
Internal Service Funds



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INTERNAL SERVICE FUND SUMMARY

	FY 2022 Actual	FY 2023 Adopted	FY 2024 Adopted
Revenues			
Use of Money and Property	1,450	3,500	3,500
Charges for Services	101,246,738	116,715,975	118,015,539
Recovered Costs	136,995	63,865	63,865
Other Sources and Transfers In	0	590,763	532,809
Total Revenues	101,385,183	117,374,103	118,615,533

	FY 2022 Actual	FY 2023 Adopted	FY 2024 Adopted
Expenditures			
Personnel Services	3,412,288	4,765,275	5,488,296
Materials, Supplies and Repairs	5,238,932	4,207,18	4,881,634
Contractual Services	79,088,599	108,337,713	108,055,717
Equipment	58,854	41,668	62,115
Debt Service Transfers to CIP	0	22,266	0
Department Specific Appropriation	0	0	127,771
Total Expenditures	87,798,673	117,374,103	118,615,533

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FLEET MANAGEMENT

Cost Recovery Summary

	FY 2021 Actual	FY 2022 Actual	FY 2023 Adopted	FY 2024 Adopted
Use of Money and Property	2,208	1,450	3,500	3,500
Charges for Services	10,474,496	10,712,923	11,015,437	12,314,821
Recovered Costs	59,753	136,995	63,865	63,865
Other Sources and Transfers In	191	0	590,763	532,809
Total	10,536,649	10,851,368	11,673,565	12,914,995

Actual amounts represent collections, not appropriation authority.

Expenditure Summary

	FY 2021 Actual	FY 2022 Actual	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	2,598,840	2,555,949	3,732,262	4,175,419
Materials, Supplies, and Repairs	2,703,495	5,233,610	4,200,181	4,874,634
Contractual Services	4,420,741	4,482,528	3,699,454	3,701,926
Equipment	44,428	58,854	41,668	62,115
Department Specific Appropriation	134,782	0	0	0
Debt Service/Transfers to CIP	0	0	0	100,901
Total	9,902,285	12,330,941	11,673,565	12,914,995

Program Name	Service Objective	Service Level Classification	FY 2024 Adopted	
			Dollars	FTEs
Leadership and Support	Efficient and responsive government	Meets Demand - Maintains	533,080	6.0
Cost Allocation for Citywide Services	Efficient and responsive government	Meets Demand - Maintains	248,018	0.0
Fuel Management	Infrastructure and Connectivity	Meets Demand - Maintains	4,300,000	0.0
General Vehicle and Equipment Repair and Services	Infrastructure and Connectivity	Meets Demand - Maintains	7,550,325	42.0
Preventative Maintenance	Efficient and responsive government	Meets Demand - Maintains	0	0.0
Service Writing	Efficient and responsive government	Meets Demand - Maintains	283,572	4.0
Total			12,914,995	52.0
Total FY 2023 Adopted			11,673,565	52.0
Change from FY 2023 Adopted			1,241,430	0.0

FLEET MANAGEMENT

Program: **Leadership and Support**

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Adjust required contribution to Virginia Retirement System	19,231	0.0
Technical adjustment for the annual required contribution to the Virginia Retirement System (VRS). The contribution rate for the city is 12.84 percent of eligible payroll in FY 2024. Costs are distributed to departments based on each department's VRS eligible payroll.		
Update base program costs	(8,220)	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2023. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	11,011	0.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

Expenditure Summary

	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	405,163	416,174
Materials, Supplies, and Repairs	87,649	87,649
Contractual Services	21,020	21,020
Equipment	8,237	8,237
Total	522,069	533,080

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2023 Adopted	FTE Change	FY 2024 Adopted
Administrative Analyst	1 13	\$52,755	\$86,020	2.0	0.0	2.0
Administrative Technician	1 07	\$39,837	\$64,934	2.0	(1.0)	1.0
Automotive Service Attendant	1 08	\$40,100	\$65,362	0.0	1.0	1.0
Fleet Maintenance Manager	1 19	\$80,451	\$130,837	1.0	0.0	1.0
Management Analyst I	1 11	\$45,013	\$73,453	1.0	0.0	1.0
Total				6.0	0.0	6.0

FLEET MANAGEMENT

Program: **Cost Allocation for Citywide Services**

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Adjust debt service payments	100,901	0.0
Technical adjustment for debt service payments for pension obligation bonds. This is an annual adjustment for the payment of a portion of the service of the obligation bonds.		
Total	100,901	0.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

Expenditure Summary

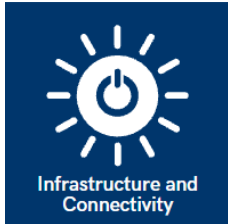
	FY 2023 Adopted	FY 2024 Adopted
Materials, Supplies, and Repairs	147,117	147,117
Debt Service/Transfers to CIP	0	100,901
Total	147,117	248,018

FLEET MANAGEMENT

Program: Fuel Management

The Fuel Management program provides unleaded and diesel fuels to power city equipment and vehicles, and provides repairs to city-owned fuel sites. The program ensures fuel is available for city equipment and vehicles that are used to provide services to the businesses and residents of Norfolk during regular and inclement weather operations. Fuel is also provided to other partner agencies such as Norfolk Public Schools.

Service Objective:



Customers Served:

Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Ensure efficient management of the fuel contract to ensure agencies are able to fuel vehicles and equipment to provide continuous City services.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2021 Actual	FY 2022 Actual	FY 2023 Projection	FY 2024 Adopted	Metric
Fuel services contract provisions met	Yes	Yes	Yes	Yes	Yes

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Adjust funding for Parker Oil contract	665,953	0.0
Technical adjustment to increase funds for the Parker Oil contract for fuel across the city based on continued inflation and utilization. Total costs are expected to increase by \$665,953 from \$3,634,047 in FY 2023 to \$4,300,000.		
Total	665,953	0.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

FLEET MANAGEMENT

Program: **Fuel Management**

Expenditure Summary

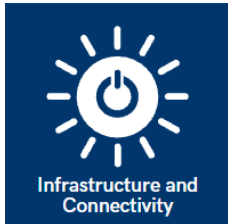
	FY 2023 Adopted	FY 2024 Adopted
Materials, Supplies, and Repairs	3,634,047	4,300,000
Total	3,634,047	4,300,000

FLEET MANAGEMENT

Program: General Vehicle and Equipment Repair and Services

The General Vehicle, and Equipment Repair and Services program provides parts, labor, and contractor costs to evaluate and repair city equipment and vehicles and encompasses all operational services necessary throughout the lifecycle of each unit to include procurement, replacement, fueling management and disposal. The Preventative Maintenance program provides parts, labor, and contractor costs for planned maintenance that is regularly performed on city equipment and vehicles to increase safety and reliability and lessen the likelihood of equipment failure.

Service Objective:



Customers Served:

Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Ensure the safety and availability of city vehicles and equipment, and provide all necessary services.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2021 Actual	FY 2022 Actual	FY 2023 Projection	FY 2024 Adopted	Metric
Percent of direct Auto Repair Technician labor hours	74	76	77	75	75
Percent of time in which the fleet is operational	96	97	95	90	90

FLEET MANAGEMENT

Program: **General Vehicle and Equipment Repair and Services**

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Adjust required contribution to Virginia Retirement System	52,129	0.0
Technical adjustment for the annual required contribution to the Virginia Retirement System (VRS). The contribution rate for the city is 12.84 percent of eligible payroll in FY 2024. Costs are distributed to departments based on each department's VRS eligible payroll.		
Provide funds for Fleet inventory software	20,447	0.0
Technical adjustment to align funds for FasterWeb software based on utilization. The FasterWeb software is used by Fleet for inventory, maintenance, estimating, and tracking of city vehicles. Utilization is expected to continue to increase by \$20,447 from \$14,553 in FY 2023 to \$35,000 in FY 2024.		
Provide funds for fleet uniform rental and cleaning	8,500	0.0
Technical adjustment for employee uniforms based on inflationary increases. Anticipated increase of \$8,500 from \$27,500 in FY 2023 to \$40,000 in FY 2024.		
Provide funding for fleet graphics	2,472	0.0
Technical adjustment to increase funds for vehicle graphics for public safety. Total costs will increase by \$2,472 from \$79,928 in FY 2023 to \$82,400 in FY 2024		
Update base program costs	869,002	3.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2023. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	952,550	3.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

Expenditure Summary

	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	2,636,826	3,476,065
Materials, Supplies, and Repairs	264,084	339,476
Contractual Services	3,672,434	3,680,906
Equipment	24,431	53,878
Total	6,597,775	7,550,325

FLEET MANAGEMENT

Program: **General Vehicle and Equipment Repair and Services**

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2023 Adopted	FTE Change	FY 2024 Adopted
Autobody Repair Mechanic, Senior	1 09	\$40,362	\$65,790	1.0	(1.0)	0.0
Automotive Operations Manager	1 15	\$62,122	\$101,571	4.0	1.0	5.0
Automotive Repair Technician I	1 10	\$41,187	\$67,135	16.0	(10.0)	6.0
Automotive Repair Technician II	1 12	\$48,912	\$79,765	0.0	12.0	12.0
Automotive Repair Technician, Senior	1 13	\$52,755	\$86,020	16.0	1.0	17.0
Operations Manager	1 14	\$57,385	\$94,914	1.0	0.0	1.0
Safety Specialist	1 11	\$45,013	\$73,453	1.0	0.0	1.0
Total				39.0	3.0	42.0

FLEET MANAGEMENT

Program: Preventative Maintenance

The Preventative Maintenance program provides parts, labor, and contractor costs for planned maintenance that is regularly performed on city equipment and vehicles to increase safety and reliability and lessen the likelihood of equipment failure.

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

The goal of the Preventative Maintenance Program is to decrease downtime and increase the safety and reliability of city vehicles and equipment.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2021 Actual	FY 2022 Actual	FY 2023 Projection	FY 2024 Adopted	Metric
City department preventative maintenance compliance rate for equipment and vehicles	74	80	82	80	80

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Update base program costs	(505,011)	(3.0)
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2023. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	(505,011)	(3.0)

Adopted Service Level Changes:

No adopted Service Level changes.

FLEET MANAGEMENT

Program: **Preventative Maintenance**

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

Expenditure Summary

	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	423,119	0
Materials, Supplies, and Repairs	66,892	0
Contractual Services	6,000	0
Equipment	9,000	0
Total	505,011	0

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2023 Adopted	FTE Change	FY 2024 Adopted
Automotive Operations Manager	1 15	\$62,122	\$101,571	1.0	(1.0)	0.0
Automotive Repair Technician	1 10	\$41,187	\$67,135	1.0	(1.0)	0.0
Automotive Repair Technician, Senior	1 13	\$52,755	\$86,020	1.0	(1.0)	0.0
Total				3.0	(3.0)	0.0

FLEET MANAGEMENT

Program: Service Writing

The Service Writing program provides customer service at Fleet Management when vehicles and equipment need servicing or repairs by: determining customer needs; documenting vehicle status; preparing work orders; cutting keys; and contacting clients to pick up vehicles after repairs are completed.

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Perform quality customer service and assists both internal and external customers as it relates throughout the work order process.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2021 Actual	FY 2022 Actual	FY 2023 Projection	FY 2024 Adopted	Metric
Percent of maintenance performed that was scheduled	55	54	60	60	60

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Update base program costs	16,026	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2023. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	16,026	0.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

FLEET MANAGEMENT

Program: **Service Writing**

Expenditure Summary

	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	267,154	283,180
Materials, Supplies, and Repairs	392	392
Total	267,546	283,572

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2023 Adopted	FTE Change	FY 2024 Adopted
Automotive Service Attendant	1 08	\$40,100	\$65,362	3.0	0.0	3.0
Fleet Coordinator	1 11	\$45,013	\$73,453	1.0	0.0	1.0
Total				4.0	0.0	4.0

NORFOLK HEALTHCARE CONSORTIUM

Cost Recovery Summary

	FY 2021 Actual	FY 2022 Actual	FY 2023 Adopted	FY 2024 Adopted
Charges for Services	84,891,976	82,097,588	105,700,538	105,700,538
Total	84,891,976	82,097,588	105,700,538	105,700,538

Expenditure Summary

	FY 2021 Actual	FY 2022 Actual	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	581,917	784,329	1,100,464	1,312,877
Materials, Supplies, and Repairs	0	5,344	7,000	7,000
Contractual Services	79,516,702	59,789,455	104,638,259	104,353,791
Debt Service/Transfers to CIP	0	0	22,266	26,870
Total	80,098,619	60,579,128	105,767,989	105,700,538

			FY 2024 Adopted	
<u>Program Name</u>	<u>Service Objective</u>	<u>Service Level Classification</u>	<u>Dollars</u>	<u>FTEs</u>
Leadership and Support	Community support and well-being	Meets Demand - Maintains	1,357,747	14.0
Benefits Administration	Community support and well-being	Meets Demand - Maintains	104,342,791	0.0
Total			105,700,538	14.0
Total FY 2023 Adopted			105,767,989	13.0
Change from FY 2023 Adopted			(67,451)	1.0

NORFOLK HEALTHCARE CONSORTIUM

Program: **Leadership and Support**

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Adjust required contribution to Virginia Retirement System	40,539	0.0
Technical adjustment for the annual required contribution to the Virginia Retirement System (VRS). The contribution rate for the city is 12.84 percent of eligible payroll in FY 2024. Costs are distributed to departments based on each department's VRS eligible payroll.		
Adjust funds for debt service	4,604	0.0
Technical adjustment to support annual debt service payments for pension obligation bonds. This is a routine adjustment related to the payment of the bonds.		
Update base program costs	171,874	1.0
Technical adjustment to update program costs for citywide budget actions. Other actions include adjustments for healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2023. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	217,017	1.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

Expenditure Summary

	FY 2023 Adopted	FY 2024 Adopted
Personnel Services	1,100,464	1,312,877
Materials, Supplies, and Repairs	7,000	7,000
Contractual Services	11,000	11,000
Debt Service/Transfers to CIP	22,266	26,870
Total	1,140,730	1,357,747

NORFOLK HEALTHCARE CONSORTIUM

Program: **Leadership and Support**

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2023 Adopted	FTE Change	FY 2024 Adopted
Benefit Programs Supervisor	1 13	\$52,755	\$86,020	1.0	(1.0)	0.0
Benefits Specialist (HR only)	1 11	\$45,013	\$73,453	3.0	(1.0)	2.0
City Wellness Coordinator	1 13	\$52,755	\$86,020	1.0	0.0	1.0
Data Analyst	1 16	\$66,353	\$108,182	0.0	1.0	1.0
Executive Director of Norfolk Healthcare Consortium	1 25	\$112,750	\$190,518	1.0	0.0	1.0
Human Resources Benefits Manager	1 17	\$70,887	\$115,688	1.0	0.0	1.0
Human Resources Benefits Analyst II (HR Only)	1 14	\$57,385	\$94,914	0.0	1.0	1.0
Management Analyst II	1 13	\$52,755	\$86,020	1.0	1.0	2.0
Management Analyst III	1 14	\$57,385	\$94,914	1.0	0.0	1.0
Multimedia Communications Specialist II	1 13	\$52,755	\$86,020	1.0	0.0	1.0
Multimedia Communications Specialist III	1 15	\$62,122	\$101,571	1.0	0.0	1.0
Programmer/Analyst IV	1 15	\$62,122	\$101,571	1.0	0.0	1.0
Programmer/Analyst V	1 16	\$66,353	\$108,182	1.0	0.0	1.0
Total				13.0	1.0	14.0

NORFOLK HEALTHCARE CONSORTIUM

Program: **Benefits Administration**

The Benefit's Administration Program provides health insurance to employees of the Norfolk Consortium, which include: City of Norfolk, Norfolk Public Schools (NPS), and Norfolk Redevelopment and Housing Authority (NRHA). Benefits offered to employees and their families include medical, pharmacy, vision, dental, wellness, flexible spending accounts, legal resources, identity theft protection, optional life insurance, and employee assistance programs (EAP).

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Provide health insurance to employees of the Norfolk Consortium.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Adjustments to Baseline Service Level Cost:

	FY 2024	FTE
Update base program costs	(284,468)	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2023. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	(284,468)	0.0

Adopted Service Level Changes:

No adopted Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

NORFOLK HEALTHCARE CONSORTIUM

Program: **Benefits Administration**

Expenditure Summary

	FY 2023 Adopted	FY 2024 Adopted
Contractual Services	104,627,259	104,342,791
Total	104,627,259	104,342,791

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