

GENERAL SERVICES

Mission Statement

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.

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 16 libraries, police precincts and training academy and provide horticulture services and tree maintenance / removal.

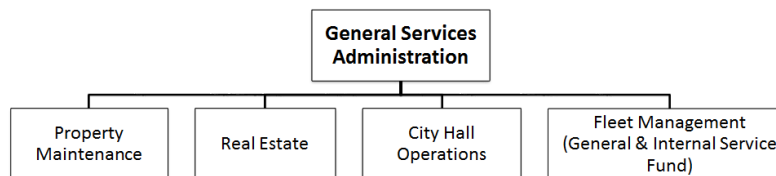
Operating Budget

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	13,356,971	15,171,841	11,261,074	12,727,848
Materials and Supplies	8,399,071	10,416,398	10,893,370	9,905,074
Capital Outlay	0	50,000	350,000	50,000
Grants and Subsidies	17,568	0	0	0
Total Expenditures	\$ 21,773,610	\$ 25,638,240	\$ 22,504,444	\$ 22,682,922
Program Revenues	\$ (1,787,885)	\$ (1,793,972)	\$ (2,024,948)	\$ (1,712,588)
Net Expenditures	\$ 19,985,725	\$ 23,844,268	\$ 20,479,496	\$ 20,970,334

Authorized Complement

267

Organization Structure



Performance Highlights

Property Maintenance:

- Completed several contracts to enhance facilities:
 - Contracted new Lumenpulse LED lighting install around the base of the Pyramid (\$280,000).
 - Contracted to have the exterior panels cleaned at Bass Pro.
 - Contracted for 6 libraries to be painted.
 - Contracted for 10 Communities Centers to be painted.
- Completed surplus property sales equaling approximately \$1,997,905.00.
- Completed over 70 Easement and Encroachment agreements.
- Completed major mechanical equipment replacement at the Public Safety Building, (2) new chillers, cooling tower overhaul, new cooling pumps replacement, and (6) new VFD's.
- Successfully completed over 2000 worker orders for City Hall and the Public Safety Building.
- Renovated over 14,000 square footage of office space, wall reconfiguration, relocate electrical equipment, carpet installation, wall prep and painting, relocate HVAC controls.

- Processed approximately 1,000,000 pieces for FY17.
- Implemented a performance based tracking process for staff assigned to, parts, fuel, admin, heavy fleet repair and light vehicle repair sections.
- Implemented a quarterly recognition program recognizing the top performers of each section as well as the top producing repair shops within General Services Fleet Management.

Issues & Trends

The General Services Division focuses on internal support functions that contribute to the overall appearance and functionality of City-owned facilities, property, vehicles and equipment, facilitate preventive maintenance, timely minor repairs, and energy conservation technologies to manage long term costs. We conduct construction inspections to ensure project completion and warranties are in place. We procure, maintain, and repair City vehicles and equipment as well as provide landscaping. We actively pursue partnerships with other Division and governmental organizations to centralize common services and to enter contracts that benefit city businesses.

Key Performance Indicators

PROPERTY MAINTENANCE	FY16 ACTUAL	FY17 GOAL	FY17 ACTUAL *	FY18 GOAL	CATEGORY
Property Maintenance: Total number of jobs completed annually	12,449	Tracking	11126	Tracking	Government
Property Maintenance: The # of preventative maintenance work orders completed annually	673	2,350	566	2400	Government
Property Maintenance: The Percentage of priority 1 jobs completed in 24 hours	85.00%	84.00%	86%	86%	Government

REAL ESTATE	FY16 ACTUAL	FY17 GOAL	FY17 ACTUAL *	FY18 GOAL	CATEGORY
# of surplus properties sold annually	2	5	4	4	Government
# of easement and encroachment agreements completed annually	57	80	56	60	Government
Revenue generated annually	\$693,403	\$661,734	\$791,386	\$712,588	Government

OPERATION CITY HALL	FY16 ACTUAL	FY17 GOAL	FY17 ACTUAL *	FY18 GOAL	CATEGORY
# of City Hall work orders completed annually	1,235	Tracking	1,127	Tracking	Government
% of 168-180 boiler and chiller system checks performed on time	100%	100%	100%	100%	Government
% of repairs completed at or under 3 days monthly	100%	100%	100%	100%	Government
% of emergency work orders completed within 1 day	100%	100%	100%	100%	Government
# of preventative maintenance work orders completed	1171	Tracking	1222	Tracking	Government

PRINTING/MAIL SERVICES	FY16 ACTUAL	FY17 GOAL	FY17 ACTUAL *	FY18 GOAL	CATEGORY
# of certified mailings processed	33,556	Tracking	23,045	Tracking	Government
# of pieces of regular and presorted mail processed	240,610	Tracking	202,238	Tracking	Government
# of print jobs completed annually	1,128	1,000	735	1,000	Government

PARK OPERATIONS	FY16 ACTUAL	FY17 GOAL	FY17 ACTUAL *	FY18 GOAL†	CATEGORY
% of City's total parks (162) mowed in 18 days or less	100%	100%	100%	N/A†	Neighborhoods
% of safety repairs completed within 2 days	100%	100%	100%	N/A†	Neighborhoods

FLEET MANAGEMENT	FY16 ACTUAL	FY17 GOAL	FY17 ACTUAL*	FY18 GOAL	CATEGORY
Average vehicle repair time (in days)	1	1.5	1.1	1.5	Government
% of fleet available	99%	85%	99%	90%	Government
% of stock parts available	71%	70%	69%	70%	Government

* Some figures are approximate. In these cases, the reporting for FY17 was not complete before production of the budget book.

**Includes total revenues from encroachments, fiber optics and land rentals.

†Park Operations will return to Parks & Neighborhoods July 1, 2017 (FY 18)

General Services Division Detail

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
PERSONNEL SERVICES				
Full-Time Salaries	11,923,759	16,375,898	11,548,999	14,726,898
Holiday Salary Full Time	696,247	0	647,044	0
Vacation Leave	870,709	0	944,943	0
Bonus Leave	135,038	0	144,642	0
Sick Leave	609,476	0	630,529	0
Overtime	500,722	801,780	650,345	861,780
Out of Rank Pay	17,715	0	4,868	0
Hazardous Duty Pay	2,243	0	852	0
College Incentive Pay	3,452	4,503	2,078	0
Longevity Pay	8,988	0	7,571	0
Shift Differential	2,951	3,000	2,989	3,000
Retirement Benefits	195,927	183,225	63,074	183,225
Required Special License Pay	56	20,000	(112)	20,000
Pension	744,202	740,345	714,006	736,084
Supplemental Pension	34,661	35,897	36,221	6,959
Social Security	139,869	102,019	152,485	102,019
Pension ARC Funding	1,469,340	1,737,442	1,731,600	1,491,900
Group Life Insurance	38,677	45,298	36,031	42,866
Unemployment	33,660	22,240	23,200	18,320
Medicare	211,662	236,326	217,838	192,006
Long Term Disability	42,618	42,713	39,444	37,650
Health Insurance - Basic	177,944	171,429	130,404	0
Health Insurance - Value PPO	0	0	6,016	20,622
Health Insurance - Premier	1,881,932	1,881,029	1,589,932	1,177,848
Other Post Employment Benefits	0	78,232	1,688	0
Benefits Adjustments	0	(156,684)	(93,930)	166,384
Health Insurance-Local Plus Plan	0	0	106,819	518,587
Salaries - Part Time/Temporary	856,889	1,772,055	1,295,531	652,700
On the Job Injury	203,163	237,000	333,713	237,000
Payroll Reserve	118,192	7,000	(476,797)	7,000
Attrition	0	(125,000)	0	(225,000)
Bonus Pay	72,000	0	83,642	0
Expense Recovery - Personnel	(7,635,122)	(9,043,906)	(9,314,591)	(8,250,000)
Total Personnel Services	\$ 13,356,971	\$ 15,171,841	\$ 11,261,074	\$ 12,727,848
MATERIALS AND SUPPLIES				
City Hall Printing	319,890	350,000	385,000	350,000
Document Reproduction - City	2,500	2,500	0	2,500

General Services Division Detail *(continued)*

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
City Storeroom Supplies	30,008	5,500	7,895	5,500
City Shop Charges	1,282,471	1,172,727	1,172,728	469,716
City Shop Fuel	239,240	384,172	250,821	228,170
Outside Computer Services	60,584	90,000	90,000	90,000
City Computer Svc Equipment	9,463	21,450	6,120	23,450
Data/Word Process Software	36,443	41,443	37,239	41,443
City Telephone/Communications	19,170	23,800	15,645	23,800
Printing - Outside	54,040	75,000	18,000	78,584
Supplies - Outside	15,471	16,107	30,774	25,007
Hand Tools	61,227	65,200	84,226	65,200
Clothing	51,746	53,622	39,050	49,500
Household Supplies	62,389	116,221	87,233	116,221
Safety Equipment	8,219	10,000	5,464	10,000
Medical Supplies	0	400	852	400
Athletic/Recreational Supplies	9,715	10,000	11,948	10,000
Outside Postage	449,483	451,200	451,083	451,200
Asphalt Products	6,940	3,000	3,000	3,000
Lumber & Wood Products	1,306	5,000	5,000	5,000
Steel & Iron Products	13,630	20,000	30,000	1,000
Lime Cement & Gravel	1,643	4,000	4,000	4,000
Chemicals	46,894	51,424	51,886	51,000
Materials and Supplies	1,790,733	1,539,218	1,451,072	1,564,218
Miscellaneous Expense	15,069	5,000	10,137	10,000
Outside Vehicle Repair	21,836	20,000	5,596	20,000
Outside Equipment Repair/Maintenance	243,809	263,846	320,882	299,229
Facilities Structure Repair - Outside	86,800	500,000	500,000	500,000
Horticulture	9,846	10,000	9,802	0
Legal Services/Court Cost	10	0	0	0
Advertising/Publication	0	1,000	1,000	10,000
Janitorial Services	270,312	413,862	566,361	413,862
Security	7,747	25,000	8,874	25,000
Total Quality Management	83	0	0	0
Seminars/Training/Education	10,922	26,300	15,668	27,300
Misc Professional Services	1,357,149	1,493,772	1,729,707	1,710,411
Travel Expense	1,704	2,000	2,147	2,000
Unreported Travel	(1,039)	0	0	0
Relocation Expense	0	300,000	1,063,055	200,000
Utilities	1,096,851	1,540,245	1,331,315	1,471,545
Insurance	194,015	284,130	334,435	327,559
Claims	1,176	52,759	40,759	52,759

General Services Division Detail *(continued)*

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Lawsuits	0	50,000	50,000	50,000
Dues/Memberships/Periodicals	965	4,500	2,500	4,500
Misc Services and Charges	11,747	12,000	10,131	162,000
Equipment Rental	955,209	1,050,000	863,044	1,080,000
Expense Recovery - M & S	(458,345)	(150,000)	(211,079)	(130,000)
Total Materials and Supplies	\$ 8,399,071	\$ 10,416,398	\$ 10,893,370	\$ 9,905,074
CAPITAL OUTLAY				
Equipment	0	50,000	350,000	50,000
Total Capital Outlay	\$ 0	\$ 50,000	\$ 350,000	\$ 50,000
GRANTS AND SUBSIDIES				
Death Benefits	17,568	0	0	0
Total Grants and Subsidies	\$ 17,568	\$ 0	\$ 0	\$ 0
TOTAL PROGRAM EXPENDITURES	\$ 21,773,610	\$ 25,638,240	\$ 22,504,444	\$ 22,682,922
LOCAL TAXES				
Fiber Optic Franchise Fees	533,476	544,842	600,000	600,000
Total Local Taxes	\$ 533,476	\$ 544,842	\$ 600,000	\$ 600,000
CHARGES FOR SERVICES				
Rental Fees	997,996	1,131,000	1,131,000	1,000,000
Rent Of Land	128,611	43,130	198,583	31,738
Outside Revenue	0	0	4,351	0
P & S Printing	16,684	0	10,800	0
Easements & Encroachments	110,181	75,000	75,000	75,000
Total Charges for Services	\$ 1,253,473	\$ 1,249,130	\$ 1,419,734	\$ 1,106,738
OTHER REVENUES				
Miscellaneous Revenue	936	0	985	0
Mow to Own Program - Program Fees	0	0	4,229	5,850
Total Other Revenues	\$ 936	\$ 0	\$ 5,214	\$ 5,850
TOTAL PROGRAM REVENUES	\$ (1,787,885)	\$ (1,793,972)	\$ (2,024,948)	\$ (1,712,588)
NET EXPENDITURES	\$ 19,985,725	\$ 23,844,268	\$ 20,479,496	\$ 20,970,334

Administration

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

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	651,171	672,116	675,445	794,227
Materials and Supplies	81,725	237,846	229,988	470,323
Total Expenditures	\$ 732,896	\$ 909,962	\$ 905,433	\$ 1,264,550
Net Expenditures	\$ 732,896	\$ 909,962	\$ 905,433	\$ 1,264,550

Authorized Complement	8
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Property Maintenance

Property Maintenance provides customers with cost-effective maintenance and repair; administers warranties for City facilities; makes 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

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	6,464,185	11,422,364	10,561,958	8,529,263
Materials and Supplies	3,562,954	5,763,311	4,956,899	4,970,718
Capital Outlay	0	50,000	49,000	50,000
Grants and Subsidies	5,000	0	0	0
Total Expenditures	\$ 10,032,138	\$ 17,235,674	\$ 15,567,857	\$ 13,549,981
Program Revenues	\$ (998,933)	\$ (1,131,000)	\$ (1,300,072)	\$ (1,000,000)
Net Expenditures	\$ 9,033,206	\$ 16,104,674	\$ 14,267,785	\$ 12,549,981

Authorized Complement	107
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Real Estate

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

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	375,255	459,505	394,092	529,170
Materials and Supplies	106,911	186,996	191,126	201,120
Total Expenditures	\$ 482,166	\$ 646,501	\$ 585,218	\$ 730,290
Program Revenues	\$ (693,403)	\$ (662,972)	\$ (709,725)	\$ (712,588)
Net Expenditures	\$ (211,236)	\$ (16,471)	\$ (124,507)	\$ 17,702

Authorized Complement	7
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Operation City Hall

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.

Operating Budget

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	1,423,821	1,782,608	1,708,976	2,141,357
Materials and Supplies	2,807,513	4,228,245	5,462,230	4,262,913
Capital Outlay	0	0	267,000	0
Total Expenditures	\$ 4,231,334	\$ 6,010,853	\$ 7,438,205	\$ 6,404,270
Program Revenues	\$ (13,435)	\$ 0	\$ (15,151)	\$ 0
Net Expenditures	\$ 4,217,899	\$ 6,010,853	\$ 7,423,054	\$ 6,404,270

Authorized Complement

29

General Services - Printing

Operating Budget

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Materials and Supplies	(5,177)	0	0	0
Total Expenditures	\$ (5,177)	\$ 0	\$ 0	\$ 0
Program Revenues	\$ (3,250)	\$ 0	\$ 0	\$ 0
Net Expenditures	\$ (8,427)	\$ 0	\$ 0	\$ 0
Authorized Complement				0

GENERAL SERVICES - PRINTING • LEGAL LEVEL DETAIL

Park Operations

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

Operating Budget

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	3,604,843	0	(93,930)	0
Materials and Supplies	1,839,794	0	53,128	0
Capital Outlay	0	0	34,000	0
Grants and Subsidies	12,568	0	0	0
Total Expenditures	\$ 5,457,205	\$ 0	\$ (6,802)	\$ 0
Program Revenues	\$ (78,866)	\$ 0	\$ 0	\$ 0
Net Expenditures	\$ 5,378,339	\$ 0	\$ (6,802)	\$ 0
Authorized Complement				0

Fleet Management

Operating Budget

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Forecast	FY 2018 Adopted
Personnel Services	837,696	835,248	(1,985,466)	733,831
Materials and Supplies	5,352	0	0	0
Total Expenditures	\$ 843,048	\$ 835,248	\$ (1,985,466)	\$ 733,831
Net Expenditures	\$ 843,048	\$ 835,248	\$ (1,985,466)	\$ 733,831

Authorized Complement	116
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General Services • Authorized Complement

Position Title	Authorized Positions	Position Title	Authorized Positions
ADMINISTRATION		ANALYST ACCOUNTING	1
ANALYST DIVERSITY/CONTRACT	1	SUPER REAL ESTATE	1
ASST EXECUTIVE	1	WELDER MASTER	1
COORD HR GEN SVCS	1	Total Real Estate	7
COORD SAFETY & COMPLIANCE	1	OPERATION CITY HALL	
DIRECTOR GENERAL SVCS	1	ADMR OPERATION CITY HALL	1
DIRECTOR GENERAL SVCS DEPUTY	1	ASST CRAFTS	1
MECH MASTER	1	ASST CRAFTS	1
MGR BUDGET CONTRACT	1	CLERK MAIL DISTRIBUTION BINDERY	3
Total Administration	8	CLERK MAIL DISTRIBUTION BINDERY LD	1
PROPERTY MAINTENANCE		CREWPERSON	1
ACCOUNTANT ASSOCIATE A	3	MECH BUILDING MNT CH	5
ADMR PROPERTY & GROUNDS MAINT	1	OPER 1ST CL STEAM REF	6
ASST CRAFTS	6	PRINTER	2
CARPENTER MNT	13	SPEC CUST SVC ADMIN	1
CREWCHIEF	2	SPEC GRAPHIC DESIGN	1
CREWPERSON SEMISKILLED	1	SUPER BLDG MNT CITY HALL	2
DRIVER TRUCK	6	SUPER PRINTING MAIL	1
DRIVER, TRUCK	1	SUPER SUPPORT SVCS	1
DRIVER TRUCK	9	WATCHMAN	2
ELECT MNT	10	Total Operation City Hall	29
FINISHER CONCRETE	2		
FOREMAN GEN PROPERTY MNT	3		
FOREMAN ZONE MNT	1		
MASON BRICK	2		
MECH AUTO CAD MNT	1		
MECH BUILDING MNT	6		
OPER HEAVY EQUIP	3		
PAINTER	5		
PLUMBER MNT	13		
ROOFER	3		
SUPER BUSINESS AFFAIRS	1		
SUPER CRAFT PROP MAINT	4		
SUPER HEAVY EQUIP	1		
TECH AC REF SVC	10		
Total Property Maintenance	107		
REAL ESTATE			
ADMR REAL ESTATE	1		
AGENT RIGHT OF WAY	1		
AGENT RIGHT OF WAY SR	2		

General Services • Authorized Complement

GENERAL SERVICES • AUTHORIZED COMPLEMENT

Position Title	Authorized Positions	Position Title	Authorized Positions
FLEET MANAGEMENT			
ACCOUNTANT ASSOCIATE A	5		
ADMR FLEET SVCS	1		
CLERK INVENT CONTROL	3		
CLERK INVENT CONTROL SR	3		
CREWPERSON	2		
DRIVER FUEL TRUCK	2		
FOREMAN AUTO MECHANICS	7		
MECH HEAVY EQUIP	1		
MECH MASTER	28		
MECH MASTER LO	13		
MECHANIC	23		
MGR FINANCE FLEET	1		
MGR FLEET SVCS	2		
SUPER BUSINESS AFFAIRS	1		
SUPER FUEL SUPPLIES & INV	1		
TECH AUTOMOTIVE	11		
TECH AUTOMOTIVE RESTORATION	8		
WELDER MASTER	4		
Total Fleet Management	<u>116</u>		
<u>TOTAL General Services</u>	<u>267</u>		

