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# Enterprise Funds

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# ENTERPRISE FUND SUMMARY

	FY 2021 Actual	FY 2022 Adopted	FY 2023 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>

	FY 2021 Actual	FY 2022 Adopted	FY 2023 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>

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## 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>

			FY 2023 Adopted	
<u>Program Name</u>	<u>Service Objective</u>	<u>Service Level Classification</u>	<u>Dollars</u>	<u>FTEs</u>
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.		
<b>Total</b>	<b>(54,931)</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	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 Change	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 Change	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

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Program: **Debt Service**

**Adjustments to Baseline Service Level Cost:**

No adjustments to Baseline Service Level cost.

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**Adopted Service Level Changes:**

No adopted Service Level changes.

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

No requested but not funded Service Level changes.

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**Expenditure Summary**

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

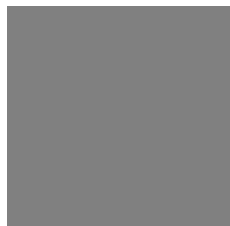
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## PARKING FACILITIES FUND

**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:**

Residents

Businesses

City Agencies

Tourists/Visitors

**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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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
<b>Update base program costs</b>	<b>108,233</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>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.		
<b>Total</b>	<b>75,000</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	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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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
<b>Update base program costs</b>	<b>102,468</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>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

	FY 2022 Adopted	FY 2023 Adopted
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

	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Adopted
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.		
<b>Total</b>	<b>87,169</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	1,033,527	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 Change	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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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
<b>Update base program costs</b>	<b>10,172</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>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 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>	<b>(95,963)</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>(95,963)</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	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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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**

	FY 2022 Adopted	FY 2023 Adopted
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**

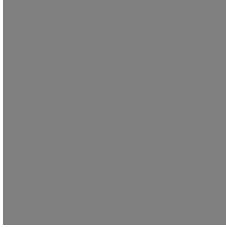
	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Adopted
Engineering Technician I	1 10	\$39,226	\$63,938	1.0	0.0	1.0
Environmental Specialist II	1 12	\$46,583	\$75,967	2.0	0.0	2.0
Program Supervisor	1 13	\$50,243	\$81,924	1.0	0.0	1.0
Programs Manager	1 15	\$59,164	\$96,734	1.0	0.0	1.0
Project 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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Change	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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 Adopted	Metric
Number of miles of curblines 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
<b>Update base program costs</b>	<b>35,395</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>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.		
<b>Total</b>	<b>75,000</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	1,448,719	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>

			FY 2023 Adopted	
<u>Program Name</u>	<u>Service Objective</u>	<u>Service Level Classification</u>	<u>Dollars</u>	<u>FTEs</u>
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.		
<b>Total</b>	<b>595,798</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
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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Change	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>

<u>Program Name</u>	<u>Service Objective</u>	<u>Service Level Classification</u>	<u>FY 2023 Adopted</u>	
			<u>Dollars</u>	<u>FTEs</u>
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

Total	103,197,482	289.0
Total FY 2022 Adopted	100,898,278	289.0
Change from FY 2022 Adopted	2,299,204	0.0

## 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 Adopted	FTE Change	FY 2023 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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Change	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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Adopted	FTE Change	FY 2023 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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Change	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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Change	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

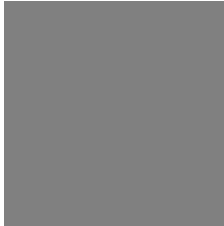
	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Adopted
Administrative Assistant I	1 09	\$38,440	\$62,657	1.0	0.0	1.0
Applications Development Team Supervisor	1 17	\$67,512	\$110,179	1.0	0.0	1.0
Assistant Director	1 21	\$85,059	\$141,549	1.0	0.0	1.0
Chief Waterworks Operator	1 14	\$54,652	\$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 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 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 Change	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>