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Winston-Salem

ENGINEERING

MISSION STATEMENT

The mission of the Municipal Engineering Division is to provide effective and efficient engineering services to complete approved capital improvement projects, to provide review and inspection of privately constructed street and utility projects to ensure compliance with city standards, to provide information and guidance to private developers, and to provide other engineering and survey services required for the efficient and safe operation of the City of Winston-Salem.

PROGRAM DESCRIPTIONS

Field Operations

- Provides all field-related engineering services, including the administration of contractor-performed projects, quality control inspections, and driveway permits

Financial & Record Information

- Provides contract administration services and engineering/utility information to the public and developers
- Provides subdivision review services and oversees utility excavation permits

Design Operations

- Performs design engineering for city/county, state, and federally funded infrastructure projects in Winston-Salem and Forsyth County

Administration

- Provides leadership, planning, and fiscal stewardship with contractors, the public, and other city divisions

	Actual	Amended	Requested	Adopted	Percent
EXPENDITURES BY TYPE	<u>FY 05-06</u>	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 07-08</u>	<u>Change</u>
Personnel	\$2,693,890	\$2,993,230	\$3,084,810	\$3,084,810	3.1%
Supplies and Services	594,095	662,910	651,290	651,110	-1.8%
Equipment Leasing Expense	51,175	56,440	51,330	51,330	-9.1%
Total Expenditures by Type	\$3,339,160	\$3,712,580	\$3,787,430	\$3,787,250	2.0%
RESOURCES BY TYPE					
Service Charges	\$1,910,754	\$2,127,000	\$1,805,000	\$1,805,000	-15.1%
Other General Fund Revenues	1,571,594	1,585,580	1,982,430	1,982,250	25.0%
Total Resources by Type	\$3,482,348	\$3,712,580	\$3,787,430	\$3,787,250	2.0%
Positions					
Full-Time	52	51	51	51	0
Part-Time (FTE's)	1.5	1.5	1.5	1.5	0

ENGINEERING

BUDGET HIGHLIGHTS

- Personnel expenditures increased primarily due to performance merit (+\$44,990), an increase in personnel reclassification (+\$15,660), and health benefits expense (+\$19,730).
- Supplies and services are decreased \$11,800, which includes are reductions in information services charges (-\$12,690), telephone charges (-\$10,300), and an increase in rental space (+\$4,950), and fleet service charges (+\$5,490).
- Equipment leasing expenditures reflect a net decrease of \$12,110, primarily as a result of the completion of payments in FY 06-07 for previously approved equipment and the additional payment in FY 07-08 for the following equipment: one digital survey station (+\$7,000).
- The 16% decrease in revenue from service charges reflects an anticipated reduction in the amount of work that can be charged to water and sewer projects during FY 07-08. In addition, the deletion of a construction inspector position in FY 06-07 will result in lower service charges.

REAL ESTATE

MISSION STATEMENT

The mission of the Real Estate Office is to assist city departments by acquiring property for road systems, public utilities, public facilities, and community development; to assist city departments by selling and conveying property in redevelopment areas; to lease property for city needs; and to lease or sell surplus city property. In addition, the Real Estate Office provides information to the public in response to queries regarding real estate and other city functions.

PROGRAM DESCRIPTIONS

Real Estate (General Fund)

- Acquires and disposes of real property for city departments
- Provides management and disposition of foreclosed properties
- Administers the city's Lease Management Program

	<u>Actual</u> <u>FY 05-06</u>	<u>Amended</u> <u>FY 06-07</u>	<u>Requested</u> <u>FY 07-08</u>	<u>Adopted</u> <u>FY 07-08</u>	<u>Percent</u> <u>Change</u>
EXPENDITURES BY PROGRAM					
Real Estate (General Fund)	\$501,989	\$567,690	\$580,720	\$586,800	3.4%
Real Estate Management Fund	72,060	83,740	0	0	100.0%
Total Expenditures by Program	\$574,049	\$651,430	\$580,720	\$586,800	-9.9%

OBJECTIVES AND ACHIEVEMENTS

- Acquire and dispose of property as specified by various departments for provision of City services. *In FY 05-06, the Real Estate Office acquired one housing and three economic redevelopment properties, three properties for public facilities, and disposed of twenty-one properties. The Office estimates that two properties for public facilities will be acquired during FY 06-07 and ten properties will be disposed. In FY 07-08, the department projects that six properties will be sold.*

	<u>Actual</u> <u>FY 05-06</u>	<u>Amended</u> <u>FY 06-07</u>	<u>Requested</u> <u>FY 07-08</u>	<u>Adopted</u> <u>FY 07-08</u>	<u>Percent</u> <u>Change</u>
EXPENDITURES BY TYPE					
General Fund					
Personnel	\$309,188	\$365,380	\$375,440	\$376,430	3.0%
Supplies and Services	181,260	202,140	190,990	196,080	-3.0%
Equipment Leasing Expenses	11,540	170	14,290	14,290	N/A
Total General Fund Expenditures	\$501,989	\$567,690	\$580,720	\$586,800	3.4%
Real Estate Management Fund					
Supplies and Services	\$18,692	\$30,880	\$0	\$0	100.0%
Equipment Leasing Expenses	14,118	13,610	0	0	100.0%
Transfer to the General Fund	39,250	39,250	0	0	100.0%
Total Real Estate Mgmt. Fund Expenditures	\$72,060	\$83,740	\$0	\$0	100.0%
Total Expenditures by Type	\$574,049	\$651,430	\$580,720	\$586,800	-9.9%

REAL ESTATE

RESOURCES BY TYPE	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
General Fund					
Interfund Revenue	\$88,683	\$103,630	\$161,420	\$161,420	55.8%
Rental Revenue	1,000	0	12,900	12,900	100.0%
Sale of Property	155,422	70,000	23,000	23,000	-67.1%
Rebate from Risk Acceptance Management Corporation	83,100	83,100	83,100	83,100	0%
Transfer from Real Estate Management Fund	39,250	39,250	0	0	100.0%
Other General Fund Revenues	134,533	271,710	300,300	306,380	12.8%
Total General Fund Revenues	\$501,989	\$567,690	\$580,720	\$586,800	3.4%
Real Estate Management Fund					
Rental Income	\$25,801	\$29,500	\$0	\$0	100.0%
Interest Income	2,873	0	0	0	0%
Fund Balance Appropriation	43,386	54,240	0	0	100.0%
Total Real Estate Mgmt. Fund Revenues	\$72,060	\$83,740	\$0	\$0	100.0%
Total Resources by Type	\$574,049	\$651,430	\$580,720	\$586,800	-9.9%
Positions					
Full-Time	5	6	6	6	0

BUDGET HIGHLIGHTS

Real Estate (General Fund)

- Equipment leasing expenses are increased as previously approved payments are transferred from the Real Estate Management Fund to the General Fund.
- Rental income is increased as payments are transferred from the Real Estate Management Fund to the General Fund.
- Interfund revenue is increased as a result of additional staff time that can be charged to the Utilities and Engineering Departments for water and sewer annexation projects and road widening projects.

Real Estate Management Fund

- The Real Estate Management Fund is being closed out at the end of FY 06-07 as a result of a decrease in the number of rental properties over the past few years.

MAIL AND PRINTING SERVICES

PROGRAM DESCRIPTIONS

The city has contracted with a private company to provide the following services:

- Receive, process and deliver all incoming city mail as well as pick up, process, and dispatch all outgoing mail
- Provide printing and copying services to all city departments
- Supply and maintain all copy machines located in city departments
- Provide and maintain multi-function devices in various city departments that are providing copying, printing, faxing and scanning capabilities

EXPENDITURES BY TYPE	Actual <u>FY 05-06</u>	Amended <u>FY 06-07</u>	Requested <u>FY 07-08</u>	Adopted <u>FY 07-08</u>	Percent <u>Change</u>
Management Contract	\$221,019	\$466,260	\$526,720	\$526,720	13.0%
Other Supplies and Services	51,064	72,170	80,210	80,210	11.1%
Equipment Leasing Expense	22	30	30	30	0%
Total Expenditures by Type	\$272,105	\$538,460	\$606,960	\$606,960	12.7%

RESOURCES BY TYPE	Actual <u>FY 05-06</u>	Amended <u>FY 06-07</u>	Requested <u>FY 07-08</u>	Adopted <u>FY 07-08</u>	Percent <u>Change</u>
Sales and Services	\$13,285	\$10,000	\$14,000	\$14,000	40.0%
Other General Fund Revenues	258,820	528,460	592,960	592,960	12.2%
Total Resources by Type	\$272,105	\$538,460	\$606,960	\$606,960	12.7%

BUDGET HIGHLIGHTS

- The FY 07-08 management contract for print shop services reflects a net increase of \$60,460, primarily as a result of the negotiated contract increase of 3% and the replacement of traditional copiers and printers at City Yard and the Public Safety Center with new machines that provide copy, print and fax services.
- The 11.1% increase in other supplies and services is associated with the equipment replacements, because the old equipment was not serviced through the current contract arrangement.

FLEET SERVICES

MISSION STATEMENT

The mission of the Fleet Services Department is to assist city organizations in the effective and efficient completion of their missions by providing safe, appropriate, and well-maintained vehicles at a competitive cost with high quality service.

PROGRAM DESCRIPTIONS

Light Equipment Repair

- Maintains and repairs automobiles and light trucks below three-quarter ton, including scheduled maintenance, unscheduled repairs, in-service preparation, North Carolina inspections, and coordinating work with outside vendors

Heavy Equipment Repair

- Provides maintenance and repair services for trucks weighing one ton or more
- Covers off-road equipment repairs and small engine repairs

Pool Vehicles

- Leases just under 300 automobiles and light trucks to various city departments and divisions

Tire Shop

- Provides most tire changes and repairs for any city vehicle, including on-site and off-site service
- Disposes of surplus tires

Service Station

- Provides fuel at three separate locations and monitors usage by a computerized fuel information system, using a 2,000-gallon tanker truck to fuel off-road equipment and landfill equipment
- Operates an automated truck and car wash facility

Auto Parts

- Maintains an inventory of vehicle parts and supplies for all shop personnel

Fleet Services Administration

- Administers fleet services programs and provides for market research, testing and demonstration of new equipment, specification writing, bidding and procuring of equipment, working with city personnel to determine departmental needs, assigning leased vehicles, billing reporting, managing resources, and problem solving

EXPENDITURES BY PROGRAM

Contract Administration and Other Fleet Services	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
Fleet Services Administration	\$524,306	\$589,730	\$591,640	\$590,950	0.2%
Service Station	3,129,606	3,447,680	3,431,310	3,449,970	0.1%
Leased and Pool Vehicles	449,489	553,140	819,840	629,930	13.9%
Subtotal	\$4,103,401	\$4,590,550	\$4,842,790	\$4,670,850	1.7%
Vehicle Maintenance Service Contract					
Fleet Maintenance and Repair Administration	\$315,721	\$306,750	\$190,000	\$189,990	-38.1%
Heavy Equipment Repair	995,826	999,080	1,039,260	1,039,260	4.0%
Light Equipment Repair	854,683	835,720	882,690	882,690	5.6%
Tire Shop	106,716	101,110	117,130	117,130	15.8%
Auto Parts	1,335,547	1,347,340	1,496,130	1,522,130	13.0%
Subtotal	\$3,608,492	\$3,590,000	\$3,725,210	\$3,751,200	4.5%
Total Expenditures by Program	\$7,711,894	\$8,180,550	\$8,568,000	\$8,422,050	3.0%

FLEET SERVICES

OBJECTIVES AND ACHIEVEMENTS

- As part of its managed competition for vehicle maintenance services, the city has established quality of service standards for vehicle maintenance. These standards correlate with a system of contract incentives and deductions for exceeding or failing to meet these standards. The Fleet Services Department, as the successful bidder, submits monthly reports comparing actual performance against the following standards for repair and turnaround times:

Standards for repair turnaround times are as follows:

One day or less	70% of all repair/maintenance services
Three days or less	90% of all repair/maintenance services

For FY 05-06, 81% of repairs/maintenance services were completed within one day and 90% were completed within three days.

- Under the managed competition contract, if the vehicle maintenance service provider realizes any savings in the target budget, which accounts for the required services provided to city departments, the city shares the savings with the contractor by returning half of the savings up to \$35,000. *For FY 05-06, the employees of Fleet Services earned \$52,000 in incentive payments by meeting the performance standards described above.*

The following table is a view of the performance over the past five years:

INDICATOR	FY 01-02	FY 02-03	FY 03-04	FY 04-05	FY 05-06
# of light equipment vehicles per technician	144	137	149	152	137
# of heavy equipment vehicles per technician	82	85	89	90	98
Total vehicles per technician	108	107	119	121	118
% of repairs completed in 24 hours or less	80 %	82 %	82 %	84 %	81 %
% of repairs completed in 72 hours or less	90 %	91 %	90 %	91 %	90 %

	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
EXPENDITURES BY TYPE					
Personnel	\$1,716,100	\$1,738,930	\$1,754,030	\$1,754,030	0.9%
Supplies and Services	5,601,637	5,959,970	6,151,180	6,111,560	2.5%
Equipment Leasing Expense	394,157	481,650	662,790	556,460	15.5%
Total Expenditures by Type	\$7,711,894	\$8,180,550	\$8,568,000	\$8,422,050	3.0%

RESOURCES BY TYPE

Contract Administration and Other Fleet Services

Fuel Sales	\$2,909,005	\$3,386,700	\$3,404,430	\$3,427,720	1.2%
Fixed Rate Charge- Leased Vehicles	494,296	525,630	702,780	630,040	19.9%
Pool Vehicle Rentals	30,202	27,000	26,000	26,000	-3.7%
Contract Administration Surcharge	561,490	589,730	615,050	590,950	0.2%
Truck/Car Wash Service Charge	21,055	29,200	29,200	29,200	0%
Subtotal	\$4,016,048	\$4,558,260	\$4,777,460	\$4,703,910	3.2%

FLEET SERVICES

RESOURCES BY TYPE - Continued	Actual	Amended	Requested	Adopted	Percent
Vehicle Maintenance Service Contract	<u>FY 05-06</u>	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 07-08</u>	<u>Change</u>
Fleet Charges- Target Services	\$2,877,854	\$2,883,290	\$2,909,260	\$2,909,260	0.9%
Fleet Charges- Non Target Services	746,753	672,300	731,180	731,180	8.8%
Fleet Services- Non Contract	68,520	66,700	77,700	77,700	16.5%
Subtotal	\$3,693,127	\$3,622,290	\$3,718,140	\$3,718,140	2.6%
Total Resources by Type	\$7,709,175	\$8,180,550	\$8,495,600	\$8,422,050	3.0%
Positions					
Full-Time	36	34	34	34	0

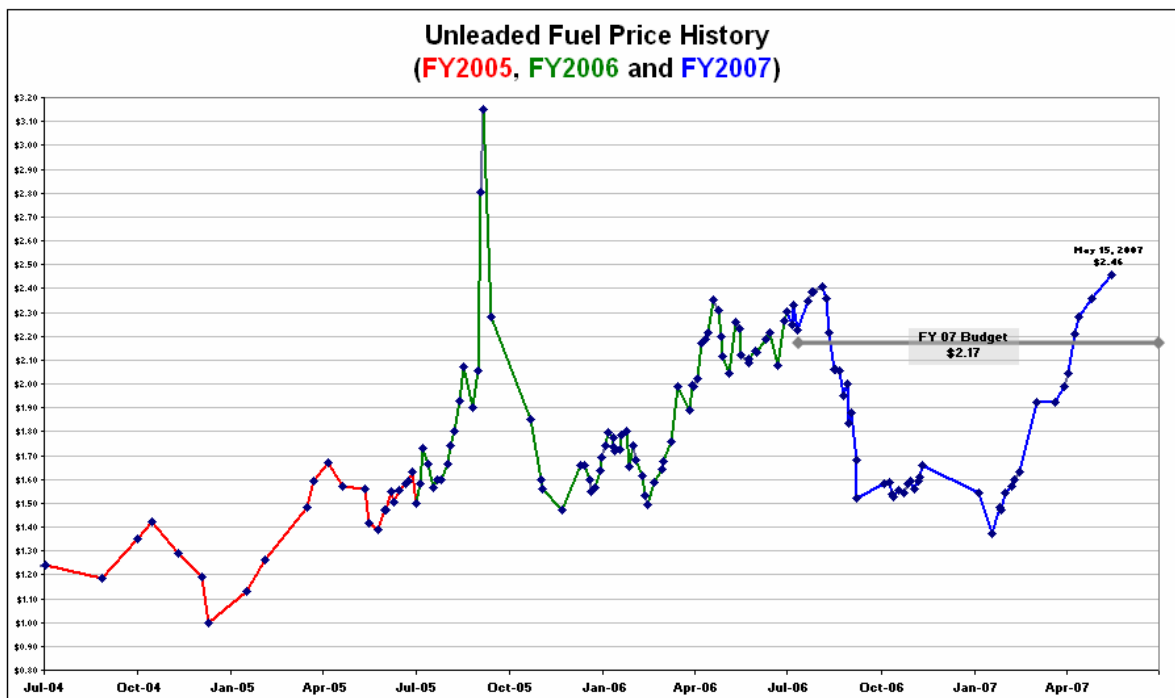
BUDGET HIGHLIGHTS

Leased & Pool Vehicles

- Equipment lease payments are increased (a net of +\$57,960) for the adopted purchase of 28 replacement pick-up trucks and 12 replacement sedans all past the standard replacement schedule of eight years/100,000 miles. Fleet Services requested the replacement of 40 pick-ups and 22 sedans.

Service Station

- Fuel prices are again budgeted at a purchase cost of \$2.17 for unleaded and \$2.40 for diesel. These unit prices have been sufficient for FY 06-07 and absent any extended price spikes caused by severe weather or geopolitical conflict, most likely will be sufficient for FY 07-08. Fuel consumption also assumes continuation of mandatory conservation measures established in October 2005, including the purchase of more fuel efficient replacement vehicles and elimination of under-utilized vehicles.



Fleet Services Administration & Fleet Maintenance and Repair Administration

- Equipment leasing payments increase (+\$20,000) for the purchase of a replacement for the aging and maintenance-plagued fleet fueling system.

PROPERTY MAINTENANCE

MISSION STATEMENT

The mission of the Property Maintenance Department is to provide leadership to other city departments in the tenet of asset management for all city facilities, to provide effective and efficient facility management and maintenance services, and to maintain emphasis on the city's strategic energy program.

PROGRAM DESCRIPTIONS

City Building Operations

City Hall

- Accounts for all operating expenditures, including utilities, maintenance and repairs, custodial services, security, and other operating costs

Bryce A. Stuart Municipal Building

- Accounts for all operating expenditures, including utilities, maintenance and repairs, custodial services, security, and other operating costs

Public Safety Center

- Accounts for all operating expenditures, including utilities, maintenance and repairs, custodial services, and other operating costs

Premises Maintenance

- Accounts for preventive maintenance expenditures for all fire stations, recreation centers, City Yard, City Yard Annex, Reynolds Park and Winston Lake Golf Courses, Winston-Salem Transit Authority, and Hanes Mill Road Landfill
- Accounts for utilities and other operating expenditures for City Yard facilities

Facility Maintenance Services

Building Repairs

- Provides for the regular, comprehensive service of heating and cooling systems, painting, roof repair and inspections, and general building repairs for 368 buildings (over 3.25 million square feet of floor space), 30 pedestrian overpasses and underpasses, and 32 area utility systems
- Administers the city's energy management program

Custodial Services

- Provides custodial services for City Hall, Bryce A. Stuart Municipal Building, Public Safety Center, Winston-Salem Transit Authority, Black-Phillips-Smith Neighborhood Government Services Office, and City Yard facilities

Underground Storage Tank Removal

- Identifies and schedules the removal of tanks on an ongoing basis until all tanks are in compliance with Environmental Protection Agency standards and regulations

Property Maintenance Administration

- Provides the supervision and direction for all property maintenance programs
- Coordinates contractors and other city forces for the successful completion of city building projects

PROPERTY MAINTENANCE

EXPENDITURES BY PROGRAM	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
City Building Operations					
City Hall	\$565,389	\$599,210	\$565,210	\$566,060	-5.5%
Bryce A. Stuart Municipal Building	109,016	128,060	132,070	132,070	3.1%
Public Safety Center	408,555	421,910	421,910	422,650	0.2%
Premises Maintenance	539,228	652,090	654,290	654,290	0.3%
Subtotal	\$1,622,189	\$1,801,270	\$1,773,480	\$1,775,070	-1.5%
Facility Maintenance Services					
Building Repairs	\$1,308,362	\$1,400,560	\$1,374,300	\$1,364,500	-2.6%
Custodial Services	590,991	616,640	642,960	642,960	4.3%
Underground Tanks	984	10,000	15,000	0	-100.0%
Property Maintenance Administration	657,891	654,030	649,050	653,470	-0.1%
Subtotal	\$2,558,228	\$2,681,230	\$2,681,310	\$2,660,930	-0.8%
Total Expenditures by Program	\$4,180,417	\$4,482,500	\$4,454,790	\$4,436,000	-1.0%

OBJECTIVES AND ACHIEVEMENTS

- Respond to all requests for corrective maintenance within a reasonable amount of time and immediately on all emergency calls. *During FY 05-06, the Property Maintenance Department responded to 1,357 corrective maintenance work orders within seven days (99.9% response rate) and responded to 10 emergency calls within one hour. By year-end FY 06-07, the Property Maintenance Department expects to have responded to 1,450 work orders for corrective maintenance within seven days of issuance and to 25 emergency calls for service within one hour. This standard of performance is expected to be achieved for FY 07-08 as well.*
- Implementation of “strategic asset management program.” Asset management is a systematic process of maintaining, upgrading, and operating physical assets cost effectively by combining engineering principles with sound business practices and economic theory. This approach uses analytical tools to achieve a more organized, logical approach to decision making and short- and long-range planning. *In FY 05-06 the city identified funding to hire a consultant who began assisting with the implementation of strategic asset management. During FY 06-07, the department is finalizing the implementation of the consultant’s recommendations, including an accurate inventory of the city’s facilities and a comprehensive assessment of the condition of Recreation and Fire department facilities. For FY 07-08, an assessment of other city facilities will be conducted. The assessments are critical to determining facility needs and cost information for future prioritization and funding.*

EXPENDITURES BY TYPE	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
Personnel	\$2,189,471	\$2,228,890	\$2,212,630	\$2,217,080	-0.5%
Supplies and Services	1,930,042	2,143,320	2,130,980	2,117,540	-1.2%
Equipment Leasing Expenses	60,904	110,290	111,180	101,380	-8.1%
Total Expenditures by Type	\$4,180,417	\$4,482,500	\$4,454,790	\$4,436,000	-1.0%

PROPERTY MAINTENANCE

RESOURCES BY TYPE	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
Service Charges to General Fund Departments	\$2,901,032	\$2,877,310	\$2,900,720	\$2,900,720	0.8%
Service Charges to Non-General Fund Departments	499,766	1,004,920	843,640	843,640	-16.0%
Miscellaneous Revenue	85,595	70,280	70,280	70,280	0%
Other General Fund Resources	694,023	529,990	640,150	621,360	17.2%
Total Resources by Type	\$4,180,417	\$4,482,500	\$4,454,790	\$4,436,000	-1.0%

Positions

Full-Time	38	38	38	38	0
Part-Time (FTEs)	19	19	18	18	-1

BUDGET HIGHLIGHTS

- Equipment leasing expenses for FY 07-08 decrease as a result of the completion of payments for previously approved equipment (-\$8,910).
- Funds for underground tanks regulatory repairs will be charged to a pre-existing storage tank project fund (-\$10,000).
- Service charges to non-general fund departments are reduced based on actual revenues in FY 05-06 and on current year charges-to-date.

INFORMATION SYSTEMS (GENERAL FUND)

PROGRAM DESCRIPTIONS

Telecommunications

- Manages and maintains the city's telephone network, including telephones, cellular phones, pagers, and voice mailboxes

Radio System Management

- Provides administrative oversight for the 800 MHz radio system, of which Forsyth County pays the full cost and is reimbursed by the city for 50% of the cost

Program Administration

- Provides leadership, planning, training, support, and fiscal stewardship of all Information Systems programs
- Establishes policies and procedures for managing the city's information technology assets

	<u>Actual</u>	<u>Amended</u>	<u>Requested</u>	<u>Adopted</u>	<u>Percent</u>
EXPENDITURES BY PROGRAM	FY 05-06	FY 06-07	FY 07-08	FY 07-08	Change
Information Systems Administration	\$340,993	\$359,810	\$353,130	\$355,270	-1.7%
Telecommunications	264,510	554,970	545,580	545,580	-1.7%
Radio System Management	155,765	295,300	288,500	288,500	-2.3%
Total Expenditures by Program	\$761,268	\$1,210,080	\$1,187,210	\$1,189,350	-1.7%

OBJECTIVES AND ACHIEVEMENTS

- Provide telephone management and service, including desktop connections, wireless services, pagers, voice mailboxes, and cable television. In FY 06-07 the telecommunications division completed the replacement of the legacy telephone system with a VoIP telephone network, enacted a new cellular service plan with supporting employee personal use policy, implemented a citizen's contact center and conducted a cable television franchise fee audit. Objectives for FY 07-08 include conducting an audit of telecommunication expenses, optimizing the performance of the VoIP telephone network, and expanding the contact center functionality.

	<u>Actual</u>	<u>Amended</u>	<u>Requested</u>	<u>Adopted</u>	<u>Percent</u>
EXPENDITURES BY TYPE	FY 05-06	FY 06-07	FY 07-08	FY 07-08	Change
Personnel	\$517,943	\$530,050	\$547,570	\$549,710	3.7%
Supplies and Services	242,642	520,610	480,220	480,220	-7.8%
Equipment Leasing Expense	683	159,420	159,420	159,420	0%
Total Expenditures by Type	\$761,268	\$1,210,080	\$1,187,210	\$1,189,350	-1.7%

RESOURCES BY TYPE

Interfund Revenue	\$0	\$63,660	\$39,180	\$39,180	-38.5%
Miscellaneous Revenue	3,462	0	0	0	0%
General Fund Support	757,806	1,146,420	1,148,030	1,150,170	0.3%
Total Resources by Type	\$761,268	\$1,210,080	\$1,187,210	\$1,189,350	-1.7%

Total Information Services Positions

Full-Time	6	6	6	6	0
Part-Time (FTEs)	0.75	0.75	0.75	0.75	0

INFORMATION SYSTEMS (GENERAL FUND)

BUDGET HIGHLIGHTS

Telecommunications

- The Telecommunications budget for FY 07-08 contains \$159,320 for annual lease purchase payments for the VoIP telephone system and \$116,000 for the operating and maintenance expenses for the general fund accounts operating on the VoIP telephone network. These costs are partially offset by the elimination of the costs of the current phone system to the non-general fund departments which are shown as interfund revenue in the Telecommunications budget (\$39,180), which reflects the amount that those departments are paying for the current phone system. The phone system, which was installed during FY 06-07, provides opportunities for new business applications involving e-government and helps increase citizen self-service capabilities, and eliminated all future costs for telephone wiring by using the city's data network instead of a dedicated voice network.

Radio System Management

- The FY 07-08 expenditure budget for the 800 MHz radio system is \$288,500 which is paid to Forsyth County for operating and maintaining the shared system. This represents a decrease of \$6,800 from the FY 06-07 budget. The radio system's warranty ends on December 31, 2007 and the FY 07-08 budget includes funds for the city's portion for the first six months maintenance of the shared infrastructure and city owned equipment in each of the user departments.

INFORMATION SYSTEMS (INTERNAL SERVICES)

MISSION STATEMENT

The mission of the Information Systems Department is to lead the use of information technology by providing technology infrastructure, planning, guidance, and resource management to assist the city in achieving its business objectives. Delivery of efficient and effective services is deployed through a focus on forward-looking methodology using best practices and performance measurement techniques.

PROGRAM DESCRIPTIONS

Technical Services and Computer Operations

- Develops and maintains the city-wide computing network, servers, e-mail, and storage infrastructure, including a disaster recovery operations center

Applications Services

- Provides application and data management support

Office Systems

- Orders, installs and maintains workstations, peripheral equipment, and standard desktop applications
- Provides a problem reporting, tracking, and resolution service for users of information technology systems
- Identifies and develops new computer technologies and applications

	Actual	Amended	Requested	Adopted	Percent
EXPENDITURES BY PROGRAM	<u>FY 05-06</u>	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 07-08</u>	<u>Change</u>
Computer Operations and Technical Services	\$3,072,123	\$4,591,460	\$4,514,910	\$4,514,910	-1.7%
Application Services	2,222,683	2,573,020	2,588,830	2,588,830	0.6%
Office Systems	1,375,757	1,610,630	1,941,150	1,941,150	20.5%
Total Expenditures by Program	\$6,670,563	\$8,775,110	\$9,044,890	\$9,044,890	3.1%

OBJECTIVES AND ACHIEVEMENTS

- Provide operations management support, hardware maintenance, and system administration for the city network, server, and data storage infrastructure. *In FY 06-07 the Information Systems Department expanded its network infrastructure to include the Lawrence Joel Veterans Memorial Coliseum and Fairgrounds, integration with the network at Winston-Salem Transit Authority, and an upgrade at City Yard; upgraded the e-mail solution's web interface, and included Police, Fire, Lawrence Joel Veterans Memorial Coliseum, and Fairgrounds staff into its mail system; implemented a high availability solution for Oracle and SQL database platforms; improved the Storage Area Network's stability and performance with newer technology; and reduced the cost of servers through the use of virtualized servers. In FY 07-08 the Department will upgrade the Wide Area Network (WAN) components; upgrade the Storage Area Network (SAN) to enhance data capabilities in a disaster recovery scenario; complete blade server architecture in our primary data center; complete the Directory Services migration; and enhance the City's FTP site and server.*
- Provide applications support and lead in the development of new computer technologies and applications. *In FY 06-07 the Information Systems Department led the implementation of new applications and services for Housing & Neighborhood Services, Engineering, Utilities, Finance, Revenue, Building Inspections, Stormwater, Marketing & Communications, and the City Secretary. Enterprise applications that were implemented or expanded included GIS, Citizen Service Request, Web Content Management, Workflow, e-commerce, mobile devices, imaging, and the Master Address Database. Several applications were enhanced to support the impact of the County's migration of Block/Lot to PIN for parcel identification. In FY 07-08 the department expects to implement new employee and citizen services using existing technology investments and develop new applications for Finance, Revenue, Utilities, Workflow, GIS, and e-commerce.*

INFORMATION SYSTEMS (INTERNAL SERVICES)

OBJECTIVES AND ACHIEVEMENTS – Continued

- Provide support and maintain security of client based hardware, the associated operating system and standardized applications and deliver Help Desk services in support of the city's information technologies with a focus on improved customer satisfaction. *In FY 06-07, 96% of our customers rated the departments' service above average. During FY 06-07, we expanded our use of desktop management services and best practice concepts designed to speed our delivery and increase our efficiency of services through the inclusion of the following tools:*
 - *Asset Management*
 - *Patch Management*
 - *Handheld Management*
 - *Drive/Data Encryption Services for our laptop computers*

In addition, we released and received bids to replace approximately half of our computer systems at a cost that is substantially lower than state contract pricing. Efforts are underway to prepare for the delivery and installation of these computers which will be added to our Microsoft Network as we prepare to migrate our file and print services from the Novell Platform. During 07-08, we will expand our use of data encryption services to other computing platforms and expand our use of support services to field staff as new technologies are introduced. In addition, we will be extending our managed print services to some of our outlying office areas.

EXPENDITURES BY TYPE	Actual FY 05-06	Amended FY 06-07	Requested FY 07-08	Adopted FY 07-08	Percent Change
Personnel	\$3,435,886	\$3,720,760	\$3,843,510	\$3,843,510	3.3%
Supplies and Services	2,647,740	3,645,270	3,760,690	3,760,690	3.2%
Capital Outlay	0	0	0	0	0%
Subtotal					
Debt and Lease Expense	\$586,937	\$1,409,080	\$1,440,690	\$1,440,690	2.2%
Total Expenditures by Type	\$6,670,563	\$8,775,110	\$9,044,890	\$9,044,890	3.1%
RESOURCES BY TYPE					
Service Charges to General Fund Departments	\$4,561,710	\$6,207,200	\$6,270,750	\$6,270,750	1.0%
Service Charges to Other Funds	1,607,784	1,768,760	2,174,140	2,174,140	22.9%
Interfund Revenue	210,580	399,150	0	0	-100.0%
Other Revenue	23,636	0	0	0	0%
Fund Balance Appropriation	0	400,000	600,000	600,000	50.0%
Total Resources by Type	\$6,403,710	\$8,775,110	\$9,044,890	\$9,044,890	3.1%
Added to Capital Reserves	\$266,853	\$0	\$0	\$0	0%
Positions					
Full-Time	42	43	43	43	0
Part-Time (FTEs)	2.5	2.5	2.75	2.75	+0.25

INFORMATION SYSTEMS (INTERNAL SERVICES)

BUDGET HIGHLIGHTS

- The overall Information Systems (Internal Services) budget is increased 3.07%. Service charges to general fund departments are increased at a lower rate of 1.02%. A greater proportion of the growth in Information Systems expenses is allocated to non-general fund program areas, primarily Water and Sewer.
- Personnel expenditures are increased \$122,750, which includes the addition of a part time Senior Systems Administrator position (+\$56,780) for defining and implementing a strategy for mobile unit support.
- Supplies and services expenditures are increased \$115,420, primarily due to the renewal of the software license and consulting costs to increase the functionality of existing systems and to develop new applications for Finance, Revenue, Human Resources, and Utilities as follows: tracking and projecting complex debt instruments and analyzing adopted new debt issues in Finance; replacing existing system with an eWorks form to eliminate the need for paper forms and allow easier access for Utilities; upgrading payroll management, processing, and human resources information; migrating the LINKO program into Hansen Enterprise application to meet State regulated permit requirements for Utilities; maintenance of tabular and spatial information on flood area data for Utilities; and creation of a central, web-based repository for Utilities that will import existing and new reports, and export reports to printable formats that will increase compliance with permit reporting standards.
- Debt and lease expenditures are increased \$31,610, primarily as a result of the completion of payments in FY 06-07 for previously approved equipment and the addition of payments in FY 07-08 for new and replacement desktop and laptop computers and printers which were previously reflected in the individual departmental budgets (+\$217,810).
- An appropriation of \$600,000 from the Information Systems fund balance that includes \$400,000 to pay the final one-third lease payment on the \$1.2 million in network/infrastructure equipment approved in FY 05-06. The remaining \$200,000 is to pay the development expenses for new systems for the general fund in FY 07-08.

CENTRAL WAREHOUSE

MISSION STATEMENT

The mission of the Central Warehouse is to provide city departments with supplies, operating equipment, and surplus disposal service in a cost efficient and effective manner through consolidated purchasing and centralized storage.

PROGRAM DESCRIPTIONS

- Furnishes (sells) yard waste carts, cart stickers, and trash carts to the public
- Collects, stores and disposes of all surplus properties except real estate and motor vehicles
- Operates two warehouse accounts at its MLK facility. Warehouse II stores fire/police items such as uniforms, weapons, badges, safety/emergency items, and janitorial supplies. Warehouse III stores items used primarily by utilities construction and maintenance such as pipe, manhole sections, water connections, fire hydrants, and repair parts.

OBJECTIVES AND ACHIEVEMENTS

- Provide departments with price competitive supplies in a timely manner. *In FY 05-06, 11,895 requisitions were filled by the warehouse. The department estimates that 10,800 requisitions will be filled in FY 06-07 and 11,000 in FY 07-08, with 99% of those orders being completed.*

	Actual	Amended	Requested	Adopted	Percent
EXPENDITURES BY TYPE	<u>FY 05-06</u>	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 07-08</u>	<u>Change</u>
Personnel	\$196,357	\$207,190	\$196,890	\$196,890	-5.0%
Supplies and Services	122,866	115,990	123,300	116,720	0.6%
Equipment Leasing Expense	5,945	4,770	0	0	-100.0%
Total Expenditures by Type	\$325,168	\$327,950	\$320,190	\$313,610	-4.37%

RESOURCES BY TYPE

Service Charges	\$277,235	\$292,770	\$300,190	\$293,610	0.3%
Miscellaneous Sales and Service	20,050	35,180	20,000	20,000	-43.1%
Total Resources by Type	\$297,285	\$327,950	\$320,190	\$313,610	-4.4%

Positions

Full-Time	5	5	5	5	0
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BUDGET HIGHLIGHTS

- Personnel expenses are decreased as a result of personnel retirements and decreased longevity pay from prior year (-\$10,300).
- Resources from miscellaneous sales and service are decreased \$15,180 to align revenues with historical trends.
- Equipment leasing expenses for FY 07-08 are decreased as a result of the completion of payments for previously approved equipment (-\$4,770).

INTERDEPARTMENTAL SERVICES NON-DEPARTMENTAL

Listed below are the appropriations related to interdepartmental services that are not included in any of the departmental budgets in this section of the document.

Expenditures	<u>Actual</u>	<u>Amended</u>	<u>Requested</u>	<u>Adopted</u>	<u>Percent</u>
	<u>FY 05-06</u>	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 07-08</u>	<u>Change</u>
General Fund Transfers					
To Capital Projects Fund for Energy Saving Projects	\$50,000	\$0	\$0	\$0	0%
To Capital Projects Fund for Facilities Renewal Projects	0	330,000	0	0	-100.0%
Total Expenditures	\$50,000	\$330,000	\$0	\$0	-100.0%
Resources					
General Fund Balance Appropriation	\$50,000	\$330,000	\$0	\$0	-100.0%
Total Resources	\$50,000	\$330,000	\$0	\$0	-100.0%