

Internal Services



Finance Department:
Procurement
Risk Management
Warehouse

Human Resources

Information Technology

City Strategic Goals Key:



Goal 1: An Inclusive Community of Self-sufficient Residents



Goal 2: A Healthy and Safe City



Goal 3: A Beautiful and Sustainable Natural and Built Environment

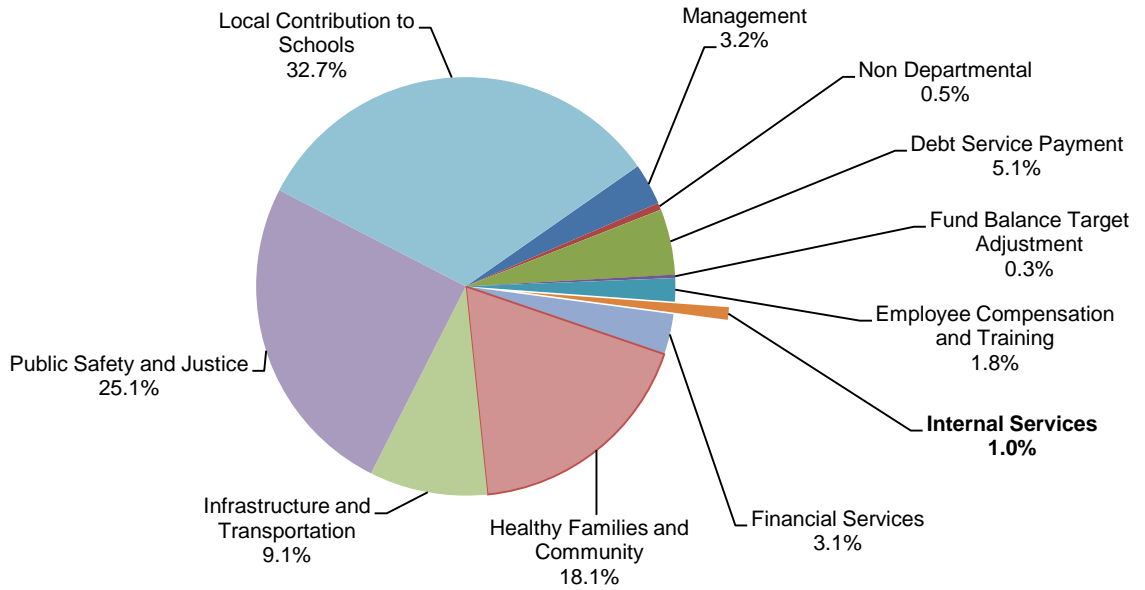


Goal 4: A Strong, Creative and Diversified Economy

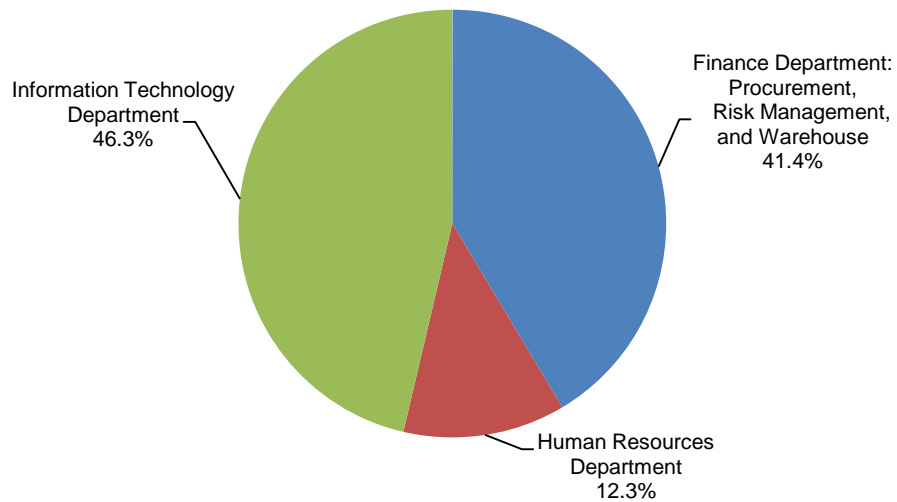


Goal 5: A Well-managed and Responsive Organization

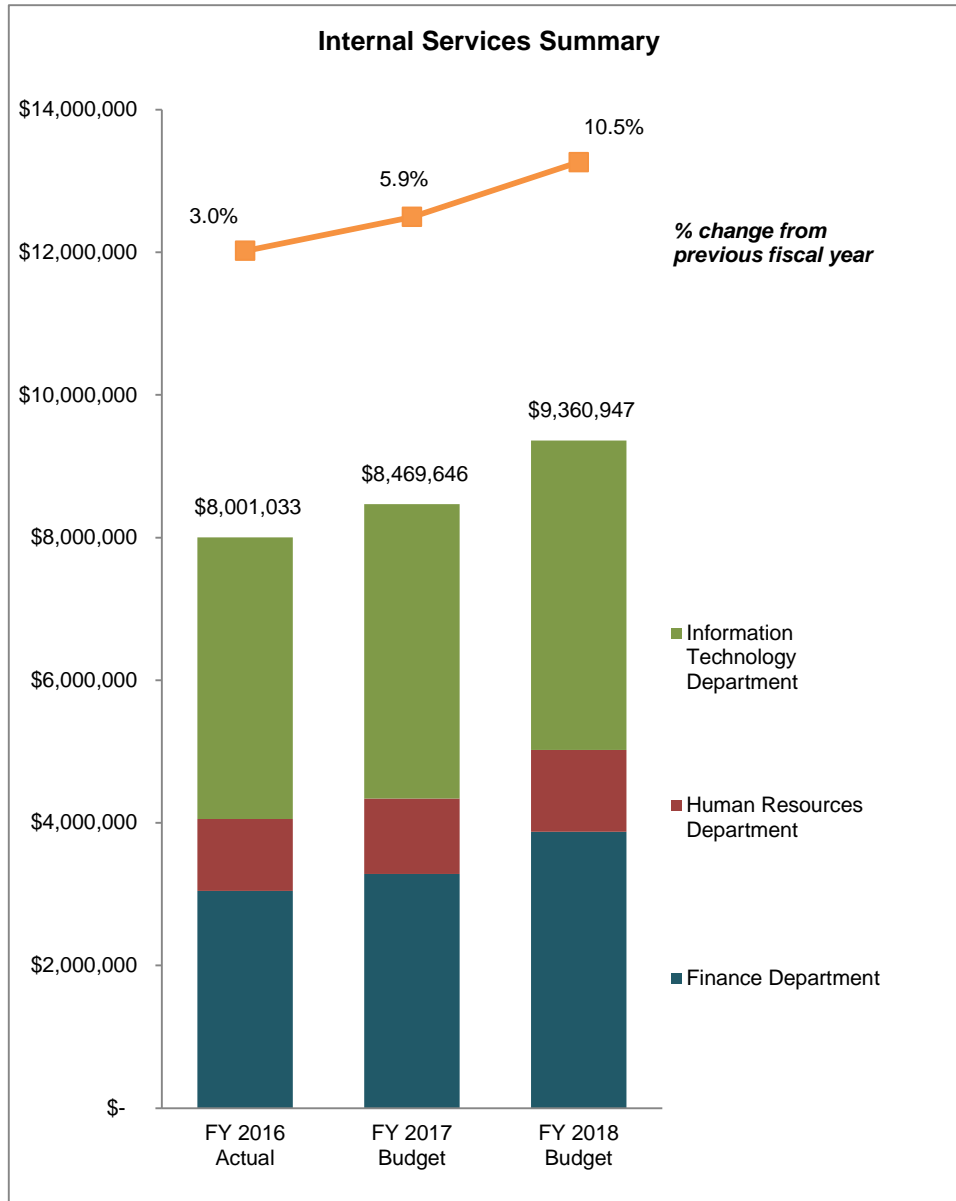
Internal Services
% of General Fund Operating Budget



Internal Services Overview
General Fund & Other Funds



Internal Services Summary	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018
	General Fund Actual	General Fund Budget	General Fund Budget	Other Funds Actual	Other Funds Budget	Other Funds Budget
INTERNAL SERVICES						
Finance Department: Procurement, Risk Management, and Warehouse	\$347,682	\$358,237	\$369,037	\$2,696,875	\$2,923,378	\$3,507,280
Human Resources Department	1,009,124	1,058,979	1,147,400	0	0	0
Information Technology Department	0	0	0	3,947,352	4,129,052	4,337,230
INTERNAL SERVICES SUBTOTAL	\$1,356,806	\$1,417,216	\$1,516,437	\$6,644,227	\$7,052,430	\$7,844,510



Finance Department Procurement – Risk Management – Warehouse

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

Procurement FY 18 Budget - \$369,037

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.



Strategic Plan Alignment

Risk Management FY 18 Budget - \$3,348,673

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.



Strategic Plan Alignment

Warehouse Operations FY 17 Budget - \$158,607

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.



Strategic Plan Alignment

Finance Department Procurement – Risk Management – Warehouse

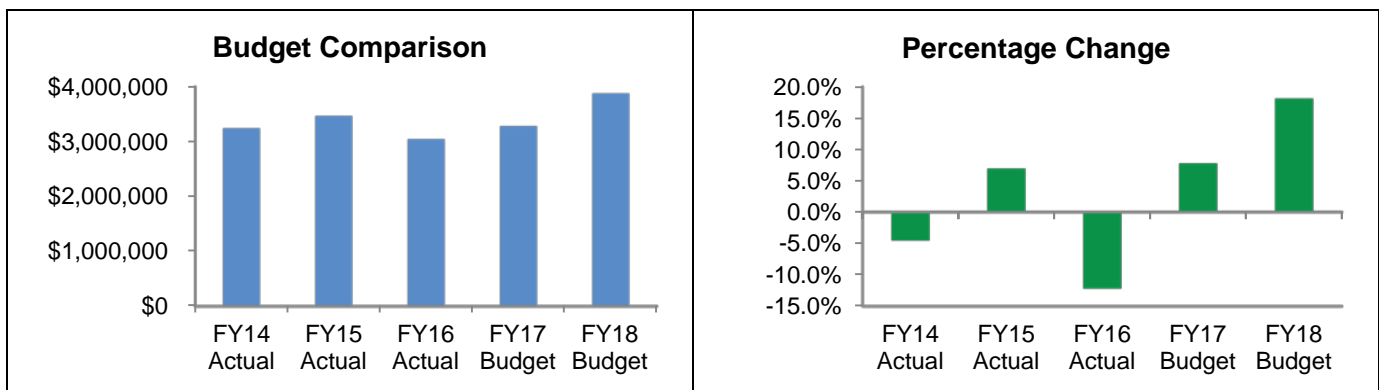
Funding and Staffing Summary

Funding Summary	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	Increase/ (Decrease)	% Change
	Actual	Actual	Actual	Budget	Budget		
Salaries and Benefits	\$532,891	\$553,245	\$558,135	\$568,719	\$613,927	\$45,208	7.9%
Other Expenditures	2,458,923	2,589,172	2,161,422	2,712,896	2,912,390	199,494	7.4%
Transfer to Other Funds	<u>250,000</u>	<u>325,000</u>	<u>325,000</u>	<u>0</u>	<u>350,000</u>	<u>350,000</u>	<u>NA</u>
Total	\$3,241,815	\$3,467,416	\$3,044,557	\$3,281,615	\$3,876,317	\$594,702	18.1%
General Fund Total	\$349,408	\$357,946	\$347,682	\$358,237	\$369,037	\$10,800	3.0%
Non General Fund Total	<u>2,892,407</u>	<u>3,109,470</u>	<u>2,696,875</u>	<u>2,923,378</u>	<u>3,507,280</u>	<u>583,902</u>	<u>20.0%</u>
Total	\$3,241,815	\$3,467,416	\$3,044,557	\$3,281,615	\$3,876,317	\$594,702	18.1%

Staffing Summary (Full Time Equivalents)	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	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	3.5	1.0

Explanation of Changes: The change in Salaries and Benefits reflects a 2% salary increase and an increase in health care and retirement costs. Also included in the salary and benefits increase is the conversion of a part-time, Long-Term Temp, Administrative Assistant position to a regular full-time position.

In Other Expenditures, the net increase is due to increased insurance premiums related to moving the Line of Duty Act (LODA) premium payments from the Health Care fund to the Risk Management fund, and decreases related to the removal of a one-time costs related to an inventory and space review/analysis of the City Warehouse, and decreased repair and maintenance costs for Warehouse equipment. The increase in Transfer to Other Funds is the result of a transfer from the Risk Management fund to the General Fund.



Human Resources

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

Human Resources FY 18 Budget - \$1,147,400

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.

Strategic Plan Alignment



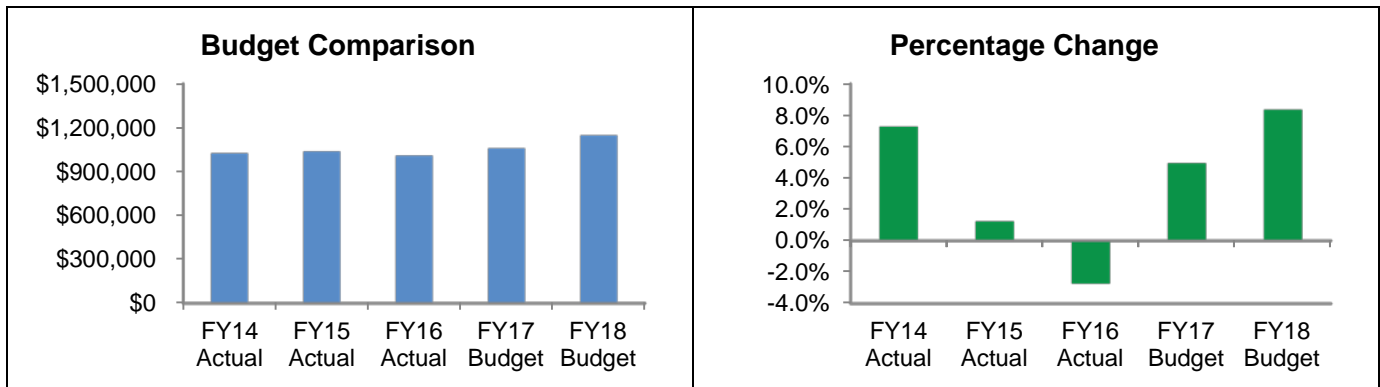
Human Resources

Funding and Staffing Summary

Funding Summary	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Budget	FY 2018 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$768,696	\$784,769	\$781,266	\$804,719	\$891,358	\$86,639	10.8%
Other Expenditures	<u>256,096</u>	<u>252,725</u>	<u>227,858</u>	<u>254,260</u>	<u>256,042</u>	<u>1,782</u>	<u>0.7%</u>
General Fund Total	\$1,024,792	\$1,037,495	\$1,009,124	\$1,058,979	\$1,147,400	\$88,421	8.3%

Staffing Summary (Full Time Equivalents)	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	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 17 and an increase in health care and retirement costs. Also included is an increase in retirement costs due to a change in the method used to fund Other Post-Employment Benefits (OPEB) costs. The net increase in Other Expenses includes increases in telephone fees and registration fees, and reductions in office supplies, printing and duplicating.



Information Technology

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

Information Technology Administration FY 18 Budget - \$2,805,575

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 18 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 18 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 18 Budget - \$267,500

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.

Strategic Plan Alignment



Information Technology

Funding and Staffing Summary

Funding Summary	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Budget	FY 2018 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$1,802,142	\$1,724,903	\$1,920,652	\$2,053,484	\$2,271,025	\$217,541	10.6%
Other Expenditures	1,755,900	1,289,831	1,716,885	1,757,000	1,699,894	(57,106)	-3.3%
Technology Capital Investments	<u>432,387</u>	<u>250,811</u>	<u>309,815</u>	<u>318,568</u>	<u>366,311</u>	<u>47,743</u>	<u>15.0%</u>
Non General Fund Total	\$3,990,428	\$3,265,545	\$3,947,352	\$4,129,052	\$4,337,230	\$208,178	5.0%

Staffing Summary (Full Time Equivalents)	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	Increase/ (Decrease)
Non General Fund FTEs	19.0	19.0	19.0	19.0	20.0	1.0

Explanation of Changes: The increase in Salaries and Benefits includes a 2% salary increase budgeted for FY 18 and an increase in health care and retirement costs. Also included is a new Information Technology Support position that would support specialized IT and data analysis needs for the Police Department, Fire Department, and Sheriff’s Office, as recommended by the City’s Efficiency Study. The decrease in Other Expenditures reflects a decrease in service contracts, software licensing and maintenance costs, and education and training, and software purchase costs.

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

