

# Internal Services



Finance Department:  
Procurement  
Risk Management  
Warehouse

Human Resources

Information Technology

### City Strategic Goals Key

Goal 1: Enhance the self-sufficiency of our residents



Goal 2: Be a safe, equitable, thriving and beautiful community



Goal 3: Have a strong diversified economy

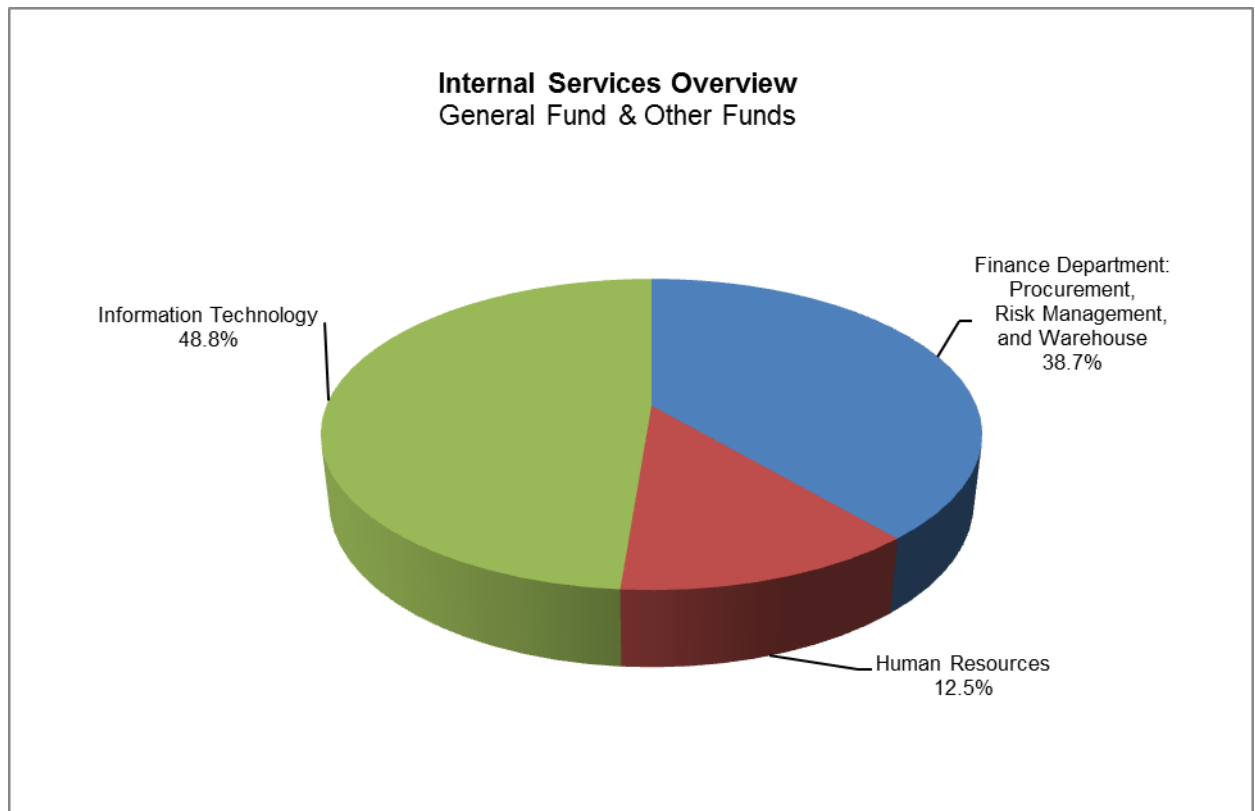
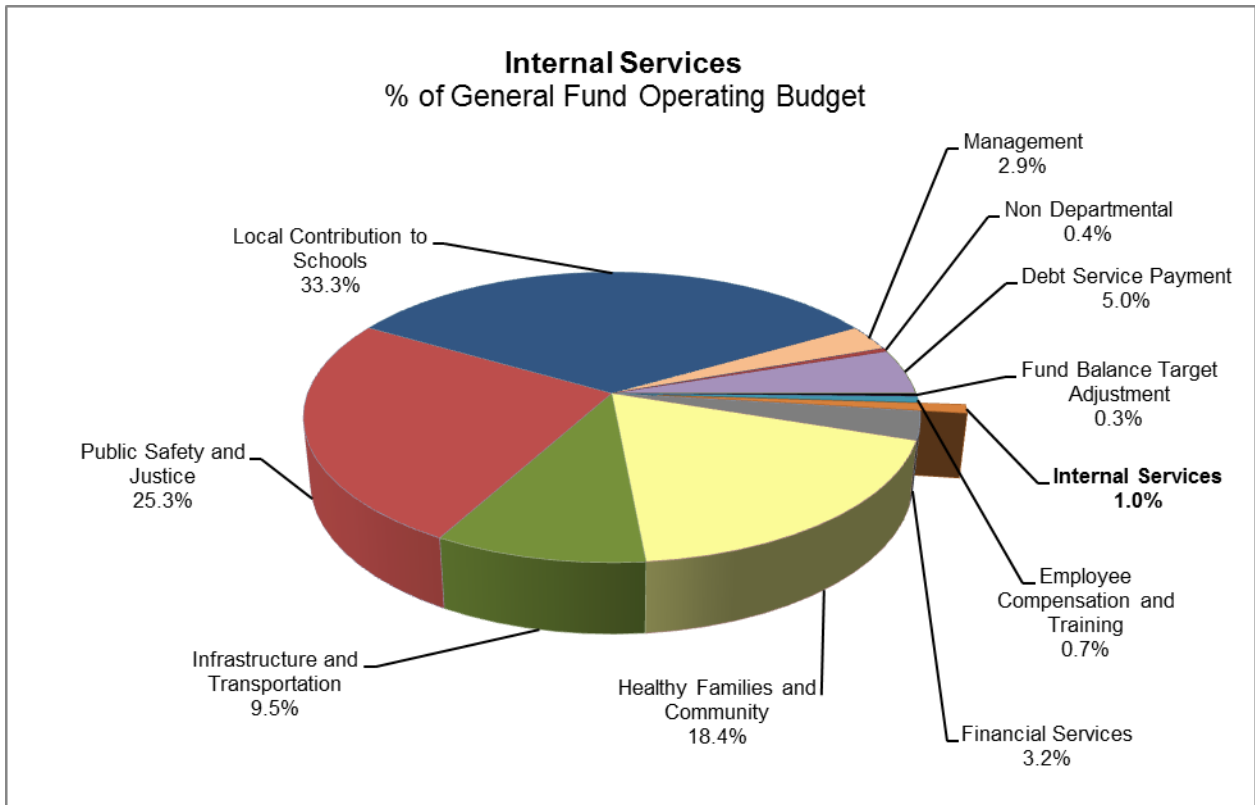


Goal 4: Be a well-managed and successful organization

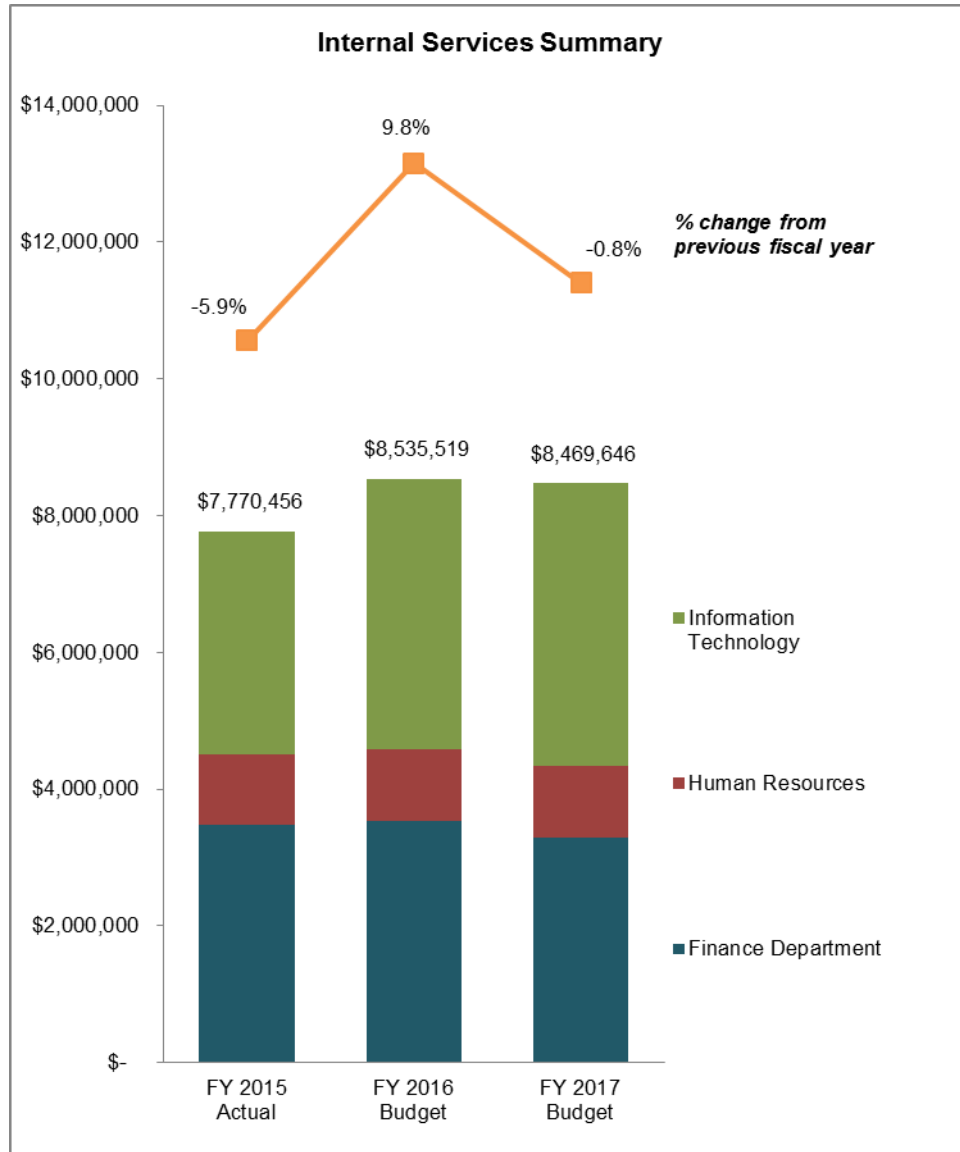


Goal 5: Foster Strong Connections





Internal Services Summary	FY2015	FY2016	FY2017	FY2015	FY2016	FY2017
	General Fund Actual	General Fund Budget	General Fund Budget	Other Funds Actual	Other Funds Budget	Other Funds Budget
<b>INTERNAL SERVICES</b>						
Finance Department: Procurement, Risk Management, and Warehouse	\$357,946	\$345,308	\$358,237	\$3,109,470	\$3,185,126	\$2,923,378
Human Resources	1,037,495	1,057,733	1,058,979	0	0	0
Information Technology	0	0	0	3,265,545	3,947,352	4,129,052
<b>INTERNAL SERVICES SUBTOTAL</b>	<b>\$1,395,441</b>	<b>\$1,403,041</b>	<b>\$1,417,216</b>	<b>\$6,375,016</b>	<b>\$7,132,478</b>	<b>\$7,052,430</b>



## Finance Department Procurement – Risk Management – Warehouse

### Mission

Protect the City government from financial loss and maximize the public dollar

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#### **Procurement FY 17 Budget - \$358,237**

Procurement has overall responsibility for the City's purchasing system and develops procedures to ensure that procurements are conducted in a fair and impartial manner and in compliance with state, local and other applicable law, provides procurement training which is available to all City staff with procurement responsibilities, is responsible for the disposal of all City surplus property, and manages the City's Disadvantaged Business Enterprises program.



#### **Risk Management FY 17 Budget - \$2,754,988**

Risk Management coordinates overall risk management services for the City. This includes managing the City's property and liability insurance. It also includes organizing, administering and coordinating activities for the City related to prevention and control of financial loss to the City. Services include performing risk analysis, evaluating, and using the data to develop and implement programs designed to limit the City's liability exposure, as well as improving workplace safety. Additionally, Risk Management is responsible for the transference of financial risk, to include procurement of the City's insurance policies and reviewing insurance provisions in third party service contracts.



#### **Warehouse Operations FY 17 Budget - \$168,390**

The Warehouse operates the Central Warehouse which includes: 1.) a central shipping and receiving point for City agencies, 2.) disposition of surplus property for the City and library, 3.) short term storage for City departments, and 4.) inventory management including material requirements planning and purchasing of inventory stocked in the central warehouse. The Warehouse also provides SAP and inventory management support for other warehouse locations, i.e., Charlottesville Area Transit and Fleet.

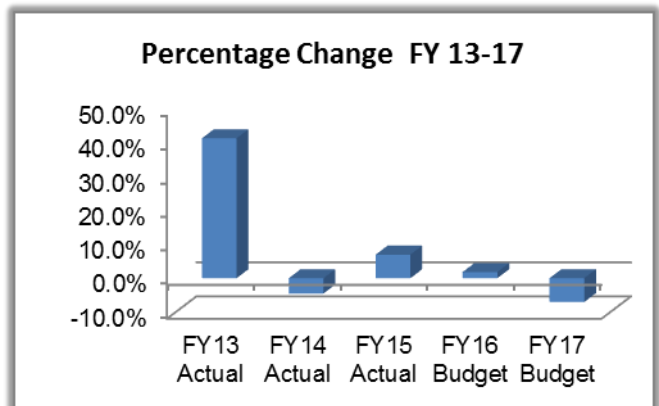
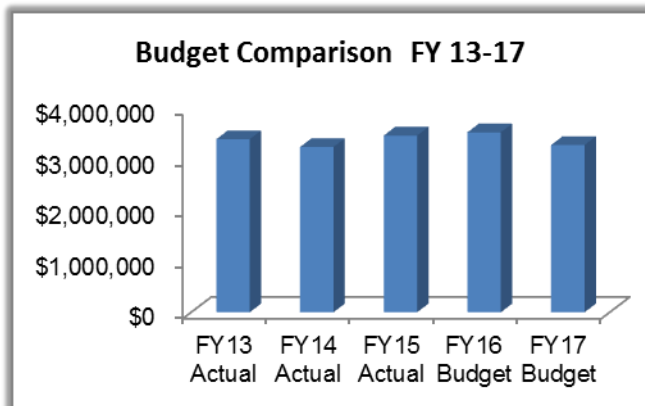
## Finance Department Procurement – Risk Management – Warehouse

### Funding and Staffing Summary

Funding Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Budget	FY 2017 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$514,688	\$532,891	\$553,245	\$549,659	\$568,719	\$19,060	3.5%
Other Expenditures	2,630,768	2,458,923	2,589,172	2,655,775	2,712,896	57,121	2.2%
Transfer to Other Funds	<u>250,000</u>	<u>250,000</u>	<u>325,000</u>	<u>325,000</u>	<u>0</u>	<u>(325,000)</u>	<u>-100.0%</u>
<b>Total</b>	<b>\$3,395,456</b>	<b>\$3,241,815</b>	<b>\$3,467,416</b>	<b>\$3,530,434</b>	<b>\$3,281,615</b>	<b>(\$248,819)</b>	<b>-7.0%</b>
General Fund Total	\$335,576	\$349,408	\$357,946	\$345,308	\$358,237	\$12,929	3.7%
Non-General Fund Total	<u>3,059,880</u>	<u>2,892,407</u>	<u>3,109,470</u>	<u>3,185,126</u>	<u>2,923,378</u>	<u>(261,748)</u>	<u>-8.2%</u>
<b>Total</b>	<b>\$3,395,456</b>	<b>\$3,241,815</b>	<b>\$3,467,416</b>	<b>\$3,530,434</b>	<b>\$3,281,615</b>	<b>(\$248,819)</b>	<b>-7.0%</b>

Staffing Summary (Full Time Equivalents)	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Increase/ (Decrease)
General Fund FTEs	3.5	3.5	3.5	3.5	3.5	0.0
Non-General Fund FTEs	2.5	2.5	2.5	2.5	2.5	0.0

**Explanation of Changes:** The change in Salaries and Benefits reflects a 2% salary increase, a 15% increase in health care costs and an increase in retirement rates. In Other Expenditures, increases are due to increased insurance premiums, costs related to an inventory and space review/analysis of the City Warehouse, and additional postage costs associated with a new vendor registration tool. The decrease in Transfer to Other Funds is the result of eliminating a transfer from the Risk Management fund to the General Fund.



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## Human Resources

### Mission

Foster an environment that attracts, develops, motivates, and retains a diverse high performing workforce so the City is successful in its mission

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### Human Resources FY 17 Budget - \$1,058,979

Human Resources functional service areas include recruitment, employee relations, training, organizational development, employee benefits, retiree benefits, workers compensation, human resources information systems, and human resources administration. The department's key goals include:

- 1.) Provide excellent customer service.
- 2.) Help ensure employees receive training required to perform their jobs.
- 3.) Offer a competitive total rewards compensation and benefits package.
- 4.) Provide a strong foundation for "Great Place to Work"
- 5.) Effectively communicate the HR functions to internal and external customers.
- 6.) Provide well administered policies and procedures that support the city's organizational goals.
- 7.) Support the City's diversity initiatives.

# Human Resources

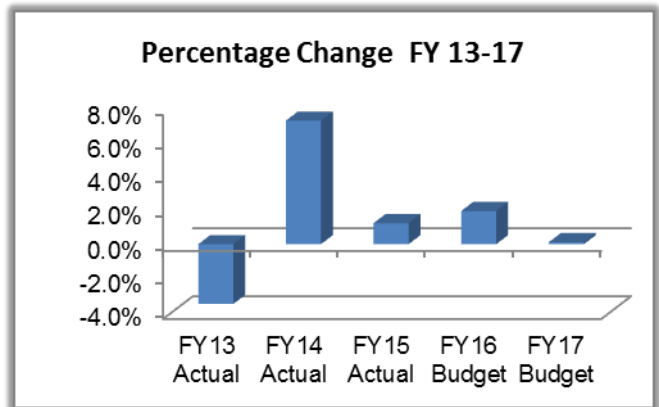
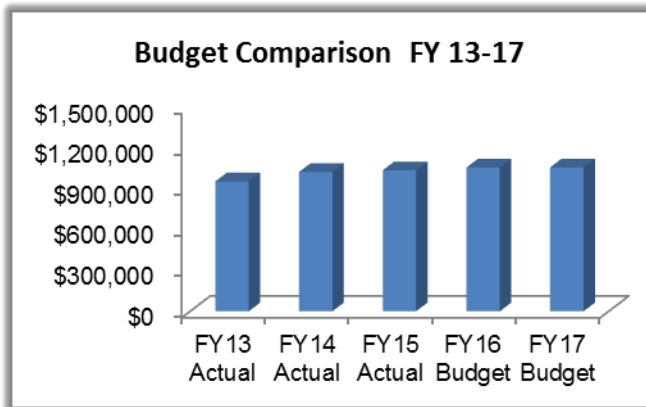
## Funding and Staffing Summary

Funding Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Budget	FY 2017 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$721,880	\$768,696	\$784,769	\$770,169	\$804,719	\$34,550	4.5%
Other Expenditures	<u>233,491</u>	<u>256,096</u>	<u>252,725</u>	<u>287,564</u>	<u>254,260</u>	<u>(33,304)</u>	<u>-11.6%</u>
<b>General Fund Total</b>	<b>\$955,371</b>	<b>\$1,024,792</b>	<b>\$1,037,495</b>	<b>\$1,057,733</b>	<b>\$1,058,979</b>	<b>\$1,246</b>	<b>0.1%</b>

Staffing Summary (Full Time Equivalents)	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Increase/ (Decrease)
General Fund FTEs	8.0	8.0	8.0	8.0	8.0	0.0

**Explanation of Changes:** The increase in Salaries and Benefits includes the 2% salary increase provided in FY 16, a 15% increase in health care costs and a slight increase in retirement rates. In Other Expenses, budget reductions include travel, advertising, registration fees, and a reduction in the funds available for tuition reimbursement requests.



## Information Technology



### Mission

To work with our partners to provide quality public services through the strategic use of information technology

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#### **Information Technology Administration FY 17 Budget - \$2,639,897**

The Department of Information Technology (IT) is an internal services division of the City of Charlottesville. IT assists all City departments and divisions by centrally supporting the City's computer and telecommunications systems and providing technical support to City employees. IT is responsible for evaluating, recommending, purchasing, installing, and supporting all of the City's computer systems and communications networks for both voice and data. This department evaluates, integrates, and supports innovative technologies to help internal and external customers achieve their goals, while effectively maximizing return on resources and providing cost effective methods for citizens, businesses, vendors, and others to easily access information and conduct business with the City. This budget is offset by revenues generated from user fees charged out to departments and received from outside agencies, such as the Library and Regional Jail.

#### **City Link (SAP) Operations FY 17 Budget - \$1,200,000**

The total budget for City Link is \$1,200,000, which is funded from contributions by the Gas Fund (\$1.0M) and all Non General Fund departments that utilize City Link (\$200,000). This budget funds the salaries and benefits of two ABAP Programmers, an operational budget, and capital funds for City Link server replacement and potential enhancements.

#### **GIS Operations FY 17 Budget - \$64,155**

This budget funds all software and maintenance needed to operate the City's Geographic Information Systems (GIS) initiatives. This budget is offset by contributions made from those departments which utilize GIS.

#### **Infrastructure Replacement FY 17 Budget - \$225,000**

This includes funds for the replacements of citywide technology infrastructure and systems. This budget is offset by contributions made by each City department into the account.



## Information Technology

### Funding and Staffing Summary

Funding Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Budget	FY 2017 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$1,740,693	\$1,802,142	\$1,724,903	\$1,920,652	\$2,053,484	\$132,832	6.9%
Other Expenditures	2,570,228	1,755,900	1,289,831	1,716,885	1,757,000	40,115	2.3%
Technology Capital Investments	<u>328,281</u>	<u>432,387</u>	<u>250,811</u>	<u>309,815</u>	<u>318,568</u>	<u>8,753</u>	<u>2.8%</u>
<b>Non-General Fund Total</b>	<b>\$4,639,202</b>	<b>\$3,990,428</b>	<b>\$3,265,545</b>	<b>\$3,947,352</b>	<b>\$4,129,052</b>	<b>\$181,700</b>	<b>4.6%</b>

Staffing Summary (Full Time Equivalents)	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Increase/ (Decrease)
Non-General Fund FTEs	19.0	19.0	19.0	19.0	19.0	0.0

**Explanation of Changes:** The increase in Salaries and Benefits includes a 2% salary increase budgeted for FY 17, a 15% increase in health care costs and a slight increase in retirement rates. Also included is funding to deal with device security issues, and potential restructuring to address these needs. The net increase in Other Expenditures reflects a decrease in Service Contracts and an increase in expenses for Contractual Services and Software Licensing and Maintenance costs.

Technology Capital Investments reflects an increase in the capital funds for Citywide IT Infrastructure replacement, and a decrease in capital funds for SAP server replacement and potential enhancements.

