
Internal Service Fund Summary



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INTERNAL SERVICE FUND SUMMARY

Revenues	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved
Use of Money and Property	10,052	158,055	9,978
Charges for Services	13,847,283	11,055,994	12,175,219
Recovered Costs	102,903	116,351	102,903
Other Sources and Transfers	0	3,700,000	0
Total	13,960,238	15,030,400	12,288,100

Expenditures	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved
Personnel Services	3,890,708	4,059,641	4,054,711
Materials, Supplies & Repairs	6,249,149	6,039,680	7,206,630
Contractual Services	895,371	1,163,201	963,881
Equipment	46,622	3,766,878	61,878
All Purpose Appropriations	2,806,759	1,000	1,000
Total	13,888,609	15,030,400	12,288,100

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Internal Service Funds



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FINANCE AND BUSINESS SERVICES - STOREHOUSE

MISSION STATEMENT

The mission of the Storehouse is to provide timely materials management support that will facilitate operating departments and bureaus delivery of essential operations and critical citizen services (e.g., fire and paramedical response, water production and distribution, wastewater collection and disposal, storm water control and disposal, and street and bridge maintenance). This includes the provision of general use consumable materials, uniforms, safety equipment, as well as construction, maintenance and high-use office supplies.

DEPARTMENT OVERVIEW

The Storehouse will provide timely material deliveries to all City departments. The City Storehouse is managed by the Division of Purchasing in the Department of Finance and Business Services.

BUDGET HIGHLIGHTS

The total FY 2011 budget for the Department of Storehouse is \$627,500. This is a \$12,500 increase over the FY 2010 budget. The increase is attributable to retirement and healthcare.

KEY GOALS AND OBJECTIVES

Continue to provide the highest level of material support to the City of Norfolk's departments while exercising stringent standards in material management and financial transactions.

PRIOR YEAR ACCOMPLISHMENTS

- In response to the possibility of a H1N1 pandemic, the City Storehouse directed and facilitated the City's purchases of sanitizing equipment and products. This included determining which equipment and products would be the most beneficial keeping employees and citizens safe from infection, while insuring proper financial responsibility and oversight.
- Facilitated the ordering of safety vests for the Fire-Rescue Department.

Revenue Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved
Use of Money and Property	2,014	74	973	0
Charges for Services	3,223,307	3,384,486	614,027	627,500
Other Sources and Transfers In	0	0	0	0
Total	3,225,321	3,384,560	615,000	627,500

Expenditure Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved
Personnel Services	528,922	538,474	543,888	565,240
Materials, Supplies & Repairs	53,096	56,657	64,708	56,787
Contractual Services	4,112	4,197	5,404	4,473
Equipment	0	0	0	0
All Purpose Appropriations	2,583,923	2,806,759	1,000	1,000
Total	3,170,053	3,406,087	615,000	627,500

Programs & Services

	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved	Positions
Finance And Business Services - Storehouse				
Warehousing & Material Support Services	6,179,118	615,000	627,500	11
Ensure operational organizations are provided timely material support while maximizing the cost benefits which accrue from consolidated procurement and inventory management.				
Total	6,179,118	615,000	627,500	11

Strategic Priority: Public Accountability

Tactical Approach

To provide timely and effective warehousing and material support to operating departments.

Program Initiatives	FY 2008 Actual	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved	Change
Total dollar amount of fiscal sales and DTO transactions.	3,949,369	3,900,229	4,000,000	4,000,000	0
Percentage of annual wall-to-wall inventory accuracy.	99.6	99.7	99.6	99.6	0
Percentage of inventory effectiveness.	88.9	88.8	85	85	0

Position Summary

	Pay Grade	Minimum	Maximum	FY 2010 Approved Positions	Change	FY 2011 Approved Positions
Accounting Technician	OPS007	25,622	40,963	1	0	1
Materials Manager	MAP011	52,582	84,061	1	0	1
Storekeeper I	OPS005	21,987	35,150	1	0	1
Storekeeper II	OPS007	25,622	40,963	5	0	5
Storekeeper III	OPS008	27,697	44,276	2	0	2
Support Technician	OPS006	23,724	37,926	1	0	1
Total				11		11

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FINANCE AND BUSINESS SERVICES - FLEET MANAGEMENT

MISSION STATEMENT

Fleet Management shall continually strive to be recognized as a team of Fleet professionals who provide quality maintenance and fueling services to all customers, whether internal or external; to ensure safe, operable vehicles and equipment in support of City programs; and to use City resources in the most efficient way possible.

DEPARTMENT OVERVIEW

The Bureau of Fleet Management reports directly to the Director of Finance and Business Services. Key responsibilities of the Bureau are vehicle maintenance and repair, fueling, replacement analysis, specification review, acquisition, new vehicle preparation, and disposal.

BUDGET HIGHLIGHTS

The total FY 2011 budget for the Department of Fleet Management is \$11,660,600. This is a \$2,754,800 decrease from the FY 2010 budget. The decrease is attributable to FY2010's purchase of critical vehicles using a fund balance.

KEY GOALS AND OBJECTIVES

- Provide fuel services for City departments, Norfolk Public Schools, Norfolk Redevelopment & Housing Authority, and other City supported organizations. Fueling service is provided twenty-four hours per day, seven days a week, during inclement weather and emergencies.
- Continue maintenance and repairs of the fleet. Fleet provides quality maintenance and repair to ensure safe, operable vehicles and equipment. Use of City resources is performed in the most efficient way possible.
- Continued efforts to outsource when appropriate.
- Worked with departments to identify vehicles and equipment that are underutilized in an effort to enhance vehicle and equipment replacement.

PRIOR YEAR ACCOMPLISHMENTS

- Worked collaboratively with City departments and other City supported organizations to provide replacement analysis, specification review or design specification to meet current needs for required programs.

- Improved upon efforts to provide fleet information via the City's intranet. Information includes, the ability to check a vehicle's repair status, the availability of up to the minute billing and fuel reports, and "Faster" service center. Also included are links for online auctions, state vehicle contracts, and vendor fuel information.
- Development of a vehicle-staging plan for City vehicles, in the event there is mandatory evacuation (category 4 or 5).
- Customized reporting and information for City departments, Norfolk Public Schools, Norfolk Redevelopment and Housing Authority and other City supported organizations concerning their fleet of vehicles.
- Provide emergency tire, battery, and repair service twenty-four hours per day, seven days a week during inclement weather and emergencies.
- Successfully implemented a server and software upgrade to the Fleet Management software system.
- Used engines, transmissions and smaller components from out of service vehicles as opposed to purchasing new or rebuilt units.
- To reduce repair costs on non-collectible marked police car accidents, complete frontends, doors and body panels were used from out of service vehicles.
- Auction procedure has been enhanced in conjunction with Towing Recovery thereby allowing Fleet to dispose of large amounts of vehicles quickly.
- The small engine shop maintains a portion of out service Police bikes to be used during new rider training.
- Fleet has begun to employ existing equipment to decrease contracted towing services.
- Instituted bimonthly stock adjustments to ensure inventory is utilized effectively.
- Established quarterly fuel liaison meeting to develop city wide fuel efficiencies.

Revenue Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved
Use of Money and Property	157,083	9,978	157,082	9,978
Charges for Services	12,289,878	10,462,797	10,441,967	11,547,719
Recovered Costs	116,079	102,903	116,351	102,903
Other Sources and Transfers In	0	0	3,700,000	0
Total	12,563,040	10,575,678	14,415,400	11,660,600

Expenditure Summary

	FY 2008 Actual	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved
Personnel Services	3,409,144	3,352,234	3,515,753	3,489,471
Materials, Supplies & Repairs	7,643,509	6,192,492	5,974,972	7,149,843
Contractual Services	1,067,515	891,174	1,157,797	959,408
Equipment	60,638	46,622	3,766,878	61,878
All Purpose Appropriations	0	0	0	0
Total	12,180,807	10,482,522	14,415,400	11,660,600

Programs & Services

	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved	Positions
Finance And Business Services - Fleet Management				
Vehicle Maintenance, Repair And Replacement	6,132,825	10,083,855	6,402,703	66
Performs preventative maintenance and repair service, towing and road service, tire repair, accident and body repair for over 2,000 vehicles. Provides replacement analysis, specification review, acquisition, registration, capitalization, and disposal.				
Fueling	4,349,697	4,331,545	5,257,897	0
Provides fueling capabilities for internal and external customers twenty-four hours per day, seven days a week, during all inclement weather and emergencies.				
Total	10,482,522	14,415,400	11,660,600	66

Strategic Priority: Public Accountability

Tactical Approach

To provide high quality automotive service and support to City departments.

Program Initiatives	FY 2008 Actual	FY 2009 Actual	FY 2010 Approved	FY 2011 Approved	Change
Average vehicle/equipment downtime.	45	45	46	46	0
Number of work orders per month.	1,153	1,153	1,153	1,153	0
Number of work orders per mechanic.	32	32	31	30	-1
Fleet vehicle/equipment availability-uptime.	91	91	91	92	1
Repairs completed in less than one day.	77	77	76	76	0
Repairs completed in one to two days.	9	9	9	9	0
Repairs completed in more than 2 days.	15	15	15	15	0

Position Summary

	Pay Grade	Minimum	Maximum	FY 2010 Approved Positions	Change	FY 2011 Approved Positions
Administrative Assistant II	MAP003	32,158	51,407	1	0	1
Administrative Technician	OPS008	27,697	44,276	2	0	2
Assistant Fleet Maintenance Manager	MAP011	52,582	84,061	1	0	1
Autobody Repair Mechanic	OPS008	27,697	44,276	1	0	1
Automotive Machinist	OPS010	32,456	51,882	2	0	2
Automotive Maintenance Operations Manager	MAP007	40,874	65,345	4	0	4
Automotive Parts Operations Manager	MAP007	40,874	65,345	1	0	1
Automotive Repair Technician	OPS009	29,968	47,912	17	0	17
Automotive Service Attendant	OPS006	23,724	37,926	6	0	6
Fleet Coordinator	MAP006	38,452	61,471	1	0	1

Position Summary

	Pay Grade	Minimum	Maximum	FY 2010 Approved Positions	Change	FY 2011 Approved Positions
Fleet Maintenance Manager	SRM005	60,947	107,266	1	0	1
Messenger/Driver	OPS003	18,939	30,279	1	0	1
Senior Autobody Repair Mechanic	OPS010	32,456	51,882	1	0	1
Senior Automotive Repair Technician	OPS011	35,182	56,247	17	0	17
Storekeeper I	OPS005	21,987	35,150	4	0	4
Storekeeper II	OPS007	25,622	40,963	2	0	2
Storekeeper III	OPS008	27,697	44,276	1	0	1
Support Technician	OPS006	23,724	37,926	2	0	2
Welder	OPS009	29,968	47,912	1	0	1
Total				66		66

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