
Internal Service Fund Summary



INTERNAL SERVICE FUND SUMMARY

	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved
Revenues			
Use of Money and Property	1,790	9,978	1,790
Charges for Services	10,383,462	12,175,219	13,039,084
Recovered Costs	152,766	102,903	156,126
Other Sources and Transfers In	3,000,000	0	0
Total	13,538,018	12,288,100	13,197,000

	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved
Expenditures			
Personnel Services	3,857,614	4,054,711	4,070,100
Materials, Supplies & Repairs	6,210,656	7,206,630	8,100,020
Contractual Services	990,321	963,881	964,002
Equipment	1,486,087	61,878	61,878
All Purpose Appropriations	0	1,000	1,000
Total	12,544,678	12,288,100	13,197,000

Internal Service Funds



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 General Services.

PRIOR YEAR ACCOMPLISHMENTS

- In response to the snowstorm of Jan 30-31, 2010 (the highest snowstorm in over twenty years) the City Storehouse procured bulk salt and sand for use by the Department of Public Works. This involved the facilitation and direction of multiple vendors and 24 hour deliveries. Storehouse personnel also procured and distributed other snow fighting materials such as bags of snow/ice melt, windshield deicing fluid and snow shovels. Storehouse operations continued unabated throughout the snowstorm and during clean up operations. During and after the snowstorm, the Storehouse ensured proper fiscal standards were followed.
- The City Storehouse responded to a record 39 after-hours emergency issues. The emergencies involved water main breaks, weather related occurrences and other public safety incidents.
- Continued to streamline Storehouse operations by reducing levels of inventory. Surplus/obsolete materials were submitted to Purchasing for public auction.
- Increased issues of material to City Departments from \$3,300,229 to \$3,778,153.

BUDGET HIGHLIGHTS

The total FY 2012 budget for Storehouse is \$622,000. This is a \$5,500 decrease from the FY 2011 budget. This less than one percent decrease is attributable to lower personnel costs and a reduction in building repair costs.

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 inventory management and financial transactions.

- Increase Storehouse material issues to departments by 7.5 percent.
- Reduce on hand inventory by 5 percent. This will free up City funds.
- Reduce non-personnel expenses by 10 percent.

Revenue Summary

	FY 2009 Actual	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved
Use of Money and Property	74	0	0	0
Charges for Services	602,129	613,462	627,500	622,000
Other Sources and Transfers In	0	0	0	0
Total	602,129	613,462	627,500	622,000

Expenditure Summary

	FY 2009 Actual	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved
Personnel Services	538,474	546,320	565,240	557,923
Materials, Supplies & Repairs	56,657	55,102	56,787	58,604
Contractual Services	4,197	4,288	4,473	4,473
Equipment	0	0	0	0
All Purpose Appropriations	135	230	1,000	1,000
Total	599,463	605,941	627,500	622,000

Programs & Services

	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved	Positions
Finance And Business Services - Storehouse				
Warehousing & Material Support Services	605,941	627,500	622,000	11
Ensure operational organizations are provided timely material support while maximizing the cost benefits which accrue from consolidated procurement and inventory management.				
Total	605,941	627,500	622,000	11

Department Goals and Measures

Strategic Priority: Public Accountability

Goal

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

Measure	FY 2009 Actual	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved	Change
Total dollar amount of fiscal sales and DTO transactions.	3,300,229	3,778,153	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	88.8	85	-3.8

Position Summary

	Pay Grade	Minimum	Maximum	FY 2011 Approved Positions	Change	FY 2012 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

FLEET MANAGEMENT

MISSION STATEMENT

Fleet Management shall continually strive to be recognized as a team of 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 manner possible.

DEPARTMENT OVERVIEW

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

PRIOR YEAR ACCOMPLISHMENTS

- Collaborated 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 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 number of vehicles quickly.

- The small engine shop maintains a portion of out of service Police bikes to be used during new rider training.
- Fleet has begun to employ existing equipment to decrease contracted towing services.
- Instituted bi-monthly stock adjustments to ensure inventory is utilized effectively.
- Established quarterly fuel liaison meeting to affect city-wide fuel efficiencies.

BUDGET HIGHLIGHTS

The total FY 2012 budget for the Bureau of Fleet Management is \$12,575,000. This is a \$914,400 increase over the FY 2011 budget. This eight percent increase is primarily attributable to the Department of Energy's projected increase in the cost of fuel.

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 and effective manner 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 and right size the fleet.

Revenue Summary

	FY 2009 Actual	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved
Use of Money and Property	9,978	1,790	9,978	1,790
Charges for Services	10,462,797	9,770,000	11,547,719	12,417,084
Recovered Costs	102,903	152,766	102,903	156,126
Other Sources and Transfers In	0	3,000,000	0	0
Total	10,575,678	12,924,556	11,660,600	12,575,000

Expenditure Summary

	FY 2009 Actual	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved
Personnel Services	3,352,234	3,311,294	3,489,471	3,512,177
Materials, Supplies & Repairs	6,192,492	6,155,554	7,149,843	8,041,416
Contractual Services	891,174	986,033	959,408	959,529
Equipment	46,622	1,486,087	61,878	61,878
All Purpose Appropriations	0	0	0	0
Total	10,482,522	11,938,968	11,660,600	12,575,000

Programs & Services

	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved	Positions
Finance And Business Services - Fleet Management				
Vehicle Maintenance, Repair And Replacement	7,680,300	6,402,703	7,317,103	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	4,258,668	5,257,897	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	11,938,968	11,660,600	12,575,000	66

Department Goals and Measures

Strategic Priority: Public Accountability

Goal

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

Measure	FY 2009 Actual	FY 2010 Actual	FY 2011 Approved	FY 2012 Approved	Change
Average vehicle/equipment downtime.	45	46	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	31	30	30	0
Fleet vehicle/equipment availability-uptime.	91	91	92	92	0
Repairs completed in less than one day.	77	76	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 2011 Approved Positions	Change	FY 2012 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	1	0	1
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
Fleet Maintenance Manager	SRM005	60,947	107,266	1	0	1

Position Summary

				FY 2011 Approved Positions	Change	FY 2012 Approved Positions
	Pay Grade	Minimum	Maximum			
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
Staff Technician II	OPS009	29,968	47,912	1	0	1
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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