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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. 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 and quality control inspections
- Provides contract administration services and engineering/utility information to the public and developers
- Provides subdivision review services and driveway 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 Division

- 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.

EXPENDITURES BY PROGRAM	Actual FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
Municipal Engineering Division	\$3,519,313	\$3,466,590	\$3,335,400	-3.8%
Capital Building Projects Division	0	227,410	230,200	1.2%
Total Expenditures by Program	\$3,519,313	\$3,694,000	\$3,565,600	-3.5%

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 07-08	Estimated FY 08-09	Projected FY 09-10
Effectiveness			
Maintain engineering costs below 20% of construction costs for 85% of major projects	100%	85%	85%
Review 90% of driveway permits within 15 working days	100%	100%	100%
Review 100% of subdivision plans within 20 working days	100%	100%	100%
Process 90% of payments within five working days of receipt	88%	90%	90%
Workload			
North Carolina Department of Environment and Natural Resources water and sewer permits issued	121	50	60
Linear feet of water designs completed	13,553	20,325	14,000
Linear feet of sewer designs completed	22,014	9,376	10,000
Subdivision street miles inspected	6.9	4	4

ENGINEERING

EXPENDITURES BY TYPE	Actual FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
Personnel Expense	\$2,847,761	\$2,946,130	\$2,853,050	-3.2%
Supplies and Services	617,469	680,490	655,590	-3.7%
Equipment Leasing Expense	54,083	67,380	56,960	-15.5%
Total Expenditures by Type	\$3,519,313	\$3,694,000	\$3,565,600	-3.5%
RESOURCES BY TYPE				
Interfund Revenues	\$1,720,468	\$1,700,000	1,700,000	0%
Service Charges	119,817	\$125,000	\$105,000	-16.0%
Other General Fund Revenues	1,744,705	1,869,000	1,760,600	-6.9%
Total Resources by Type	\$3,519,313	\$3,694,000	\$3,565,600	-3.5%
Positions				Change
Full-Time	50	46	44	-2
Part-Time (FTE's)	1.5	1.5	1.0	-0.5

BUDGET HIGHLIGHTS

- Personnel expenditures reflect a net decrease of 3.2%, primarily due to the elimination of two vacant survey worker positions (-\$65,510). Also reduced is the number of part-time hours budgeted.
- Supplies and services are decreased by \$24,900, or 3.7%, as a result of information system charges (-\$17,100), vehicle maintenance charges (-\$4,750), and savings identified in FY 08-09 and made permanent in FY 09-10 including reductions in consulting fees, legal and audit services, and other miscellaneous expenditures (-\$3,550).
- Equipment leasing expenditures for FY 09-10 reflect a decrease of \$10,420, as a result of the completion of payments for previously approved items.
- Revenues are expected to remain the same for FY 09-10 for work that can be charged to other general fund departments. The budgeted level of revenue for utility excavation permits, plan review charges, commercial driveway permits, bond review fees, and zoning/subdivision fees is expected to be lower, compared to FY 08-09.

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, greenway projects, stormwater projects, and community development projects; to assist other city departments in the marketing and disposition of community development 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

	Actual <u>FY 07-08</u>	Budget <u>FY 08-09</u>	Adopted <u>FY 09-10</u>	Percent <u>Change</u>
EXPENDITURES BY PROGRAM				
Real Estate	\$523,311	\$555,500	\$518,900	-6.6%
Real Estate Management Fund	60,447	0	0	N/A
Total Expenditures by Program	\$583,758	\$555,500	\$518,900	-6.6%

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual <u>FY 07-08</u>	Estimated <u>FY 08-09</u>	Projected <u>FY 9-10</u>
Effectiveness			
Acquire 90% of projects by due date	98%	90%	90%
Acquire 80% of properties at appraised value	83%	80%	80%
Acquire 75% of properties without condemnation	81%	75%	75%
Workload			
Properties acquired for road construction	18	99	290
Properties acquired for water and sewer	73	91	3
Properties acquired for public facilities	3	1	4
City leases maintained	132	111	111

	Actual <u>FY 07-08</u>	Budget <u>FY 08-09</u>	Adopted <u>FY 09-10</u>	Percent <u>Change</u>
EXPENDITURES BY TYPE				
General Fund				
Personnel Expense	\$337,898	\$330,470	\$329,850	-0.2%
Supplies and Services	171,125	210,740	174,930	-17.0%
Equipment Leasing Expenses	14,288	14,290	14,120	-1.2%
Total General Fund Expenditures	\$523,311	\$555,500	\$518,900	-6.6%

REAL ESTATE

	<u>Actual</u> <u>FY 07-08</u>	<u>Budget</u> <u>FY 08-09</u>	<u>Adopted</u> <u>FY 09-10</u>	<u>Percent</u> <u>Change</u>
EXPENDITURES BY TYPE - Continued				
Real Estate Management Fund				
Supplies and Services	\$54	\$0	\$0	N/A
Transfer to the General Fund	60,393	0	0	N/A
Total Real Estate Mgmt. Fund Expenditures	\$60,447	\$0	\$0	N/A
Total Expenditures by Type	\$583,758	\$555,500	\$518,900	-6.6%
RESOURCES BY TYPE				
General Fund				
Interfund Revenue	\$79,038	\$85,000	\$85,000	0%
Rental Revenue	12,825	12,900	12,900	0%
Sale of Property	215,511	25,000	50,000	100.0%
Rebate from Risk Acceptance Management Corp.	83,100	83,100	83,100	0%
Transfer from Real Estate Management Fund	60,393	0	0	N/A
Other General Fund Revenues	72,444	349,500	287,900	-17.6%
Total General Fund Revenues	\$523,311	\$555,500	\$518,900	-6.6%
Real Estate Management Fund				
Rental Income	\$3,719	\$0	\$0	N/A
Fund Balance Appropriation	56,728	0	0	N/A
Total Real Estate Mgmt. Fund Revenues	\$60,447	\$0	\$0	N/A
Total Resources by Type	\$583,758	\$555,500	\$518,900	-6.6%
Positions				<u>Change</u>
Full-Time	6	5	5	0

BUDGET HIGHLIGHTS

- Supplies and services expenses are decreased 17% as a result of a reallocation of stormwater charges (-\$13,010), information system charges for applications support (-\$17,520), contractual services (-\$2,290), and fleet services (-\$3,050).
- Equipment leasing expenses are decreased as a result of the completion of payments for previously approved equipment.
- The \$25,000 increase in revenue from the sale of property reflects an anticipated increase based on historical trends.

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 FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
Management Contract	\$544,896	\$636,910	\$630,970	-0.9%
Other Supplies and Services	56,434	66,420	48,460	-27.0%
Equipment Leasing Expense	22	30	0	-100.0%
Total Expenditures by Type	\$601,352	\$703,360	\$679,430	-3.4%
RESOURCES BY TYPE				
Sales and Services	\$109,438	\$20,000	\$20,000	0%
Other General Fund Revenues	491,915	683,360	659,430	-3.5%
Total Resources by Type	\$601,352	\$703,360	\$679,430	-3.4%

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 07-08	Estimated FY 08-09	Projected FY 09-10
Effectiveness			
Achieve 90% rate of print jobs completed accurately	99%	90%	90%
Complete 99% of print jobs within requested time frame	99%	97%	99%
Achieve a customer satisfaction rating of "Satisfied" or "More than Satisfied" from 95% of customers	98%	97%	99%
Workload			
Number of mail pieces metered	270,188	275,000	275,000
Number of black and white impressions	1,869,397	1,350,000	1,400,000
Number of color impressions	81,546	139,000	140,000

BUDGET HIGHLIGHTS

- Supplies and services expenditures are decreased by \$17,960, or 27.0%, primarily due to property maintenance charges (-\$16,370), telephone service charges (-\$2,500), and rental charges (-\$980).

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

	Actual	Budget	Adopted	Percent
	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>FY 09-10</u>	<u>Change</u>
Fleet Services Administration	\$506,292	\$526,460	\$486,510	-7.6%
Service Station	4,553,003	4,282,280	3,976,850	-7.1%
Leased and Pool Vehicles	612,493	756,780	682,560	-9.8%
Subtotal	\$5,671,788	\$5,565,520	\$5,145,920	-7.5%

Vehicle Maintenance Service Contract

Fleet Maintenance and Repair Administration	\$188,735	\$208,480	\$202,120	-3.1%
Heavy Equipment Repair	1,102,926	1,087,710	1,084,670	-0.3%
Light Equipment Repair	872,888	874,570	871,830	-0.3%
Tire Shop	92,442	89,370	88,550	-0.9%
Auto Parts	1,456,579	1,507,160	1,468,460	-2.6%
Subtotal	\$3,713,570	\$3,767,290	\$3,715,630	-1.4%

Total Expenditures by Program

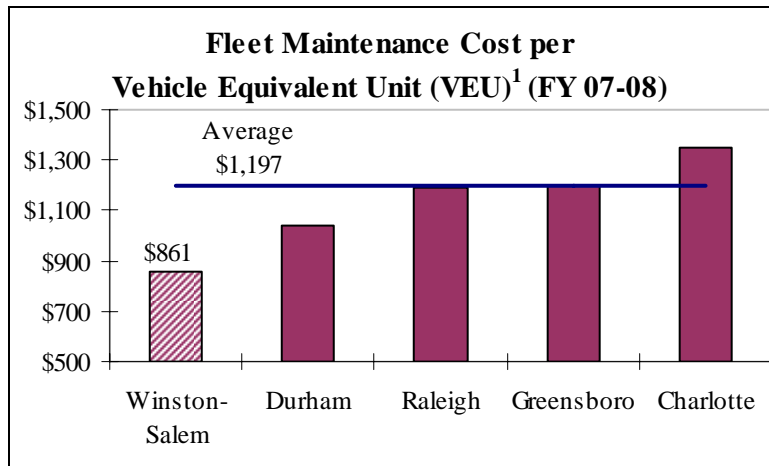
	\$9,385,357	\$9,332,810	\$8,861,550	-5.0%
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FLEET SERVICES

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 07-08	Estimated FY 08-09	Projected FY 09-10
Effectiveness			
Complete 70% of repairs within 24 hours	82%	85%	85%
Complete 90% of repairs in 72 hours	90%	94%	94%
Efficiency			
Bill 80% of technician time	73%	75%	75%
Workload			
Number of fleet work orders completed	11,605	11,000	11,700
Number of new vehicles/equipment purchased annually	169	76	24
Gallons of fuel dispensed	1,485,529	1,400,000	1,400,000

FY 07-08 N.C. BENCHMARKING PROJECT RESULTS



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

Source: N.C. Benchmarking Project, *Final Report on City Services for Fiscal Year 2007-2008*, February 2009

	Actual FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
EXPENDITURES BY TYPE				
Personnel Expense	\$1,606,309	\$1,678,220	\$1,672,780	-0.3%
Supplies and Services	7,233,455	7,006,850	6,609,580	-5.7%
Equipment Leasing Expense	545,593	647,740	579,190	-10.6%
Total Expenditures by Type	\$9,385,357	\$9,332,810	\$8,861,550	-5.0%
RESOURCES BY TYPE				
Contract Administration and Other Fleet Services				
Fuel Sales	\$4,192,378	\$4,262,870	\$3,926,850	-7.9%
Fixed Rate Charge-Leased Vehicles	580,125	738,780	675,560	-8.6%
Pool Vehicle Rentals	15,018	18,000	7,000	-61.1%
Contract Administration Surcharge	608,112	526,260	486,510	-7.6%
Truck/Car Wash Service Charge	58,822	20,000	50,000	150.0%
Subtotal	\$5,454,454	\$5,565,910	\$5,145,920	-7.5%

FLEET SERVICES

RESOURCES BY TYPE - Continued	Actual	Budget	Adopted	Percent
Vehicle Maintenance Service Contract	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>FY 09-10</u>	<u>Change</u>
Fleet Charges-Target Services	\$3,198,479	\$2,954,120	\$3,036,850	2.8%
Fleet Charges-Non Target Services	738,259	680,430	591,280	-13.1%
Fleet Services-Non Contract	116,298	132,350	87,500	-33.9%
Subtotal	\$4,053,037	\$3,766,900	\$3,715,630	-1.4%
Total Resources by Type	\$9,507,490	\$9,332,810	\$8,861,550	-5.0%
Positions				<u>Change</u>
Full-Time	34	34	34	0

BUDGET HIGHLIGHTS

Leased and Pool Vehicles

- Equipment lease payments (which decrease a net \$67,450 as a result of the completion of payments for previously approved vehicle replacements) include \$16,580 for replacement of five compact pick-up trucks in the city's fleet that are not expected to last another year.

Service Station

- Fuel prices are budgeted at a purchase cost of \$2.51 for unleaded and \$2.78 for diesel and assume the continuation of mandatory fuel conservation and monitoring measures established in October 2005. The table below shows historical and current fuel prices compared to the amounts budgeted for FY 09-10.

Fiscal Year	Average Price (Unleaded)	Average Price (Diesel)
2005	\$1.42	-
2006	\$1.90	-
2007	\$1.91	-
2008	\$2.54	\$3.02
2009 (Budget)	\$2.72	\$3.01
2009 (Estimated)	\$2.00	\$2.30
	\$2.51	\$2.78
2010 (Projected)	-7.7% (Budget-to-Budget) +25.5% (Est.-to-Budget)	-7.7% (Budget-to-Budget) +25.5% (Est.-to-Budget)

- Fleet Services will continue use of bio-diesel fuel (B20 grade) during the summer months as availability and prices allow. The use of B20, which began in July 2008, will reduce the amount of fossil fuel used by the city as well as reduce the amount of carbon emissions.

PROPERTY MAINTENANCE

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 and sustainability programs.

PROGRAM DESCRIPTIONS

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 projects at city facilities
- Administers the city's facilities renewal program

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 Buildings

- Provides property maintenance services for the Public Safety Center, including utilities, maintenance and repairs, custodial services, and other operating needs
- Provides property maintenance services for the Public Safety Training & Police Evidence Storage Building, including utilities, maintenance and repairs, custodial services, and other operating needs

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

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



PROPERTY MAINTENANCE

	Actual	Budget	Adopted	Percent
EXPENDITURES BY PROGRAM	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>FY 09-10</u>	<u>Change</u>
City Building Operations				
City Hall	\$592,935	\$581,670	\$474,340	-18.5%
Bryce A. Stuart Municipal Building	130,459	146,390	136,850	-6.5%
Public Safety Buildings	402,403	458,730	683,590	49.0%
Premises Maintenance	630,345	665,210	667,950	0.4%
Subtotal	\$1,756,141	\$1,852,000	\$1,962,730	6.0%
Facility Maintenance Services				
Building Repairs	\$1,648,802	\$1,499,510	\$1,433,410	-4.4%
Custodial Services	685,626	670,360	706,530	5.4%
Property Maintenance Administration	690,036	674,830	671,240	-0.5%
Subtotal	\$3,024,464	\$2,844,700	\$2,811,180	-1.2%
Total Expenditures by Program	\$4,780,605	\$4,696,700	\$4,773,910	1.6%

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual	Estimated	Projected
	FY 07-08	FY 08-09	FY 09-10
Effectiveness			
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%	100%	100%	100%
Efficiency			
Number of square feet receiving custodial services per FTE position ¹	14,421	21,643	21,643
Workload			
Number of facilities receiving premise maintenance services	94	95	95
Total square feet of space under premise maintenance program	682,512	689,012	689,012
Number of facilities included in building repair service	369	371	373
Total square feet of space included in building repair service	3,400,429	3,506,929	3,580,209
Total number of building repair and premise maintenance work orders issued	9,817	9,100	8,750

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

	Actual	Budget	Adopted	Percent
EXPENDITURES BY TYPE	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>FY 09-10</u>	<u>Change</u>
Personnel Expense	\$2,532,681	\$2,373,840	\$2,386,820	0.5%
Supplies and Services	2,157,249	2,243,280	2,313,360	3.1%
Equipment Leasing Expenses	90,675	79,580	73,730	-7.4%
Total Expenditures by Type	\$4,780,605	\$4,696,700	\$4,773,910	1.6%

PROPERTY MAINTENANCE

RESOURCES BY TYPE	Actual FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
Service Charges to General Fund Departments	\$2,667,826	\$3,096,840	\$3,256,940	5.2%
Service Charges to Non-General Fund Departments	592,669	910,170	886,880	-2.6%
Miscellaneous Revenue	88	0	0	N/A
Other General Fund Resources	1,520,022	689,690	630,090	-8.6%
Total Resources by Type	\$4,780,605	\$4,696,700	\$4,773,910	1.6%

Positions				Change
Full-Time	38	40	39	-1
Part-Time (FTE's)	18.0	18.4	19.4	+1.0

BUDGET HIGHLIGHTS

- The FY 09-10 budget includes funds for supporting a major new facility—the Public Safety Training and Support Center—which opens summer 2009 (+\$266,630). The facility was constructed at a cost of \$10 million. The funded operating budget is less than the \$354,700 requested. This 150,000 square foot facility will house the Police Department's forensics and evidence storage operations, as well as police and fire training. Operating costs include custodial expenses, water, electrical, and gas expenses, as well as routine repair expenses. The costs and position support for building upkeep at this facility are mostly offset by reductions in operating support to other city buildings.
- A vacant trades helper position is deleted (-\$26,940).
- Part-time personnel expenses for custodial services are increased (+\$49,530) to support operations at City Link on weekends, as well as the Church Street parking deck.

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.

EXPENDITURES BY PROGRAM	Actual FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
Information Systems Administration	\$353,280	\$383,490	\$363,800	-5.1%
Telecommunications	488,137	586,070	517,240	-11.7%
Radio System Management	188,580	206,000	206,080	0%
Total Expenditures by Program	\$1,029,997	\$1,175,560	\$1,087,120	-7.5%

PERFORMANCE MEASURES AND SERVICE TRENDS

	Actual FY 07-08	Estimated FY 08-09	Projected FY 09-10
Effectiveness			
% of staff with industry Best Practices certification	96%	100%	100%
Workload			
Number of unplanned work changes	25	40	25
Number of competitively bid renewals of major service contracts	5	3	3
Number of supported telephones	764	780	800
Number of supported cellular telephones	717	720	720
Number of requests for service received by the Customer Support Center	14,004	12,067	14,500

INFORMATION SYSTEMS (GENERAL FUND)

EXPENDITURES BY TYPE	Actual <u>FY 07-08</u>	Budget <u>FY 08-09</u>	Adopted <u>FY 09-10</u>	Percent <u>Change</u>
Personnel Expense	\$551,780	\$586,700	\$566,510	-3.4%
Supplies and Services	342,656	429,440	361,440	-15.8%
Equipment Leasing Expense	135,561	159,420	159,170	-0.2%
Total Expenditures by Type	\$1,029,997	\$1,175,560	\$1,087,120	-7.5%

RESOURCES BY TYPE	Actual <u>FY 07-08</u>	Budget <u>FY 08-09</u>	Adopted <u>FY 09-10</u>	Percent <u>Change</u>
Interfund Revenue	\$39,180	\$38,160	\$35,690	-3.4%
Miscellaneous Revenue	848	0	0	N/A
General Fund Support	989,969	1,137,400	1,051,430	-7.6%
Total Resources by Type	\$1,029,997	\$1,175,560	\$1,087,120	-7.5%

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

BUDGET HIGHLIGHTS

Telecommunications

- The 11.7% decrease in the Telecommunications budget for FY 09-10 reflects a reduction in the operating cost of the city's radio maintenance (-\$4,910), information system charges for telephone applications (-\$50,840), and maintenance expense for the Avaya voice mail system (-\$12,000). The FY 09-10 budget includes \$159,170 for annual lease-purchase payments for the telephone system and \$55,850 for the operating and maintenance expenses for the general fund accounts operating on the telephone network.

Radio System Management

- The FY 09-10 expenditure budget for the 800 MHz radio system is unchanged from FY 08-09. This budget provides for the payment to Forsyth County of the city's share of operating and maintaining the system. The city's cost is spread among departmental budgets, based on the number of radios in use.

Information Systems Administration

- The Information Systems Administration budget decreases by 5.1% as a result of information system charges (-\$8,540).

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

Computer Operations and Technical Services

- Develops and maintains the city-wide computing network, servers, e-mail, and storage infrastructure, including a secondary data center that also serves as the city’s disaster recovery operations center

Applications Services

- Provides application and data management support
- Provides application support and leads 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

	<u>Actual</u> <u>FY 07-08</u>	<u>Budget</u> <u>FY 08-09</u>	<u>Adopted</u> <u>FY 09-10</u>	<u>Percent</u> <u>Change</u>
EXPENDITURES BY PROGRAM				
Computer Operations and Technical Services	\$3,606,375	\$4,538,290	\$4,291,810	-5.4%
Application Services	2,385,054	2,698,230	2,552,160	-5.4%
Office Systems	1,669,631	1,723,480	1,581,850	-8.2%
Total Expenditures by Program	\$7,661,060	\$8,960,000	\$8,425,820	-6.0%

PERFORMANCE MEASURES AND SERVICE TRENDS

	<u>Actual</u> <u>FY 07-08</u>	<u>Estimated</u> <u>FY 08-09</u>	<u>Projected</u> <u>FY 09-10</u>
Effectiveness			
Achieve 90% of “Excellent” survey responses from system users	96%	95%	96%
Maintain 99% availability of Core Network systems	99.99%	99.99%	99.99%
Efficiency			
Maintain 10% increase in the number of payments through the City website	22%	>10%	>5%
Workload			
Number of supported workstations	1,084 connected, 755 desktop service	1,140 connected, 775 desktop service	1,145 connected, 789 desktop service
Number of supported software applications	174	190	197

INFORMATION SYSTEMS (INTERNAL SERVICES)

	Actual	Budget	Adopted	Percent
EXPENDITURES BY TYPE	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>FY 09-10</u>	<u>Change</u>
Personnel Expense	\$3,785,514	\$3,984,020	\$3,900,370	-2.0%
Supplies and Services	2,705,289	3,721,500	3,707,070	-0.4%
Capital Outlay	114,546	0	0	N/A
Subtotal	\$6,605,349	\$7,705,520	\$7,607,440	-1.3%
Debt and Lease Expense	\$1,055,711	\$1,254,480	\$818,380	-34.8%
Total Expenditures by Type	\$7,661,060	\$8,960,000	\$8,425,820	-6.0%
RESOURCES BY TYPE				
Service Charges to General Fund Departments	\$6,447,690	\$6,578,900	\$6,277,320	-4.6%
Service Charges to Other Funds	1,813,750	1,690,570	1,534,030	-9.3%
Sale of Property	1,215	0	0	N/A
Other Revenue	28,007	0	0	N/A
Fund Balance Appropriation	0	690,530	614,470	-11.0%
Total Resources by Type	\$8,290,662	\$8,960,000	\$8,425,820	-6.0%
Addition to Fund Balance	\$629,602	\$0	\$0	N/A
Positions				<u>Change</u>
Full-Time	43	43	44	+1
Part-Time (FTE's)	2.75	2.75	0	-2.75

BUDGET HIGHLIGHTS

- Personnel expenditures are decreased 2% due to the elimination of a vacant computer operation coordinator position (-\$49,480) and a reduction in part-time hours, which is offset in part by the conversion of two part-time positions that were working close to 40 hours a week and were receiving full benefits (-\$33,900).
- Debt and lease expenditures are decreased by \$436,100, primarily as a result of the completion of payments in FY 08-09 for previously approved equipment. Further savings of \$110,000 was achieved by deferring replacement of desktop and laptop computers and printers.
- An appropriation of \$614,470 from the Information Systems fund balance covers previously approved capital purchases and projects, as follows: \$400,000 for infrastructure replacements, \$200,000 for system upgrades, and \$14,470 for other infrastructure projects.

INTERNAL AUDIT

MISSION STATEMENT

The mission of Internal Audit is to review financial and operational processes to determine if processes produce reliable, relevant information and comply with the city's mission and relevant regulations and policies, statutes, grant or contract requirements.

PROGRAM DESCRIPTIONS

- Reviews financial and operational processes to determine if processes produce reliable information and comply with the city's mission and relevant regulations and policies, statutes, grant or contract requirements
- Prepares ethics studies and guidelines

PERFORMANCE MEASURES AND SERVICE TREND

	Actual FY 07-08	Estimated FY 08-09	Projected FY 09-10
Effectiveness			
Complete Annual <i>Performance Scorecard</i> of key city services	Published Mar 24, 2007	Published by March 31	Publish by Sept. 30
Achieve implementation of at least 98% of audit recommendations	98%	98%	98%
Workload			
Number of non-notice cash counts	5	2	0
Number of reviews of internal controls on assets	15	39	32
Number of major inventories/assets reconciled	8	7	7
Number of department/major program audits	15	39	32

	Actual FY 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
EXPENDITURES BY TYPE				
Personnel Expense	\$296,139	\$309,790	\$309,340	-0.1%
Supplies and Services	21,073	34,310	30,240	-11.9%
Equipment Leasing Expense	153	160	0	-100.0%
Total Expenditures by Type	\$318,243	\$344,260	\$339,580	-1.4%
RESOURCES BY TYPE				
Other General Fund Revenues	\$318,243	\$344,260	\$339,580	-1.4%
Total Resources by Type	\$318,243	\$344,260	\$339,580	-1.4%
Positions				Change
Full-Time	4	4	4	0

INTERNAL AUDIT

BUDGET HIGHLIGHTS

- Supplies and services expenses are decreased \$4,070, or 11.9%, primarily as a result of reduced building rental charges (-\$3,370).
- Savings of \$200 was identified as a part of the savings target for FY 08-09 and is made permanent for FY 09-10. The department will realize these savings through a reduction in office supplies expense by making fewer paper copies for file storage, keeping electronic files instead.

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 07-08	Estimated FY 08-09	Projected FY 09-10
Effectiveness			
Maintain year-end inventory variance ¹ for Warehouse II between +/-2%	2.50%	2.0%	2.0%
Maintain year-end inventory variance ¹ for Warehouse III between +/-2%	4.02%	2.0%	2.0%
Workload			
Number of requisitions filled	11,948	7,907	7,900

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 07-08	Budget FY 08-09	Adopted FY 09-10	Percent Change
EXPENDITURES BY TYPE				
Personnel Expense	\$189,708	\$196,480	\$195,250	-0.6%
Supplies and Services	134,222	119,350	108,480	-9.1%
Total Expenditures by Type	\$323,930	\$315,830	\$303,730	-3.8%
RESOURCES BY TYPE				
Service Charges	\$311,943	\$300,830	\$288,730	-4.0%
Miscellaneous Sales and Service	11,699	15,000	15,000	0%
Total Resources by Type	\$323,642	\$315,830	\$303,730	-3.8%
Positions				Change
Full-Time	5	5	5	0

BUDGET HIGHLIGHTS

- Resources from service charges are decreased \$12,100.