

Internal Service Funds

Internal service funds are used by Metro Government to identify and account for costs incurred by one department in order to provide goods and services to other departments and agencies. For FY23, the Internal Service Funds that recover their budget through billings to departments will be Information Technology Services, which includes radio billings and General Services which includes Fleet Management and Surplus Property. The services provided by these funds will be funded by the General Fund. Below is a brief description of the services provided by each fund:

- Information Technology Service (ITS) – Infrastructure and support functions related to applications, voice and data connectivity and security, mail and access management, file storage, servers, technical help desk, data center operations, some radio communication services, and personal computing devices.
- Fleet Management (Fleet) – Fleet management, fuel services, and maintenance.
- Surplus Property – Handling and disposition of surplus property.

Below are two schedules that show the details of the FY23 billings and the FY23-FY22 budget change broken down by Internal Service Fund. Once the Budget Ordinance is adopted, the FY23-FY22 change for each internal service fee will be allocated to departmental budgets.

Summary Schedule FY2023 Internal Service Billings				
	ITS FY23 Billings (Includes Radio Billings)	Fleet FY23 Billings	Surplus Property FY23 Billings	Total FY23 Billings
10101 GSD General	27,538,300	14,592,600	238,400	42,369,300
18301 USD General	0	6,632,400	8,600	6,641,000
General Fund Subsidies				
30501 Solid Waste Operations	52,400	2,973,100	8,700	3,034,200
60008 SPA Sports Authority - CU	38,800	0	800	39,600
Total General Fund Subsidies	91,200	2,973,100	9,500	3,073,800
Total Other Special Rev/Grants Funds				
30101 Metro Major Drug Program	45,900	0	0	45,900
30200 Police Task Force Fund	0	22,700	0	22,700
31500 MAC Admin & Leasehold	1,048,000	0	2,300	1,050,300
31502 MAC Headstart Grant	0	178,300	0	178,300
32226 JUV Juv Court Grant Fund	0	15,000	0	15,000
35131 MNPS General Purpose	4,497,400	4,800	0	4,502,200
51137 Information Technology Service	0	32,000	10,400	42,400
51154 Office of Fleet Management	557,900	0	7,100	565,000
51180 Treasury Management	26,900	0	300	27,200
60152 Farmers Market	48,700	0	500	49,200
60156 State Fair	100,600	0	0	100,600
60161 Municipal Auditorium	41,400	0	600	42,000
60271 Music City Center Operations	271,300	0	0	271,300
61190 Surplus Property Auction	34,100	3,800	0	37,900
67331 W&S Operating	3,527,400	2,481,000	42,400	6,050,800
67431 Stormwater Operating	436,500	726,200	7,900	1,170,600
Total Other Special Rev/Grants Funds	10,636,100	3,463,800	71,500	14,171,400
Direct Billings to Outside Accounts/Fund Balance	4,273,100	1,100	863,300	5,137,500
Grand Total	42,538,700	27,663,000	1,191,300	71,393,000

**Summary Schedule FY2023
Internal Service Budget Variances FY2023 – FY2022**

	ITS FY23-FY22 Budget Variance	Fleet FY23-FY22 Budget Variance	Surplus Property FY23-FY22 Budget Variance	Total FY23-FY22 Budget Variance
10101 GSD General	3,251,800	1,159,300	6,300	4,417,400
18301 USD General	0	629,900	(700)	629,200
General Fund Subsidies				
30501 Solid Waste Operations	(47,700)	203,700	(1,600)	154,400
60008 SPA Sports Authority - CU	2,000	0	300	2,300
Total General Fund Subsidies	(45,700)	203,700	(1,300)	156,700
Total Other Special Rev/Grants Funds				
30101 Metro Major Drug Program	5,900	0	0	5,900
30200 Police Task Force Fund	0	3,800	0	3,800
31500 MAC Admin & Leasehold	172,000	0	200	172,200
31502 MAC Headstart Grant	0	18,500	0	18,500
32226 JUV Juv Court Grant Fund	0	(6,400)	0	(6,400)
35131 MNPS General Purpose	744,800	900	0	745,700
51137 Information Technology Service	0	(400)	600	200
51154 Office of Fleet Management	46,700	0	(300)	46,400
51180 Treasury Management	(300)	0	0	(300)
60152 Farmers Market	10,100	0	(100)	10,000
60156 State Fair	4,800	0	0	4,800
60161 Municipal Auditorium	2,300	0	0	2,300
60271 Music City Center Operations	(47,000)	0	0	(47,000)
61190 Surplus Property Auction	(39,200)	700	0	(38,500)
67331 W&S Operating	504,400	239,400	(2,300)	741,500
67431 Stormwater Operating	43,000	204,800	(500)	247,300
Total Other Special Rev/Grants Funds	1,447,500	461,300	(2,400)	1,906,400
Direct Billings to Outside Accounts/Fund Balance	453,800	(384,900)	(30,300)	38,600
Grand Total	5,107,400	2,069,300	(28,400)	7,148,300

Internal Service Allocation Methods

To help explain how the remaining internal service charges are calculated the following schedules outline how the costs are allocated for each of the internal service funds. Included are the list of activities in each department; the basis on which the costs of each activity are allocated; the total number of allocation units; the total cost to departments; the resulting cost per unit, where applicable; and a brief narrative example of how the allocation works. All schedules are based on the FY23 Budget.

Allocation Method by Activity					
General Services Department					
Activity	Allocation Basis	Total Allocation Units	Costs Allocated to Departments	Allocation or Cost Per Unit	Example
Fleet Services (Preventative Maintenance/Major Maintenance/Asset Management)	Number of Vehicles	3,735 (All vehicle types)	Submitted by General Services	Submitted by General Services	Charges determined by actual usage plus any additional vehicles given in current budget
Fuel Services	Percent of Actual Usage Reported by Fuel Master & Wright Express system	100%	Submitted by General Services	Submitted by General Services	Charges determined by recent actual usage statistics for departments
Metro Surplus Property Auction	Customer Budget Size as Percentage of Total of Customer Department Budgets	N/A	\$328,000	Allocated	A department with 2% of Metro's budgeted expenditures will pay 2% of the costs allocated to departments.

Allocation Method by Activity					
Information Technology Services Department					
Activity	Allocation Basis	Total Allocation Units	Costs Allocated to Departments	Allocation or Cost Per Unit	Example
Imaging Usage	Number of pages imaged	3,002,747	\$205,914	\$0.07	Department is charged \$.006 monthly for each page imaged
Imaging Storage	Gigabytes of image storage required and access to imaged pages	14,532	\$480,464	\$33.06	Department is charged \$2.76 monthly per GB of stored images
R12 HR and Payroll	Number of paychecks	581,383	\$2,774,427	\$4.77	Department is charged \$0.40 monthly for each R12 paycheck
Kronos Time and Attendance	Number of Kronos transactions	92,939	\$565,816	\$6.09	Department is charged \$0.51 monthly for each Kronos transaction
Oracle ULA	Percent of use	65	\$1,114,849	\$17,151.52	Department is charged \$1,429.29 monthly for each ULA License
ESRI CityWorks EA	Percent of use	98	\$1,212,628	\$12,415.56	Department is charged \$1,034.63 monthly for their ESRI percentage
Budget System	Allocated to departments based on budget size	1,181,640,100	\$834,132	\$0.001	Department is charged \$0.0001 per budgeted dollar
R12 General Accounting	Number of R12 financial transactions (GL, AP, invoices, etc.)	310,839	\$4,905,985	\$15.78	Department is charged \$1.32 monthly for each R12 transaction
R12 and Procurement Storage	Number of stored paychecks, accounting transactions, and purchase orders	11,074,953	\$1,884,404	\$0.17	Department is charged \$0.014 monthly for each stored transaction
Tax System	Allocated 100% to Trustee	N/A	\$105,109	N/A	Allocated 100% to Trustee
Land and Permitting System	Allocated to departments based on access, utilization, and transactions	% use	\$1,204,518	N/A	Allocated to depts based on % of use
hubNashville	Percent of Use	75	\$892,675	\$11,862.79	Department is charged \$988.57 monthly for their hubNashville
Nashville.gov	Equally distributed across departments on the Nashville.gov platform	53	\$637,517	\$12,028.62	Departments on Nashville.gov are charged \$1,002.39 monthly
External Site - Full Support	Full support of sites external to Nashville.gov platform	2	\$46,206	\$23,103	Department is charged \$1,925.25 monthly per external site supported
Web Traffic Tier 1(0-10k Page Views)	Number of web page views	N/A	\$0.00	\$0.00	Department not charged if less than 10,000 page views
Web Traffic Tier 2 (10k - 100k Page Views)	Number of web page views	684,777	\$25,450	\$0.037	Department is charged \$0.037 per page view

Allocation Method by Activity					
Information Technology Services Department					
Activity	Allocation Basis	Total Allocation Units	Costs Allocated to Departments	Allocation or Cost Per Unit	Example
Web Traffic Tier 3 (Above 100k Page Views)	Number of web page views	17,131,797	\$203,308	\$0.012	Department is charged \$0.012 per page view
Application Maintenance & Support	Number of application support hours	4,796	\$411,903	\$85.88	Department is charged \$85.88 for each allocated hour
Database Support	Number of database support hours	543	\$233,146	\$429.37	Department is charged \$429.37 for each allocated hour
Desk Side Support	Number of personal computing devices supported	9,323	\$3,484,537	\$373.76	Department is charged \$31.15 monthly per device supported
M365 Apps & Svcs	Number of personal computing devices	10,006	\$577,972	\$57.76	Department is charged \$4.81 monthly per device managed
PC Asset Management	Number of personal computing devices managed (purchased/inventory records mgmt)	12,743	\$665,977	\$52.26	Department is charged \$4.36 monthly per device managed
AS/400	Portion of shared AS/400 resources used	1	\$94,589	\$94,589	Department is charged \$7,882.42 monthly per each allocated unit
Physical Server Housing	Facility housing allocated by units of rack space for physical servers	81	\$389,374	\$4,807.09	Department is charged \$400.59 monthly per device housed
Virtual Server Housing	Facility housing allocated by units of rack space for virtual servers	22.97	\$59,029	\$2,569.83	Department is charged \$214.15 monthly per device housed
Managed Physical Server	Number of physical servers supported	266	\$1,461,609	\$5,494.77	Department is charged \$457.90 monthly per physical server supported
Managed Virtual Server	Number of virtual servers supported	319	\$550,116	\$1,724.50	Department is charged \$143.71 monthly per virtual server supported
Storage (GB)	Gigabytes of storage space allocated	474,213	\$694,618	\$1.46	Departments is charged \$0.12 monthly per GB of storage space
Network Nodes	Number of connections to the Metro network. (computing devices, VPN accounts, multifunction devices, cameras and wireless access points)	17,078	\$11,057,250	\$647.46	Department is charged \$53.95 monthly per connection
800 MHz Radio (Access to radio service w/Metro Owned Equipment)	Number of radios	6,621	\$2,239,308	\$338.21	Department is charged \$28.18 monthly per connection
800 MHz Radio (Access to radio service w/o Metro Owned Equipment)	Number of radios	1,564	\$356,592	\$228.00	Department is charged \$19.00 monthly per connection