

# INTERDEPARTMENTAL SERVICES

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Engineering .....	193
Real Estate.....	195
Mail and Printing Services .....	197
Fleet Services .....	198
Property Maintenance .....	201
Information Systems (General Fund).....	204
Information Systems (Internal Services).....	206
Central Warehouse .....	209
Interdepartmental Services Non-Departmental .....	210



**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. The mission of the Capital Building Projects Division is to oversee the planning, design, and construction of major city building and facility projects (vertical construction).

## PROGRAM DESCRIPTIONS

### Municipal Engineering Division

- Provides all field-related engineering services, including the administration of contractor-performed projects, quality control inspections, and driveway permits
- Provides contract administration services and engineering/utility information to the public and developers
- Provides subdivision review services and oversees utility excavation permits
- Performs design engineering for city/county, state, and federally funded infrastructure projects in Winston-Salem and Forsyth County

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

### Capital Building Projects

- Works closely with architects and consulting engineers to develop plans that meet the needs of the city, including scheduling and adherence to approved budgets.
- Ensures that projects are constructed in a quality manner in accordance with approved plans and makes recommendations regarding any change orders or costs for extra work beyond the original contract.

<b>EXPENDITURES BY PROGRAM</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Municipal Engineering Division	\$3,206,710	\$3,527,840	\$3,520,890	-0.2%
Capital Building Projects Division	0	191,500	227,410	18.8%
<b>Total Expenditures by Program</b>	<b>\$3,206,710</b>	<b>\$3,719,340</b>	<b>\$3,748,300</b>	<b>0.8%</b>

## PERFORMANCE MEASURES AND SERVICE TRENDS

	<b>Actual FY 06-07</b>	<b>Estimated FY 07-08</b>	<b>Projected FY 08-09</b>
<b>Effectiveness</b>			
Maintain engineering costs below 20% of construction costs for 85% of major projects	N/A	85%	85%
Review 90% of driveway permits within 15 working days	N/A	95%	90%
Review 100% of subdivision plans within 20 working days	N/A	100%	100%
Process 90% of payments within five working days of receipt	89%	88%	90%
<b>Workload</b>			
North Carolina Department of Environment and Natural Resources water and sewer permits issued	190	156	140
Linear feet of water designs completed	26,137	22,000	25,000
Linear feet of sewer designs completed	40,341	39,000	25,000
Subdivision street miles inspected	5.8	6	5

# ENGINEERING

<b>EXPENDITURES BY TYPE</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Personnel Expense	\$2,601,552	\$3,016,900	\$3,000,430	-0.5%
Supplies and Services	556,234	651,110	680,490	4.5%
Equipment Leasing Expense	48,923	51,330	67,380	31.3%
<b>Total Expenditures by Type</b>	<b>\$3,206,710</b>	<b>\$3,719,340</b>	<b>\$3,748,300</b>	<b>0.8%</b>
<b>RESOURCES BY TYPE</b>				
Service Charges	\$1,809,158	\$1,805,000	\$1,825,000	1.1%
Other General Fund Revenues	1,397,552	1,914,340	1,923,300	0.5%
<b>Total Resources by Type</b>	<b>\$3,206,710</b>	<b>\$3,719,340</b>	<b>\$3,748,300</b>	<b>0.8%</b>
<b>Positions</b>				<b>Change</b>
Full-Time	51	48	46	-2
Part-Time (FTE's)	1.5	1.5	1.5	0

## BUDGET HIGHLIGHTS

- In FY 07-08, the Engineering Department was divided into the Municipal Engineering Division and the Capital Building Projects Division. Additional expenses associated with Capital Building Projects, such as information systems charges (+\$3,460) and building rental charges (+\$7,810), are transferred to Capital Building Projects from Municipal Engineering in FY 08-09.
- Personnel expenditures reflect a net decrease of 0.5% due to the transfer of two positions to City Link as of July 1, 2008 (-\$59,970), offset in part by salary adjustments of up to 3.0% based on employee performance and for the one-third position classification study.
- Supplies and services are increased by \$29,380, which includes funds to cover increases in temporary services for survey work (+\$15,000), rental space (+\$7,520), and funds for the purchase of a reader/printer replacement (+\$4,000).
- Equipment leasing expenditures reflect a net increase of \$16,050, primarily as a result of the addition of payments in FY 08-09 for the purchase of software (+\$8,320), a graphic plotter (+\$2,090), and an engineering scanner/copier (+\$6,820).
- The \$20,000 increase in revenue from service charges reflects an anticipated increase in the amount of work that can be charged to other General Fund departments during FY 08-09. The budgeted level of revenue for utility excavation permits, plan review charges, commercial driveway permits, bond review fee, and zoning/subdivision fee remains the same as in FY 07-08.

# REAL ESTATE

## MISSION STATEMENT

The mission of the Real Estate Office is to share expertise and advise other city departments in matters related to real estate; to assist other city departments in acquisition of property for road construction projects, public utility projects, public facility projects, and community development projects; to assist other city departments in the marketing and disposition of redevelopment property, foreclosure property, and surplus property; to lease property for city use as needed and to lease surplus city-owned property to others as needed; and to provide prompt/courteous service to the public as these actions involve the citizens of Winston-Salem.

## PROGRAM DESCRIPTIONS

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

	<b>Actual</b> <b>FY 06-07</b>	<b>Amended</b> <b>FY 07-08</b>	<b>Adopted</b> <b>FY 08-09</b>	<b>Percent</b> <b>Change</b>
<b>EXPENDITURES BY PROGRAM</b>				
Real Estate	\$525,177	\$586,800	\$555,500	-5.3%
Real Estate Management Fund	56,358	0	0	N/A
<b>Total Expenditures by Program</b>	<b>\$581,535</b>	<b>\$586,800</b>	<b>\$555,500</b>	<b>-5.3%</b>

## PERFORMANCE MEASURES AND SERVICE TRENDS

	<b>Actual</b> <b>FY 06-07</b>	<b>Estimated</b> <b>FY 07-08</b>	<b>Projected</b> <b>FY 08-09</b>
<b>Effectiveness</b>			
Acquire 90% of projects by due date	N/A	90%	90%
Acquire 80% of properties at appraised value	N/A	80%	80%
Acquire 75% of properties without condemnation	N/A	75%	75%
<b>Workload</b>			
Properties acquired for road construction	16	15	16
Properties acquired for water and sewer	134	90	65
Properties acquired for public facilities	5	4	4
City Leases maintained	129	132	132

	<b>Actual</b> <b>FY 06-07</b>	<b>Amended</b> <b>FY 07-08</b>	<b>Adopted</b> <b>FY 08-09</b>	<b>Percent</b> <b>Change</b>
<b>EXPENDITURES BY TYPE</b>				
<b>General Fund</b>				
Personnel Expense	\$344,497	\$376,430	\$330,470	-12.2%
Supplies and Services	180,512	196,080	210,740	7.5%
Equipment Leasing Expenses	169	14,290	14,290	N/A
<b>Total General Fund Expenditures</b>	<b>\$525,177</b>	<b>\$586,800</b>	<b>\$555,500</b>	<b>-5.3%</b>

# REAL ESTATE

	<u>Actual</u> <u>FY 06-07</u>	<u>Amended</u> <u>FY 07-08</u>	<u>Adopted</u> <u>FY 08-09</u>	<u>Percent</u> <u>Change</u>
<b>EXPENDITURES BY TYPE-Continued</b>				
<b>Real Estate Management Fund</b>				
Supplies and Services	\$2,990	\$0	\$0	N/A
Equipment Leasing Expenses	14,118	0	0	N/A
Transfer to the General Fund	39,250	0	0	N/A
<b>Total Real Estate Mgmt. Fund Expenditures</b>	<b>\$56,358</b>	<b>\$0</b>	<b>\$0</b>	<b>N/A</b>
<b>Total Expenditures by Type</b>	<b>\$581,535</b>	<b>\$586,800</b>	<b>\$555,500</b>	<b>-5.3%</b>
<b>RESOURCES BY TYPE</b>				
<b>General Fund</b>				
Interfund Revenue	\$116,332	\$161,420	\$85,000	-47.3%
Rental Revenue	0	12,900	12,900	100.0%
Sale of Property	79,946	23,000	25,000	8.7%
Rebate from Risk Acceptance Management Corp.	83,100	83,100	83,100	0%
Transfer from Real Estate Management Fund	39,250	0	0	N/A
Miscellaneous Revenue	500	0	0	N/A
Other General Fund Revenues	206,050	306,380	349,500	14.1%
<b>Total General Fund Revenues</b>	<b>\$525,177</b>	<b>\$586,800</b>	<b>\$555,500</b>	<b>-5.3%</b>
<b>Real Estate Management Fund</b>				
Rental Income	\$13,526	\$0	\$0	N/A
Interest Income	4,383	0	0	N/A
Fund Balance Appropriation	38,449	0	0	N/A
<b>Total Real Estate Mgmt. Fund Revenues</b>	<b>\$56,358</b>	<b>\$0</b>	<b>\$0</b>	<b>N/A</b>
<b>Total Resources by Type</b>	<b>\$581,535</b>	<b>\$586,800</b>	<b>\$555,500</b>	<b>-5.3%</b>
<b>Positions</b>				<b>Change</b>
Full-Time	6	6	5	-1

## BUDGET HIGHLIGHTS

### Real Estate

- Personnel expenses decrease 12.2% primarily due to the elimination of the Utility Senior Real Estate Agent position. Because this position and associated expenses were funded 100% by the Utilities Division, there is also a reduction in interfund revenue (-\$76,420).
- Supplies and services expenses are increased 7.5% as a result of additional building rental charges (+\$8,210) and information system charges for new applications (+\$8,630).

# 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

<b>EXPENDITURES BY TYPE</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Management Contract	\$648,021	\$526,720	\$636,910	20.9%
Other Supplies and Services	131,204	80,210	66,420	-17.2%
Equipment Leasing Expense	22	30	30	0%
<b>Total Expenditures by Type</b>	<b>\$779,247</b>	<b>\$606,960</b>	<b>\$703,360</b>	<b>15.9%</b>
<b>RESOURCES BY TYPE</b>				
Sales and Services	\$185,430	\$14,000	\$20,000	42.9%
Other General Fund Revenues	593,817	592,960	683,330	15.2%
<b>Total Resources by Type</b>	<b>\$779,247</b>	<b>\$606,960</b>	<b>\$703,360</b>	<b>15.9%</b>

## PERFORMANCE MEASURES AND SERVICE TRENDS

	<b>Actual FY 06-07</b>	<b>Estimated FY 07-08</b>	<b>Projected FY 08-09</b>
<b>Effectiveness</b>			
Achieve 90% rate of print jobs completed accurately	N/A	98%	97%
Complete 99% of print jobs within requested time frame	N/A	99%	97%
Achieve a customer satisfaction rating of "Satisfied" or "More than Satisfied" from 95% of customers	N/A	90%	90%
<b>Workload</b>			
Number of mail pieces metered	288,000	262,052	275,000
Number of black and white impressions	2,071,660	1,771,940	1,800,000
Number of color impressions	66,922	79,813	90,000

## BUDGET HIGHLIGHTS

- The FY 08-09 management contract for print shop services reflects a net increase of \$110,190, or 20.9% primarily as a result of the negotiated contract increase of 2.5% and expanded service to non-general fund departments. The overall contract for mail service, administration, and overhead is partially offset by indirect cost allocation, charged to non-general fund departments.
- Supplies and services expenditures are decreased by \$13,790, or -17.2%, due to reduced building rental charges (-\$13,330).

# 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

- Management and oversight of vehicle acquisition, and fuel management program
- 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

	<b>Actual</b>	<b>Amended</b>	<b>Adopted</b>	<b>Percent</b>
	<b><u>FY 06-07</u></b>	<b><u>FY 07-08</u></b>	<b><u>FY 08-09</u></b>	<b><u>Change</u></b>
Fleet Services Administration	\$510,305	\$590,950	\$526,460	-10.9%
Service Station	3,353,518	3,449,970	4,282,280	24.1%
Leased and Pool Vehicles	582,297	629,930	756,780	20.1%
<b>Subtotal</b>	<b>\$4,446,120</b>	<b>\$4,670,850</b>	<b>\$5,565,520</b>	<b>19.2%</b>

### Vehicle Maintenance Service Contract

Fleet Maintenance and Repair Administration	\$272,506	\$189,990	\$208,480	9.7%
Heavy Equipment Repair	1,024,494	1,039,260	1,087,710	4.7%
Light Equipment Repair	810,934	882,690	874,570	-0.9%
Tire Shop	114,714	117,130	89,370	-23.7%
Auto Parts	1,506,014	1,522,130	1,507,160	-1.0%
<b>Subtotal</b>	<b>\$3,728,662</b>	<b>\$3,751,200</b>	<b>\$3,767,290</b>	<b>0.4%</b>

### Total Expenditures by Program

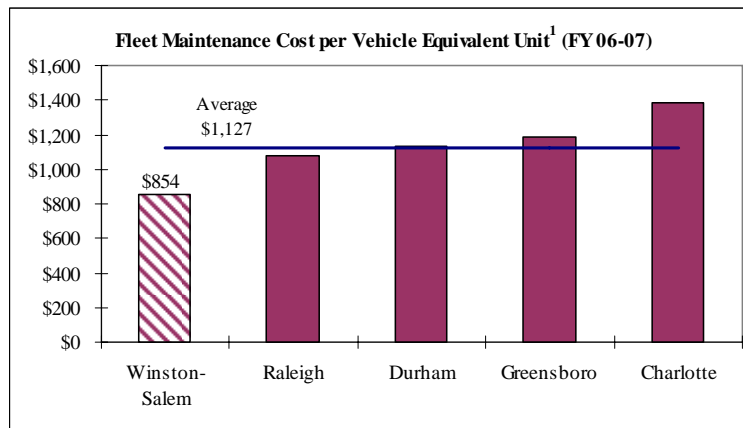
<b>Total Expenditures by Program</b>	<b>\$8,174,782</b>	<b>\$8,422,050</b>	<b>\$9,332,810</b>	<b>10.8%</b>
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# FLEET SERVICES

## PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 06-07	Estimated FY 07-08	Projected FY 08-09
<b>Effectiveness</b>			
Complete 70% of repairs within 24 hours	78%	80%	80%
Complete 90% of repairs in 72 hours	88%	89%	90%
<b>Efficiency</b>			
Bill 80% of technician time	72%	80%	80%
<b>Workload</b>			
Number of fleet work orders completed	10,586	11,000	11,250
Number of new vehicles/equipment purchased annually	254	243	220
Gallons of fuel dispensed	1,391,727	1,480,000	1,500,000

## FY 06-07 N.C. BENCHMARKING PROJECT RESULTS



1- Vehicle Equivalent Units (VEUs) are a weighted measure of the maintenance effort associated with different classes of vehicles. A normal-use car is equal to one VEU.

Source: NC Local Government Performance Measurement Project, *Final Report on City Services for Fiscal Year 2006-2007*, February 2008

<b>EXPENDITURES BY TYPE</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Personnel Expense	\$1,638,632	\$1,754,250	\$1,678,220	-4.3%
Supplies and Services	6,035,532	6,111,340	7,006,850	14.7%
Equipment Leasing Expense	500,619	556,460	647,740	16.4%
<b>Total Expenditures by Type</b>	<b>\$8,174,782</b>	<b>\$8,422,050</b>	<b>\$9,332,810</b>	<b>10.8%</b>

### RESOURCES BY TYPE

#### Contract Administration and Other Fleet Services

Fuel Sales	\$3,130,690	\$3,427,720	\$4,262,870	24.4%
Fixed Rate Charge- Leased Vehicles	575,456	630,040	738,780	17.3%
Pool Vehicle Rentals	22,415	26,000	18,000	-30.8%
Contract Administration Surcharge	590,670	590,950	526,260	-10.9%
Truck/Car Wash Service Charge	14,260	29,200	20,000	-31.5%
<b>Subtotal</b>	<b>\$4,333,491</b>	<b>\$4,703,910</b>	<b>\$5,565,910</b>	<b>18.3%</b>

# FLEET SERVICES

## RESOURCES BY TYPE- Continued

### Vehicle Maintenance Service Contract

	Actual FY 06-07	Amended FY 07-08	Adopted FY 08-09	Percent Change
Fleet Charges- Target Services	\$3,187,312	\$2,909,260	\$2,954,120	1.5%
Fleet Charges- Non Target Services	705,329	731,180	680,430	-6.9%
Fleet Services- Non Contract	106,573	77,700	132,350	70.3%
<b>Subtotal</b>	<b>\$3,999,214</b>	<b>\$3,718,140</b>	<b>\$3,766,900</b>	<b>1.3%</b>
<b>Total Resources by Type</b>	<b>\$8,332,705</b>	<b>\$8,422,050</b>	<b>\$9,332,810</b>	<b>10.8%</b>

## Positions

				Change
Full-Time	34	34	34	0

## BUDGET HIGHLIGHTS

### Leased and Pool Vehicles

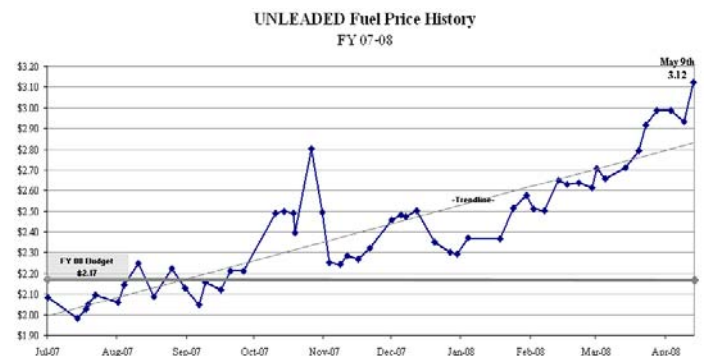
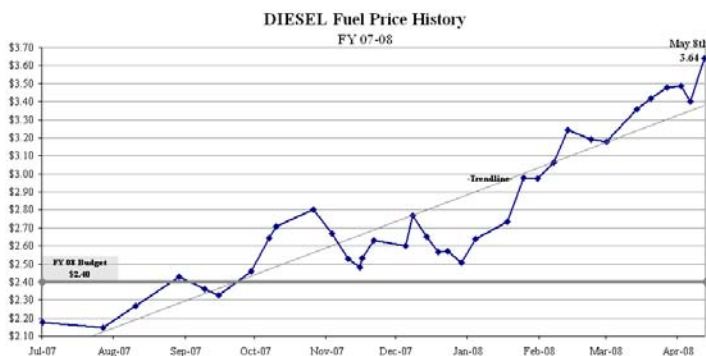
- Equipment lease payments are increased (a net of +\$121,070) for the purchase of 20 replacement compact pick-up trucks, three replacement one-half ton pick-up trucks, and 21 replacement sedans, of which, up to ten will be hybrid sedans. By June 30, 2009 the city will have a total of 30 alternative fuel vehicles (17 hybrids, 9 compressed natural gas, and 4 electric).

### Service Station

- Fuel prices are budgeted at a purchase cost of \$2.72 for unleaded and \$3.01 for diesel and assume the continuation of mandatory conservation measures established in October 2005 for all departments. Supplies and services expenses increase (a net of +\$895,510) as a result of significantly higher fuel costs.

As of May 9, 2008, fuel was purchased at a unit price of \$3.12 for unleaded, and \$3.64 for diesel. If fuel prices do not seasonally decline in the autumn months to well below \$3.12 and \$3.64 for unleaded and diesel respectively, the city could again experience a fuel budget overrun.

- Starting in July of 2008, Fleet Services will introduce bio-diesel fuel (B20 grade). This change will reduce the amount of fossil fuel used by the city by approximately 70,000 gallons a year as well as reduce the amount of carbon dioxide emissions.



### Fleet Maintenance and Repair Administration

- Fleet Maintenance and Repair Administration expenditures increase 9.7% as a result of electrical expenses, as well as non-discretionary custodial and telecommunication charges.

# PROPERTY MAINTENANCE

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## MISSION STATEMENT

The mission of the Property Maintenance Department is to provide leadership to other city departments in the area 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 sustainability programs.

## PROGRAM DESCRIPTIONS

### City Building Operations

#### *City Hall*

- Provides property maintenance services for City Hall, including utilities, maintenance and repairs, custodial services, security, and other operating needs

#### *Bryce A. Stuart Municipal Building*

- Provides property maintenance services for the Bryce A. Stuart Municipal Building, including utilities, maintenance and repairs, custodial services, security, and other operating needs

#### *Public Safety Center*

- Provides property maintenance services for the Public Safety Center, including utilities, maintenance and repairs, custodial services, and other operating needs

#### *Premises Maintenance*

- Provides preventive maintenance services 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
- Manages utilities accounts and other services 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

#### *Property Maintenance Administration*

- Coordinates the city's sustainability (green) initiatives and other Cool Cities programming
- Provides the supervision and direction for all property maintenance programs
- Coordinates contractors and other city forces for the successful completion of city building projects
- Administers the city's facilities renewal program



# PROPERTY MAINTENANCE

<b>EXPENDITURES BY PROGRAM</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
<b>City Building Operations</b>				
City Hall	\$610,859	\$566,060	\$581,670	2.8%
Bryce A. Stuart Municipal Building	155,545	132,070	146,390	10.8%
Public Safety Center	419,584	422,650	458,730	8.5%
Premises Maintenance	701,017	654,290	665,210	1.7%
<b>Subtotal</b>	<b>\$1,887,005</b>	<b>\$1,775,070</b>	<b>\$1,852,000</b>	<b>4.3%</b>
<b>Facility Maintenance Services</b>				
Building Repairs	\$1,291,031	\$1,364,500	\$1,499,510	9.9%
Custodial Services	637,885	642,960	670,360	4.3%
Property Maintenance Administration	647,528	653,470	674,830	3.3%
<b>Subtotal</b>	<b>\$2,576,444</b>	<b>\$2,660,930</b>	<b>\$2,844,700</b>	<b>6.9%</b>
<b>Total Expenditures by Program</b>	<b>\$4,463,449</b>	<b>\$4,436,000</b>	<b>\$4,696,700</b>	<b>5.9%</b>

## PERFORMANCE MEASURES AND SERVICE TRENDS

	<b>Actual FY 06-07</b>	<b>Estimated FY 07-08</b>	<b>Projected FY 08-09</b>
<b>Effectiveness</b>			
Complete 100% of premise maintenance and building repair work orders within 30 days	100%	100%	100%
Keep percentage of building repair and premise maintenance work orders requiring repeat repair to less than 1%	0%	0%	0%
<b>Efficiency</b>			
Number of square feet receiving custodial services per FTE position <sup>1</sup>	14,421	14,400	16,344
<b>Workload</b>			
Number of facilities receiving premise maintenance services	94	94	95
Total square feet of space under premise maintenance program	682,512	682,512	689,012
Number of facilities included in building repair service	369	369	371
Total square feet of space included in building repair service	3,400,429	3,400,429	3,506,929
Total number of building repair and premise maintenance work orders issued	8,891	9,000	9,200

1- Reference ICMA "Performance Measures and Benchmarks in Local Government Facilities Maintenance" (Benchmark: 14,000 SF/FTE)

<b>EXPENDITURES BY TYPE</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Personnel Expense	\$2,152,507	\$2,217,080	\$2,373,840	7.1%
Supplies and Services	2,214,620	2,117,540	2,243,280	5.9%
Equipment Leasing Expenses	96,322	101,380	79,580	-21.5%
<b>Total Expenditures by Type</b>	<b>\$4,463,449</b>	<b>\$4,436,000</b>	<b>\$4,696,700</b>	<b>5.9%</b>

# PROPERTY MAINTENANCE

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<b>RESOURCES BY TYPE</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Service Charges to General Fund Departments	\$2,982,705	\$2,900,720	\$3,096,840	6.8%
Service Charges to Non-General Fund Departments	687,869	843,640	910,170	7.9%
Miscellaneous Revenue	350	70,280	70,280	0%
Other General Fund Resources	792,525	621,360	619,410	-0.3%
<b>Total Resources by Type</b>	<b>\$4,463,449</b>	<b>\$4,436,000</b>	<b>\$4,696,700</b>	<b>5.9%</b>

<b>Positions</b>				<b>Change</b>
Full-Time	38	38	40	+2*
Part-Time (FTE's)	19	18	18.4	+1

\*Maintenance positions reassigned from Public Works Communications Department, now being managed by City Link.

## BUDGET HIGHLIGHTS

- Maintenance worker positions previously assigned to Public Works Communications have been consolidated into Property Maintenance's Building Services section. No new positions have been added.
- Bryce A. Stuart Municipal Building and Public Safety Center custodial expenses are increased 11.8% and 29.4% respectively as a result of an increased allocation for custodial services.
- Equipment leasing expenses for FY 08-09 are decreased as a result of the completion of payments for previously approved equipment.

## UNFUNDED REQUESTS

Sustainability "green" program (climate protection agreement)	\$192,120
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# INFORMATION SYSTEMS (GENERAL FUND)

## 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

### Telecommunications

- Manages and maintains the city’s telephone network, including telephones, cellular phones, pagers, and voice mailboxes.
- Provides telephone management and service, including desktop connections, wireless services, pagers, voice mailboxes, and cable television.

### 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.

<b>EXPENDITURES BY PROGRAM</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Information Systems Administration	\$354,439	\$355,270	\$383,490	7.9%
Telecommunications	381,930	545,580	586,070	7.4%
Radio System Management	193,953	288,500	206,000	-28.6%
<b>Total Expenditures by Program</b>	<b>\$930,322</b>	<b>\$1,189,350</b>	<b>\$1,175,560</b>	<b>-1.2%</b>

## PERFORMANCE MEASURES AND SERVICE TRENDS

	<b>Actual FY 06-07</b>	<b>Estimated FY 07-08</b>	<b>Projected FY 08-09</b>
<b>Effectiveness</b>			
% of staff with industry Best Practices certification	4%	96%	100%
<b>Workload</b>			
Number of unplanned work changes	N/A	N/A	10%
Number of competitively bid renewals of major service contracts	4	5	3
Number of supported telephones	724	746	780
Number of supported cellular telephones	506	606	615
Number of requests for service received by the Customer Support Center	13,170	13,166	13,500

# **INFORMATION SYSTEMS (GENERAL FUND)**

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<b>EXPENDITURES BY TYPE</b>	<b>Actual FY 06-07</b>	<b>Amended FY 07-08</b>	<b>Adopted FY 08-09</b>	<b>Percent Change</b>
Personnel Expense	\$529,229	\$549,710	\$586,700	6.7%
Supplies and Services	400,853	480,220	429,440	-10.6%
Equipment Leasing Expense	240.24	159,420	159,420	0%
<b>Total Expenditures by Type</b>	<b>\$930,322</b>	<b>\$1,189,350</b>	<b>\$1,175,560</b>	<b>-1.2%</b>

<b>RESOURCES BY TYPE</b>				
Interfund Revenue	\$0	\$39,180	\$38,160	-2.6%
Miscellaneous Revenue	1,649	0	0	N/A
General Fund Support	928,673	1,150,170	1,137,400	-1.1%
<b>Total Resources by Type</b>	<b>\$930,322</b>	<b>\$1,189,350</b>	<b>\$1,175,560</b>	<b>-1.2%</b>

<b>Total Information Services Positions</b>				<b>Change</b>
Full-Time	6	6	6	0
Part-Time (FTE's)	0.75	0.75	0.75	0

## **BUDGET HIGHLIGHTS**

### **Telecommunications**

- The Telecommunications budget for FY 08-09 includes \$159,320 for annual lease purchase payments for the telephone system, and \$67,940 for the operating and maintenance expenses for the general fund accounts operating on the telephone network. 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 08-09 expenditure budget for the 800 MHz radio system is \$206,000 which is paid to Forsyth County for operating and maintaining the shared system. This represents a decrease of \$82,500 from the FY 07-08 budget that was overstated and aligns more with the actual charges. In FY 07-08 the radio system warranty ended on December 31, 2007, requiring the city to pay an additional six months for coverage. This increase is spread out among departmental budgets, based on the number of radios in use.

### **Information Systems Administration**

- The Information Systems Administration budget increases by 7.9% as a result of employee merit increase up to 3.0%, (+\$27,240) and information system charges (+\$6,630).

# 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
- Provide applications support and lead in the development of new computer technologies and applications

### 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

	<b>Actual</b> <b>FY 06-07</b>	<b>Amended</b> <b>FY 07-08</b>	<b>Adopted</b> <b>FY 08-09</b>	<b>Percent</b> <b>Change</b>
<b>EXPENDITURES BY PROGRAM</b>				
Computer Operations and Technical Services	\$3,395,419	\$4,514,910	\$4,538,290	0.5%
Application Services	2,170,278	2,588,830	2,698,230	4.2%
Office Systems	1,442,291	1,941,150	1,723,480	-11.2%
<b>Total Expenditures by Program</b>	<b>\$7,007,987</b>	<b>\$9,044,890</b>	<b>\$8,960,000</b>	<b>-0.9%</b>

## PERFORMANCE MEASURES AND SERVICE TRENDS

	<b>Actual</b> <b>FY 06-07</b>	<b>Estimated</b> <b>FY 07-08</b>	<b>Projected</b> <b>FY 08-09</b>
<b>Effectiveness</b>			
Achieve 90% of “Excellent” survey responses from system users	96%	96%	>90%
Maintain 99% availability of Core Network systems	99.98%	99.99%	99.99%
<b>Efficiency</b>			
Maintain 10% increase in the number of payments through the city website	N/A	>10%	>10%
<b>Workload</b>			
Number of supported workstations	1,001 connected, 689 desktop service	1,034 connected, 729 desktop service	1,040 connected, 750 desktop service
Number of supported software applications	161	174	190

# **INFORMATION SYSTEMS (INTERNAL SERVICES)**

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	<b>Actual</b>	<b>Amended</b>	<b>Adopted</b>	<b>Percent</b>
<b>EXPENDITURES BY TYPE</b>	<b><u>FY 06-07</u></b>	<b><u>FY 07-08</u></b>	<b><u>FY 08-09</u></b>	<b><u>Change</u></b>
Personnel Expense	\$3,440,721	\$3,843,510	\$3,884,020	1.1%
Supplies and Services	2,582,418	3,760,690	3,821,500	1.6%
Capital Outlay	0	0	0	N/A
<b>Subtotal</b>	<b>\$6,023,139</b>	<b>\$7,604,200</b>	<b>\$7,705,520</b>	<b>1.3%</b>
Debt and Lease Expense	\$984,848	\$1,440,690	\$1,254,480	-12.9%
<b>Total Expenditures by Type</b>	<b>\$7,007,987</b>	<b>\$9,044,890</b>	<b>\$8,960,000</b>	<b>-0.9%</b>
<b>RESOURCES BY TYPE</b>				
Service Charges to General Fund Departments	\$4,727,610	\$6,270,750	\$6,578,900	4.9%
Service Charges to Other Funds	1,932,428	2,174,140	1,690,570	-22.2%
Interfund Revenue	0	0	0	N/A
Other Revenue	18,091	0	0	N/A
Fund Balance Appropriation	329,858	600,000	690,530	15.1%
<b>Total Resources by Type</b>	<b>\$7,007,987</b>	<b>\$9,044,890</b>	<b>\$8,960,000</b>	<b>-0.9%</b>
<b>Positions</b>				<b>Change</b>
Full-Time	43	43	43	0
Part-Time (FTE's)	2.75	2.75	2.75	0

## **BUDGET HIGHLIGHTS**

- The overall Information Systems (Internal Services) budget is decreased -0.9%. Service charges to non-general fund departments decreased 22.2%, due to reduction of system implementations and upgrades, primarily Water and Sewer. A greater proportion of the growth in Information Systems expenses is allocated to general fund program areas.
- Personnel expenditures are increased 1.1% as a result of funding for the one-third position classification study adjustments and related benefits (+\$40,510), offset by first-time budgeted salary savings of \$141,690 to reflect a downturn in the development of new systems.
- Supplies and services expenditures are increased \$60,810, due to the renewal of the software license agreements and consulting costs to increase the functionality of existing systems.
- Debt and lease expenditures are decreased \$186,210, primarily as a result of the completion of payments in FY 07-08 for previously approved equipment and the additional of payments in FY 08-09 for new and replacement desktop and laptop computers and printers (+\$99,750).

# **INFORMATION SYSTEMS (INTERNAL SERVICES)**

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## **BUDGET HIGHLIGHTS - Continued**

- An appropriation of \$690,530 from the Information Systems fund balance covers \$400,000 for the need for replacements and upgrades for the infrastructure, \$200,000 for the new and/or upgraded systems, and \$90,530 for other non-chargeable operations.

# 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.

## PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 06-07	Estimated FY 07-08	Projected FY 08-09
<b>Effectiveness</b>			
Maintain year-end inventory variance <sup>1</sup> for Warehouse II between +/-2%	0.37%	1.75%	1.75%
Maintain year-end inventory variance <sup>1</sup> for Warehouse III between +/-2%	1.72%	1.75%	1.75%
<b>Workload</b>			
Number of requisitions filled	12,821	11,765	12,000

1- Difference between the actual value and the actual quantity of an inventory item compared to the balance shown in the inventory records.

	Actual FY 06-07	Amended FY 07-08	Adopted FY 08-09	Percent Change
<b>EXPENDITURES BY TYPE</b>				
Personnel Expense	\$189,957	\$196,890	\$196,480	-0.2%
Supplies and Services	36,750	116,720	119,350	2.3%
Equipment Leasing Expenses	4,762	0	0	N/A
<b>Total Expenditures by Type</b>	<b>\$231,470</b>	<b>\$313,610</b>	<b>\$315,830</b>	<b>0.7%</b>
<b>RESOURCES BY TYPE</b>				
Service Charges	\$336,816	\$293,610	\$300,830	2.5%
Miscellaneous Sales and Service	11,699	20,000	15,000	-25.0%
<b>Total Resources by Type</b>	<b>\$348,515</b>	<b>\$313,610</b>	<b>\$315,830</b>	<b>0.7%</b>
<b>Positions</b>				<b>Change</b>
Full-Time	5	5	5	0

## BUDGET HIGHLIGHTS

- Resources from miscellaneous sales and service are decreased \$5,000 to align revenues with historical trends.

# INTERDEPARTMENTAL SERVICES NON-DEPARTMENTAL

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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.

<b>Expenditures</b>	<b><u>Actual</u></b>	<b><u>Amended</u></b>	<b><u>Adopted</u></b>	<b><u>Percent</u></b>
	<b><u>FY 06-07</u></b>	<b><u>FY 07-08</u></b>	<b><u>FY 08-09</u></b>	<b><u>Change</u></b>
General Fund Transfers				
To Capital Projects Fund for Facilities Renewal Projects	\$330,000	\$0	\$0	N/A
<b>Total Expenditures</b>	<b>\$330,000</b>	<b>\$0</b>	<b>\$0</b>	<b>N/A</b>
 <b>Resources</b>				
General Fund Balance Appropriation	\$330,000	\$0	\$0	N/A
<b>Total Resources</b>	<b>\$330,000</b>	<b>\$0</b>	<b>\$0</b>	<b>N/A</b>