

**FY 2019-2020 Virginia Beach Budget  
Response to Council Questions**

**Question Number:** FY 20 50

**Question:** What initiatives are there that drive down business systems costs?

**Date Requested:** 4/2/2019

**Requested By:** Councilmember Moss

**Department:** Parks and Recreation

**Response:**

The Business Systems Division consists of Budget, Finance, Marketing, Human Resources, Customer Service Initiatives and Information Technology. Information Technology will have a separate budget unit effective July 1, 2019. Business Systems initiatives that have driven down costs include:

- Implementation of ActiveNet registration and a point-of-sale system which brought Parks and Recreation into the highest level of Payment Card Industry standards compliance and avoided the need for a ComIT CIP project which would have cost over 1 million dollars. ActiveNet has also improved customer service and efficiency. Nearly 20 percent of all transactions are now online.
- Use of the Hansen system to accurately track the cost of work orders associated with Park and Landscape Services. This allows for timely, less staff intensive, reporting for FEMA reimbursements and provides detailed information for business decisions to maximize the use of resources.
- Customer Service data and feedback are managed in Power BI which provides graphic, relatable information to make adjustments based on customer behavior and feedback. A recent example is opening earlier at Princess Anne and Williams Farm recreation centers.
- The City is in the process of Enterprise Resource Planning (ERP). A new financial system will be launched with the goal of automating financial processes and integrating systems. This will improve efficiency and reduce costs.