55	3.55	-	(3.55)
Business Tax Manager	1.00	1.00	1.00	-
Business Tax Specialist 1	4.00	4.00	4.00	-
Business Tax Specialist 2	1.00	-	-	-
Business Tax Specialist 3	1.00	2.00	2.00	-
Chief Deputy Comm of Revenue	1.00	1.00	1.00	-
Commissioner of Revenue	1.00	1.00	1.00	-
Customer Service Clerk 2	2.55	2.55	0.90	(1.65)
Customer Service Clerk 3	13.00	13.00	13.63	0.63
Customer Service Supervisor	5.00	3.00	3.00	-
Deputy Comm of Revenue	1.00	1.00	1.00	-
Office Specialist 1	1.13	1.13	1.13	-
Revenue Audit Supervisor	-	-	1.00	1.00
Revenue Auditor	-	-	3.55	3.55
Revenue Supervisor	-	2.00	2.00	-
Total Department Personnel	42.23	42.23	41.20	(1.03)

Commissioner of Revenue

250000

DEPARTMENT SERVICE INFORMATION

1860 DMV Select Services

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

Goals:

Based on the number of DMV transactions, to rank in the top 10 in the state of Virginia for DMV Selects by opening a 3rd window periodically. Currently, Chesapeake is ranked # 12.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 167,741	\$ 144,311
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 167,741	\$ 144,311
Staffing (FTE)	1.16	1.16	0.95
Operating and Performance Measures			
Efficiency Measures			
Transactions/FTE	54,340	60,345	62,000
Performance Measures			
Revenues Collected-Commissions (\$ Dollars)	\$109,000	\$121,000	\$125,000
Workload Measures			
Transactions	63,034	70,000	72,000

Commissioner of Revenue

250000

DEPARTMENT SERVICE INFORMATION

1870 State and Local Tax Admin

Administers local taxes and state income taxes to ensure correct and accurate assessment of taxes due. Assesses, audits, discovers, administers, processes, reports, and projects taxes.

Provides customer service to assist citizens.

Provides forms and information.

Provides research and resolution of related issues.

Provides satellite offices in Deep Creek, South Norfolk, and Western Branch.

Goals:

Provide taxpayer assistance more efficiently by resorting various reports, automating various reports, and enhancements to website, which should be reflected in # of transactions and revenues assessed.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 3,677,307	\$ 3,833,708
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 3,677,307	\$ 3,833,708
Staffing (FTE)	37.85	37.85	37.13
Operating and Performance Measures			
Efficiency Measures			
Transactions/FTE	28,111	27,477	27,609
Performance Measures			
Total Revenues Assessed (in millions)	\$195.30	\$200.00	\$205.00
Workload Measures			
Transactions	1,064,017	1,040,000	1,045,000

Commissioner of Revenue

250000

DEPARTMENT SERVICE INFORMATION

1880 Tax Relief Administration

Administers the Real Estate Tax Relief Program for the Elderly and Disabled as well as for Disabled Veterans and tax relief for spouses of military and public safety officers killed in action.

Provides customer service and applicant screening to ensure eligibility.

Maintains records, manages the database, and produces reports.

Goals:

Ensure that Citizens that receive tax exemptions remain qualified each year, measured by number of applications qualified versus applications reviewed.

	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget
Budget			
Direct Service Budget	-	\$ 277,243	\$ 228,486
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 277,243	\$ 228,486
Staffing (FTE)	3.22	3.22	3.13
Operating and Performance Measures			
Efficiency Measures			
Applications Reviewed/FTE	1,053	1,087	1,118
Performance Measures			
Applications Qualified	3,305	3,400	3,500
Workload Measures			
Applications Reviewed	3,390	3,500	3,600

Customer Contact Center**112015****Description:**

The Customer Contact Center (CCC) serves as a central point of contact to Citizens during regular businesses hours and emergency operating conditions. Employees assist Chesapeake 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 throughout the City. Employees identify major service trends and provide statistics to assist operating department managers in developing solutions to meet strategic operational goals.

Department Objectives:

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

- Provide residents with personalized service, prompt problem resolution and access to knowledgeable assistance.
- Answer citizen telephone calls within 30 seconds.
- Maintain a call drop rate of less than 10%.
- Respond to electronic inquiries within 48 hours.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
34107	Customer Contact Center	\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%
Total by Program		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%

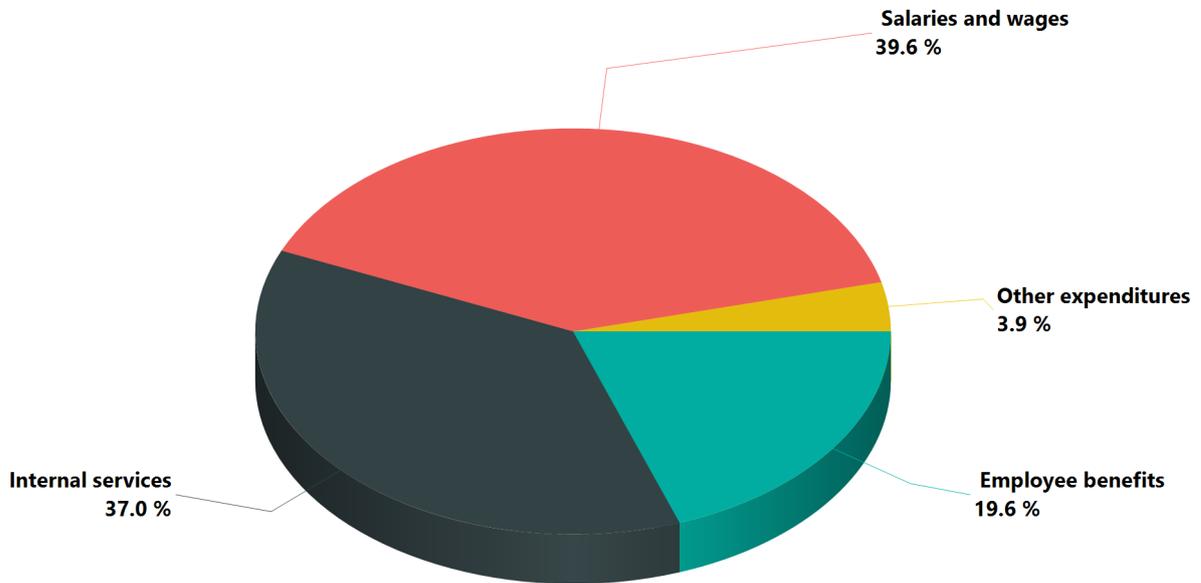
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1610	Customer Contact Center	\$ -	\$ 970,895	\$ 1,021,909	5.3%
Total by Service		\$ -	\$ 970,895	\$ 1,021,909	5.3%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 373,411	\$ 392,576	\$ 404,396	3.0%
1520	Employee benefits	180,101	192,891	199,884	3.6%
1640	Internal services	334,741	342,450	377,641	10.3%
1650	Utility services	19,436	23,660	27,364	15.7%
1730	Purchased services	6,984	2,688	2,688	0%
1750	Other expenditures	514	10,985	4,000	-63.6%
1752	Communications	1,174	4,411	4,411	0%
1760	Materials and supplies	581	1,000	1,000	0%
	Other expenditures	367	234	525	124.4%
Total Expenditures		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%

Customer Contact Center

112015

FY 20-21 Budget by Expense Category



Budget Highlights:

- The Customer Contact Center did not submit any new budget requests for FY 21.
- Salaries include a 2.25% pay increase and an allowance for performance pay awards.
- The increase in Benefits is largely due to the rising cost of healthcare.
- The increase in Internal Service charges is due to the department's rising need for technology support.
- The increase in Utility Services is largely reflective of the increased allotment for electricity.
- Other expenditure charges are due to the change in the allowance for such items as the lease/rent of equipment, training, travel, and the copier maintenance contract.

Customer Contact Center

112015

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1419	Recovered Costs	\$ 120	\$ -	\$ -	-
1450	Other Non-Designated Revenue	917,190	970,895	1,021,909	5.3%
Total Revenues		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%
Other Resources:					
Total Resources		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%
Use of Resources:					
Expenditures		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%
Total Use of Resources		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	917,310	970,895	1,021,909	5.3%
Total by Fund		\$ 917,310	\$ 970,895	\$ 1,021,909	5.3%

Customer Contact Center

112015

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Call Center Cust Advocate	8.63	7.63	7.63	-
Call Center Manager	1.00	1.00	1.00	-
Call Center Supervisor	-	1.00	1.00	-
Total Department Personnel	9.63	9.63	9.63	-

Customer Contact Center**112015****DEPARTMENT SERVICE INFORMATION****1610 Customer Contact Center**

Receives and responds to citizen inquiries and relaying their service requests to the appropriate department or agency.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 970,895	\$ 1,021,909
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 970,895	\$ 1,021,909
Staffing (FTE)	9.63	9.63	9.63
Operating and Performance Measures			
Efficiency Measures			
Average cost per request	\$2.19	\$2.30	\$2.42
Average requests per employee per day (250 work days)	82	86	90
Performance Measures			
Call abandonment rate	1.7%	1.7%	1.5%
One call resolution	96.5%	97.0%	97.5%
Workload Measures			
Other requests/inquiries	7,401	7,771	8,160
Received by telephone	185,056	194,309	204,024
Received electronic	105,150	110,408	115,928
Total citizen requests received and dispatched	297,607	312,487	328,112

Finance Office**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).

Department Objectives:

- 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, accounts payable and payroll procedures.
- Support KRONOS and PeopleSoft maintenance and upgrade with active participation in planning, testing and education.
- Provide direction and support to the City of Chesapeake Other Post Employment Benefits Trust Board.
- Provide financial analyses, debt policy recommendations and debt management for City-wide debt portfolio.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12420	Finance Director	\$ 2,532,079	\$ 2,716,204	\$ 2,868,376	5.6%
12421	Financial Advisory Services	48,167	60,000	-	-100%
Total by Program		\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%

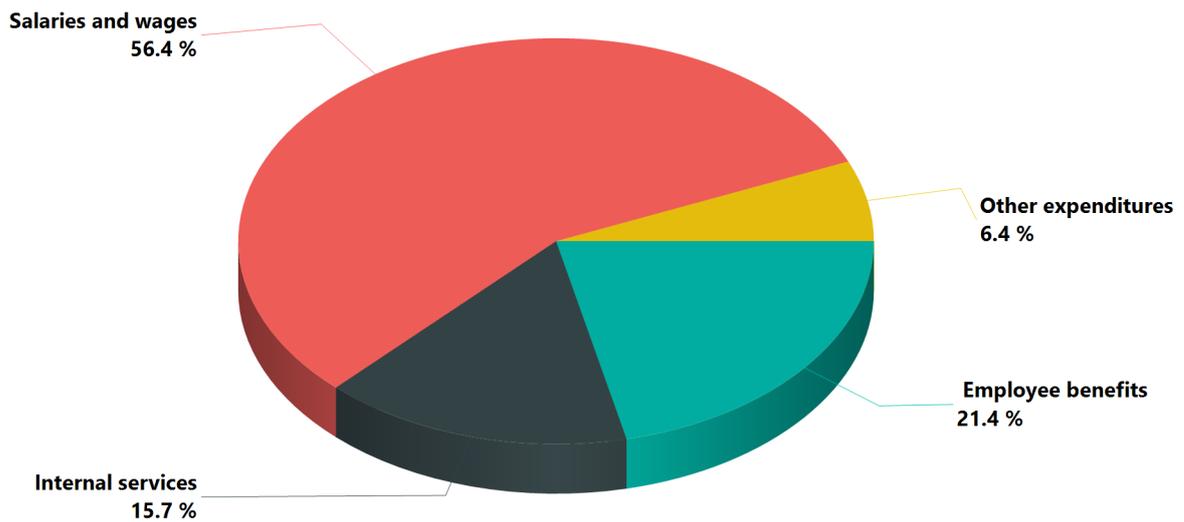
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1210	Accounts Payable	\$ -	\$ 361,467	\$ 404,087	11.8%
1220	Debt Administration	-	308,712	240,250	-22.2%
1230	Financial Reporting	-	453,035	512,529	13.1%
1240	Maintain Accurate Financial Records	-	813,089	851,007	4.7%
1250	Pay and Benefit Administration	-	748,717	771,927	3.1%
1260	Procurement	-	91,184	88,576	-2.9%
Total by Service		\$ -	\$ 2,776,204	\$ 2,868,376	3.3%

Finance Office

111020

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 1,478,067	\$ 1,559,278	\$ 1,617,616	3.7%
1520	Employee benefits	527,222	567,150	614,835	8.4%
1640	Internal services	416,053	425,309	451,550	6.2%
1650	Utility services	14,347	13,955	14,699	5.3%
1730	Purchased services	96,972	146,975	104,102	-29.2%
1750	Other expenditures	16,244	16,815	19,653	16.9%
1752	Communications	13,069	14,791	14,808	0.1%
1760	Materials and supplies	8,747	13,452	13,541	0.7%
	Other expenditures	9,525	18,479	17,572	-4.9%
Total Expenditures		\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%

FY 20-21 Budget by Expense Category



Budget Highlights:

See next page

Finance Office

111020

Budget Highlights

- Salaries include funding for a 2.25% pay increase and an allowance for performance pay awards.
- Funding is included to reclassify one full-time Office Coordinator (Grade 115) to a new job classification entitled Finance Specialist (Grade 118) and for the reclassification of one Accountant II (Grade 125) to an Accountant III (Grade 127).
- The department's request for funding for training (related to retiring Debt Administrator), Debt Management Software, and audio visual equipment replacement/upgrade were not approved for funding and do not appear in the FY 21 budget.
- The increase in benefits is largely due to the rising cost of healthcare.
- The 29% decrease in Purchased Services is attributable to the reduction in the allowance for contractual services.
- Other changes include changes in the amounts allotted for such items as travel, dues and memberships, and subscriptions.

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1416	Charges for Services	\$ 6,756	\$ -	\$ -	-
1419	Recovered Costs	3,112	-	-	-
1450	Other Non-Designated Revenue	2,570,377	2,776,204	2,868,376	3.3%
Total Revenues		\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%
Other Resources:					
		-	-	-	-
Total Resources		\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%
Use of Resources:					
	Expenditures	\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%
Total Use of Resources		\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	2,580,245	2,776,204	2,868,376	3.3%
Total by Fund		\$ 2,580,245	\$ 2,776,204	\$ 2,868,376	3.3%

Finance Office**111020**

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Account Technician 3	2.63	0.63	0.63	-
Account Technician 4	-	2.00	2.00	-
Accountant 1	1.00	1.00	1.00	-
Accountant 2	1.00	1.00	-	(1.00)
Accountant 3	1.63	1.14	2.15	1.01
Accountant 4	5.00	5.00	5.00	-
Accounting Administrator	1.00	-	-	-
Accounts Payable Manager	-	1.00	1.00	-
Asst Director Finance	1.00	0.90	0.90	-
Business Applications Spec 1	1.00	1.00	1.00	-
Controller	1.00	1.00	1.00	-
Debt Manager	1.00	1.00	1.00	-
Director Finance	1.00	0.90	0.90	-
Finance Specialist	-	-	0.90	0.90
Financial Systems Analyst	1.00	1.00	1.00	-
Office Coordinator	1.00	0.90	-	(0.90)
Payroll Manager	1.00	1.00	1.00	-
Payroll Specialist	4.00	4.00	4.00	-
Payroll Supervisor	1.00	1.00	1.00	-
Total Department Personnel	25.25	24.47	24.47	0.01

Finance Office**111020****DEPARTMENT SERVICE INFORMATION****1210 Accounts Payable**

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 361,467	\$ 404,087
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 361,467	\$ 404,087
Staffing (FTE)	3.70	4.37	4.69
Operating and Performance Measures			
Efficiency Measures			
Vouchers processed per FTE	19,539	19,734	19,931
Performance Measures			
Accounts payable (AP) vouchers processed within 7 business days	99.0%	99.0%	99.0%
Workload Measures			
1099s issued	386	400	400
AP Vouchers processed	70,828	71,536	72,252
Escheated check letters issued	216	250	250
P-Card invoices	7,210	7,571	7,949

Finance Office

111020

DEPARTMENT SERVICE INFORMATION

1220 Debt Administration

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 308,712	\$ 240,250
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 308,712	\$ 240,250
Staffing (FTE)	1.30	1.30	1.70
Operating and Performance Measures			
Performance Measures			
Debt payment accuracy and timeliness	100.0%	100.0%	100.0%
Outstanding bonds (in millions)	\$639.00	\$743.00	\$735.00
Workload Measures			
Bonds outstanding	475	516	499
Other debt instruments outstanding	16	13	11
Other debt instruments outstanding (millions)	\$83.20	\$81.60	\$80.00

Finance Office

111020

DEPARTMENT SERVICE INFORMATION

1230 Financial Reporting

Coordination of the citywide preparation of financial statements and audit schedules for the City's Comprehensive Annual Financial Report (CAFR).
 Preparation of the Auditor of Public Accounts Transmittal forms and the Federal Awards Grant Expenditure Report.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 453,035	\$ 512,529
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 453,035	\$ 512,529
Staffing (FTE)	2.58	2.51	3.21
Operating and Performance Measures			
Efficiency Measures			
Monthly financial statements submitted to City Manager within 45 days (December thru May)	100.0%	100.0%	100.0%
Performance Measures			
APA Transmittal forms submitted by the deadline assuming external data received timely	100.0%	100.0%	100.0%
Comprehensive Annual Financial Report (CAFR) submitted to City Council by (APA) deadline	100.0%	100.0%	100.0%
Receive an unmodified audit opinion	100.0%	100.0%	100.0%
Workload Measures			
Journal vouchers	19,790	20,384	20,995

Finance Office

111020

DEPARTMENT SERVICE INFORMATION

1240 Maintain Accurate Financial Records

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 813,089	\$ 851,007
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 813,089	\$ 851,007
Staffing (FTE)	8.89	7.60	6.45
Operating and Performance Measures			
Efficiency Measures			
Financial System "help" tickets solved within 7 days	228	208	215
Performance Measures			
Journal vouchers posted by tenth day of following month.	100.0%	100.0%	100.0%
Workload Measures			
Financial System "help" tickets solved	228	208	215
Training sessions held	46	39	42
Users attending monthly training (LINKage)	537	350	350

Finance Office**111020****DEPARTMENT SERVICE INFORMATION****1250 Pay and Benefit Administration**

Insures the accurate and timely preparation, verification, reconciliation, and daily processing of employee wages and benefits.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 748,717	\$ 771,927
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 748,717	\$ 771,927
Staffing (FTE)	8.00	7.90	7.62
Operating and Performance Measures			
Efficiency Measures			
Payroll journals posting within 5 days	95.0%	95.0%	95.0%
Performance Measures			
Payroll submitted 2 business days prior to payday for direct deposit/printing	100.0%	100.0%	100.0%
Workload Measures			
Checks/direct deposit slips issued	112,740	110,391	114,644
Garnishments, liens, bankruptcies	5,800	5,588	5,900
Medical & Dependent Care Flex Transactions	32,835	33,207	33,492
Medical/Dental/Vision insurance transactions	207,585	210,363	211,737
Payroll deductions processed	735,218	729,060	749,894
Payroll Training sessions held	4	4	4
VRS Navigator maintenance transactions	9,929	12,369	14,809
VRS payroll deductions processed	398,538	394,745	406,509

Finance Office

111020

DEPARTMENT SERVICE INFORMATION

1260 Procurement

Providing fiscal accountability by processing small dollar purchase orders (under \$5,000) for departments in a timely manner.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 91,184	\$ 88,576
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 91,184	\$ 88,576
Staffing (FTE)	0.79	0.79	0.81
Operating and Performance Measures			
Efficiency Measures			
Total purchase orders processes	2,473	2,473	2,473
Performance Measures			
Requisitions processed within 2 business days	95.0%	95.0%	95.0%
Workload Measures			
Total requisitions (<\$5,000) received	2,522	2,522	2,522

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, management analysis, and learning and development.

Department Objectives:

- Foster a team environment that encourages diversity of thought, experience and background, and celebrate participation and partnership in all our endeavors.
- Encourage communication by soliciting the input of others and strive for transparency and inclusiveness.

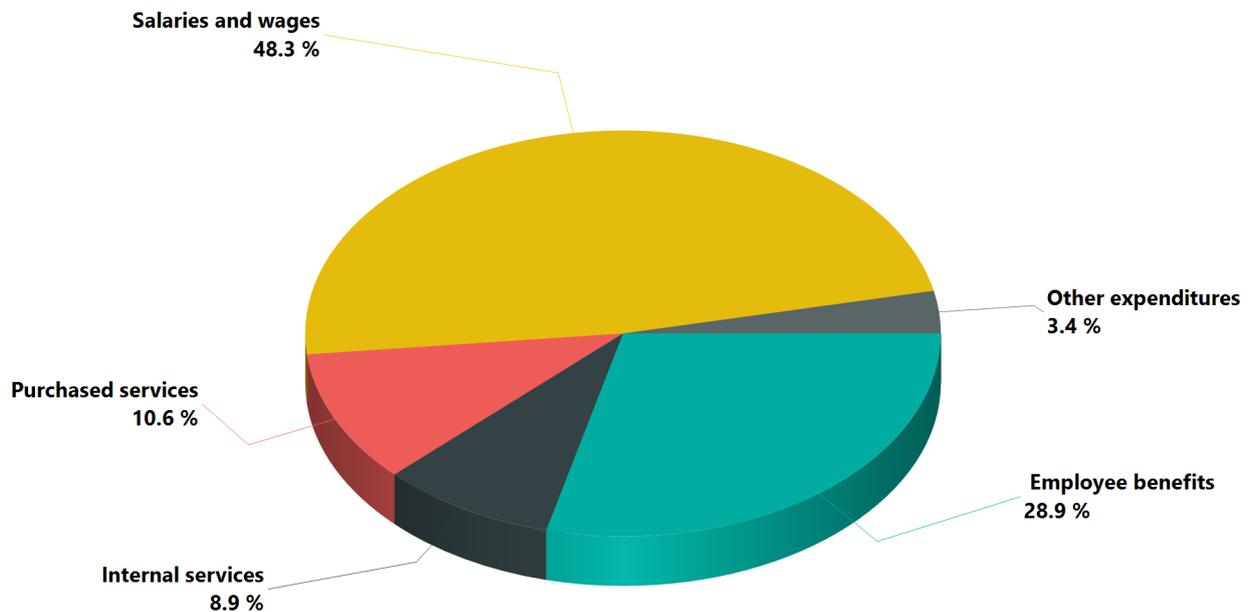
Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12220	Human Resources	\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%
Total by Program		\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1310	HR Benefits and Wellness	\$ -	\$ 529,451	\$ 569,850	7.6%
1320	HR Classification/Compensation	-	443,670	435,891	-1.8%
1330	HR Compliance and Admin	-	685,480	666,655	-2.7%
1340	HR Employee Relations	-	306,637	329,343	7.4%
1350	HR Learning and Develop	-	162,980	270,070	65.7%
1360	HR Recruitment and Selection	-	521,374	557,644	7.0%
Total by Service		\$ -	\$ 2,649,592	\$ 2,829,453	6.8%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 1,255,495	\$ 1,333,464	\$ 1,365,840	2.4%
1520	Employee benefits	675,405	780,511	817,372	4.7%
1640	Internal services	218,395	231,624	251,480	8.6%
1650	Utility services	15,536	19,730	20,717	5.0%
1730	Purchased services	139,104	200,198	299,368	49.5%
1733	Maintenance and repairs	5,193	9,500	9,500	0%
1750	Other expenditures	17,044	24,300	24,300	0%
1760	Materials and supplies	24,948	35,489	26,500	-25.3%
	Other expenditures	12,742	14,776	14,376	-2.7%
Total Expenditures		\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%

Human Resources

FY 20-21 Budget by Expense Category



Budget Highlights:

- The department's FY 21 budget submission included requests for one full-time Human Resources Generalist I position, a request for a subscription to the Government Jobs Employment Board, and a \$100,000 request for subscription costs to a Learning Management System in FY 22 and FY 23. None of the requests were approved by the Budget Review Committee and do not appear in the operating budget.
- Salaries include funding for a 2.25% pay increase and an allowance for performance pay awards. The increase in benefits is largely due to the rising cost of healthcare.
- The increase in Purchased Services is due to the increase in the allowance for citywide background checks and for professional contractual services. Funding in the amount of \$80,000, which was previously included in individual departments, is now included in the Human Resources budget for the Supervisory/Management Program. Funding is provided by Public Works, Public Utilities, Police, Sheriff, and Parks. Funding (\$670) is also included for background checks for the Juvenile Services Division of Human Services to eliminate the need for a charge back by Human Resources.
- The 25% decrease in Materials and Supplies is due to the removal of \$8,989 in one time funding for additional tables and new chairs for the City Hall 4th Floor Training Room which were approved in FY 20.

Human Resources**111030**

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1419	Recovered Costs	\$ 480	\$ -	\$ -	-
1450	Other Non-Designated Revenue	2,363,383	2,649,592	2,799,453	5.7%
Total Revenues		\$ 2,363,863	\$ 2,649,592	\$ 2,799,453	5.7%
Other Resources:					
1930	Transfer from Other Funds	\$ -	\$ -	\$ 30,000	-
Total Resources		\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%
Use of Resources:					
Expenditures		\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%
Total Use of Resources		\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	2,363,863	2,649,592	2,829,453	6.8%
Total by Fund		\$ 2,363,863	\$ 2,649,592	\$ 2,829,453	6.8%

Human Resources**111030**

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Asst Director Human Resources	1.00	1.00	1.00	-
Business Applications Spec 1	1.00	1.00	1.00	-
Director Human Resources	1.00	1.00	1.00	-
Human Resources Coordinator	-	-	3.00	3.00
Human Resources Coordinator 2	3.00	3.00	-	(3.00)
Human Resources Generalist 1	4.00	3.00	3.00	-
Human Resources Generalist 2	3.00	3.00	3.00	-
Human Resources Manager 1	1.00	1.00	1.00	-
Human Resources Manager 2	2.00	2.00	2.00	-
Human Resources Specialist 1	3.75	3.75	3.00	(0.75)
Management Analyst	-	1.00	1.00	-
Office Assistant 1	1.25	1.25	1.00	(0.25)
Office Coordinator	1.00	1.00	1.00	-
Office Specialist 2	1.00	1.00	2.00	1.00
Total Department Personnel	23.00	23.00	23.00	-

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

1310 HR Benefits and Wellness

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

Goal: Promote wellness outreach efforts that encourage and educate on physical, mental, intellectual, environmental, and financial health to maximize individual and organizational potential.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 529,451	\$ 569,850
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 529,451	\$ 569,850
Staffing (FTE)	3.30	2.85	2.60
Operating and Performance Measures			
Efficiency Measures			
Average business days to process wellness incentive applications	0	1	1
Performance Measures			
Wellness incentive applications processed within 2 business days of submission	100.0%	95.0%	95.0%
Workload Measures			
Qualifying life event submissions	220	250	250
Retirement counseling sessions	118	125	125

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

1320 HR Classification/Compensation

Establishes the City's pay structure and job titles. Reviews (re)classification requests and make recommendations for the City Manager's consideration. Implements all pay changes. Maintains the Human Resource Information and On-line Application System. Prepares workforce statistics for executive leadership to aid in short and long-term strategic planning.

Goal: Promote and enhance the City's total rewards package to provide maximum cost effectiveness and benefit.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 443,670	\$ 435,891
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 443,670	\$ 435,891
Staffing (FTE)	4.25	4.30	4.30
Operating and Performance Measures			
Performance Measures			
Classification requests processed within 120 days of submission	100.0%	95.0%	95.0%
Workload Measures			
(Re)classification requests	71	90	90
Hires above the minimum	164	175	175
Personnel actions processed	3,666	3,700	3,700

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

1330 HR Compliance and Admin

Responsible for policy creation, administration and interpretation. Investigates internal equal employment opportunity (EEO) complaints and responds to charges from the EEO Commission. Oversees the absence management function to include Family and Medical Leave and Americans with Disabilities Act.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 685,480	\$ 666,655
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 685,480	\$ 666,655
Staffing (FTE)	6.20	6.25	6.25
Operating and Performance Measures			
Performance Measures			
Investigation response deadlines met	100.0%	100.0%	100.0%
Workload Measures			
ADA requests	182	200	200
FML requests	940	1,000	1,000

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

1340 HR Employee Relations

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

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 306,637	\$ 329,343
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 306,637	\$ 329,343
Staffing (FTE)	1.45	2.25	2.25
Operating and Performance Measures			
Workload Measures			
Employee relations issues	215	225	225

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

1350 HR Learning and Develop

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

Goal: Support departments' workforce development to enhance employees' knowledge and skills to best serve citizens as well as facilitate the proactive transfer of knowledge in the event of retirement/turnover.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 162,980	\$ 270,070
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 162,980	\$ 270,070
Staffing (FTE)	2.15	1.65	1.30
Operating and Performance Measures			
Performance Measures			
Average evaluation scores for the learning offerings provided by HR (on a 5 point scale)	4	4	4
Workload Measures			
Learning and development offerings	111	185	185
Onboarding surveys	419	450	450

Human Resources

111030

DEPARTMENT SERVICE INFORMATION

1360 HR Recruitment and Selection

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

Goal: Support departments' efforts to attract and retain a high performing, diverse workforce.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 521,374	\$ 557,644
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 521,374	\$ 557,644
Staffing (FTE)	5.65	5.70	6.30
Operating and Performance Measures			
Efficiency Measures			
Average business days for review of complete interview packets	0	2	2
Average business days to complete HR screening	1	2	2
Performance Measures			
Applications screened within 3 business days	95.0%	92.0%	92.0%
Interview packets reviewed within 3 business days	100.0%	97.0%	97.0%

Public Communications**113050****Description:**

Through the use of a diverse mix of message delivery methods, the department staff endeavors to provide accurate, coordinated, and timely information about the municipality's programs, services, and initiatives, while also striving to foster two-way, interactive engagement with stakeholders. Commercial and social media are used extensively, as are the City's television station and direct contact communication vehicles. Relationship building, with media and citizen groups, plays a key role in the department's overall process.

Department Objectives:

- Providing accurate, actionable, credible, and timely information to the public is a key element in maintaining and enhancing the City's reputation. We will expend every effort to ensure that information distributed by the City meets the highest levels of those standards.
- We will work in a non-partisan, non-advocacy manner, utilizing all available and appropriate communication tools and channels to provide factual information.
- We will tailor our messages, in tone, language, and delivery method, to meet the needs and desires of our target audiences.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12250	Public Communications	\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%
Total by Program		\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%

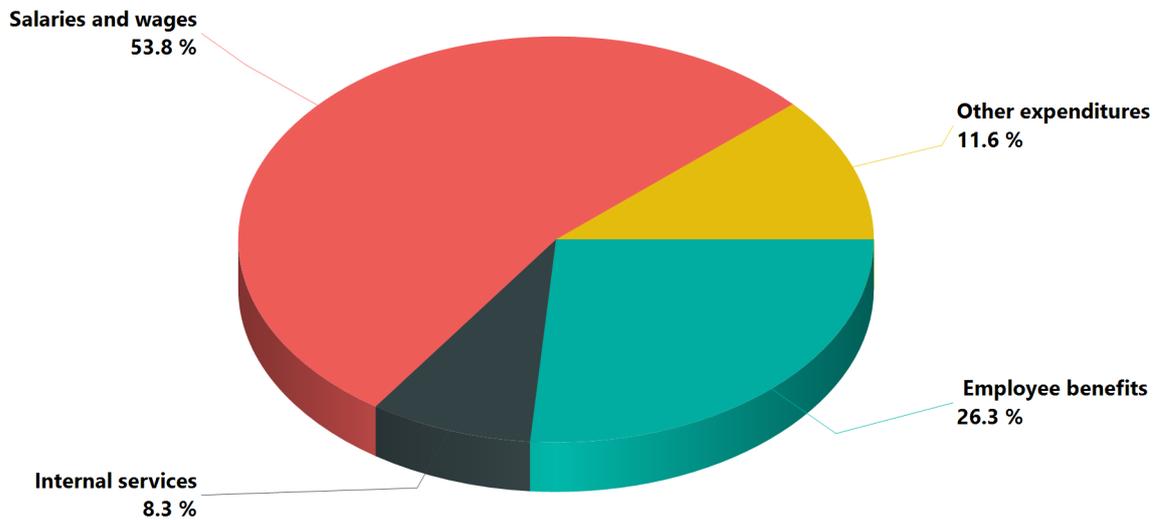
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1660	Public Communications	\$ -	\$ 1,547,562	\$ 1,649,723	6.6%
Total by Service		\$ -	\$ 1,547,562	\$ 1,649,723	6.6%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 806,337	\$ 864,055	\$ 887,051	2.7%
1520	Employee benefits	360,847	396,379	433,954	9.5%
1640	Internal services	93,771	136,810	137,000	0.1%
1730	Purchased services	36,445	51,600	97,100	88.2%
1733	Maintenance and repairs	5,621	19,000	23,300	22.6%
1750	Other expenditures	11,638	21,800	19,900	-8.7%
1760	Materials and supplies	20,175	18,000	16,500	-8.3%
1767	IT supplies/equipment	6,084	30,000	25,000	-16.7%
	Other expenditures	7,128	9,918	9,918	0%
Total Expenditures		\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%

Public Communications

113050

FY 20-21 Budget by Expense Category



Budget Highlights:

- Purchased services increase is due to Public Awareness Campaign to promote the dates for May and November elections in amount of \$45,000.

Request Not Funded:

- Request for TV Maintenance Engineer in amount of \$62,500.

Public Communications

113050

Operating Resources		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Revenue:					
1450	Other Non-Designated Revenue	\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%
Total Revenues		\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%
Other Resources:					
Total Resources		\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%
Use of Resources:					
	Expenditures	\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%
Total Use of Resources		\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%
Budget by Fund:					
100	General Fund	1,348,045	1,547,562	1,649,723	6.6%
Total by Fund		\$ 1,348,045	\$ 1,547,562	\$ 1,649,723	6.6%

Public Communications

113050

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Customer Service Clerk 1	1.00	1.13	1.13	-
Director Public Communication	1.00	1.00	1.00	-
Office Coordinator	1.00	1.00	1.00	-
Pub Comm Coordinator 2	1.00	1.00	1.00	-
Public Communications Coord	1.00	1.00	1.00	-
Public Communications Specialist	2.00	2.00	2.00	-
Social Media Coordinator	1.00	1.00	1.00	-
Video Operations Coordinator	1.00	1.00	1.00	-
Video Producer/Director	3.00	3.00	3.00	-
Video Production Coordinator	1.00	1.00	1.00	-
Videographer 1	1.00	1.00	1.00	-
Total Department Personnel	14.00	14.13	14.13	-

Public Communications

113050

DEPARTMENT SERVICE INFORMATION

1660 Public Communications

Provides Chesapeake citizens, businesses, visitors, and others with information about the municipal government's operations, services, and programs.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 1,547,562	\$ 1,649,723
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 1,547,562	\$ 1,649,723
Staffing (FTE)	14.00	14.13	14.13
Operating and Performance Measures			
Efficiency Measures			
Coordinate program production for City and School channels to expanding offerings/efficiency	8	20	30
Expand usage of equipment across multiple platforms to enhance output efficiency	3	5	3
Workload Measures			
Broadcast live coverage and replays of public meetings (Council, School Board, etc.)	70	70	70
Coordinate provision of accurate and timely responses to media inquiries	200	200	200
Participate in planning/execution of communications strategies for City initiatives	75	150	250
Produce public service, public awareness, and and video for use across multiple platforms	89	100	100
Produce weekly news programming for television and internet usage	52	52	52

Purchasing Office**112011****Description:**

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

Department Objectives:

- To simplify, clarify and modernize the procedures governing procurement by the City;
- To make as consistent as possible the procurement regulations among the various Departments/Divisions;
- To provide for increase public confidence in the procedures followed in public procurement;
- To ensure the fair and equitable treatment of all persons who deal with the procurement systems in the City;
- To provide increased economy in procurement activities and to maximize to the fullest extent practicable the purchasing value of public funds;
- To foster effective broad-based competition;
- To maintain safeguards for the quality and integrity of the procurement system; and
- To continually obtain a cost effective and responsive method for materials, services and construction required by City departments in order for those departments to better serve the citizens and businesses of the City.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12430	Purchasing	\$ 847,413	\$ 954,184	\$ 1,032,503	8.2%
12431	Purchasing - Postage	81,649	143,245	133,417	-6.9%
Total by Program		\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%

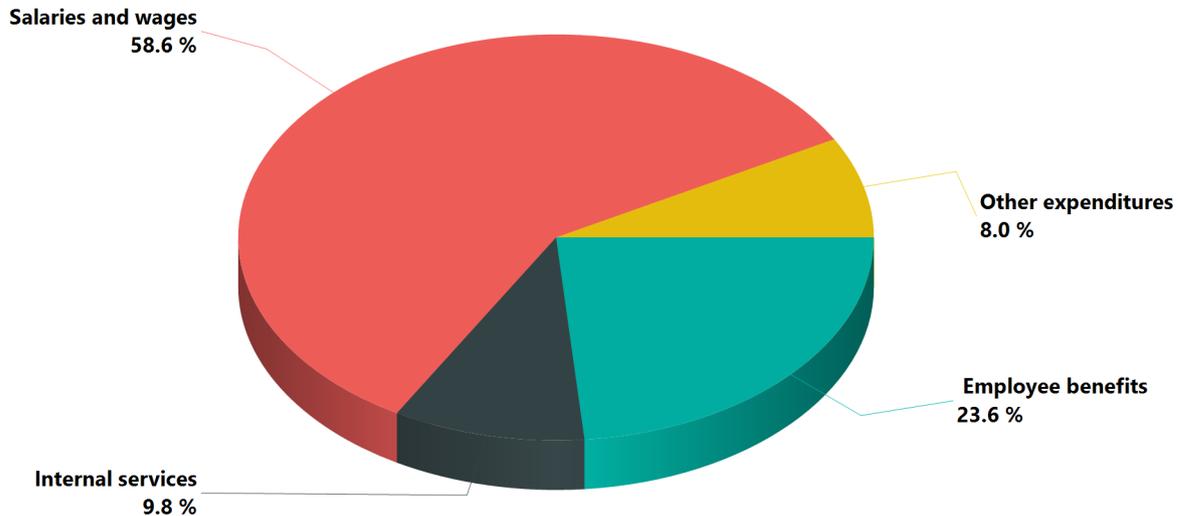
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Mail/Courier and Delivery	\$ -	\$ 143,245	\$ 133,417	-6.9%
1520	Procurement-Goods/Services/Constr	-	786,501	838,359	6.6%
1530	Vendor Management and Administration	-	167,683	194,144	15.8%
Total by Service		\$ -	\$ 1,097,429	\$ 1,165,920	6.2%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 518,220	\$ 601,760	\$ 683,288	13.5%
1520	Employee benefits	196,918	255,652	274,835	7.5%
1640	Internal services	108,462	105,023	114,010	8.6%
1650	Utility services	8,453	10,452	10,552	1.0%
1733	Maintenance and repairs	4,139	13,908	13,908	0%
1750	Other expenditures	20,227	30,206	34,862	15.4%
1752	Communications	58	16,000	18,000	12.5%
1760	Materials and supplies	5,455	11,506	12,200	6.0%
	Other expenditures	67,130	52,922	4,265	-91.9%
Total Expenditures		\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%

Purchasing Office

112011

FY 20-21 Budget by Expense Category



Budget Highlights:

- The department's FY 21 budget submission included a \$240,000 request for a Contracting Module, \$310,000 for an eSupplier Module, and \$250,000 to be included in the FY 22 budget for a Strategic Sourcing Module. None of these requests appear in the FY 21 budget. The department withdrew the request for the eSupplier module and the other two requests were not approved by the Budget Review Committee.
- Salaries include funding for a 2.25% pay increase and an allowance for performance pay awards. The change in benefits is due to the difference in the allocation for health insurance.
- Salaries increased during FY 2020 to address competitiveness of purchasing professionals and difficulty recruiting and retaining employees.
- The allowance for travel and the lease/rent of equipment expenses were increased by 15.4%.
- The increase reflected in Communications is attributable to the increase in postage and freight.
- The \$48,657 decrease shown in Other expenditures is reflective of the decrease in the allowance for contractual services.

Purchasing Office

112011

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1418	Miscellaneous Local Revenues	\$ 314	\$ -	\$ -	-
1419	Recovered Costs	31,966	-	-	-
1450	Other Non-Designated Revenue	896,782	1,097,429	1,165,920	6.2%
Total Revenues		\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%
Other Resources:					
		-	-	-	-
Total Resources		\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%
Use of Resources:					
	Expenditures	\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%
Total Use of Resources		\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%
Budget by Fund:		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	929,062	1,097,429	1,165,920	6.2%
Total by Fund		\$ 929,062	\$ 1,097,429	\$ 1,165,920	6.2%

Purchasing Office**112011**

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Courier	1.00	1.00	1.00	-
Mail Clerk	0.63	0.63	0.63	-
Office Assistant 2	1.00	1.00	1.00	-
Office Coordinator	1.00	1.00	1.00	-
Procurement Administrator	1.00	1.00	1.00	-
Procurement Contract Specialist	1.00	-	-	-
Procurement Manager	-	-	1.00	1.00
Procurement Specialist 1	2.00	2.00	1.00	(1.00)
Procurement Specialist 2	3.00	4.00	4.00	-
Procurement Supervisor	1.00	1.00	1.00	-
Total Department Personnel	11.63	11.63	11.63	-

Purchasing Office

112011

DEPARTMENT SERVICE INFORMATION

1510 Mail/Courier and Delivery

Involves:

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

GOALS:

Process outgoing mail by 3:30 P.M. daily.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 143,245	\$ 133,417
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 143,245	\$ 133,417
Staffing (FTE)	1.93	1.93	1.93
Operating and Performance Measures			
Efficiency Measures			
Annual outgoing mail processed daily by 3:30PM	107,433	121,539	121,539
Performance Measures			
Department satisfaction level	100.0%	100.0%	100.0%
Workload Measures			
Pieces of outgoing mail processed	107,433	121,539	121,539

Purchasing Office**112011****DEPARTMENT SERVICE INFORMATION****1520 Procurement-Goods/Services/Constr**

Involves:

- Facilitating the procurement process to obtain supplies, commodities, and services in compliance with procurement ordinances and laws.
- Provide consistent, cost effective, and timely procurement support to all City departments and agencies.
- Promote new acquisition techniques.
- Promote initiatives to increase contract opportunities for Small, Women, and Minority (SWAM) vendors.
- Leveraging technology to maximize the use of PeopleSoft procurement modules for promoting efficiency.
- Procurement certification through an accredited organization of all staff members.
- Obtain Purchasing Office certification.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 786,501	\$ 838,359
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 786,501	\$ 838,359
Staffing (FTE)	7.65	7.65	7.65
Operating and Performance Measures			
Efficiency Measures			
Average processing time for IFB's (days)	30.0	30.0	30.0
Average processing time for RFP's (days)	150.0	150.0	150.0
Average time to process from requisition to purchase order (days)	5.0	5.0	5.0
Total Home Depot Card spending	\$224,378	\$245,437	\$245,437
Total P-Card spending	\$1,237,744	\$1,318,824	\$1,318,824
Total Purchase Orders \$ Amount	\$217,080,572	\$220,000,000	\$220,000,000
Total purchase orders processed	7,940	8,126	8,126
Performance Measures			
Average P-Card spending (per transaction)	\$174	\$178	\$178
Average Total Home Depot Charge card spending	\$103	\$99	\$99
Requisitions processes to purchase order	99.0%	100.0%	100.0%
Solicitations/contracts awarded	100.0%	100.0%	100.0%
Workload Measures			
Total Home Depot Charge Card transactions	2,184	2,474	2,474
Total major solicitations (RFP's, IFB's) received	123	232	232
Total purchase requisitions received	8,305	8,316	8,316
Total small purchasing card transactions processed	7,111	7,408	7,408

Purchasing Office

112011

DEPARTMENT SERVICE INFORMATION

1530 Vendor Management and Administration

Involves:

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

GOAL: Process Supplier Registration Requests within two (2) days from receipt.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 167,683	\$ 194,144
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 167,683	\$ 194,144
Staffing (FTE)	2.05	2.05	2.05
Operating and Performance Measures			
Efficiency Measures			
Vendor data entries processed and completed within 2 business days	952	900	900
Performance Measures			
Vendor data entries processed within 2 business days	100.0%	100.0%	100.0%
Workload Measures			
Annual Vendor data entry requests received (suppleiers/reimbursement requests)	952	900	900

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 Ordinance § 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.

Department Objectives:

Real Estate Assessor Goals:

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

Board of Equalization Goals:

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

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
12320	Real Estate Assessor	\$ 2,635,257	\$ 2,834,781	\$ 2,914,390	2.8%
12330	Board of Equalization	3,507	4,560	4,744	4.0%
Total by Program		\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%

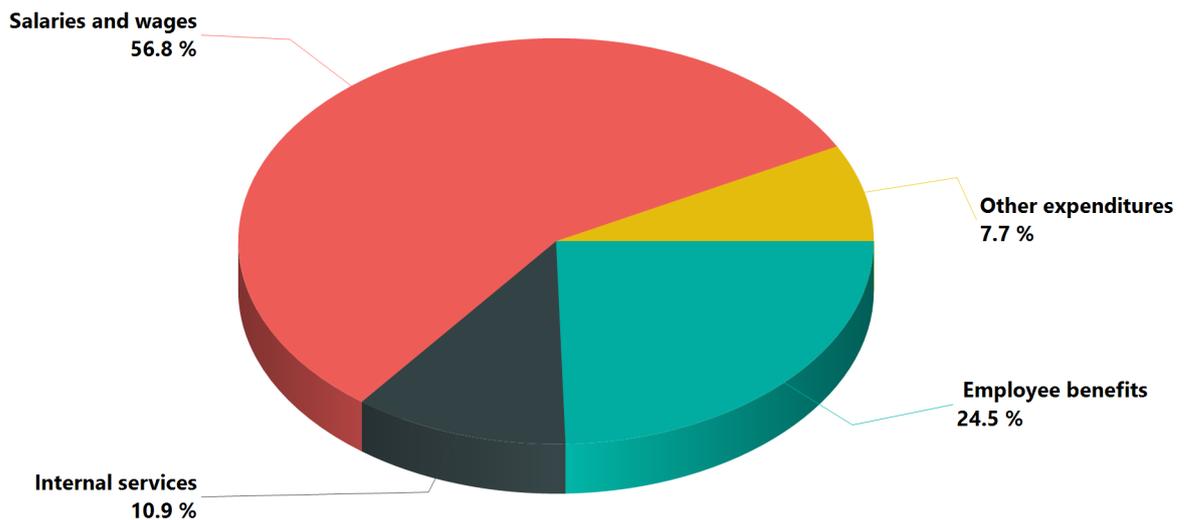
Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1910	Board of Equalization (Appeals)	\$ -	\$ 4,560	\$ 4,744	4.0%
1920	Real Estate Assessment	-	2,834,781	2,914,390	2.8%
Total by Service		\$ -	\$ 2,839,341	\$ 2,919,134	2.8%

Real Estate Assessor

140000

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 1,584,118	\$ 1,684,610	\$ 1,657,747	-1.6%
1520	Employee benefits	574,907	648,154	715,932	10.5%
1640	Internal services	286,952	294,034	319,397	8.6%
1650	Utility services	21,654	27,384	27,384	0%
1730	Purchased services	63,942	76,037	78,613	3.4%
1750	Other expenditures	36,311	30,200	39,900	32.1%
1752	Communications	38,815	44,336	45,336	2.3%
1760	Materials and supplies	7,967	20,286	20,525	1.2%
	Other expenditures	24,098	14,300	14,300	0%
Total Expenditures		\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%

FY 20-21 Budget by Expense Category



Budget Highlights:

Continued on Next Page

Real Estate Assessor**140000**

Budget Highlights

Real Estate Assessor:

- Salaries reflect a 2.25% pay increase effective July 2020 along with career advancement and performance pay wage increases.
- The increase in benefits reflects the pay raise and the rising cost of healthcare, worker's compensation, and employee retirement.

Board of Equalization:

- The Board will receive level funding.

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1416	Charges for Services	\$ 1,609	\$ 5,400	\$ 1,600	-70.4%
1419	Recovered Costs	190	-	-	-
1450	Other Non-Designated Revenue	2,636,964	2,833,941	2,917,534	2.9%
Total Revenues		\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%
Other Resources:					
		-	-	-	-
Total Resources		\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%
Use of Resources:					
	Expenditures	\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%
Total Use of Resources		\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%
Budget by Fund:					
		FY 18-19	FY 19-20	FY 20-21	Change from
		Actual	Budget	Budget	prior Year
100	General Fund	2,638,763	2,839,341	2,919,134	2.8%
Total by Fund		\$ 2,638,763	\$ 2,839,341	\$ 2,919,134	2.8%

Real Estate Assessor

140000

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Administrative Assistant 1	1.00	1.00	1.00	-
Appraisal Clerk 1	1.00	1.00	1.00	-
Appraisal Clerk 2	2.00	2.00	2.00	-
Appraisal Clerk Supervisor	1.00	1.00	1.00	-
Deputy Real Estate Assessor	1.00	1.00	1.00	-
GIS Specialist	1.00	1.00	1.00	-
Real Estate Appraiser 1	2.00	2.00	2.00	-
Real Estate Appraiser 2	5.00	5.00	3.00	(2.00)
Real Estate Appraiser 3	7.00	7.00	8.00	1.00
Real Estate Appraiser 4	2.00	2.00	3.00	1.00
Real Estate Appraiser 5	3.00	3.00	3.00	-
Real Estate Assessor	1.00	1.00	1.00	-
Systems Analyst 1	0.63	-	-	-
Title Clerk 2	1.00	1.00	1.00	-
Total Department Personnel	28.63	28.00	28.00	-

Real Estate Assessor

140000

DEPARTMENT SERVICE INFORMATION

1910 Board of Equalization (Appeals)

The five-member board is appointed by the Circuit Court. Members receive a stipend from the City of \$75 per meeting. Members are employees of the City. The board provides independent administrative hearings and rulings on appeals by property owners of assessments made by the Assessor. The board will 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.

	FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget
Budget			
Direct Service Budget	-	\$ 4,560	\$ 4,744
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 4,560	\$ 4,744
Staffing (FTE)	-	-	-
Operating and Performance Measures			
Performance Measures			
Appealed assessments upheld	23	25	32
Appeals granted	2	2	3
Workload Measures			
Appeals applications received	38	40	50
Appeals heard	25	27	35

Real Estate Assessor

140000

DEPARTMENT SERVICE INFORMATION

1920 Real Estate Assessment

The service entails (1) assessment of property values and administration of land use program; maintenance of the Computer Assisted Mass Appraisal database and land book; (2) production of reports; and (3) customer relations with property owners, city administration and the governing body. It also includes representing and defending valuations before the Board of Equalization.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 2,834,781	\$ 2,914,390
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 2,834,781	\$ 2,914,390
Staffing (FTE)	28.63	28.00	28.00
Operating and Performance Measures			
Efficiency Measures			
Average parcel appraisals per appraiser	4,689	4,795	4,847
Average permit appraisals per appraiser	179	189	200
Performance Measures			
Assessment-to-sales price ratio	96.0%	97.0%	97.0%
Coefficient of dispersion	5.5%	5.0%	5.0%
Workload Measures			
Ownership transfers processed	6,500	6,550	6,800
Parcels appraised	89,100	91,000	91,100
Permits appraised	3,400	3,600	3,800
Plats processed	220	230	240

Registrar/Elections**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.

Department Objectives:

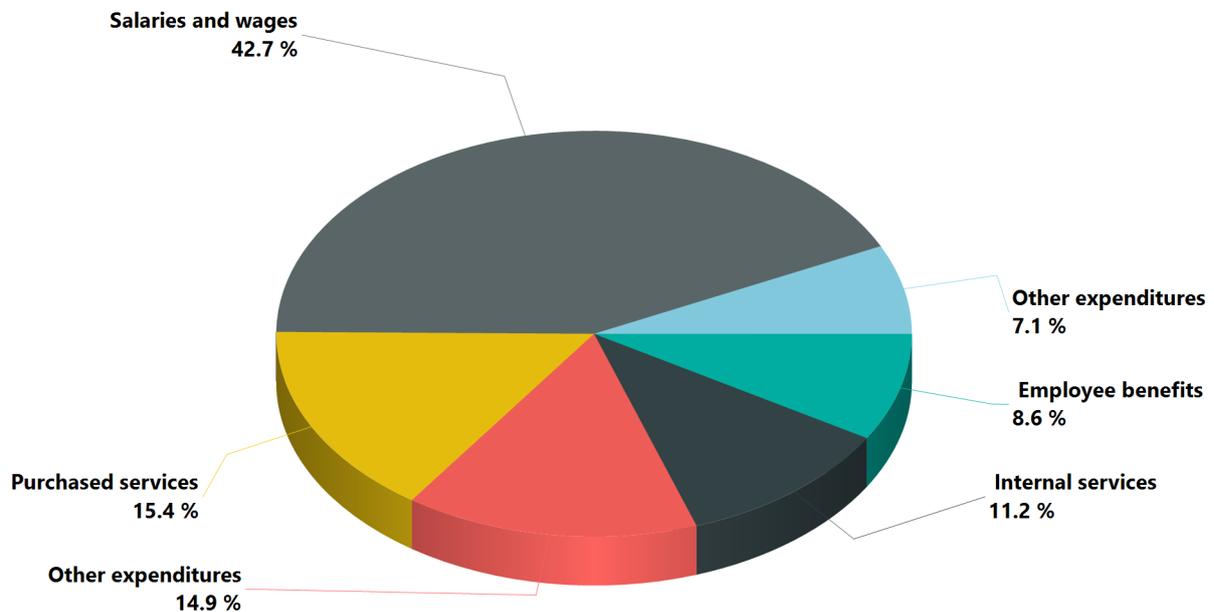
Encourage voter registration and voting as the fundamental element in a participatory democracy.

Budget by Program		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
13100	Electoral Board	\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%
Total by Program		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%

Budget by Service		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1410	Absentee Voting	\$ -	\$ 235,132	\$ 388,149	65.1%
1420	Administer Elections	-	858,065	743,421	-13.4%
1430	Candidate Processing	-	94,078	84,903	-9.8%
1440	Voter Registration	-	392,614	390,724	-0.5%
Total by Service		\$ -	\$ 1,579,889	\$ 1,607,197	1.7%

Operating Expenditures		FY 18-19 Actual	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
1510	Salaries and wages	\$ 422,738	\$ 680,003	\$ 686,927	1.0%
1520	Employee benefits	105,445	149,280	138,011	-7.5%
1640	Internal services	167,092	171,700	179,718	4.7%
1730	Purchased services	122,379	224,616	248,026	10.4%
1733	Maintenance and repairs	19,040	30,750	32,243	4.9%
1750	Other expenditures	197,630	257,830	240,272	-6.8%
1752	Communications	74,922	27,210	53,500	96.6%
1760	Materials and supplies	25,507	35,000	25,000	-28.6%
	Other expenditures	956	3,500	3,500	0%
Total Expenditures		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%

FY 20-21 Budget by Expense Category



Budget Highlights:

- Salaries include funding for a 2.25% pay increase and an allowance for performance pay awards. Changes in benefits is reflective of the allotment for health insurance for eligible staff members.
- The Registrar's budget fluctuates from year to year depending upon the number and type of elections held. The FY 20 budget included funding for four elections. The FY 21 budget submission includes funding for one primary election and a Presidential election. Presidential elections are more costly as they typically generate a larger voter turnout. The requests submitted for the FY 21 budget reflect adjustments needed for routine operating expenditures.
- Virginia will have no excuse in person, early voting available starting on the second Saturday immediately preceding any election beginning with the 2020 Presidential election. In-person absentee with excuse requiring an application will still begin 45 days before an election. The department has allocated funding to allow for the operation of satellite early voting locations, additional staff to assist with early voting, and additional ballots to supply all satellite early voting locations.

Registrar/Elections

111060

		FY 18-19	FY 19-20	FY 20-21	Change from
Operating Resources		Actual	Budget	Budget	prior Year
Revenue:					
1424	Commonwealth of Virginia - Categorical: Shared Costs	\$ 76,836	\$ 79,800	\$ 81,400	2.0%
1450	Other Non-Designated Revenue	1,058,871	1,500,089	1,525,797	1.7%
Total Revenues		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%
Other Resources:					
Total Resources		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%
Use of Resources:					
Expenditures		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%
Total Use of Resources		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%
Budget by Fund:					
100	General Fund	1,135,707	1,579,889	1,607,197	1.7%
Total by Fund		\$ 1,135,707	\$ 1,579,889	\$ 1,607,197	1.7%

Registrar/Elections**111060**

DEPARTMENT COMPLEMENT				
Positions	FY 18-19 Budget	FY 19-20 Budget	FY 20-21 Budget	Change from prior Year
Assistant Registrar 1	2.51	4.32	4.38	0.07
Assistant Registrar 2	2.00	2.00	2.00	-
Assistant Registrar Aide	1.03	-	-	-
Board Of Elections	-	-	-	-
Deputy Registrar	1.00	1.00	1.00	-
Elections	-	0.04	-	(0.04)
Registrar	1.00	1.00	1.00	-
Voter Registration/Technology Coordinator	1.00	-	-	-
Voting Machine Technician 1	-	0.15	0.13	(0.02)
Voting Machine Technician 2	-	0.03	0.03	-
Total Department Personnel	8.54	8.54	8.54	-

Registrar/Elections

111060

DEPARTMENT SERVICE INFORMATION

1410 Absentee Voting

Provides and processes absentee ballot applications. Absentee ballots are issued to applicants in-person, by mail, or by e-mail.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 235,132	\$ 388,149
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 235,132	\$ 388,149
Staffing (FTE)	1.68	2.14	2.15
Operating and Performance Measures			
Workload Measures			
Absentee ballots cast in November Election	6,459	4,500	70,000

Registrar/Elections

111060

DEPARTMENT SERVICE INFORMATION

1420 Administer Elections

Provides each Chesapeake precinct an accessible polling place with voting equipment, poll books, ballots and trained election officials.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 858,065	\$ 743,421
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 858,065	\$ 743,421
Staffing (FTE)	2.00	2.39	2.34
Operating and Performance Measures			
Workload Measures			
Elections held in fiscal year	1	4	2
Voting precincts	64	64	64

Registrar/Elections

111060

DEPARTMENT SERVICE INFORMATION

1430 Candidate Processing

Accepts and processes candidate filings to appear on the ballot, checks petitions, and accepts and maintains campaign finance reports for public inspection.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 94,078	\$ 84,903
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 94,078	\$ 84,903
Staffing (FTE)	2.20	0.70	0.70
Operating and Performance Measures			

Registrar/Elections

111060

DEPARTMENT SERVICE INFORMATION

1440 Voter Registration

This service includes (1) processing voter registration applications, (2) issuing voter registration notifications to registrants, and (3) maintaining voter registration records.

	FY 18-19	FY 19-20	FY 20-21
	Actual	Budget	Budget
Budget			
Direct Service Budget	-	\$ 392,614	\$ 390,724
Allocated Administrative/Support Costs	-	-	-
Total Budget	-	\$ 392,614	\$ 390,724
Staffing (FTE)	2.13	3.31	3.35
Operating and Performance Measures			
Workload Measures			
Registered voters	160,990	165,000	165,000