

Intra-Governmental Services

Budget Overview FY2012-2013

Intra-Governmental Services Department

I. Department Roll-up

II. Personnel Data – FY11-12

	Appointed Managers	Other Appointed Positions	Civil Service Positions	Contract Positions	Temporary / SPE Positions (FTE) 2,080 hrs. = 1 FTE
Budgeted General Fund	3	27	107	0	1
<i>Currently filled</i>	3	24	95	0	
*Non-General Funded Positions	19	45	208	1	5
<i>Currently filled</i>	17	37	173	0	5
Total	20	61	268	1	5

III. Budget

	FY 10/11 Adopted	FY 11/12 Adopted	FY 12/13 Proposed
Total Budget	\$9,758,892	\$8,381,978	\$4,755,299
Reduction %		-14.11%	-43.27%
Reduction Amount		-\$1,376,914	-\$3,626,679
Non-General Fund	\$104,702,458	\$103,523,761	\$93,761,081
Reduction %		-1.13%	-9.43%
Reduction Amount		-\$1,178,697	-\$9,762,680
Total General Fund & Other Funds	\$114,461,350	\$111,905,739	\$98,516,380

IV. Departmental Metrics – See attached by Division

V. Revenues – See attached by Division

VI. Expenditures – See attached by Division

VII. Reductions – See attached by Division

Intra-Governmental Services

I. Intra-Governmental Services – Administrative Services Division including 630-CITY Call Center

To provide the City of Jacksonville using agencies with efficient, effective administrative work in managing, supervising and coordinating a broad variety of administrative support functions such as payroll, purchasing, budget preparation, safety, administrative technology, supply/storage and mail courier support.

630CITY is the City of Jacksonville's customer service center. 630CITY has a staff of 20 employees; including the Customer Service Manager and two Supervisors. Our primary customers are the 800,000 residents of the City of Jacksonville, FL as well as all City departments. 630CITY staff responds to telephone calls, email, fax, USPS mail, Public Record Requests and customers who physically come in for personalized service. 630CITY team members served 320,696 customers FY 2010/2011.

II. Personnel Data – FY11-12

	Appointed Managers	Other Appointed Positions	Civil Service Positions	Contract Positions	Temporary / SPE Positions (FTE) 2,080 hrs. = 1 FTE
Budgeted General Fund	1	19	83	0	1 OPAS011CC – 2,240 part-time hours
<i>Currently filled</i>	1	17	73	0	
*Non-General Funded Positions					
Total	1	19	83	0	1

III. Budget

Expenditures

	FY 10/11 Adopted	FY 11/12 Adopted	FY 12/13 Proposed
Total Budget	\$6,860,017	\$5,844,656	\$2,258,243
Reduction %		-14.80%	-61.4%
Reduction Amount		-\$1,015,361	-\$3,586,413
Grants			
Total General Fund & Grants Budget	\$6,860,017	\$5,844,656	\$2,258,243

IV. Division Metrics

SERVICES/MEASURES	FY 11 Historical	FY12 Estimated	FY 13 Projected
Division-Administrative Services			
Inputs			
\$ amount of budget	\$ 5,170,454	\$ 4,791,710	\$ 984,971
# FTEs	92	78	8
Workload/Demand			
# of employees serviced by ASD	3,148	3,148	3,148
# of requisitions processed	9,817	11,310	11,310
# of invoices receipted	68,755	97,170	97,170
# of invoices created	6,481	6,299	6,077

SERVICES/MEASURES	FY 11 Historical	FY12 Estimated	FY 13 Projected
# of hours provided to departments for admin support	11,258	10,263	12,438
# of City User Fee payment issues, received, researched and resolved	5,000	*	*
Efficiency			
Avg. #of days per month participating in the Transitional Duty Program as an alternative to Worker Compensation	238	312	312
# of off-cycle payroll checks requested per pay period due to ASD clerical error	5 or less	5 or less	5 or less
# of working days to process purchasing and supply requests received from customers	2 working days or less	2 working days or less	2 working days or less
# of working days to process invoice payments from authorization to pay	5 working days	5 working days	5 working days
# of working days to process JSEB invoice payments from authorization to pay	3 working days or less	3 working days or less	3 working days or less
% of time administrative support is provided to customers within requested timeframe	95% or greater	95% or greater	95% or greater
Avg. customer satisfaction score.	4.4 or greater	4.5 or greater	4.5 or greater

V. Revenues

630CITY collects revenue for Public Records request that are placed in either PA or ITD's accounts

VI. Reductions

The majority of reductions are due to the reassignment of 59 positions to various departments and divisions throughout the city. The reductions in 630City consist of (2) – Customer Service Representative Sr's and (1) – Customer Relations Administrator and minimal amounts in office supplies and subscriptions.

Intra-Governmental Services

I. Intra-Governmental Services – Fleet Management Division

Fleet Management is responsible for all of the maintenance and fueling of the entire City owned vehicle fleet including most independent authorities and the Duval County School Board. The three internal service funds accumulates and allocates the costs of the operation of the City's Motor Pool and recovers its costs via charges to its users/customers, accounts for the replacement of City own vehicles and represents spending by Fleet Management on direct vehicle replacement (pay-go).

II. Personnel Data – FY11-12

Total Department of Public Works	Appointed Managers	Other Appointed Positions	Civil Service Positions	Contract Positions	Temporary / SPE Positions (FTE) 2,080 hrs. = 1 FTE
Budgeted General Fund	0	0	0		
<i>Currently filled</i>	0	0	0		
*Non-General Funded Positions	1	2	119		2,080 hrs / 2080 = 1
<i>Currently filled</i>	1	2	97		
Total FY13	1	2	119		

Total FY13 positions = 124.71

III. Budget

Expenditures

Total Fleet Management	FY 10/11 Adopted	FY 11/12 Adopted	FY 12/13 Proposed
Total Budget – General Fund			
Reduction %			
Reduction Amount			
Other Funds	\$59,964,486	\$65,084,449	\$60,921,112
Reduction %		+8.54%	-6.40%
Reduction Amount		+\$5,119,963	-\$4,163,337
Total General Fund & Other Funds	\$59,964,486	\$65,084,449	\$60,921,112

IV. Departmental Metrics

	FY 11 Historical	FY 12 Estimated	FY 13 Projected
Division-Fleet Management:			
Inputs			
\$amount of budget	\$ 39,868,342	\$ 43,433,004	\$ 43,472,162
# FTEs	124	121	118
Workload/Demand			
# of overdue PM and safety inspection.	300	300	400
# of returns	4	4	4
Efficiency			
\$ of equipment accidents- City Fault. (Risk Management to monitor liability cost to the City)	\$ 755,885	\$ 750,000	\$ 750,000
Average Unit Cost (Fuel)	\$ 3.12	\$ 3.34	\$ 3.56
Fuel Consumption (Gallon)	7,476,619	7,774,261	7,705,974
Avg. Age of Fleet in Replacement Program (months)	96	96	96
Avg. Cost of Car/Light Truck Oil Change	\$ 15	\$ 15	\$ 15
Avg. #of days to repair vehicles and equipment	2.0	2.0	2.0
Avg. #of days (from the creation of a requirement until the receipt of Parts).	3.0	3.0	3.0

V. Revenues

Fleet Management generates revenue through the billing of internal service charges to City Agencies and Independent Authorities.

VI. Expenditures

FY13 budget represents the operation of the City's Motor Pool which includes fuel costs, sublet repairs and vehicle parts. Included in the budget is an increase in parts of \$519,282 partially offset by a decrease in fuel costs of \$306,947.

Due to the vacancy lapse, the major issues we will have:

- 1) Increased turnaround time to our using agencies
- 2) Increased sublet repairs (outsource over flow)
- 3) Increased overtime

VII. Reductions

The Division reduced its employee cap by three (3) positions with a slight increase in part-time salaries and overtime. The majority of the decrease in Vehicle Replacement is mainly due to a reduction in interest and principal payback for banking fund borrowing. This trend will continue as less and less borrowing is required and prior year borrowing rolls off.

Intra-Governmental Services

I. Intra-Governmental Services – Information Technology Division

The Information Technology Division operates, maintains and safeguards the City of Jacksonville's technology infrastructure. The goal of the organization is to deliver quality and innovative information technology solutions that provide convenient access to City information and services.

II. Personnel Data – FY 11/12

	Appointed Managers	Other Appointed Positions	Civil Service Positions	Contract Positions	Temporary / SPE Positions (FTE) 2,080 hrs. = 1 FTE
Budgeted General Fund	0	0	0	0	0
Currently filled	0	0	0	0	0
*Non-General Funded Positions	18	42	83	1	4
<i>Currently filled</i>	16	34	70	0	4
Total	18	42	83	1	4

III. Budget

	FY 10/11 Adopted	FY 11/12 Adopted	FY 12/13 Proposed
Total Budget	\$43,180,682	\$36,364,755	\$29,924,278
Reduction %	-7%	-16%	-18%
Reduction Amount	-\$3,300,568	-\$6,815,927	-\$6,440,477
Grants	0	0	0
Total General Fund & Grants Budget	\$43,180,682	\$36,364,755	\$29,924,278

IV. Departmental Metrics

No metrics are tracked for this Division

V. Revenues

ITD Operations (531)

Charges for Services:

- The reduction in charges billed to other entities is directly related to the reduced expenditures in this fund.

Miscellaneous Revenue:

- The increased projection is based on current year actuals.

Communications (533)

Charges for Services:

- This revenue consists of internal service revenues from charges billed to other departments and agencies.

Miscellaneous Revenue:

- Is made up of anticipated interest earnings for FY 13 which are expected to decrease due to lower investment returns.

Radio Communications (534)

Charges for Services:

- This represents the costs billed to other departments and government agencies and is directly related to the budgeted expenditures in this fund. The use of fund balance in FY 12 offset part of the costs billed to users in that fiscal year.

Miscellaneous Revenue:

- Is made up of anticipated interest earnings for FY 13.

Transfers from Fund Balance:

- The transfer budgeted in FY 12, for FY 12 ITP and Courthouse needs, has been removed.

Technology System Development (536)

Charges for Services:

- This revenue consists of internal service revenues from charges billed to other departments and agencies for projects previously approved on the schedule B4a.

Miscellaneous Revenue:

- Is made up of anticipated interest earnings for FY 13.

Transfers from Fund Balance:

- The timing of spending verses borrowing resulted in an accumulation of excess revenue over expenditures from prior years and will be used to fund the FY 13 banking fund debt repayment.

Technology Equipment Refresh (537)

Charges for Services:

- This amount represents the customer billings for both the proposed and previously approved equipment replacement.

VI. Expenditures

ITD Operations (531)

Salaries:

- The decrease is being driven by the net reduction of nine positions from this fund as well as reductions in overtime (\$3,483) and leave sellback/rollback (\$9,654). The detail relative to the employee cap is below.

Employer Provided Benefits:

- The net increase is due increases in pension and health care costs which are partially offset by the impact of the net reduction of nine positions.

Internal Service Charges:

- The main driver is an increase in the GIS/Aerial allocation of \$352,836.

Other Operating Expenses:

- Several activities and expenses were moved out of this fund to other funds as part of this budget process. This accounts for \$3,126,925 of the total change in Other Operating Expenses.
 - End User Refresh \$850,440 – moved to a new fund (SF 537)
 - Consolidated Copier Contract \$1,103,095 – moved to Copy Center (SF 521)
 - Network Data Lines costs \$1,173,390 – moved back to Communications fund (SF 533)
 Of the remaining net change of \$304,216 the main drivers are a \$357,388 reduction in hardware/software license & maintenance costs, a \$249,000 reduction in the desktop contract with Emtec and a \$150,000 reduction in document storage costs (file source). These reductions are somewhat offset by an increase of \$427,349 in building rental (in house).

Supervision Allocation:

- This amount represents the administration cost of the Division which is allocated to each activity within Information Technologies but crosses funds.

Indirect Cost:

- The change is due to revisions in the indirect cost study performed by Maximus Consulting Services, Inc.

Banking Fund Debt Repayment:

- The table below compares the FY 12 and FY 13 banking fund debt repayment by project:

Project Title	109,370		4,658		25,403		2,668		-85,957
	FY12 B4		FY13 Proposed						
	Principal	Interest	Principal	Interest	Change				
Correct Addressing Issues	16,575	386	0	0	-16,961				
Upgrade HRIS servers	92,795	4,272	25,403	2,668	-68,996				

Lapse:

- This reflects an estimated salary and benefit lapse based on the average turnover ratio and estimated number of vacancies in FY 13.

Cash Carryover:

- The cash carryover has been removed due to the movement of the end user refresh activity out of this fund.

Communications (533)

Employer Provided Benefits:

- The net increase is being driven by increased pension (\$13,616) and health care costs (\$4,149).

Internal Service Charges:

- The decrease is being driven by a \$91,089 reduction in IT System Development charges. The change is due to prior year projects being repaid and rolling off the schedule.

Other Operating Expenses:

- The decrease is being driven by a \$412,164 reduction in building rental (in house) and a \$1,068,754 reduction in wireless communications. The bulk of this reduction is due to the wireless data card funding for JSO being moved to the JSO general fund budget (FY12 amount \$948,188). These reductions are partially offset by the movement of \$801,534 of network line costs from the IT operating fund (SF 531) which were subsequently reduced an additional \$359,555.

Supervision Allocation:

- This amount represents the administration cost of the Division which is allocated to each activity within Information Technology based on employee count.

Indirect Cost:

- The change is due to revisions in the indirect cost study performed by Maximus Consulting Services, Inc.

Radio Communications (534)

Salaries:

- The decrease is due to the reclassification of various positions to positions with lower pay grades.

Employer Provided Benefits:

- The net increase is due to increasing pension (\$10,591) and health care (\$1,277) costs as well as a \$6,742 increase in the workers compensation allocation.

Internal Service Charges:

- The net decrease is being driven by the elimination of IT System Development allocation (\$27,120) which is due to the repayment of various prior year projects. This decrease is partially offset by increases in various IT allocations.

Other Operating Expenses:

- The decrease is being driven by the removal of one time operating supplies budgeted in FY 12 for the new Courthouse of \$203,685. This reduction is partially offset by addition of \$68,300 for hardware/software technical maintenance for the P25 radio system.

Capital Outlay:

- The funding approved in FY 12 for ITP projects as been removed.

Grants, Aids & Contributions:

- This represents the JEA repayment for JEA operating costs as detail in the 2003 MOA. The amount is significantly reduced due to the City's repayment of debt owed to JEA related to the First Coast Radio System (ord: 2011-756-E).

Supervision Allocation:

- This amount represents the administration cost of the Division which is allocated to each activity within Information Technology based on employee count.

Indirect Cost:

- The change is due to revisions in the indirect cost study performed by Maximus Consulting Services, Inc.

Banking Fund Debt Repayment:

- The table below compares the FY 12 and FY 13 banking fund debt repayment by project:

Project Title	2,414,815 747,235		3,471,708 770,744		1,080,402
	FY12 B4		FY13 Proposed		
	Principal	Interest	Principal	Interest	Change
First Coast Radio Buyout (2011-756-E)	0	0	942,011	121,751	1,063,762
Radio System (FY09 & FY10 CIP)	2,361,962	743,854	2,476,844	647,804	18,832
Upgrade Existing Public Safety Radios to Encrypted/Digital Op (FY09 B4)	52,853	3,381	52,853	1,189	-2,192

- This reflects an estimated salary and benefit lapse based on the average turnover ratio and estimated number of vacancies in FY 13.

Technology System Development (536)

Banking Fund Debt Repayment:

- This amount represents the FY 13 interest and principal payback for Banking Fund borrowing related to previously approved projects on the schedule B4a.

Technology Equipment Refresh (537)

Other Operating Expenses:

- This amount is made up of the total cost to deploy the equipment proposed in the FY 13 refresh (\$34,650) and the estimated equipment cost for PCs and laptops that are part of the proposed refresh (\$317,080).

Capital Outlay:

- This amount represents the estimated equipment cost for the MDTs that are part of the proposed refresh.

Cash Carryover:

- The charges for services revenue in FY 13 exceeds the operating cost of the proposed refresh. This amount has been placed into a cash carryover to establish a fund balance in this fund that will be used in the future, with Council's approval, to fund pay-go software development and/or other hardware purchases without the use of borrowed funds.

VII. Reductions

- Rightsizing the Organization
 - Eliminate 8 Vacant Positions - \$568,180
 - Reclassification of two (2) positions to lower pay grades - \$78,248
- Strategic Sourcing Strategy
 - Managed Desktop Services - \$249,000
 - Offsite Records Storage - \$150,000
- Maintenance Agreements Reductions/Renegotiations - \$656,497
- Repairs and Maintenance Reductions - \$289,088
- Voice and Data Services Reductions - \$731,411
- Wireless Communication Reductions - \$120,566

Intra-Governmental Services

I. Intra-Governmental Services – Office of Director

II. Personnel Data – FY11-12

	Appointed Managers	Other Appointed Positions	Civil Service Positions	Contract Positions	Temporary / SPE Positions (FTE) 2,080 hrs. = 1 FTE
Budgeted General Fund	1	6	1	0	
Currently filled	1	5	0	0	
*Non-General Funded Positions					
Total	1	6	1	0	

III. Budget

Expenditures

	FY 10/11 Adopted	FY 11/12 Adopted	FY 12/13 Proposed
Total Budget	\$888,604	\$690,808	\$592,076
Reduction %		-22.26%	-14.3%
Reduction Amount		-\$197,796	-\$98,732
Grants			
Total General Fund Budget	\$888,604	\$690,808	\$592,076

IV. Division Metrics

N/A

V. Revenues

N/A

VI. Reductions

The majority of the reduction was taken by eliminating two full time positions and a slight reduction on due and subscriptions.

Intra-Governmental Services

I. Intra-Governmental Services – Procurement Division

Procure a wide variety of supplies, equipment and contractual services for city agencies and provide intergovernmental duplication, mail and messenger service at the lowest dollar cost.

II. Personnel Data – FY11-12

	Appointed Managers	Other Appointed Positions	Civil Service Positions	Contract Positions	Temporary / SPE Positions (FTE) 2,080 hrs. = 1 FTE
Budgeted General Fund	1	2	23	0	0
<i>Currently filled</i>	1	2	22	0	
*Non-General Funded Positions	0	1	6	0	
<i>Currently filled</i>	0	1	6	0	
Total	1	3	29	0	

III. Budget

Expenditures

	FY 10/11 Adopted	FY 11/12 Adopted	FY 12/13 Proposed
Total Budget	\$2,010,271	\$1,846,514	\$1,904,980
Reduction %		-8.1%	+3.2%
Reduction Amount		-\$163,757	+\$58,466
Other Funds (CC)	\$1,557,290	\$2,074,557	\$2,915,691
Reductions %		+33.21%	+40.5%
Reduction amount		+\$517,267	+\$841,134
Total General Fund & Other Funds	\$3,567,561	\$3,921,071	\$4,820,671

* To be determined.

IV. Departmental Metrics

No metrics are tracked for this Division

V. Reductions

The reductions consist of reclassing Buyer Senior positions to a Buyer.