

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

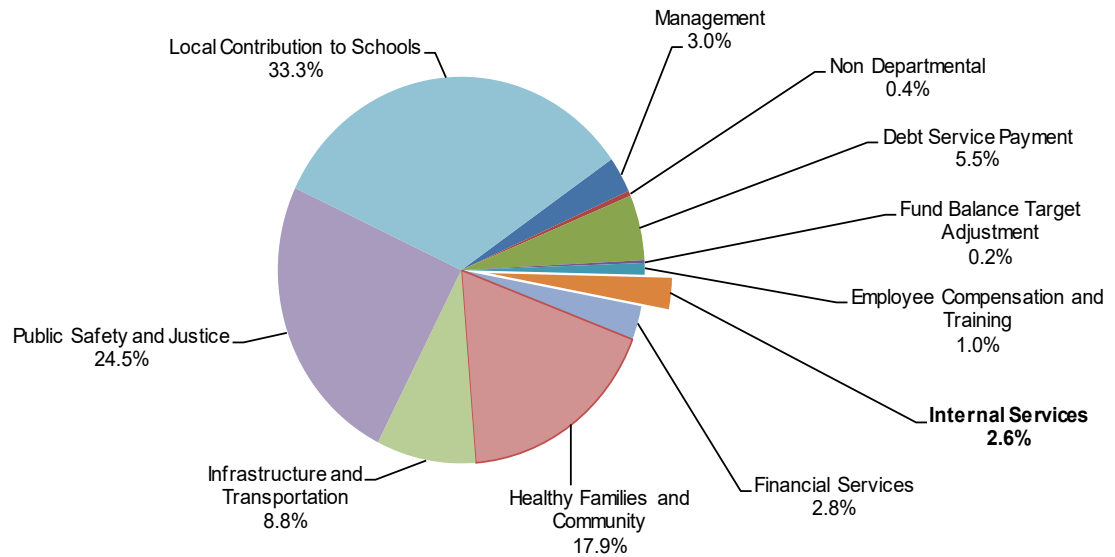


Goal 4: A Strong, Creative and Diversified Economy

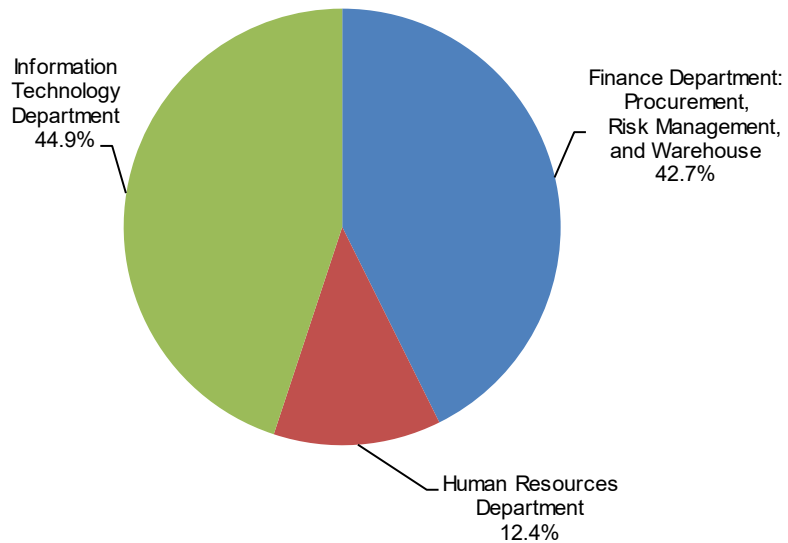


Goal 5: A Well-managed and Responsive Organization

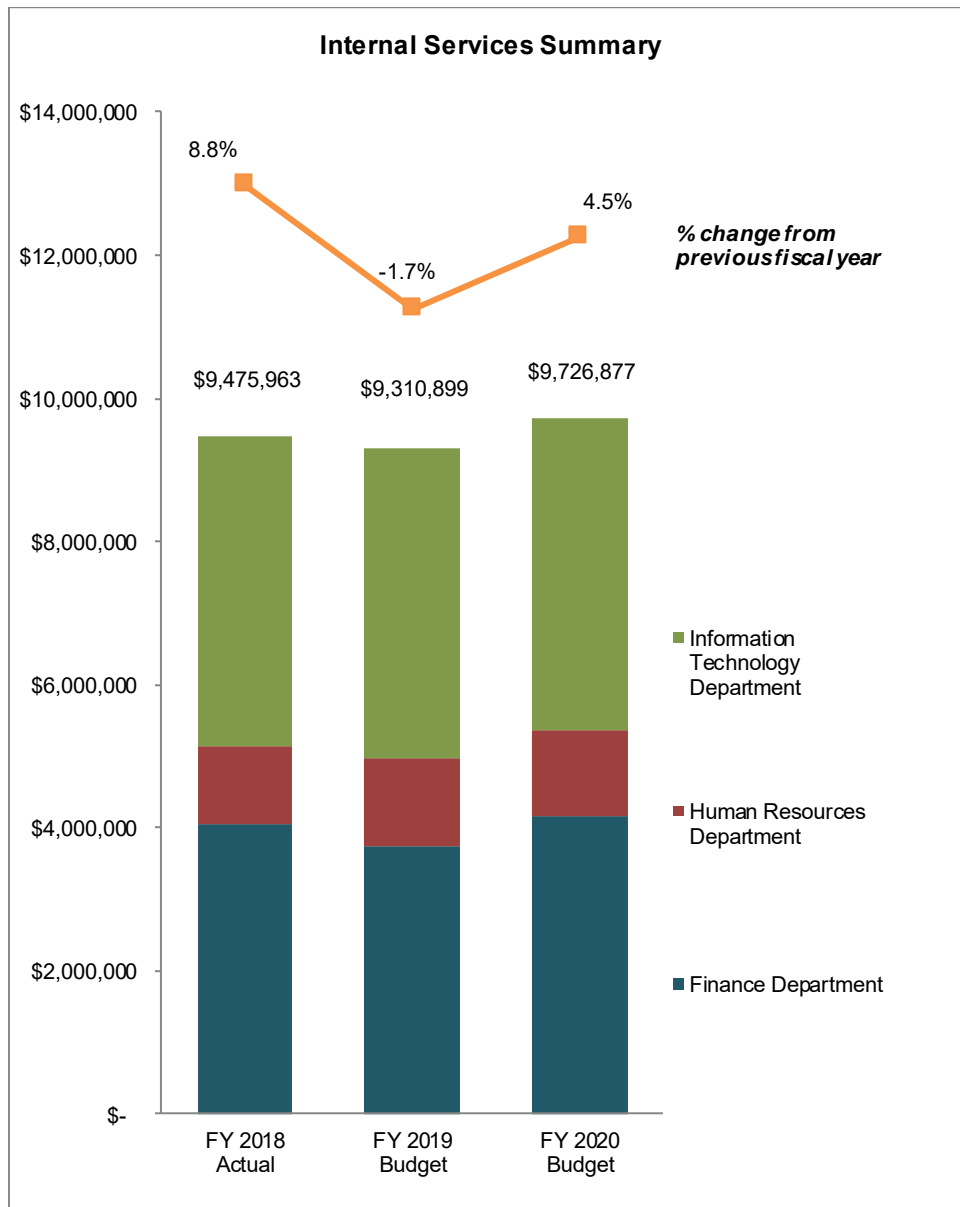
Internal Services
% of General Fund Operating Budget



Internal Services Overview
General Fund & Other Funds



Internal Services Summary	FY2018	FY2019	FY2020	FY2018	FY2019	FY2020
	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	\$389,548	\$345,052	\$357,574	\$3,665,648	\$3,407,140	\$3,787,275
Human Resources Department	1,083,537	1,210,180	1,207,516	0	0	0
Information Technology Department	0	2,881,027	2,937,483	4,337,230	1,467,500	1,432,900
INTERNAL SERVICES SUBTOTAL	\$1,473,085	\$4,436,259	\$4,502,573	\$8,002,878	\$4,874,640	\$5,220,175



Finance Department Procurement – Risk Management – Warehouse

*Strategic Plan
Alignment*

Procurement

FY 20 Budget - \$357,574



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 Minority Business/Supplier Diversity and federal Disadvantaged Business Enterprise programs.

Risk Management

FY 20 Budget - \$3,628,186



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 20 Budget - \$163,218

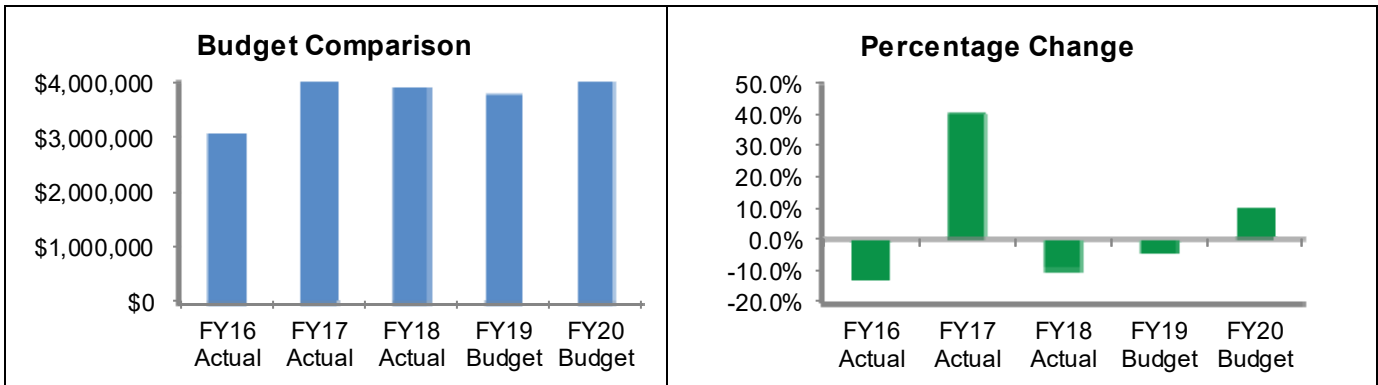


The Warehouse operates the Central Warehouse which includes: 1.) a central shipping and receiving point for City agencies, 2.) disposition of surplus property for the City and library, 3.) short term storage for City departments, and 4.) inventory management including material requirements planning and 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 2016	FY 2017	FY 2018	FY 2019	FY 2020	Increase/ (Decrease)	% Change
	Actual	Actual	Actual	Budget	Budget		
Salaries and Benefits	\$558,135	\$572,909	\$619,230	\$717,151	\$790,235	\$73,084	10.2%
Other Expenditures	2,161,422	3,708,895	3,085,967	2,685,041	3,358,743	673,702	25.1%
Transfer to Other Funds	325,000	0	350,000	350,000	0	(350,000)	-100.0%
Total	\$3,044,557	\$4,281,804	\$4,055,196	\$3,752,192	\$4,148,978	\$396,786	10.6%
General Fund Total	\$347,682	\$360,445	\$389,548	\$345,052	\$357,574	\$12,522	3.6%
Non General Fund Total	2,696,875	3,921,359	3,665,648	3,407,140	3,791,404	384,264	11.3%
Total	\$3,044,557	\$4,281,804	\$4,055,196	\$3,752,192	\$4,148,978	\$396,786	10.6%

Staffing Summary (Full Time Equivalents)	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Increase/ (Decrease)
General Fund FTEs	3.5	3.5	4.0	4.0	4.0	0.0
Non General Fund FTEs	2.5	2.5	4.0	4.0	5.0	1.0



Explanation of FY 20 Changes

Salaries and Benefits

- Increase due to a 3% cost of living adjustments budgeted in FY 19 for the General Fund, and 4.17% cost of living adjustment budgeted in FY 20 for the Risk Management and Warehouse Funds. The FY 20 cost of living adjustments for the General Fund are budgeted separately in Employee Compensation and Training (**pg. E-8**).
- A Centralized Safety Coordinator position is proposed to be added in FY 20 to be effective January 1, 2020, at a cost of \$43,020. The salary and benefits for this position and the FTE are reflected in the Risk Management cost center.

Other Expenditures

- Decrease due to the reduction in Information Technology Infrastructure fees.
- Increase in risk management fixed costs.
- Increases due to increased insurance premiums and Workers Compensation claim payouts.
- Increases for legal defense fees and an actuarial review of the Workers Compensation budget and allocations.

Human Resources

**Strategic Plan
Alignment**



Human Resources

FY 20 Budget - \$1,207,516

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:

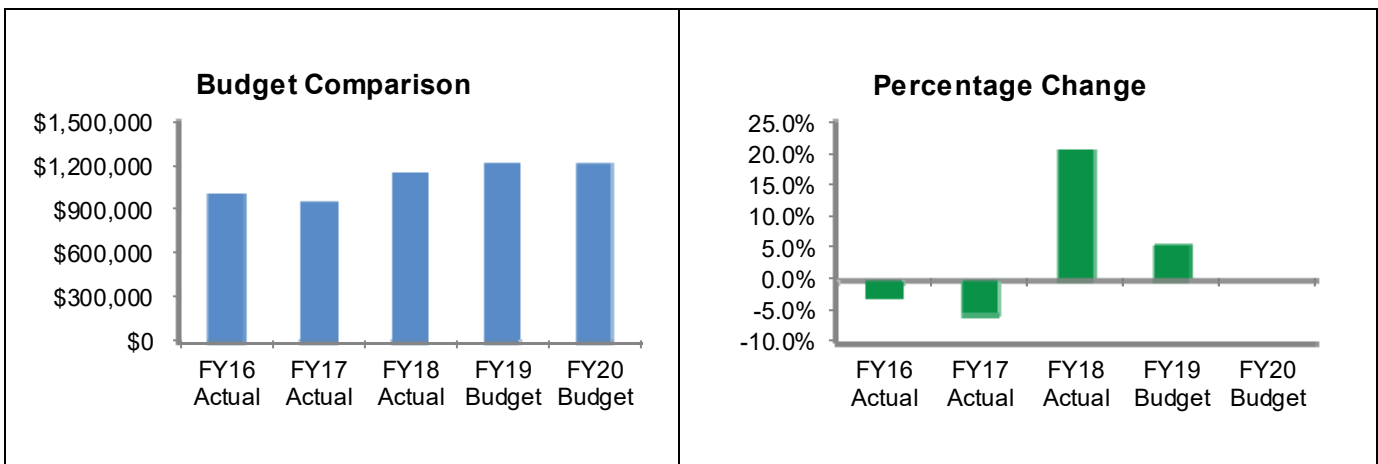
- 1.) Provide excellent customer service.
- 2.) Help ensure employees receive training required to perform their jobs.
- 3.) Offer a competitive total rewards compensation and benefits package.
- 4.) Provide a strong foundation for a "Great Place to Work"
- 5.) Effectively communicate the HR functions 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 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Budget	FY 2020 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$781,266	\$732,216	\$854,696	\$965,800	\$956,510	(\$9,290)	-1.0%
Other Expenditures	227,858	219,617	228,841	244,380	251,006	6,626	2.7%
General Fund Total	\$1,009,124	\$951,833	\$1,083,537	\$1,210,180	\$1,207,516	(\$2,664)	-0.2%

Staffing Summary (Full Time Equivalents)	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Increase/ (Decrease)
General Fund FTEs	8.0	8.0	8.0	8.0	8.0	0.0



Explanation of FY 20 Changes

Salaries and Benefits

- 3% cost of living adjustments budgeted in FY 19.
- Savings in retirement costs due to employee turnover.

Other Expenses

- Decrease due to the reduction in Information Technology Infrastructure fees.
- Increase in risk management fixed costs.
- Increases in computer software costs, advertising and registration fees.

Information Technology

**Strategic Plan
Alignment**



Information Technology Administration

FY 20 Budget - \$2,937,483

The Department of Information Technology (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 partially offset by revenues generated from user fees charged out to Non General Fund departments and received from outside agencies, such as the Library and Regional Jail.

City Link (SAP) Operations

FY 20 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.

Infrastructure Replacement

FY 20 Budget - \$232,900

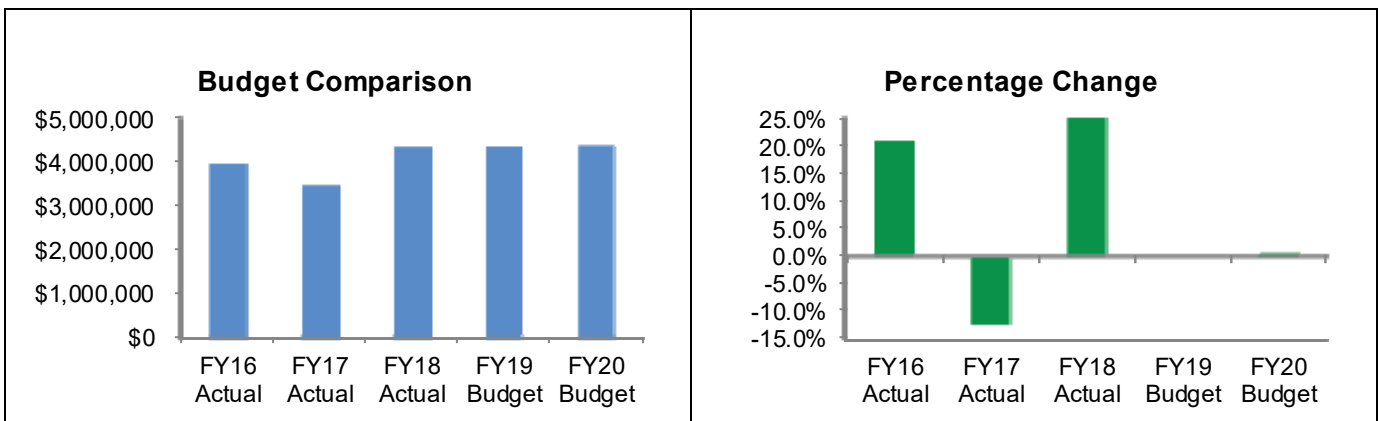


This includes funds for the replacements of citywide technology infrastructure and systems. This budget is offset by contributions made by each City department into the account.

Information Technology Funding and Staffing Summary

Funding Summary	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Increase/ (Decrease)	% Change
	Actual	Actual	Actual	Budget	Budget		
Salaries and Benefits	\$1,920,652	\$2,053,484	\$2,271,025	\$2,272,972	\$2,309,772	\$36,800	1.6%
Other Expenditures	1,716,885	1,757,000	1,699,894	1,602,618	1,627,240	24,622	1.5%
Technology Capital Investments	309,815	318,568	366,311	472,937	433,371	(39,566)	-8.4%
Total	\$ 3,947,352	\$ 4,129,052	\$ 4,337,230	\$ 4,348,527	\$ 4,370,383	\$ 21,856	0.5%
General Fund Total	0	153,000	0	2,881,027	2,937,483	56,456	2.0%
Non General Fund Total	3,947,352	3,319,326	4,337,230	1,467,500	1,432,900	(34,600)	-2.4%
Total	\$3,947,352	\$3,472,326	\$4,337,230	\$4,348,527	\$4,370,383	\$21,856	0.5%

Staffing Summary (Full Time Equivalents)	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Increase/ (Decrease)
General Fund FTEs	0.0	0.0	0.0	18.0	18.0	0.0
Non General Fund FTEs	19.0	19.0	20.0	2.0	2.0	0.0



Explanation of FY 20 Changes

Salaries and Benefits

- Increase due to a 3% cost of living adjustment budgeted in FY 19 for the General Fund, and 4.17% cost of living adjustment budgeted in FY 20 for the Non General Fund portion of IT. The FY 20 cost of living adjustments for the General Fund are budgeted separately in Employee Compensation and Training (pg. E-8).

Other Expenditures

- Increase in risk management fixed costs.
- Decreases in software licensing and maintenance and increases in service contract costs related to infrastructure maintenance and internet bandwidth improvements.
- Technology Capital Investments reflects a decrease in the capital funds for server and infrastructure replacement and potential enhancements.

