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# Enterprise Funds

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# ENTERPRISE FUND SUMMARY

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|                                | FY 2024<br>Actual  | FY 2025<br>Adopted | FY 2026<br>Adopted |
|--------------------------------|--------------------|--------------------|--------------------|
| <b>Revenues</b>                |                    |                    |                    |
| Permits and Fees               | 1,158,962          | 883,100            | 883,100            |
| Fines and Forfeitures          | 368,378            | 3,000,000          | 3,000,000          |
| Federal Aid                    | 0                  | 0                  | 0                  |
| Use of Money and Property      | 6,727,611          | 1,404,020          | 2,404,020          |
| Charges for Services           | 188,418,296        | 194,808,598        | 201,537,131        |
| Miscellaneous Revenue          | 188,837            | 476,043            | 1,269,614          |
| Recovered Costs                | 1,324,372          | 1,003,600          | 1,003,600          |
| Other Sources and Transfers In | 200,492            | 7,400              | 7,400              |
| <b>Totals</b>                  | <b>198,386,948</b> | <b>201,582,761</b> | <b>210,104,865</b> |

|                                   | FY 2024<br>Actual  | FY 2025<br>Adopted | FY 2026<br>Adopted |
|-----------------------------------|--------------------|--------------------|--------------------|
| <b>Expenditures</b>               |                    |                    |                    |
| Personnel Services                | 43,890,388         | 45,455,472         | 48,606,041         |
| Materials, Supplies and Repairs   | 26,017,861         | 25,254,586         | 27,970,422         |
| Contractual Services              | 20,274,809         | 20,289,621         | 21,902,357         |
| Equipment                         | 4,770,334          | 3,490,142          | 3,751,954          |
| Department Specific Appropriation | 6,065,953          | 40,686,618         | 40,919,527         |
| Debt Service/Transfers to CIP     | 21,534,393         | 66,406,322         | 66,954,564         |
| <b>Total</b>                      | <b>122,553,738</b> | <b>201,582,761</b> | <b>210,104,865</b> |

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## Parking Facilities Fund

### Mission Statement:

The Division of Parking is dedicated to providing comprehensive and innovative parking services in a safe, clean, and customer focused manner to meet the needs of residents, visitors and businesses in the Norfolk community.

### Cost Recovery Summary:

| Category                       | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted   | FY 2026 Adopted   |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Permits and Fees               | 11,070            | 16,032            | 50,000            | 50,000            |
| Fines and Forfeitures          | 1,712,481         | 368,378           | 3,000,000         | 3,000,000         |
| Use of Money and Property      | 249,946           | 544,750           | 280,000           | 280,000           |
| Charges for Services           | 18,739,310        | 15,175,321        | 19,902,599        | 21,252,871        |
| Miscellaneous Revenue          | 26,400            | 64,817            | 245,143           | 1,038,714         |
| Other Sources and Transfers In | 4,958,028         | 0                 | 0                 | 0                 |
| <b>Total</b>                   | <b>25,697,235</b> | <b>16,169,298</b> | <b>23,477,742</b> | <b>25,621,585</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary:

| Category                          | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted   | FY 2026 Adopted   |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Personnel Services                | 3,693,914         | 4,829,275         | 5,989,531         | 6,403,802         |
| Materials, Supplies, and Repairs  | 1,328,003         | 1,807,835         | 2,070,069         | 2,074,858         |
| Contractual Services              | 6,090,466         | 5,283,954         | 4,273,622         | 4,995,196         |
| Equipment                         | 193,782           | 223,684           | 205,963           | 205,963           |
| Department Specific Appropriation | 0                 | 0                 | 0                 | 103,229           |
| Debt Service/Transfers to CIP     | 4,478,056         | 5,486,089         | 10,938,557        | 11,838,537        |
| <b>Total</b>                      | <b>15,784,221</b> | <b>17,630,837</b> | <b>23,477,742</b> | <b>25,621,585</b> |

## Parking Facilities Fund

### Department Programs:

| Administrative Support  |      |             | Efficient and responsive government |                  |
|---|------|-------------|-------------------------------------|------------------|
| Stakeholders  | FTE  | Cost        | Demand                              | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors | 19.0 | \$3,843,193 | Meets Demand - Maintains            | Enterprise Funds |

| Cost Allocation for Citywide Services |     |           | Efficient and responsive government |                  |
|---------------------------------------|-----|-----------|-------------------------------------|------------------|
| Stakeholders                          | FTE | Cost      | Demand                              | Funding Sources  |
| • City Agencies                       | 0.0 | \$722,974 | Meets Demand - Maintains            | Enterprise Funds |

| Debt Service    |     |             | Efficient and responsive government |                  |
|-----------------|-----|-------------|-------------------------------------|------------------|
| Stakeholders    | FTE | Cost        | Demand                              | Funding Sources  |
| • City Agencies | 0.0 | \$9,488,537 | Meets Demand - Maintains            | Enterprise Funds |

| Division Office   |     |           | Efficient and responsive government |                  |
|---|-----|-----------|-------------------------------------|------------------|
| Stakeholders  | FTE | Cost      | Demand                              | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors | 3.0 | \$478,684 | Meets Demand - Maintains            | Enterprise Funds |

| Parking Facility Maintenance  |      |             | Infrastructure and Connectivity |                  |
|---|------|-------------|---------------------------------|------------------|
| Stakeholders  | FTE  | Cost        | Demand                          | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors | 20.0 | \$5,612,666 | Meets Demand - Maintains        | Enterprise Funds |

The Parking Facility Maintenance Program maintains: 14 garages and 12 surface lots; approximately 650 metered spaces; and leased parking garage office space in six parking facilities: York Street, Town Point, Main Street, West Plume, and the Fountain Park Garages and the Downtown Plaza.

## Parking Facilities Fund

| Performance Measures  | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|---|--------------------|----------------|----------------|--------------------|-----------------|
| Percent of Maintenance work orders addresses within 3 business days | 90                 | 90             | 90             | 90                 | 90              |

| Parking Operations   |                    |                | Efficient and responsive government |                    |                  |
|--|--------------------|----------------|-------------------------------------|--------------------|------------------|
| Stakeholders   | FTE                | Cost           | Demand                              |                    | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors  | 44.4               | \$5,475,531    | Meets Demand - Maintains            |                    | Enterprise Funds |
| The Parking Operations Program provides personnel and equipment for facility operations, special events, parking code enforcement, information technology, parking meters, computers, and contracted security guard protection in city-owned parking facilities. |                    |                |                                     |                    |                  |
| Performance Measures   | Performance Target | FY 2023 Actual | FY 2024 Actual                      | FY 2025 Projection | FY 2026 Adopted  |
| Percent of customer calls referred to parking from the Norfolk Cares Call Center that are addressed and closed within 72 hours   | 80                 | 80             | 80                                  | 80                 | 80               |

## Parking Facilities Fund

### Adopted FY 2026 Budget Actions

|   | FY 2026          | FTE        |
|---|------------------|------------|
| • <b>Provide funds to enhance cruise parking</b>  | <b>882,251</b>   | <b>0.0</b> |
| Provide funds to enhance cruise related parking operations. Funds will support expansion of shuttle services, and improved lighting at cruise parking facilities for Carnival Cruise Operations.  |                  |            |
| • <b>Provide funds to enhance parking operations</b>  | <b>55,104</b>    | <b>1.0</b> |
| Provide funds to enhance accounting for the Parking Division. Funds will be used to add one permanent full-time accounting II position.   |                  |            |
| • <b>Increase funds to transfer to CIP</b>  | <b>900,000</b>   | <b>0.0</b> |
| Technical adjustment to increase the transfer to the Capital Improvement Plan.  |                  |            |
| • <b>Provide funds for compensation plan implementation</b>   | <b>103,229</b>   | <b>0.0</b> |
| Provide funds for the implementation of the city's new step and grade compensation plan.  |                  |            |
| • <b>Technical adjustment to increase funding for Fleet costs</b>   | <b>4,789</b>     | <b>0.0</b> |
| Provide increased funding for fleet costs. Gas and maintenance costs for the department have increased in recent years due to inflation, and increased utilization as services have increased.  |                  |            |
| • <b>Decrease Debt Service for POB changes</b>  | <b>(20)</b>      | <b>0.0</b> |
| Technical adjustment decrease debt service for pension obligation bonds (POB) changes.  |                  |            |
| • <b>Adjust Parking Operating Expenses</b>  | <b>(160,677)</b> | <b>0.0</b> |
| Technical adjustment to adjust parking operating expenses for new indirect cost allocation.   |                  |            |
| • <b>Update base program costs</b>  | <b>359,167</b>   | <b>0.0</b> |
| Technical adjustment to update program costs for citywide budget actions. Other actions include adjustments for healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2025. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle. |                  |            |
| <b>Total</b>  | <b>2,143,843</b> | <b>1.0</b> |

## Parking Facilities Fund

### Full Time Equivalent (FTE) Summary:

|                                   | Pay Grade | Minimum  | Maximum   | FY 2025<br>Adopted | FTE<br>Change | FY 2026<br>Adopted |
|-----------------------------------|-----------|----------|-----------|--------------------|---------------|--------------------|
| Accountant I                      | 1 11      | \$46,589 | \$76,023  | 1.0                | 0.0           | 1.0                |
| Accountant II                     | 1 12      | \$50,624 | \$82,557  | 0.0                | 1.0           | 1.0                |
| Accountant IV                     | 1 14      | \$59,393 | \$98,237  | 1.0                | 0.0           | 1.0                |
| Accounting Technician II          | 1 07      | \$41,231 | \$67,207  | 6.0                | 0.0           | 6.0                |
| Administrative Assistant I        | 1 09      | \$41,775 | \$68,093  | 2.0                | 0.0           | 2.0                |
| Administrative Assistant II       | 1 10      | \$42,629 | \$69,485  | 1.0                | 0.0           | 1.0                |
| Collection Coordinator            | 1 11      | \$46,589 | \$76,023  | 1.0                | 0.0           | 1.0                |
| Crew Leader I                     | 1 09      | \$41,775 | \$68,093  | 3.0                | 0.0           | 3.0                |
| Customer Service Representative   | 1 05      | \$40,688 | \$66,321  | 23.4               | (1.0)         | 22.4               |
| Economic & Policy Analyst         | 1 13      | \$54,601 | \$89,031  | 1.0                | 0.0           | 1.0                |
| Electrician II                    | 1 10      | \$42,629 | \$69,485  | 1.0                | 0.0           | 1.0                |
| Electronics Technician II         | 1 11      | \$46,589 | \$76,023  | 1.0                | 0.0           | 1.0                |
| Enterprise Controller             | 1 16      | \$68,675 | \$111,968 | 1.0                | 0.0           | 1.0                |
| Maintenance Mechanic II           | 1 08      | \$41,503 | \$67,650  | 2.0                | 0.0           | 2.0                |
| Maintenance Supervisor I          | 1 11      | \$46,589 | \$76,023  | 1.0                | 0.0           | 1.0                |
| Maintenance Worker I              | 1 05      | \$40,688 | \$66,321  | 12.0               | 0.0           | 12.0               |
| Maintenance Worker II             | 1 06      | \$40,960 | \$66,764  | 5.0                | 0.0           | 5.0                |
| Management Services Administrator | 1 18      | \$78,434 | \$127,898 | 2.0                | 0.0           | 2.0                |
| Meter Monitor                     | 1 07      | \$41,231 | \$67,207  | 7.0                | 0.0           | 7.0                |
| Operations Manager                | 1 14      | \$59,393 | \$98,237  | 1.0                | 0.0           | 1.0                |
| Painter I                         | 1 06      | \$40,960 | \$66,764  | 1.0                | 0.0           | 1.0                |
| Parking Director                  | 1 20      | \$88,508 | \$144,326 | 1.0                | 0.0           | 1.0                |
| Parking Manager                   | 1 12      | \$50,624 | \$82,557  | 1.0                | 1.0           | 2.0                |
| Parking Supervisor                | 1 09      | \$41,775 | \$68,093  | 9.0                | 0.0           | 9.0                |
| Software Analyst                  | 1 13      | \$54,601 | \$89,031  | 1.0                | 0.0           | 1.0                |
| <b>Total</b>                      |           |          |           | <b>85.4</b>        | <b>1.0</b>    | <b>86.4</b>        |

Changes to the compensation plan resulting from the Evergreen Solutions study will take effect in mid-FY 2026 and are not reflected here.

# Storm Water Management

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## Mission Statement:

As part of Public Works Operations, Storm Water Management strives to improve the quality of life of Norfolk's residents, business owners, and visitors by improving the environment through reducing pollutants in storm water discharges. Storm Water Management also mitigates flooding, thereby reducing property damage and threats to life, health, and economic vitality.

## Cost Recovery Summary:

| Category                       | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted   | FY 2026 Adopted   |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Use of Money and Property      | 168,659           | 254,811           | 4,020             | 4,020             |
| Charges for Services           | 24,239,372        | 24,839,182        | 24,548,805        | 24,962,135        |
| Miscellaneous Revenue          | 235,036           | 116,950           | 44,000            | 44,000            |
| Other Sources and Transfers In | 0                 | 130,274           | 0                 | 0                 |
| <b>Total</b>                   | <b>24,643,067</b> | <b>25,341,217</b> | <b>24,596,825</b> | <b>25,010,155</b> |

Actual amounts represent collections, not appropriation authority.

## Expenditure Summary:

| Category                          | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted   | FY 2026 Adopted   |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Personnel Services                | 8,070,222         | 8,100,634         | 8,497,454         | 8,981,848         |
| Materials, Supplies, and Repairs  | 2,816,863         | 2,599,990         | 2,001,806         | 2,037,007         |
| Contractual Services              | 1,861,655         | 2,059,692         | 2,476,865         | 2,854,545         |
| Equipment                         | 1,281,047         | 3,437,817         | 2,307,550         | 2,307,550         |
| Department Specific Appropriation | 733,734           | 29,804            | 2,642,112         | 2,423,148         |
| Debt Service/Transfers to CIP     | 1,482,082         | 1,751,617         | 6,671,038         | 6,406,057         |
| <b>Total</b>                      | <b>16,245,603</b> | <b>17,979,554</b> | <b>24,596,825</b> | <b>25,010,155</b> |

## Storm Water Management

### Department Programs:

| Administrative Support      |      |             | Efficient and responsive government |                  |
|-----------------------------|------|-------------|-------------------------------------|------------------|
| Stakeholders                | FTE  | Cost        | Demand                              | Funding Sources  |
| • Residents<br>• Businesses | 12.0 | \$1,218,795 | Meets Demand - Maintains            | Enterprise Funds |

| Construction, Design, and Engineering          |      |             | Infrastructure and Connectivity |                  |
|--|------|-------------|---------------------------------|------------------|
| Stakeholders                                   | FTE  | Cost        | Demand                          | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies | 13.0 | \$1,863,759 | Meets Demand - Maintains        | Enterprise Funds |

The Construction, Design, and Engineering program manages storm water design and construction projects, contractors, utility markings, and coastal and precipitation flooding studies.

| Performance Measures                      | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|---|--------------------|----------------|----------------|--------------------|-----------------|
| Number of miss utilities tickets reviewed | 50,000             | 45,824         | 48,591         | 50,000             | 50,000          |
| Number of site plans reviewed             | 300                | 738            | 348            | 300                | 300             |

| Cost Allocation for Citywide Services |     |             | Efficient and responsive government |                  |
|---------------------------------------|-----|-------------|-------------------------------------|------------------|
| Stakeholders                          | FTE | Cost        | Demand                              | Funding Sources  |
| • City Agencies                       | 0.0 | \$1,389,560 | Meets Demand - Maintains            | Enterprise Funds |

| Debt Service    |     |             | Efficient and responsive government |                  |
|-----------------|-----|-------------|-------------------------------------|------------------|
| Stakeholders    | FTE | Cost        | Demand                              | Funding Sources  |
| • City Agencies | 0.0 | \$8,677,617 | Meets Demand - Maintains            | Enterprise Funds |

| Division Office                                |     |           | Efficient and responsive government |                  |
|--|-----|-----------|-------------------------------------|------------------|
| Stakeholders                                   | FTE | Cost      | Demand                              | Funding Sources  |
| • City Agencies<br>• Residents<br>• Businesses | 2.0 | \$287,834 | Meets Demand - Maintains            | Enterprise Funds |

## Storm Water Management

| Environmental Regulatory Compliance   |                    |                | Resilient Norfolk        |                    |                  |  |
|---|--------------------|----------------|--------------------------|--------------------|------------------|--|
| Stakeholders  | FTE                | Cost           | Demand                   |                    | Funding Sources  |  |
| • Residents<br>• Businesses<br>• Tourists and Visitors  | 7.0                | \$881,505      | Meets Demand - Maintains |                    | Enterprise Funds |  |
| The Environmental Regulatory Compliance program ensures compliance with environmental laws, regulations, and permits through monitoring and inspecting of infrastructure dealing with pollutant control and prevention of contaminates in the storm water system and local water sources. |                    |                |                          |                    |                  |  |
| Performance Measures  | Performance Target | FY 2023 Actual | FY 2024 Actual           | FY 2025 Projection | FY 2026 Adopted  |  |
| Number of environmental complaints investigated   | 200                | 178            | 183                      | 200                | 200              |  |
| Number of illicit discharges investigated and corrected   | 40                 | 42             | 40                       | 40                 | 40               |  |
| Number of post-construction BMPs inspected and reinspected  | 1,450              | 947            | 1,355                    | 1,400              | 1,450            |  |

| Storm Water Infrastructure Operations and Maintenance   |                    |                | Infrastructure and Connectivity |                    |                  |  |
|---|--------------------|----------------|---------------------------------|--------------------|------------------|--|
| Stakeholders  | FTE                | Cost           | Demand                          |                    | Funding Sources  |  |
| • Residents<br>• Businesses<br>• Tourists and Visitors  | 52.0               | \$5,653,826    | Meets Demand - Maintains        |                    | Enterprise Funds |  |
| The Storm Water Infrastructure Operations and Maintenance program is responsible for the operations and maintenance of the pump stations, flood wall, outfalls, structures, pipes, and ponds by providing personnel and equipment necessary for upkeep of storm water infrastructure. |                    |                |                                 |                    |                  |  |
| Performance Measures  | Performance Target | FY 2023 Actual | FY 2024 Actual                  | FY 2025 Projection | FY 2026 Adopted  |  |
| Linear feet of ditches cleaned  | 275,000            | 228,516        | 259,541                         | 275,000            | 275,000          |  |
| Number of structures cleaned  | 9,000              | 6,059          | 8,395                           | 9,000              | 9,000            |  |
| Number of structures repaired   | 250                | 295            | 244                             | 250                | 250              |  |

| Street Sweeping  |      |             | Resilient Norfolk    |  |                  |
|--|------|-------------|----------------------|--|------------------|
| Stakeholders   | FTE  | Cost        | Demand               |  | Funding Sources  |
| • Residents<br>• Businesses<br>• Tourists and Visitors   | 27.0 | \$5,037,259 | Does Not Meet Demand |  | Enterprise Funds |
| The Street Sweeping program is responsible for sweeping curbed streets on a routine basis using specialized vehicles. Street sweeping limits the debris that ends up in the storm drains, which helps mitigate flooding. |      |             |                      |  |                  |

## Storm Water Management

| Performance Measures   | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|--|--------------------|----------------|----------------|--------------------|-----------------|
| Number of miles of curbline swept                                    | 34,602             | 30,553         | 33,858         | 34,602             | 34,602          |
| Number of tons of material/debris collected from sweeping operations | 4,500              | 4,389          | 4,015          | 4,500              | 4,500           |

### Adopted FY 2026 Budget Actions

|   | FY 2026        | FTE        |
|---|----------------|------------|
| • <b>Reduce court costs</b>   | (1,000)        | 0.0        |
| Reduction of \$1,000 in FY 2026 for court costs within the Administrative Services program due to reduced utilization.  |                |            |
| • <b>Reduce funds for administrative support</b>  | (11,000)       | 0.0        |
| Reduce funds in the administrative support program, due to reduced utilization.   |                |            |
| • <b>To increase funding for debt service</b>   | 1,050,261      | 0.0        |
| Technical adjustment of \$1,050,261 in FY 2026 to support annual debt service payments. This routine adjustment occurs each budget cycle within the Debt Service Program. Stormwater debt service funds capital improvement projects, and as more projects come online with bond financing, the associated debt service costs increase.   |                |            |
| • <b>Operating Expenses for Indirect Cost Allocation</b>  | 389,580        | 0.0        |
| Technical adjustment of \$389,580 in FY 2026 for indirect cost allocation adjustments. This ensures the accurate distribution of citywide service expenses, aligning costs with the appropriate departments and programs.   |                |            |
| • <b>Prove funds for compensation plan implementation</b>   | 151,530        | 0.0        |
| Technical adjustment providing \$151,530 in FY 2026 for the implementation of the city's new Step and Grade Compensation Plan. This funding supports structured pay progression, ensuring competitive and equitable compensation for employees.   |                |            |
| • <b>Technical adjustment to increase funding for Fleet costs</b>   | 35,201         | 0.0        |
| Technical adjustment for increased fleet costs within the Street Sweeping Program.  |                |            |
| • <b>Adjust debt service expenditures</b>   | (42)           | 0.0        |
| Technical adjustment of \$42 in FY 2026 to support annual debt service payments related to pension obligation bonds. This ensures the city meets its financial commitments while maintaining long-term fiscal stability.  |                |            |
| • <b>Lower Reserve for Abatement</b>  | (370,394)      | 0.0        |
| Technical adjustment to lower reserves by \$370,394 in FY 2026 for the Abatement Program. This adjustment aligns reserve levels with projected program needs while maintaining financial stability and operational efficiency.  |                |            |
| • <b>Reduce Cash Transfer to CIP</b>  | (1,315,200)    | 0.0        |
| Technical adjustment to reduce the cash transfer to the Capital Improvement Plan by \$1,315,200 in FY 2026. This adjustment aligns funding levels with updated financial projections and prioritization of capital needs. This will impact the Construction, Design, and Engineering program.   |                |            |
| • <b>Update base program costs</b>  | 484,394        | 0.0        |
| Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2025. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle. |                |            |
| <b>Total</b>  | <b>413,330</b> | <b>0.0</b> |

## Storm Water Management

### Full Time Equivalent (FTE) Summary:

|  | Pay Grade | Minimum  | Maximum   | FY 2025 |        | FTE  | FY 2026 |
|--|-----------|----------|-----------|---------|--------|------|---------|
|  |           |          |           | Adopted | Change |      |         |
| Accountant I                                 | 1 11      | \$46,589 | \$76,023  | 2.0     | 0.0    | 2.0  |         |
| Accountant III                               | 1 13      | \$54,601 | \$89,031  | 1.0     | 0.0    | 1.0  |         |
| Accountant IV                                | 1 14      | \$59,393 | \$98,237  | 1.0     | 0.0    | 1.0  |         |
| Accounting Technician II                     | 1 07      | \$41,231 | \$67,207  | 2.0     | 0.0    | 2.0  |         |
| Administrative Assistant II                  | 1 10      | \$42,629 | \$69,485  | 1.0     | 0.0    | 1.0  |         |
| Administrative Technician                    | 1 07      | \$41,231 | \$67,207  | 1.0     | 0.0    | 1.0  |         |
| Automotive Service Attendant                 | 1 08      | \$41,503 | \$67,650  | 1.0     | (1.0)  | 0.0  |         |
| Business Manager                             | 1 13      | \$54,601 | \$89,031  | 0.0     | 1.0    | 1.0  |         |
| CCTV Technician                              | 1 11      | \$46,589 | \$76,023  | 1.0     | 0.0    | 1.0  |         |
| Civil Engineer II                            | 1 15      | \$64,296 | \$105,126 | 1.0     | 0.0    | 1.0  |         |
| Civil Engineer III                           | 1 16      | \$68,675 | \$111,968 | 1.0     | 0.0    | 1.0  |         |
| Collection Coordinator                       | 1 11      | \$46,589 | \$76,023  | 1.0     | 0.0    | 1.0  |         |
| Construction Inspector II                    | 1 11      | \$46,589 | \$76,023  | 2.0     | 0.0    | 2.0  |         |
| Construction Inspector III                   | 1 12      | \$50,624 | \$82,557  | 1.0     | 0.0    | 1.0  |         |
| Crew Leader I                                | 1 09      | \$41,775 | \$68,093  | 9.0     | 1.0    | 10.0 |         |
| Design/Construction Project Manager, Senior  | 1 17      | \$73,368 | \$119,737 | 2.0     | (1.0)  | 1.0  |         |
| Electrician II                               | 1 10      | \$42,629 | \$69,485  | 1.0     | (1.0)  | 0.0  |         |
| Engineering Technician I                     | 1 10      | \$42,629 | \$69,485  | 1.0     | (1.0)  | 0.0  |         |
| Engineering Technician II                    | 1 11      | \$46,589 | \$76,023  | 1.0     | 1.0    | 2.0  |         |
| Engineering Technician IV                    | 1 13      | \$54,601 | \$89,031  | 1.0     | 0.0    | 1.0  |         |
| Enterprise Controller                        | 1 16      | \$68,675 | \$111,968 | 1.0     | 0.0    | 1.0  |         |
| Environmental Specialist II                  | 1 12      | \$50,624 | \$82,557  | 2.0     | 0.0    | 2.0  |         |
| Equipment Operator II                        | 1 07      | \$41,231 | \$67,207  | 12.0    | 0.0    | 12.0 |         |
| Equipment Operator III                       | 1 08      | \$41,503 | \$67,650  | 5.0     | (1.0)  | 4.0  |         |
| Equipment Operator IV                        | 1 09      | \$41,775 | \$68,093  | 1.0     | 0.0    | 1.0  |         |
| Geographic Information Systems Technician II | 1 11      | \$46,589 | \$76,023  | 1.0     | 0.0    | 1.0  |         |
| Groundskeeper Crew Leader                    | 1 09      | \$41,775 | \$68,093  | 1.0     | 1.0    | 2.0  |         |
| Maintenance Mechanic I                       | 1 06      | \$40,960 | \$66,764  | 3.0     | (1.0)  | 2.0  |         |
| Maintenance Worker I                         | 1 05      | \$40,688 | \$66,321  | 14.0    | 0.0    | 14.0 |         |
| Maintenance Worker II                        | 1 06      | \$40,960 | \$66,764  | 5.0     | 0.0    | 5.0  |         |
| Manager of Budget & Accounting               | 1 18      | \$78,434 | \$127,898 | 1.0     | 0.0    | 1.0  |         |
| Program Supervisor                           | 1 13      | \$54,601 | \$89,031  | 1.0     | 0.0    | 1.0  |         |
| Programs Manager                             | 1 15      | \$64,296 | \$105,126 | 1.0     | 0.0    | 1.0  |         |
| Project Manager                              | 1 16      | \$68,675 | \$111,968 | 4.0     | 0.0    | 4.0  |         |
| Public Relations Specialist                  | 1 12      | \$50,624 | \$82,557  | 1.0     | 0.0    | 1.0  |         |
| Storekeeper II                               | 1 06      | \$40,960 | \$66,764  | 1.0     | 0.0    | 1.0  |         |
| Storm Water Assistant Superintendent         | 1 14      | \$59,393 | \$98,237  | 1.0     | 0.0    | 1.0  |         |
| Storm Water Engineer                         | 1 19      | \$83,267 | \$135,417 | 1.0     | 0.0    | 1.0  |         |
| Storm Water Operations Manager               | 1 15      | \$64,296 | \$105,126 | 1.0     | 0.0    | 1.0  |         |
| Street Sweeper Mechanic                      | 1 10      | \$42,629 | \$69,485  | 0.0     | 1.0    | 1.0  |         |

## Storm Water Management

### Full Time Equivalent (FTE) Summary:

|  | Pay Grade | Minimum  | Maximum  | FY 2025<br>Adopted | FTE<br>Change | FY 2026<br>Adopted |
|--|-----------|----------|----------|--------------------|---------------|--------------------|
| Sweeper Operator I                     | 1 08      | \$41,503 | \$67,650 | 6.0                | (1.0)         | 5.0                |
| Sweeper Operator II                    | 1 09      | \$41,775 | \$68,093 | 1.0                | 1.0           | 2.0                |
| Sweeper Operator Supervisor            | 1 12      | \$50,624 | \$82,557 | 1.0                | 0.0           | 1.0                |
| Sweeper Operator, Lead                 | 1 10      | \$42,629 | \$69,485 | 4.0                | 0.0           | 4.0                |
| Utility Maintenance Mechanic I         | 1 07      | \$41,231 | \$67,207 | 2.0                | 0.0           | 2.0                |
| Utility Maintenance Mechanic II        | 1 09      | \$41,775 | \$68,093 | 4.0                | 1.0           | 5.0                |
| Utility Maintenance Supervisor         | 1 11      | \$46,589 | \$76,023 | 4.0                | 0.0           | 4.0                |
| Utility Maintenance Supervisor, Senior | 1 13      | \$54,601 | \$89,031 | 3.0                | 0.0           | 3.0                |
| <b>Total</b>                           |           |          |          | <b>113.0</b>       | <b>0.0</b>    | <b>113.0</b>       |

Changes to the compensation plan resulting from the Evergreen Solutions study will take effect in mid-FY 2026 and are not reflected here.

### Special Project Positions:

|                                | Pay Grade | Minimum  | Maximum   | FY 2026<br>Adopted |
|--------------------------------|-----------|----------|-----------|--------------------|
| Manager of Budget & Accounting | 1 18      | \$78,434 | \$127,898 | 1.0                |
| <b>Total</b>                   |           |          |           | <b>1.0</b>         |

## Utilities - Wastewater Fund

### Mission Statement:

The mission of Wastewater is to enhance quality of life by providing excellent and sustainable wastewater services at the best possible value to residents and customers.

### Cost Recovery Summary:

| Category                       | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted   | FY 2026 Adopted   |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Permits and Fees               | 45,250            | 220,110           | 50,000            | 50,000            |
| Use of Money and Property      | 349,943           | 867,619           | 10,000            | 10,000            |
| Charges for Services           | 34,972,647        | 36,809,360        | 38,879,503        | 40,451,836        |
| Miscellaneous Revenue          | 0                 | 0                 | 0                 | 0                 |
| Recovered Costs                | 1,485,409         | 288,518           | 3,600             | 3,600             |
| Other Sources and Transfers In | -197,820          | 56,248            | 2,000             | 2,000             |
| Federal Aid                    | 0                 | 0                 | 0                 | 0                 |
| <b>Total</b>                   | <b>36,655,429</b> | <b>38,241,855</b> | <b>38,945,103</b> | <b>40,517,436</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary:

| Category                          | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted   | FY 2026 Adopted   |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Personnel Services                | 6,225,668         | 6,950,022         | 7,081,152         | 7,719,020         |
| Materials, Supplies, and Repairs  | 3,198,425         | 4,090,807         | 3,039,722         | 4,067,059         |
| Contractual Services              | 2,669,278         | 2,336,404         | 2,431,984         | 2,572,175         |
| Equipment                         | 6,573             | 356,667           | 316,898           | 721,398           |
| Department Specific Appropriation | (952,372)         | 399,813           | 8,947,450         | 8,470,896         |
| Debt Service/Transfers to CIP     | 2,559,437         | 1,646,019         | 17,127,897        | 16,966,888        |
| <b>Total</b>                      | <b>13,707,009</b> | <b>15,779,732</b> | <b>38,945,103</b> | <b>40,517,436</b> |

## Utilities - Wastewater Fund

### Department Programs:

| Debt Service  |     |              | Efficient and responsive government |                  |
|---|-----|--------------|-------------------------------------|------------------|
| Stakeholders  | FTE | Cost         | Demand                              | Funding Sources  |
| <ul style="list-style-type: none"> <li>• Residents</li> <li>• Businesses</li> <li>• City Agencies</li> <li>• Tourists and Visitors</li> </ul> | 0.0 | \$16,966,888 | Meets Demand - Maintains            | Enterprise Funds |

| Wastewater Operations   |       |              | Community support and well-being |                  |
|---|-------|--------------|----------------------------------|------------------|
| Stakeholders  | FTE   | Cost         | Demand                           | Funding Sources  |
| <ul style="list-style-type: none"> <li>• Residents</li> <li>• Businesses</li> <li>• City Agencies</li> <li>• Tourists and Visitors</li> </ul> | 101.0 | \$23,550,548 | Meets Demand - Maintains         | Enterprise Funds |

Wastewater Pump Station Operation and Maintenance function of this program enhances the quality of life for Norfolk citizens by providing continuous, reliable operations for pump stations throughout the city. These stations provide a critical service by transmitting sewage and sanitary waste to the Hampton Roads Sanitation District for treatment. Wastewater Piping System Repair promotes safe and healthy neighborhoods by completing localized wastewater pipe repairs ensuring effective operations for the residential, commercial, and governmental customers of the wastewater system.

| Performance Measures                                  | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|---|--------------------|----------------|----------------|--------------------|-----------------|
| Linear feet of wastewater system cleaned per year     | 65,000             | 802,046        | 705,699        | 677,297            | 75,000          |
| Number of sewer line repairs                          | 4,500              | 3,287          | 3,215          | 3,420              | 3,450           |
| Number of sewer lines televised in support of repairs | 850                | 662            | 723            | 775                | 825             |

## Utilities - Wastewater Fund

### Adopted FY 2026 Budget Actions

|   | FY 2026          | FTE        |
|---|------------------|------------|
| <b>• Increase funds for wastewater infrastructure</b>   | <b>1,310,000</b> | <b>0.0</b> |
| Provide additional funds for costs associated with wastewater infrastructure maintenance including one-time funds for a vactor truck to address blockages and facilitate general repairs. Ongoing funding will primarily be used for sidewalk and street repairs as well as increased electricity costs associated with wastewater collection.  |                  |            |
| <b>• Provide funds for compensation plan implementation</b>   | <b>125,330</b>   | <b>0.0</b> |
| Provide funds for the implementation of the city's new step and grade compensation plan.  |                  |            |
| <b>• Technical adjustment to increase funding for Fleet costs</b>   | <b>36,837</b>    | <b>0.0</b> |
| Provide increased funding for fleet costs. Gas and maintenance costs for the department have increased in recent years due to inflation, and increased utilization as services have increased.  |                  |            |
| <b>• Adjust debt service expenses Waste Water Fund</b>  | <b>(161,009)</b> | <b>0.0</b> |
| Technical adjustment to support annual debt service payments related to pension obligation bonds.   |                  |            |
| <b>• Adjust Wastewater expenses</b>   | <b>(476,554)</b> | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs, payments in lieu of taxes, or reserve for abatements.  |                  |            |
| <b>• Update base program costs</b>  | <b>737,729</b>   | <b>0.0</b> |
| Technical adjustment to update program costs for citywide budget actions. Other actions include adjustments for healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2025. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle. |                  |            |
| <b>Total</b>  | <b>1,572,333</b> | <b>0.0</b> |

## Utilities - Wastewater Fund

### Full Time Equivalent (FTE) Summary:

|  | Pay Grade | Minimum  | Maximum   | FY 2025<br>Adopted | FTE<br>Change | FY 2026<br>Adopted |
|--|-----------|----------|-----------|--------------------|---------------|--------------------|
| Accounting Technician II                     | 1 07      | \$41,231 | \$67,207  | 2.0                | 0.0           | 2.0                |
| Administrative Technician                    | 1 07      | \$41,231 | \$67,207  | 2.0                | 0.0           | 2.0                |
| Assistant Superintendent of Utility Division | 1 17      | \$73,368 | \$119,737 | 2.0                | (1.0)         | 1.0                |
| CCTV Technician                              | 1 11      | \$46,589 | \$76,023  | 2.0                | 0.0           | 2.0                |
| Crew Leader I                                | 1 09      | \$41,775 | \$68,093  | 14.0               | 0.0           | 14.0               |
| Engineering Technician I                     | 1 10      | \$42,629 | \$69,485  | 1.0                | 0.0           | 1.0                |
| Environmental Specialist I                   | 1 10      | \$42,629 | \$69,485  | 1.0                | 0.0           | 1.0                |
| Environmental Specialist II                  | 1 12      | \$50,624 | \$82,557  | 1.0                | 0.0           | 1.0                |
| Equipment Operator II                        | 1 07      | \$41,231 | \$67,207  | 6.0                | 0.0           | 6.0                |
| Equipment Operator III                       | 1 08      | \$41,503 | \$67,650  | 17.0               | 0.0           | 17.0               |
| Facilities Manager                           | 1 13      | \$54,601 | \$89,031  | 0.0                | 1.0           | 1.0                |
| General Utility Maintenance Supervisor       | 1 14      | \$59,393 | \$98,237  | 1.0                | 0.0           | 1.0                |
| Maintenance Worker I                         | 1 05      | \$40,688 | \$66,321  | 2.0                | 0.0           | 2.0                |
| Maintenance Worker II                        | 1 06      | \$40,960 | \$66,764  | 27.0               | 0.0           | 27.0               |
| Management Analyst I                         | 1 11      | \$46,589 | \$76,023  | 1.0                | 0.0           | 1.0                |
| Management Analyst III                       | 1 14      | \$59,393 | \$98,237  | 1.0                | 0.0           | 1.0                |
| Support Technician                           | 1 05      | \$40,688 | \$66,321  | 1.0                | 0.0           | 1.0                |
| Utility Maintenance Mechanic I               | 1 07      | \$41,231 | \$67,207  | 6.0                | 0.0           | 6.0                |
| Utility Maintenance Supervisor               | 1 11      | \$46,589 | \$76,023  | 10.0               | 0.0           | 10.0               |
| Utility Maintenance Supervisor, Senior       | 1 13      | \$54,601 | \$89,031  | 4.0                | 0.0           | 4.0                |
| <b>Total</b>                                 |           |          |           | <b>101.0</b>       | <b>0.0</b>    | <b>101.0</b>       |

Changes to the compensation plan resulting from the Evergreen Solutions study will take effect in mid-FY 2026 and are not reflected here.

## Utilities - Water Fund

### Mission Statement:

The mission of the Water Fund is to enhance quality of life by providing excellent and sustainable water services at the best possible value to residents and customers.

### Cost Recovery Summary:

| Category                       | FY 2023 Actual     | FY 2024 Actual     | FY 2025 Adopted    | FY 2026 Adopted    |
|--------------------------------|--------------------|--------------------|--------------------|--------------------|
| Permits and Fees               | 957,110            | 922,820            | 783,100            | 783,100            |
| Use of Money and Property      | 1,554,891          | 5,060,431          | 1,110,000          | 2,110,000          |
| Charges for Services           | 105,787,032        | 111,594,433        | 111,477,691        | 114,870,289        |
| Miscellaneous Revenue          | 3,956              | 7,070              | 186,900            | 186,900            |
| Recovered Costs                | 1,046,184          | 1,035,854          | 1,000,000          | 1,000,000          |
| Other Sources and Transfers In | 70,306             | 13,970             | 5,400              | 5,400              |
| <b>Total</b>                   | <b>109,419,479</b> | <b>118,634,578</b> | <b>114,563,091</b> | <b>118,955,689</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary:

| Category                          | FY 2023 Actual    | FY 2024 Actual    | FY 2025 Adopted    | FY 2026 Adopted    |
|-----------------------------------|-------------------|-------------------|--------------------|--------------------|
| Personnel Services                | 20,193,557        | 24,010,448        | 23,887,335         | 25,501,371         |
| Materials, Supplies, and Repairs  | 16,407,970        | 17,519,229        | 18,142,989         | 19,791,498         |
| Contractual Services              | 11,426,710        | 10,594,759        | 11,107,150         | 11,480,441         |
| Equipment                         | 207,600           | 752,166           | 659,731            | 517,043            |
| Department Specific Appropriation | 3,164,788         | 5,636,336         | 29,097,056         | 29,922,254         |
| Debt Service/Transfers to CIP     | 12,284,409        | 12,650,669        | 31,668,830         | 31,743,082         |
| <b>Total</b>                      | <b>63,685,034</b> | <b>71,163,607</b> | <b>114,563,091</b> | <b>118,955,689</b> |

## Utilities - Water Fund

### Department Programs:

| Budget and Accounting   |      |             | Efficient and responsive government |                  |
|---|------|-------------|-------------------------------------|------------------|
| Stakeholders  | FTE  | Cost        | Demand                              | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors | 11.0 | \$1,641,952 | Meets Demand - Maintains            | Enterprise Funds |

The Budget and Accounting program conducts strategic planning to ensure implementation of the City Council's priorities and City Manager's goals and maintain the utility system's viability and resilience. This includes wholesale customer contract management, development of cash flow projections, and periodic review of rates and long-term funding to support future sustainability. The financial reporting and compliance function includes grant management and administration, preparation of the annual externally audited financial statements for both the Water and Wastewater funds and ensures compliance with the provisions of the Single Audit Act. The budget management function of this program establishes annual development of operating and capital budgets and ensures ongoing monitoring of the budgets. The financial operations function of this program supports daily accounting and financial functions.

| Performance Measures                                 | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|--|--------------------|----------------|----------------|--------------------|-----------------|
| Are revenues growing proportionately to expenditures | Yes                | Yes            | Yes            | Yes                | Yes             |

| Debt Service  |     |              | Efficient and responsive government |                  |
|---|-----|--------------|-------------------------------------|------------------|
| Stakeholders  | FTE | Cost         | Demand                              | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors | 0.0 | \$32,249,300 | Meets Demand - Maintains            | Enterprise Funds |

| Director's Office   |     |              | Community support and well-being |                  |
|---|-----|--------------|----------------------------------|------------------|
| Stakeholders  | FTE | Cost         | Demand                           | Funding Sources  |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors | 9.0 | \$32,033,563 | Meets Demand - Exceeds           | Enterprise Funds |

## Utilities - Water Fund

| Engineering and Technology  |      |             | Infrastructure and Connectivity |  |                  |
|---|------|-------------|---------------------------------|--|------------------|
| Stakeholders  | FTE  | Cost        | Demand                          |  | Funding Sources  |
| <ul style="list-style-type: none"> <li>• Residents</li> <li>• Businesses</li> <li>• City Agencies</li> <li>• Tourists and Visitors</li> </ul> | 45.5 | \$5,739,165 | Meets Demand - Maintains        |  | Enterprise Funds |

The Engineering and Technology program develops and executes the water and wastewater capital improvement plan. The Capital Project Management function of the program manages the design and installation of water and wastewater projects including monitoring costs, time schedules, and work quality. This function prioritizes and manages the design of infrastructure replacement for water treatment plants, dams, spillways, raw water transmission components, finished water transmission mains, neighborhood distribution piping, wastewater system pipes and pump stations, and assists with construction management. The Construction Inspection function of this program provides monitoring and reporting compliance for construction work performed by state and city agents, franchise utility owners, developers, and others on all water and wastewater infrastructure. The technology function under this program ensures effective operation of all the department's programs by timely incorporating technological improvements and managing existing computer systems and hardware.

| Performance Measures                                  | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|---|--------------------|----------------|----------------|--------------------|-----------------|
| Linear feet of water and sewer mains installed a year | 5,000              | 2,888          | 14,220         | 5,504              | 5,000           |

| Water Accounts  |      |             | Efficient and responsive government |  |                  |
|---|------|-------------|-------------------------------------|--|------------------|
| Stakeholders  | FTE  | Cost        | Demand                              |  | Funding Sources  |
| <ul style="list-style-type: none"> <li>• Residents</li> <li>• Businesses</li> <li>• City Agencies</li> <li>• Tourists and Visitors</li> </ul> | 25.0 | \$3,378,550 | Meets Demand - Maintains            |  | Enterprise Funds |

Multiple functions within the division are managed under this program including billing, collection, and customer service. The Billing function ensures the accurate monthly reading and billing of the department's 70,000 + active accounts which includes processing all adjustments (including leak and financial adjustments). Additionally, this program pursues the collection of overdue outstanding debt on inactive accounts. Activities include seeking judgments in court, processing property liens and Notices of Satisfaction, submitting files to the State's Debt Set Off program and ensuring compliance with bankruptcy laws. Aging Reports are used to monitor delinquency on active accounts and initiate delinquent filed activity. The department's contact center receives and responds to inquiries via incoming calls, emails, faxes, and other written correspondences that originate from existing, future, and previous residential, commercial, industrial, and wholesale customers. Additionally, the contact center generates work orders, requests to start, stop and transfer service, and establishes payment arrangement and extensions on customer accounts. In-person assistance is handled in the department's customer lobby as well as the processing of walk-in and drop box payments and the sale of boat permits and bulk water.

| Performance Measures             | Performance Target | FY 2023 Actual | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
|----------------------------------|--------------------|----------------|----------------|--------------------|-----------------|
| Number of meter reading errors   | 413                | 255            | 1,216          | 1,500              | 1,800           |
| Number of meter readings         | 840,703            | 839,881        | 770,661        | 842,893            | 845,200         |
| Number of non-registering meters | 4,500              | 2,730          | 10,328         | 4,850              | 4,500           |

## Utilities - Water Fund

| Water Distribution   |      |                    | Community support and well-being |                |                    |                 |
|--|------|--------------------|----------------------------------|----------------|--------------------|-----------------|
| Stakeholders   | FTE  | Cost               | Demand                           |                | Funding Sources    |                 |
| • Residents<br>• Businesses<br>• City Agencies<br>• Tourists and Visitors  | 95.0 | \$12,363,763       | Meets Demand - Maintains         |                | Enterprise Funds   |                 |
| Water Distribution System Maintenance and Repair function provides reliable water services for the residents and businesses of the city by maintaining and repairing over 850 miles of water distribution pipes. The Asset Maintenance and Repair function of this program maintains and repairs more than 4,700 fire hydrants throughout the city in an effort to ensure continuous water service availability for the fire department as it protects citizens and property from fire damage. The Meter Installation and Repair function of this program installs, maintains, and repairs approximately 69,000 meters serving over 245,000 Norfolk residents and wholesale accounts, including the cities of Virginia Beach, Portsmouth, Chesapeake, the Western Tidewater Water Authority, and Norfolk and Virginia Beach Naval Facilities; this is essential for economic vitality of the Fund by obtaining accurate meter readings for billing purposes. |      |                    |                                  |                |                    |                 |
| Performance Measures   |      | Performance Target | FY 2023 Actual                   | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
| Number of hydrants serviced/flushed  |      | 3,800              | 3,158                            | 2,840          | 2,800              | 3,000           |
| Number of water main breaks per 100 miles of water distribution system piping  |      | 15                 | 15                               | 15             | 15                 | 15              |

| Water Production   |      |                    | Community support and well-being |                |                    |                 |
|--|------|--------------------|----------------------------------|----------------|--------------------|-----------------|
| Stakeholders   | FTE  | Cost               | Demand                           |                | Funding Sources    |                 |
| • Residents<br>• Businesses<br>• City Agencies<br>• City Agencies  | 96.0 | \$30,117,913       | Meets Demand - Exceeds           |                | Enterprise Funds   |                 |
| The Water Production function of this program is responsible for the operation and maintenance of the water treatment plants and finished water storage facilities; maintains raw and finished water pump stations and raw water transmission mains; and manages city-owned reservoirs and adjacent watershed properties. The Reservoir Management function of this program maintains and operates reservoirs to ensure maximum available storage and the protection of water quality. These activities include controlling pumping operations, harvesting invasive aquatic vegetation, dam maintenance, raw water monitoring and sampling, aeration, and tree removal. The Water Supply function of the program provides an average of 60 million gallons per day of reliable and safe drinking water to customers by operating and maintaining the water treatment facilities, raw water transmission facilities, and water storage tanks. |      |                    |                                  |                |                    |                 |
| Performance Measures   |      | Performance Target | FY 2023 Actual                   | FY 2024 Actual | FY 2025 Projection | FY 2026 Adopted |
| Average daily drinking water for all retail and wholesale customer needs, in millions of gallons per day (MGD)   |      | 30                 | 59                               | 58             | 58                 | 59              |

## Utilities - Water Fund

| Water Quality   |                    |                | Community support and well-being |                    |                 |
|---|--------------------|----------------|----------------------------------|--------------------|-----------------|
| Stakeholders  | FTE                | Cost           | Demand                           | Funding Sources    |                 |
| <ul style="list-style-type: none"> <li>• Residents</li> <li>• Businesses</li> <li>• City Agencies</li> <li>• Tourists and Visitors</li> </ul>   | 9.0                | \$1,431,483    | Meets Demand - Exceeds           | Enterprise Funds   |                 |
| <p>The Water Quality program monitors the drinking water that enhances the quality of life for Norfolk residents and businesses. By continual testing of water quality as required by the Safe Drinking Water Act, Water Quality works in conjunction with Water Production to provide 65 million gallons a day of reliable and safe drinking water to our customers. Water Quality testing supports the water treatment facilities process controls, raw water monitoring, and the health of water storage tanks. Testing throughout the distribution system ensures public health and system maintenance throughout the City of Norfolk. The Taste, Odor, and Fluoridation Treatment functions of this program improves drinking water quality by removing undesirable taste and odor compounds and promotes dental health by adding fluoride to the finished water to prevent the development of cavities.</p> |                    |                |                                  |                    |                 |
| Performance Measures  | Performance Target | FY 2023 Actual | FY 2024 Actual                   | FY 2025 Projection | FY 2026 Adopted |
| Percent of compliance met for monitoring, testing, analysis, and backflow   | 100                | 100            | 100                              | 100                | 100             |

## Utilities - Water Fund

### Adopted FY 2026 Budget Actions

|   | FY 2026          | FTE        |
|---|------------------|------------|
| • <b>Increase funds for water distribution repairs</b>  | 1,400,000        | 0.0        |
| Provide additional funds for costs associated with water distribution including sidewalk and street restoration as well as repairs to the aging water distribution infrastructure. These funds will address rising costs for labor, materials, and a higher number of necessary repairs required to maintain the city's consistent provision of safe and clean water.   |                  |            |
| • <b>Adjust Water expenses</b>  | 825,198          | 0.0        |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs, payments in lieu of taxes, or reserve for abatements.  |                  |            |
| • <b>Provide funds for compensation plan implementation</b>   | 448,450          | 0.0        |
| Provide funds for the implementation of the city's new step and grade compensation plan.  |                  |            |
| • <b>Technical adjustment to increase funding for Fleet costs</b>   | 74,582           | 0.0        |
| Provide increased funding for fleet costs. Gas and maintenance costs for the department have increased in recent years due to inflation, and increased utilization as services have increased.  |                  |            |
| • <b>Adjust debt service expenses Water Fund</b>  | 74,252           | 0.0        |
| Technical adjustment to support annual debt service payments related to pension obligation bonds.   |                  |            |
| • <b>Increase Railroad Management fees</b>  | 2,089            | 0.0        |
| Technical adjustment to provide funds for increased railroad rent. Total costs will increase by \$2,089 from \$66,534 in FY 2025 to \$68,623 in FY 2026 within the Water Distribution program.  |                  |            |
| • <b>Increase costs for warehouse rent</b>  | 1,972            | 0.0        |
| Technical adjustment to provide funds for increased storehouse rent. Total costs will increase by \$1,972 from \$65,745 in FY 2025 to \$67,717 in FY 2026 within the Director's Office program.   |                  |            |
| • <b>Update base program costs</b>  | 1,566,055        | 0.0        |
| Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 1, 2025. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle. |                  |            |
| <b>Total</b>  | <b>4,392,598</b> | <b>0.0</b> |

## Utilities - Water Fund

### Full Time Equivalent (FTE) Summary:

|  | Pay Grade | Minimum   | Maximum   | FY 2025<br>Adopted | FTE<br>Change | FY 2026<br>Adopted |
|--|-----------|-----------|-----------|--------------------|---------------|--------------------|
| Account Representative                       | 1 07      | \$41,231  | \$67,207  | 12.0               | 0.0           | 12.0               |
| Accountant I                                 | 1 11      | \$46,589  | \$76,023  | 3.0                | 0.0           | 3.0                |
| Accountant II                                | 1 12      | \$50,624  | \$82,557  | 1.0                | 0.0           | 1.0                |
| Accountant III                               | 1 13      | \$54,601  | \$89,031  | 1.0                | 0.0           | 1.0                |
| Accountant IV                                | 1 14      | \$59,393  | \$98,237  | 2.0                | 0.0           | 2.0                |
| Accounting Manager                           | 1 17      | \$73,368  | \$119,737 | 1.0                | 0.0           | 1.0                |
| Accounting Technician II                     | 1 07      | \$41,231  | \$67,207  | 3.0                | 0.0           | 3.0                |
| Administrative Assistant I                   | 1 09      | \$41,775  | \$68,093  | 3.0                | 0.0           | 3.0                |
| Administrative Assistant II                  | 1 10      | \$42,629  | \$69,485  | 3.0                | (1.0)         | 2.0                |
| Applications Development Team Supervisor     | 1 17      | \$73,368  | \$119,737 | 1.0                | 0.0           | 1.0                |
| Assistant City Engineer                      | 1 19      | \$83,267  | \$135,417 | 1.0                | 0.0           | 1.0                |
| Assistant Director                           | 1 21      | \$92,438  | \$153,829 | 2.0                | (2.0)         | 0.0                |
| Assistant Director III                       | 1 24      | \$108,073 | \$185,307 | 0.0                | 2.0           | 2.0                |
| Assistant Superintendent of Utility Division | 1 17      | \$73,368  | \$119,737 | 4.0                | 0.0           | 4.0                |
| Automotive Mechanic                          | 1 10      | \$42,629  | \$69,485  | 1.0                | 0.0           | 1.0                |
| Business Manager                             | 1 13      | \$54,601  | \$89,031  | 2.0                | 0.0           | 2.0                |
| Chief of Construction Operations             | 1 16      | \$68,675  | \$111,968 | 1.0                | 0.0           | 1.0                |
| Chief Waterworks Operator                    | 1 14      | \$59,393  | \$98,237  | 8.0                | 0.0           | 8.0                |
| Civil Engineer I                             | 1 14      | \$59,393  | \$98,237  | 2.0                | 0.0           | 2.0                |
| Civil Engineer II                            | 1 15      | \$64,296  | \$105,126 | 4.0                | (1.0)         | 3.0                |
| Civil Engineer III                           | 1 16      | \$68,675  | \$111,968 | 3.0                | 0.0           | 3.0                |
| Civil Engineer IV                            | 1 17      | \$73,368  | \$119,737 | 4.0                | (1.0)         | 3.0                |
| Civil Engineer V                             | 1 18      | \$78,434  | \$127,898 | 0.0                | 2.0           | 2.0                |
| Collection Coordinator                       | 1 11      | \$46,589  | \$76,023  | 1.0                | 0.0           | 1.0                |
| Construction Inspector I                     | 1 09      | \$41,775  | \$68,093  | 2.0                | 0.0           | 2.0                |
| Construction Inspector II                    | 1 11      | \$46,589  | \$76,023  | 6.0                | 0.0           | 6.0                |
| Construction Inspector III                   | 1 12      | \$50,624  | \$82,557  | 2.5                | 0.0           | 2.5                |
| Contract Monitoring Specialist               | 1 11      | \$46,589  | \$76,023  | 1.0                | 0.0           | 1.0                |
| Crew Leader I                                | 1 09      | \$41,775  | \$68,093  | 11.0               | (1.0)         | 10.0               |
| Cross-Connection Specialist                  | 1 08      | \$41,503  | \$67,650  | 1.0                | 0.0           | 1.0                |
| Cross-Connection Specialist, Senior          | 1 10      | \$42,629  | \$69,485  | 1.0                | 0.0           | 1.0                |
| Customer Service Manager                     | 1 18      | \$78,434  | \$127,898 | 1.0                | 0.0           | 1.0                |
| Customer Service Supervisor                  | 1 13      | \$54,601  | \$89,031  | 1.0                | 0.0           | 1.0                |
| Director of Utilities                        | 1 27      | \$141,205 | \$242,752 | 1.0                | 0.0           | 1.0                |
| Electrician II                               | 1 10      | \$42,629  | \$69,485  | 2.0                | 0.0           | 2.0                |
| Electrician III                              | 1 11      | \$46,589  | \$76,023  | 1.0                | 0.0           | 1.0                |
| Electronics Technician II                    | 1 11      | \$46,589  | \$76,023  | 4.0                | 0.0           | 4.0                |
| Engineering Manager                          | 1 20      | \$88,508  | \$144,326 | 1.0                | 0.0           | 1.0                |
| Engineering Technician I                     | 1 10      | \$42,629  | \$69,485  | 6.0                | 0.0           | 6.0                |
| Engineering Technician II                    | 1 11      | \$46,589  | \$76,023  | 3.0                | (1.0)         | 2.0                |

## Utilities - Water Fund

### Full Time Equivalent (FTE) Summary:

|  | Pay Grade | Minimum  | Maximum   | FY 2025 |        | FTE  | FY 2026 |
|--|-----------|----------|-----------|---------|--------|------|---------|
|  |           |          |           | Adopted | Change |      |         |
| Engineering Technician III                     | 1 12      | \$50,624 | \$82,557  | 2.0     | (2.0)  | 0.0  |         |
| Engineering Technician IV                      | 1 13      | \$54,601 | \$89,031  | 1.0     | 0.0    | 1.0  |         |
| Enterprise Controller                          | 1 16      | \$68,675 | \$111,968 | 1.0     | 0.0    | 1.0  |         |
| Equipment Operator II                          | 1 07      | \$41,231 | \$67,207  | 11.0    | 0.0    | 11.0 |         |
| Equipment Operator III                         | 1 08      | \$41,503 | \$67,650  | 8.0     | (1.0)  | 7.0  |         |
| Equipment Operator IV                          | 1 09      | \$41,775 | \$68,093  | 2.0     | 0.0    | 2.0  |         |
| Financial Operations Manager                   | 1 15      | \$64,296 | \$105,126 | 1.0     | 0.0    | 1.0  |         |
| General Utility Maintenance Supervisor         | 1 14      | \$59,393 | \$98,237  | 5.0     | 0.0    | 5.0  |         |
| Geographic Information Systems Specialist II   | 1 12      | \$50,624 | \$82,557  | 0.0     | 2.0    | 2.0  |         |
| Geographic Information Systems Team Supervisor | 1 17      | \$73,368 | \$119,737 | 2.0     | (1.0)  | 1.0  |         |
| Geographic Information Systems Technician II   | 1 11      | \$46,589 | \$76,023  | 0.0     | 1.0    | 1.0  |         |
| Maintenance Supervisor II                      | 1 12      | \$50,624 | \$82,557  | 1.0     | 0.0    | 1.0  |         |
| Maintenance Worker I                           | 1 05      | \$40,688 | \$66,321  | 4.0     | 0.0    | 4.0  |         |
| Maintenance Worker II                          | 1 06      | \$40,960 | \$66,764  | 28.0    | 1.0    | 29.0 |         |
| Management Analyst II                          | 1 13      | \$54,601 | \$89,031  | 1.0     | 1.0    | 2.0  |         |
| Management Analyst III                         | 1 14      | \$59,393 | \$98,237  | 2.0     | 1.0    | 3.0  |         |
| Management Services Administrator              | 1 18      | \$78,434 | \$127,898 | 1.0     | 0.0    | 1.0  |         |
| Manager of Budget & Accounting                 | 1 18      | \$78,434 | \$127,898 | 1.0     | 0.0    | 1.0  |         |
| Messenger/Driver                               | 1 05      | \$40,688 | \$66,321  | 1.0     | 0.0    | 1.0  |         |
| Microcomputer Systems Analyst, Senior          | 1 14      | \$59,393 | \$98,237  | 1.0     | 0.0    | 1.0  |         |
| Personnel Specialist                           | 1 11      | \$46,589 | \$76,023  | 1.0     | (1.0)  | 0.0  |         |
| Program Supervisor                             | 1 13      | \$54,601 | \$89,031  | 2.0     | 0.0    | 2.0  |         |
| Programmer/Analyst III                         | 1 14      | \$59,393 | \$98,237  | 0.0     | 1.0    | 1.0  |         |
| Programmer/Analyst IV                          | 1 15      | \$64,296 | \$105,126 | 2.0     | 0.0    | 2.0  |         |
| Programmer/Analyst V                           | 1 16      | \$68,675 | \$111,968 | 1.0     | 0.0    | 1.0  |         |
| Public Information Specialist II               | 1 12      | \$50,624 | \$82,557  | 1.0     | 0.0    | 1.0  |         |
| Reservoir Manager                              | 1 12      | \$50,624 | \$82,557  | 1.0     | 0.0    | 1.0  |         |
| Safety Specialist                              | 1 11      | \$46,589 | \$76,023  | 1.0     | 0.0    | 1.0  |         |
| Staff Technician II                            | 1 09      | \$41,775 | \$68,093  | 5.0     | 0.0    | 5.0  |         |
| Storekeeper I                                  | 1 05      | \$40,688 | \$66,321  | 1.0     | 0.0    | 1.0  |         |
| Storekeeper II                                 | 1 06      | \$40,960 | \$66,764  | 2.0     | 0.0    | 2.0  |         |
| Storekeeper III                                | 1 08      | \$41,503 | \$67,650  | 2.0     | 0.0    | 2.0  |         |
| Support Technician                             | 1 05      | \$40,688 | \$66,321  | 3.0     | 0.0    | 3.0  |         |
| Utility Maintenance Mechanic I                 | 1 07      | \$41,231 | \$67,207  | 26.0    | (1.0)  | 25.0 |         |
| Utility Maintenance Mechanic II                | 1 09      | \$41,775 | \$68,093  | 5.0     | 0.0    | 5.0  |         |
| Utility Maintenance Mechanic III               | 1 10      | \$42,629 | \$69,485  | 12.0    | 0.0    | 12.0 |         |
| Utility Maintenance Supervisor                 | 1 11      | \$46,589 | \$76,023  | 10.0    | 1.0    | 11.0 |         |
| Utility Maintenance Supervisor, Senior         | 1 13      | \$54,601 | \$89,031  | 7.0     | 1.0    | 8.0  |         |
| Utility Operations Manager                     | 1 19      | \$83,267 | \$135,417 | 1.0     | 0.0    | 1.0  |         |
| Water Chemist                                  | 1 11      | \$46,589 | \$76,023  | 3.0     | 0.0    | 3.0  |         |

## Utilities - Water Fund

### Full Time Equivalent (FTE) Summary:

|                            | Pay Grade | Minimum  | Maximum   | FY 2025      |            | FTE          | FY 2026 |
|----------------------------|-----------|----------|-----------|--------------|------------|--------------|---------|
|                            |           |          |           | Adopted      | Change     | Adopted      |         |
| Water Chemist, Senior      | 1 12      | \$50,624 | \$82,557  | 3.0          | 0.0        | 3.0          |         |
| Water Production Manager   | 1 19      | \$83,267 | \$135,417 | 1.0          | 0.0        | 1.0          |         |
| Water Quality Manager      | 1 18      | \$78,434 | \$127,898 | 2.0          | 0.0        | 2.0          |         |
| Water Treatment Supervisor | 1 16      | \$68,675 | \$111,968 | 2.0          | 0.0        | 2.0          |         |
| Waterworks Operator I      | 1 09      | \$41,775 | \$68,093  | 9.0          | (1.0)      | 8.0          |         |
| Waterworks Operator II     | 1 10      | \$42,629 | \$69,485  | 0.0          | 1.0        | 1.0          |         |
| Waterworks Operator III    | 1 11      | \$46,589 | \$76,023  | 1.0          | 0.0        | 1.0          |         |
| Waterworks Operator IV     | 1 12      | \$50,624 | \$82,557  | 6.0          | 0.0        | 6.0          |         |
| <b>Total</b>               |           |          |           | <b>290.5</b> | <b>0.0</b> | <b>290.5</b> |         |

Changes to the compensation plan resulting from the Evergreen Solutions study will take effect in mid-FY 2026 and are not reflected here.

### Special Project Positions:

|                       | Pay Grade | Minimum  | Maximum  | FY 2026 |            |
|-----------------------|-----------|----------|----------|---------|------------|
|                       |           |          |          | Adopted |            |
| Operations Apprentice | 1 05      | \$40,688 | \$66,321 |         | 1.0        |
| <b>Total</b>          |           |          |          |         | <b>1.0</b> |