Work Session Themes

• Revenue

• CIP

• ACPS Operating & CIP

• Economic Sustainability

• Environmental Sustainability

• Accountable, Effective & Well-Managed Government

• Safe, Secure and Just Community/Healthy & Thriving Residents

• BFAAC/Follow-up Items
Tonight’s Agenda

- Payment and Business Tax Portals (Finance)
- Personal Property/Vehicle Registration (Finance)
- ALEX 311 (DEC, ITS and OCPI)
- Website Design (OCPI)
- Municipal Fiber (ITS)
- Cyber Security (ITS)
- Conversion of Contract Positions (ITS)
- Alternative Fleet Strategies (General Services)
- Health & Wellness (Human Resources)
- Employee Compensation (Human Resources)
- Capital Improvement Program Analyst (OMB)
FY 2020 Proposed Budget

Finance
$13,860,587

Management & Budget, $1,288,729

Information Technology
$12,233,112

Communications and Public Information
$1,544,293

Human Resources
$4,534,051

Emergency Communication Operations Program
$706,200

General Services
$15,032,350
Payment and Business Tax Portals

- **Payment Enhancements**
  - Security and Convenience
  - Multiple identifiers to protect information
  - Contemporary look and functionality
  - Ability to associate all accounts with one secure log-on
  - One-time payment option
  - Major credit cards
Payment and Business Tax Portals

• **Access to Information**
  • How much do I owe?
  • When is it due?
  • Receipt/proof of payment
  • Payment history
  • Specific vehicle/parcel/citation details
Payment and Business Tax Portals

• **New Functionality**
  • Trustee taxes – meals, transient, admissions, short term rental
  • Electronic filing capability
  • Seamless transmission of information to payment portal
  • Eliminates need for paper submissions
  • Eliminates need to travel to City Hall

• Coming soon – BPOL and Business Personal Property
Payment and Business Tax Portals

Go Live (First week of April)

• Outreach
  • Press release
  • Web announcement
  • Business Associations feedback and demo (3/21)

• Support
  • FAQs
  • Staff/customer support
Personal Property and Vehicle Registration

- Required tax rate to offset elimination of fee, $5.33 NOT $5.56
- Comprehensive analysis of every vehicle account to determine the impact of the rate increase
- Due to state subsidy (PPTRA) impact is not equal across residents and businesses
- Lower car values have lower tax burden
Tax increase at $0.33, $3.5 m.

Approximately 69,645 will pay less than $33 on average

Approximately 48,179 will pay more than $33 on average

Average value of Personal Use Vehicle, $11,137

### Personal Property & Vehicle Registration, Rate Increase Impact

**Personal Use Vehicles, With State PPTRA Subsidy**

<table>
<thead>
<tr>
<th>Value Range of Vehicles</th>
<th>Count</th>
<th>Average Local Tax at $5.00</th>
<th>Average Tax at $5.33</th>
<th>Average tax Increase</th>
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<tbody>
<tr>
<td>Under $1,001</td>
<td>3,571</td>
<td>$0.00</td>
<td>$1.95</td>
<td>$1.95</td>
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<td>$1,001 - $2,000</td>
<td>11,797</td>
<td>$29.67</td>
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<td>$2,001 - $5,000</td>
<td>28,388</td>
<td>$64.40</td>
<td>$73.96</td>
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<td>$5,001 - $10,000</td>
<td>25,889</td>
<td>$139.59</td>
<td>$160.30</td>
<td>$20.71</td>
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<td>$10,001 - $15,000</td>
<td>16,952</td>
<td>$233.18</td>
<td>$267.79</td>
<td>$34.61</td>
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<td>$15,001 - $20,000</td>
<td>11,176</td>
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<td>$370.37</td>
<td>$47.90</td>
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<td>$20,001 - $25,000</td>
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<td>$531.13</td>
<td>$590.36</td>
<td>$59.23</td>
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<td>$25,001 - $30,000</td>
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<td>$864.36</td>
<td>$70.88</td>
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<td>$30,001 - $50,000</td>
<td>6,146</td>
<td>$1,123.58</td>
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<td>$50,001 - $75,000</td>
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<td>$1,845.06</td>
<td>$1,984.09</td>
<td>$139.03</td>
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<td>$75,001 - $100,000</td>
<td>112</td>
<td>$2,796.75</td>
<td>$2,998.00</td>
<td>$201.25</td>
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<tr>
<td>Over $100,000</td>
<td>29</td>
<td>$5,235.28</td>
<td>$5,601.38</td>
<td>$366.10</td>
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<tr>
<td>Totals</td>
<td>117,824</td>
<td>$259.25</td>
<td>$289.26</td>
<td>$30.00</td>
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</table>
ALEX 311

• Modern 311 system replaces Call.Click.Connect.
• Primary message: Call 911 for emergencies, 311 for service needs
• Initial rollout expected to include phone, web, app, chat, and social media integration
• Proposed FY 2020 budget adds Knowledge Base Coordinator, Software System Administrator, 2 Call takers, software subscription, and marketing 311 to the community
• Engage Council, staff, and customers
• New system planned to launch by the end of 2019
ALEX 311

• System includes new industry-leading customer relationship management (CRM) software:
  • Improved customer and staff experience
  • Case management
  • Customer self-service
  • Knowledge base
  • Reporting and analysis
  • Integration with CMMS and other systems
Website Design

• New public content management system (CMS):
  • Leverage modern web features
  • Improve staff efficiency and site management
  • Integrate 311

• New internal CMS and employee intranet site:
  • Purpose-built around employee engagement

• Interim updates will add more content and links to public homepage and improve search

• Proposed FY 2020 budget adds Web Editor position to improve content visibility and quality
Municipal Fiber

FY18 and FY19 funds ($10 M) are currently being programmed for the Municipal Fiber project

- Design of the fiber network is underway
- Joint-build opportunities with TES are being evaluated

Implementation

- Invitation to Bid (ITB) for construction planned for fall 2019
- Engineering/Construction phase will take at least 24 months
Cyber Security

- Emerging technologies present new risks (+1.0 Computer Programmer Analyst)
- Better visibility into environment
- Compliance with legal mandates
- Enterprise-wide awareness training
- Security controls and safeguards
- Layered approach addresses variety of threats
- Ongoing investment needed for security roadmap
Conversion of ITS Contract Positions

• 7 FTE conversions to permanent employees
• Technology – Pervasive and Required
  - Growing need for supply to meet demand
• Modernization
  - Maximizing our return on investment
  - Next Generation
• Data Quality
  - Business Process Analysis
• Life Cycle
  - Sustainment activities
Alternative Fuel Vehicles

- City fleet, managed by General Services, includes 263 automobiles and 195 SUVs
  - Of the total, 165 automobiles and 105 SUVs are assigned to APD
  - Beginning in model year 2019, Ford will no longer be producing the Ford Interceptor pursuit rated sedan (Taurus), only the Ford Responder Hybrid pursuit rated sedan (Fusion) and Ford Interceptor SUV Hybrid and the conventional fuel pursuit rated SUV (Explorer) will be available.

- APD began piloting hybrid technology this year with the acquisition of two Ford Responder hybrid sedans and assigned them to Parking Enforcement to determine and identify any operational issues such as electrical drain on the battery or trunk capacity

- By converting as many as 200 APD sedans and SUVs to hybrid, the City can save as much as $1.5M in ownership costs over the life of these vehicles (i.e. purchase cost, fuel, maintenance, etc.)
Conversion to hybrid or electric vehicles will result in fuel cost savings and a reduction in greenhouse gas emissions.

* Based on EPA’s standard greenhouse gas emission factor for gasoline (lb-CO2e/gallon) and EPA eGrid greenhouse gas emission factors representing Dominion Energy’s service territory (lb-CO2e/kWh)
Alternative Fuel Vehicles
Future Policies

- Based on manufacturer availability, all future Public Safety pursuit rated sedans and SUV’s purchased will be hybrid.

- Beginning FY 2020, all new and replacement general purpose vehicles purchased will be hybrid, hybrid plug-in and/or electric where appropriate including parking enforcement.

- Over time a reduction in the number of SUVs or conversion of existing SUVs to sedans is targeted.

- A department-by-department vehicle utilization analysis will be undertaken regarding a department’s need for vehicles based on utilization.
Witter Wheeler Fleet Study

• The purpose of this study is to identify and evaluate options, approaches and strategies for fleet management services for fleet operations located on the Witter Wheeler campus including:
  • City of Alexandria (DGS, Recreation (small engines))
  • Fire Department
  • Alexandria City Public Schools (ACPS)
  • DASH Transit Company

• Data, recommendations and information gleaned from this study will help inform the larger Witter Wheeler Feasibility Study and Campus Master Plan.
Health Insurance Changes for FY 2020

- **Plan Design**
  - Plan design maintained
  - Existing cost-sharing model for health insurance maintained

- **Plan Premiums**
  - Kaiser = + 10.7%
  - UHC = + 0.0%
City of Alexandria
Annual Change in Health Insurance Premiums
FY 2016 - FY 2020

<table>
<thead>
<tr>
<th></th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>5 Year Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaiser</td>
<td>7.3%</td>
<td>0.0%</td>
<td>9.5%</td>
<td>0.0%</td>
<td>10.7%</td>
<td>5.5%</td>
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<tr>
<td>UHC</td>
<td>-3.9%</td>
<td>11.2%</td>
<td>18.1%</td>
<td>2.2%</td>
<td>0.0%</td>
<td>5.5%</td>
</tr>
</tbody>
</table>
Employee Wellbeing Incentive

New, innovative wellbeing platform and program that offers incentives

City government Work’n Well program expanded beyond physical health to total employee wellbeing

New wellbeing program manager will help to create and sustain a culture of wellbeing
How It Works

Meet employees where they are on their wellbeing journey to support lasting behavior change and drive measurable business results.

- Create a customized program and incentives
- Personalize and build healthy habits
- Gain actionable insights and optimize performance
- Achieve value on investment²

¹Source: Virgin Pulse 2017.
²Average reduction in claims costs by members.
Employee Compensation

$4.5M to fund annual merit increases  Average = 2.84%

Executive Pay Scale competitively aligned to market average

Commercial Drivers License (CDL)  + $1.00 per hour

Shift Differential
  Evening - $0.45 to $1.00 per hour
  Night - $0.63 to $1.50 per hour
Addition of One CIP Analyst

• Recent major CIP improvements
  • CIP extended from 6 to 10 years
  • 5 cent increase in funding
  • Quarterly Capital Projects Status Report
  • Ad Hoc Joint City/Schools Facilities Investment Task Force
• Increased collaboration between ACPS and City staff
Addition of One CIP Analyst

• Additional planned improvements
  • Continued collaboration with ACPS
  • Fall CIP work sessions outside the operating budget process
  • New project justification and development process
  • More systematic cost estimating process
Upcoming Dates

• Deadline for submitting Budget Questions – March 29

• Notice of intent to consider add/deletes requiring an ordinance - April 1

• Safe, Secure & Just Community/Healthy & Thriving Residents Work Session - April 3

• BFAAC/Follow-up Budget Work Session - April 8

• Add/Delete Proposals due - April 11

• Add/Delete & Property Tax Rate Public Hearings - April 13