

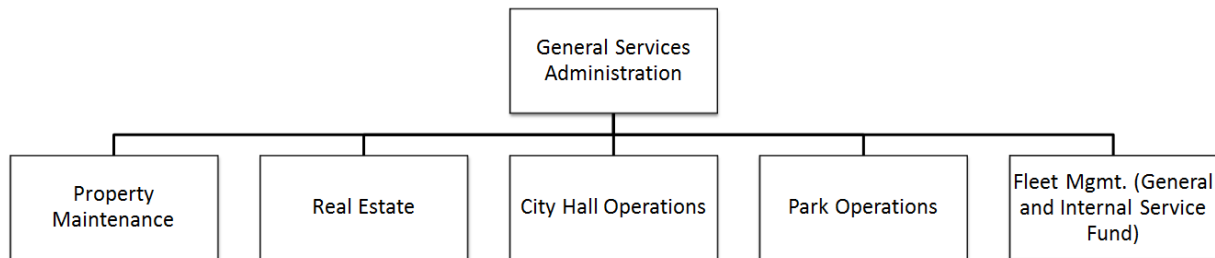
## ■ Operating Budget

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Forecast	FY 2016 Adopted
Personnel Services	12,136,100	13,765,480	14,215,518	14,066,274
Materials and Supplies	7,372,939	8,237,834	7,863,952	9,927,154
Capital Outlay	31,311	35,000	360	35,000
Total Expenditures	19,540,349	22,038,314	22,079,829	24,028,428
Program Revenues	(1,122,221)	(674,344)	(704,645)	(793,972)
Net Expenditures	18,418,127	21,363,970	21,375,183	23,234,456
Authorized Complement				318

## MISSION

To provide quality maintenance and repair for buildings and vehicles and other crucial support services for the Administration, City divisions, and other governmental organizations in a cost-effective and efficient manner to assist them in accomplishing the City's mission.

## STRUCTURE



## SERVICES

The Division of General Services works in a number of ways to support the other divisions that make up the City's service and administrative system. General Services ensures that the 300+ city owned facilities and 400+ structures that include Civil Defense sirens, Police and Fire drill towers, Tiger Lane, golf irrigation, etc. function properly and meet the Americans with Disabilities Act (ADA) accessibility requirements. The Division provides maintenance for the City's vehicle fleet, handles the sale and acquisition of real property, as well as maintains 167 parks, 106 playgrounds and 16 libraries, providing horticulture services and tree maintenance / removal..

# ■ Operating Budget

## FY 2015 PERFORMANCE HIGHLIGHTS

### Property Maintenance:

- Upgraded 5 City Facilities on Alterton Controls
- Painted 7 Facilities
- Emergency Generators Installed at 4 Fire Stations
- Replaced 3 Roofs on Fire Stations
- Begin the implementation of Clean and Green Initiative with the retrofit of the Hooks Library

### Real Estate:

- "Real Property Sales in excess of \$1M
- Sale of Environmental Maintenance Facility at St. Jude Place-\$600,000
- Sale of Highland Library-\$400,000 split equally between the City & County
- Sale of Fullen Dock parcel - 9+acres-\$25,000
- Various other sales of surplus property equaling approximately \$10,000.00
- "Adaptive reuse of FS#22 for the WIN Youth Build Program- This accomplishment aligns with one of the mayor's strategic goals to reutilize City owned property.

### Operation City Hall

- Cleaned and replaced over 1200 linear feet of drain pipe in City Hall garage, Project completion date October 2015.
- Cleaned all interior and exterior windows at City Hall. Pressure washed marble and cleaned window ledges in the atrium areas of the building.
- Installed glass partitions and glass doors for the 1B Security Station.
- Upgraded the main chiller control panel to a new Trane tracer adaptive view control system.
- Successfully completed over 1400 work orders.

### Printing and Mail

- Perform wide format printing in different variety of sizes such as banners, Coroplast sign boards, large posters, etc.
- Created videos of animated mail piece for Public Works.
- Rebranding of General Services through creation of brochures and bookmarks detailing services.

### Park Operations:

- Planted 150 new trees in parks and medians.
- Removed 175 dead and/or dangerous trees.
- Successfully maintained 161 parks with an 18-day mowing cycle.

### Fleet:

- Facilitated Three Surplus Sales
- \$945,412.50 for the City of Memphis
- Recognized as the Only Non-Ford On-line Virtual Training Center in the State of Tennessee
- AC Delco Virtual Training Facility for General Motors

## ■ Operating Budget

### KEY PERFORMANCE INDICATORS

Performance Metrics		FY ACTUAL 2014	FY ACTUAL 2015	FY16 GOAL	PRIORITY
<b>Printing/Mail Services</b>	The # of certified mailings processed	1,726	6,610	6000	Advance
	The # of regular and presorted mail processed	71,250	454,340	85000	Advance
	The # of print jobs completed annually	86	1,032	1000	Advance
<b>Park Operations</b>	The % of City's total parks (162) mowed monthly	New measure	New measure	100%	Create
	The # of parks mowing cycles completed annually	8	15	16	Create
	Parks: The % of safety repairs completed within 2 days	New measure	New measure	100%	Create
<b>Fleet Management</b>	Average vehicle repair time (in days)	New measure	New measure	1.5	Advance
	The % of fleet available	New measure	New measure	85%	Advance
	The % of stock parts available	New measure	New measure	70%	Advance

\* Some figures are approximate. In these cases, the reporting for FY15 was not complete before production of the budget book.

## ■ Program Revenue Details

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Forecast	FY 2016 Adopted
Fiber Optic Franchise Fees	(661,318)	(444,842)	(544,842)	(544,842)
Weights/Measures Fees	(190,371)	0	0	0
Wrecker & Storage Charges	0	0	(5,540)	0
Rental Fees	(1,100)	0	(1,488)	0
Rent Of Land	(50,385)	(43,130)	(43,130)	(174,130)
P & S Printing	(14,276)	0	(9,181)	0
Tow Fees	0	0	(5,790)	0
St TN Highway Maint Grant	(111,372)	(111,372)	(16,850)	0
Miscellaneous Income	(206)	0	0	0
Cash Overage/Shortage	0	0	(5)	0
Easements & Encroachments	(91,078)	(75,000)	(75,000)	(75,000)
Miscellaneous Revenue	(2,115)	0	(2,821)	0
Total Charges for Services	(1,122,221)	(674,344)	(704,645)	(793,972)

Other services provided by General Services can be found under the following tabs:

**Fleet Management - Internal Service Funds**

**Description**

*General Services Administration provides management, direction and administrative support to the General Services various service centers by monitoring, coordinating and evaluating budget expenditures, capital equipment purchases, and capital improvement projects to help them achieve their goals and objectives in the most efficient and cost-effective manner.*

**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	602,307	628,038	647,579	732,868
Materials and Supplies	160,612	143,037	143,423	164,002
Total Expenditures	762,919	771,075	791,001	896,870
Net Expenditures	762,919	771,075	791,001	896,870
Authorized Complement				8

**Description**

*Property Maintenance provides customers with cost-effective maintenance and repair; administers warranties for City facilities; make recommendations on all plans regarding construction and major repairs; and provides an aggressive preventive maintenance program focusing on our customers' needs and expectations.*

**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	5,914,514	6,924,378	6,812,389	6,889,032
Materials and Supplies	2,913,534	2,999,795	2,630,914	3,196,547
<b>Total Expenditures</b>	<b>8,828,048</b>	<b>9,924,173</b>	<b>9,443,302</b>	<b>10,085,579</b>
Program Revenues	(2,115)	0	(2,821)	0
<b>Net Expenditures</b>	<b>8,825,933</b>	<b>9,924,173</b>	<b>9,440,481</b>	<b>10,085,579</b>
Authorized Complement				85

### Description

*Real Estate assists the Administration, other divisions, agencies and/or service centers in providing analyses involving feasibility studies, preparation of land valuations and direction in accomplishing possible projects; acquiring real property or interests in real property including in-leasing and out-leasing of land and improvements and management of real property; and sale of excess or tax delinquent City parcels.*

### Operating Budget

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	339,892	375,686	380,047	412,751
Materials and Supplies	63,928	93,266	94,248	98,210
Total Expenditures	403,820	468,952	474,295	510,961
Program Revenues	(802,781)	(562,972)	(662,971)	(662,972)
Net Expenditures	(398,962)	(94,020)	(188,677)	(152,011)
Authorized Complement				6

**Description**

*The Operation of City Hall provides a safe, clean and comfortable environment for employees and visitors to City Hall, and provides timely, efficient, and quality service to employees inside City Hall. Printing/Mail Services provides quality services to all City Government centers and is responsible for city print jobs, inter-office and postal delivery of mail, the administration of the copier contracts, and handles the purchasing of all paper for the city in the most cost efficient and expeditious manner to meet the needs of the customers. \* Funding for 170 N. Main building operations is in the FY2016 Budget.*

**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	915,336	1,487,481	1,481,940	1,739,733
Materials and Supplies	1,161,391	2,905,123	2,953,578	4,443,424
Total Expenditures	2,076,727	4,392,604	4,435,519	6,183,157
Net Expenditures	2,076,727	4,392,604	4,435,519	6,183,157
Authorized Complement *				26



## Operating Budget

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Forecast	FY 2016 Adopted
Personnel Services	383,916	0	3,648	0
Materials and Supplies	1,380,481	0	13,560	0
Total Expenditures	1,764,397	0	17,208	0
Program Revenues	(14,276)	0	(9,181)	0
Net Expenditures	1,750,121	0	8,027	0
Authorized Complement				0

6

**Description**

*Park Operations performs maintenance support for Memphis Park facilities and services.*

**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	3,520,464	4,109,727	4,198,117	4,317,501
Materials and Supplies	1,592,510	2,096,613	2,026,094	2,024,971
Capital Outlay	31,311	35,000	360	35,000
Total Expenditures	5,144,284	6,241,340	6,224,571	6,377,472
Program Revenues	(112,472)	(111,372)	(18,337)	(131,000)
Net Expenditures	5,031,812	6,129,968	6,206,234	6,246,472
Authorized Complement *				63

\* Now includes MLK Park Operations, which was moved from the Special Revenue MLK Fund.

**Description**

*Weights and Measures register and certify commercial weighing and measuring devices to assure fairness to the citizens in transactions of measured goods and services. Unfunded in Fy2015*

**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Program Revenue	0	0	(11,335)	0
Net Expenditures	0	0	(11,335)	0
Authorized Complement				0



**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	47,356	174,571	610,419	(25,611)
Total Expenditures	47,356	174,571	610,419	(25,611)
Net Expenditures	47,356	174,571	610,419	(25,611)
Authorized Complement				130



**Operating Budget**

<b>Category</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Adopted</b>	<b>FY 2015 Forecast</b>	<b>FY 2016 Adopted</b>
Personnel Services	47,356	174,571	610,419	(25,611)
Total Expenditures	47,356	174,571	610,419	(25,611)
Net Expenditures	47,356	174,571	610,419	(25,611)
Authorized Complement				130

# GENERAL SERVICES

# AUTHORIZED COMPLEMENT

Position Title	Authorized Positions	Position Title	Authorized Positions
<u>Administration</u>		CLERK MAIL DISTRIBUTION BINDERY	
ANALYST DIVERSITY	1	LD	1
ASST ADMINISTRATIVE	1	COORD BUSINESS AFFAIRS	1
COORD BUDGET CONTRACT GS	1	CREWPERSON	4
COORD COMPLIANCE QUALITY	1	MECH BUILDING MNT CH	3
COORD HR GEN SVCS	1	OPER 1ST CL STEAM REF	5
DIRECTOR GENERAL SVCS	1	PRINTER	2
DIRECTOR GENERAL SVCS DEPUTY	1	SPEC GRAPHIC DESIGN	1
SPEC CUST SVC ADMIN	1	SUPER BLDG MNT CITY HALL	1
		SUPER PRINTING MAIL	1
<b>Total Administration</b>	<b>8</b>	WATCHMAN	3
		<b>Total Operation City Hall</b>	<b>26</b>
<u>Property Maintenance</u>		<u>Park Operations</u>	
ACOUNTANT ASSOCIATE A	3	ADMR PARK MAINT CONST	1
ADMR PROPERTY MAINT	1	CLERK PAYROLL A	1
ASST CRAFTS	6	CREWCHIEF	7
CARPENTER MNT	13	DRIVER TRUCK	36
CREWPERSON SEMISKILLED	1	FOREMAN GROUNDS MNT	2
ELECT MNT	10	FOREMAN ZONE MNT	7
FINISHER CONCRETE	2	HORICULTURIST	1
FOREMAN GEN PROPERTY MNT	3	MECH HEAVY EQUIP	1
MASON BRICK	2	MECH MNT	4
MECH AUTO CAD MNT	1	OPER HEAVY EQUIP	2
MECH BUILDING MNT	6	SUPER BUSINESS AFFAIRS	1
OPER HEAVY EQUIP	2	SUPER HEAVY EQUIP	1
PAINTER	4	TRIMMER TREE	2
PLUMBER MNT	13		
ROOFER	3	<b>Total Park Operations</b>	<b>66</b>
SUPER BUSINESS AFFAIRS	1		
SUPER CRAFT PROP MAINT	4		
TECH AC REF SVC	10		
<b>Total Property Maintenance</b>	<b>85</b>		
<u>Real Estate</u>			
ADMR REAL ESTATE	1		
AGENT RIGHT OF WAY SR	3		
SUPER REAL ESTATE	1		
SUPER BUSINESS AFFAIRS	1		
<b>Total Real Estate</b>	<b>6</b>		
<u>Operation City Hall</u>			
ADMR OPERATIONS CITY HALL	1		
CLERK MAIL DISTRIBUTION BINDERY	3		



**GENERAL SERVICES**

**AUTHORIZED COMPLEMENT**

Position Title	Authorized Positions	Position Title	Authorized Positions
<u>Fleet Management</u>			
ACCOUNTANT ASSOCIATE A	5		
ADMR FLEET SVCS	1		
CLERK INVENT CONTROL	3		
CLERK INVENT CONTROL SR	3		
CREWPERSON	3		
DRIVER FUEL TRUCK	2		
FOREMAN AUTO MECHANICS	7		
HELPER MECHANIC	26		
MECH MASTER	34		
MECH MASTER LO	14		
MGR FINANCE FLEET	1		
MGR FLEET SVCS	2		
SPEC FUEL MGMT	1		
SUPER BUSINESS AFFAIRS	1		
SUPER FUEL SUPPLIES & INV	1		
TECH AUTOMOTIVE RESTORATION	8		
TECH AUTOMATIVE	1		
TECH AUTOMOTIVE	9		
TECH AUTOMOTIVE	1		
WELDER MASTER	7		
<b>Total Fleet Management</b>	<b>130</b>		
<b><u>TOTAL GENERAL SERVICES</u></b>	<b><u>318</u></b>		



