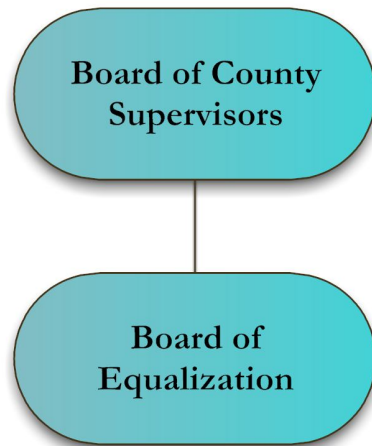


Board of Equalization



AGENCY & PROGRAM

Administration

➤ Board of Equalization

- Contingency Reserve
- Finance Department
- General Registrar
- Human Resources
- Human Rights Office
- Information Technology, Department of
- Management and Budget, Office of
- Prince William Self-Insurance
- Unemployment Insurance Reserve

MISSION STATEMENT

The Board of Equalization holds public hearings for individual taxpayers who file applications for assessment reconsideration. The Board rules on uniformity, consistency, correctness and fairness of the assessments made by the Real Estate Assessments Division of the Finance Department.

LOCATOR 

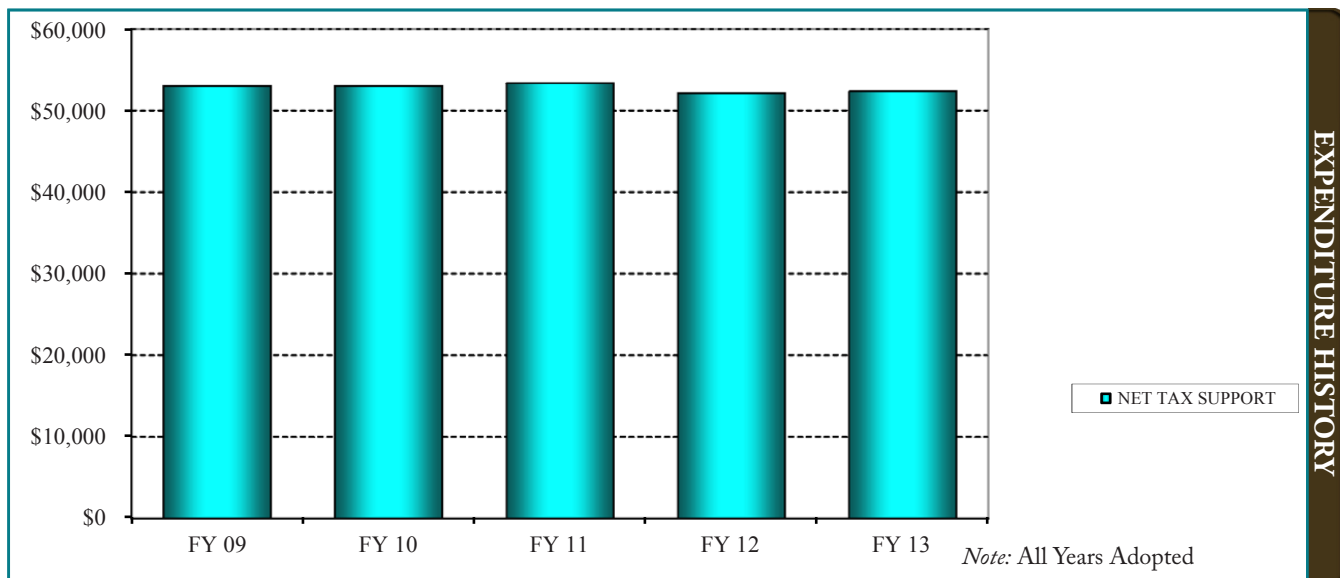




EXPENDITURE AND REVENUE SUMMARY



	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Administration	\$54,985	\$33,222	\$52,148	\$52,344	0.38%
Total Expenditures	\$54,985	\$33,222	\$52,148	\$52,344	0.38%
B. Expenditure by Classification					
1 Personal Services	\$44,810	\$25,584	\$45,410	\$45,410	0.00%
2 Fringe Benefits	\$0	\$104	\$0	\$0	—
3 Contractual Services	\$1,600	\$451	\$1,600	\$1,600	0.00%
4 Internal Services	\$3,875	\$3,875	\$1,038	\$1,234	18.88%
5 Other Services	\$2,200	\$1,646	\$1,600	\$1,600	0.00%
6 Capital Outlay	\$0	\$0	\$0	\$0	—
7 Leases & Rentals	\$2,500	\$1,562	\$2,500	\$2,500	0.00%
Total Expenditures	\$54,985	\$33,222	\$52,148	\$52,344	0.38%
Net General Tax Support	\$54,985	\$33,222	\$52,148	\$52,344	0.38%





I. Major Issues

A. Revision of Internal Services Fund (ISF)

Technology Billing - The Department of Information Technology's (DoIT) formula to develop each agency's ISF bill has been revised to better align actual costs with activities, and to include telephones and radios for FY 13. Telephone costs are based on the number of phone lines and voicemail boxes in each agency, and radio costs are based on the number of hand-held radios in each agency. The cost bases for seat management, network and application support costs remain the same as in FY 12. The net result of this billing revision is an increase of \$196 in the Board of Equalization budget.





Contingency Reserve



AGENCY & PROGRAM

Administration

Board of Equalization

➤ Contingency Reserve

Finance Department

General Registrar

Human Resources

Human Rights Office

Information Technology,
Department of

Management and Budget,
Office of

Prince William Self-Insurance

Unemployment Insurance
Reserve

LOCATOR

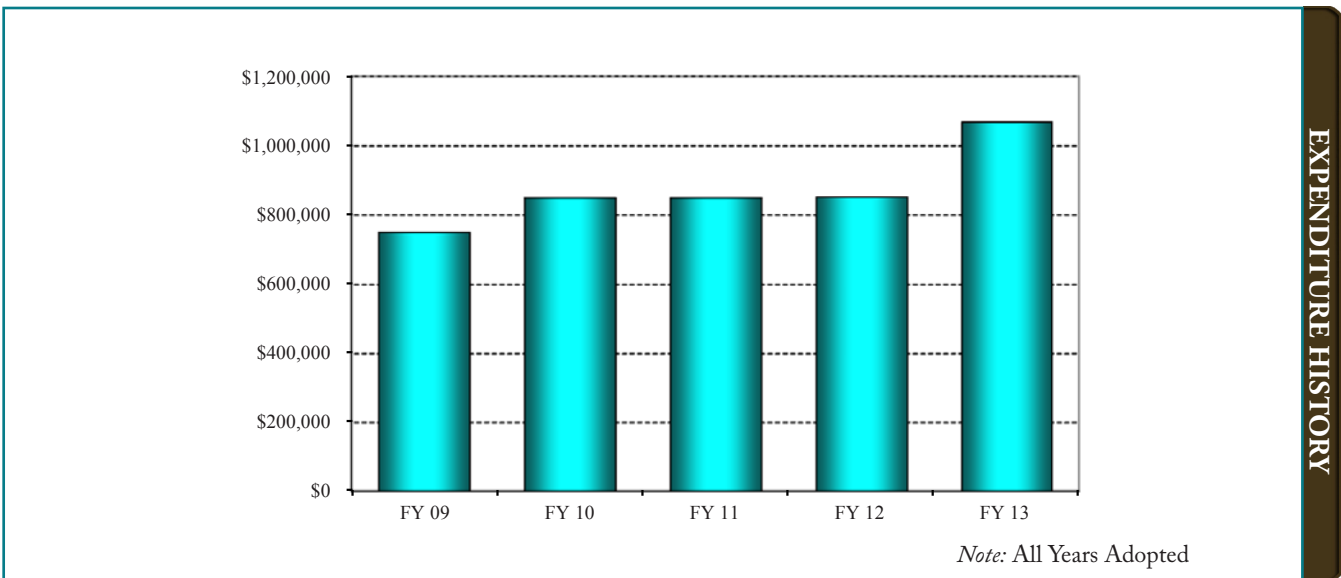




EXPENDITURE AND REVENUE SUMMARY



	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Contingency Reserve	\$301	\$0	\$852,301	\$1,068,021	25.31%
Total Expenditures	\$301	\$0	\$852,301	\$1,068,021	25.31%
B. Expenditure by Classification					
1 Other Services	\$301	\$0	\$852,301	\$1,068,021	25.31%
Total Expenditures	\$301	\$0	\$852,301	\$1,068,021	25.31%
Net General Tax Support	\$301	\$0	\$852,301	\$1,068,021	25.31%





I. Base Budget Major Issues

A. The Contingency Reserve is established within the General Fund to provide limited funding to accommodate unanticipated increases in service delivery costs and unanticipated revenue shortfalls. Any funds remaining at the end of FY 13 will be requested as a carryover to FY 14.

B. The Principles of Sound Financial Management (Policy Statement 2.14) as adopted by the Board of County Supervisors during FY 03 and amended in FY 10 call for a minimum Contingency Reserve of \$500,000 for the fiscal year in which the contingency budget is dedicated.

C. Homeland Security Reserve Shift to General Contingency Reserve Budget (\$250,000) - With unforeseen events occurring throughout the world, a Homeland Security Reserve was established within the Contingency Reserve for FY 04 and continued in future fiscal years to help cover some of the costs of responding to these events on a local level.

D. Deputy County Executive Position Funding (\$210,960) - The FY 14 Contingency Reserve budget includes an amount to fund the addition of one full-time equivalent (FTE) Deputy County Executive position in the Office of Executive Management (OEM). The position would be a member of the executive management staff and would specifically provide management oversight for human service agencies and initiatives, as well as oversee other County departments. In addition, the position would staff committees, task forces or other County initiatives that require an executive management liaison. The distribution of funds and creation of the FTE is contingent upon future Board of County Supervisors action in FY 14.

E. Boys & Girls Club Funding (\$105,361) - The FY 13 Contingency Reserve budget includes an amount originally transferred from the Board of County Supervisors operating budget in FY 10. The funding is a service contribution for the Dale City/Dumfries/Manassas Boys & Girls Clubs. The distribution of this amount is contingent upon future Board of County Supervisors action in FY 13.

II. Budget Adjustments

A. Budget Additions

1. Community Partners Funding Increase

Added Expenditure	\$3,060
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$3,060
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative reflects a 3% increase in the donation to the community partners in the agency budget. The following lists the impacted community partners and amount of increase for FY 13 in this agency:

Boys and Girls Club \$3,060

The total donation amount provided to the community partner in the agency budget is \$105,060. For additional detail please refer to the Budget Summary section of this document where all donations provided to community partners are itemized.

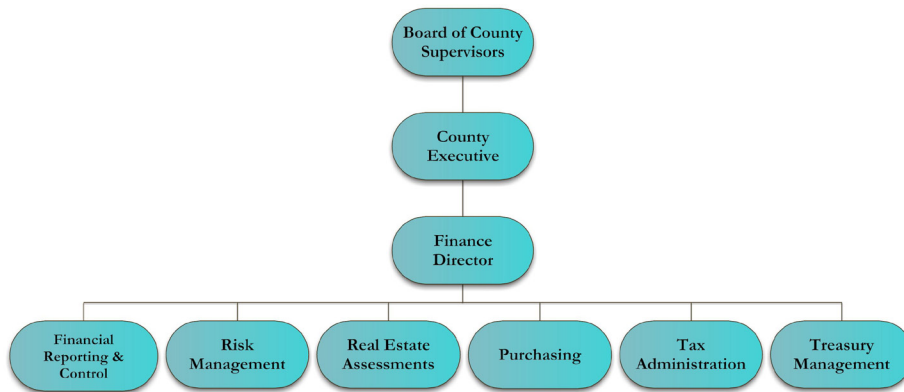
c. Service Level Impacts - This budget addition supports existing agency outcomes and service levels.

d. Five Year Plan Impacts - The five year plan impacts are \$5,161 in FY 14, \$8,376 in FY 15, \$10,584 in FY 16, and \$13,961 in FY 17.





Finance Department



MISSION STATEMENT

The mission of the Finance Department is to promote excellence, quality and efficiency by maximizing available resources and providing innovative financial and risk management services to a broad range of internal and external customers through sound financial management practices, effective leadership and a team of employees committed to maintaining fiscal integrity and financial solvency of the County government.

AGENCY & PROGRAM

Administration

Board of Equalization

Contingency Reserve

➤ Finance Department

Financial Reporting and Control

Risk Management

Real Estate Assessments

Purchasing

Tax Administration

Treasury Management

Director's Office

General Registrar

Human Resources

Human Rights Office

Information Technology,
Department of

Management and Budget,
Office of

Prince William Self-Insurance

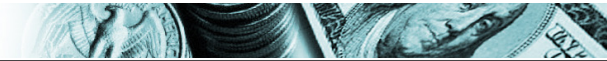
Unemployment Insurance
Reserve

LOCATOR 





EXPENDITURE AND REVENUE SUMMARY



	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Financial Reporting & Control	\$2,893,125	\$2,635,026	\$3,943,905	\$4,617,261	17.07%
2 Risk Management	\$880,956	\$797,040	\$948,099	\$986,383	4.04%
3 Real Estate Assessments	\$2,868,187	\$2,853,432	\$2,905,794	\$3,065,937	5.51%
4 Purchasing	\$870,266	\$866,636	\$892,853	\$982,229	10.01%
5 Tax Administration	\$5,459,849	\$5,311,446	\$5,228,352	\$5,463,776	4.50%
6 Treasury Management	\$962,632	\$819,656	\$928,624	\$897,131	-3.39%
7 Director's Office	\$775,670	\$696,408	\$626,382	\$648,202	3.48%
Total Expenditures	\$14,710,684	\$13,979,644	\$15,474,009	\$16,660,918	7.67%

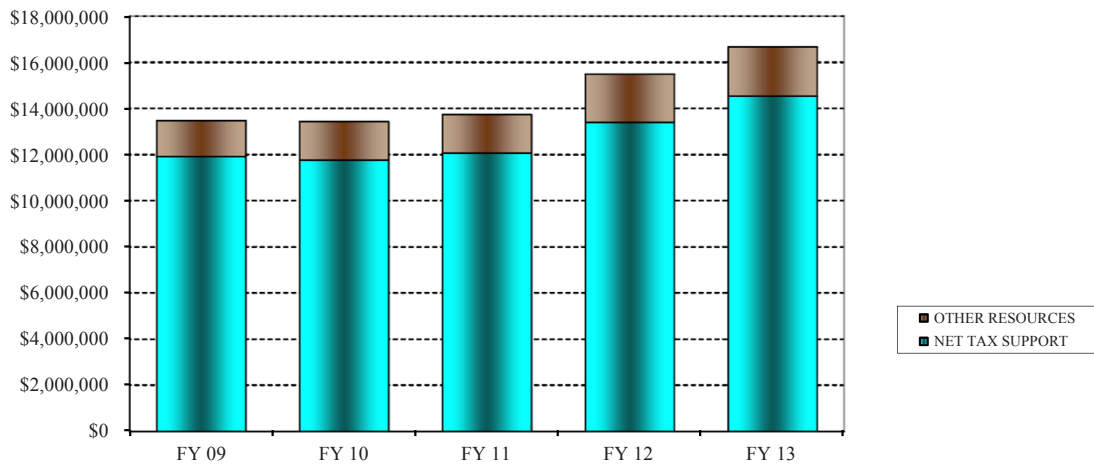
B. Expenditure by Classification

1 Personal Services	\$8,529,775	\$8,124,280	\$8,813,059	\$9,259,602	5.07%
2 Fringe Benefits	\$2,837,870	\$2,686,749	\$2,931,174	\$3,342,271	14.02%
3 Contractual Services	\$1,830,982	\$1,494,847	\$1,340,780	\$1,401,495	4.53%
4 Internal Services	\$825,016	\$825,006	\$1,752,384	\$2,095,076	19.56%
5 Other Services	\$895,376	\$816,925	\$831,246	\$837,746	0.78%
6 Capital Outlay	\$4,209	\$0	\$17,909	\$17,909	0.00%
7 Leases and Rentals	\$38,181	\$31,837	\$38,181	\$38,181	0.00%
8 Reserves and Contingencies	(\$250,724)	\$0	(\$250,724)	(\$331,362)	32.16%
Total Expenditures	\$14,710,684	\$13,979,644	\$15,474,009	\$16,660,918	7.67%

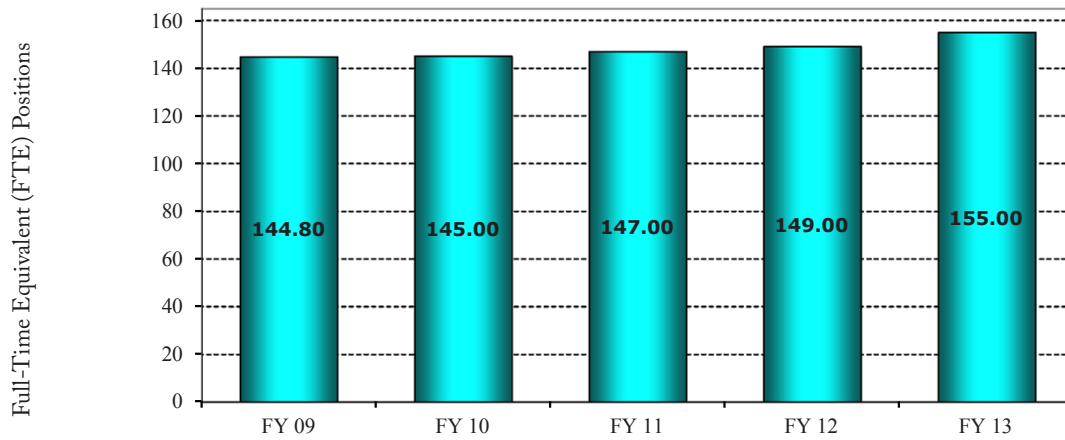
C. Funding Sources

1 General Property Taxes	\$1,170,238	\$1,461,661	\$1,302,915	\$1,338,915	2.76%
2 Permits, Privilege Fees and Regulatory License	\$250	\$350	\$250	\$250	0.00%
3 Fines and Forfeitures	\$12,000	\$17,670	\$12,000	\$12,000	0.00%
4 Revenue From Use of Money and Property	\$27,200	\$53,447	\$7,200	\$7,200	0.00%
5 Charges for Services	\$125,181	\$128,800	\$145,181	\$145,181	0.00%
6 Miscellaneous Revenue	\$0	\$14,335	\$0	\$81,338	—
7 Revenue From Commonwealth	\$564,171	\$606,797	\$534,494	\$534,494	0.00%
8 Transfers In	\$2,200	\$2,200	\$73,200	\$20,425	-72.10%
Total Designated Funding Sources	\$1,901,240	\$2,285,261	\$2,075,240	\$2,139,803	3.11%
Net General Tax Support	\$12,809,444	\$11,694,384	\$13,398,769	\$14,521,115	8.38%





Note: All Years Adopted



Note: All Years Adopted

	FY 11 Adopted	FY 12 Adopted	FY 13 Adopted
1 Financial Reporting & Control	26.00	25.00	27.00
2 Risk Management	7.00	8.00	8.00
3 Real Estate Assessments	33.00	33.00	34.00
4 Purchasing	10.00	10.00	12.00
5 Tax Administration	59.00	61.00	63.00
6 Treasury Management	8.00	8.00	7.00
7 Director's Office	4.00	4.00	4.00
Full-Time Equivalent (FTE) Total	147.00	149.00	155.00



EXPENDITURE HISTORY

STAFF HISTORY

STAFF BY PROGRAM



I. Major Issues

A. Revision of Internal Services Fund (ISF)

Technology - The Department of Information Technology's (DoIT) formula to develop each agency's ISF bill has been revised to better align actual costs with activities, and to include telephones and radios for FY 13. Telephone costs are based on the number of phone lines and voicemail boxes in each agency, and radio costs are based on the number of hand-held radios in each agency. The cost bases for seat management, network and application support costs remain the same as in FY 12. The net result of this billing revision is an increase of \$305,923 in the Finance budget.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost	\$499,368
Supporting Revenue	\$0
Total PWC Cost	\$499,368
Additional FTE Positions	0.00

1. **Description** - Compensation adjustments totaling \$499,368 are made to support the following rate increases:

- 9% Dental Insurance
- 5% Retiree Health
- 3.16% and 2.16% VRS employer rate for Plan II and Plan I employees, respectively
- 3% Health Insurance
- 3% Pay-for-Performance
- 1.04% Group Life
- 1% Salary adjustment to offset the required VRS contribution by Plan I and some Plan II employees

Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Additions

1. Add Two Tax Compliance Inspectors

Added Expenditure	\$123,230
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$123,230
FTE Positions	2.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. **Description** - Tax Administration audits existing businesses and assesses new personal property and business taxes through compliance audits. These additional FTEs would primarily perform desk audits of tenants lists, business tax filings, non-filer lists and assess the proper amount of taxes either through voluntary compliance or through the statutory assessment process. This effort is projected to increase Business Personal Property Tax and Business, Professional and Occupational License (BPOL) tax by \$500,000.

c. **Service Level Impacts** - The two new FTEs will have the following impact:

▪ Amount of audit/discovery billing:

<i>FY 13 Base</i>	\$3,000,000
<i>FY 13 Adopted</i>	\$3,500,000

d. **Five Year Plan Impacts** - The \$123,230 expenditure is in the Finance budget each year of the five year plan. The additional \$500,000 general fund revenue is included in the five year plan. This additional revenue, like all general fund revenue, will be split with the schools in accordance with the revenue sharing agreement between the County and Schools.

2. Add Contract Specialist III to Administer Purchase Card (P-card) Program in Purchasing

Added Expenditure	\$81,338
Budget Shift	\$0
Supporting Revenue	\$81,338
PWC Cost	\$0
FTE Positions	1.00



a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - The County will be implementing a P-card program in FY 13. The P-card program will increase the small dollar purchase threshold. One FTE will be added to implement and manage the program. This individual will write policies and procedures, provide training to users and monitor the usage and compliance with County policies. The County will receive an annual rebate based on the overall usage which will cover the cost of the FTE.

c. Service Level Impacts - Once the program is established, the cost savings for PWC would equate to a time savings, due to the increased efficiencies of using P-cards over issuing direct vouchers and low dollar purchase orders. The time savings for PWC agencies would vary between a total of 4,790 - 14,086 hours of time that employees will be able to dedicate to other tasks.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this FTE since this position is funded from the P-card rebates received by the County.

3. Add One Contract Specialist III in Purchasing

Added Expenditure	\$80,638
Budget Shift	\$0
Supporting Revenue	\$80,638
PWC Cost	\$0
FTE Positions	1.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - There will be three Contract Specialist III FTEs in Purchasing with the addition of this position. The demand for an additional Contract Specialist III is based on the FY 2012 and FY 2013 Capital Improvement Plan (CIP) and increase in the receipt of Public Private Transportation Act (PPTA) Proposals. Since the primary focus of this position is capital projects it will be funded by capital project funds; therefore, there is no general fund tax support.

c. Service Level Impacts - The new FTE will have the following impact:

- **Average turnaround for CIP projects (in working days):**

<i>FY 13 Base</i>	70
<i>FY 13 Adopted</i>	65

d. Five Year Plan Impacts - There are no five year plan impacts associated with this FTE since this position is funded from capital project funds.

4. Add One Real Estate Appraiser I

Added Expenditure	\$61,008
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$61,008
FTE Positions	1.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This budget initiative will add a real estate appraiser who will focus on commercial property assessments in the County. Commercial assessments are more complex than residential assessments and require each property to be analyzed individually. On average, the County adds 1,000 new parcels each year and there has not been a new real estate appraiser added since FY 06.

c. Service Level Impacts - The new FTE will have the following impact:

- **Parcels per appraiser:**

<i>FY 13 Base</i>	6,350
<i>FY 13 Adopted</i>	6,100

d. Five Year Plan Impacts - The \$61,008 will be included in each year of the five year plan.

5. Add One Delinquent Tax Collector

Added Expenditure	\$53,027
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$53,027
FTE Positions	1.00





a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - Tax Administration enforces collection of unpaid taxes from the current year and five prior years. This new FTE would primarily pursue the collection of past due taxes through the circuit court. This effort is projected to increase Real Estate and Personal Property tax revenue by \$250,000.

c. Service Level Impacts - The new FTE will have the following impact:

- **Cumulative delinquent tax as a percent of total tax levy:**
- | | |
|----------------------|-------|
| <i>FY 13 Base</i> | 2.50% |
| <i>FY 13 Adopted</i> | 2.40% |

d. Five Year Plan Impacts - The \$53,027 expenditure is in the Finance budget each year of the five year plan. The additional \$250,000 of general fund revenue is included in the five year plan. This additional revenue, like all general fund revenue, will be split with the schools in accordance with the revenue sharing agreement between the County and Schools.

6. Establish \$36,000 Legal Services Budget for Delinquent Tax Related Cases

Added Expenditure	\$36,000
Budget Shift	\$0
Supporting Revenue	\$36,000
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - There are parcels in the County that are delinquent in their tax payments since the owners are deceased. All of these properties are able to be foreclosed upon by the County; however extensive research must be conducted to determine if potential heirs exist or if any other legal action is required prior to the foreclosure process and subsequent auction. The Finance Department works with outside legal

counsel for assistance in these cases. This initiative provides permanent funding for these legal services.

c. Service Level Impacts - There are no service level impacts associated with this initiative since in prior years this service was funded by one-time funding sources.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this initiative since costs associated with this process are recovered via the sale of the property.

7. Technology Improvement Plan (TIP) Maintenance Costs

Added Expenditure	\$18,225
Budget Shift	\$0
Supporting Revenue	\$18,225
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative provides \$18,225 from the TIP Holding Account to cover Finance's share of the increased cost of contracted maintenance for business applications utilized by the Finance Department.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - This initiative increases the expenditures in the 4000 series by \$18,225 in FY 13, by \$89,225 in FY 14, by \$1,094,637 in FY 15, by \$1,100,337 in FY 16 and by \$1,107,093 in FY 17. Expenditures in FY 13 and FY 14 will be offset by a transfer from the TIP Holding Account; all other years will be covered by the general fund.

8. Increase in External Audit Contract

Added Expenditure	\$24,715
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$24,715
FTE Positions	0.00



a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - The FY 13 external audit contract is \$348,215. The current budget is \$323,500. The Code of Virginia, federal mandates and the County's Principles of Sound Financial Management require the County to have an annual audit conducted by an independent Certified Public Accountant firm.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - The \$24,715 will be included in each year of the five year plan.





Budget Summary - Financial Reporting and Control

Total Annual Budget	
FY 2012 Adopted	\$ 3,943,905
FY 2013 Adopted	<u>\$ 4,617,261</u>
Dollar Change	\$ 673,355
Percent Change	17.07%

Number of FTE Positions	
FY 2012 FTE Positions	25.00
FY 2013 FTE Positions	<u>27.00</u>
FTE Position Change	2.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Receive Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes
▪ Compliance with Principles of Sound Financial Management which Financial Reporting controls/influences	100%	100%	100%	100%	100%
▪ Audit adjustments	0	<5	1	<5	<5
▪ Management letter comments	4	<5	1	<5	<5
▪ Payroll processed on schedule	100%	100%	100%	100%	100%
▪ Disbursement checks processed on schedule	100%	100%	100%	100%	100%

Activities/Service Level Trends Table

1. Pay Bills

Maintain and pay approximately 33,000 vendors annually.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$972,327	\$472,961	\$398,874	\$450,035	\$370,832
▪ Vendor transactions processed	155,733	160,000	150,891	156,000	152,000
▪ Vendor checks per disbursement FTE	38,933	53,000	37,723	39,000	38,000
▪ Percent of electronic payments	34%	40%	29%	40%	40%

2. Maintain the County's Financial Records

Maintain the County's books and records in accordance with the Generally Accepted Accounting Principles, remain in compliance with the Single Audit Act of 1984 as amended and have the County's books and records audited annually as required by §15.2-2511 of the Code of Virginia.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$1,425,699	\$1,612,967	\$1,711,208	\$2,827,704	\$3,632,654
▪ Financial transactions processed	503,768	527,000	486,138	510,000	500,000
▪ Capital asset transactions processed	5,647	2,800	2,429	2,300	2,400
▪ System users	431	440	490	440	500
▪ Average length of time to complete monthly close	3 weeks	3 weeks	3 weeks	3 weeks	3 weeks





3. Payroll Processing

Maintain records and pay approximately 4,100 employees annually.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	—	\$648,160	\$524,944	\$666,166	\$613,774
▪ Payroll payments processed	99,523	97,000	96,710	97,000	97,000
▪ Employees per payroll FTE	683	1,000	683	690	690
▪ Employees on Direct Deposit	98%	98%	99%	98%	99%





Budget Summary - Risk Management

Total Annual Budget	
FY 2012 Adopted	\$ 948,099
FY 2013 Adopted	\$ 986,383
Dollar Change	\$ 38,284
Percent Change	4.04%

Number of FTE Positions	
FY 2012 FTE Positions	8.00
FY 2013 FTE Positions	8.00
FTE Position Change	0.00

Desired Strategic Plan Community Outcomes

- Decrease OSHA recordable incidents per 100 Public Safety employees by 20% by 2012
- By 2012, decrease County Public Safety vehicle preventable collision frequency by 10%
- Decrease Public Safety DART (Days Away Restricted or Transferred) cases by 15% by 2012

Outcome Targets/Trends

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ OSHA Recordable Incident rate among Public Safety Employees	7.2	10.3	8.0	<=10.2	<=10.2
▪ Preventable Collision Frequency Rate (motor vehicle)	12.8	9.9	10.3	<=9.6	<=9.6
▪ DART Rate for public safety employees	5.4	5.9	5.9	<=5.7	<=5.7
▪ Accidents per 100,000 employee miles	3.19	3.40	2.83	3.40	3.40
▪ Auto claims per 100,000 employee miles	\$3,463	\$3,800	\$3,548	\$3,800	\$3,800
▪ Injury Incident Rate (IIR) per 100 employees	5.26	7.75	5.27	7.75	7.75
▪ Lost Workday Incident Rate (LWDR) per 100 employees	1.90	2.50	1.54	2.50	2.50

Activities/Service Level Trends Table

1. Risk Management

Identify and analyze loss exposures to implement appropriate loss prevention and reduction programs, thereby reducing the County's exposure to financial loss. Additionally, Risk Management has changed its program to manage claims internally to reduce costs.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$758,899	\$785,063	\$758,104	\$802,485	\$842,785
▪ Employees trained	1,451	1,750	1,540	1,000	1,000
▪ Safety inspections made	73	60	64	60	60
▪ Dangerous/hazardous situations identified	54	30	77	30	36
▪ Required programs in place	73%	80%	77%	80%	80%
▪ Claims	377	<404	394	<400	<400
▪ Average cost per property claim	\$1,022	\$3,400	\$4,236	\$3,400	\$3,400
▪ Incidents reported	1,112	—	1,108	<1,200	<1,200





2. Environmental Management

The County will strive to meet Emergency Management System (EMS) E2/E3/E4 Certification. The EMS is a set of management processes and procedures that will allow the County to analyze, control and reduce the environmental impact of its activities, products and services and operate with better efficiency and control.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$35,640	\$55,873	\$38,936	\$145,614	\$143,597
▪ Employees requiring training per EMS and the County's Environmental Policy Statement are properly trained	100%	100%	100%	100%	100%
▪ Certification and Re-certifications of E2/E3/E4 facilities	100%	100%	100%	100%	100%
▪ Environmental inspections	0	0	0	22	22
▪ Environmental audits	0	0	0	2	2





Budget Summary - Real Estate Assessments

Total Annual Budget	
FY 2012 Adopted	\$ 2,905,794
FY 2013 Adopted	\$ 3,065,937
Dollar Change	\$ 160,143
Percent Change	5.51%

Number of FTE Positions	
FY 2012 FTE Positions	33.00
FY 2013 FTE Positions	34.00
FTE Position Change	1.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Appealed real estate assessments when original assessment was upheld by the Board of Equalization	76%	85%	74%	80%	75%
▪ Overall accuracy in annual assessment per Principles of Sound Financial Management Section 3.08	91.0%	92.0%	93.1%	90.0%	92.0%

Activities/Service Level Trends Table

1. Mass Appraisal of Real Property

Assess real estate parcels in the County each year.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$2,196,504	\$2,217,319	\$2,236,247	\$2,288,075	\$2,415,575
▪ Sales verified	7,004	8,000	7,196	8,000	8,000
▪ Sales	15,128	21,000	12,999	15,000	13,000
▪ Properties reviewed for accuracy as a percent of total improved properties	10.3%	8.5%	11.1%	10.0%	9.0%
▪ Parcels appealed as a percent of total parcels	0.50%	<1.00%	<0.50%	0.50%	<1.00%
▪ Parcels per appraiser	6,270	6,240	6,337	6,315	6,100
▪ Cost per property assessed	\$20.65	\$20.38	\$20.47	\$20.65	\$20.85
▪ Overall average accuracy, measured as average error	9.97%	<=10.00%	9.20%	<=10.00%	<=10.00%
▪ Appeals resolved within 20 working days	94%	90%	100%	90%	90%

2. Customer Service

Respond to information requests from taxpayers; provide information on processes, procedures and tax relief programs.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$651,682	\$613,407	\$617,186	\$617,719	\$650,362
▪ Walk-in customers	2,685	3,000	2,606	2,500	2,600
▪ Calls by real estate professionals, citizens or public agencies	16,173	22,000	14,886	16,000	14,000
▪ Tax relief applicants	3,540	3,400	3,749	3,600	3,800
▪ Use-value parcels reviewed	100%	100%	100%	100%	100%
▪ Internet user sessions on Real Property Assessment site	728,422	890,000	659,996	728,000	650,000





Budget Summary - Purchasing

Total Annual Budget	
FY 2012 Adopted	\$ 892,853
FY 2013 Adopted	<u>\$ 982,229</u>
Dollar Change	\$ 89,375
Percent Change	10.01%

Number of FTE Positions	
FY 2012 FTE Positions	10.00
FY 2013 FTE Positions	<u>12.00</u>
FTE Position Change	2.00

Outcome Targets/Trends

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Vendors who rate the procurement process as good or excellent	95%	91%	96%	91%	91%
▪ Customers rating their purchasing experiences as good or excellent	97%	91%	97%	91%	91%
▪ Solicitations and awards without protest	99%	95%	97%	95%	95%

Activities/Service Level Trends Table

1. Procure Goods and Services

Provide County agencies with the means to obtain quality goods and services for the best value, while complying with applicable Federal, State and County procurement regulations.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$888,680	\$866,607	\$866,636	\$892,853	\$982,229
▪ Average turnaround for processing solicitations (in working days)	11	10	9	10	10
▪ Average turnaround for processing contracts (in working days)	9	10	10	10	10
▪ Average turnaround for CIP projects (in working days)	67	70	67	70	65





Budget Summary - Tax Administration

Total Annual Budget	
FY 2012 Adopted	\$ 5,228,352
FY 2013 Adopted	<u>\$ 5,463,776</u>
Dollar Change	\$ 235,423
Percent Change	4.50%

Number of FTE Positions	
FY 2012 FTE Positions	61.00
FY 2013 FTE Positions	<u>63.00</u>
FTE Position Change	2.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Citizen satisfaction with helpfulness and accuracy on tax questions per Citizen Survey	87%	85%	87%	85%	—
▪ Citizen satisfaction with tax staff's response time on tax questions per Citizen Survey	88.5%	85.0%	88.5%	85.0%	—
▪ Cumulative delinquent tax as a percent of total tax levy	2.2%	2.5%	1.8%	2.5%	2.4%

Activities/Service Level Trends Table

1. Bill Tax Items

Bill personal/business property tax and Business, Professional and Occupational Licenses taxes.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$2,930,676	\$2,458,822	\$2,952,692	\$2,759,099	\$2,895,642
▪ Business license and personal property tax items processed	451,276	440,000	471,016	440,000	460,000
▪ Amount of audit/discovery billing	\$4,236,423	\$3,000,000	\$6,434,283	\$2,700,000	\$3,500,000

2. Collect County Revenue

Collect County real estate, personal property and other general fund taxes.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$2,214,725	\$2,435,359	\$2,358,754	\$2,469,253	\$2,568,134
▪ Manual payment transactions	29%	30%	28%	30%	<30%
▪ Delinquent tax expenses as a percent of delinquent collections	7%	10%	9%	10%	<10%
▪ Delinquency notices sent	106,418	75,000	118,924	75,000	100,000
▪ Total service level (total calls less busy signals and abandoned calls)	96%	95%	97%	95%	>95%
▪ On-hold time	0.31 min	<1 min	0.27 min	<1 min	<1 min





Budget Summary - Treasury Management

Total Annual Budget	
FY 2012 Adopted	\$ 928,624
FY 2013 Adopted	\$ 897,131
Dollar Change	\$ (31,493)
Percent Change	-3.39%

Number of FTE Positions	
FY 2012 FTE Positions	8.00
FY 2013 FTE Positions	7.00
FTE Position Change	-1.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Full adherence to the Prince William County investment policy	Yes	Yes	Yes	Yes	Yes
▪ Accuracy of the first year of the five year revenue forecast	0.84%	+2%/-1%	1.74%	+2%/-1%	+2%/-1%

Activities/Service Level Trends Table

1. Financial Analysis

Review and analyze financial issues, including changes in policies/procedures, preparation of annual reports and completion of the Finance Division's performance measures. Manage the gathering and analysis of statistical data and make projections for use in County decision-making.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$471,936	\$522,278	\$436,223	\$487,054	\$442,673
▪ Financial planning documents prepared	47	17	33	40	40
▪ Finance issues reviewed or analyzed	134	120	135	120	120
▪ Demographic inquiries analyzed within five days	80%	45%	90%	75%	75%
▪ Demographic analysis for special projects completed as scheduled	100%	80%	100%	80%	80%

2. Debt Management

Complete debt management activities by ensuring that all actions necessary to complete financing are finalized on a timely basis and all debt service payments are made.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$241,441	\$278,342	\$265,351	\$285,472	\$295,759
▪ Bond sales executed	3	1	3	1	1
▪ Difference between true interest cost of bond sale and Bond Buyer index of municipal sales	-0.82%	<0.00%	-1.49%	<0.00%	<0.00%





3. Cash Management/Investments/Banking Services

Maintain full adherence to the Prince William County investment policy.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$104,948	\$157,518	\$118,083	\$156,099	\$158,699
▪ Cost of investments management as a percent of interest earnings	0.30%	0.51%	0.60%	—	—
▪ Cost of cash and investments management as a percent of average total portfolio size	0.0110%	—	0.0115%	0.0160%	0.0130%
▪ Cost of cash and investments management as a percent of average total portfolio size (in basis points)	1.10bp	—	1.15bp	1.60bp	1.30bp





Budget Summary - Director's Office

Total Annual Budget	
FY 2012 Adopted	\$ 626,382
FY 2013 Adopted	\$ 648,202
Dollar Change	\$ 21,820
Percent Change	3.48%

Number of FTE Positions	
FY 2012 FTE Positions	4.00
FY 2013 FTE Positions	4.00
FTE Position Change	0.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Citizen satisfaction with their Quality of Life	7.28	7.30	7.28	7.28	—
▪ Number of AAA bond ratings	2	1	3	2	3
▪ Compliance with Principles of Sound Financial Management	99%	98%	98%	98%	98%
▪ Finance Department outcome measures achieved	95%	80%	89%	80%	85%

Activities/Service Level Trends Table

1. Leadership, Coordination and Oversight

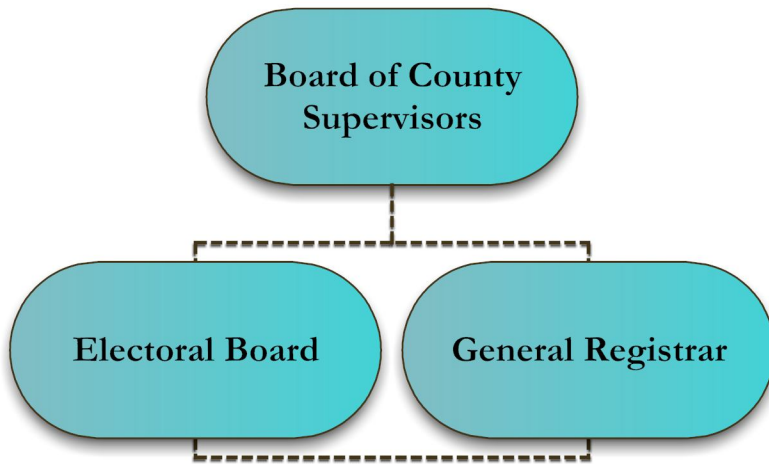
Provide leadership, coordination and oversight to divisions. Review and respond to citizen and Board of County Supervisor (BOCS) requests for information. Develop Board agenda items and provide financial input for items developed by other departments.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$698,579	\$610,312	\$696,408	\$626,382	\$648,202
▪ Trackers responded to within 15 days	79%	85%	81%	85%	85%
▪ BOCS agenda items reviewed	238	400	264	400	275
▪ Legislative issues analyzed	14	10	40	10	30





General Registrar



AGENCY & PROGRAM

Administration

Board of Equalization
Contingency Reserve
Finance Department

➤ General Registrar

Registrar and Elections
Human Resources
Human Rights Office
Information Technology,
Department of
Management and Budget,
Office of
Self-Insurance
Unemployment Insurance
Reserve

MISSION STATEMENT

The Office of Voter Registration and Elections performs the duties imposed by the election laws of Virginia pertaining to voter registration and administration of elections in the County and incorporated towns. Under these laws, everything possible must be done to make the opportunity for registration available to all citizens of the County and, once registered, each citizen's right to cast his or her ballot in elections free from potential fraud must be protected. Additionally, support must be provided to the Electoral Board to prepare for, conduct and administer elections and obtain and certify election results.

LOCATOR 



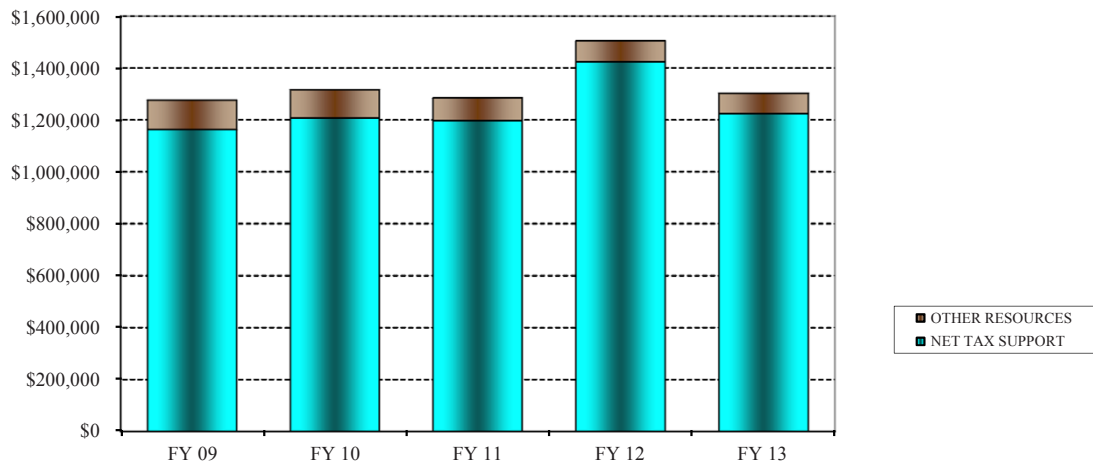


EXPENDITURE AND REVENUE SUMMARY

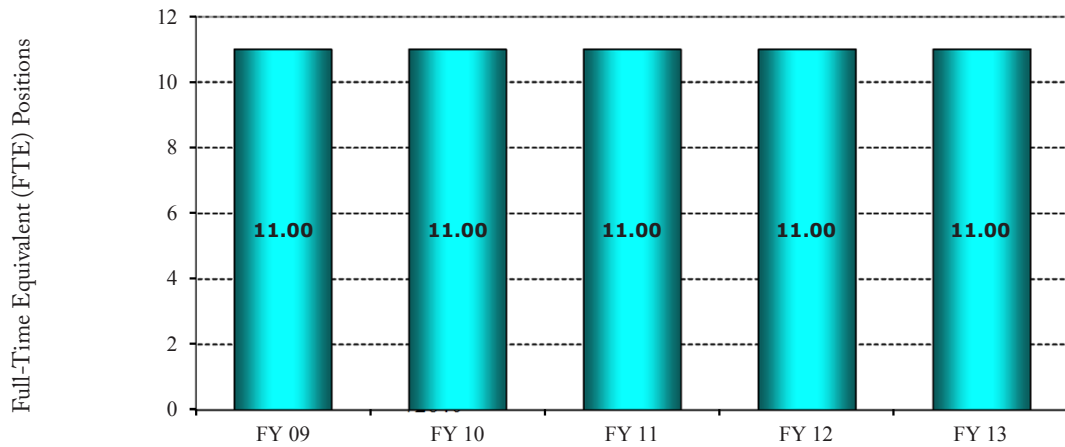


	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Registrar & Elections	\$1,132,655	\$1,057,981	\$1,504,345	\$1,303,398	-13.36%
Total Expenditures	\$1,132,655	\$1,057,981	\$1,504,345	\$1,303,398	-13.36%
B. Expenditure by Classification					
1 Personal Services	\$659,118	\$612,587	\$679,578	\$683,660	0.60%
2 Fringe Benefits	\$171,926	\$157,324	\$173,853	\$190,480	9.56%
3 Contractual Services	\$127,847	\$125,955	\$305,250	\$289,150	-5.27%
4 Internal Services	\$104,993	\$104,993	\$48,500	\$56,844	17.20%
5 Other Services	\$58,717	\$50,074	\$204,140	\$75,540	-63.00%
6 Capital Outlay	\$0	\$0	\$85,300	\$0	-100.00%
7 Leases & Rentals	\$10,054	\$7,048	\$7,724	\$7,724	0.00%
Total Expenditures	\$1,132,655	\$1,057,981	\$1,504,345	\$1,303,398	-13.36%
C. Funding Sources					
1 Revenue From Commonwealth	\$87,051	\$95,441	\$79,854	\$79,854	0.00%
2 Revenue From Other Localities	\$0	\$0	\$0	\$0	—
3 Miscellaneous Revenue	\$0	\$7,311	\$0	\$0	—
Total Designated Funding Sources	\$87,051	\$102,752	\$79,854	\$79,854	0.00%
Net General Tax Support	\$1,045,604	\$955,229	\$1,424,491	\$1,223,544	-14.11%





Note: All Years Adopted



Note: All Years Adopted

	FY 11 Adopted	FY 12 Adopted	FY 13 Adopted
1 Registrar & Elections	11.00	11.00	11.00
Full-Time Equivalent (FTE) Total	11.00	11.00	11.00





I. Major Issues

A. Remove One-Time Costs Associated with Redistricting

- One time costs of \$249,000 have been removed from the Registrar’s budget for the mandated process of redistricting after the 2010 census.

B. Revision of Internal Services Fund (ISF) Technology Billing

- The Department of Information Technology’s (DoIT) formula to develop each agency’s ISF bill has been revised to better align actual costs with activities, and to include telephones and radios for FY 13. Telephone costs are based on the number of phone lines and voicemail boxes in each agency, and radio costs are based on the number of hand-held radios in each agency. The cost bases for seat management, network and application support costs remain the same as in FY 12. The net result of this billing revision is an increase of \$8,344 in the Registrar’s budget.

C. Funding for “I Voted” Stickers

- \$2,500 has been added to the Registrar’s budget for the purchase of “I Voted” stickers. Stickers are provided to citizens after they have voted in county, state and federal elections.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost	\$30,570
Supporting Revenue	\$0
Total PWC Cost	\$30,570
Additional FTE Positions	0.00

1. Description

- Compensation adjustments totaling \$30,570 are made to support the following rate increases:

- 9% Dental Insurance
- 5% Retiree Health
- 3.16% and 2.16% VRS employer rate for Plan II and Plan I employees, respectively
- 3% Health Insurance
- 3% Pay-for-Performance
- 1.04% Group Life
- 1% Salary adjustment to offset the required VRS contribution by Plan I and some Plan II employees

Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Additions

1. Establish a Voter Precinct in the Town of Quantico

Added Expenditure	\$12,500
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$12,500
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. Description - Because the Town of Quantico is entirely surrounded by the Quantico Marine Base, the town has requested that a voter precinct be established within the town so that voters do not have to travel to a precinct located outside the base in order to vote. This will split the existing Quantico precinct into two parts. Voters outside the Quantico gate will vote at Triangle Elementary and the voters on the town side of the gate and town residents will vote at the Lillian Carden Center. The town side of the current precinct will be named Quantico and the remaining portion of the precinct outside the base will be named Triangle.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - There will be \$6,000 a year in on-going costs associated with this initiative.





Budget Summary - Registrar and Elections

Total Annual Budget	
FY 2012 Adopted	\$ 1,504,345
FY 2013 Adopted	<u>\$ 1,303,398</u>
Dollar Change	\$ (200,947)
Percent Change	-13.36%

Number of FTE Positions	
FY 2012 FTE Positions	11.00
FY 2013 FTE Positions	<u>11.00</u>
FTE Position Change	0.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Citizens satisfied with registration accessibility	95.7%	90.0%	93.0%	95.0%	90.0%

Activities/Service Level Trends Table

1. Register Voters

Provide to all citizens ample opportunity for voter registration and maintain accurate registration records per Code of Virginia.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$525,766	\$450,476	\$451,971	\$472,047	\$484,601
▪ Transactions involving citizen voting records	191,562	190,000	340,770	245,000	190,000

2. Conduct and Certify Elections

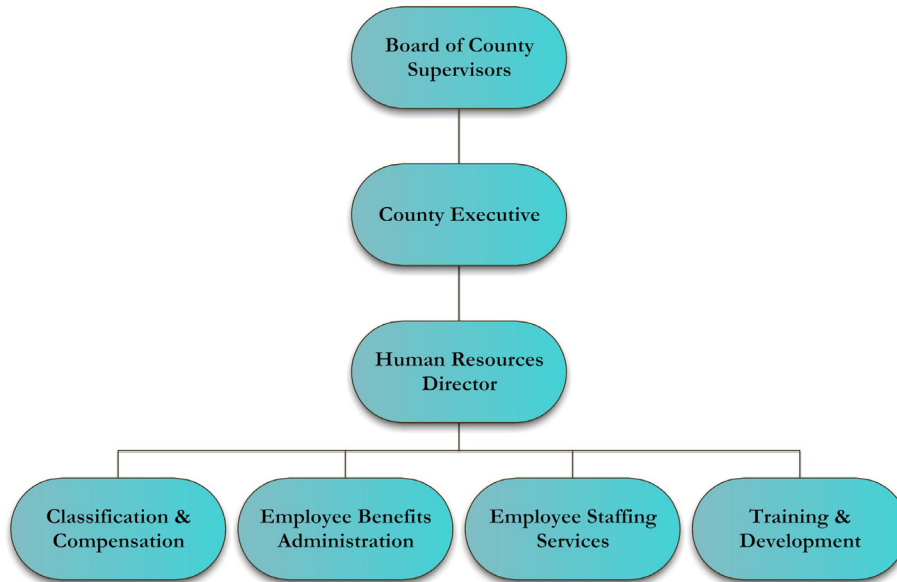
Provide to all registered voters the opportunity to cast ballots in elections free from potential fraud. Maintain voting statistics. Provide easy access and safe voting sites. Provide State Board of Elections certified results of each election.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$660,774	\$834,128	\$606,010	\$1,032,298	\$818,797
▪ Voters served at voting places	85,042	135,000	91,466	88,000	188,000
▪ Voters satisfied with time spent at voting places	92%	90%	95%	90%	95%





Human Resources



AGENCY & PROGRAM

Administration

- Board of Equalization
- Contingency Reserve
- Finance Department
- General Registrar

➤ Human Resources

- Classification and Compensation
- Employee Benefits Administration
- Employee Staffing Services
- Training and Development
- Information Technology, Department of
- Management and Budget, Office of
- Prince William Self-Insurance
- Unemployment Insurance Reserve

MISSION STATEMENT

Human Resources facilitates County efforts to attract, recruit, motivate and retain high performing employees through the development, communication and administration of effective equal opportunity employment programs, competitive compensation, benefits, training and employee development aligned with and in support of the County's Vision, Values and Leadership Philosophy.

LOCATOR





EXPENDITURE AND REVENUE SUMMARY



	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Equal Opportunity/Affirmative Action	\$290,587	\$239,281	\$0	\$0	—
2 Classification & Compensation	\$432,643	\$423,391	\$450,392	\$480,943	6.78%
3 Employee Benefits Administration	\$570,081	\$552,521	\$728,607	\$807,789	10.87%
4 Employee Staffing Services	\$516,483	\$519,259	\$501,320	\$516,378	3.00%
5 Training and Development	\$710,636	\$627,239	\$657,936	\$722,490	9.81%
Total Expenditures	\$2,520,430	\$2,361,690	\$2,338,255	\$2,527,600	8.10%

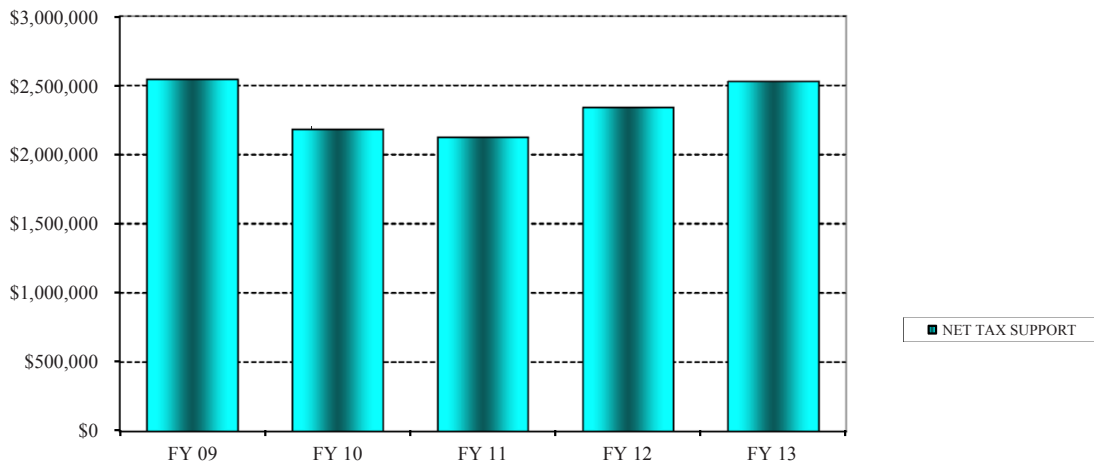
B. Expenditure by Classification					
1 Personal Services	\$1,503,708	\$1,458,024	\$1,358,756	\$1,367,218	0.62%
2 Fringe Benefits	\$471,461	\$438,736	\$420,381	\$474,561	12.89%
3 Contractual Services	\$357,554	\$283,489	\$185,583	\$290,083	56.31%
4 Internal Services	\$104,886	\$104,886	\$283,135	\$291,768	3.05%
5 Other Services	\$78,692	\$66,123	\$89,008	\$91,008	2.25%
6 Leases & Rentals	\$15,700	\$10,432	\$12,962	\$12,962	0.00%
7 Recovered Costs	(\$11,570)	\$0	(\$11,570)	\$0	-100.00%
Total Expenditures	\$2,520,430	\$2,361,690	\$2,338,255	\$2,527,600	8.10%
Net General Tax Support	\$2,520,430	\$2,361,690	\$2,338,255	\$2,527,600	8.10%

* Note: Prior to FY 12 the expenditures for Human Resources were part of the Office of Executive Management (OEM) budget. FY 11 columns are also included in the OEM budget page.



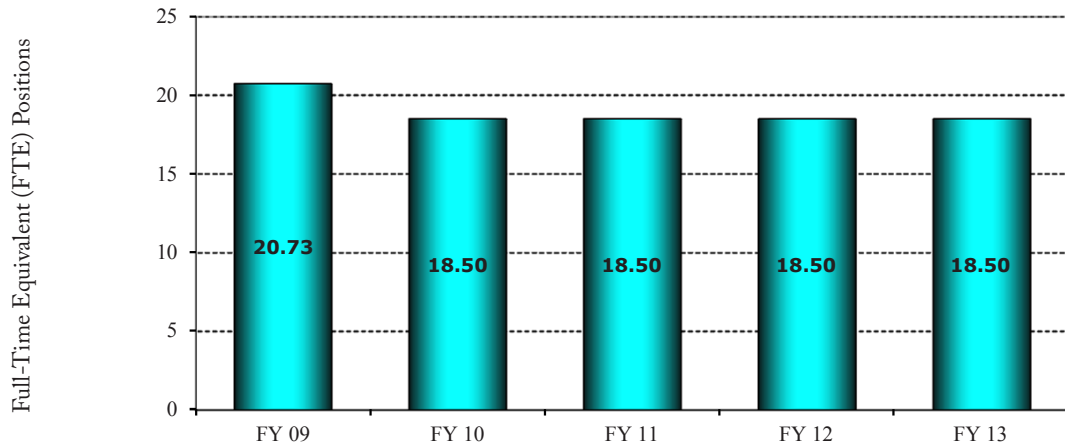


EXPENDITURE HISTORY



Note: All Years Adopted

STAFF HISTORY



Note: All Years Adopted

STAFF BY PROGRAM

	FY 11 Adopted	FY 12 Adopted	FY 13 Adopted
1 Equal Opportunity/Affirmative Action	1.45	0.00	0.00
2 Classification & Compensation	4.20	4.35	4.30
3 Employee Benefits Administration	4.90	5.00	5.30
4 Employee Staffing Services	4.95	5.00	4.90
5 Training and Development	3.00	4.15	4.00
Full-Time Equivalent (FTE) Total	18.50	18.50	18.50

Note: Prior to FY 12 these programs were part of the Office of Executive Management (OEM) budget.





I. Major Issues

A. Revision of Internal Services Fund (ISF) Technology

- The Department of Information Technology's (DoIT) formula to develop each agency's ISF bill has been revised to better align actual costs with activities, and to include telephones and radios for FY 13. Telephone costs are based on the number of phone lines and voicemail boxes in each agency, and radio costs are based on the number of hand-held radios in each agency. The cost bases for seat management, network and application support costs remain the same as in FY 12. The net result of this billing revision is a decrease of \$11,367 in the Human Resources budget.

B. Merge Training and Development Program Activities

- The two activities in the Training and Development program have been merged and performance measures have been adjusted. Shifting the resources has no fiscal impact.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost	\$75,262
Supporting Revenue	\$0
Total PWC Cost	\$75,262
Additional FTE Positions	0.00

1. **Description** - Compensation adjustments totaling \$75,262 are made to support the following rate increases:

- 9% Dental Insurance
- 5% Retiree Health
- 3.16% and 2.16% VRS employer rate for Plan II and Plan I employees, respectively
- 3% Health Insurance
- 3% Pay-for-Performance
- 1.04% Group Life
- 1% Salary adjustment to offset the required VRS contribution by Plan I and some Plan II employees

Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Additions

1. Shift Organizational Development Funds from Office of Executive Management

Added Expenditure	\$106,500
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$106,500
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. **Description** - The organizational development activities currently associated with the Office of Executive Management (OEM), County Executive program will be shifted to Human Resources, Training and Development program. The expenditure amount for these organizational development activities is unchanged, but the shift will result in a reduction of expenditure in OEM and increase in expenditure in Human Resources.

c. **Service Level Impacts** - There are no service level impacts associated with this initiative.

d. **Five Year Plan Impacts** - There are no additional five year plan impacts associated with this initiative.

2. Technology Improvement Plan (TIP) Maintenance Costs

Added Expenditure	\$20,000
Budget Shift	\$0
Supporting Revenue	\$20,000
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. **Description** - This initiative provides \$20,000 from the TIP Holding Account to cover Human Resources' contracted maintenance cost increases for General Government business applications.

c. **Service Level Impacts** - There are no service level impacts associated with this initiative.



d. Five Year Plan Impacts - This initiative increases expenditures by \$21,000 in FY 14, by \$22,050 in FY 15, by \$23,153 in FY 16 and by \$24,130 in FY 17. Expenditures in FY 14 will be offset by a transfer from the TIP Holding Account; all other years will be covered by the general fund.

3. Removal of Cost Recovery Budget

Added Expenditure	\$11,570
Budget Shift	\$0
Supporting Revenue	\$0
PWC Cost	\$11,570
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. Description - This initiative removes a negative cost recovery budget, totaling \$11,570, which was associated with a position eliminated in the FY 10 budget. The cost recovery budget was only a portion of total funding for the position, added in FY 02 (formally included as part of the FY 03 Budget). The cost recovery was provided by Community Services, Social Services and Public Works to help support their human resource needs.

c. Service Level Impacts - There are no service level impacts associated with this initiative. The position associated with the negative expenditure budget was eliminated in the FY 10 budget and impacts were shown in that budget document.

d. Five Year Plan Impacts - There are no additional five year plan impacts associated with this initiative.





Budget Summary - Classification and Compensation

Total Annual Budget	
FY 2012 Adopted	\$ 450,392
FY 2013 Adopted	\$ 480,943
Dollar Change	\$ 30,552
Percent Change	6.78%

Number of FTE Positions	
FY 2012 FTE Positions	4.35
FY 2013 FTE Positions	4.30
FTE Position Change	-0.05

Outcome Targets/Trends

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Classification/pay structure recommendations approved by County Executive or Board of County Supervisors	100%	100%	100%	100%	100%
▪ Citizens satisfied with the helpfulness of County employees	84.6%	79.9%	84.6%	84.6%	—

Activities/Service Level Trends Table

1. Employee Classification and Compensation Management

To design and administer classification and compensation systems which provide fair and competitive salaries in order to attract and retain the most qualified individuals in positions of employment with Prince William County.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$419,532	\$426,486	\$423,391	\$450,392	\$480,943
▪ Classification studies completed with number of documents reviewed	306	350	389	400	450
▪ Classifications within competitive range	99%	90%	97%	95%	95%
▪ Percentage of class specifications revised and revised related to classification studies	40%	30%	43%	40%	55%
▪ Average staff hours and cost per study completed	16.2/\$832	16.8/\$603	12.6/\$660	12.4/\$638	—
▪ Annual average number of surveys conducted per staff	609	325	588	400	400
▪ Cost per survey conducted	\$271	\$432	\$341	\$464	—
▪ Average number of Human Resources Information (HRIS) position entries per month	89	50	96	60	93



Budget Summary - Employee Benefits Administration

Total Annual Budget	
FY 2012 Adopted	\$ 728,607
FY 2013 Adopted	\$ 807,789
Dollar Change	\$ 79,182
Percent Change	10.87%

Number of FTE Positions	
FY 2012 FTE Positions	5.00
FY 2013 FTE Positions	5.30
FTE Position Change	0.30

Outcome Targets/Trends

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Employees satisfied with benefit program services	NR	90%	NR	—	—
▪ County turnover rate without retirement	4.80%	7.25%	5.99%	5.50%	6.50%
▪ County turnover rate with retirement	6.70%	8.75%	7.55%	7.50%	8.00%
▪ County turnover rate for Police without retirement	4.00%	5.50%	3.78%	5.00%	5.00%
▪ County turnover rate for Police with retirement	6.60%	6.00%	5.44%	7.50%	6.00%
▪ County turnover rate for Fire & Rescue without retirement	5.00%	7.00%	7.09%	6.00%	7.50%
▪ County turnover rate for Fire & Rescue with retirement	6.80%	8.50%	7.53%	7.50%	8.00%
▪ Citizens satisfied with the helpfulness of County employees	84.6%	79.9%	82.4%	84.6%	—

Activities/Service Level Trends Table

1. Benefits Management

Develop, communicate and administer a comprehensive program of high quality cost effective employee benefits. The overall benefits program is integral to the County's total compensation program and is designed to attract and retain qualified employees to serve our citizens. The benefits program is comprised of health, dental, vision and long-term care insurance. County sponsored and optional pension and retirement savings, plans, life insurance, employee assistance program and other benefits support the health and well-being of employees.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$575,155	\$519,681	\$552,521	\$728,607	\$807,789
▪ Employees and retirees who utilize health care program	3,264	3,100	3,050	3,375	3,150
▪ Employees provided benefits orientation and training	875	900	1,100	800	1,000
▪ Employees satisfied with benefits orientation program	98%	95%	99%	98%	98%
▪ Percentage of benefit costs as % of total salary	35%	38%	37%	39%	38%
▪ Percentage of questions responded to within 24 hours	98%	95%	98%	95%	95%





Budget Summary - Employee Staffing Services

Total Annual Budget	
FY 2012 Adopted	\$ 501,320
FY 2013 Adopted	\$ 516,378
Dollar Change	\$ 15,058
Percent Change	3.00%

Number of FTE Positions	
FY 2012 FTE Positions	5.00
FY 2013 FTE Positions	4.90
FTE Position Change	-0.10

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Employees attending employment-related training rating training as very good or excellent	95%	90%	95%	90%	90%
▪ Advertised vacancies filled within 60 days	90%	85%	85%	85%	—
▪ Citizens satisfied with the helpfulness of County employees	84.6%	79.9%	84.6%	84.6%	—

Activities/Service Level Trends Table

1. Recruitment/Assessment/Volunteer Management

To support agencies in the selection and development of competent employees by providing effective, cost-efficient recruitment and selection consulting services and optimize community support of County agencies by recruiting and recognizing volunteers.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$485,395	\$490,468	\$519,259	\$501,320	\$516,378
▪ Positions advertised and filled	410	400	434	400	400
▪ Percent of agencies receiving resumes within 10 days	90%	90%	90%	90%	90%
▪ Resumes received and processed per month	2,877	2,600	2,300	3,000	3,000
▪ Hiring managers rating employment process satisfactory	95%	95%	95%	95%	95%
▪ Volunteers in County Government tracked	3,156	2,700	2,300	2,900	3,000
▪ Volunteer of the Quarter Awards administered	4	4	4	4	4
▪ Average # of hours donated per volunteer	38	40	51	40	43



Budget Summary - Training and Development

Total Annual Budget	
FY 2012 Adopted	\$ 657,936
FY 2013 Adopted	\$ 722,490
Dollar Change	\$ 64,554
Percent Change	9.81%

Number of FTE Positions	
FY 2012 FTE Positions	4.15
FY 2013 FTE Positions	4.00
FTE Position Change	-0.15

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Citizens satisfied with the value of County tax dollars	83.1%	80.8%	83.1%	83.1%	—
▪ Citizens satisfied with the effectiveness and efficiency of County government	88.4%	89.7%	88.4%	88.4%	—
▪ Citizens satisfied with overall County government	91.9%	90.6%	91.9%	91.9%	—
▪ Percent of customers satisfied with training	—	—	—	—	90%
▪ Employee satisfaction with employee training	90.0%	90.0%	91.7%	90.0%	—
▪ Supervisor satisfaction with employee training	85.0%	83.0%	86.3%	85.0%	—
▪ Citizens satisfied with the helpfulness of County employees	82.4%	79.9%	82.4%	82.4%	—

Activities/Service Level Trends Table

1. Training, Development and Presentation

This activity relates to research, development, training presentations and training and educational opportunities that are needed or requested by department managers and/or employees that enable them to fulfill the vision, mission and Strategic Plan of Prince William County. Responsibilities include consulting with managers, supervisors, employees and employee teams/groups; administering and managing contractual services; and developing learning and educational opportunities to create a high-performing organization of employees empowered to be successful and provide quality customer services.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$557,215	\$455,769	\$356,938	\$481,837	\$722,490
▪ Number of completed training opportunities	4,271	4,190	9,061	4,190	7,000
▪ Percent of PWC Employees who accessed training	—	—	—	—	60%
▪ Percent of PWC Staff that received Continuous Quality Improvement (CQI) training	—	—	—	—	10%
▪ Percent of customers satisfied with training	—	—	—	—	90%
▪ Cost per training participant	\$103.31	\$85.00	\$51.16	\$115.00	—
▪ Employees attending courses rating the training as useful (5 point scale)	4.50	4.25	4.28	4.25	—
▪ Employees attending courses rating training as very good or excellent	90.0%	90.0%	91.7%	90.0%	—
▪ Supervisors satisfied with employee training and development	85.0%	83.0%	86.3%	85.0%	—
▪ Average # of training hours per FTE per year	6.77	4.69	9.50	6.75	—





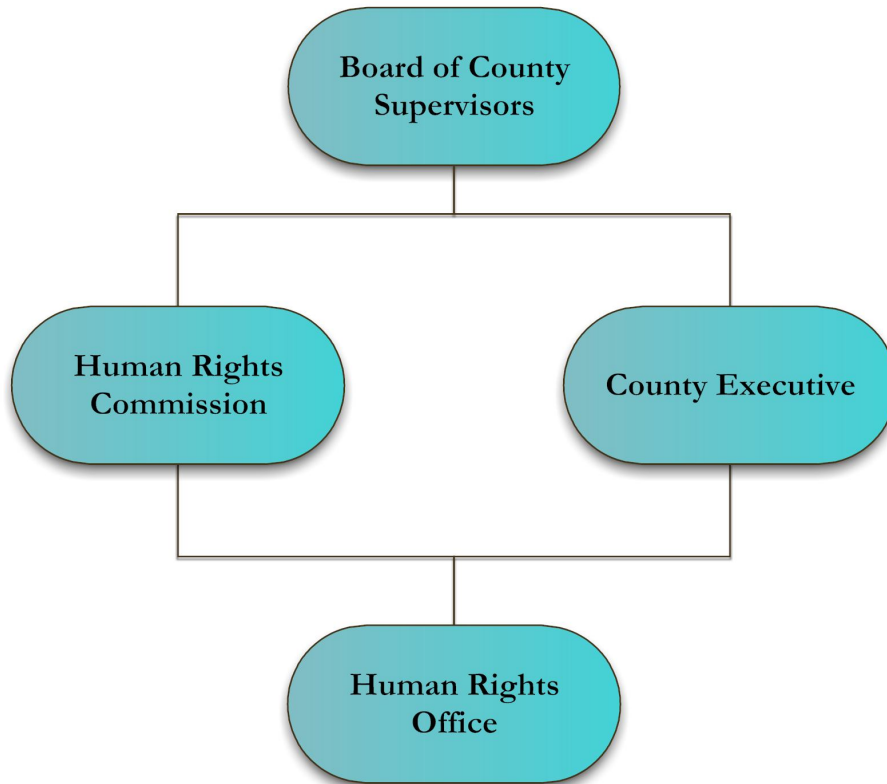
2. Technical Training

Provide Prince William County employees with information technology training resources and support for individualized learning. Instructor-led classroom training and e-learning opportunities for employees are included. *[In FY 13, the funding for this activity has been merged with the Training, Development and Presentation activity]*

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	—	—	\$179,598	\$176,099	\$0
▪ Technical training customers rating services very satisfied based on a scale of one to five	96%	90%	95%	90%	—
▪ Percentage of total County staff taking technical training either on-line or in a class setting	44.0%	34.0%	44.6%	35.0%	—



Human Rights Office



AGENCY & PROGRAM

Administration

- Board of Equalization
- Contingency Reserve
- Finance Department
- General Registrar
- Human Resources

➤ Human Rights Office

- Commission
- Information Technology, Department of
- Management and Budget, Office of
- Prince William Self-Insurance
- Unemployment Insurance Reserve

MISSION STATEMENT

The mission of the Prince William County Human Rights Commission is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity for all persons within the County through advocacy and education.

LOCATOR



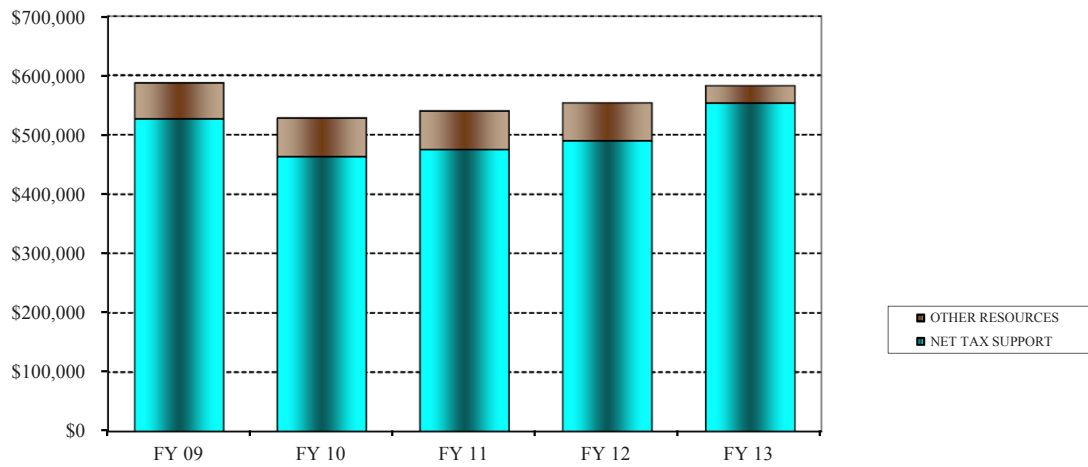


EXPENDITURE AND REVENUE SUMMARY

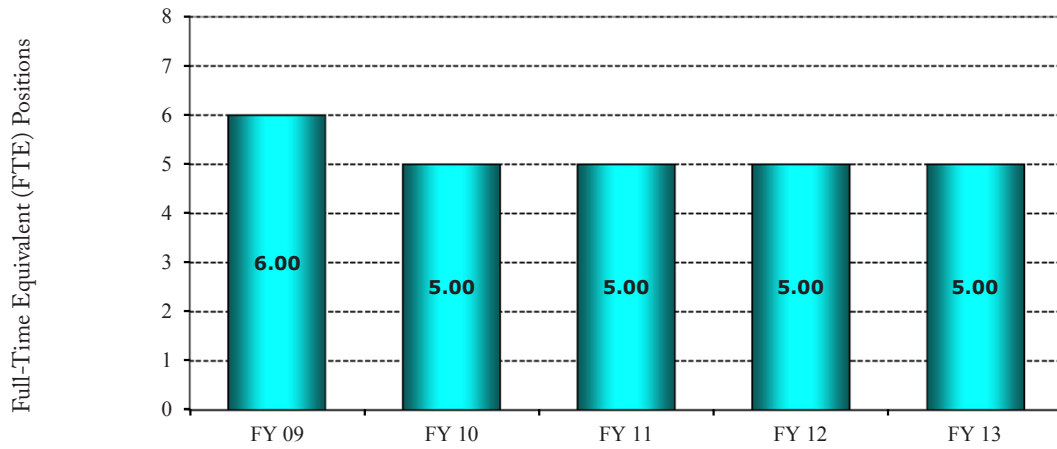


	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Commission	\$552,256	\$550,618	\$553,900	\$582,292	5.13%
Total Expenditures	\$552,256	\$550,618	\$553,900	\$582,292	5.13%
B. Expenditure by Classification					
1 Personal Services	\$388,997	\$390,992	\$396,777	\$408,995	3.08%
2 Fringe Benefits	\$114,024	\$113,495	\$116,335	\$132,672	14.04%
3 Contractual Services	\$3,307	\$2,780	\$3,652	\$3,652	0.00%
4 Internal Services	\$25,540	\$25,540	\$17,143	\$16,980	-0.95%
5 Other Services	\$17,488	\$15,277	\$15,894	\$15,894	0.00%
6 Leases & Rentals	\$2,900	\$2,535	\$4,099	\$4,099	0.00%
Total Expenditures	\$552,256	\$550,618	\$553,900	\$582,292	5.13%
C. Funding Sources					
1 Charges for Services	\$36,000	\$0	\$36,000	\$0	-100.00%
2 Federal Revenue	\$28,580	\$15,250	\$28,580	\$28,580	0.00%
Total Designated Funding Sources	\$64,580	\$15,250	\$64,580	\$28,580	-55.74%
Net General Tax Support	\$487,676	\$535,368	\$489,320	\$553,712	13.16%





Note: All Years Adopted



Note: All Years Adopted

	FY 11 Adopted	FY 12 Adopted	FY 13 Adopted
1 Commission	5.00	5.00	5.00
Full-Time Equivalent (FTE) Total	5.00	5.00	5.00





I. Major Issues

A. Revision of Internal Services Fund (ISF)

Technology - The Department of Information Technology's (DoIT) formula to develop each agency's ISF bill has been revised to better align actual costs with activities, and to include telephones and radios for FY 13. Telephone costs are based on the number of phone lines and voicemail boxes in each agency, and radio costs are based on the number of hand-held radios in each agency. The cost bases for seat management, network and application support costs remain the same as in FY 12. The net result of this billing revision is a decrease of \$163 in the Human Rights Office budget.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost	\$28,380
Supporting Revenue	\$0
Total PWC Cost	\$28,380
Additional FTE Positions	0.00

1. Description - Compensation adjustments totaling \$28,380 are made to support the following rate increases:

- 9% Dental Insurance
- 5% Retiree Health
- 3.16% and 2.16% VRS employer rate for Plan II and Plan I employees, respectively
- 3% Health Insurance
- 3% Pay-for-Performance
- 1.04% Group Life
- 1% Salary adjustment to offset the required VRS contribution by Plan I and some Plan II employees

Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Additions

1. Remove Agency Revenue from Budget

Added Expenditure	\$0
Budget Shift	\$0
Supporting Revenue	(\$36,000)
PWC Cost	\$36,000
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. Description - The FY 2004 Fiscal Plan included \$36,000 in agency revenue based on a new fee implementation for training programs conducted by the Human Rights Office. However, it was determined that this program would not be cost effective and fees were never charged to program attendees. This proposal removes the \$36,000 agency revenue and the general fund will continue to support the Human Rights Office programs.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - The \$36,000 agency revenue reduction will be in each year of the five year plan.





Budget Summary - Commission

Total Annual Budget	
FY 2012 Adopted	\$ 553,900
FY 2013 Adopted	\$ 582,292
Dollar Change	\$ 28,392
Percent Change	5.13%

Number of FTE Positions	
FY 2012 FTE Positions	5.00
FY 2013 FTE Positions	5.00
FTE Position Change	0.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Persons attending training or benefiting from civil rights enforcement	657	600	639	600	600
▪ Enforcement compliance rate	100%	100%	100%	100%	100%
▪ Citizens aware of the programs and activities of the Human Rights Commission	75%	75%	75%	75%	—

Activities/Service Level Trends Table

1. Charge Management

This activity includes the processing of all inquiries, intakes and charges filed with the agency. In addition, funds are provided for the administrative activities of the agency.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$387,529	\$383,456	\$393,356	\$394,427	\$414,403
▪ Inquiries processed	622	575	604	575	575
▪ Cases worked	143	120	144	120	120
▪ Cost per case worked	\$2,710	\$3,445	\$2,732	\$3,287	\$3,000
▪ Closed charges	66	70	77	70	70
▪ Average caseload per investigator	47	40	48	40	45
▪ Average closed case processing time (days)	210	175	189	175	—
▪ Cases open >= 365 days	12	—	6	—	6
▪ Average intake processing time (days)	63	40	70	40	50
▪ Mediations and conciliations	35	30	34	32	—
▪ Percentage of cases resolved through the mediation and conciliation processes	22%	—	15%	—	20%





2. Outreach/Education

Training, outreach and education programs conducted by the office to customers and the general public.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$26,762	\$29,311	\$29,096	\$29,816	\$31,243
▪ Cost per number of outreach/education projects	\$991	\$1,200	\$970	\$1,192	\$1,000
▪ Outreach/educational projects (requests)	27	25	30	25	25
▪ Customers seeking services as result of outreach efforts	1,600	1,550	1,571	1,550	1,550
▪ Favorable customer survey responses	72%	70%	70%	70%	70%

3. Public Information

This activity provides funding to respond to requests for information regarding the agency from citizens, the media and other government agencies and officials.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$15,010	\$16,971	\$16,241	\$17,273	\$18,130
▪ Requests for public information	84	75	77	75	75
▪ Timely response to public information requests (within 5 working days)	100%	100%	100%	100%	—
▪ Average time (in working days) to respond to public information requests	—	—	—	—	5
▪ Favorable customer survey responses	80%	80%	80%	80%	80%
▪ Cost per request for information	\$178	\$250	\$211	\$230	\$230

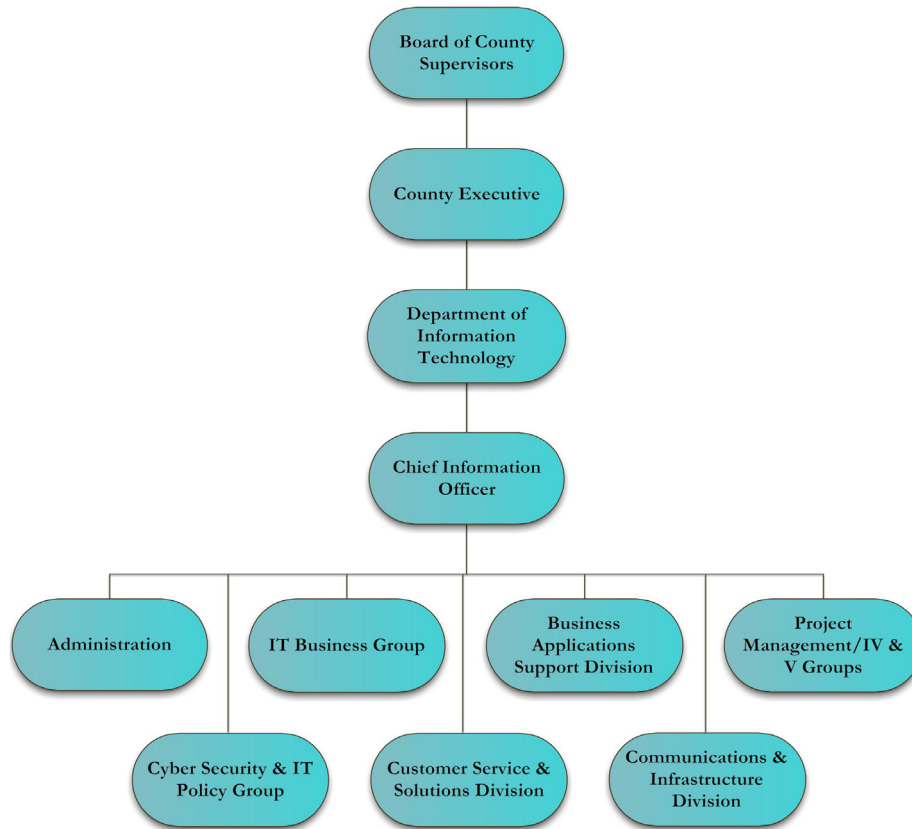
4. Staff Support to the Human Rights Commission

Staff time dedicated to support the Human Rights Commission and its activities.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$113,185	\$110,236	\$111,925	\$112,384	\$118,516
▪ Staff time dedicated to support the Human Rights Commissioners	20%	20%	20%	20%	20%



Department of Information Technology



AGENCY & PROGRAM

Administration

- Board of Equalization
- Contingency Reserve
- Finance Department
- General Registrar
- Human Resources
- Human Rights Office

Information Technology, Department of

- Chief Information Officer
- Communications & Infrastructure
- Customer Service & Solutions
- Business Applications Support
- Management and Budget, Office of
- Prince William Self-Insurance
- Unemployment Insurance Reserve

MISSION STATEMENT

The Department of Information Technology will ensure the citizens, Board of County Supervisors, County Executive and County agencies receive an excellent return on investment in technology utilization and maintain confidence in the integrity of the information we are entrusted with on their behalf.

LOCATOR





EXPENDITURE AND REVENUE SUMMARY



A. Expenditure by Program	FY 11	FY 11	FY 12	FY 13	% Change
	Approp	Actual	Adopted	Adopted	Adopt 12/ Adopt 13
1 Chief Information Officer	\$626,465	\$520,869	\$1,492,045	\$1,603,231	7.45%
2 Communications & Infrastructure	\$8,373,738	\$6,716,202	\$7,745,380	\$7,864,534	1.54%
3 Customer Service & Solutions	\$8,550,944	\$7,170,120	\$7,425,135	\$7,502,702	1.04%
4 Business Applications Support	\$5,519,949	\$3,198,026	\$4,139,518	\$4,528,669	9.40%
5 Technology Improvement Plan (TIP) *	\$241,842	\$1,159,174	\$31,631,369	\$10,006,495	-68.37%
Total Expenditures	\$23,312,937	\$18,764,391	\$52,433,447	\$31,505,631	-39.91%

B. Expenditure by Classification

1 Personal Services	\$5,877,034	\$5,625,583	\$5,962,617	\$6,218,894	4.30%
2 Fringe Benefits	\$1,800,231	\$1,661,967	\$1,845,285	\$2,084,527	12.97%
3 Contractual Services	\$10,809,723	\$7,680,855	\$8,236,818	\$8,533,386	3.60%
4 Internal Services	\$315,929	\$311,839	\$23,702	\$23,702	0.00%
5 Other Services	\$4,592,324	\$2,561,618	\$4,047,156	\$3,952,127	-2.35%
6 Debt Maintenance	\$51,177	\$46,911	\$80,000	\$80,000	0.00%
7 Depreciation	\$0	\$1,699,594	\$0	\$0	0.00%
8 Capital Outlay	(\$305,404)	(\$995,749)	\$32,155,069	\$8,992,000	-72.04%
9 Leases & Rentals	\$4,981	\$4,831	\$6,500	\$6,500	0.00%
10 Reserves & Contingencies	\$0	\$0	\$0	\$0	—
11 Transfers Out	\$166,942	\$166,942	\$76,300	\$1,614,495	2015.98%
Total Expenditures	\$23,312,937	\$18,764,391	\$52,433,447	\$31,505,631	-39.91%

C. Funding Sources

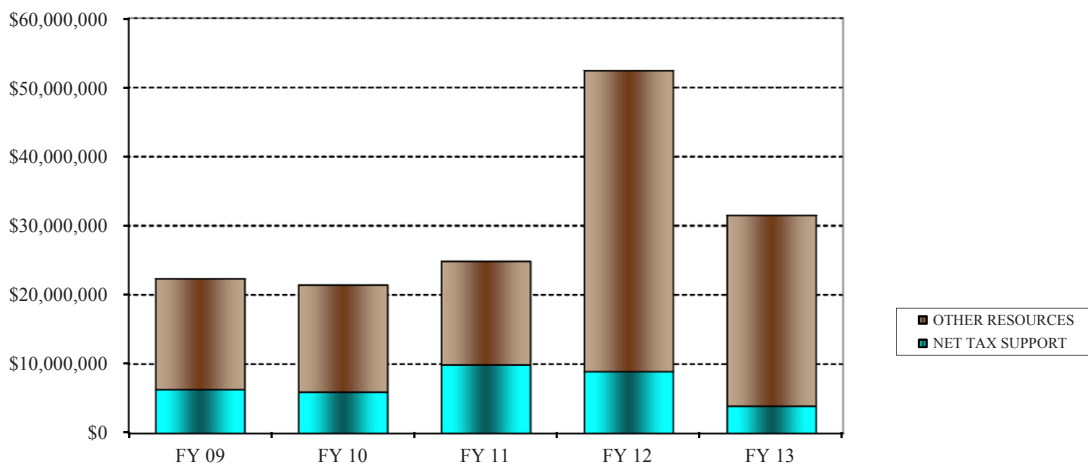
1 Revenue From use of Money & Property	\$250,530	\$311,802	\$43,160	\$43,826	1.54%
2 Charges for Services	\$15,533,033	\$14,863,512	\$14,920,120	\$18,772,722	25.82%
3 Miscellaneous Revenue	\$169,000	\$234,520	\$0	\$0	—
4 Revenue From Commonwealth	\$42,900	\$0	\$42,900	\$53,868	25.57%
5 Non-Revenue Receipts	\$0	\$69,186	\$0	\$0	—
6 Transfers In	\$477,285	\$477,285	\$28,497,947	\$8,706,663	-69.45%
Total Designated Funding Sources	\$16,472,748	\$15,956,305	\$43,504,127	\$27,577,079	-36.61%
Net General Tax Support	\$6,840,189	\$2,808,086	\$8,929,320	\$3,928,552	-56.00%

* Expenditures shown for the TIP in Section A are not reflected in the Budget Summary because they are related to the capital costs associated with the TIP projects. TIP project management is reflected in the respective Budget Summary sections. FY 11 Approp and FY 11 Actuals reflect depreciation of capital assets.



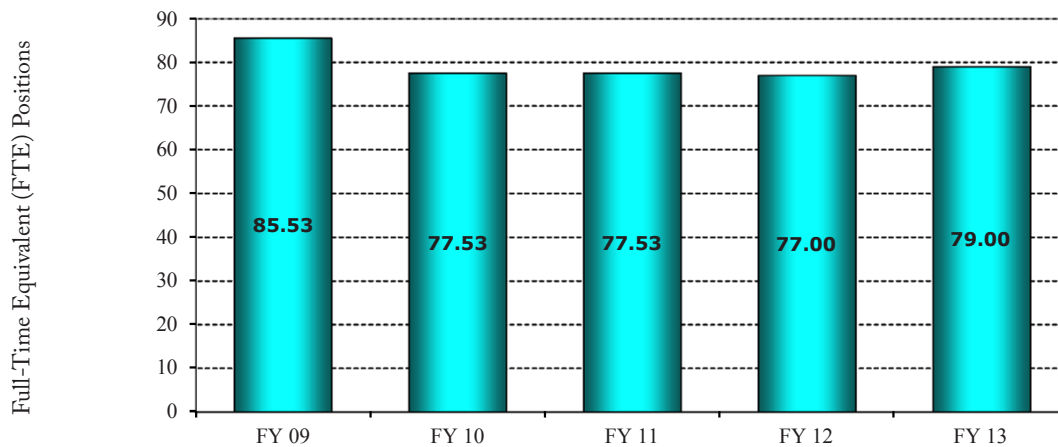


EXPENDITURE HISTORY



Note: All Years Adopted

STAFF HISTORY



Note: All Years Adopted

STAFF BY PROGRAM

	FY 11 Adopted	FY 12 Adopted	FY 13 Adopted
1 Chief Information Officer	3.15	9.04	10.04
2 Communications & Infrastructure	29.46	25.00	26.00
3 Customer Service & Solutions	26.67	24.00	24.00
4 Business Applications Support	18.25	18.96	18.96
Full-Time Equivalent (FTE) Total	77.53	77.00	79.00





I. Major Issues

A. Technology Improvement Plan (TIP)

- The capital subfund within the DoIT internal service fund was reduced by \$31,631,369 to remove the FY 12 project allocations.

B. Telephone and Radio Shift from General Fund Budget to Internal Services Fund (ISF) Budget

- Phase 2 of the plan to move DoIT entirely into the ISF requires the shift of two activities, Radio Communications and Network Communications, from the general fund side of the agency into the ISF. This shift results in a reduction of \$2,127,224 to the general fund side of the agency and a commensurate increase to the ISF side. Phase 3, to be completed in FY 14, will shift all remaining DoIT general fund expenditures into the ISF.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost	\$359,652
Supporting Revenue	\$0
Total PWC Cost	\$359,652
Additional FTE Positions	0.00

1. **Description** - Compensation adjustments totaling \$359,652 are made to support the following rate increases:

- 9% Dental Insurance
- 5% Retiree Health
- 3.16% and 2.16% VRS employer rate for Plan II and Plan I employees, respectively
- 3% Health Insurance
- 3% Pay-for-Performance
- 1.04% Group Life
- 1% Salary adjustment to offset the required VRS contribution by Plan I and some Plan II employees

Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Savings

1. Network Equipment Maintenance

Expenditure Savings	(\$75,000)
Budget Shift	\$0
Supporting Revenue	(\$75,000)
PWC Savings	\$0
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. **Description** - This initiative decreases the revenues and expenditures of the Network Communications Data activity in the DoIT ISF by \$75,000 due savings in annual equipment maintenance. The planned FY 12 upgrade of the I-NET core optical and core Ethernet switch gear allow for the savings.

c. **Service Level Impacts** - There are no service level impacts associated with this initiative.

d. **Five Year Plan Impacts** - This initiative decreases the revenue support to the DoIT ISF by \$75,000 in each year of the five year plan; these decreases will be found in the 4000 series of the various County agencies.

2. Long Distance Phone Bills

Expenditure Savings	(\$18,000)
Budget Shift	\$0
Supporting Revenue	(\$18,000)
PWC Savings	\$0
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. **Description** - This initiative decreased the revenues and expenditures of the Network Communications Voice activity by \$18,000 in the DoIT ISF due to a change in service providers. The new provider, Cavalier/PaeTec, provides long distance service at a rate 50% less than the previous provider, AT&T.

c. **Service Level Impacts** - There are no service level impacts associated with this initiative.



d. Five Year Plan Impacts - This initiative decreases the revenue support to the DoIT ISF by \$18,000 in each year of the five year plan; these decreases will be found in the 4000 series of the various County agencies.

C. Budget Additions

1. Technology Improvement Plan (TIP)

Added Expenditure	\$8,392,000
Budget Shift	\$0
Supporting Revenue	\$8,392,000
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative provides \$8,392,000 to the DoIT ISF for projects included in the TIP portion of the Capital Improvement Program (CIP). The TIP Holding Account provides \$1,310,000 towards these projects; the remaining \$7,082,000 comes into the DoIT ISF as a transfer from the general fund. The FY 13 projects are as follows: Police and Fire and Rescue Records Management System; Voice Logging System; E-911; Sheriff Information System; Community Services Management Information System; Policy Tech; Email; Fire Station Alert Encoder Refresh; Radio Uninterruptible Power System; Voice Development; and Disaster Recovery/Business Continuity.

c. Service Level Impacts - The service level impacts associated with this initiative are included in the CIP.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this initiative.

2. TIP Maintenance Costs

Added Expenditure	\$304,495
Budget Shift	\$0
Supporting Revenue	\$304,495
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative provides \$300,175 to the DoIT ISF and \$4,320 to the DoIT GF for the contracted maintenance of Community Development (\$201,950), General Government (\$38,225) and Human Services (\$60,000) business applications and the geographic information system (GIS) (\$4,320) enhanced through the TIP. The TIP Holding Account provides \$304,495 to cover these maintenance costs.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - This initiative increases the revenue support to the DoIT ISF by \$1,087,689 in FY 14, \$4,766,822 in FY 15, \$4,958,848 in FY 16, and \$5,268,243 in FY 17; these increases will be found in the 4000 series of the various County agencies. The long term impact of GIS maintenance is included in the previous figures because GIS is scheduled to move into the DoIT ISF in FY 14.

3. Email Encryption

Added Expenditure	\$100,000
Budget Shift	\$0
Supporting Revenue	\$100,000
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative increases revenues and expenditures of the Technology Hosting Center activity within the DoIT ISF by \$100,000 to add email encryption services. Email encryption will secure the transmission of sensitive information by County agencies, including, but not limited to, Community Services, Social Services, Housing, Police, Fire and Rescue, County Attorney, Human Resources and Finance.





c. Service Level Impacts - The use of email encryption will meet the Health Insurance Portability and Accountability Act (HIPAA) requirements of the American Recovery and Reinvestment Act of 2009 and limit the County's liability exposure.

d. Five Year Plan Impacts - This initiative increases the revenue support to the DoIT ISF by \$100,000 in each year of the five year plan. In FY 13 this increase will be found in the 4000 series in Non-Departmental; after FY 13, this increase will be found in the 4000 series of the various County agencies.

4. Seat Management and Hardware Replacement

Added Expenditure	\$92,159
Budget Shift	\$0
Supporting Revenue	\$92,159
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative increases revenues and expenditures in the Customer and Technology Advocate activity of the DoIT ISF by \$92,159 to account for seat management and hardware replacements for seats added off cycle in FY 12 and through the FY 13 budget process.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - This initiative increases the revenue support to the DoIT ISF by \$92,159 in each year of the five year plan; these increases will be found in the 4000 series of the various County agencies.

5. Add a Systems Engineer III

Added Expenditure	\$0
Budget Shift	\$102,767
Supporting Revenue	\$0
PWC Cost	\$0
FTE Positions	1.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative shifts funding within the DoIT ISF to create a Systems Engineer III position, housed in the Technology Hosting Center activity. The Systems Engineer III will bolster the organization's engineering capabilities to integrate new systems into the County's existing infrastructure in an efficient and effective manner.

c. Service Level Impacts - The addition of this FTE will improve the staff to server ratio from 1:47.4 to 1:39.5.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this initiative.

6. Add One Disaster Recovery/Business Continuity Manager

Added Expenditure	\$0
Budget Shift	\$102,767
Supporting Revenue	\$0
PWC Cost	\$0
FTE Positions	1.00

a. Category

- Addition
- Five Year Plan Reduction
- Fees/Revenue Increase
- Base Reduction
- Resource Shifts
- State Cuts

b. Description - This initiative shifts funding within the DoIT ISF to create a Disaster Recovery and Business Continuity Manager position, housed in the Project Management/Independent Verification and Validation activity. The Disaster Recovery and Business Continuity Manager will be dedicated to the consideration, engineering and ongoing testing of disaster recovery plans and the continuity of operations for critical technology systems.

c. Service Level Impacts - The addition of this FTE will improve the ability to provide system redundancy, recovery and continuity from 4% to 42%.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this initiative.



7. **Transfer from the TIP Holding Account**

Added Expenditure	\$1,614,495
Budget Shift	\$0
Supporting Revenue	\$1,614,495
PWC Cost	\$0
FTE Positions	0.00

a. Category

- | | |
|--|---------------------------------------|
| <input type="radio"/> Addition | <input type="radio"/> Base Reduction |
| <input type="radio"/> Five Year Plan Reduction | <input type="radio"/> Resource Shifts |
| <input checked="" type="radio"/> Fees/Revenue Increase | <input type="radio"/> State Cuts |

b. Description - This initiative moves \$1,614,495 from the TIP Holding Account to the DoIT ISF and DoIT GF to support the projects included in the TIP portion of the Capital Improvement Program and the contracted maintenance associated with systems within the TIP.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this initiative.





Budget Summary - Chief Information Officer

Total Annual Budget	
FY 2012 Adopted	\$ 1,492,045
FY 2013 Adopted	<u>\$ 1,603,231</u>
Dollar Change	\$ 111,186
Percent Change	7.45%

Number of FTE Positions	
FY 2012 FTE Positions	9.04
FY 2013 FTE Positions	<u>10.04</u>
FTE Position Change	1.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Customers very satisfied with products and services in all divisions	97%	90%	97%	95%	96%

Activities/Services Level Trends Table

1. Administration

This activity oversees the entire Department of Information Technology to ensure activities and projects are aligned with the County's overall goals and objectives. Provides administrative, payroll and switchboard services.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$360,582	\$572,595	\$520,869	\$533,249	\$537,014
▪ Customers very satisfied with products and services in all divisions	97%	90%	97%	95%	96%

2. Data Assurance - Capital Replacement

Maintains the replacement of infrastructure and improvement of systems efficiently and cost effectively in order to better serve customers and citizens. Tracks costs and industry standards to ensure appropriate technology is in place to support the County's Enterprise Systems. Year-end actuals reflect depreciation.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$1,748,066	\$891,776	\$753,427	—	—
▪ Percentage of Capital Replacement projects completed on-time	NR	NR	41%	—	—





3. Information Technology (IT) Business Group

This group develops and monitors short/long term Information Technology plans including annual department budget and Capital Improvement Plan (CIP), service/performance targets, contract and grant management, internal service billing, facilities management, organizational development and five year strategic planning. Formulates and provides leadership in IT business procedures and practices in order to manage the IT infrastructure across the County government.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	—	—	—	\$233,890	\$240,240
▪ DoIT staff satisfied with IT purchasing quality and timeliness	—	—	—	95%	95%

4. Cyber Security & IT Policy Group

Manages the County’s security services and provides protection for the County’s data from computer viruses and malicious attacks. Formulates technology policy recommendations and standards to govern Information Technology infrastructure across the County government.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	—	—	—	\$363,508	\$455,895
▪ Conduct information & network security audit at least once per year	—	—	—	100%	100%
▪ Work to resolve security issues identified from security audits	—	—	—	100%	100%

5. Project Management / Independent Validation and Verification Group

The Project Management and IV&V group strives to enhance customer satisfaction, increase communication, standardize processes and audit (evaluate) projects while providing valuable project support.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	—	—	—	\$361,398	\$370,082
▪ Respond to projects that meet validation and verification threshold	—	—	—	100%	100%
▪ Mentoring and coaching project teams satisfaction with effectiveness	—	—	—	90%	90%





Budget Summary - Communications & Infrastructure Division

Total Annual Budget	
FY 2012 Adopted	\$ 7,745,380
FY 2013 Adopted	\$ 7,864,534
Dollar Change	\$ 119,154
Percent Change	1.54%

Number of FTE Positions	
FY 2012 FTE Positions	25.00
FY 2013 FTE Positions	26.00
FTE Position Change	1.00

Desired Strategic Plan Community Outcomes

- Maintain a Police Emergency response time of 7 minutes or less annually
- Reach 70% of the population 90% of the time annually by attaining:
 - Fire and Rescue turnout time of <= 1 minute
 - Emergency incident response <= 4 minutes
 - First engine on scene-suppressions <= 4 minutes
 - Full first-alarm assignment on scene-suppression <= 8 minutes
 - Advance Life Support (ALS) Response <= 8 minutes

Outcome Targets/Trends

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Annual hours of unplanned radio network unavailability	0.080	<1.000	0.001	<1.000	<1.000
▪ Annual hours of unplanned telephone enterprise network unavailability	1.01	<2.00	0.06	<2.00	<2.00
▪ Annual hours of unplanned data enterprise network unavailability	5.86	<10.00	2.10	<10.00	<10.00
▪ Infrastructure Management Division customers rating services very satisfied	96%	90%	95%	—	—
▪ Communication & Infrastructure Division customers rating services very satisfied	—	—	—	95%	95%
▪ Average emergency response time	5.1	6.5	6.5	<=7.0	<=7.0
▪ Fire and Rescue turnout time of <= 1 minute	42%	50%	43%	>=90%	>=90%
▪ Emergency incident response <= 4 minutes	46%	50%	48%	>=90%	>=90%
▪ First engine on scene-suppressions <= 4 minutes	35%	45%	38%	>=90%	>=90%
▪ Full first-alarm assignment on scene-suppression <= 8 minutes	14%	35%	7%	>=90%	>=90%
▪ Advance Life Support (ALS) Response <= 8 minutes	75%	84%	83%	>=90%	>=90%





Activities/Service Level Trends Table

1. Radio Communications

Provides public safety and general government agencies with radio and microwave radio services for voice and data communications. Plans and manages system infrastructure, performs engineering services, installs and maintains infrastructure, mobile and other electronic devices for all Prince William County entities including public schools, incorporated towns and volunteer fire and rescue companies.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$1,483,191	\$1,524,568	\$1,467,571	\$1,517,451	\$1,538,270
▪ Percent of Public Safety radio repairs completed within eight business hours	68%	80%	74%	75%	75%
▪ Radio Communications customers rating services very satisfied	93%	95%	98%	95%	95%
▪ Annual hours of unplanned radio network unavailability	0.080	<1.000	0.001	<1.000	<1.000

2. Network Communications

Provides Prince William County government agencies with voice and data capability sufficient to support the County's e-services, public safety activities and day-to-day operations. Plans and manages voice and data network infrastructure, evaluates and installs new technologies, resolves network malfunctions and services interruptions and manages commercial voice and data communications services used by the County Government.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$3,183,297	\$3,575,924	\$2,987,711	\$3,612,324	\$3,537,350
▪ Percentage of voice and data service calls completed within 8 business hours	96%	90%	94%	94%	94%
▪ Annual hours of unplanned telephone enterprise network unavailability	1.01	<2.00	.060	<2.00	<2.00
▪ Annual hours of unplanned data enterprise network unavailability	5.86	<10.00	2.10	<10.00	<10.00
▪ Annual hours of unplanned voicemail enterprise network unavailability	3.00	<5.00	0.45	<5.00	<5.00
▪ Network Communications customers rating services very satisfied	96%	92%	95%	95%	95%





3. Technical Training

Provides Prince William County employees with information technology training resources and support for individualized learning. Included are instructor-led classroom training and e-learning opportunities for employees.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$256,460	\$185,992	\$50,531	—	—
▪ Technical training customers rating services very satisfied	96%	90%	95%	—	—
▪ Percentage of total County staff taking technical training either online or in a class setting	17.3%	34.0%	44.6%	—	—

4. Seat Management

Administers and supports the seat management program that includes Help Desk support, Deskside support and hardware and software technology refreshment. Ensures the contractor is providing the services consistent with the contract service levels.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$4,614,890	\$4,712,675	\$4,179,425	—	—
▪ CompuCom customers rating services very satisfied	95%	85%	97%	—	—
▪ Service desk resolvable calls received by the service desk and completed on initial contact	98%	95%	96%	—	—
▪ Seat Management customers rating services very satisfied based on a scale of one to five	97%	85%	96%	—	—
▪ Customer on-site hardware and software problems resolved in less than 8 business hours	100%	85%	97%	—	—
▪ Percentage of hardware refreshments (desktops, laptops, MDCs) completed on schedule	100%	95%	100%	—	—

5. Technology Hosting Centers

Manages and monitors the County's email, servers and network resources.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$1,238,908	\$1,990,636	\$1,428,297	\$1,633,613	\$1,802,632
▪ Annual hours of unplanned email enterprise network unavailability	0	<1	0	<1	<1
▪ Customers rating Technology Hosting Center very satisfied	94%	90%	74%	90%	90%
▪ Percentage of problem reports completed within 8 business hours	100%	90%	97%	92%	92%
▪ Average annual hours of unscheduled hardware unavailability	0.40	<2.00	0.22	<2.00	<2.00
▪ Percentage of critical security patches applied within five business days	75%	80%	63%	80%	80%





6. Capital Replacement Plan

Maintain the replacement of infrastructure and improvement of systems efficiently and cost effectively in order to better serve customers and citizens. Track costs and industry standards to ensure appropriate technology is in place to support the County's Enterprise Systems. Year end costs reflect depreciation.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	—	—	—	\$981,992	\$986,282
▪ Percentage of Capital Replacement Projects completed on schedule (based on yearly projection)	—	—	—	90%	90%





Budget Summary - Customer Service & Solutions Division

Total Annual Budget	
FY 2012 Adopted	\$ 7,425,135
FY 2013 Adopted	<u>\$ 7,502,702</u>
Dollar Change	\$ 77,567
Percent Change	1.04%

Number of FTE Positions	
FY 2012 FTE Positions	24.00
FY 2013 FTE Positions	<u>24.00</u>
FTE Position Change	0.00

Outcome Targets/Trends

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Land detail currently in the geographic database in compliance with the established maintenance schedule	93%	95%	93%	95%	95%
▪ Geographic Information Systems Division customers rating services very satisfied	100%	94%	98%	—	—
▪ Customer Service & Solutions Division customers rating services very satisfied	—	—	—	94%	94%
▪ Annual hours of unplanned GIS database unavailability	3.50	<2.20	0.50	—	—
▪ Citizen Satisfaction with County website	92.8%	90.0%	92.8%	92.0%	—

Activities/Service Level Trends Table

1. Geographic Information Systems Data Services

The Data Services activity is responsible for the creation and maintenance of all geo-spatial data within the geographic information system database. The activity provides customer support to include interfacing on a daily basis with other County agencies and the public to ensure the accuracy, currency of data; maps and geographic information; and all addressing support including new address assignment through plan review, street name, address changes and problem resolution.

	FY 10 <u>Actual</u>	FY 11 <u>Adopted</u>	FY 11 <u>Actual</u>	FY 12 <u>Adopted</u>	FY 13 <u>Adopted</u>
▪ Total Activity Annual Cost	\$947,204	\$1,050,545	\$1,018,345	\$1,059,201	\$1,098,243
▪ Percent parcel data updated in the Geographic Information System and Permitting databases within 15 days	98%	88%	91%	90%	90%
▪ Percentage of update work completed without error	94%	95%	96%	95%	95%
▪ Percentage of address projects completed on time	97%	95%	99%	95%	95%
▪ GIS Data Services customers rating service very satisfied	100%	89%	94%	96%	96%





2. Geographic Information Systems Technical Solutions

The Application Services activity is responsible for the database, applications and software support necessary to access the County's geo-spatial data. This activity provides maps and geographic information to other County agencies and to the public through Geographic Information System web applications.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$857,981	\$866,897	\$752,473	\$748,678	\$773,222
▪ Percentage of GIS projects/applications completed within projected deadline	93%	90%	100%	—	—
▪ Percentage of customer requests for digital data or map analysis completed on time and without error	100%	90%	100%	—	—
▪ GIS Customer Support customers rating services very satisfied	99%	98%	96%	—	—
▪ GIS Technical Solutions customers rating services very satisfied	100%	90%	96%	96%	96%
▪ Annual hours of unplanned GIS Database unavailability	3.5	<2.2	0.5	<5.0	<5.0

3. Customer and Technology Advocate

Administers and supports the seat management program that includes Customer support, Deskside support and hardware/software technology refreshment. Ensures that the contractor is providing the services consistent with the contract service levels and that the customers' technology needs are met satisfactorily.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	—	—	—	\$4,215,458	\$4,217,371
▪ Resolvable calls received by the service desk and completed on initial contact	—	—	—	95%	95%
▪ Overall customer satisfaction rating Customer and Tech Advocate services very satisfied	—	—	—	95%	95%
▪ Customer on-site hardware and software problems resolved in less than 8 business hours	—	—	—	95%	95%
▪ Percentage of hardware refreshments (desktops, laptops, MDCs) completed on schedule	—	—	—	95%	95%
▪ Number of closed tickets that are subsequently reopened for additional follow-up due to problems with initial service	—	—	—	<5%	<5%





4. Web Solutions and Services

Provides support for web applications, including assistance in selection of software products for adherence to standards and for functional requirements and maintains security and development standards for all web applications.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	—	—	—	\$1,401,797	\$1,413,866
▪ Annual hours of unplanned web enterprise unavailability	—	—	—	<10	<10
▪ Web customers rating services very satisfied	—	—	—	90%	90%





Budget Summary - Business Applications Support Division

Total Annual Budget	
FY 2012 Adopted	\$ 4,139,518
FY 2013 Adopted	\$ 4,528,669
Dollar Change	\$ 389,151
Percent Change	9.40%

Number of FTE Positions	
FY 2012 FTE Positions	18.96
FY 2013 FTE Positions	18.96
FTE Position Change	0.00

Desired Strategic Plan Community Outcomes

- Maintain a Police Emergency response time of 7 minutes or less annually
- Reach 70% of the population 90% of the time annually by attaining:
 - Fire and Rescue turnout time of <= 1 minute
 - Emergency incident response <= 4 minutes
 - First engine on scene-suppressions <= 4 minutes
 - Full first-alarm assignment on scene-suppression <= 8 minutes
 - Advance Life Support (ALS) Response <= 8 minutes

Outcome Targets/Trends

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Average emergency response time	5.1	6.5	6.5	<=7.0	<=7.0
▪ Fire and Rescue turnout time of <= 1 minute	42%	50%	43%	>=90%	>=90%
▪ Emergency incident response <= 4 minutes	46%	50%	48%	>=90%	>=90%
▪ First engine on scene-suppressions <= 4 minutes	35%	45%	38%	>=90%	>=90%
▪ Full first-alarm assignment on scene-suppression <= 8 minutes	14%	35%	7%	>=90%	>=90%
▪ Advance Life Support (ALS) Response <= 8 minutes	75%	84%	83%	>=90%	>=90%
▪ Information Systems Division customers rating services very satisfied	94%	91%	97%	92%	92%
▪ Annual hours of unplanned Public Safety Applications Systems enterprise unavailability	1.13	<6.00	1.27	<5.00	<5.00
▪ Annual hours of unplanned Non-Public Safety Applications Systems enterprise unavailability	10.92	<12.00	8.99	<15.00	<15.00





Activities/Service Level Trends Table

1. Public Safety Applications Support

Provides implementation and systems support to Public Safety agencies within Prince William County, businesses and citizens. This group specializes in the support of systems such as Computer Aided Dispatch, Records Management & Reporting systems and Inter-jurisdictional Data Sharing systems.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$859,745	\$1,200,950	\$874,511	\$866,061	\$884,611
▪ Annual hours of unplanned Public Safety Applications Systems enterprise unavailability	1.13	<6.00	1.27	<5.00	<5.00
▪ Public Safety customers rating services very satisfied	88%	90%	95%	90%	95%

2. Web Services Applications Support (WSAS)

WSSS maintains support for web applications not assigned to agencies, assists agencies in selection of off-the-shelf products in the areas of adherence to standards and functional requirements, oversees and participates in application development where off-the-shelf products are not available or appropriate and maintains security and development standards for all web applications.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$1,084,805	\$1,280,605	\$1,239,057	—	—
▪ Annual hours of unplanned WSAS enterprise unavailability	7.96	<10.00	4.97	—	—
▪ WSAS customers rating services very satisfied	93%	90%	95%	—	—

3. Community Development Applications Support (CDAS)

CDAS provides implementation and systems support to the Community Development agencies within Prince William County, businesses and citizens. This group specializes in the support of systems such as Development Management systems, Asset Management, Records Management, Document Management, Enterprise Reporting, Solid Waste Operations and Building Monitoring and Security.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$810,538	\$1,260,290	\$1,038,127	\$1,266,267	\$1,486,136
▪ Annual hours of unplanned CDAS enterprise unavailability	1.26	<6.00	2.14	<5.00	<5.00
▪ CDAS customers rating services very satisfied	98%	90%	99%	90%	90%





4. General Government Applications Support (GGAS)

GGAS provides implementation and systems support to the General Government agencies within Prince William County, businesses and citizens. This group specializes in the support of systems such as Taxes, Assessments, Accounting, Payroll and Human Resources Management systems.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$1,003,504	\$1,307,956	\$1,078,327	\$1,768,503	\$1,854,019
▪ Annual hours of unplanned GGAS enterprise unavailability	1.44	<6.00	1.48	<5.00	<5.00
▪ GGAS customers rating services very satisfied	94%	90%	97%	90%	90%

5. Human Services Applications Support (HSAS)

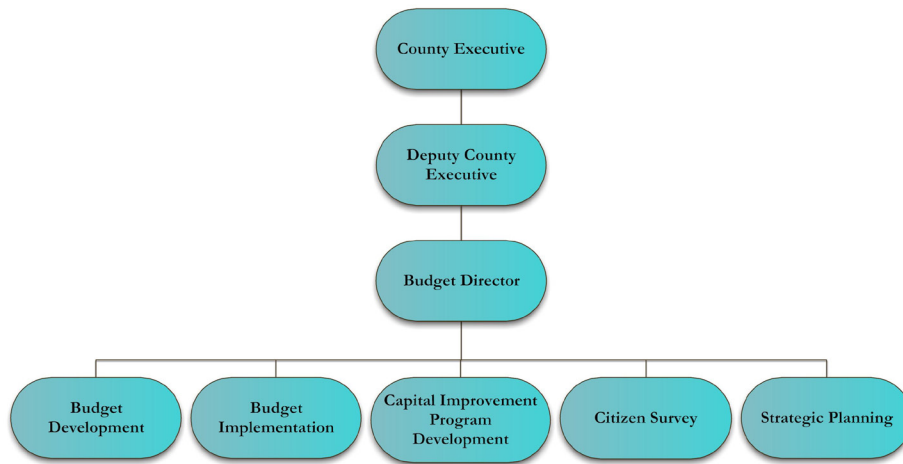
HSAS provides implementation and systems support to the Human Services agencies within Prince William County, businesses and citizens. This group specializes in the support of systems such as Patient Records Management systems and State reporting regulations.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$172,536	\$270,693	\$171,345	\$238,687	\$303,903
▪ Annual hours of unplanned HSAS enterprise unavailability	0.26	<6.00	0.40	<5.00	<5.00
▪ HSAS customers rating services very satisfied	82%	90%	91%	90%	90%





Office of Management and Budget



AGENCY & PROGRAM

Administration

- Board of Equalization
- Contingency Reserve
- Finance Department
- General Registrar
- Human Resources
- Human Rights Office
- Information Technology, Department of

➤ Management and Budget, Office of

- Management and Budget
- Prince William Self-Insurance
- Unemployment Insurance Reserve

MISSION STATEMENT

We shape the future by partnering with the community, the elected leadership and government agencies to recommend the best use of public resources in pursuit of the community's vision.

LOCATOR



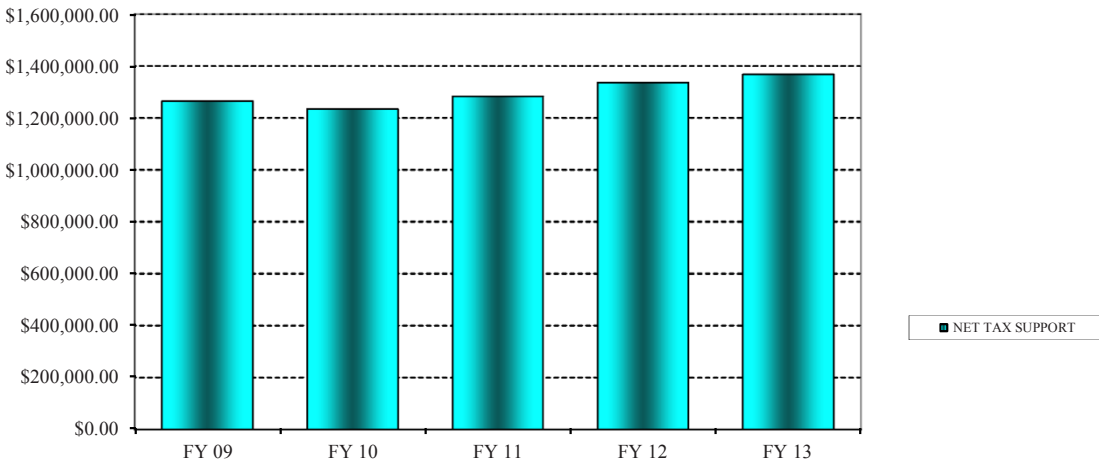


EXPENDITURE AND REVENUE SUMMARY

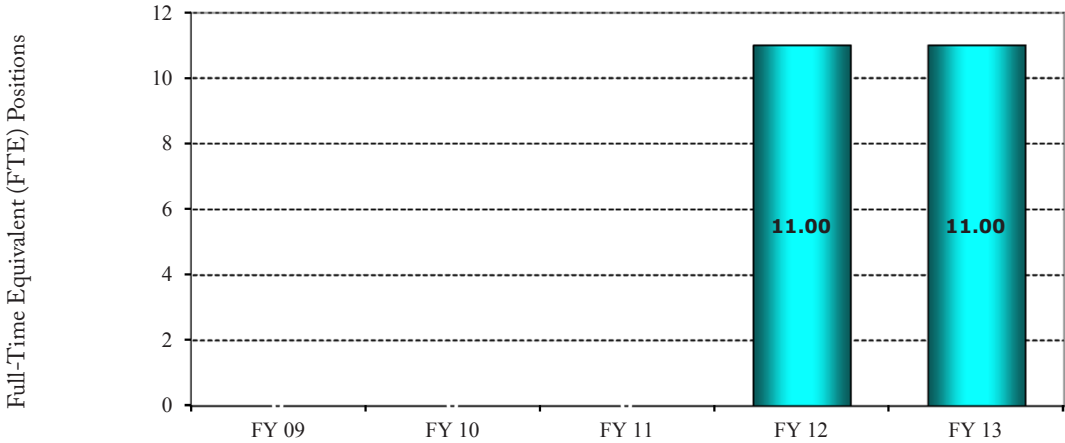


	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program *					
1 Management and Budget (OMB)	\$1,381,573	\$1,341,868	\$1,336,350	\$1,368,357	2.40%
Total Expenditures	\$1,381,573	\$1,341,868	\$1,336,350	\$1,368,357	2.40%
B. Expenditure by Classification *					
1 Personal Services	\$874,107	\$885,626	\$902,957	\$916,837	1.54%
2 Fringe Benefits	\$245,322	\$268,358	\$271,253	\$306,240	12.90%
3 Contractual Services	\$161,269	\$98,815	\$79,961	\$54,601	-31.72%
4 Internal Services	\$54,610	\$54,610	\$31,735	\$39,875	25.65%
5 Other Services	\$39,765	\$29,831	\$43,944	\$45,426	3.37%
6 Leases & Rentals	\$6,500	\$4,628	\$6,500	\$5,378	-17.26%
Total Expenditures	\$1,381,573	\$1,341,868	\$1,336,350	\$1,368,357	2.40%
Net General Tax Support	\$1,381,573	\$1,341,868	\$1,336,350	\$1,368,357	2.40%

* Note: Prior to FY 12 the expenditures for the OMB were part of the Office of Executive Management (OEM) budget. FY 11 columns are also included in the OEM budget page.



Note: All Years Adopted



Note: All Years Adopted

	FY 11 Adopted	FY 12 Adopted	FY 13 Adopted
1 Management and Budget (OMB)	0.00	11.00	11.00
Full-Time Equivalent (FTE) Total	0.00	11.00	11.00





I. Major Issues

A. Revision of Internal Services Fund (ISF)

Technology Billing - The Department of Information Technology's (DoIT) formula to develop each agency's ISF bill has been revised to better align actual costs with activities, and to include telephones and radios for FY 13. Telephone costs are based on the number of phone lines and voicemail boxes in each agency, and radio costs are based on the number of hand-held radios in each agency. The cost bases for seat management, network and application support costs remain the same as in FY 12. The net result of this billing revision is an increase of \$8,140 in the Office of Management and Budget budget.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost	\$48,138
Supporting Revenue	\$0
Total PWC Cost	\$48,138
Additional FTE Positions	0.00

1. **Description** - Compensation adjustments totaling \$48,138 are made to support the following rate increases:

- 9% Dental Insurance
- 5% Retiree Health
- 3.16% and 2.16% VRS employer rate for Plan II and Plan I employees, respectively
- 3% Health Insurance
- 3% Pay-for-Performance
- 1.04% Group Life
- 1% Salary adjustment to offset the required VRS contribution by Plan I and some Plan II employees

Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Savings

1. Community Surveys

Expenditure Savings	(\$25,000)
Budget Shift	\$0
Supporting Revenue	\$0
PWC Savings	(\$25,000)
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. Description - This initiative reflects the savings gained by changing the annual citizen survey to a biennial survey. This change was anticipated during the development of the base budget, but the actual savings was not known at that time.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - This initiative decreases the agency expenditures by \$25,000 in each year of the five year plan.





Budget Summary - Management and Budget

Total Annual Budget	
FY 2012 Adopted	\$ 1,336,350
FY 2013 Adopted	\$ 1,368,357
Dollar Change	\$ 32,007
Percent Change	2.40%

Number of FTE Positions	
FY 2012 FTE Positions	11.00
FY 2013 FTE Positions	11.00
FTE Position Change	0.00

Desired Strategic Plan Community Outcomes

- Prioritize road bond projects in order to serve economic development needs
- Achieve 9.16 million passenger trips by bus, rail and ridesharing (i.e., carpools [including slugging] and vanpools) assuming prevailing service levels. This is broken down as follows: bus – 2.39 million; rail – 1.43 million; and ridesharing – 5.34 million

Outcome Targets/Trends

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ # of bond construction projects started serving economic development needs	2	3	2	3	3
▪ Annual passenger trips by bus, rail and ridesharing including carpools, slugging and van pools by Prince William residents	8.59m	8.54m	8.75m	>=9.16m	>=9.16m
▪ Citizens satisfied with the value of County tax dollars	83.1%	80.8%	83.1%	83.1%	—
▪ Citizens satisfied with the efficiency and effectiveness of County government	88.4%	89.7%	88.4%	88.4%	—
▪ Percent of compliance with the Sound Financial Management Principles	99%	98%	98%	98%	98%
▪ Receive the annual Government Finance Officers Association Budget Award	Yes	Yes	Yes	Yes	Yes
▪ Citizens satisfied with overall County Government	91.9%	90.6%	91.9%	91.9%	—

Activities/Service Level Trends Table

1. Budget Development

Provide financial and analytical services, develop a financial plan and produce information for Prince William County agencies, the Board of County Supervisors, the County Executive and citizens in order to maintain the County's fiscal integrity and accountability and to support effective decision-making. Primary activities include coordination of the County's annual budget process, which includes development of budget guidelines, review of agency requests, adopted budget analysis and presentation of recommendations to the County Executive, preparation of the Advertised Budget plan, support of deliberations by the Board of County Supervisors and preparation of the Adopted Budget plan.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$801,381	\$728,122	\$733,299	\$746,771	\$779,871
▪ Customer satisfaction rating	79%	85%	96%	87%	95%





2. Budget Implementation

Ensure that budget policy as articulated and/or legislatively mandated by the Board of County Supervisors is implemented in an effective and economical manner by providing technical support with processes such as strategic planning, performance measurement and adopted budget analysis in order to assist County agencies with providing efficient and effective services to the citizens of Prince William County.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$303,582	\$272,253	\$259,262	\$256,467	\$266,168
▪ Countywide variance in actual and projected expenditures	5.09%	4.00%	6.40%	4.00%	4.00%
▪ Board Agenda/Right-of-Way Items reviewed	352	500	246	400	350
▪ Percent of Board Agenda/Right-of-Way Items reviewed within two business days	40.1%	—	89.6%	—	90.0%

3. Capital Improvement Program Development

Provide financial and analytical services to develop a fiscal plan which ensures a proper balance between protecting existing investments in facilities and infrastructure while meeting the needs of related future growth. Staff develops processes that clearly define and prioritize capital needs based on criteria established by the Board of County Supervisors via the Strategic and Comprehensive Plans.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	\$252,440	\$224,431	\$257,837	\$274,343	\$288,549
▪ Percent of authorized bond projects (since 1988) not yet begun (48 authorized)	22.9%	17.0%	18.8%	8.3%	6.3%

4. Citizen Surveys

Coordinate the County's biannual citizen survey, measuring citizen satisfaction with various aspects of County government service.

	<u>FY 10 Actual</u>	<u>FY 11 Adopted</u>	<u>FY 11 Actual</u>	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>
▪ Total Activity Annual Cost	—	\$52,169	\$91,469	\$52,169	\$27,169
▪ Projects completed	1	1	1	1	1
▪ Average variance between the demographics of citizen survey participants and those of the community	0.66	—	—	—	—





5. Strategic Planning

This activity helps facilitate the countywide strategic planning efforts.

	<u>FY 10</u> <u>Actual</u>	<u>FY 11</u> <u>Adopted</u>	<u>FY 11</u> <u>Actual</u>	<u>FY 12</u> <u>Adopted</u>	<u>FY 13</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$0	\$6,600	\$0	\$6,600	\$6,600
▪ % of measures trending positively towards 4 year community target	70%	80%	76%	100%	100%





Prince William Self-Insurance



AGENCY & PROGRAM

Administration

Board of Equalization

Contingency Reserve

Finance Department

General Registrar

Human Resources

Human Rights Office

Information Technology,
Department of

Management and Budget,
Office of

➤ Prince William Self-Insurance

Unemployment Insurance
Reserve

LOCATOR





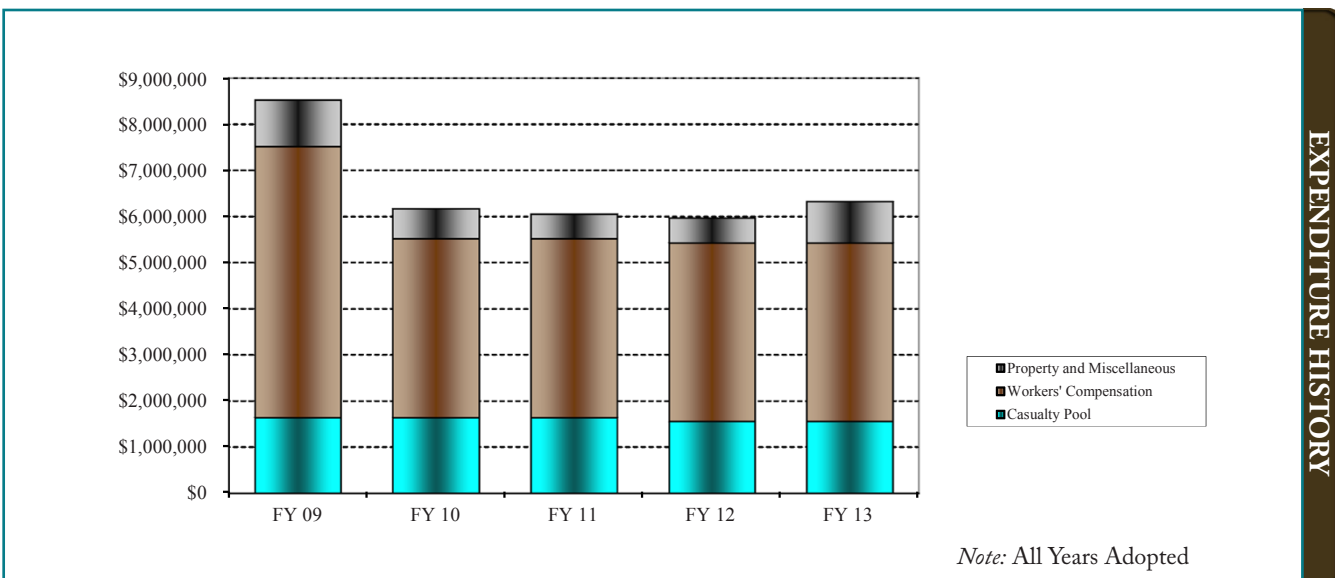
EXPENDITURE AND REVENUE SUMMARY



	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Casualty Pool	\$1,622,975	\$1,105,838	\$1,552,196	\$1,552,196	0.00%
2 Workers' Compensation	\$3,925,316	\$3,304,185	\$3,876,869	\$3,876,869	0.00%
3 Property & Miscellaneous	\$551,587	\$339,820	\$536,227	\$896,227	67.14%
Total Expenditures	\$6,099,878	\$4,749,843	\$5,965,292	\$6,325,292	6.03%

	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
B. Expenditure by Classification					
1 Contractual Services	\$29,769	\$19,035	\$29,769	\$29,769	0.00%
2 Internal Services	\$5,603,651	\$4,409,544	\$5,469,065	\$5,829,065	6.58%
3 Other Services	\$466,458	\$321,264	\$466,458	\$466,458	0.00%
Total Expenditures	\$6,099,878	\$4,749,843	\$5,965,292	\$6,325,292	6.03%

	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
C. Funding Sources					
1 Miscellaneous Revenue	\$0	\$0	\$0	\$360,000	—
2 Non-Revenue Receipts	\$0	\$2,154	\$0	\$0	0.00%
Total Designated Funding Sources	\$0	\$2,154	\$0	\$360,000	0.00%
Net General Tax Support	\$6,099,878	\$4,747,689	\$5,965,292	\$5,965,292	0.00%





I. Major Issues

A. Self-Insurance Programs - The County maintains self-insurance programs for general liability, automobile, public official and law enforcement professional liability, pollution liability and workers compensation insurance through the Prince William County Self-Insurance Group (PWSIG) Casualty Pool and Workers Compensation Pool. The two self-insurance programs began operations July 1, 1989 and are licensed by the State Corporation Commission. The FY 13 general fund workers compensation and casualty pool budget is \$5,140,238 and the all funds budget is \$5,429,065. The FY 13 property and miscellaneous insurance budget is \$896,227.

B. Self-Insurance Claims - The PWSIG Casualty Pool, which provides coverage to the County, Adult Detention Center and Park Authority, has a \$750,000 per occurrence retention for all lines of coverage. The Casualty Pool purchases commercial excess insurance with a \$10,000,000 per occurrence and \$20,000,000 annual aggregate limit, except for automotive liability, which has no annual aggregate limit and public official liability which has a \$10,000,000 aggregate limit. The PWSIG Workers Compensation Association, which provides coverage to the County, Adult Detention Center and Park Authority, has a \$1,000,000 per occurrence retention and purchases commercial excess coverage which provides statutory limits for workers compensation claims and a \$2,000,000 per occurrence and annual aggregate limit for employers liability coverage.

C. Internal Services Fund - The activities of these programs are reported in the Internal Services Fund. Revenues come primarily from other County funds through “premiums” set to cover estimated self-insured claims and liabilities, excess and other insurance premiums and operating expenses. Claims filed or to be filed through the end of the previous fiscal year are accrued liabilities. Each of the programs has sufficient reserves to cover its estimated claims liability.

II. Budget Adjustments

A. Budget Additions

1. Increase Expenditure and Revenue Budget for Vehicle Claim Payments Received from PWSIG

Added Expenditure	\$340,000
Budget Shift	\$0
Supporting Revenue	\$340,000
PWC Cost	\$0
FTE Positions	0.00

a. Category

- Addition
- Base Reduction
- Five Year Plan Reduction
- Resource Shifts
- Fees/Revenue Increase
- State Cuts

b. Description - In the past, claim payments received from PWSIG were netted against the expenditures. Creating a separate revenue and expenditure budget will allow the payments received and the corresponding reimbursements to Fleet to be more accurately reflected in the property and miscellaneous account.

c. Service Level Impacts - There are no service level impacts associated with this initiative.

d. Five Year Plan Impacts - There are no five year plan impacts associated with this initiative.





Unemployment Insurance Reserve



AGENCY & PROGRAM

Administration

- Board of Equalization
- Contingency Reserve
- Finance Department
- General Registrar
- Human Resources
- Human Rights Office
- Information Technology, Department of
- Management and Budget, Office of
- Prince William Self-Insurance

➤ Unemployment Insurance Reserve

LOCATOR

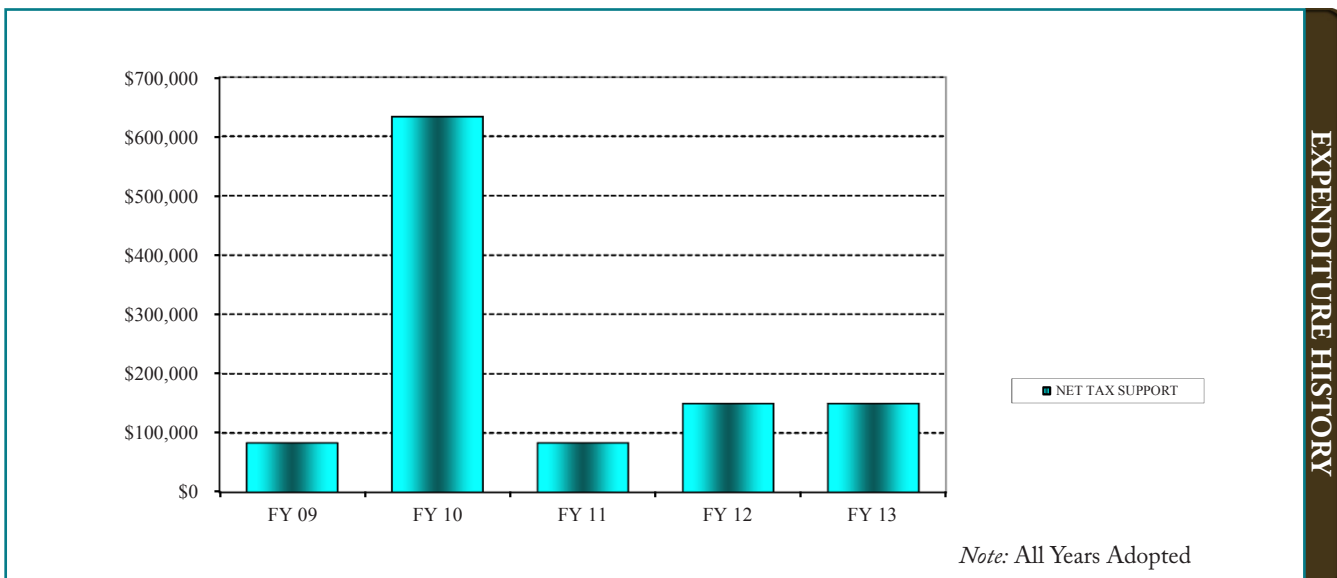




EXPENDITURE AND REVENUE SUMMARY



	FY 11 Approp	FY 11 Actual	FY 12 Adopted	FY 13 Adopted	% Change Adopt 12/ Adopt 13
A. Expenditure by Program					
1 Unemployment Insurance Reserve	\$90,124	\$85,995	\$150,000	\$150,000	0.00%
Total Expenditures	\$90,124	\$85,995	\$150,000	\$150,000	0.00%
B. Expenditure by Classification					
1 Other Services	\$90,124	\$85,995	\$150,000	\$150,000	0.00%
Total Expenditures	\$90,124	\$85,995	\$150,000	\$150,000	0.00%
C. Funding Sources					
Total Designated Funding Sources	\$0	\$0	\$0	\$0	—
Net General Tax Support	\$90,124	\$85,995	\$150,000	\$150,000	0.00%



I. Major Issues

A. Unemployment Insurance Reserve

The Virginia Employment Commission (VEC) administers an unemployment insurance program that provides protection against loss of wages to individuals who become unemployed through no fault of their own. The County receives quarterly billings from the VEC. The VEC determines the actual benefits to be paid. When a former employee files a claim, the County receives a Notice of Benefit Liability advising of the claim, the weekly benefit amount to be paid, the number of weeks the benefit potentially

will be paid and the total potential benefit. The notice also indicates the percentage of the claim that the County will be charged, which can be 100% or less. Historically, the weeks for benefits have varied from 12 to 26 weeks and the County's liability percentages have varied from 29% to 100%.

