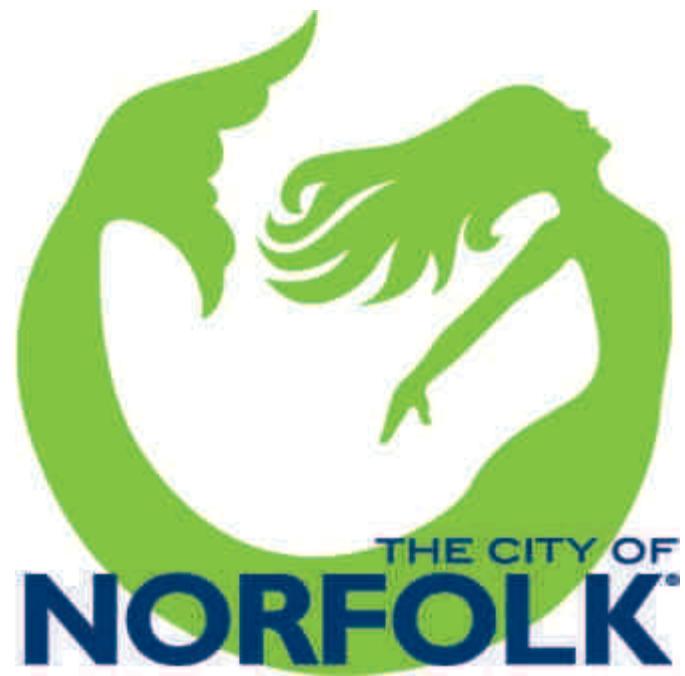


---

# Enterprise Funds

---



This page intentionally left blank

# ENTERPRISE FUND SUMMARY

---

|                                   | FY 2021<br>Actual  | FY 2022<br>Adopted | FY 2023<br>Adopted |
|-----------------------------------|--------------------|--------------------|--------------------|
| <b>Revenues</b>                   |                    |                    |                    |
| Permits and Fees                  | 828,948            | 861,569            | 863,569            |
| Fines and Forfeitures             | 1,898,591          | 2,528,022          | 2,658,028          |
| Federal Aid                       | 0                  | 0                  | 0                  |
| Use of Money and Property         | 131,098            | 2,045,775          | 349,020            |
| Charges for Services              | 162,587,822        | 167,069,258        | 174,684,561        |
| Miscellaneous Revenue             | 89,173             | 234,316            | 231,637            |
| Recovered Costs                   | 1,874,030          | 1,003,600          | 1,003,600          |
| Other Sources and Transfers In    | 367,987            | 6,109,345          | 4,965,428          |
| <b>Totals</b>                     | <b>167,777,650</b> | <b>179,851,885</b> | <b>184,755,843</b> |
| <br>                              |                    |                    |                    |
|                                   | FY 2021<br>Actual  | FY 2022<br>Adopted | FY 2023<br>Adopted |
| <b>Expenditures</b>               |                    |                    |                    |
| Personnel Services                | 33,466,713         | 38,706,266         | 39,851,746         |
| Materials, Supplies and Repairs   | 17,145,353         | 18,997,922         | 19,771,039         |
| Contractual Services              | 17,418,598         | 19,394,134         | 19,636,003         |
| Equipment                         | 1,396,978          | 5,061,603          | 2,656,613          |
| Department Specific Appropriation | 10,484,549         | 32,059,562         | 34,276,578         |
| Debt Service/Transfers to CIP     | 54,184,538         | 65,632,398         | 68,563,864         |
| <b>Total</b>                      | <b>134,096,729</b> | <b>179,851,885</b> | <b>184,755,843</b> |

This page intentionally left blank

## PARKING FACILITIES FUND

### Cost Recovery Summary

|                                | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted   | FY 2023 Adopted   |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Permits and Fees               | 27,065            | 42,173            | 28,469            | 30,469            |
| Fines and Forfeitures          | 2,113,404         | 1,898,591         | 2,528,022         | 2,658,028         |
| Use of Money and Property      | 8,907,984         | 10,270            | 262,755           | 225,000           |
| Charges for Services           | 15,866,913        | 13,045,470        | 13,510,751        | 14,732,968        |
| Miscellaneous Revenue          | 2,194             | 360               | 2,416             | 737               |
| Other Sources and Transfers In | 0                 | 0                 | 6,101,945         | 4,958,028         |
| <b>Total</b>                   | <b>26,917,561</b> | <b>14,996,864</b> | <b>22,434,358</b> | <b>22,605,230</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary

|                                   | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted   | FY 2023 Adopted   |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Personnel Services                | 3,443,706         | 2,797,531         | 4,212,716         | 4,368,897         |
| Materials, Supplies, and Repairs  | 1,199,528         | 1,160,134         | 1,672,735         | 1,677,316         |
| Contractual Services              | 4,835,745         | 4,166,044         | 4,390,187         | 4,410,244         |
| Equipment                         | 121,304           | 85,401            | 208,720           | 283,720           |
| Department Specific Appropriation | 0                 | 484,549           | 0                 | 0                 |
| Debt Service/Transfers to CIP     | 9,597,872         | 7,757,129         | 11,950,000        | 11,950,000        |
| <b>Total</b>                      | <b>19,198,154</b> | <b>16,450,788</b> | <b>22,434,358</b> | <b>22,690,177</b> |

| <b>Program Name</b>                   | <b>Service Objective</b>            | <b>Service Level Classification</b> | <b>FY 2023 Adopted</b> |              |
|---------------------------------------|-------------------------------------|-------------------------------------|------------------------|--------------|
|                                       |                                     |                                     | <b>Dollars</b>         | <b>FTEs</b>  |
| Division Office                       | Efficient and responsive government | Meets Demand - Maintains            | 211,451                | 2.0          |
| Administrative Support                | Efficient and responsive government | Meets Demand - Maintains            | 2,530,131              | 18.0         |
| Cost Allocation for Citywide Services | Efficient and responsive government | Meets Demand - Maintains            | 919,192                | 0.0          |
| Debt Service                          | Efficient and responsive government | Meets Demand - Maintains            | 10,500,000             | 0.0          |
| Parking Facility Maintenance          | Infrastructure and Connectivity     | Meets Demand - Maintains            | 4,019,086              | 19.0         |
| Parking Operations                    | Efficient and responsive government | Meets Demand - Maintains            | 4,510,317              | 27.4         |
| <b>Total</b>                          |                                     |                                     | <b>22,690,177</b>      | <b>66.4</b>  |
| <b>Total FY 2022 Adopted</b>          |                                     |                                     | <b>22,434,358</b>      | <b>67.2</b>  |
| <b>Change from FY 2022 Adopted</b>    |                                     |                                     | <b>255,819</b>         | <b>(0.8)</b> |

## PARKING FACILITIES FUND

Program: **Division Office**

Adjustments to Baseline Service Level Cost:

|   | FY 2023         | FTE        |
|---|-----------------|------------|
| <b>Update base program costs</b>  | <b>(54,931)</b> | <b>0.0</b> |
| 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 2, 2022. 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. |                 |            |

**Total** (54,931) 0.0

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                      | FY 2022 Adopted | FY 2023 Adopted |
|----------------------|-----------------|-----------------|
| Personnel Services   | 266,382         | 211,451         |
| Contractual Services | 0               | 0               |
| <b>Total</b>         | <b>266,382</b>  | <b>211,451</b>  |

**Full Time Equivalent (FTE) Summary**

|                                   | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|-----------------------------------|-----------|----------|-----------|-----------------|------------|-----------------|
| Management Services Administrator | 1 18      | \$72,173 | \$117,688 | 1.0             | 0.0        | 1.0             |
| Parking Director                  | 1 20      | \$81,443 | \$132,805 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                      |           |          |           | <b>2.0</b>      | <b>0.0</b> | <b>2.0</b>      |

## PARKING FACILITIES FUND

Program: **Administrative Support**

Adjustments to Baseline Service Level Cost:

|   | FY 2023    | FTE          |
|---|------------|--------------|
| <b>Update base program costs</b>  | <b>411</b> | <b>(0.8)</b> |
| Technical adjustment to update program costs for citywide budget actions. Changes include the elimination of a vacant Customer Service Representative position. Other actions include adjustments for healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. 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>411</b> | <b>(0.8)</b> |
|--------------|------------|--------------|

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 1,144,894        | 1,128,451        |
| Materials, Supplies, and Repairs | 107,651          | 124,505          |
| Contractual Services             | 1,260,675        | 1,260,675        |
| Equipment                        | 16,500           | 16,500           |
| <b>Total</b>                     | <b>2,529,720</b> | <b>2,530,131</b> |

**Full Time Equivalent (FTE) Summary**

|                                 | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE          | FY 2023 Adopted |
|---------------------------------|-----------|----------|-----------|-----------------|--------------|-----------------|
| Accountant I                    | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0          | 1.0             |
| Accountant IV                   | 1 14      | \$54,652 | \$90,395  | 1.0             | 0.0          | 1.0             |
| Accounting Technician II        | 1 08      | \$38,190 | \$62,250  | 6.0             | 0.0          | 6.0             |
| Administrative Assistant I      | 1 09      | \$38,440 | \$62,657  | 2.0             | 0.0          | 2.0             |
| Administrative Assistant II     | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0          | 1.0             |
| Collection Coordinator          | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0          | 1.0             |
| Customer Service Representative | 1 05      | \$37,440 | \$61,027  | 2.8             | (0.8)        | 2.0             |
| Economic & Policy Analyst       | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0          | 1.0             |
| Electronics Technician II       | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0          | 1.0             |
| Enterprise Controller           | 1 16      | \$63,193 | \$103,030 | 1.0             | 0.0          | 1.0             |
| Software Analyst                | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0          | 1.0             |
| <b>Total</b>                    |           |          |           | <b>18.8</b>     | <b>(0.8)</b> | <b>18.0</b>     |

## PARKING FACILITIES FUND

Program: **Cost Allocation for Citywide Services**

Adjustments to Baseline Service Level Cost:

|   | FY 2023       | FTE        |
|---|---------------|------------|
| <b>Adjust operational expenditures</b>  | <b>20,057</b> | <b>0.0</b> |
| Technical adjustment for operational expenses which occurs annually. These expenses may include indirect costs and payment in lieu of taxes.  |               |            |
| <b>Update base program costs</b>  | <b>4,581</b>  | <b>0.0</b> |
| 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 2, 2022. 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>24,638</b> | <b>0.0</b> |

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted | FY 2023 Adopted |
|----------------------------------|-----------------|-----------------|
| Materials, Supplies, and Repairs | 298,438         | 303,019         |
| Contractual Services             | 596,116         | 616,173         |
| <b>Total</b>                     | <b>894,554</b>  | <b>919,192</b>  |

## PARKING FACILITIES FUND

---

**Program:** **Debt Service**

**Adjustments to Baseline Service Level Cost:**

No adjustments to Baseline Service Level cost.

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

### Expenditure Summary

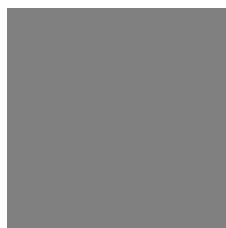
|                               | <b>FY 2022 Adopted</b> | <b>FY 2023 Adopted</b> |
|-------------------------------|------------------------|------------------------|
| Debt Service/Transfers to CIP | 10,500,000             | 10,500,000             |
| <b>Total</b>                  | <b>10,500,000</b>      | <b>10,500,000</b>      |

## PARKING FACILITIES FUND

### Program: Parking Facility Maintenance

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.

#### Service Objective: Customers Served:



##### Goal Statement:

Provide a clean, safe and customer focused experience for the residents, businesses and visitors to the downtown Norfolk area.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|   | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|---|-------------------|-------------------|-----------------------|--------------------|--------|
| Percent of weekly and monthly cleaning schedule completed | N/A               | N/A               | 100                   | 100                | 100    |

#### Adjustments to Baseline Service Level Cost:

|   | FY 2023        | FTE        |
|---|----------------|------------|
| Update base program costs   | 108,233        | 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 2, 2022. 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>108,233</b> | <b>0.0</b> |

## PARKING FACILITIES FUND

Program: **Parking Facility Maintenance**

Adopted Service Level Changes:

|  | FY 2023       | FTE        |
|--|---------------|------------|
| <b>Provide funds for Parking maintenance vehicles</b>  | <b>75,000</b> | <b>0.0</b> |
| Provide one-time funds for vehicle replacement for the Parking Facility Maintenance program. The funds will replace a vehicle that was taken offline as well as purchase two additional vehicles for the program. The additional vehicles will aim to enhance the department's capacity to provide parking facilities that are safe and clean for the residents and visitors of the City of Norfolk. |               |            |

**Total** 75,000 0.0

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 838,160          | 946,393          |
| Materials, Supplies, and Repairs | 1,196,923        | 1,196,923        |
| Contractual Services             | 313,200          | 313,200          |
| Equipment                        | 37,570           | 112,570          |
| Debt Service/Transfers to CIP    | 1,450,000        | 1,450,000        |
| <b>Total</b>                     | <b>3,835,853</b> | <b>4,019,086</b> |

**Full Time Equivalent (FTE) Summary**

|                          | Pay Grade | Minimum  | Maximum  | FY 2022 Adopted | FTE Change | FY 2023 Adopted |
|--------------------------|-----------|----------|----------|-----------------|------------|-----------------|
| Crew Leader I            | 1 09      | \$38,440 | \$62,657 | 2.0             | 0.0        | 2.0             |
| Electrician II           | 1 10      | \$39,226 | \$63,938 | 1.0             | 0.0        | 1.0             |
| Maintenance Mechanic II  | 1 08      | \$38,190 | \$62,250 | 2.0             | 0.0        | 2.0             |
| Maintenance Supervisor I | 1 11      | \$42,870 | \$69,955 | 1.0             | 0.0        | 1.0             |
| Maintenance Worker I     | 1 04      | \$37,440 | \$61,027 | 7.0             | 0.0        | 7.0             |
| Maintenance Worker II    | 1 06      | \$37,690 | \$61,435 | 5.0             | 0.0        | 5.0             |
| Painter I                | 1 06      | \$37,690 | \$61,435 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>             |           |          |          | <b>19.0</b>     | <b>0.0</b> | <b>19.0</b>     |

## PARKING FACILITIES FUND

### Program: Parking Operations

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.

#### Service Objective:



#### Customers Served:

Residents      Businesses      City Agencies      Tourists/Visitors

#### Goal Statement:

Provide efficient parking services and facility management to customers of the city's parking system.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|  | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|--|-------------------|-------------------|-----------------------|--------------------|--------|
| Percent of customer calls referred to parking from the Norfolk Cares Call Center that are addressed and closed within 48 hours | 51                | 61                | 65                    | 70                 | 75     |
| Percent of responses (good or better) from a customer service survey of parking services (New measure for FY 2021)             | N/A               | 91                | 90                    | 90                 | 90     |

#### Adjustments to Baseline Service Level Cost:

|   | FY 2023        | FTE        |
|---|----------------|------------|
| Update base program costs   | 102,468        | 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 2, 2022. 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>102,468</b> | <b>0.0</b> |

## PARKING FACILITIES FUND

Program: **Parking Operations**

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

### Expenditure Summary

|                                  | <b>FY 2022 Adopted</b> | <b>FY 2023 Adopted</b> |
|----------------------------------|------------------------|------------------------|
| Personnel Services               | 1,963,280              | 2,082,602              |
| Materials, Supplies, and Repairs | 69,723                 | 52,869                 |
| Contractual Services             | 2,220,196              | 2,220,196              |
| Equipment                        | 154,650                | 154,650                |
| <b>Total</b>                     | <b>4,407,849</b>       | <b>4,510,317</b>       |

### Full Time Equivalent (FTE) Summary

|                                 | <b>Pay Grade</b> | <b>Minimum</b> | <b>Maximum</b> | <b>FY 2022 Adopted</b> | <b>FTE Change</b> | <b>FY 2023 Adopted</b> |
|---------------------------------|------------------|----------------|----------------|------------------------|-------------------|------------------------|
| Customer Service Representative | 1 05             | \$37,440       | \$61,027       | 11.4                   | 0.0               | 11.4                   |
| Meter Monitor                   | 1 04             | \$37,440       | \$61,027       | 8.0                    | 0.0               | 8.0                    |
| Operations Manager              | 1 14             | \$54,652       | \$90,395       | 1.0                    | 0.0               | 1.0                    |
| Parking Manager                 | 1 12             | \$46,583       | \$75,967       | 1.0                    | 0.0               | 1.0                    |
| Parking Supervisor              | 1 09             | \$38,440       | \$62,657       | 6.0                    | 0.0               | 6.0                    |
| <b>Total</b>                    |                  |                |                | <b>27.4</b>            | <b>0.0</b>        | <b>27.4</b>            |

## STORM WATER MANAGEMENT

### Cost Recovery Summary

|                                | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted   | FY 2023 Adopted   |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Use of Money and Property      | 48,135            | 2,629             | 3,020             | 4,020             |
| Charges for Services           | 21,360,470        | 22,183,304        | 21,949,906        | 22,405,745        |
| Miscellaneous Revenue          | 85,188            | 66,386            | 45,000            | 44,000            |
| Other Sources and Transfers In | 0                 | 0                 | 0                 | 0                 |
| <b>Total</b>                   | <b>21,493,793</b> | <b>22,252,318</b> | <b>21,997,926</b> | <b>22,453,765</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary

|                                   | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted   | FY 2023 Adopted   |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Personnel Services                | 6,584,132         | 6,426,095         | 7,432,558         | 7,548,437         |
| Materials, Supplies, and Repairs  | 2,754,355         | 3,587,893         | 2,699,328         | 2,647,245         |
| Contractual Services              | 1,587,823         | 2,127,606         | 1,921,211         | 1,823,797         |
| Equipment                         | 1,052,543         | 1,112,400         | 1,213,274         | 1,382,864         |
| Department Specific Appropriation | 0                 | 0                 | 3,841,488         | 4,374,304         |
| Debt Service/Transfers to CIP     | 2,017,241         | 821,906           | 4,890,067         | 5,084,937         |
| <b>Total</b>                      | <b>13,996,094</b> | <b>14,075,900</b> | <b>21,997,926</b> | <b>22,861,584</b> |

| Program Name  | Service Objective                   | Service Level Classification | FY 2023 Adopted   |              |
|---|-------------------------------------|------------------------------|-------------------|--------------|
|   |                                     |                              | Dollars           | FTEs         |
| Division Office                                       | Efficient and responsive government | Meets Demand - Maintains     | 385,905           | 3.0          |
| Administrative Support                                | Efficient and responsive government | Meets Demand - Maintains     | 1,175,846         | 13.0         |
| Construction, Design, and Engineering                 | Infrastructure and Connectivity     | Meets Demand - Maintains     | 3,511,771         | 12.0         |
| Cost Allocation for Citywide Services                 | Efficient and responsive government | Meets Demand - Maintains     | 703,819           | 0.0          |
| Debt Service  | Efficient and responsive government | Meets Demand - Maintains     | 7,644,041         | 0.0          |
| Environmental Regulatory Compliance                   | Resilient Norfolk                   | Meets Demand - Maintains     | 836,883           | 7.0          |
| Storm Water Infrastructure Operations and Maintenance | Infrastructure and Connectivity     | Meets Demand - Maintains     | 5,160,948         | 50.0         |
| Street Sweeping                                       | Resilient Norfolk                   | Meets Demand - Maintains     | 3,412,371         | 27.0         |
| <b>Total</b>  |                                     |                              | <b>22,831,584</b> | <b>112.0</b> |
| <b>Total FY 2022 Adopted</b>                          |                                     |                              | <b>21,967,926</b> | <b>111.0</b> |
| <b>Change from FY 2022 Adopted</b>                    |                                     |                              | <b>863,658</b>    | <b>1.0</b>   |

## STORM WATER MANAGEMENT

Program: **Division Office**

Adjustments to Baseline Service Level Cost:

|   | FY 2023        | FTE        |
|---|----------------|------------|
| <b>Support increases for utility rates</b>  | <b>18,515</b>  | <b>0.0</b> |
| Technical adjustment to increase funds for anticipated utility rate increases including electricity, and natural gas. The city was notified by the Virginia Energy Purchasing Governmental Association (VEPGA) to anticipate an electricity rate increase on average of 30 percent for FY 2023. Natural gas rates are expected to increase at the same rate as electricity. Adjustment includes aligning funds with projected increases, a central fund has been established to support additional cost increases based on utilization. |                |            |
| <b>Update base program costs</b>  | <b>145,619</b> | <b>0.0</b> |
| 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 2, 2022. 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>164,134</b> | <b>0.0</b> |

### Adopted Service Level Changes:

No adopted Service Level changes.

### Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

### Expenditure Summary

|                                  | FY 2022 Adopted | FY 2023 Adopted |
|----------------------------------|-----------------|-----------------|
| Personnel Services               | 218,921         | 331,540         |
| Materials, Supplies, and Repairs | 0               | 51,515          |
| Contractual Services             | 2,850           | 2,850           |
| <b>Total</b>                     | <b>221,771</b>  | <b>385,905</b>  |

### Full Time Equivalent (FTE) Summary

|   | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE Change | FY 2023 Adopted |
|---|-----------|----------|-----------|-----------------|------------|-----------------|
| Design/Construction Project Manager, Senior | 1 17      | \$67,512 | \$110,179 | 1.0             | 0.0        | 1.0             |
| Project Manager                             | 1 16      | \$63,193 | \$103,030 | 1.0             | 0.0        | 1.0             |
| Storm Water Engineer                        | 1 19      | \$76,620 | \$124,607 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                                |           |          |           | <b>3.0</b>      | <b>0.0</b> | <b>3.0</b>      |

## STORM WATER MANAGEMENT

Program: **Administrative Support**

Adjustments to Baseline Service Level Cost:

|   | FY 2023       | FTE        |
|---|---------------|------------|
| <b>Update base program costs</b>  | <b>87,169</b> | <b>0.0</b> |
| 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 2, 2022. 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. |               |            |

**Total** 87,169 0.0

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 1,033,527        | 1,120,696        |
| Materials, Supplies, and Repairs | 15,500           | 15,500           |
| Contractual Services             | 14,650           | 21,650           |
| Equipment                        | 25,000           | 18,000           |
| <b>Total</b>                     | <b>1,088,677</b> | <b>1,175,846</b> |

**Full Time Equivalent (FTE) Summary**

|                                | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|--------------------------------|-----------|----------|-----------|-----------------|------------|-----------------|
| Accountant I                   | 1 11      | \$42,870 | \$69,955  | 2.0             | 0.0        | 2.0             |
| Accountant III                 | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Accountant IV                  | 1 14      | \$54,652 | \$90,395  | 1.0             | 0.0        | 1.0             |
| Accounting Technician II       | 1 08      | \$38,190 | \$62,250  | 2.0             | 0.0        | 2.0             |
| Administrative Assistant II    | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0        | 1.0             |
| Administrative Technician      | 1 07      | \$37,940 | \$61,842  | 1.0             | 0.0        | 1.0             |
| Collection Coordinator         | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Enterprise Controller          | 1 16      | \$63,193 | \$103,030 | 1.0             | 0.0        | 1.0             |
| Manager of Budget & Accounting | 1 18      | \$72,173 | \$117,688 | 1.0             | 0.0        | 1.0             |
| Program Administrator          | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Storekeeper II                 | 1 06      | \$37,690 | \$61,435  | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                   |           |          |           | <b>13.0</b>     | <b>0.0</b> | <b>13.0</b>     |

## STORM WATER MANAGEMENT

### Program: Construction, Design, and Engineering

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

#### Service Objective:

#### Customers Served:

Residents

Businesses

City Agencies

Tourists/Visitors

#### Goal Statement:

To complete city-wide storm water construction projects on time and within budget in an effort to improve the storm water system and mitigate flooding.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|   | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|---|-------------------|-------------------|-----------------------|--------------------|--------|
| Number of missed utilities tickets reviewed | 46,981            | 42,814            | 47,947                | 47,947             | 40,000 |
| Number of site plans reviewed               | 249               | 232               | 194                   | 200                | 200    |

#### Adjustments to Baseline Service Level Cost:

|   | FY 2023       | FTE        |
|---|---------------|------------|
| Update base program costs   | 10,172        | 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 2, 2022. 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>10,172</b> | <b>0.0</b> |

## STORM WATER MANAGEMENT

Program: **Construction, Design, and Engineering**

Adopted Service Level Changes:

|  | FY 2023        | FTE        |
|--|----------------|------------|
| <b>Provide funds to develop flood mitigation investment plan</b>   | <b>500,000</b> | <b>0.0</b> |
| Provide one-time funds to develop a flood mitigation investment plan. Funds will be used to hire consultants who will assist with developing a guiding document that will help Norfolk navigate towards a more resilient future. The investment plan will prioritize projects and help inform future policy and capital improvement plan choices.        |                |            |
| <b>Provide funds for a Commercial Driver's License stipend</b>   | <b>5,000</b>   | <b>0.0</b> |
| Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust. |                |            |
| <b>Total</b>   | <b>505,000</b> | <b>0.0</b> |

### Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

### Expenditure Summary

|                                   | FY 2022 Adopted  | FY 2023 Adopted  |
|-----------------------------------|------------------|------------------|
| Personnel Services                | 1,115,367        | 1,128,538        |
| Materials, Supplies, and Repairs  | 37,544           | 39,545           |
| Contractual Services              | 518,714          | 488,614          |
| Equipment                         | 9,774            | 39,874           |
| Department Specific Appropriation | 0                | 500,000          |
| Debt Service/Transfers to CIP     | 1,315,200        | 1,315,200        |
| <b>Total</b>                      | <b>2,996,599</b> | <b>3,511,771</b> |

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|--|-----------|----------|-----------|-----------------|------------|-----------------|
|  | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | Change     | FY 2023 Adopted |
| CCTV Technician                              | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Civil Engineer II                            | 1 15      | \$59,164 | \$96,734  | 2.0             | 0.0        | 2.0             |
| Civil Engineer III                           | 1 16      | \$63,193 | \$103,030 | 2.0             | 0.0        | 2.0             |
| Construction Inspector II                    | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Construction Inspector III                   | 1 12      | \$46,583 | \$75,967  | 1.0             | 0.0        | 1.0             |
| Design/Construction Project Manager, Senior  | 1 17      | \$67,512 | \$110,179 | 1.0             | 0.0        | 1.0             |
| Engineering Technician II                    | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Engineering Technician IV                    | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Geographic Information Systems Technician II | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Project Manager                              | 1 16      | \$63,193 | \$103,030 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                                 |           |          |           | <b>12.0</b>     | <b>0.0</b> | <b>12.0</b>     |

## STORM WATER MANAGEMENT

Program: **Cost Allocation for Citywide Services**

Adjustments to Baseline Service Level Cost:

|  | FY 2023  | FTE |
|--|----------|-----|
| <b>Adjust operational expenditures</b><br>Technical adjustment for operational expenses which occurs annually. These expenses may include indirect costs and payment in lieu of taxes. | (95,963) | 0.0 |
| <b>Total</b>   | (95,963) | 0.0 |

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted | FY 2023 Adopted |
|----------------------------------|-----------------|-----------------|
| Materials, Supplies, and Repairs | 156,445         | 156,445         |
| Contractual Services             | 643,337         | 547,374         |
| <b>Total</b>                     | <b>799,782</b>  | <b>703,819</b>  |

## STORM WATER MANAGEMENT

Program: **Debt Service**

Adjustments to Baseline Service Level Cost:

|  | FY 2023        | FTE        |
|--|----------------|------------|
| <b>Adjust debt service expenditures</b>  | <b>194,870</b> | <b>0.0</b> |
| Technical adjustment to support annual debt service payments related to pension obligation bonds.  |                |            |
| <b>Adjust operational expenditures</b>   | <b>32,816</b>  | <b>0.0</b> |
| Technical adjustment for operational expenses which occurs annually. These expenses may include indirect costs and payment in lieu of taxes. |                |            |
| <b>Total</b>   | <b>227,686</b> | <b>0.0</b> |

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

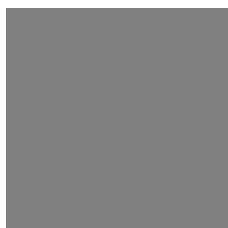
|                                   | FY 2022 Adopted  | FY 2023 Adopted  |
|-----------------------------------|------------------|------------------|
| Department Specific Appropriation | 3,841,488        | 3,874,304        |
| Debt Service/Transfers to CIP     | 3,574,867        | 3,769,737        |
| <b>Total</b>                      | <b>7,416,355</b> | <b>7,644,041</b> |

## STORM WATER MANAGEMENT

### Program: Environmental Regulatory Compliance

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.

#### Service Objective: Customers Served:



**Residents**      **Businesses**      **City Agencies**

**Tourists/Visitors**

#### Goal Statement:

To reduce waterway pollutants through compliance of environmental laws and infrastructure inspections.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|  | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|--|-------------------|-------------------|-----------------------|--------------------|--------|
| Number of environmental complaints investigated            | 105               | 171               | 336                   | 150                | 150    |
| Number of illicit discharges investigated and corrected    | 19                | 49                | 69                    | 40                 | 40     |
| Number of post-construction BMPs inspected and reinspected | 490               | 1,151             | 1,001                 | 850                | 850    |

#### Adjustments to Baseline Service Level Cost:

|   | FY 2023          | FTE        |
|---|------------------|------------|
| <b>Update base program costs</b>  | <b>(441,741)</b> | <b>0.0</b> |
| 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 2, 2022. 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>(441,741)</b> | <b>0.0</b> |

## STORM WATER MANAGEMENT

Program: **Environmental Regulatory Compliance**

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | <b>FY 2022 Adopted</b> | <b>FY 2023 Adopted</b> |
|----------------------------------|------------------------|------------------------|
| Personnel Services               | 1,064,680              | 610,938                |
| Materials, Supplies, and Repairs | 41,544                 | 43,545                 |
| Contractual Services             | 164,900                | 144,900                |
| Equipment                        | 7,500                  | 37,500                 |
| <b>Total</b>                     | <b>1,278,624</b>       | <b>836,883</b>         |

**Full Time Equivalent (FTE) Summary**

|                             | <b>Pay Grade</b> | <b>Minimum</b> | <b>Maximum</b> | <b>FY 2022 Adopted</b> | <b>FTE Change</b> | <b>FY 2023 Adopted</b> |
|-----------------------------|------------------|----------------|----------------|------------------------|-------------------|------------------------|
| Engineering Technician I    | 1 10             | \$39,226       | \$63,938       | 1.0                    | 0.0               | 1.0                    |
| Environmental Specialist II | 1 12             | \$46,583       | \$75,967       | 2.0                    | 0.0               | 2.0                    |
| Program Supervisor          | 1 13             | \$50,243       | \$81,924       | 1.0                    | 0.0               | 1.0                    |
| Programs Manager            | 1 15             | \$59,164       | \$96,734       | 1.0                    | 0.0               | 1.0                    |
| Project Manager             | 1 16             | \$63,193       | \$103,030      | 1.0                    | 0.0               | 1.0                    |
| Public Relations Specialist | 1 12             | \$46,583       | \$75,967       | 1.0                    | 0.0               | 1.0                    |
| <b>Total</b>                |                  |                |                | <b>7.0</b>             | <b>0.0</b>        | <b>7.0</b>             |

## STORM WATER MANAGEMENT

### Program: Storm Water Infrastructure Operations and Maintenance

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.

#### Service Objective: Customers Served:

Residents      Businesses      City Agencies      Tourists/Visitors

#### Goal Statement:

To maintain new and existing infrastructure in an effort to reduce waterway pollutants and city-wide flooding.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|                                | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric  |
|--------------------------------|-------------------|-------------------|-----------------------|--------------------|---------|
| Linear feet of ditches cleaned | N/A               | 212,467           | 161,797               | 150,000            | 150,000 |
| Number of executed work orders | N/A               | N/A               | 103                   | 75                 | 75      |
| Number of structures cleaned   | N/A               | 6,420             | 3,670                 | 3,500              | 3,500   |
| Number of structures repaired  | 141               | 175               | 166                   | 150                | 150     |

## STORM WATER MANAGEMENT

Program: **Storm Water Infrastructure Operations and Maintenance**

Adjustments to Baseline Service Level Cost:

|   | FY 2023          | FTE        |
|---|------------------|------------|
| <b>Remove one-time funds for ditch maintenance capacity</b>   | <b>(145,000)</b> | <b>0.0</b> |
| Technical adjustment to remove one-time funds provided in FY 2022 for ditch maintenance.  |                  |            |
| <b>Remove one-time funds for Chesterfield Heights</b>   | <b>(196,000)</b> | <b>0.0</b> |
| Technical adjustment to remove one-time funding provided in FY 2022 to support the maintenance and operation of the flood mitigation infrastructure constructed in the Chesterfield Heights neighborhood. The funds were used to purchase equipment necessary for maintenance. This project was funded by the National Disaster Resilience Competition (NDRC) grant. The grant does not provide ongoing funding beyond the construction of the project.   |                  |            |
| <b>Increase funds for security services</b>   | <b>41,649</b>    | <b>0.0</b> |
| Technical adjustment to provide funds for contractual increases in security services. Total costs will increase \$41,649 from \$15,000 in FY 2022 to \$56,649 in FY 2023.   |                  |            |
| <b>Support increases for utility rates</b>  | <b>5,791</b>     | <b>0.0</b> |
| Technical adjustment to increase funds for anticipated utility rate increases including electricity, and natural gas. The city was notified by the Virginia Energy Purchasing Governmental Association (VEPGA) to anticipate an electricity rate increase on average of 30 percent for FY 2023. Natural gas rates are expected to increase at the same rate as electricity. Adjustment includes aligning funds with projected increases, a central fund has been established to support additional cost increases based on utilization. |                  |            |
| <b>Update base program costs</b>  | <b>112,610</b>   | <b>0.0</b> |
| 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 2, 2022. 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>(180,950)</b> | <b>0.0</b> |

Adopted Service Level Changes:

|  | FY 2023        | FTE        |
|--|----------------|------------|
| <b>Provide one-time funds for Storm Water Operations equipment</b>   | <b>180,000</b> | <b>0.0</b> |
| Provide funds for an excavator to assist with year round maintenance of storm water ponds and ditches.   |                |            |
| <b>Provide funds for an electrician for storm water maintenance</b>  | <b>172,756</b> | <b>1.0</b> |
| Provide funds for an Electrician II and one-time funds for a utility truck for electric repair equipment. The electrician will perform electrical work on the city's storm water systems. This action will provide more timely, cost effective and efficient repairs for storm water systems.  |                |            |
| <b>Provide funds for a Commercial Driver's License stipend</b>   | <b>125,000</b> | <b>0.0</b> |
| Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust. |                |            |
| <b>Total</b>   | <b>477,756</b> | <b>1.0</b> |

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

## STORM WATER MANAGEMENT

Program: **Storm Water Infrastructure Operations and Maintenance**

### Expenditure Summary

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 2,551,344        | 2,781,864        |
| Materials, Supplies, and Repairs | 1,722,073        | 1,581,710        |
| Contractual Services             | 259,225          | 300,874          |
| Equipment                        | 331,500          | 496,500          |
| <b>Total</b>                     | <b>4,864,142</b> | <b>5,160,948</b> |

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum  | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|--|-----------|----------|----------|-----------------|------------|-----------------|
| Crew Leader I                          | 1 09      | \$38,440 | \$62,657 | 8.0             | 0.0        | 8.0             |
| Electrician II                         | 1 10      | \$39,226 | \$63,938 | 0.0             | 1.0        | 1.0             |
| Equipment Operator II                  | 1 07      | \$37,940 | \$61,842 | 6.0             | 0.0        | 6.0             |
| Equipment Operator III                 | 1 08      | \$38,190 | \$62,250 | 5.0             | 0.0        | 5.0             |
| Equipment Operator IV                  | 1 09      | \$38,440 | \$62,657 | 1.0             | 0.0        | 1.0             |
| Maintenance Mechanic II                | 1 08      | \$38,190 | \$62,250 | 1.0             | 0.0        | 1.0             |
| Maintenance Worker I                   | 1 04      | \$37,440 | \$61,027 | 12.0            | 0.0        | 12.0            |
| Maintenance Worker II                  | 1 06      | \$37,690 | \$61,435 | 6.0             | 0.0        | 6.0             |
| Utility Maintenance Mechanic I         | 1 07      | \$37,940 | \$61,842 | 1.0             | 0.0        | 1.0             |
| Utility Maintenance Mechanic II        | 1 09      | \$38,440 | \$62,657 | 4.0             | 0.0        | 4.0             |
| Utility Maintenance Supervisor         | 1 11      | \$42,870 | \$69,955 | 3.0             | 0.0        | 3.0             |
| Utility Maintenance Supervisor, Senior | 1 13      | \$50,243 | \$81,924 | 2.0             | 0.0        | 2.0             |
| <b>Total</b>                           |           |          |          | <b>49.0</b>     | <b>1.0</b> | <b>50.0</b>     |

## STORM WATER MANAGEMENT

### Program: Street Sweeping

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.

#### Service Objective:

#### Customers Served:

Residents      Businesses      City Agencies      Tourists/Visitors

#### Goal Statement:

To limit debris in the storm water system so as to mitigate flooding and improve water quality.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|  | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|--|-------------------|-------------------|-----------------------|--------------------|--------|
| Number of miles of curbline swept                                    | 38,085            | 36,175            | 36,300                | 36,000             | 36,000 |
| Number of tons of material/debris collected from sweeping operations | 4,562             | 5,506             | 4,500                 | 4,000              | 4,000  |

#### Adjustments to Baseline Service Level Cost:

|   | FY 2023       | FTE        |
|---|---------------|------------|
| Update base program costs   | 35,395        | 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 2, 2022. 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>35,395</b> | <b>0.0</b> |

## STORM WATER MANAGEMENT

Program: **Street Sweeping**

Adopted Service Level Changes:

|  | FY 2023       | FTE        |
|--|---------------|------------|
| <b>Provide funds for a Commercial Driver's License stipend</b>   | <b>75,000</b> | <b>0.0</b> |
| Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust. |               |            |

**Total**

**75,000**

**0.0**

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 1,448,719        | 1,574,861        |
| Materials, Supplies, and Repairs | 726,222          | 758,985          |
| Contractual Services             | 287,535          | 287,535          |
| Equipment                        | 839,500          | 790,990          |
| <b>Total</b>                     | <b>3,301,976</b> | <b>3,412,371</b> |

**Full Time Equivalent (FTE) Summary**

|                                      | Pay Grade | Minimum  | Maximum  | FY 2022 Adopted | FTE Change | FY 2023 Adopted |
|--------------------------------------|-----------|----------|----------|-----------------|------------|-----------------|
| Automotive Service Attendant         | 1 08      | \$38,190 | \$62,250 | 1.0             | 0.0        | 1.0             |
| Crew Leader I                        | 1 09      | \$38,440 | \$62,657 | 1.0             | 0.0        | 1.0             |
| Equipment Operator II                | 1 07      | \$37,940 | \$61,842 | 6.0             | 0.0        | 6.0             |
| Equipment Operator III               | 1 08      | \$38,190 | \$62,250 | 12.0            | 0.0        | 12.0            |
| Maintenance Worker I                 | 1 04      | \$37,440 | \$61,027 | 4.0             | 0.0        | 4.0             |
| Storm Water Assistant Superintendent | 1 14      | \$54,652 | \$90,395 | 1.0             | 0.0        | 1.0             |
| Utility Maintenance Supervisor       | 1 11      | \$42,870 | \$69,955 | 2.0             | 0.0        | 2.0             |
| <b>Total</b>                         |           |          |          | <b>27.0</b>     | <b>0.0</b> | <b>27.0</b>     |

## UTILITIES - WASTEWATER FUND

### Cost Recovery Summary

|                                | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted   | FY 2023 Adopted   |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Permits and Fees               | 112,000           | 95,525            | 50,000            | 50,000            |
| Use of Money and Property      | 279,939           | 12,836            | 100,000           | 10,000            |
| Charges for Services           | 31,705,220        | 32,120,080        | 34,365,723        | 35,941,000        |
| Miscellaneous Revenue          | 0                 | 0                 | 0                 | 0                 |
| Recovered Costs                | 125,644           | 303,758           | 3,600             | 3,600             |
| Other Sources and Transfers In | 15,574            | 324,617           | 2,000             | 2,000             |
| Federal Aid                    | 0                 | 0                 | 0                 | 0                 |
| <b>Total</b>                   | <b>32,238,377</b> | <b>32,856,816</b> | <b>34,521,323</b> | <b>36,006,600</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary

|                                   | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted   | FY 2023 Adopted   |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Personnel Services                | 5,378,863         | 5,532,809         | 6,228,632         | 6,517,344         |
| Materials, Supplies, and Repairs  | 4,033,196         | 2,497,846         | 3,030,597         | 3,083,140         |
| Contractual Services              | 2,118,004         | 2,134,125         | 2,286,285         | 2,935,494         |
| Equipment                         | 57,243            | 23,158            | 1,451,188         | 316,898           |
| Department Specific Appropriation | 1,500,000         | 1,500,000         | 5,621,637         | 6,654,942         |
| Debt Service/Transfers to CIP     | 16,464,566        | 15,294,458        | 15,902,984        | 16,498,782        |
| <b>Total</b>                      | <b>29,551,872</b> | <b>26,982,396</b> | <b>34,521,323</b> | <b>36,006,600</b> |

| Program Name                       | Service Objective                   | Service Level Classification | Dollars           | FTEs         | FY 2023 Adopted |
|------------------------------------|-------------------------------------|------------------------------|-------------------|--------------|-----------------|
| Debt Service                       | Efficient and responsive government | Meets Demand - Maintains     | 16,498,782        | 0.0          |                 |
| Wastewater Operations              | Community support and well-being    | Meets Demand - Maintains     | 19,507,818        | 102.0        |                 |
| <b>Total</b>                       |                                     |                              | <b>36,006,600</b> | <b>102.0</b> |                 |
| <b>Total FY 2022 Adopted</b>       |                                     |                              | <b>34,521,323</b> | <b>103.0</b> |                 |
| <b>Change from FY 2022 Adopted</b> |                                     |                              | <b>1,485,277</b>  | <b>(1.0)</b> |                 |

## UTILITIES - WASTEWATER FUND

Program: **Debt Service**

Adjustments to Baseline Service Level Cost:

|  | FY 2023        | FTE        |
|--|----------------|------------|
| <b>Adjust debt service expenses</b>  | <b>595,798</b> | <b>0.0</b> |
| Technical adjustment to support annual debt service payments for wastewater related projects. This is a routine adjustment which occurs each budget cycle. |                |            |

**Total** **595,798** **0.0**

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                               | FY 2022 Adopted   | FY 2023 Adopted   |
|-------------------------------|-------------------|-------------------|
| Debt Service/Transfers to CIP | 15,902,984        | 16,498,782        |
| <b>Total</b>                  | <b>15,902,984</b> | <b>16,498,782</b> |

## UTILITIES - WASTEWATER FUND

### Program: Wastewater Operations

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.

#### Service Objective:

#### Customers Served:

Residents      Businesses      City Agencies      Tourists/Visitors

#### Goal Statement:

Manage and improve the wastewater system for our residents through routine maintenance, repairs and upgrades to the city's sewer system.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|   | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric  |
|---|-------------------|-------------------|-----------------------|--------------------|---------|
| Linear feet of wastewater system cleaned per year | 685,205           | 633,505           | 800,000               | 800,500            | 800,500 |
| Number of sewer line repairs                      | 5,847             | 5,697             | 6,000                 | 6,000              | 6,000   |

## UTILITIES - WASTEWATER FUND

Program: **Wastewater Operations**

Adjustments to Baseline Service Level Cost:

|   | FY 2023            | FTE          |
|---|--------------------|--------------|
| <b>Remove one-time funds for vehicle replacement</b>  | <b>(1,109,290)</b> | <b>0.0</b>   |
| Technical adjustment to remove one-time funds provided in FY 2022 for the Wastewater Operations program. The funds replaced vehicles that were past their useful life in order to maintain a safe and effective fleet of vehicles.  |                    |              |
| <b>Adjust operating expenses</b>  | <b>1,657,514</b>   | <b>0.0</b>   |
| Technical adjustment to provide funds for inflationary increases in Wastewater Operations program. Increases are associated with supplies and materials needed for the maintenance and repair of facilities, safety gear, and equipment. Adjustments also include changes to indirect costs and payment in lieu of taxes.   |                    |              |
| <b>Support increases for utility rates</b>  | <b>3,290</b>       | <b>0.0</b>   |
| Technical adjustment to increase funds for anticipated utility rate increases including water and sewer, electricity, and natural gas. Per city code, the water and sewer rates will increase by three and a half percent and four percent, respectively. The city was notified by the Virginia Energy Purchasing Governmental Association (VEPGA) to anticipate an electricity rate increase on average of 30 percent for FY 2023. Natural gas rates are expected to increase at the same rate as electricity. Adjustment includes aligning funds with projected increases, a central fund has been established to support additional cost increases based on utilization. |                    |              |
| <b>Update base program costs</b>  | <b>250,991</b>     | <b>(1.0)</b> |
| Technical adjustment to update program costs for citywide budget actions. Changes include the elimination of a vacant Custodian, Senior position. Other actions include adjustments for healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. 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>802,505</b>     | <b>(1.0)</b> |

Adopted Service Level Changes:

|  | FY 2023       | FTE        |
|--|---------------|------------|
| <b>Provide funds for a Commercial Driver's License stipend</b>   | <b>85,000</b> | <b>0.0</b> |
| Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust. |               |            |

|              |               |            |
|--------------|---------------|------------|
| <b>Total</b> | <b>85,000</b> | <b>0.0</b> |
|--------------|---------------|------------|

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

## UTILITIES - WASTEWATER FUND

Program: **Wastewater Operations**

### Expenditure Summary

|                                   | FY 2022 Adopted   | FY 2023 Adopted   |
|-----------------------------------|-------------------|-------------------|
| Personnel Services                | 6,228,632         | 6,517,344         |
| Materials, Supplies, and Repairs  | 3,030,597         | 3,083,140         |
| Contractual Services              | 2,286,285         | 2,935,494         |
| Equipment                         | 1,451,188         | 316,898           |
| Department Specific Appropriation | 5,621,637         | 6,654,942         |
| <b>Total</b>                      | <b>18,618,339</b> | <b>19,507,818</b> |

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE          | FY 2023 Adopted |
|--|-----------|----------|-----------|-----------------|--------------|-----------------|
| Accounting Technician II                     | 1 08      | \$38,190 | \$62,250  | 3.0             | 0.0          | 3.0             |
| Assistant Superintendent of Utility Division | 1 17      | \$67,512 | \$110,179 | 1.0             | 0.0          | 1.0             |
| CCTV Technician                              | 1 11      | \$42,870 | \$69,955  | 2.0             | 0.0          | 2.0             |
| Crew Leader I                                | 1 09      | \$38,440 | \$62,657  | 15.0            | 0.0          | 15.0            |
| Custodian, Senior                            | 1 04      | \$28,591 | \$39,973  | 1.0             | (1.0)        | 0.0             |
| Electrician IV                               | 1 12      | \$46,583 | \$75,967  | 1.0             | 0.0          | 1.0             |
| Environmental Specialist II                  | 1 12      | \$46,583 | \$75,967  | 1.0             | 0.0          | 1.0             |
| Equipment Operator II                        | 1 07      | \$37,940 | \$61,842  | 6.0             | 0.0          | 6.0             |
| Equipment Operator III                       | 1 08      | \$38,190 | \$62,250  | 19.0            | 0.0          | 19.0            |
| General Utility Maintenance Supervisor       | 1 14      | \$54,652 | \$90,395  | 1.0             | 0.0          | 1.0             |
| Maintenance Worker I                         | 1 04      | \$37,440 | \$61,027  | 2.0             | 0.0          | 2.0             |
| Maintenance Worker II                        | 1 06      | \$37,690 | \$61,435  | 27.0            | 0.0          | 27.0            |
| Management Analyst I                         | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0          | 1.0             |
| Management Analyst III                       | 1 14      | \$54,652 | \$90,395  | 1.0             | 0.0          | 1.0             |
| Support Technician                           | 1 05      | \$37,440 | \$61,027  | 1.0             | 0.0          | 1.0             |
| Utility Maintenance Mechanic I               | 1 07      | \$37,940 | \$61,842  | 7.0             | 0.0          | 7.0             |
| Utility Maintenance Supervisor               | 1 11      | \$42,870 | \$69,955  | 10.0            | 0.0          | 10.0            |
| Utility Maintenance Supervisor, Senior       | 1 13      | \$50,243 | \$81,924  | 4.0             | 0.0          | 4.0             |
| <b>Total</b>                                 |           |          |           | <b>103.0</b>    | <b>(1.0)</b> | <b>102.0</b>    |

## UTILITIES - WATER FUND

### Cost Recovery Summary

|                                | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted    | FY 2023 Adopted    |
|--------------------------------|-------------------|-------------------|--------------------|--------------------|
| Permits and Fees               | 855,297           | 691,250           | 783,100            | 783,100            |
| Use of Money and Property      | 1,782,173         | 105,363           | 1,680,000          | 110,000            |
| Charges for Services           | 91,252,588        | 95,238,969        | 97,242,878         | 101,112,082        |
| Miscellaneous Revenue          | 17,546            | 22,428            | 186,900            | 186,900            |
| Recovered Costs                | 1,935,469         | 1,570,272         | 1,000,000          | 1,000,000          |
| Other Sources and Transfers In | 218,586           | 43,370            | 5,400              | 5,400              |
| <b>Total</b>                   | <b>96,061,659</b> | <b>97,671,652</b> | <b>100,898,278</b> | <b>103,197,482</b> |

Actual amounts represent collections, not appropriation authority.

### Expenditure Summary

|                                   | FY 2020 Actual    | FY 2021 Actual    | FY 2022 Adopted    | FY 2023 Adopted    |
|-----------------------------------|-------------------|-------------------|--------------------|--------------------|
| Personnel Services                | 17,806,657        | 18,710,278        | 20,832,360         | 21,417,068         |
| Materials, Supplies, and Repairs  | 11,631,162        | 9,899,479         | 11,595,262         | 12,363,338         |
| Contractual Services              | 8,493,621         | 8,990,823         | 10,796,451         | 10,466,468         |
| Equipment                         | 158,460           | 176,019           | 2,188,421          | 673,131            |
| Department Specific Appropriation | 8,500,000         | 8,500,000         | 22,596,437         | 23,247,332         |
| Debt Service/Transfers to CIP     | 28,899,808        | 30,311,045        | 32,889,347         | 35,030,145         |
| <b>Total</b>                      | <b>75,489,708</b> | <b>76,587,644</b> | <b>100,898,278</b> | <b>103,197,482</b> |

| <b>Program Name</b>        | <b>Service Objective</b>            | <b>Service Level Classification</b> | <b>FY 2023 Adopted</b> |             |
|----------------------------|-------------------------------------|-------------------------------------|------------------------|-------------|
|                            |                                     |                                     | <b>Dollars</b>         | <b>FTEs</b> |
| Director's Office          | Community support and well-being    | Meets Demand - Exceeds              | 24,064,438             | 10.0        |
| Budget and Accounting      | Efficient and responsive government | Meets Demand - Maintains            | 1,448,509              | 11.0        |
| Debt Service               | Efficient and responsive government | Meets Demand - Maintains            | 35,536,363             | 0.0         |
| Engineering and Technology | Infrastructure and Connectivity     | Meets Demand - Maintains            | 5,353,635              | 49.0        |
| Water Accounts             | Efficient and responsive government | Meets Demand - Maintains            | 2,891,329              | 22.0        |
| Water Distribution         | Community support and well-being    | Meets Demand - Maintains            | 9,670,628              | 95.0        |
| Water Production           | Community support and well-being    | Meets Demand - Exceeds              | 22,963,554             | 93.0        |
| Water Quality              | Community support and well-being    | Meets Demand - Exceeds              | 1,269,026              | 9.0         |

## **UTILITIES - WATER FUND**

|                                    |                    |              |
|------------------------------------|--------------------|--------------|
| <b>Total</b>                       | <b>103,197,482</b> | <b>289.0</b> |
| <b>Total FY 2022 Adopted</b>       | <b>100,898,278</b> | <b>289.0</b> |
| <b>Change from FY 2022 Adopted</b> | <b>2,299,204</b>   | <b>0.0</b>   |

## UTILITIES - WATER FUND

Program: Director's Office

Adjustments to Baseline Service Level Cost:

|   | FY 2023          | FTE        |
|---|------------------|------------|
| <b>Adjust operating expenses</b>  | <b>314,138</b>   | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |                  |            |
| <b>Increase funds for storehouse rent</b>   | <b>1,805</b>     | <b>0.0</b> |
| Technical adjustment to provide funds for increased storehouse rent. Total costs will increase by \$1,805 from \$60,166 in FY 2022 to \$61,971 in FY 2023   |                  |            |
| <b>Update base program costs</b>  | <b>(157,246)</b> | <b>0.0</b> |
| 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 2, 2022. 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>158,697</b>   | <b>0.0</b> |

### Adopted Service Level Changes:

No adopted Service Level changes.

### Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

### Expenditure Summary

|                                   | FY 2022 Adopted   | FY 2023 Adopted   |
|-----------------------------------|-------------------|-------------------|
| Personnel Services                | 969,939           | 812,693           |
| Materials, Supplies, and Repairs  | 49,038            | 49,038            |
| Contractual Services              | 1,003,919         | 1,063,593         |
| Equipment                         | 8,000             | 8,000             |
| Department Specific Appropriation | 21,874,845        | 22,131,114        |
| <b>Total</b>                      | <b>23,905,741</b> | <b>24,064,438</b> |

## UTILITIES - WATER FUND

Program: Director's Office

### Full Time Equivalent (FTE) Summary

|                                   | Pay Grade | Minimum  | Maximum   | FY 2022<br>Adopted | FTE<br>Change | FY 2023<br>Adopted |
|-----------------------------------|-----------|----------|-----------|--------------------|---------------|--------------------|
| Administrative Assistant II       | 1 10      | \$39,226 | \$63,938  | 1.0                | 0.0           | 1.0                |
| Administrative Technician         | 1 07      | \$37,940 | \$61,842  | 1.0                | 0.0           | 1.0                |
| Assistant Director                | 1 21      | \$85,059 | \$141,549 | 1.0                | 0.0           | 1.0                |
| Director of Utilities             | 1 24      | \$99,446 | \$170,515 | 1.0                | 0.0           | 1.0                |
| Management Services Administrator | 1 18      | \$72,173 | \$117,688 | 1.0                | 0.0           | 1.0                |
| Messenger/Driver                  | 1 02      | \$37,440 | \$61,027  | 1.0                | 0.0           | 1.0                |
| Personnel Specialist              | 1 11      | \$42,870 | \$69,955  | 1.0                | 0.0           | 1.0                |
| Public Information Specialist II  | 1 12      | \$46,583 | \$75,967  | 1.0                | 0.0           | 1.0                |
| Safety Specialist                 | 1 11      | \$42,870 | \$69,955  | 1.0                | 0.0           | 1.0                |
| Support Technician                | 1 05      | \$37,440 | \$61,027  | 1.0                | 0.0           | 1.0                |
| <b>Total</b>                      |           |          |           | <b>10.0</b>        | <b>0.0</b>    | <b>10.0</b>        |

## UTILITIES - WATER FUND

### Program: Budget and Accounting

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 preparation of the annual externally-audited standalone 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.

#### Service Objective:



#### Customers Served:

**Residents**      **Businesses**      **City Agencies**      **Tourists/Visitors**

#### Goal Statement:

Ensure compliance with federal/state/city laws and regulations; maintain compliance with contractual obligations; ensure compliance with City's and Water and Wastewater Fund's financial policies; establish effective internal control policies and procedures for the Department of Utilities to ensure effective financial operations; maintain effective and efficient internal and external financial reporting for both Water and Wastewater Fund; develop annual budget projections and metrics for revenues and expenses and ensure Department's operations within the established budgeted parameters.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|  | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|--|-------------------|-------------------|-----------------------|--------------------|--------|
| Are revenues growing proportionately to expenditures | Yes               | Yes               | Yes                   | Yes                | Yes    |

## UTILITIES - WATER FUND

Program: **Budget and Accounting**

### Adjustments to Baseline Service Level Cost:

|   | FY 2023        | FTE        |
|---|----------------|------------|
| <b>Adjust operating expenses</b>  | <b>29,809</b>  | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |                |            |
| <b>Update base program costs</b>  | <b>146,738</b> | <b>0.0</b> |
| 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 2, 2022. 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>176,547</b> | <b>0.0</b> |

### Adopted Service Level Changes:

No adopted Service Level changes.

### Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

### Expenditure Summary

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 769,335          | 916,073          |
| Materials, Supplies, and Repairs | 129,152          | 129,152          |
| Contractual Services             | 346,275          | 376,084          |
| Equipment                        | 27,200           | 27,200           |
| <b>Total</b>                     | <b>1,271,962</b> | <b>1,448,509</b> |

### Full Time Equivalent (FTE) Summary

|                                | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|--------------------------------|-----------|----------|-----------|-----------------|------------|-----------------|
| Accountant I                   | 1 11      | \$42,870 | \$69,955  | 4.0             | 0.0        | 4.0             |
| Accountant II                  | 1 12      | \$46,583 | \$75,967  | 1.0             | 0.0        | 1.0             |
| Accountant III                 | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Accountant IV                  | 1 14      | \$54,652 | \$90,395  | 1.0             | 0.0        | 1.0             |
| Accounting Manager             | 1 17      | \$67,512 | \$110,179 | 1.0             | 0.0        | 1.0             |
| Enterprise Controller          | 1 16      | \$63,193 | \$103,030 | 1.0             | 0.0        | 1.0             |
| Financial Operations Manager   | 1 15      | \$59,164 | \$96,734  | 1.0             | 0.0        | 1.0             |
| Manager of Budget & Accounting | 1 18      | \$72,173 | \$117,688 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                   |           |          |           | <b>11.0</b>     | <b>0.0</b> | <b>11.0</b>     |

## UTILITIES - WATER FUND

Program: **Debt Service**

Adjustments to Baseline Service Level Cost:

|  | FY 2023          | FTE        |
|--|------------------|------------|
| <b>Remove one-time debt service expense</b>  | <b>(750,000)</b> | <b>0.0</b> |
| Technical adjustment to remove a one-time cost associated with bond issuance costs.  |                  |            |
| <b>Adjust debt service expenses</b>  | <b>2,890,798</b> | <b>0.0</b> |
| Technical adjustment to support annual debt service payments for wastewater related projects. This is a routine adjustment which occurs each budget cycle. |                  |            |
| <b>Adjust operating expenses</b>   | <b>394,626</b>   | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.                |                  |            |
| <b>Total</b>   | <b>2,535,424</b> | <b>0.0</b> |

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                   | FY 2022 Adopted   | FY 2023 Adopted   |
|-----------------------------------|-------------------|-------------------|
| Department Specific Appropriation | 111,592           | 506,218           |
| Debt Service/Transfers to CIP     | 32,889,347        | 35,030,145        |
| <b>Total</b>                      | <b>33,000,939</b> | <b>35,536,363</b> |

## UTILITIES - WATER FUND

### Program: Engineering and Technology

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.

#### Service Objective:

#### Customers Served:

Residents

Businesses

City Agencies

Tourists/Visitors

#### Goal Statement:

Provide excellent internal and external customer service through the administration of the Capital Improvement Plan. Our objective is the remediation of existing infrastructure and development of new facilities to serve the water and sewer needs of our customers.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|   |  | FY 2020 | FY 2021 | FY 2022    | FY 2023 |        |
|---|--|---------|---------|------------|---------|--------|
|   |  | Actual  | Actual  | Projection | Adopted | Metric |
| Linear feet of water and sewer mains installed a year |  | 8,427   | 17,302  | 16,800     | 16,800  | 16,800 |

## UTILITIES - WATER FUND

Program: **Engineering and Technology**

### Adjustments to Baseline Service Level Cost:

|   | FY 2023        | FTE        |
|---|----------------|------------|
| <b>Adjust operating expenses</b>  | <b>54,597</b>  | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |                |            |
| <b>Update base program costs</b>  | <b>68,518</b>  | <b>0.0</b> |
| 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 2, 2022. 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>123,115</b> | <b>0.0</b> |

### Adopted Service Level Changes:

No adopted Service Level changes.

### Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

### Expenditure Summary

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 4,568,820        | 4,634,241        |
| Materials, Supplies, and Repairs | 191,999          | 193,096          |
| Contractual Services             | 393,513          | 404,110          |
| Equipment                        | 76,188           | 122,188          |
| <b>Total</b>                     | <b>5,230,520</b> | <b>5,353,635</b> |

## UTILITIES - WATER FUND

Program: **Engineering and Technology**

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum   | FY 2022<br>Adopted | FTE<br>Change | FY 2023<br>Adopted |
|--|-----------|----------|-----------|--------------------|---------------|--------------------|
| Administrative Assistant I                     | 1 09      | \$38,440 | \$62,657  | 2.0                | 0.0           | 2.0                |
| Assistant City Engineer                        | 1 19      | \$76,620 | \$124,607 | 1.0                | 0.0           | 1.0                |
| Chief of Construction Operations               | 1 16      | \$63,193 | \$103,030 | 1.0                | 0.0           | 1.0                |
| Civil Engineer I                               | 1 14      | \$54,652 | \$90,395  | 2.0                | 0.0           | 2.0                |
| Civil Engineer II                              | 1 15      | \$59,164 | \$96,734  | 4.0                | 0.0           | 4.0                |
| Civil Engineer III                             | 1 16      | \$63,193 | \$103,030 | 4.0                | 0.0           | 4.0                |
| Civil Engineer IV                              | 1 17      | \$67,512 | \$110,179 | 2.0                | 0.0           | 2.0                |
| Civil Engineer V                               | 1 18      | \$72,173 | \$117,688 | 1.0                | 0.0           | 1.0                |
| Construction Inspector I                       | 1 09      | \$38,440 | \$62,657  | 6.0                | 0.0           | 6.0                |
| Construction Inspector II                      | 1 11      | \$42,870 | \$69,955  | 1.0                | 0.0           | 1.0                |
| Construction Inspector III                     | 1 12      | \$46,583 | \$75,967  | 3.0                | 0.0           | 3.0                |
| Contract Monitoring Specialist                 | 1 11      | \$42,870 | \$69,955  | 1.0                | 0.0           | 1.0                |
| Engineering Manager                            | 1 20      | \$81,443 | \$132,805 | 1.0                | 0.0           | 1.0                |
| Engineering Technician I                       | 1 10      | \$39,226 | \$63,938  | 5.0                | 0.0           | 5.0                |
| Engineering Technician II                      | 1 11      | \$42,870 | \$69,955  | 4.0                | 0.0           | 4.0                |
| Engineering Technician III                     | 1 12      | \$46,583 | \$75,967  | 2.0                | 0.0           | 2.0                |
| Engineering Technician IV                      | 1 13      | \$50,243 | \$81,924  | 1.0                | 0.0           | 1.0                |
| General Utility Maintenance Supervisor         | 1 14      | \$54,652 | \$90,395  | 1.0                | 0.0           | 1.0                |
| Geographic Information Systems Team Supervisor | 1 17      | \$67,512 | \$110,179 | 1.0                | 0.0           | 1.0                |
| Management Analyst II                          | 1 13      | \$50,243 | \$81,924  | 1.0                | 0.0           | 1.0                |
| Microcomputer Systems Analyst, Senior          | 1 14      | \$54,652 | \$90,395  | 1.0                | 0.0           | 1.0                |
| Programmer/Analyst IV                          | 1 15      | \$59,164 | \$96,734  | 2.0                | 0.0           | 2.0                |
| Programmer/Analyst V                           | 1 16      | \$63,193 | \$103,030 | 1.0                | 0.0           | 1.0                |
| Utility Maintenance Supervisor, Senior         | 1 13      | \$50,243 | \$81,924  | 1.0                | 0.0           | 1.0                |
| <b>Total</b>                                   |           |          |           | <b>49.0</b>        | <b>0.0</b>    | <b>49.0</b>        |

## UTILITIES - WATER FUND

### Program: Water Accounts

The Meter Reading and Billing Services function of this program manages the monthly readings, billing water accounts, collections on customer accounts, operation of the department call center, and review and processing of leak adjustments. This program oversees the Customer Service Call Center and receives and responds to customer inquiries and requests. Cashiering, Payment Processing, and Lobby Assistance engages in high quality customer service by receiving and processing walk-in payments and drop box payments. Establishes payment arrangements and extensions on customer accounts. Submits work orders for service installations, transfers, disconnects and other requests. Completes sale of boat permits and bulk water. Collection program secures judgments and liens against commercial and residential customers with outstanding balances. Initiates turn offs of delinquent accounts. Monitors payment transactions and process Notice of Satisfactions within allotted timeframe. Ensures compliance with bankruptcy laws and state and local codes pertaining to collection. Generates monthly Aging Reports and monitor financial activity on utility accounts.

#### Service Objective:

#### Customers Served:

Residents      Businesses      City Agencies      Tourists/Visitors

#### Goal Statement:

Sustain a healthy enterprise fund that affords us the opportunity to complete planned projects, maintenance and fulfill financial obligations of the department.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|                                | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric  |
|--------------------------------|-------------------|-------------------|-----------------------|--------------------|---------|
| Number of meter reading errors | 390               | 458               | 435                   | 413                | 413     |
| Number of meter readings       | 831,673           | 835,944           | 840,337               | 844,703            | 840,703 |

## UTILITIES - WATER FUND

Program: **Water Accounts**

Adjustments to Baseline Service Level Cost:

|   | FY 2023       | FTE        |
|---|---------------|------------|
| <b>Adjust operating expenses</b>  | <b>14,594</b> | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |               |            |
| <b>Update base program costs</b>  | <b>54,147</b> | <b>0.0</b> |
| 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 2, 2022. 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>68,741</b> | <b>0.0</b> |

**Adopted Service Level Changes:**

No adopted Service Level changes.

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 1,318,941        | 1,371,114        |
| Materials, Supplies, and Repairs | 143,366          | 143,366          |
| Contractual Services             | 1,337,755        | 1,352,349        |
| Equipment                        | 24,500           | 24,500           |
| <b>Total</b>                     | <b>2,824,562</b> | <b>2,891,329</b> |

**Full Time Equivalent (FTE) Summary**

|                             | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|-----------------------------|-----------|----------|-----------|-----------------|------------|-----------------|
| Account Representative      | 1 07      | \$37,940 | \$61,842  | 12.0            | 0.0        | 12.0            |
| Administrative Assistant II | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0        | 1.0             |
| Business Manager            | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Collection Coordinator      | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Customer Service Manager    | 1 18      | \$72,173 | \$117,688 | 1.0             | 0.0        | 1.0             |
| Customer Service Supervisor | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Management Analyst I        | 1 11      | \$42,870 | \$69,955  | 1.0             | 0.0        | 1.0             |
| Program Supervisor          | 1 13      | \$50,243 | \$81,924  | 1.0             | 0.0        | 1.0             |
| Staff Technician II         | 1 09      | \$38,440 | \$62,657  | 3.0             | 0.0        | 3.0             |
| <b>Total</b>                |           |          |           | <b>22.0</b>     | <b>0.0</b> | <b>22.0</b>     |

## UTILITIES - WATER FUND

### Program: Water Distribution

Water Distribution System Maintenance and Repair function provides reliable water services for the residents and businesses of the city by maintaining and repairing over 950 miles of water distribution pipes. The Asset Maintenance and Repair function of this program maintains and repairs over 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.

#### Service Objective:

#### Customers Served:

**Residents**      **Businesses**      **City Agencies**      **Tourists/Visitors**

#### Goal Statement:

Maintain the system of pipes and infrastructure that effectively provides water to more than 1 million customers in the region through routine maintenance, repairs and upgrades to the city's distribution system.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|  | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|--|-------------------|-------------------|-----------------------|--------------------|--------|
| Average daily drinking water for all retail and wholesale customer needs, in millions of gallons per day (MGD) | 56                | 58                | 59                    | 59                 | 60     |
| Number of hydrants serviced/flushed  | 4,222             | 2,874             | 3,750                 | 4,000              | 4,000  |
| Number of water main breaks per 100 miles of water distribution system piping                                  | 14                | 28                | 34                    | 34                 | 34     |

## UTILITIES - WATER FUND

Program: **Water Distribution**

Adjustments to Baseline Service Level Cost:

|   | FY 2023            | FTE        |
|---|--------------------|------------|
| <b>Remove one-time funds for vehicle replacement</b>  | <b>(1,600,290)</b> | <b>0.0</b> |
| Technical adjustment to remove one-time funds for the Water Distribution program. The funds replaced vehicles that were past their useful life in order to maintain a safe and effective fleet of vehicles.   |                    |            |
| <b>Adjust operating expenses</b>  | <b>188,009</b>     | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |                    |            |
| <b>Support increases for utility rates</b>  | <b>1,976</b>       | <b>0.0</b> |
| Technical adjustment to increase funds for anticipated utility rate increases including water and sewer, electricity, and natural gas. Per city code, the water and sewer rates will increase by three and a half percent and four percent, respectively. The city was notified by the Virginia Energy Purchasing Governmental Association (VEPGA) to anticipate an electricity rate increase on average of 30 percent for FY 2023. Natural gas rates are expected to increase at the same rate as electricity. Adjustment includes aligning funds with projected increases, a central fund has been established to support additional cost increases based on utilization. |                    |            |
| <b>Increase funds for Railroad License Fee</b>  | <b>1,745</b>       | <b>0.0</b> |
| Technical adjustment to provide funds for increased railroad rent. Total costs will increase by \$1,745 from \$58,169 to \$59,914 in FY 2023.   |                    |            |
| <b>Update base program costs</b>  | <b>320,228</b>     | <b>0.0</b> |
| 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 2, 2022. 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>(1,088,332)</b> | <b>0.0</b> |

**Adopted Service Level Changes:**

|  | FY 2023       | FTE        |
|--|---------------|------------|
| <b>Provide funds for a Commercial Driver's License stipend</b>   | <b>55,000</b> | <b>0.0</b> |
| Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust. |               |            |
| <b>Total</b>   | <b>55,000</b> | <b>0.0</b> |

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

## UTILITIES - WATER FUND

Program: **Water Distribution**

### Expenditure Summary

|                                   | FY 2022 Adopted   | FY 2023 Adopted  |
|-----------------------------------|-------------------|------------------|
| Personnel Services                | 5,452,858         | 5,791,442        |
| Materials, Supplies, and Repairs  | 1,829,560         | 1,868,180        |
| Contractual Services              | 906,894           | 1,121,648        |
| Equipment                         | 1,904,648         | 279,358          |
| Department Specific Appropriation | 610,000           | 610,000          |
| <b>Total</b>                      | <b>10,703,960</b> | <b>9,670,628</b> |

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|--|-----------|----------|-----------|-----------------|------------|-----------------|
| Accounting Technician II                     | 1 08      | \$38,190 | \$62,250  | 3.0             | 0.0        | 3.0             |
| Administrative Assistant I                   | 1 09      | \$38,440 | \$62,657  | 1.0             | 0.0        | 1.0             |
| Administrative Assistant II                  | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0        | 1.0             |
| Assistant Superintendent of Utility Division | 1 17      | \$67,512 | \$110,179 | 1.0             | 0.0        | 1.0             |
| Automotive Mechanic                          | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0        | 1.0             |
| Crew Leader I                                | 1 09      | \$38,440 | \$62,657  | 10.0            | 0.0        | 10.0            |
| Cross-Connection Specialist                  | 1 08      | \$38,190 | \$62,250  | 1.0             | 0.0        | 1.0             |
| Cross-Connection Specialist, Senior          | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0        | 1.0             |
| Engineering Technician I                     | 1 10      | \$39,226 | \$63,938  | 1.0             | 0.0        | 1.0             |
| Equipment Operator II                        | 1 07      | \$37,940 | \$61,842  | 9.0             | 0.0        | 9.0             |
| Equipment Operator III                       | 1 08      | \$38,190 | \$62,250  | 7.0             | 0.0        | 7.0             |
| Equipment Operator IV                        | 1 09      | \$38,440 | \$62,657  | 2.0             | 0.0        | 2.0             |
| General Utility Maintenance Supervisor       | 1 14      | \$54,652 | \$90,395  | 1.0             | 0.0        | 1.0             |
| Maintenance Worker II                        | 1 06      | \$37,690 | \$61,435  | 20.0            | 0.0        | 20.0            |
| Programs Manager                             | 1 15      | \$59,164 | \$96,734  | 1.0             | 0.0        | 1.0             |
| Storekeeper I                                | 1 05      | \$37,440 | \$61,027  | 1.0             | 0.0        | 1.0             |
| Storekeeper II                               | 1 06      | \$37,690 | \$61,435  | 1.0             | 0.0        | 1.0             |
| Storekeeper III                              | 1 08      | \$38,190 | \$62,250  | 1.0             | 0.0        | 1.0             |
| Support Technician                           | 1 05      | \$37,440 | \$61,027  | 1.0             | 0.0        | 1.0             |
| Utility Maintenance Mechanic I               | 1 07      | \$37,940 | \$61,842  | 13.0            | 0.0        | 13.0            |
| Utility Maintenance Mechanic II              | 1 09      | \$38,440 | \$62,657  | 5.0             | 0.0        | 5.0             |
| Utility Maintenance Supervisor               | 1 11      | \$42,870 | \$69,955  | 9.0             | 0.0        | 9.0             |
| Utility Maintenance Supervisor, Senior       | 1 13      | \$50,243 | \$81,924  | 3.0             | 0.0        | 3.0             |
| Utility Operations Manager                   | 1 19      | \$76,620 | \$124,607 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                                 |           |          |           | <b>95.0</b>     | <b>0.0</b> | <b>95.0</b>     |

## UTILITIES - WATER FUND

### Program: Water Production

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.

#### Service Objective:



#### Customers Served:

Residents      Businesses      City Agencies      Tourists/Visitors

#### Goal Statement:

Provide excellent and sustainable water service at the best possible value to residents and customers while meeting or exceeding standards set by the Virginia Department of Health and the Safe Drinking Water Act.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

## UTILITIES - WATER FUND

Program: **Water Production**

Adjustments to Baseline Service Level Cost:

|   | FY 2023          | FTE        |
|---|------------------|------------|
| <b>Support increases for utility rates</b>  | <b>321,973</b>   | <b>0.0</b> |
| Technical adjustment to increase funds for anticipated utility rate increases including water and sewer, electricity, and natural gas. Per city code, the water and sewer rates will increase by three and a half percent and four percent, respectively. The city was notified by the Virginia Energy Purchasing Governmental Association (VEPGA) to anticipate an electricity rate increase on average of 30 percent for FY 2023. Natural gas rates are expected to increase at the same rate as electricity. Adjustment includes aligning funds with projected increases, a central fund has been established to support additional cost increases based on utilization. |                  |            |
| <b>Adjust operating expenses</b>  | <b>(168,503)</b> | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |                  |            |
| <b>Update base program costs</b>  | <b>60,587</b>    | <b>0.0</b> |
| 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 2, 2022. 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>214,057</b>   | <b>0.0</b> |

**Adopted Service Level Changes:**

|  | FY 2023       | FTE        |
|--|---------------|------------|
| <b>Support regrade for Waterworks Operator employees</b>   | <b>71,495</b> | <b>0.0</b> |
| Provide funds for a regrade for Waterworks Operator employees. The Norfolk Department of Human Resources has conducted a market study for water treatment positions and has recommended that all ranges increase by one level. This increase will help to keep Norfolk an attractive employer and retain valuable employees.                             |               |            |
| <b>Provide funds for a Commercial Driver's License stipend</b>   | <b>10,000</b> | <b>0.0</b> |
| Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust. |               |            |
| <b>Total</b>   | <b>81,495</b> | <b>0.0</b> |

**Requested but Not Funded Service Level Changes:**

No requested but not funded Service Level changes.

**Expenditure Summary**

|                                  | FY 2022 Adopted   | FY 2023 Adopted   |
|----------------------------------|-------------------|-------------------|
| Personnel Services               | 6,894,627         | 7,030,563         |
| Materials, Supplies, and Repairs | 9,062,200         | 9,790,319         |
| Contractual Services             | 6,607,940         | 5,939,437         |
| Equipment                        | 103,235           | 203,235           |
| <b>Total</b>                     | <b>22,668,002</b> | <b>22,963,554</b> |

## UTILITIES - WATER FUND

Program: **Water Production**

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum   | FY 2022<br>Adopted | FTE<br>Change | FY 2023<br>Adopted |
|--|-----------|----------|-----------|--------------------|---------------|--------------------|
| Administrative Assistant I               | 1 09      | \$38,440 | \$62,657  | 1.0                | 0.0           | 1.0                |
| Applications Development Team Supervisor | 1 17      | \$67,512 | \$110,179 | 1.0                | 0.0           | 1.0                |
| Assistant Director                       | 1 21      | \$85,059 | \$141,549 | 1.0                | 0.0           | 1.0                |
| Chief Waterworks Operator                | 1 14      | \$54,652 | \$90,395  | 8.0                | 0.0           | 8.0                |
| Construction Inspector II                | 1 11      | \$42,870 | \$69,955  | 1.0                | 0.0           | 1.0                |
| Crew Leader I                            | 1 09      | \$38,440 | \$62,657  | 1.0                | 0.0           | 1.0                |
| Electrician II                           | 1 10      | \$39,226 | \$63,938  | 2.0                | 0.0           | 2.0                |
| Electrician III                          | 1 11      | \$42,870 | \$69,955  | 1.0                | 0.0           | 1.0                |
| Electronics Technician II                | 1 11      | \$42,870 | \$69,955  | 4.0                | 0.0           | 4.0                |
| Engineering Aide                         | 1 04      | \$37,440 | \$61,027  | 1.0                | 0.0           | 1.0                |
| Equipment Operator II                    | 1 07      | \$37,940 | \$61,842  | 2.0                | 0.0           | 2.0                |
| Equipment Operator III                   | 1 08      | \$38,190 | \$62,250  | 1.0                | 0.0           | 1.0                |
| General Utility Maintenance Supervisor   | 1 14      | \$54,652 | \$90,395  | 3.0                | 0.0           | 3.0                |
| Maintenance Supervisor II                | 1 12      | \$46,583 | \$75,967  | 1.0                | 0.0           | 1.0                |
| Maintenance Worker I                     | 1 04      | \$37,440 | \$61,027  | 4.0                | 0.0           | 4.0                |
| Maintenance Worker II                    | 1 06      | \$37,690 | \$61,435  | 8.0                | 0.0           | 8.0                |
| Reservoir Manager                        | 1 12      | \$46,583 | \$75,967  | 1.0                | 0.0           | 1.0                |
| Storekeeper II                           | 1 06      | \$37,690 | \$61,435  | 1.0                | 0.0           | 1.0                |
| Storekeeper III                          | 1 08      | \$38,190 | \$62,250  | 1.0                | 0.0           | 1.0                |
| Support Technician                       | 1 05      | \$37,440 | \$61,027  | 1.0                | 0.0           | 1.0                |
| Utility Maintenance Mechanic I           | 1 07      | \$37,940 | \$61,842  | 13.0               | 0.0           | 13.0               |
| Utility Maintenance Mechanic III         | 1 10      | \$39,226 | \$63,938  | 12.0               | 0.0           | 12.0               |
| Utility Maintenance Supervisor, Senior   | 1 13      | \$50,243 | \$81,924  | 4.0                | 0.0           | 4.0                |
| Water Production Manager                 | 1 19      | \$76,620 | \$124,607 | 1.0                | 0.0           | 1.0                |
| Water Quality Manager                    | 1 18      | \$72,173 | \$117,688 | 1.0                | 0.0           | 1.0                |
| Water Treatment Supervisor               | 1 16      | \$63,193 | \$103,030 | 2.0                | 0.0           | 2.0                |
| Waterworks Operator I                    | 1 09      | \$38,440 | \$62,657  | 2.0                | 0.0           | 2.0                |
| Waterworks Operator III                  | 1 11      | \$42,870 | \$69,955  | 4.0                | 0.0           | 4.0                |
| Waterworks Operator IV                   | 1 12      | \$46,583 | \$75,967  | 10.0               | 0.0           | 10.0               |
| <b>Total</b>                             |           |          |           | <b>93.0</b>        | <b>0.0</b>    | <b>93.0</b>        |

## UTILITIES - WATER FUND

### Program: Water Quality

The Water Quality program supplies drinking water that enhances the quality of life for Norfolk residents and businesses by providing 65 million gallons a day of reliable and safe drinking water to our customers by operating and maintaining the water treatment facilities, raw water pumping transmission facilities, water storage tanks, and by providing continual testing of water quality as required by the Safe Drinking Water Act. The Taste, Odor, and Fluoridation Treatment function 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.

#### Service Objective:

#### Customers Served:

|           |            |               |                   |
|-----------|------------|---------------|-------------------|
| Residents | Businesses | City Agencies | Tourists/Visitors |
|-----------|------------|---------------|-------------------|

#### Goal Statement:

Meet and exceed all SDWA standards as well as all local, state, and federal regulations. Provide highest quality drinking water and best possible customer service to all customers.

| Mandate               | Reliance                            | Cost Recovery | Population Served                    | Demand                   |
|-----------------------|-------------------------------------|---------------|--------------------------------------|--------------------------|
| Discretionary         | City is Sole Provider               | Yes           | Majority of Population Benefits      | Meets Demand - Exceeds   |
| Federal/State Mandate |                                     |               | Less than 50% of Population Benefits | Meets Demand - Maintains |
| City Mandate          | Other Entities Provide this Service | No            | Less than 10% of Population Benefits | Does Not Meet Demand     |

#### Performance Measures

|   | FY 2020<br>Actual | FY 2021<br>Actual | FY 2022<br>Projection | FY 2023<br>Adopted | Metric |
|---|-------------------|-------------------|-----------------------|--------------------|--------|
| Percent of compliance met for monitoring, testing, analysis, and backflow | 100               | 100               | 100                   | 100                | 100    |

## UTILITIES - WATER FUND

Program: **Water Quality**

Adjustments to Baseline Service Level Cost:

|   | FY 2023         | FTE        |
|---|-----------------|------------|
| <b>Remove one-time funds for equipment in Water Quality program</b>   | <b>(36,000)</b> | <b>0.0</b> |
| Technical adjustment to remove one-time funds provided in FY 2022 for laboratory equipment and supplies for the Water Quality program.  |                 |            |
| <b>Adjust operating expenses</b>  | <b>9,092</b>    | <b>0.0</b> |
| Technical adjustment for operational expenses which occur annually. These expenses may include indirect costs and payment in lieu of taxes.   |                 |            |
| <b>Update base program costs</b>  | <b>3,342</b>    | <b>0.0</b> |
| 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 2, 2022. 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>(23,566)</b> | <b>0.0</b> |

### Adopted Service Level Changes:

No adopted Service Level changes.

### Requested but Not Funded Service Level Changes:

No requested but not funded Service Level changes.

### Expenditure Summary

|                                  | FY 2022 Adopted  | FY 2023 Adopted  |
|----------------------------------|------------------|------------------|
| Personnel Services               | 857,840          | 860,942          |
| Materials, Supplies, and Repairs | 189,947          | 190,187          |
| Contractual Services             | 200,155          | 209,247          |
| Equipment                        | 44,650           | 8,650            |
| <b>Total</b>                     | <b>1,292,592</b> | <b>1,269,026</b> |

### Full Time Equivalent (FTE) Summary

|  | Pay Grade | Minimum  | Maximum   | FY 2022 Adopted | FTE        | FY 2023 Adopted |
|--|-----------|----------|-----------|-----------------|------------|-----------------|
| Assistant Superintendent of Utility Division | 1 17      | \$67,512 | \$110,179 | 2.0             | 0.0        | 2.0             |
| Water Chemist                                | 1 11      | \$42,870 | \$69,955  | 3.0             | 0.0        | 3.0             |
| Water Chemist, Senior                        | 1 12      | \$46,583 | \$75,967  | 3.0             | 0.0        | 3.0             |
| Water Quality Manager                        | 1 18      | \$72,173 | \$117,688 | 1.0             | 0.0        | 1.0             |
| <b>Total</b>                                 |           |          |           | <b>9.0</b>      | <b>0.0</b> | <b>9.0</b>      |