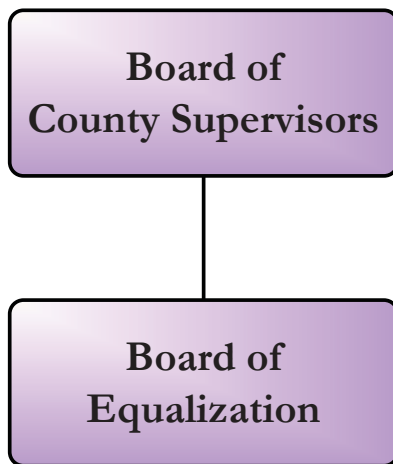


Board of Equalization



AGENCY & PROGRAM

Administration

➤ Board of Equalization

- Contingency Reserve
- Finance Department
- General Registrar
- Human Rights Office
- Information Technology, Office of
- Self-Insurance
- Unemployment Insurance Reserve

Mission Statement

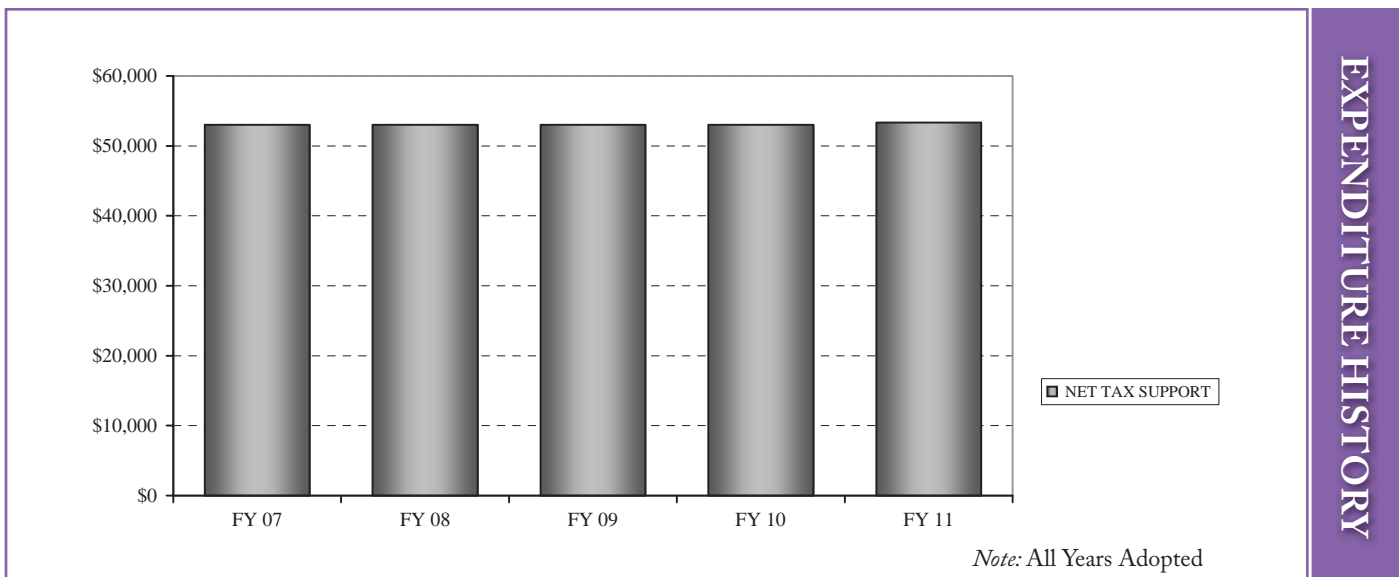
The Board of Equalization holds public hearings for individual taxpayers who file applications for assessment reconsideration. The Board rules on uniformity, consistency, correctness and fairness of the assessments made by the Real Estate Assessments Division of the Finance Department.

LOCATOR



EXPENDITURE AND REVENUE SUMMARY

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Administration	\$54,966	\$42,125	\$53,021	\$53,328	0.58%
Total Expenditures	\$54,966	\$42,125	\$53,021	\$53,328	0.58%
B. Expenditure by Classification					
1 Personal Services	\$44,195	\$33,275	\$45,410	\$45,410	0.00%
2 Fringe Benefits	\$0	\$158	\$0	\$0	—
3 Contractual Services	\$1,600	\$311	\$1,600	\$1,600	0.00%
4 Internal Services	\$3,856	\$3,856	\$1,911	\$2,218	16.06%
5 Other Services	\$2,815	\$2,697	\$1,600	\$1,600	0.00%
6 Capital Outlay	\$0	\$0	\$0	\$0	—
7 Leases & Rentals	\$2,500	\$1,828	\$2,500	\$2,500	0.00%
Total Expenditures	\$54,966	\$42,125	\$53,021	\$53,328	0.58%
C. Funding Sources					
1 Charges for Services	\$0	\$0	\$0	\$0	—
Total Designated Funding Sources	\$0	\$0	\$0	\$0	—
Net General Tax Support	\$54,966	\$42,125	\$53,021	\$53,328	0.58%



I. Major Issues

- A. **Seat Management Distribution** - Funding to augment agency seat management costs previously budgeted in Non-Departmental/Unclassified Administrative has been reallocated to agency budgets to account for the actual expenditures incurred by each county activity. This realignment of funds increased the Board of Equalization 2011 Budget by \$307.





Contingency Reserve



AGENCY & PROGRAM

Administration

Board of Equalization

➤ Contingency Reserve

Finance Department

General Registrar

Human Rights Office

Information Technology,
Office of

Self-Insurance

Unemployment Insurance
Reserve

I. Major Issues

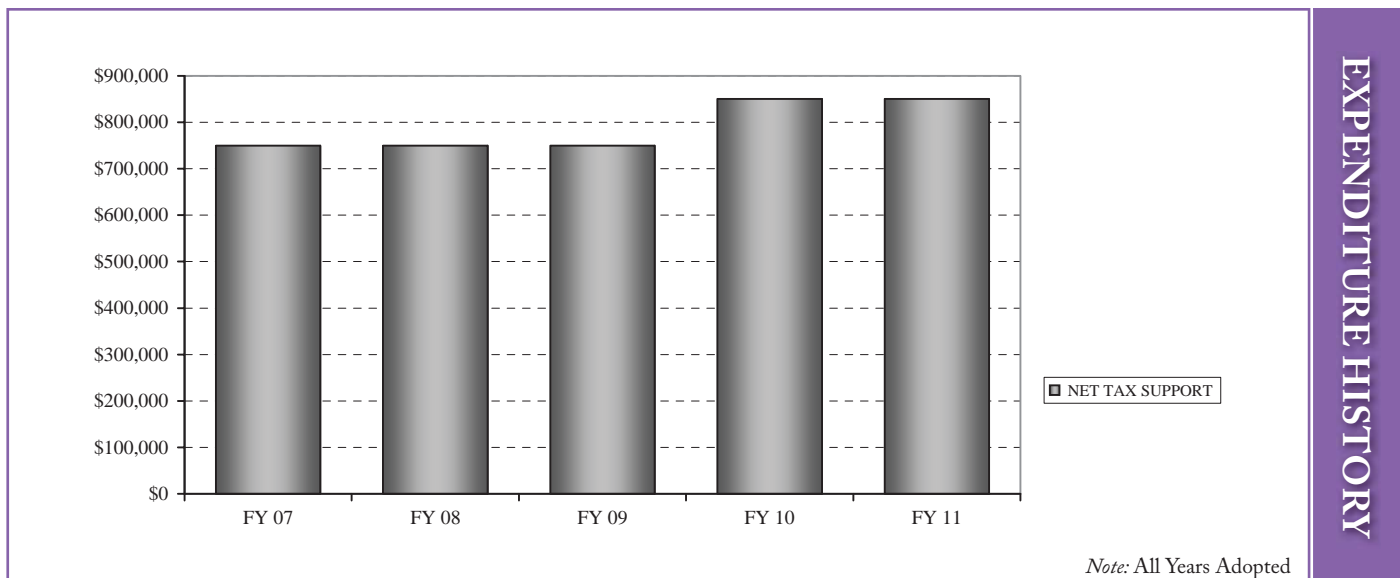
- A. The Contingency Reserve is established within the General Fund** to provide limited funding to accommodate unanticipated increases in service delivery costs and to accommodate unanticipated revenue shortfalls. Any funds remaining at the end of FY 11 will be requested as a carryover to FY 12.
- B. The Principles of Sound Financial Management** 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. Shift Homeland Security Reserve to General Contingency Reserve Budget (\$250,000)** - With unforeseen events occurring throughout the world on a daily basis, 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. Funding for Boys & Girls Clubs (\$100,301)** - The FY 11 budget for the Contingency Reserve includes an amount 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 a future Board of County Supervisors action in FY 11.

LOCATOR



EXPENDITURE AND REVENUE SUMMARY

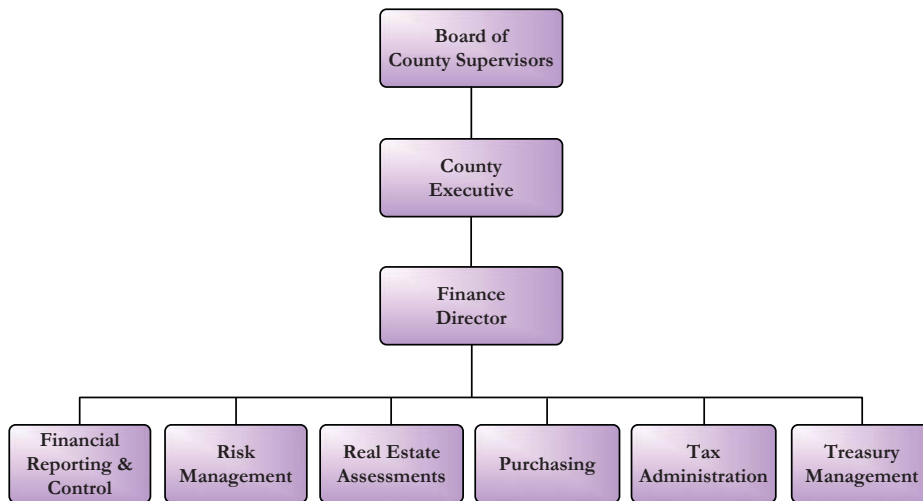
	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Contingency Reserve	\$741,000	\$0	\$850,301	\$850,301	0.00%
Total Expenditures	\$741,000	\$0	\$850,301	\$850,301	0.00%
B. Expenditure by Classification					
1 Other Services	\$741,000	\$0	\$850,301	\$850,301	0.00%
Total Expenditures	\$741,000	\$0	\$850,301	\$850,301	0.00%
Net General Tax Support	\$741,000	\$0	\$850,301	\$850,301	0.00%



EXPENDITURE HISTORY



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 Rights Office

Information Technology,
Office of

Self-Insurance

Unemployment Insurance
Reserve

LOCATOR



EXPENDITURE AND REVENUE SUMMARY

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Financial Reporting & Control	\$2,714,692	\$2,200,080	\$2,482,997	\$2,734,089	10.11%
2 Risk Management	\$902,448	\$804,521	\$841,363	\$840,936	-0.05%
3 Real Estate Assessments	\$2,822,428	\$2,800,008	\$2,816,092	\$2,830,726	0.52%
4 Purchasing	\$921,968	\$830,165	\$900,689	\$866,607	-3.78%
5 Tax Administration	\$5,171,741	\$5,228,570	\$4,745,613	\$4,894,180	3.13%
6 Treasury Management	\$904,770	\$691,225	\$910,158	\$958,138	5.27%
7 Director's Office	\$958,465	\$872,655	\$726,940	\$610,312	-16.04%

Total Expenditures	\$14,396,512	\$13,427,224	\$13,423,852	\$13,734,988	2.32%
---------------------------	--------------	--------------	--------------	--------------	-------

B. Expenditure by Classification

1 Personal Services	\$8,204,650	\$7,812,816	\$8,363,627	\$8,576,475	2.54%
2 Fringe Benefits	\$2,656,789	\$2,550,913	\$2,653,313	\$2,841,869	7.11%
3 Contractual Services	\$1,827,694	\$1,325,760	\$1,251,780	\$1,231,780	-1.60%
4 Internal Services	\$896,719	\$896,719	\$533,056	\$474,691	-10.95%
5 Other Services	\$1,007,908	\$804,491	\$805,710	\$804,807	-0.11%
6 Capital Outlay	\$20,159	\$12,250	\$28,909	\$17,909	-38.05%
7 Leases and Rentals	\$33,317	\$24,275	\$38,181	\$38,181	0.00%
8 Reserves and Contingencies	(\$250,724)	\$0	(\$250,724)	(\$250,724)	0.00%

Total Expenditures	\$14,396,512	\$13,427,224	\$13,423,852	\$13,734,988	2.32%
---------------------------	--------------	--------------	--------------	--------------	-------

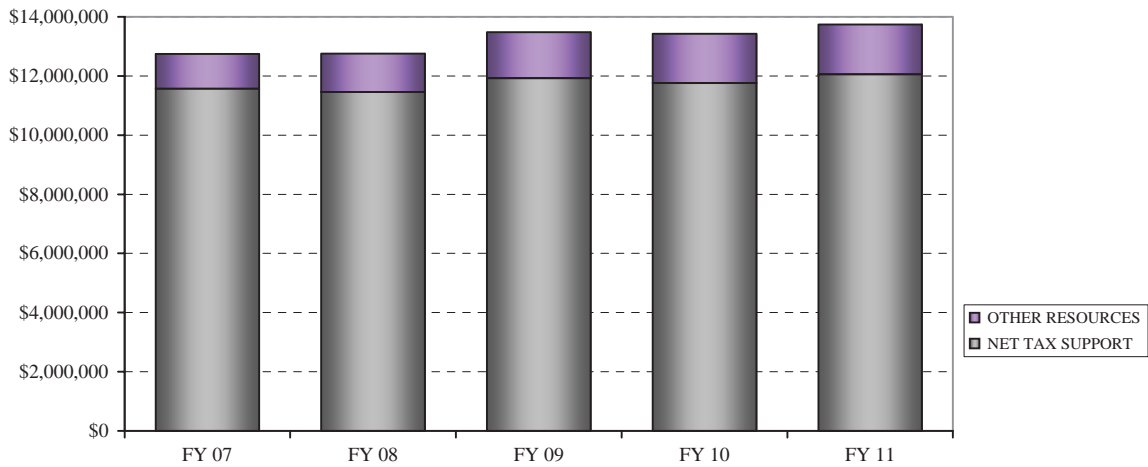
C. Funding Sources

1 General Property Taxes	\$569,512	\$1,120,513	\$694,512	\$950,238	36.82%
2 Permits, Privilege Fees and Regulatory License	\$250	\$8,140	\$250	\$250	0.00%
3 Fines and Forfeitures	\$112,000	\$24,840	\$112,000	\$12,000	-89.29%
4 Revenue From Use of Money and Property	\$7,200	\$6,397	\$7,200	\$7,200	0.00%
5 Charges for Services	\$125,181	\$128,800	\$125,181	\$145,181	15.98%
6 Miscellaneous Revenue	\$140,000	\$10,044	\$0	\$0	—
7 Revenue From Commonwealth	\$713,213	\$818,763	\$719,379	\$564,171	-21.58%
8 Transfers In	\$2,200	\$2,200	\$2,200	\$2,200	0.00%

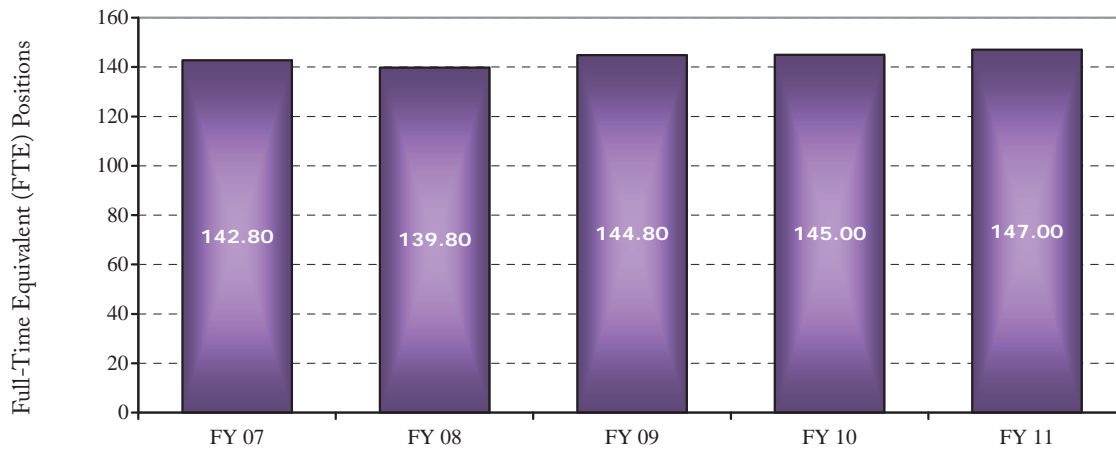
Total Designated Funding Sources	\$1,669,556	\$2,119,697	\$1,660,722	\$1,681,240	1.24%
---	-------------	-------------	-------------	-------------	-------

Net General Tax Support	\$12,726,956	\$11,307,527	\$11,763,130	\$12,053,748	2.47%
--------------------------------	--------------	--------------	--------------	--------------	-------





Note: All Years Adopted



Note: All Years Adopted

	FY 09 Adopted	FY 10 Adopted	FY 11 Adopted
1 Financial Reporting & Control	24.00	24.00	26.00
2 Risk Management	7.00	7.00	7.00
3 Real Estate Assessments	34.00	34.00	33.00
4 Purchasing	10.00	10.00	10.00
5 Tax Administration	57.80	58.00	59.00
6 Treasury Management	8.00	8.00	8.00
7 Director's Office	4.00	4.00	4.00
Full-Time Equivalent (FTE) Total	144.80	145.00	147.00



I. Major Issues

A. Seat Management Distribution - Funding to augment agency seat management costs previously budgeted in Non-Departmental/Unclassified Administrative has been reallocated to agency budgets to account for the actual expenditures incurred by each county activity. This realignment of funds has decreased the Finance 2011 budget by \$65,649.

B. One-time Non-recurring Item Reductions - A total of \$2,918 was removed from the FY 11 Finance base budget for one-time, non-recurring items approved in FY 10. The total consists of funds which supported the purchase of one-time computer equipment and software (\$2,918) in the FY 10 budget.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost -	\$95,874
Supporting Revenue -	\$0
Total PWC Cost -	\$95,874
Additional FTE Positions -	0.00

1. Description - Compensation adjustments totaling \$95,874 are made to support a 7.61% Health Insurance rate increase, a 5% Retiree Health increase, a decrease in the Money Purchase Plan 401(a) rate from 0.5% of salary to 0.0%, a 1.46% Virginia Retirement System increase and a 0.49% Group Life insurance decrease. Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Savings

1. Finance Expenditure Reductions

Expenditure Savings -	\$190,000
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Savings -	\$190,000
FTE Positions -	0.00

a. Category

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

b. Description - The Finance Department reduction will impact six programs (Treasury Management, Risk Management, Real Estate Assessments, Purchasing, Financial Reporting and Control and Director's Office) travel, education and other services expenditures by \$74,000. This item also impacts the County's Property and Miscellaneous Insurance budget, which is managed by the Finance Department's Risk Management program. This budget will be reduced by \$116,000 in contractual and other services expenditures, for a total of \$190,000 in expenditure reductions.

c. Service Level Impacts - There are no direct Service Level impacts associated with this reduction.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.

2. Reduction in Reimbursement from the State Compensation Board

Expenditure Savings -	\$0
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Savings -	\$0
FTE Positions -	0.00

a. Category

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

b. Description - On September 8, 2009, the Governor presented his reduction plan for the FY 10 State budget in order to address revenue shortfalls totaling \$1.3 billion dollars. Prince William County's FY 10 State Reduction amount totaled \$1,826,231, as of the September 8, 2009 presentation. The Finance



Department's share of that reduction in State funding totaled \$123,000. Although this estimated reduction in cash revenue occurs in FY 10, the current FY 10 revenue budget of \$679,957 remains less than the the projected State total of \$696,000. As a result, no change is required in the Finance Department's State Revenue budget. At the time, based upon FY 09 actuals and after the September State reduction, FY 11 revenue was estimated to be approximately \$695,000, still above the FY 11 base budgeted revenue amount. Please see item #2 in Finance, Budget additions for further information on State Revenue reductions.

- 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 with this initiative.

3. Revenue Increase

Expenditure Savings -	\$0
Budget Shift -	\$0
Supporting Revenue -	\$155,726
PWC Savings -	\$155,726
FTE Positions -	0.00

a. Category

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

- b. **Description** - This item reflects a net increase of \$155,726 in other Finance Department agency revenue sources such as administrative fees collected on delinquent taxes collected by the Tax Administration Program. The increase is due to prior year actual revenue received from this source. Administrative fees on delinquent taxes increase by \$225,726 to \$700,000. However, this increase is offset by a \$100,000 reduction in return check and administrative fees based on actual performance. Administrative fees are levied on taxpayers who are delinquent in order to remove DMV registration stops in the case of delinquent personal property taxes.

- c. **Service Level Impacts** - There are no direct Service Level impacts to service levels with this revenue increase and the County's property tax collection rates will be maintained.
- d. **Five-Year Plan Impacts** - There are no Five-Year Plan impacts with this initiative.

C. Budget Additions

1. Staff to Strengthen Internal Controls of Payroll and Benefits

Added Expenditure -	\$172,283
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Cost -	\$172,283
FTE Positions -	2.00

a. Category

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

- b. **Description** - This item adds 2 FTE's to strengthen Internal Controls over the County's largest category of expenditures (payroll and benefits). One Human Resource Information System (HRIS) Administrator position will be responsible for managing the upgrade of the County's HRIS. Currently, the County uses only 20-25% of HRIS capability and many of the County processes related to payroll and benefits are still manual, resulting in inherent risks. It is estimated that it will take approximately 3+ years to fully implement upgrades to HRIS and expand the modules used. It is also expected that new upgrades will be released every 18 months. The County has not kept pace with upgrades over time, resulting in a vendor supported system at a premium cost and a risk that the vendor will stop supporting the current version altogether. The Administrator will maximize the current HRIS system capabilities, thereby eliminating the need for an approximate \$4.2 million system replacement. The second position, a Financial Reporting and Control Accountant, will fill the role of benefits analyst for the payroll office. This position will ensure that timely reconciliation between County records and the records



of the third party administrators of the County' benefit programs occur. This will limit risks, such as the County providing benefits to individuals no longer employed as well as ensure collection of delinquent benefit payments.

c. Service Level Impacts - There are no direct Service Level impacts to service levels with this addition. The additional staff will indirectly contribute to compliance with the County's Principles of Sound Financial Management which Financial Reporting controls/influences.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.

2. General Fund Support to Cover Reduction in State Financial Assistance for Local Finance Directors

Added Expenditure -	\$0
Budget Shift -	\$0
Supporting Revenue Reduction -	\$155,200
PWC Cost -	\$155,200
FTE Positions -	0.00

a. Category

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

b. Description - In order to balance the State's 2011-2012 biennium budget, the Governor and General Assembly approved further reductions in the amount of State Compensation Board support for salaries and benefits for the Finance Department by a net amount of \$155,200. This revenue reduction will be covered by the County's General Fund due to the critical need to maintain fiscal integrity and financial solvency. If the Finance Department were to bear this reduction, positions would have to be eliminated and collection rates could decrease, impacting overall County revenues.

c. Service Level Impacts - There are no Service Level impacts with this initiative. Existing service levels will be maintained.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.

3. Funds to Support the Addition of the Bloomberg Financial System to Provide Instantaneous Market Data

Added Expenditure -	\$43,633
Budget Shift -	\$0
Revenue Increase -	\$20,000
PWC Cost -	\$23,633
FTE Positions -	0.00

a. Category

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

b. Description - The Treasury Management addition of the Bloomberg financial system will provide instantaneous market data for better price execution on purchases and sales of securities. Management of Park Authority funds provides \$20,000 in revenue support. Additional non-agency revenue of \$100,000 in General Revenue support will occur, providing \$43,250 in revenue support after the School/County revenue split for a net PWC savings of \$19,617.

c. Service Level Impacts - There are no Service Level impacts with this initiative. Existing service levels will be maintained.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.



4. Creation of New Payroll Processing Activity in Financial Reporting and Control Program

Added Expenditure -	\$0
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Cost -	\$0
FTE Positions -	0.00

a. Category

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

b. Description - This item shifts 6.0 FTE's responsible for Payroll processing actions into a separate activity for transparency and reporting purposes. The current staff are included in the Pay Bills activity, within the Financial Reporting and Control program. The new Payroll activity is a component of the County's overall system of internal controls and greater emphasis is needed, due to the increase in the number of County staff over the past 10 years.

c. Service Level Impacts - There are no direct Service Level impacts to service levels with this shift; Payroll service level measures will move from the Pay Bills activity to the new Payroll Processing activity.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.

5. Shift Accounting Assistant I position from Real Estate Assessments to Tax Administration

Added Expenditure -	\$0
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Cost -	\$0
FTE Positions -	0.00

a. Category

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

b. Description - This item shifts one Accounting Assistant I FTE (1.00) from the Real Estate Assessment program to the Tax Administration program. The FTE's assignments were shifted to place more effort on the billing and help maintain collection of tax revenue during the current recession.

c. Service Level Impacts - There are no direct Service Level impacts to service levels with this shift.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.



Budget Summary - Financial Reporting and Control

Total Annual Budget	
FY 2010 Adopted	\$ 2,482,997
FY 2011 Adopted	\$ 2,734,089
Dollar Change	\$ 251,092
Percent Change	10.11%

Number of FTE Positions	
FY 2010 FTE Positions	24.00
FY 2011 FTE Positions	26.00
FTE Position Change	2.00

Outcome Targets/Trends

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <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	95%	100%	100%	100%	100%
▪ Audit adjustments	1	<5	1	<5	<5
▪ Management letter comments	1	<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

Note: Funding for the Payroll Processing Activity was moved from the Pay Bills Activity for FY 11 Adopted. Maintain and pay approximately 42,000 vendors annually.

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$846,187	\$821,627	\$838,187	\$783,944	\$472,961
Disbursements					
▪ Vendor transactions processed	156,020	160,000	161,438	156,000	160,000
▪ Vendor checks per disbursement staff	52,007	53,000	53,812	52,000	53,000
▪ Percent of electronic payments	N/A	N/A	39%	N/A	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.

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$1,391,873	\$1,720,552	\$1,361,893	\$1,699,053	\$1,612,967
▪ Financial transactions processed	511,031	525,000	526,485	512,000	527,000
▪ Capital asset transactions processed	2,160	2,500	2,762	2,100	2,800
▪ System users	430	470	431	440	440
▪ Average length of time to complete monthly close	3 weeks	3 weeks	3 weeks	3 weeks	3 weeks

3. Payroll Processing

Note: Funding for the Payroll Processing Activity was moved from the Pay Bills Activity for FY 11 Adopted. Maintain and pay approximately 4,200 employees annually.

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	—	—	—	—	\$648,160
<u>Payroll</u>					
▪ Payroll payments processed	95,244	98,000	97,129	95,000	97,000
▪ Employees per payroll staff	1,400	1,500	1,050	1,400	1,000
▪ Employees on Direct Deposit	97.4%	98%	98%	98%	98%



Budget Summary - Risk Management

Total Annual Budget	
FY 2010 Adopted	\$ 841,363
FY 2011 Adopted	\$ 840,936
Dollar Change	\$ (427)
Percent Change	-0.05%

Number of FTE Positions	
FY 2010 FTE Positions	7.00
FY 2011 FTE Positions	7.00
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 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ OSHA Recordable Incident rate among Public Safety Employees	—	—	10.9	—	10.3
▪ Preventable Collision Frequency Rate (motor vehicle)	—	—	10.5	—	9.9
▪ DART Rate for Public Safety Employees	—	—	6.9	—	5.9
▪ Accidents per 100,000 employee miles	2.30	3.45	2.62	3.40	3.40
▪ Auto claims per 100,000 employee miles	\$2,563	\$3,400	\$3,092	\$3,400	\$3,800
▪ Injury Incident Rate (IIR) per 100 employees	5.72	7.75	6.81	7.75	7.75
▪ Lost Workday Incident Rate (LWDR) per 100 employees	1.97	2.00	1.46	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 cost.

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$746,648	\$758,457	\$754,581	\$776,271	\$785,063
▪ Employees trained	3,602	1,750	2,994	1,750	1,750
▪ Safety inspections made	86	60	107	60	60
▪ Dangerous/hazardous situations identified	31	30	52	30	30
▪ Required programs in place	68%	80%	73%	80%	80%
▪ Claims	379	<750	404	<750	<404
▪ Average cost per property claim	\$1,643	\$4,500	\$1,677	\$3,400	\$3,400



2. Environmental Management

The County will strive to meet Emergency Management System (EMS) E2 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 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$45,243	\$76,508	\$49,939	\$65,092	\$55,873
▪ Inspections	0	0	0	0	0
▪ E2 Certifications (facilities per year)	0	0	0	0	0
▪ Training employees identified in the program	100%	100%	100%	75%	100%
▪ Re-certifications of E2 facilities	100%	100%	100%	100%	100%
▪ Audits	0	0	0	0	0



Budget Summary - Real Estate Assessments

Total Annual Budget	
FY 2010 Adopted	\$ 2,816,092
FY 2011 Adopted	<u>\$ 2,830,726</u>
Dollar Change	\$ 14,634
Percent Change	0.52%

Number of FTE Positions	
FY 2010 FTE Positions	34.00
FY 2011 FTE Positions	<u>33.00</u>
FTE Position Change	-1.00

Outcome Targets/Trends

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Appealed real estate assessments upheld by the Board of Equalization	83%	70%	87%	70%	85%
▪ Overall Assessment Level	87.3%	90%	92%	85%	92%

Activities/Service Level Trends Table

1. Mass Appraisal of Real Property

Assess real estate parcels in the County each year.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$2,142,896	\$2,135,619	\$2,152,358	\$2,154,593	\$2,217,319
▪ Sales verified	13,679	8,000	19,081	8,000	8,000
▪ Sales	17,430	10,500	21,243	17,000	21,000
▪ Properties reviewed for accuracy as a percent of total improved properties	6.9%	20%	9.0%	16%	8.5%
▪ Parcels appealed as a percent of total parcels	.44%	<1%	.21%	<1%	<1%
▪ Parcels per appraiser	6,192	6,233	6,219	6,273	6,240
▪ Cost per property assessed	\$20.38	\$19.05	\$20.46	\$20.38	\$20.38
▪ Overall average accuracy, measured as average error	8.1%	<=8%	11.3%	<=8.5%	<=10%
▪ Appeals resolved within 20 working days	67%	80%	98%	80%	90%

2. Customer Service

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

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$635,429	\$647,034	\$647,650	\$661,499	\$613,407
▪ Walk-in customers	2,541	2,300	4,676	5,800	3,000
▪ Calls by real estate professionals, citizens or public agencies	21,984	21,000	26,137	22,000	22,000
▪ Tax relief applicants	3,123	3,000	3,321	3,100	3,400
▪ Use-value parcels reviewed	100%	100%	100%	100%	100%
▪ Internet user sessions	862,366	840,000	894,206	850,000	890,000



Budget Summary - Purchasing

Total Annual Budget	
FY 2010 Adopted	\$ 900,689
FY 2011 Adopted	\$ 866,607
Dollar Change	\$ (34,082)
Percent Change	-3.78%

Number of FTE Positions	
FY 2010 FTE Positions	10.00
FY 2011 FTE Positions	10.00
FTE Position Change	0.00

Outcome Targets/Trends

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Vendors who rate the procurement process as good or excellent	92%	91%	97%	91%	91%
▪ Customers rating their purchasing experiences as good or excellent	97%	86%	96%	87%	91%
▪ Solicitations and awards without protest	99%	95%	93%	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.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$883,620	\$950,619	\$830,165	\$900,689	\$866,607
▪ Average turnaround for processing solicitations (in days)	6	10	9	10	10
▪ Average daily turnaround for processing contracts	7	7	12	7	10
▪ Average daily turnaround in working days for CIP projects	46	76	61	76	70



Budget Summary - Tax Administration

Total Annual Budget	
FY 2010 Adopted	\$ 4,745,613
FY 2011 Adopted	<u>\$ 4,894,180</u>
Dollar Change	\$ 148,567
Percent Change	3.13%

Number of FTE Positions	
FY 2010 FTE Positions	58.00
FY 2011 FTE Positions	<u>59.00</u>
FTE Position Change	1.00

Outcome Targets/Trends

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Citizen satisfaction with helpfulness and accuracy on tax questions per Citizen Survey	85.8%	80%	86.1%	75%	85%
▪ Citizen satisfaction with tax staff's response time on tax questions per Citizen Survey	88.4%	80%	88.9%	80%	85%
▪ Cumulative delinquent tax as a percent of total tax levy	2.2%	3.5%	2.2%	2.5%	2.5%

Activities/Service Level Trends Table

1. Bill Tax Items

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

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$2,923,382	\$2,479,575	\$3,036,818	\$2,398,615	\$2,458,822
▪ Business license and personal property tax items processed	445,172	490,000	443,050	440,000	440,000
▪ Amount of audit/discovery billing	\$2,892,211	\$1,000,000	\$3,573,624	\$1,500,000	\$3,000,000

2. Collect County Revenue

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

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$2,013,008	\$2,270,486	\$2,191,752	\$2,346,998	\$2,435,359
▪ Manual payment transactions	27%	30%	22%	30%	30%
▪ Delinquent tax expenses as a percent of delinquent collections	7%	12%	7%	10%	10%
▪ Delinquency notices sent	103,499	75,000	91,714	75,000	75,000
▪ Total service level (total calls less busy signals and abandoned calls)	97%	95%	96%	95%	95%
▪ On-hold time	.19 min	<1 min	.26 min	<1 min	<1 min



Budget Summary - Treasury Management

Total Annual Budget	
FY 2010 Adopted	\$ 910,158
FY 2011 Adopted	\$ 958,138
Dollar Change	\$ 47,980
Percent Change	5.27%

Number of FTE Positions	
FY 2010 FTE Positions	8.00
FY 2011 FTE Positions	8.00
FTE Position Change	0.00

Outcome Targets/Trends

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <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	-0.82%	+2%/-1%	0.66%	+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. Manage the gathering and analysis of statistical data and make projections for use in County decision-making.

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$394,305	\$579,097	\$433,523	\$515,842	\$522,278
▪ Financial planning documents prepared	17	17	17	17	17
▪ Finance issues reviewed or analyzed	142	100	135	90	120
▪ Demographic inquiries analyzed within five days	N/A	N/A	N/A	45%	45%
▪ Demographic analysis for special projects completed as scheduled	N/A	N/A	N/A	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.

	<u>FY 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$232,591	\$255,034	\$206,976	\$283,380	\$278,342
▪ Bond sales executed	2	3	3	3	1
▪ Difference between true interest cost of bond sale and Bond Buyer index of municipal sales	-0.44%	<0	-0.84%	<0	<0



3. Cash Management/Investments/Banking Services

Maintain full adherence to the Prince William County investment policy.

	FY 08	FY 09	FY 09	FY 10	FY 11
	<u>Actual</u>	<u>Adopted</u>	<u>Actual</u>	<u>Adopted</u>	<u>Adopted</u>
▪ Total Activity Annual Cost	\$54,765	\$56,000	\$50,726	\$110,936	\$157,518
▪ Cost of investments management as a percent of interest earnings	0.23%	0.80%	0.16%	0.30%	0.51%



Budget Summary - Director's Office

Total Annual Budget	
FY 2010 Adopted	\$ 726,940
FY 2011 Adopted	\$ 610,312
Dollar Change	\$ (116,628)
Percent Change	-16.04%

Number of FTE Positions	
FY 2010 FTE Positions	4.00
FY 2011 FTE Positions	4.00
FTE Position Change	0.00

Outcome Targets/Trends

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Citizen satisfaction with their Quality of Life	6.98	7.18	7.30	6.98	7.30
▪ Achieve a AAA bond rating	AAA/Aa1	AAA/Aa1	AAA/Aa1	AAA/Aa1	AAA/Aa1
▪ Compliance with Principles of Sound Financial Management	97%	98%	98%	98%	98%
▪ Finance Department outcome measures achieved	80%	70%	95.7%	70%	80%

Activities/Service Level Trends Table

1. Leadership, Coordination and Oversight

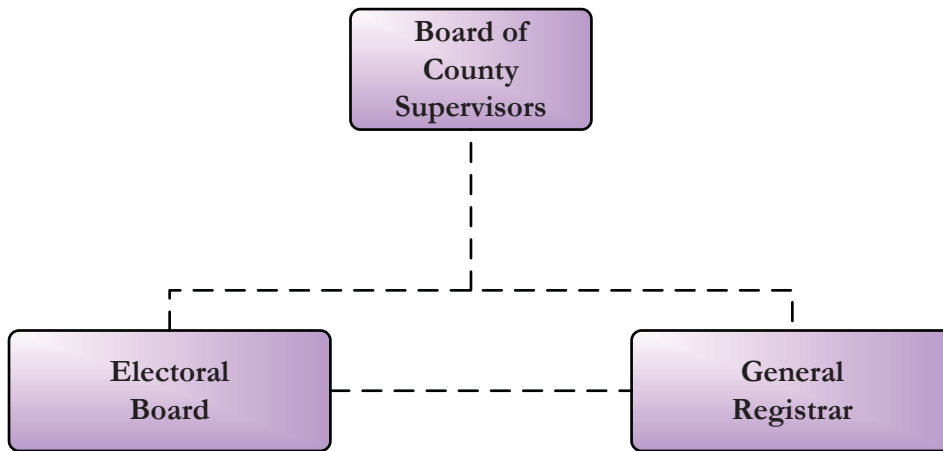
Provide leadership, coordination and oversight to divisions. Review and respond to citizens' and Board of County Supervisors' requests for information. Develop Board agenda items and provide financial input to items developed by other departments.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$914,443	\$730,930	\$872,655	\$726,940	\$610,312
▪ Trackers responded to within 15 days	85%	85%	69%	85%	85%
▪ Board of County Supervisors (BOCS) agenda items reviewed	521	325	384	400	400
▪ Legislative issues analyzed	13	10	19	10	10





General Registrar



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.

AGENCY & PROGRAM

Administration

- Board of Equalization
- Contingency Reserve
- Finance Department

➤ General Registrar

- Registrar and Elections
- Human Rights Office
- Information Technology, Office of
- Self-Insurance
- Unemployment Insurance Reserve

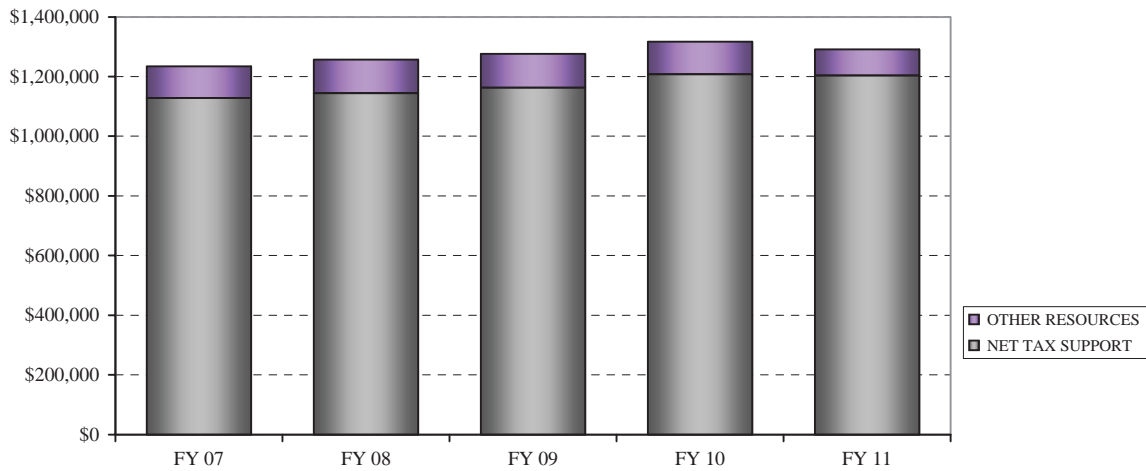
LOCATOR



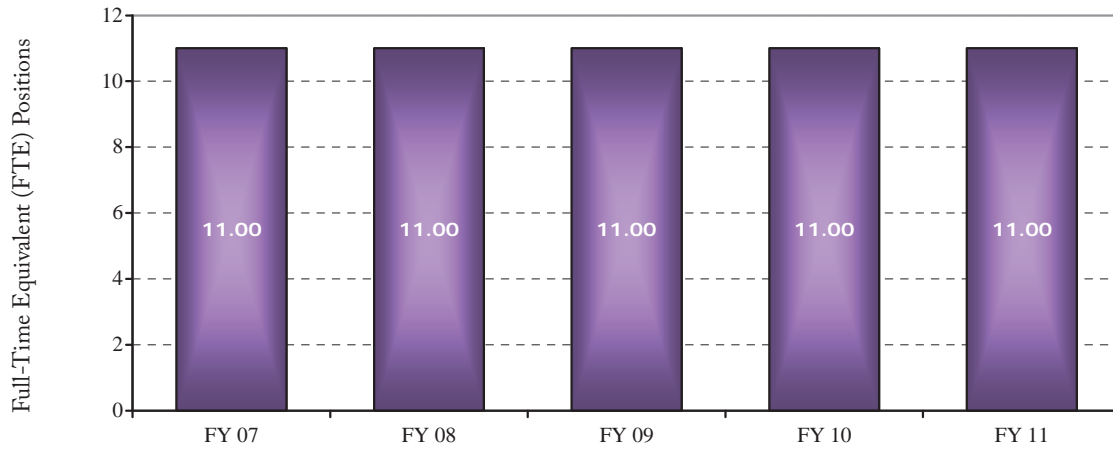
EXPENDITURE AND REVENUE SUMMARY

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Registrar & Elections	\$1,515,510	\$1,447,226	\$1,316,904	\$1,284,604	-2.45%
Total Expenditures	\$1,515,510	\$1,447,226	\$1,316,904	\$1,284,604	-2.45%
B. Expenditure by Classification					
1 Personal Services	\$962,535	\$927,880	\$702,908	\$703,838	0.13%
2 Fringe Benefits	\$165,201	\$174,926	\$161,376	\$171,926	6.54%
3 Contractual Services	\$174,305	\$172,991	\$291,751	\$275,247	-5.66%
4 Internal Services	\$103,743	\$103,743	\$49,419	\$53,229	7.71%
5 Other Services	\$99,502	\$60,004	\$103,726	\$72,640	-29.97%
6 Capital Outlay	\$0	\$0	\$0	\$0	—
7 Leases & Rentals	\$10,224	\$7,682	\$7,724	\$7,724	0.00%
Total Expenditures	\$1,515,510	\$1,447,226	\$1,316,904	\$1,284,604	-2.45%
C. Funding Sources					
1 Revenue From Commonwealth	\$176,190	\$196,010	\$109,641	\$87,051	-20.60%
2 Revenue From Other Localities	\$0	\$0	\$0	\$0	—
3 Miscellaneous Revenue	\$0	(\$8,507)	\$0	\$0	—
Total Designated Funding Sources	\$176,190	\$187,503	\$109,641	\$87,051	-20.60%
Net General Tax Support	\$1,339,320	\$1,259,723	\$1,207,263	\$1,197,553	-0.80%





Note: All Years Adopted



Note: All Years Adopted

	FY 09 Adopted	FY 10 Adopted	FY 11 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. One Time Non-Recurring Items Reduced from the Registrar's Budget

- A total of \$25,000 has been removed from the Registrar's budget. This total consists of funds which supported the purchase of 250 laptops and associated equipment for use as electronic poll books.

B. Seat Management Distribution - Funding to augment agency seat management costs previously budgeted in Non-Departmental/Unclassified Administrative has been reallocated to agency budgets to account for the actual expenditures incurred by each county activity. This realignment of funds increased the Registrar's 2011 budget by \$3,810.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost -	\$5,540
Supporting Revenue -	\$0
Total PWC Cost -	\$5,540
Additional FTE Positions -	0.00

1. Description - Compensation adjustments totaling \$5,540 are made to support a 7.61% Health Insurance rate increase, a 5% Retiree Health increase, a decrease in the Money Purchase Plan 401(a) rate from 0.5% of salary to 0.0%, a 1.46% Virginia Retirement System increase and a 0.49% Group Life insurance decrease. Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Savings

1. Reduction in Reimbursement from the State Board of Elections

Expenditure Savings -	\$22,590
Budget Shift -	\$0
Supporting Revenue -	\$22,590
PWC Savings -	\$0
FTE Positions -	0.00

a. Category

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

b. Description - In order to balance the State's 2011-2012 biennium budget the amount of reimbursement received from the State Board of Elections for the Registrar, Electoral Board Chairman, Vice Chairman and Secretary salaries as well as mileage and expense reimbursements for the Registrar and Electoral Board members has been reduced by \$22,590. This reduction has been offset by reducing the amount budgeted for contractual services and stationery and printed forms resulting in no increase in net county tax support.

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 with this initiative.



Budget Summary - Registrar and Elections

Total Annual Budget	
FY 2010 Adopted	\$ 1,316,904
FY 2011 Adopted	\$ 1,284,604
Dollar Change	\$ (32,300)
Percent Change	-2.45%

Number of FTE Positions	
FY 2010 FTE Positions	11.00
FY 2011 FTE Positions	11.00
FTE Position Change	0.00

Outcome Targets/Trends

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Citizens satisfied with registration accessibility	94.9%	95%	N/A	90%	90%

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 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$559,029	\$507,674	\$637,965	\$509,161	\$450,476
▪ Transactions involving citizen voting records	194,000	205,000	244,170	200,000	190,000

2. Conduct and Certify Elections

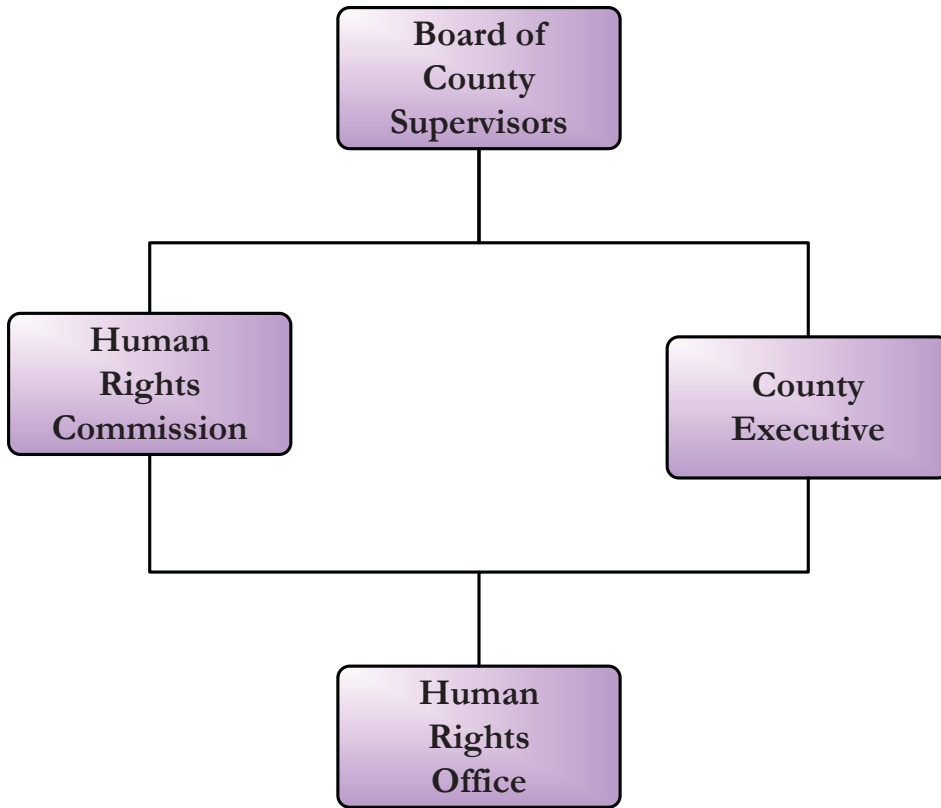
Provide to all registered voters the opportunity to cast ballots in elections free from potential fraud. Maintain voting statistics. Provide easy access and safe voting sites. Provide State Board of Elections certified results of each election.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$820,616	\$768,891	\$809,262	\$807,743	\$834,128
▪ Voters served at voting places	117,632	313,000	172,800	98,000	135,000
▪ Voters satisfied with time spent at voting places	95%	90%	90%	90%	90%





Human Rights Office



AGENCY & PROGRAM

Administration

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

▶ Human Rights Office

- Commission
- Information Technology, Office of
- 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

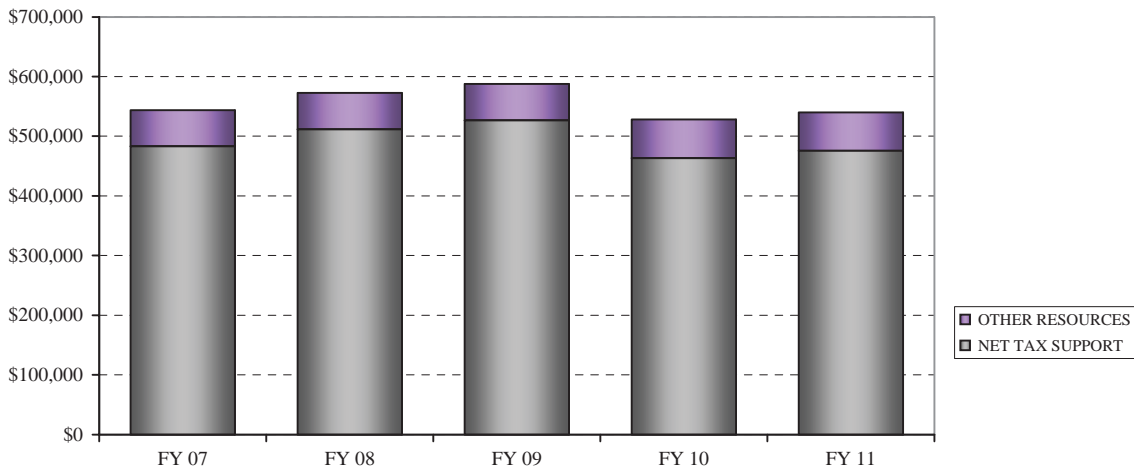


EXPENDITURE AND REVENUE SUMMARY

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Commission	\$608,990	\$602,269	\$527,867	\$539,973	2.29%
Total Expenditures	\$608,990	\$602,269	\$527,867	\$539,973	2.29%
B. Expenditure by Classification					
1 Personal Services	\$415,649	\$416,003	\$378,388	\$388,997	2.80%
2 Fringe Benefits	\$128,606	\$127,734	\$108,040	\$114,024	5.54%
3 Contractual Services	\$4,152	\$3,043	\$3,652	\$3,652	0.00%
4 Internal Services	\$33,696	\$33,696	\$17,794	\$13,307	-25.22%
5 Other Services	\$23,987	\$18,840	\$15,894	\$15,894	0.00%
6 Leases & Rentals	\$2,900	\$2,952	\$4,099	\$4,099	0.00%
Total Expenditures	\$608,990	\$602,269	\$527,867	\$539,973	2.29%
C. Funding Sources					
1 Charges for Services	\$36,000	\$0	\$36,000	\$36,000	0.00%
2 Federal Revenue	\$25,000	\$3,000	\$28,580	\$28,580	0.00%
Total Designated Funding Sources	\$61,000	\$3,000	\$64,580	\$64,580	0.00%
Net General Tax Support	\$547,990	\$599,269	\$463,287	\$475,393	2.61%

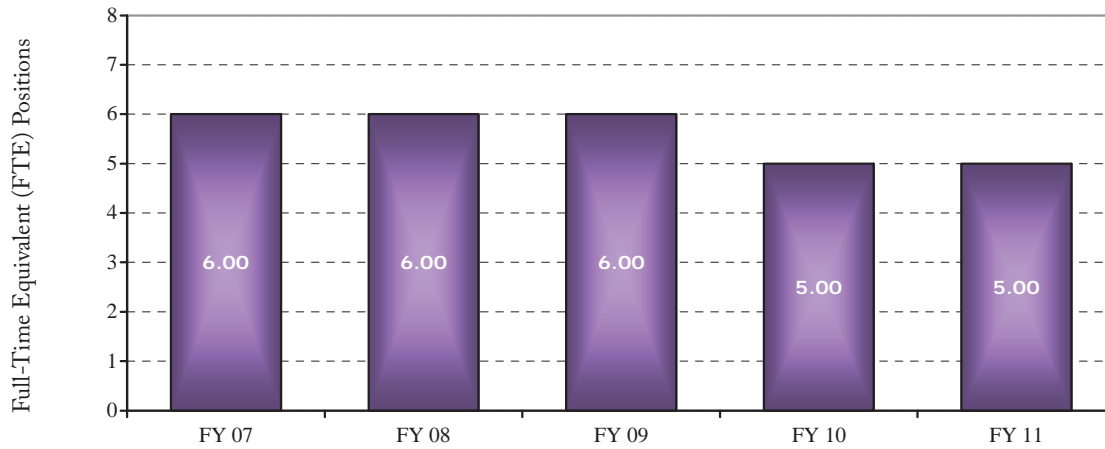


EXPENDITURE HISTORY



Note: All Years Adopted

STAFF HISTORY



Note: All Years Adopted

STAFF BY PROGRAM

	FY 09 Adopted	FY 10 Adopted	FY 11 Adopted
1 Commission	6.00	5.00	5.00
Full-Time Equivalent (FTE) Total	6.00	5.00	5.00



I. Major Issues

- A. Seat Management Distribution** - Funding to augment agency seat management costs previously budgeted in Non-Departmental/Unclassified Administrative has been reallocated to agency budgets to account for the actual expenditures incurred by each county activity. This realignment of funds decreased the Human Rights FY 11 budget by \$4,487.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost -	\$3,302
Supporting Revenue -	\$0
Total PWC Cost -	\$3,302
Additional FTE Positions -	0.00

- 1. Description** - Compensation adjustments totaling \$3,302 are made to support a 7.61% Health Insurance rate increase, a 5% Retiree Health increase, a decrease in the Money Purchase Plan 401(a) rate from 0.5% of salary to 0.0%, a 1.46% Virginia Retirement System increase and a 0.49% Group Life insurance decrease. Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.



Budget Summary - Commission

Total Annual Budget	
FY 2010 Adopted	\$ 527,867
FY 2011 Adopted	\$ 539,973
Dollar Change	\$ 12,106
Percent Change	2.29%

Number of FTE Positions	
FY 2010 FTE Positions	5.00
FY 2011 FTE Positions	5.00
FTE Position Change	0.00

Outcome Targets/Trends

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Persons benefiting from civil rights enforcement/training	621	550	603	600	600
▪ Enforcement compliance rate	100%	100%	100%	100%	100%
▪ Citizens aware of the programs and activities of the Human Rights Commission	79%	71%	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 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$427,434	\$408,759	\$428,653	\$369,832	\$383,456
▪ Inquiries processed	577	575	583	575	575
▪ Cases worked	101	120	126	120	120
▪ Cost per case worked	\$4,232	\$3,406	\$3,402	\$3,445	\$3,445
▪ Closed charges	70	70	72	70	370
▪ Average caseload per investigator	34	40	42	40	40
▪ Average closed case processing time (days)	169	180	179	175	175
▪ Average intake processing time (days)	33	20	49	20	40
▪ Mediations and conciliations	30	32	30	32	30

2. Outreach/Education

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

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$30,605	\$33,469	\$29,930	\$28,481	\$29,311
▪ Cost per number of outreach/education projects	\$1,093	\$1,673	\$1,108	\$1,351	\$1,200
▪ Outreach/educational projects (requests)	28	20	27	25	25
▪ Customers seeking services as result of outreach efforts	1,579	1,525	1,564	1,550	1,550
▪ Favorable customers survey response	73%	70%	71%	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.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$15,980	\$19,407	\$16,783	\$16,473	\$16,971
▪ Requests for public information	81	60	78	70	75
▪ Timely response to public information requests (within 5 working days)	100%	100%	100%	100%	100%
▪ Favorable customers survey response	80%	80%	80%	80%	80%
▪ Cost per request for information	\$197	\$323	\$215	\$280	\$250

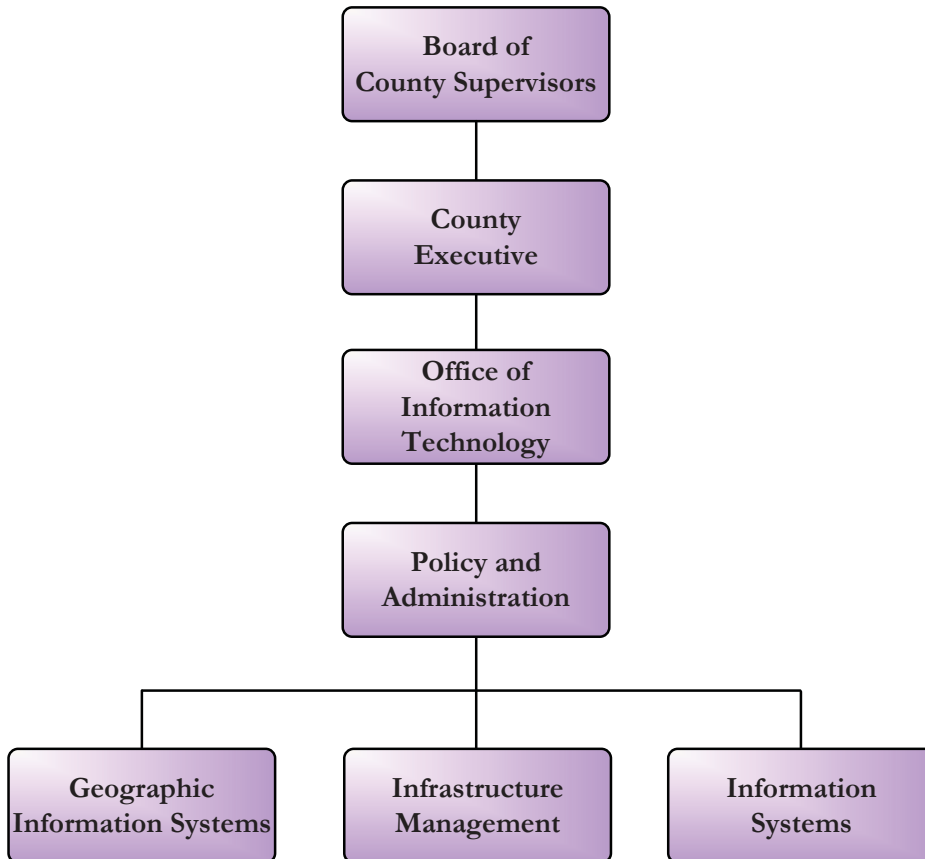
4. Staff Support to the Human Rights Commission

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

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$125,664	\$125,773	\$126,906	\$113,081	\$110,236
▪ Staff time dedicated as support to the Human Rights Commissioners	24%	20%	20%	20%	20%
▪ Human Rights Commission/board hearings	0	0	0	0	0



Office of Information Technology



AGENCY & PROGRAM

Administration

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

➤ Information Technology, Office of

- Policy and Administration
- Infrastructure Management
- Geographic Information Systems
- Information Systems
- Self-Insurance
- Unemployment Insurance Reserve

Mission Statement

To provide innovative and effective technology solutions that support the strategic goals of Prince William County and meet the needs of citizens and the business community.

LOCATOR



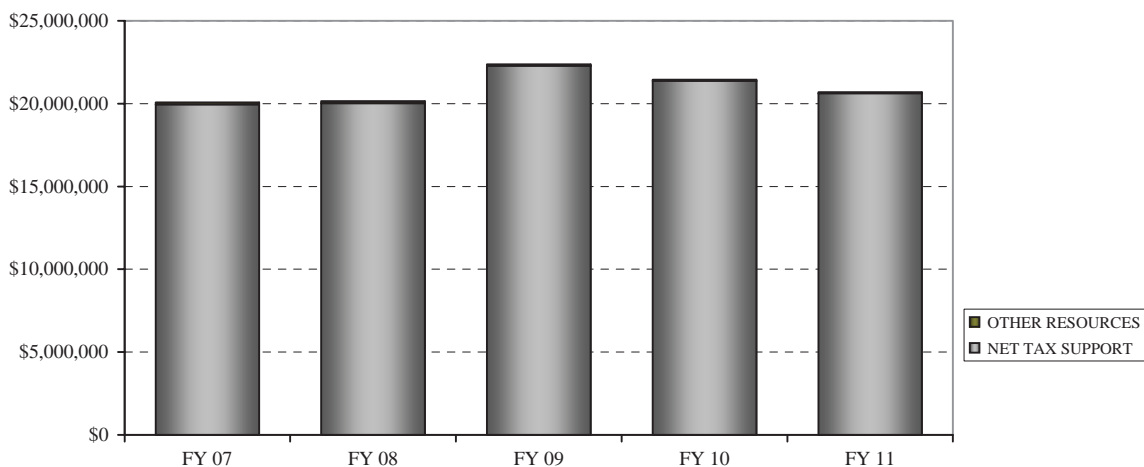
EXPENDITURE AND REVENUE SUMMARY

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Policy and Administration	\$1,698,159	\$1,142,919	\$1,521,612	\$1,464,371	-3.76%
2 Infrastructure Management	\$17,542,300	\$13,875,610	\$12,336,870	\$11,989,795	-2.81%
3 Geographic Information Systems	\$2,181,396	\$2,049,386	\$1,844,832	\$1,917,442	3.94%
4 Information Systems	\$9,183,641	\$5,856,925	\$5,739,398	\$5,320,495	-7.30%
Total Expenditures	\$30,605,496	\$22,924,840	\$21,442,712	\$20,692,103	-3.50%

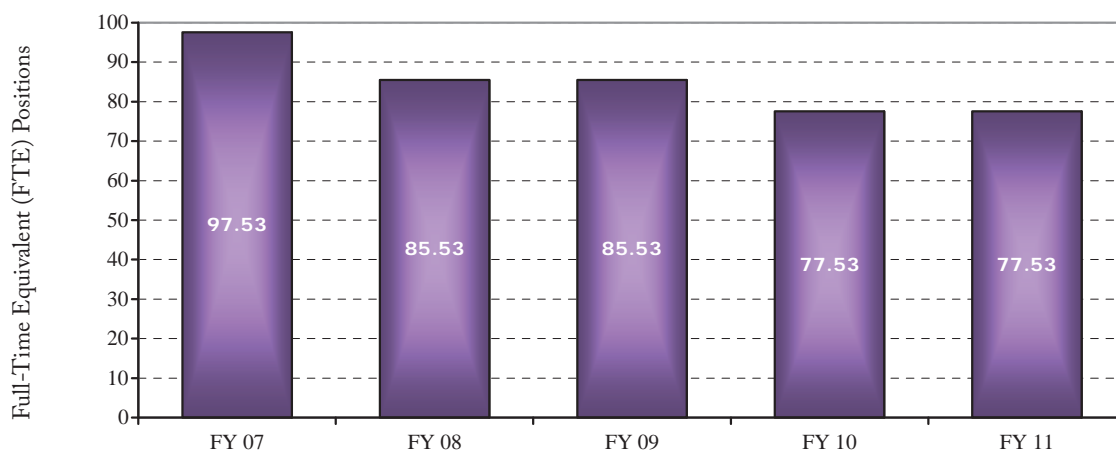
	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
B. Expenditure by Classification					
1 Personal Services	\$6,250,075	\$6,115,680	\$5,855,200	\$5,889,419	0.58%
2 Fringe Benefits	\$1,926,496	\$1,836,583	\$1,753,974	\$1,817,768	3.64%
3 Contractual Services	\$14,181,664	\$8,667,778	\$9,461,225	\$8,464,731	-10.53%
4 Internal Services	\$354,758	\$354,755	\$425,044	\$164,905	-61.20%
5 Other Services	\$3,203,168	\$1,668,628	\$3,123,430	\$3,772,314	20.77%
6 Debt Maintenance	\$51,178	\$29,218	\$0	\$0	0.00%
7 Depreciation	\$0	\$504,669	\$0	\$0	0.00%
8 Capital Outlay	\$1,061,193	\$166,036	\$825,442	\$579,820	-29.76%
9 Leases & Rentals	\$3,599	\$3,186	\$3,339	\$3,146	-5.78%
10 Reserves & Contingencies	(\$4,942)	\$0	(\$4,942)	\$0	-100.00%
11 Transfers Out	\$3,578,307	\$3,578,307	\$0	\$0	0.00%
Total Expenditures	\$30,605,496	\$22,924,840	\$21,442,712	\$20,692,103	-3.50%

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
C. Funding Sources					
1 Revenue From use of Money & Property	\$59,396	\$60,865	\$43,160	\$43,160	0.00%
2 Charges for Services	\$16,270,237	\$14,237,391	\$15,325,133	\$14,583,613	-4.84%
3 Miscellaneous Revenue	\$191,664	\$205,653	\$0	\$0	0.00%
4 Revenue From Commonwealth	\$42,900	\$43,701	\$42,900	\$42,900	0.00%
5 Revenue From Federal Government	\$0	\$0	\$0	\$0	0.00%
6 Transfers In	\$264,578	\$264,578	\$260,343	\$310,343	19.21%
Total Designated Funding Sources	\$16,828,775	\$14,812,188	\$15,671,536	\$14,980,016	-4.41%
Net General Tax Support	\$13,776,721	\$8,112,652	\$5,771,176	\$5,712,087	-1.02%





Note: All Years Adopted



Note: All Years Adopted

	FY 09 Adopted	FY 10 Adopted	FY 11 Adopted
1 Policy and Administration	2.05	3.00	3.15
2 Infrastructure Management	40.26	31.31	32.16
3 Geographic Information Systems	20.77	18.77	17.77
4 Information Systems	22.45	24.45	24.45
Full-Time Equivalent (FTE) Total	85.53	77.53	77.53



I. Major Issues

A. Seat Management Distribution - Funding to augment agency seat management costs previously budgeted to Non-Departmental/Unclassified Administrative has been reallocated to the agency budgets to account for the actual expenditure by each county agency. This realignment of funds decreased the Office of Information Technology's 2011 budget by \$45,486.

II. Budget Adjustments

A. Compensation Adjustments

Total Cost -	\$57,684
Supporting Revenue -	\$0
Total PWC Cost -	\$57,684
Additional FTE Positions -	0.00

1. Description - Compensation adjustments totaling \$57,684 are made to support a 7.61% Health Insurance rate increase, a 5% Retiree Health increase, a decrease in the Money Purchase Plan 401(a) rate from 0.5% of salary to 0.0%, a 1.46% Virginia Retirement System increase and a 0.49% Group Life insurance decrease. Additional detail concerning these adjustments can be found in the Unclassified Administrative section of Non-Departmental.

B. Budget Savings

1. Zero Base Budget Reallocation & Internal Service Fund Reduction

Expenditure Savings -	\$900,000
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Savings -	\$900,000
FTE Positions -	0.00

a. Category

- Addition

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

b. Description - This item resulted from a historical review of OIT activity budgets to determine the appropriate OIT total budget. This item realigns resources with the appropriate programs and activities. Additionally, Internal Service Fund (ISF) savings were identified through a complete inventory of County seats, verification of actual vs. anticipated seats eliminated during the FY 10 budget process, and a preliminary billing of seat management and application services provided to agencies. The net result, by program, is a 6% decrease in Policy and Administration, a 5% decrease in Information Management, a 3% increase in Geographic Information Services, and a 5% decrease in Information Systems.

c. Service Level Impacts - The zero based budget exercise was completed prior to the establishment of the FY 11 base service levels; this \$900,000 reduction was anticipated. Service levels may decrease over FY 11 if demands for outside consultant services exceed the resources in the ISF.

d. Five-Year Plan Impacts - This item results in a \$900,000 reduction in each year of the Five-Year Plan, for a total of \$4.5 million.

2. Technical Training

Expenditure Savings -	\$48,895
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Savings -	\$48,895
FTE Positions -	0.00

a. Category

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

b. Description - This item resulted from the efforts to merge the County's technical and soft skills training.



The reductions occur in three areas - overall program expenses (memberships, advertising and copying/printing), instructor-led training (fewer classes), and eLearning licenses (Typing Master and Web Design and Media).

c. Service Level Impacts - This item may impact customer satisfaction with technical training because it shifts the emphasis from instructor-led classes to eLearning. Limitations on licenses require that licenses be managed to ensure that staff with technical training needs are served.

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.

3. GIS Counter Reorganization

Expenditure Savings -	\$4,000
Budget Shift -	\$0
Supporting Revenue -	\$23,000
PWC Savings -	\$27,000
FTE Positions -	1.00

a. Category

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

b. Description - This item reorganizes activities at the GIS Counter by replacing two Development Services Technician IIs with one GIS Analyst I to align required resources with current service demands. Two Development Services Technician II positions are eliminated, and the GIS Analyst I position shifts from the Department of Development Services (DDS) to OIT, bringing \$50,000 in resources from DDS to OIT to pay for services provided by the Analyst to development-related agencies. Additionally, anticipated revenues from map sales are reduced by \$27,000 based on prior year actual revenues.

c. Service Level Impacts - This item will not impact FY 11 Service Levels at the GIS Counter, but does impact service levels at the Early Assistance Counter:

Weekly hours of service to the Early Assistance Counter:	
<i>FY 11 Base</i>	6
<i>FY 11 Adopted</i>	0

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.

C. Budget Additions

1. Technology Improvement Plan - Tidemark

Added Expenditure -	\$4,000,000
Budget Shift -	\$0
Supporting Revenue -	\$4,000,000
PWC Cost -	\$0
FTE Positions -	0.00

a. Category

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

b. Description - This item reflects the Tidemark system replacement identified in the Technology Improvement Plan in the General Government section of the FY 11-16 Capital Improvement Program, (CIP) funded by the Internal Service Fund Reserve. Additional information on the FY 11-16 CIP can be found at <http://www.pwcgov.org/budget>.

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 with this initiative.



2. Information Security Officer

Added Expenditure -	\$95,000
Budget Shift -	\$0
Supporting Revenue -	\$0
PWC Cost -	\$95,000
FTE Positions -	1.00

a. Category

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

b. Description - This item improves security redundancy by adding an Information Security Officer position to the Infrastructure Management Division in OIT. Security personnel guarantee access to high-quality information and prevent unauthorized access to that same information by developing plans to meet emergency data processing needs and safeguarding computer files against accidental or unauthorized access (for private or confidential data), and accidental or unauthorized modification, destruction, or disclosure. Using the principles involved with securing data and voice transmissions, data and application servers, and the application software itself, security personnel develop and review staff awareness training programs and review security policies and transaction log files, monitoring for aberrant behavior within the network.

c. Service Level Impacts - The addition of an Information Security Officer will improve the following service levels:

- **Response to new projects and security review:**

<i>FY 11 Base</i>	60%
<i>FY 11 Adopted</i>	90%
- **Proactive analysis of security logs:**

<i>FY 11 Base</i>	50%
<i>FY 11 Adopted</i>	80%
- **Investigation/corrective action on security threats:**

<i>FY 11 Base</i>	70%
<i>FY 11 Adopted</i>	80%

- **Mitigation of security issues and adjustments to industry changes:**

<i>FY 11 Base</i>	40%
<i>FY 11 Adopted</i>	80%

d. Five-Year Plan Impacts - There are no Five-Year Plan impacts with this initiative.



Budget Summary - Policy and Administration

Total Annual Budget	
FY 2010 Adopted	\$ 1,521,612
FY 2011 Adopted	\$ 1,464,371
Dollar Change	\$ (57,241)
Percent Change	-3.76%

Number of FTE Positions	
FY 2010 FTE Positions	3.00
FY 2011 FTE Positions	3.15
FTE Position Change	0.15

Outcome Targets/Trends

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ 95% of OIT customers very satisfied with products and services in all divisions (IMD, ISD & GIS)	94%	90%	93%	85%	90%

Activities/Services Level Trends Table

1. Leadership and Management

This activity oversees the entire Office of Information Technology organization programs to ensure Information Technology activities and projects are aligned with the County's overall goals and objectives. It develops and monitors short/long term Information Technology plans, yearly department and Capital Improvement budget and service levels and performance measures; formulates policy recommendations and standards to govern Information Technology infrastructure across the County government; and conducts Information Technology related research and evaluation studies.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$458,896	\$471,850	\$374,790	\$518,739	\$572,595
▪ 95% of OIT customers very satisfied with products and services in all divisions (IMD, ISD & GIS)	94%	90%	93%	85%	90%

2. Data Assurance - Capital Replacement

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.

	FY 08 <u>Actual</u>	FY 09 <u>Adopted</u>	FY 09 <u>Actual</u>	FY 10 <u>Adopted</u>	FY 11 <u>Adopted</u>
▪ Total Activity Annual Cost	\$548,648	\$1,002,873	\$451,465	\$1,002,873	\$891,776
▪ Percentage of Capital Replacement projects completed on-time	100%	100%	N/A	100%	N/A



Budget Summary - Infrastructure Management

Total Annual Budget	
FY 2010 Adopted	\$ 12,336,870
FY 2011 Adopted	\$ 11,989,795
Dollar Change	\$ (347,075)
Percent Change	-2.81%

Number of FTE Positions	
FY 2010 FTE Positions	31.31
FY 2011 FTE Positions	32.16
FTE Position Change	0.85

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 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Radio network unplanned unavailability based on 8,760 hours annually	0.17	<1	0.00	<1	<1
▪ Telephone enterprise network unplanned unavailability based on 8,760 hours annually	0.34	<15	0.00	<2	<2
▪ Data enterprise network unplanned unavailability based on 8,760 hours annually	9.67	<10	5.10	<10	<10
▪ Infrastructure Management Division customers rating services very satisfied based on a scale of one to five	95%	90%	95%	90%	90%
▪ Average emergency response time	5.3	6.5	5.1	6.5	6.5
▪ Fire and Rescue turnout time of <= 1 minute	—	—	41%	—	50%
▪ Emergency incident response <= 4 minutes	—	—	49%	—	50%
▪ First engine on scene-suppressions <= 4 minutes	—	—	37%	—	45%
▪ Full first-alarm assignment on scene-suppression <= 8 minutes	—	—	31%	—	35%
▪ Advance Life Support (ALS) Response <= 8 minutes	—	—	78%	—	84%



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 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$1,446,406	\$1,425,110	\$1,342,856	\$1,427,855	\$1,524,568
▪ Percent of Public Safety radio repairs completed within eight business hours	72%	75%	85%	75%	80%
▪ Radio Communications customers rating services very satisfied based on a scale of one to five	96%	95%	96%	95%	95%
▪ Radio network unplanned unavailability based on 8,760 hours annually	0.17	<1	0.00	<1	<1

2. Network Engineering

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 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$3,725,273	\$4,651,190	\$4,303,923	\$4,484,870	\$3,575,924
▪ Percentage of voice and data service calls completed within 8 business hours	92%	90%	95%	85%	90%
▪ Telephone enterprise network unplanned unavailability based on 8,760 hours annually	0.34	<15	0.00	<2	<2
▪ Data enterprise network unplanned unavailability based on 8,760 hours annually	9.67	<10	5.10	<10	<10
▪ Voicemail enterprise network unplanned unavailability based on 8,760 hours annually	4.00	<5	3.25	<5	<5
▪ Network Engineering customers rating services very satisfied based on a scale of one to five	97%	90%	96%	90%	92%



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 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$347,054	\$385,264	\$290,863	\$382,007	\$185,992
▪ Technical training customers rating services very satisfied based on a scale of one to five	94%	90%	96%	90%	90%
▪ Percentage of total County staff taking technical training either on-line or in a class setting	29%	26%	43%	25%	34%

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 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$4,436,822	\$5,163,236	\$6,836,007	\$4,723,815	\$4,712,675
▪ CompuCom customers rating services very satisfied based on a scale of one to five	93%	90%	95%	90%	85%
▪ Service desk resolvable calls received by the service desk and completed on initial contact	96%	90%	98%	90%	95%
▪ Seat Management customers rating services very satisfied based on a scale of one to five	100%	90%	97%	90%	85%
▪ Customer on-site hardware and software problems resolved in less than 8 business hours	95%	90%	90%	97%	85%
▪ Percentage of hardware refreshments (desktops, laptops, MDCs) completed on schedule (based on 25% of inventory annually)	81%	N/A	36%	N/A	95%

5. Systems Engineering

Manages the County's email, network resource and security services. Also provides protection for the County's data from computer viruses and malicious attacks.

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$1,224,304	\$1,290,504	\$1,093,091	\$1,318,324	\$1,990,636
▪ Email enterprise network unplanned unavailability based on 8,760 hours annually	0.40	<15	0.30	<2	<1
▪ Customers rating Systems Engineering Group very satisfied based on a scale of one to five	94%	90%	89%	90%	90%
▪ Percentage of problem reports completed within 8 business hours	95%	90%	93%	85%	90%
▪ Average unscheduled hardware unavailability based on 8,760 hours annually	1.41	<12	1.34	<2	<2
▪ Percentage of critical security patches applied within five business days	75%	75%	79%	75%	80%



Budget Summary - Geographic Information Systems

Total Annual Budget	
FY 2010 Adopted	\$ 1,844,832
FY 2011 Adopted	\$ 1,917,442
Dollar Change	\$ 72,610
Percent Change	3.94%

Number of FTE Positions	
FY 2010 FTE Positions	18.77
FY 2011 FTE Positions	17.77
FTE Position Change	-1.00

Outcome Targets/Trends

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Land detail currently in the geographic database in compliance with the established maintenance schedule	95%	95%	94%	95%	95%
▪ Geographic Information Systems Division customers rating services very satisfied based on a scale of one to five	94%	85%	94%	94%	94%
▪ GIS Database average unavailability based on 8,760 hours annually	1.35	<30	7.75	<2.2	<2.2

Activities/Service Level Trends Table

1. Geographic Information Systems Data Management

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

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$809,675	\$719,440	\$753,468	\$932,491	\$1,050,545
▪ Percent parcel data updated in the Geographic Information System and Permitting databases within 15 days	80%	84%	95%	84%	88%
▪ Percentage of work completed without error	93%	90%	97%	90%	95%
▪ Percentage of address projects completed on time	91%	65%	100%	90%	95%
▪ GIS Data Management customer rating service very satisfied based on a scale of one to five	85%	85%	89%	85%	89%



2. Geographic Information Systems Application Services

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 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Total Activity Annual Cost	\$692,351	\$701,365	\$702,921	\$912,341	\$866,897
▪ Percentage of GIS projects/applications completed within projected deadline	100%	90%	100%	85%	90%
▪ Percentage of customer requests for digital data or map analysis completed on time and without error	98%	90%	100%	90%	90%
▪ GIS Customer Support customers rating services very satisfied based on a scale of one to five	98%	85%	98%	98%	98%
▪ GIS Applications Services customers rating services very satisfied based on a scale of one to five	94%	85%	97%	85%	90%



Budget Summary - Information Systems

Total Annual Budget	
FY 2010 Adopted	\$ 5,739,398
FY 2011 Adopted	\$ 5,320,495
Dollar Change	\$ (418,903)
Percent Change	-7.30%

Number of FTE Positions	
FY 2010 FTE Positions	24.45
FY 2011 FTE Positions	24.45
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 08</u> <u>Actual</u>	<u>FY 09</u> <u>Adopted</u>	<u>FY 09</u> <u>Actual</u>	<u>FY 10</u> <u>Adopted</u>	<u>FY 11</u> <u>Adopted</u>
▪ Average emergency response time	5.3	6.5	5.1	6.5	6.5
▪ Fire and Rescue turnout time of <= 1 minute	—	—	41%	—	50%
▪ Emergency incident response <= 4 minutes	—	—	49%	—	50%
▪ First engine on scene-suppressions <= 4 minutes	—	—	37%	—	45%
▪ Full first-alarm assignment on scene-suppression <= 8 minutes	—	—	31%	—	35%
▪ Advance Life Support (ALS) Response <= 8 minutes	—	—	78%	—	84%
▪ Information Systems Division customers rating services very satisfied based on a scale of one to five	93%	90%	91%	95%	91%
▪ Public Safety Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	22.77	<12	6.41	<6	<6
▪ Non-Public Safety Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	3.49	<24	36.69	<12	<12
▪ Citizen Satisfaction with County Website	90%	90%	N/A	90%	90%



Activities/Service Level Trends Table

1. Public Safety Systems Support (PSSS)

PSSS provides dedicated IT support services and coordination of activities to Public Safety organizations such as Police, Fire, Courts and Sheriff's Office of Prince William County.

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$870,117	\$1,481,074	\$1,302,821	\$1,484,725	\$1,200,950
▪ Public Safety Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	2.77	<12	6.41	<6	<6
▪ PSSS customers rating services very satisfied based on a scale of one to five	91%	90%	96%	90%	90%

2. Web Services Systems Support (WSSS)

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

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$570,355	\$1,299,060	\$1,416,445	\$1,404,937	\$1,280,605
▪ Web Services Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	0.20	<12	18	<6	<10
▪ WSSS customers rating services very satisfied based on a scale of one to five	82%	90%	84%	90%	90%

3. Development Services Systems Support (DSSS)

DSSS provides implementation and systems support to the Land, Building Development services and other enterprise applications within Prince William County, businesses, and citizens. This group specializes in the support of systems such as Permitting and Inspections.

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$2,687,868	\$1,255,673	\$1,632,693	\$1,125,945	\$1,260,290
▪ Development Services Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	1.55	<12	3.33	<6	<6
▪ DSSS customers rating services very satisfied based on a scale of one to five	100%	90%	99%	90%	90%



4. Financial Services Systems Support (FSSS)

FSSS provides implementation and systems support to the financial services and human resources within Prince William County, businesses, and citizens. This group specializes in the support of systems such as Taxes, Assessments, Accounting, Budgeting, Personnel, Purchasing, and Payroll.

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$1,010,672	\$1,370,676	\$1,290,406	\$1,373,792	\$1,307,956
▪ Financial Services Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	0.59	<12	1.16	<6	<6
▪ FSSS customers rating services very satisfied based on a scale of one to five	91%	90%	86%	90%	90%

5. Human Services Systems Support (HSSS)

HSSS provides implementation and systems support to the human services agencies within Prince William County, businesses, and citizens. This group specializes in the support of agencies such as Community Services and Department of Social Services.

	<u>FY 08 Actual</u>	<u>FY 09 Adopted</u>	<u>FY 09 Actual</u>	<u>FY 10 Adopted</u>	<u>FY 11 Adopted</u>
▪ Total Activity Annual Cost	\$413,017	\$474,219	\$275,674	\$349,999	\$270,693
▪ Human Services Applications Systems enterprise unplanned unavailability based on 8,760 hours annually	1.15	<12	4.2	<6	<6
▪ HSSS customers rating services very satisfied based on a scale of one to five	94%	90%	92%	90%	90%



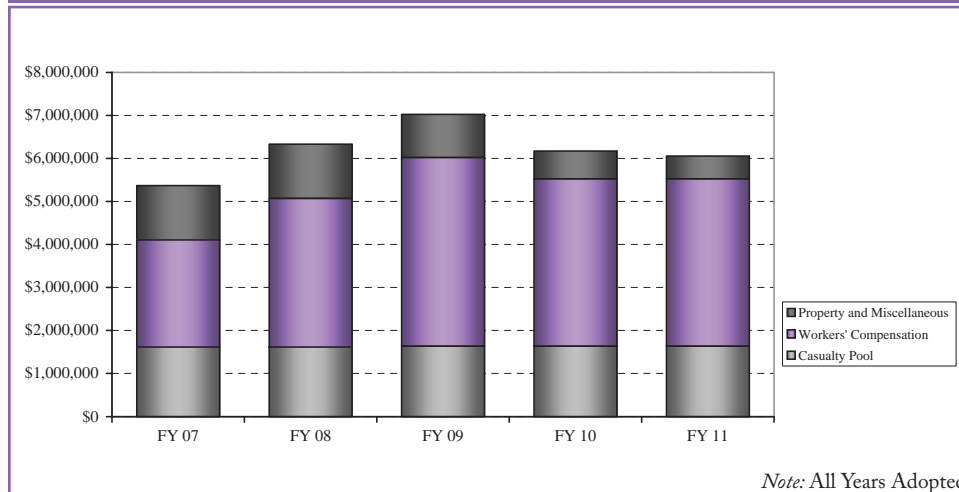


Prince William Self-Insurance

EXPENDITURE AND REVENUE SUMMARY

	FY 09 Approp	FY 09 Actual	FY 10 Adopted	FY 11 Adopted	% Change Adopt 10/ Adopt 11
A. Expenditure by Program					
1 Casualty Pool	\$1,655,937	\$1,132,653	\$1,641,937	\$1,641,937	0.00%
2 Workers' Compensation	\$6,051,769	\$4,371,109	\$3,876,869	\$3,876,869	0.00%
3 Property & Miscellaneous	\$976,574	\$314,264	\$652,227	\$536,227	-17.79%
Total Expenditures	\$8,684,280	\$5,818,026	\$6,171,033	\$6,055,033	-1.88%
B. Expenditure by Classification					
1 Contractual Services	\$75,769	\$31,870	\$75,769	\$29,769	-60.71%
2 Internal Services	\$7,718,572	\$5,514,628	\$5,558,806	\$5,558,806	0.00%
3 Other Services	\$889,939	\$271,528	\$536,458	\$466,458	-13.05%
Total Expenditures	\$8,684,280	\$5,818,026	\$6,171,033	\$6,055,033	-1.88%
Net General Tax Support	\$8,684,280	\$5,818,026	\$6,171,033	\$6,055,033	-1.88%

EXPENDITURE HISTORY



AGENCY & PROGRAM

Administration

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

Self-Insurance

- Unemployment Insurance Reserve

LOCATOR



I. Major Issues

- A. Self-Insurance Programs** - The County maintains self-insurance programs for general liability, automobile, public officials' and law enforcement professional liability, pollution liability and workers' compensation insurance through the Prince William County Self-Insurance Group 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 11 General Fund workers' compensation and casualty pool budget is \$5,229,979 and the all funds budget is \$5,518,806. The FY 11 Property and Miscellaneous Insurance budget is \$536,227.
- B. Self-Insurance Claims** - The Prince William County Self-Insurance Group Casualty Pool, providing coverage to the County, Adult Detention Center and Park Authority, has a \$500,000 per occurrence retention for all lines of coverage. The Self-Insurance Group 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 Prince William County Self-Insurance Workers' Compensation Association, providing coverage to the County, Adult Detention Center and Park Authority, has a \$400,000 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.



Unemployment Insurance Reserve



AGENCY & PROGRAM

Administration

Board of Equalization

Contingency Reserve

Finance Department

General Registrar

Human Rights Office

Information Technology,
Office of

Self-Insurance

➤ Unemployment Insurance Reserve

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%.
- B. One-time Cost Reduction** - A total of \$550,000 in expenditures was removed from the Unemployment Insurance Reserve FY 11 budget for one-time, non-recurring expenditures approved for FY 10. The Unemployment Insurance Reserve was increased by \$550,000 in FY 10 to sufficiently cover higher expenditures associated with unemployment compensation claims filed by County employees who were laid off due to the implementation of the County's Reduction in Force (RIF) policy. The County was required to implement the RIF policy as a result of FY 10 budget reductions.

LOCATOR



EXPENDITURE AND REVENUE SUMMARY

	FY 09	FY 09	FY 10	FY 11	% Change
A. Expenditure by Program	Approp	Actual	Adopted	Adopted	Adopt 10/ Adopt 11
1 Unemployment Insurance Reserve	\$85,124	\$85,123	\$633,524	\$83,524	-86.82%
Total Expenditures	\$85,124	\$85,123	\$633,524	\$83,524	-86.82%
B. Expenditure by Classification					
1 Other Services	\$85,124	\$85,123	\$633,524	\$83,524	-86.82%
Total Expenditures	\$85,124	\$85,123	\$633,524	\$83,524	-86.82%
C. Funding Sources					
Total Designated Funding Sources	\$0	\$0	\$0	\$0	—
Net General Tax Support	\$85,124	\$85,123	\$633,524	\$83,524	-86.82%

