



# 2010-2011 ANNUAL BUDGET

## Efficient, Effective Economical (E<sup>3</sup>) Government

*A responsible customer-focused government working collectively to provide excellent services that will visibly enhance the quality of life in Dallas*

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## Key Focus Area 6: Efficient, Effective Economical Government

### 311 Customer Service Center

Department: Management Services

- 6.1 Description:** The 311 Customer Service Center provides direct access to citizens requesting City services and information. In addition to routine services, the Center also provides water billing assistance and immediate dispatch for urgent service not related to public safety.

Source of Funds:	<i>FY 2009-10 Budget</i> Dollars FTE	<i>FY 2009-10 Estimate</i> Dollars FTE	<i>FY 2010-11 Adopted</i> Dollars FTE
<b>General Fund</b>	\$534,122 93.9	\$189,806 93.9	\$641,437 95.3
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$3,765,665 0.0	\$3,427,772 0.0	\$3,765,665 0.0
<b>Total</b>	\$4,299,787 93.9	\$3,617,578 93.9	\$4,407,102 95.3

Performance Measures	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percent of calls abandoned in Water Customer Service	16	18	16
Percent of calls abandoned in 311	14%	19%	14%
Average speed of answer for Water Customer Service in seconds	180	236.39	180
Average speed of answer for 311 in seconds	120	90.56	120

**FY 09-10 Performance Measure Status:**  
Caution



The Water Interactive Voice Response software will improve service for callers. The abandonment rate should decrease as customers will be able to access the system more quickly.

**Service Target FY 2010-11:** Complete Service Level Agreements with five major 311 departments.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Accounts Payable

Department: City Controller's Office

- 6.2 Description:** The Accounts Payable division of the City Controllers Office is responsible for entering, approving and disbursing payment to vendors for the purchase of goods / services used in the operations of the City of Dallas. They also maintain the Accounts Payable records and system to provide reports to assist in management decisions. Under the direction of the City Controller's Office, the Accounts Payable division enters and approves invoices that are due in adherence with Administrative Directive

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
<b>General Fund</b>	\$765,817 15.0	\$842,815 15.9	\$953,377 17.3
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$765,817 15.0	\$842,815 15.9	\$953,377 17.3

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of problems resolved within 15 days	80%	89%	90%
Percentage of invoices processed within 30 days	95%	92%	95%

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Ensure at least 95% of payment requests are processed within 30 days.

**Major Budget Items:** The budget includes additional temporary help over the prior year budget. The Controller's Office expenditures for department support, programming, computer services and communications were reallocated based on FTEs.

## Key Focus Area 6: Efficient, Effective Economical Government

### Administrative Support for the Mayor and City Council

Department: Mayor and Council

- 6.3 Description:** This service provides professional, administrative and secretarial support to the Mayor and 14 City Councilmembers as needed for the performance of their official duties. Support staff provides customer service to the citizens of Dallas including resolving issues, directing citizen's requests to the appropriate staff member, responding to questions regarding city services, and coordinating approximately 80 town hall meetings annually.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$3,717,574	34.8	\$3,749,776	36.0	\$3,618,295	36.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$3,717,574	34.8	\$3,749,776	36.0	\$3,618,295	36.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Number of citizen phone calls per year	N/A	28,800	30,000
Number of Service Requests created by Mayor & Council Office staff	2,200	2,300	2,400
Number of neighborhood meetings	288	520	560

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Increase the number of Service Requests created by Mayor and Council Office staff.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Analysis/Development and Validation

Department: Civil Service

- 6.4 Description:** The objective of this service is to develop/validate tests to assess candidates. Evaluation of knowledges, skills, and abilities for uniform and civilian ranks must be job-related and compliant with the Charter and Federal Uniform Guidelines on Employee Selection Procedures. Other than the Assistant Director, funds for staff to construct examinations were eliminated in the FY09-10 budget.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$175,892	1.0	\$179,070	1.0	\$184,044	1.5
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$175,892	1.0	\$179,070	1.0	\$184,044	1.5

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Cost per Candidate Processed	\$88.00	\$138.00	\$61.00
Candidates Processed	2,000	1,300	3,000

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Provide service required by rules and regulations that govern testing and departmental operations

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Applicant Processing - Civilian

Department: Civil Service

- 6.5 Description:** Applicant processing for Civilian Employees (Non-Uniform) provides recruiting services, development of minimum qualifications for approximately 800 job titles and classification subsets, and uses multiple strategies to seek job applicants. Applications are reviewed and compiled into lists of qualified candidates and certified to hiring departments. In addition, the reduction-in-force (RIF) rules and process are overseen by this service. This basic bid only partially funds the existing service.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$411,727 6.0	\$455,926 6.4	\$252,709 4.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$411,727 6.0</b>	<b>\$455,926 6.4</b>	<b>\$252,709 4.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Combined satisfaction rating by internal and external customers	80%	80%	80%
Applications processed per FTE	6,667	4,803	5,000
Applicants processed	40,000	30,736	20,000

**FY 09-10 Performance Measure Status:**  
Caution



The number of applications received was less than estimated due to a selective hiring freeze

**Service Target FY 2010-11:**

Maintain a 90% success rate for providing registers to hiring authority within 20 business days of the close date of announcement period or within 10 business days of the administration of the required examination.

**Major Budget Items:**

FY11 budget reduces staff by two Human Resources Analysts.

## Key Focus Area 6: Efficient, Effective Economical Government

### Applicant Processing for Uniform Employees

Department: Civil Service

- 6.6** **Description:** Applicant processing for uniform employees involves screening Police and Fire applications annually for entry-level positions and promotions. Certified registers of qualified candidates are provided to the Police and Fire Departments after thorough evaluation of employment applications and personnel files. This basic bid only partially funds the existing service.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$217,045	3.0	\$221,712	3.1	\$210,969	3.5
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	<b>\$217,045</b>	<b>3.0</b>	<b>\$221,712</b>	<b>3.1</b>	<b>\$210,969</b>	<b>3.5</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Satisfaction rating of management and uniform employees via internal services survey	80%	80%	70%
Uniform Applications processed per FTE	667	2,325	2,286
Uniform Applications processed	N/A	6,975	8,000

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Achieve a 50% success rate for providing certified registers to a hiring authority within 10 business days of the close of the announcement period or within 10 business days of the administration of the examination.

**Major Budget Items:**

None



## Key Focus Area 6: Efficient, Effective Economical Government

### Appraisal Districts

Department: Office of Financial Services - Appraisal Districts

- 6.7 Description:** The City contracts with Dallas, Collin, Denton, and Rockwall Central Appraisal Districts for the appraisal of property for the purpose of ad valorem property tax assessment on behalf of the City. Appraisal Districts are a political subdivision of the State of Texas. Their duties include establishing and maintaining accurate property values for all real and business personal property. Their mission is to appraise property accurately, fairly, and equitably.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$3,354,985	0.0	\$3,354,985	0.0	\$3,257,625	0.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$3,354,985	0.0	\$3,354,985	0.0	\$3,257,625	0.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of erosion from certified tax roll to year end	2%	2%	2%
Cost per parcel appraised	\$8.57	\$8.57	\$8.33
Number of parcels appraised	391,408	391,408	391,177

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Maintain contract with appraisal districts.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Archives

Department: City Secretary's Office

- 6.8** **Description:** Municipal Archives manages, preserves, and provides access to 2,000 cu. ft. of valuable historical city documents. This service maintains and provides disaster recovery for permanent city secretary files in accordance with the Texas Local Govt. Code and Texas State library retention schedules, adopted by the Council. Historical documents received from city departments are catalogued, maintained, and made available for citizens, Council, and city departments on request.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<b>General Fund</b>	\$103,658 1.0	\$117,076 1.0	\$155,542 1.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$103,658 1.0	\$117,076 1.0	\$155,542 1.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percentage of collection guides that have been completed	30%	30%	30%
Percent of responses to queries initiated within 10 business days	85%	85%	85%
Collection Guides produced	10	10	10

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Increase the number of collection guides from 171 to 181 with the help of volunteer assistance.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Audits, Reviews & Investigations

Department: City Auditor's Office

- 6.9** **Description:** The City Auditor's Office is a requirement of the City Charter, Chapter IX as an independent audit function. Primary responsibility includes providing information to the City Council on: a) accountability of City resources; b) adequacy of internal controls; c) accuracy of information; d) efficiency and effectiveness of City programs, projects, and departments; and, e) investigating potential fraud, waste, and abuse by City departments and/or employees.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
<b>General Fund</b>	\$2,127,254 19.6	\$2,064,188 19.3	\$1,955,174 20.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$2,127,254 19.6	\$2,064,188 19.3	\$1,955,174 20.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of audit report recommendations for current fiscal year to be agreed to by management	90%	98%	90%
Percent of fieldwork completed on Council approved audit plan for current fiscal year	90%	95%	90%
Percent of department payroll hours to be completed on direct project services	70%	73%	70%
Number of external deliverables (comprised of audit reports, follow-up audit reports, department request responses, presentations, single or sole source bid reviews, Council request responses, and investigations)	125	123	125

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Produce 125 external deliverables (comprised of audit reports, follow-up audit reports, department request responses, presentations, single or sole source bid reviews, Council request responses, and investigations)

**Major Budget Items:**

- Eliminates one FTE (Senior Office Assistant)
- 53% reduction in controllable administrative overhead expenses (training, office supplies, data processing equipment, memberships, subscriptions, etc.)

## Key Focus Area 6: Efficient, Effective Economical Government

### Boards and Commissions Liaison

Department: Management Services

- 6.10** **Description:** The Boards & Commissions Liaison provides administrative support to the Public Safety Committee, Citizens/Police Review Board, Regulated Property Advisory Committee, Judicial Nominating Commission, and the Ad Hoc Legislative Committee for Judicial Appointments.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$0	1.0	\$0	1.0	\$0	1.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$0	1.0	\$0	1.0	\$0	1.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of agendas posted within prescribed timeframes	100%	100%	100%
Number of Boards and Commissions meetings	80	74	80

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

To achieve a rating of 100% related to number of agendas posted within the prescribed timeframes.

**Major Budget Items:**

This service is fully reimbursed. Expenses in the amount of \$60,165 are reflected in the Police Department's General Fund budget.

## Key Focus Area 6: Efficient, Effective Economical Government

### Boards and Commissions Support

Department: City Secretary's Office

- 6.11 Description:** Boards and Commissions service (B&C) conducts over 450 background checks a year on city council nominees to the city's 59 boards and commissions. B&C also staffs the Permit and License Appeal Board, which hears about 50 appeal cases a year. B&C also provides support to the Ethics Advisory Commission, which hears about 6 ethics complaints against city officials each year. Staff ensures financial disclosure and gift disclosure reports are filed as required by city code and Council policy.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<b>General Fund</b>	\$234,733 3.0	\$265,786 3.5	\$273,831 3.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$234,733 3.0	\$265,786 3.5	\$273,831 3.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percent of ethics complaints processed within 2 days	75%	75%	75%
Percent of background checks initiated within 5 business days	60%	60%	60%
Reports to City Council	40	100	130

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Board and Commission background checks will be processed within 30 days.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Business Inclusion & Development Compliance Monitoring

Department: Business Development & Procurement Services

- 6.12** **Description:** The Business Inclusion & Development (BID) policy is a City Council mandated program to involve Minority/Women Business Enterprise to the greatest extent feasible on public projects. Business Development and Procurement Services reviews all agenda items to ensure compliance with our BID goals prior to final approval on the agenda system. In order to record M/WBE participation, the City contracts with an independent certification agency.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$341,672	3.9	\$346,767	4.1	\$335,716	4.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$341,672	3.9	\$346,767	4.1	\$335,716	4.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of agenda items reviewed within 10 days	85%	99%	95%
Number of agenda items reviewed	490	500	490

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Maintain 100% BID policy compliance

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Cash and Debt

Department: City Controller's Office

- 6.13 Description:** The Cash and Debt division is responsible for the issuance, investment, and management of bond proceeds. The division issues municipal debt to fund various capital improvements to the City's infrastructure and facilities. Additionally, the division is responsible for administering the City's banking relationships, managing daily liquidity, and investing surplus cash under the guidelines of Chapter 2256 of the Government Code (PFIA) and the City's Investment Policy.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$585,526 3.0	\$608,223 3.0	\$458,955 4.1
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$585,526 3.0</b>	<b>\$608,223 3.0</b>	<b>\$458,955 4.1</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of investment transactions in compliance with portfolio investment strategies	100%	99%	100%
Percent by which Investment Pool Yield exceeds 1yr U.S. Treasury Bill	N/A	0.9	0.5
Amount of outstanding debt \$ billion	\$4.25	\$4.50	\$4.60
Number of Outstanding Debt Issues Managed	59	56	57

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Maintain the City's Investment Pool benchmark while ensuring the City's banking services are used in the most effective and efficient way which benefits both the internal (various City departments) and external customer (vendors and citizens).

**Major Budget Items:**

Professional services reduction due to expiration of investment advisor contract and change in investment reporting software. This service is a consolidation of Debt Administration and Cash and Investments.

## Key Focus Area 6: Efficient, Effective Economical Government

### CIS Computer Services for Water

Department: Water Utilities

- 6.14 Description:** This service provides for Communication and Information Services (CIS) to provide billing system hosting, system monitoring, break/fixes, and development as needed for over 300,000 accounts and their billing history for water, wastewater, sanitation and storm water utilities charges.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 0.0	\$0 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$10,645,463 0.0	\$10,647,228 0.0	\$10,520,652 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$10,645,463 0.0</b>	<b>\$10,647,228 0.0</b>	<b>\$10,520,652 0.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Cost per billing - Funding for CIS divided by number of bills generated	\$2.96	\$2.73	\$2.70
Number of utility bills generated - Number of bills generated through Water Utilities Customer Information Billing System	3,600,000	3,897,800	3,897,800

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Provide ongoing business support, stabilization, training and communication services to current SAP billing system users and future City department requests for implementation projects and system enhancements.

**Major Budget Items:** None



## Key Focus Area 6: Efficient, Effective Economical Government

### City Administration

Department: City Manager's Office

- 6.15** *Description:* Oversee the daily operations and fiscal health of the municipal organization, with approximately 13,000 employees and a budget of over \$2 billion, in order to provide effective service delivery to the citizens of Dallas.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$1,872,361	20.5	\$1,780,633	21.0	\$1,377,231	13.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$372,771	0.0	\$372,771	0.0	\$174,335	0.0
<i>Total</i>	\$2,245,132	20.5	\$2,153,404	21.0	\$1,551,566	13.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percent of respondents to the citizens survey who somewhat or strongly agree that they are receiving a good value for their tax dollars	39%	39%	39%
Percent of CMO Executive salary compared to overall city budget	0.04	0.04	0.04
Number of Stakeholder Groups visited	125	130	110

***FY 09-10 Performance Measure Status:***

*On Track*



***Service Target FY 2010-11:*** Achieve 90 percent of the goals in the FY 2010-2011 Action Plan.

***Major Budget Items:*** Reductions include holding one Assistant City Manager position vacant, and eliminating 7 various support positions.

## Key Focus Area 6: Efficient, Effective Economical Government

### City Agenda Process

Department: Management Services

- 6.16** **Description:** The Council Agenda Process ensures that all departments present voting and briefing items to the City Council, citizens and concerned parties in a uniform and consistent manner.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$146,853 2.0	\$147,505 2.0	\$139,773 2.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$146,853 2.0	\$147,505 2.0	\$139,773 2.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of City Council Action & Briefing Agendas posted to the internet on time	100%	100%	100%
Average number of agenda items reviewed per year per FTE	950	869	900
Agenda Items reviewed per year	1,900	1,738	1,800

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** To achieve a rating of 100% related to City Council Action & Briefing Agendas posted on time.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### City Council Meeting Support

Department: City Secretary's Office

- 6.17 Description:** Provides leadership and administrative support for the following: city council support, records management, boards/commissions, elections, customer service, lobbyist program and archives. In addition, provides direct support to the city council in the following areas; required attendance and preparation of draft minutes of city council meetings, manage, file, certify, official records of the city, serve as elections official for city elections, respond to city council and citizen inquiries.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$607,727 4.0	\$601,116 4.0	\$425,322 4.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$607,727 4.0</b>	<b>\$601,116 4.0</b>	<b>\$425,322 4.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of minutes completed within 10 days	100%	100%	100%
Percent of Council voting agenda items for which the related documents are distributed to departments within 10 work days of meeting	100%	100%	100%
Number of training events conducted/planned by departmental staff	6	3	4

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Train staff to perform task related to specific job functions that include preparation of minutes and reports, and extensive research.

**Major Budget Items:**

Proposed budget includes a reduction in CIS charges.

## Key Focus Area 6: Efficient, Effective Economical Government

### City Facility Elevator and Escalator Management

Department: EBS - Building Services

- 6.18 Description:** According to state-mandated annual certification requirements, the City provides the operation and maintenance of 98 elevators, 4 wheelchair lifts, 2 material lifts, and 8 escalators in 37 City-owned buildings. The service funds a qualified elevator inspector consultant contract, and an elevator maintenance contract required for certification. In FY11, elevator and escalator management will be consolidated into Public Works along with architectural and engineering services.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$498,995 0.0	\$489,135 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$498,995 0.0</b>	<b>\$489,135 0.0</b>	<b>\$0 0.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of time elevators are operational	95%	90%	N/A
Annual cost per elevator/escalator managed	\$4,090.00	\$4,009.00	N/A
Number of unscheduled elevator/escalator outages	110	120	N/A

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Continue annual inspections on 100% of elevators/escalators, driven by applicable laws.

**Major Budget Items:** Funding for elevator and escalator management will be transferred to Public Works.

## Key Focus Area 6: Efficient, Effective Economical Government

### City Facility Environmental Hazards Testing and Abatement

Department: EBS - Building Services

- 6.19 Description:** As regulated by the Texas Department of Human Services, this service provides testing, abatement, and records management for City-owned buildings as it pertains to building-related hazardous materials such as asbestos, lead, and mold. This service is responsible for coordinating, advising, and assisting all City departments with the compliance of Administrative Directive 6-14: Asbestos Containing Materials in Buildings. Responsibility for this service will be transferred to Public Works

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$65,318 1.0	\$68,754 1.1	\$0 0.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$65,318 1.0</b>	<b>\$68,754 1.1</b>	<b>\$0 0.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of employees trained (actual vs projected needed training)	98%	98%	N/A
Number of activities (studies/abatements)	60	40	N/A

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

**Major Budget Items:**

Responsibility for this service will be transferred to Public Works in FY11 with the architectural staff. The project manager position will be eliminated.

## Key Focus Area 6: Efficient, Effective Economical Government

### City Facility Operation, Maintenance and Repair

Department: EBS - Building Services

- 6.20** **Description:** This bid funds operations, maintenance, and repairs of buildings and systems in over 800 city-owned, buildings such as City Hall, DMA, Meyerson, Fair Park, recreation centers, libraries, and public safety facilities. This includes HVAC, plumbing, electrical, structural, and roofing for more than 13.3 million square feet. EBS receives over 17,000 work requests annually; 90% are on-demand requests.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$8,712,482 111.0	\$8,844,090 107.4	\$7,963,005 114.5
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$997,439 5.0	\$434,964 1.0	\$1,455,378 4.0
<b>Total</b>	<b>\$9,709,921 116.0</b>	<b>\$9,279,054 108.4</b>	<b>\$9,418,383 118.5</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of customers surveyed in the citywide internal survey rating building maintenance and repair services satisfactory or better (new measure in FY 11)	N/A	N/A	80%
% of staff time that is charged to work on building maintenance/repair/operation	75%	74%	74%
Percentage of work orders responded to within 7 days	75%	75%	75%
Work orders completed per year	16,200	16,600	15,000

**FY 09-10 Performance Measure Status:**  
Caution



Delayed contracted roofing projects expected to be completed late September 2010

**Service Target FY 2010-11:**

Incorporate in-house construction crew (12 FTEs) to complete \$3 million in bond projects such as HVAC replacements in libraries and recreation centers.

**Major Budget Items:**

Eliminating 15 positions results in savings of \$1.2 million. Transfer one roofing project coordinator to Public Works.

## Key Focus Area 6: Efficient, Effective Economical Government

### City GIS Services

Department: Public Works and Transportation

- 6.21 Description:** This service maintains and delivers information to citizens and staff through Geographic Information System (GIS) technology. Services include but are not limited to the development and maintenance of the internet map describing City services, the data to route emergency response vehicles, information used by the 3-1-1 Customer Service system, data for the Pavement Management Program, and data supporting stormwater permit compliance reporting.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
<b>General Fund</b>	\$390,366	12.7	\$315,869	11.2	\$100,202	16.4
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$716,007	0.0	\$716,007	0.0	\$1,239,105	0.0
<b>Total</b>	\$1,106,373	12.7	\$1,031,876	11.2	\$1,339,307	16.4

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of staff and citizens served without negative feedback	90%	93%	90%
Percent of Work Plan Completed	90%	63%	90%
Customer Training Hours by GIS staff	225	288	175
GIS Workplan Hours	6,600	4,100	5,930

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** 100% complete on Work Plan 5930 hours and 630 Special Projects with 90% customer satisfaction

**Major Budget Items:** This service combines GIS staff within Public Works and Transportation into a single service for FY2010-11 (11 positions from Enterprise, three from Stormwater Management and three from Pavement Management ).

## Key Focus Area 6: Efficient, Effective Economical Government

### Citywide Capital and Operating Budget Development and Monitoring

Department: Office of Financial Services

- 6.22 Description:** This service provides for the centralized preparation, oversight and management of the City's Operating and Capital Improvement program budgets and funds. This division manages production of the Annual Budget; monthly Financial Forecast Reports, and provides financial analysis to the City Manager, City Council and all City Departments.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
<b>General Fund</b>	\$891,251	9.4	\$871,855	8.8	\$1,136,264	12.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$891,251	9.4	\$871,855	8.8	\$1,136,264	12.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage variance on projected capital fund balances	10%	10%	10%
Percent of financial reports produced according to schedule	55%	63%	55%
Number of CIP Funds Managed	357	368	375

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Receive the Distinguished Budget Award from Government Finance Officers Association.

**Major Budget Items:** Proposed budget includes two positions to manage commercial paper program and a reallocation of Department Support



## Key Focus Area 6: Efficient, Effective Economical Government

### Civil Service Board Administration/Employee Appeals Process

Department: Civil Service

- 6.23 Description:** Civil Service Board Administration/Employee Appeals staff coordinates the Employee Appeals & Grievance Process for eligible employees; arranges and schedules monthly Board meetings and appeals for terminated and demoted employees; and coordinates and schedules rehire appeals for former employees, rule grievances and discrimination appeals.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$383,112	3.0	\$384,034	3.0	\$338,418	3.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	<b>\$383,112</b>	<b>3.0</b>	<b>\$384,034</b>	<b>3.0</b>	<b>\$338,418</b>	<b>3.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of appeals scheduled within timeframe specified by City of Dallas Personnel Rules	100%	100%	100%
Cost per hearing conducted	\$1,095.00	\$1,477.00	\$1,041.00
Appeals and Grievance Actions , i.e., scheduling trials, corresponding with board members, Judges, attorneys, witnesses, department directors, city attorneys, issuing subpoenas and posting public notices.	350	260	325

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Schedule appeal hearings within a 60-90 day timeframe as specified by the Personnel Rules.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Compensation Analysis / Classification

Department: Human Resources

- 6.24** **Description:** Provides compensation, job classification and position management services for the City to ensure that jobs are classified in pay grades appropriate with market-competitive pay. The mission of the team is to aid departments in having employees in the correct classification at the correct pay grade.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$337,743 3.0	\$334,675 3.0	\$302,781 3.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$337,743 3.0</b>	<b>\$334,675 3.0</b>	<b>\$302,781 3.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
% of respondents to the HR Internal Services Survey who rate this service as good or excellent	60%	60%	65%
% of benchmark positions with a midpoint at least at the 50th percentile of the market	75%	75%	75%
Number of days to complete a position review	48	10	48
Number of job classifications reviewed in annual 1/4th review	50	77	60

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Aid departments to have appropriate classification titles and pay

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Contingency Reserve

**Department:** Office of Financial Services - Reserves and Transfers

- 6.25 Description:** The Contingency Reserve provides funds for unanticipated expenditures of a non-recurring nature, for example: expenses associated with new service needs that have been identified after the budget process, new public safety or health needs, revenue shortfalls, service enhancements, or opportunities to achieve cost savings. This service is the General Fund's contribution to the Contingency Reserve to ensure compliance with the City's Financial Management Performance Criteria.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$200,000	0.0	\$200,000	0.0	\$3,645,769	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$200,000	0.0	\$200,000	0.0	\$3,645,769	0.0

#### *FY 09-10 Performance Measure Status:*

**Service Target FY 2010-11:** Maintain a balanced General Fund budget.

**Major Budget Items:** Proposed budget replenishes funds used in FY 2009-10. All uses of Contingency Reserve funds are approved by City Council on an individual basis.

## Key Focus Area 6: Efficient, Effective Economical Government

### Contracts & Grants Administration

Department: Housing / Community Services

- 6.26 Description:** This service provides contract administration, technical assistance, compliance monitoring and regulated reporting of activities for public service and housing grants and portfolio management of housing loans. This bid also addresses the legal mandate for the City of Dallas to appoint a public health authority to report and coordinate responses to incidences of infectious, contagious, and epidemic diseases. The service will be contracted out to Dallas County through an interlocal agreement.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$105,652 2.0	\$151,104 2.1	\$394,574 4.6
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$748,448 9.0	\$740,000 9.0	\$1,101,362 14.5
<b>Total</b>	<b>\$854,100 11.0</b>	<b>\$891,104 11.1</b>	<b>\$1,495,936 19.1</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of Contracts Executed Prior to Start Date	95%	90%	90%
Percentage of projects in compliance	N/A	N/A	95%
Average time (in weeks) to fully execute contracts	8	9	9
Contracts Administered	91	92	87

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** 90% of contracts executed prior to start date

**Major Budget Items:**

GF: Health Authority contract w/ Dallas Co. \$10,000 and Quest Job training \$23,665  
 Increase in FTE's due to staff realignment  
 Additional Resources:  
 CDBG - \$867,538  
 ESG Admin - \$38,525  
 HOPWA Prog Admin - \$109,278  
 HUD/HRP Prog Admin-\$86,021

## Key Focus Area 6: Efficient, Effective Economical Government

### Cost Accounting and Fixed Assets

Department: City Controller's Office

- 6.27 Description:** The Cost Accounting and Fixed Assets Division is responsible for maintaining City capital assets for financial reporting purposes. Capital assets generally consist of tangible assets used in operations beyond one year and include various classification types, such as land, buildings, infrastructure, and equipment. Fixed asset transactions include acquisitions, sales, disposals and retirements. To ensure fixed asset transactions are properly recorded, accounting controls should be in place.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$237,248 3.0	\$223,151 3.0	\$224,439 3.1
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$237,248 3.0</b>	<b>\$223,151 3.0</b>	<b>\$224,439 3.1</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of assets recorded in subledger by close of 12th period	90%	90%	90%
Percentage accuracy of fixed assets system through no audit findings	95%	95%	95%
Days required to complete fixed assets portion of CAFR	180	180	180
Number of transactions per FTE	5,281	5,340	4,290

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Remove significant deficiency from external audit findings.

**Major Budget Items:** The Controller's Office expenditures for department support, programming, computer services and communications were reallocated based on FTEs. Some fixed assets will be entered into the accounting system by Dallas Water Utilities.

## Key Focus Area 6: Efficient, Effective Economical Government

### Custodial Service for City Facilities

Department: EBS - Building Services

- 6.28** **Description:** This service provides both in-house and contract custodial service for approximately 4.3 million square feet of space in 113 City-owned buildings. This service also includes pest control and trash removal. Custodial receives over 3000 work orders annually.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
<b>General Fund</b>	\$4,401,589	31.3	\$4,503,572	30.0	\$3,959,345	31.5
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$4,401,589	31.3	\$4,503,572	30.0	\$3,959,345	31.5

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of customers surveyed in the citywide internal survey rating services satisfactory or better (new in FY 11)	N/A	N/A	70%
Square Footage of Building Space Cleaned	4,294,462	4,300,000	4,300,000

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Provide services within available resources.

**Major Budget Items:** Reduced frequency of contract service at City Hall. Greater reliance on in-house personnel and reduced frequency of contract service result in savings.

## Key Focus Area 6: Efficient, Effective Economical Government

### Customer Service

Department: City Secretary's Office

- 6.29 Description:** The unit is responsible for serving as first point of contact for internal/external customers in person, telephone and email. Handles service/open record requests, answers general questions, signs up citizens to speak at city council meetings, posts meeting notices required by state law, accepts legal notices, forwards council-approved documents to departments, processing payments, index records, and manage the new lobbyist registration program.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$225,938 2.0	\$283,405 4.0	\$197,533 3.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$225,938 2.0</b>	<b>\$283,405 4.0</b>	<b>\$197,533 3.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of records indexed within 10 business days	50%	75%	75%
Percent of service requests responded to within 10 business days	50%	90%	90%
Number of public meeting notices processed and posted	1,450	1,388	1,400
Number of city council actions processed	1,400	1,800	1,942

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Dept. is creating a speakers sign in form to place on website to allow citizens to sign up to speak and submit via email to City Secretary

**Major Budget Items:**

Budget increased to include the lobbyist registration program and 1 FTE.

## Key Focus Area 6: Efficient, Effective Economical Government

### Dallas County Tax Collection

**Department:** Office of Financial Services - Dallas County Tax Collection

- 6.30** **Description:** The City of Dallas contracts with Dallas County Tax Office to provide ad valorem tax collection services to the City. In FY 2009-10, ad valorem taxes accounted for 42.1% of the City's general fund revenue.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$553,952	0.0	\$553,952	0.0	\$575,854	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$553,952	0.0	\$553,952	0.0	\$575,854	0.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Collection Rate on Current Value of Levy	96.3	96.63	96.38
Cost per Statement	\$1.42	\$1.42	\$1.47
Number of Statements Annually	391,408	391,355	391,177

**FY 09-10 Performance Measure Status:**

*On Track*



**Service Target FY 2010-11:** Maintain contract with Dallas County Tax Office

**Major Budget Items:** None



## Key Focus Area 6: Efficient, Effective Economical Government

### Deferred Compensation

Department: City Controller's Office

- 6.31 Description:** The Deferred Compensation Office is responsible for oversight of the mandatory 457PST Plan as well as the voluntary 401(k) and 457 Plans with assets of \$354 million while offering education and counseling services to enable City employees to be better prepared for retirement.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$18,626	2.0	\$15,081	2.1	\$0	2.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$194,000	0.0	\$194,000	2.0	\$180,000	0.0
<b>Total</b>	<b>\$212,626</b>	<b>2.0</b>	<b>\$209,081</b>	<b>4.1</b>	<b>\$180,000</b>	<b>2.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of employees enrolled in City's Voluntary Deferred Compensation Plans	50	47.5	48.9
Number of employees that meet with retirement counselor	3,420	2,300	2,500

**FY 09-10 Performance Measure Status:**  
Caution



Lower investment returns than previously experienced and a contraction in the workforce both contributed to a significant reduction in employee meetings during the year.

**Service Target FY 2010-11:** Increase the overall participation level in the voluntary Plans by 3%.

**Major Budget Items:** The Controller's Office expenditures for department support, programming, computer services and communications were reallocated based on FTEs.

## Key Focus Area 6: Efficient, Effective Economical Government

### DFW International Airport Legal Counsel

Department: City Attorney's Office

- 6.32** **Description:** Provides or manages all legal services for the D/FW International Airport Board and staff. By contract, D/FW Airport reimburse the City for all D/FW legal expenses, including benefits.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
<b>General Fund</b>	\$422,950	2.9	\$419,854	2.8	\$407,038	3.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$422,950	2.9	\$419,854	2.8	\$407,038	3.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Number of board and committee meetings attended	38	48	45
Number of resolutions drafted	10	12	12
Number of open records responses	990	833	840
Number of contracts written	110	120	120

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Attend 90% of board and committee meetings to offer legal support.

**Major Budget Items:** Service is funded at current year level and has a corresponding revenue from D/FW Airport for legal services provided.

## Key Focus Area 6: Efficient, Effective Economical Government

### Elections

Department: City Secretary's Office

- 6.33** **Description:** In accordance with Dallas City Charter, Chapter IV, all municipal elections shall be held under the provisions of the Charter unless the laws of the State of Texas applicable to city elections require otherwise. Chapter IIIA, Section 3, states the City Secretary shall serve as the election official for all city elections.

The City Secretary has appointed an elections manager to carry out the functions required by federal, state and local laws relating to all City of Dallas Elections.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
<b>General Fund</b>	\$1,302,791	1.0	\$1,303,117	1.0	\$1,092,283	1.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,302,791	1.0	\$1,303,117	1.0	\$1,092,283	1.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Cost per polling location	\$5,500.00	\$6,500.00	\$6,500.00
Number of Candidates Processed	0	0	25

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Purchase a Petition Verification System

**Major Budget Items:** Funding includes Dallas, Denton and Collin County contracts for the Mayoral/City Council election scheduled for May 2011.

## Key Focus Area 6: Efficient, Effective Economical Government

### Energy Procurement, Monitoring and Conservation

Department: EBS - Building Services

- 6.34 Description:** This essential service affects every employee and visitor through the management of over \$80 million in electricity procurement and contracts. Staff implements EECBG energy conservation and compliance with applicable law and processes utility payments (electricity, gas, and water). It reduces funds to pay electricity in multi-use City buildings (thermostats would rise from 74F to 76F); funds for enterprise, parks, single-occupant, and new City buildings electricity payments are excluded.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
<b>General Fund</b>	\$7,974,781 7.9	\$6,095,392 7.2	\$5,078,322 1.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$139,584 0.0	\$34,584 0.0	\$0 0.0
<b>Total</b>	\$8,114,365 7.9	\$6,129,976 7.2	\$5,078,322 1.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
% of electric bills processed within 10 days (new measure FY 11)	N/A	N/A	98%
% of Electricity Consumption Reduced from 2007 baseline (cumulative)	15%	12%	20%
Electric Bill Accuracy Audits (new measure FY 11)	N/A	N/A	104
Electricity Consumed annually (kilowatt hours)	788,585,429	668,926,160	568,587,236

**FY 09-10 Performance Measure Status:**  
Caution



TCEQ permitting delayed beginning of projects.

**Service Target FY 2010-11:** 15% cumulative Energy Savings from 2007 baseline driven by Senate Bill 12.

**Major Budget Items:** Energy conservation measures saving \$94,564 will be implemented at City Hall, OCMC & MLK. Utility procurement and payments will remain in EBS. Engineering services (4 FTEs) will be transferred to Public Works. One position will be eliminated.

## Key Focus Area 6: Efficient, Effective Economical Government

### Fair Housing and Human Rights Compliance

Department: Management Services

- 6.35** **Description:** Fair Housing and Human Rights Compliance is responsible for housing discrimination investigation and mediation under Chapter 20A and mediation and discrimination investigations in housing, employment, and public accommodation based on sexual orientation under Chapter 46. This service also educates Dallas citizens and the business community on human rights laws and responsibilities.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$48,643	0.8	\$14,546	0.0	\$77,606	1.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$760,993	12.0	\$804,727	12.0	\$806,899	12.0
<b>Total</b>	<b>\$809,636</b>	<b>12.8</b>	<b>\$819,273</b>	<b>12.0</b>	<b>\$884,505</b>	<b>13.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of non-litigated cases closed within 120 days	90%	60%	90%
Citizen assistance inquiries processed and/or referred annually	1,400	1,200	1,400

**FY 09-10 Performance Measure Status:**

Caution



Due to 50% vacancy reduction in investigative staff, the FHO experienced reduction in productivity due to process of hiring and training new investigative staff.

**Service Target FY 2010-11:**

Provide investigation services to approximately 90 discrimination complaints and process approximately 1,400 citizen assistance inquiries.

**Major Budget Items:**

Additional resources include FHAP grant funds and Community Development Block Grant Funds.

## Key Focus Area 6: Efficient, Effective Economical Government

### Financial Reporting

Department: City Controller's Office

- 6.36 Description:** The Financial Reporting Division is responsible for the preparation of the City's Comprehensive Annual Financial Report (CAFR), including annual financial statements for the Water Utilities, Aviation, and TIF funds. Related to this is the coordination of the annual external audit. The division also coordinates the Single Audits for Federal and State grants. The audits are required for certain federal / state grants and also required by the State of Texas Local Government Code and City Charter.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<b>General Fund</b>	\$1,381,188 12.0	\$1,200,916 11.9	\$854,657 12.2
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$1,381,188 12.0	\$1,200,916 11.9	\$854,657 12.2

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percentage of reports available within 3 business days of month end close	100%	100%	100%
Percentage of financial information for official statements prepared prior to second draft of POS	100%	100%	100%
Percentage accuracy of financial data through no audit findings	95%	95%	95%
Number of transactions approved annually	9,900	9,900	9,900

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** No external audit findings resulting in the most severe finding of material weakness.

**Major Budget Items:** The Controller's Office expenditures for department support, programming, computer services and communications were reallocated based on FTEs. Professional service fees were reduced.

## Key Focus Area 6: Efficient, Effective Economical Government

### Fire Applicant - Physical Abilities Testing

Department: Civil Service

- 6.37** **Description:** As an impartial entity, Civil Service staff administers the physical abilities test to applicants for the City of Dallas Fire-Rescue Department in order to hire the best qualified applicants for the position of Fire and Rescue Officer Trainee. There will be an examination for entry-level Fire-Rescue Officer Trainee in FY10-11. The FY09-10 examination was cancelled.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$35,260	0.3	\$41,131	0.8	\$25,946	0.5
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$35,260	0.3	\$41,131	0.8	\$25,946	0.5

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Complaints and Challenges Regarding Test Administration	0%	0%	5%
Cost Per Applicant Tested	\$71.00	\$0.00	\$52.00
Administer Physical Abilities Test	500	0	500

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** 500 tests are expected to be administered. However, with .5 FTE the timeframe to complete the tests will exceed the Fire-Rescue Department's specified schedule.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### General Counsel

Department: City Attorney's Office

- 6.38 Description:** General Counsel service provides legal support to City departments, boards, commissions, and City Council. The City Charter requires the City Attorney's Office to approve all proposed ordinances; to draft ordinances granting franchises; to inspect and pass upon all papers, documents, contracts, and other instruments; to be the legal adviser to the City Manager, the City Council, committees, boards, commissions, city officers and employees; and to advise the city concerning legislation.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$3,686,222 36.0	\$3,616,887 33.8	\$3,248,935 33.5
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$3,686,222 36.0</b>	<b>\$3,616,887 33.8</b>	<b>\$3,248,935 33.5</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Number of Real Estate matters completed	1,200	1,280	1,250
Number of ordinances prepared	200	245	230
Number of general advice/opinions given	650	667	660
Number of contracts and agreements completed	2,250	2,600	2,450

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Attend 100% of City Council meetings and 90% of meetings for boards and commissions with designated legal support.

**Major Budget Items:** Service reduced by one Senior Attorney position.



## Key Focus Area 6: Efficient, Effective Economical Government

### General Obligation Commercial Paper Program

Department: Office of Financial Services - Non-Departmental

- 6.39** *Description:* This service provides funding for a General Obligation Commercial Paper Program beginning in FY 2010-11. Expenditures include credit facility fees, paying agent fees, interest on outstanding commercial paper and upfront/closing costs.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$3,700,000	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$0	0.0	\$0	0.0	\$3,700,000	0.0

#### *FY 09-10 Performance Measure Status:*

*Service Target FY 2010-11:* Establish general obligation commercial paper program.

*Major Budget Items:* New service for FY 2010-11

## Key Focus Area 6: Efficient, Effective Economical Government

### Grant Administration

Department: Office of Financial Services

- 6.40 Description:** The primary mission of Grants Administration is to provide planning, program oversight and compliance; and manage the revenues for the City's Consolidated Plan and other Federal grants according to the Federal regulations. Staff coordinates the budget development, timely reporting to the granting agencies, citizen participation and serves as the City's liaison to the various Federal agencies in which the city receives grant funding.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$276,149 2.9	\$289,019 3.3	\$229,279 3.6
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$828,282 10.0	\$828,282 10.0	\$812,880 10.0
<b>Total</b>	<b>\$1,104,431 12.9</b>	<b>\$1,117,301 13.3</b>	<b>\$1,042,159 13.6</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Number of Federal grants administered	8	8	8

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Administer grant funds in accordance with prescribed guidelines

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Grants Compliance

Department: City Auditor's Office

- 6.41 Description:** On-site monitoring of recipients funded via the City's Consolidated Plan Grant. Federal law requires entities to maintain compliance and oversight monitoring of any program or activity receiving support whether in whole or in part by Federal or State funds. This function became the responsibility of the City Auditor's Office in 1998.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 0.0	\$0 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$835,357 11.0	\$851,765 11.4	\$882,524 12.0
<b>Total</b>	<b>\$835,357 11.0</b>	<b>\$851,765 11.4</b>	<b>\$882,524 12.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of recommendations written and cleared during current fiscal year	N/A	N/A	75%
Total average cost to review each contract, project, or case	\$2,176.00	\$2,792.67	\$2,097.29
CDBG and HOME recipients to be monitored during current fiscal year	250	232	250
Contracts, projects or cases reviewed	325	305	325

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Perform 100% on-site monitoring of all Consolidate Plan sub-recipients.

**Major Budget Items:**

Grants Compliance is funded:  
 1) the CDBG - Federal Funds \$681,618 - 9 FTEs;  
 2) the CDBG - Recovery Funds \$63,588 - 1 FTE;  
 3) the HPRP-HUD - Homeless Prevention Funds \$72,000 - 1 FTE; and,  
 4) State Weatherization Program - \$65,318 - 1 FTE

## Key Focus Area 6: Efficient, Effective Economical Government

### HOPWA and ESG Funds Monitoring

Department: City Auditor's Office

- 6.42 Description:** On-site monitoring of sub-recipients funded via Housing Opportunities of Persons With AIDS (HOPWA) and Emergency Shelter Grants (ESG). Federal law requires entities to maintain compliance and oversight monitoring of any program or activity receiving support whether in whole or in part by Federal or State funds. Eliminating this independent oversight would be a violation of Federal law.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$126,820	2.0	\$127,048	2.0	\$119,932	2.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$126,820	2.0	\$127,048	2.0	\$119,932	2.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of HOPWA and ESG funds protected from loss or repayment during current fiscal year	90%	96%	90%
Percent of fieldwork completed on HOPWA and ESG sub-recipients during current fiscal year	90%	95%	90%
Number of HOPWA and ESG sub-recipients site visits to be completed during current fiscal year	25	24	25
Number of reports generated regarding the monitoring of HOPWA and ESG sub-recipients	55	50	55

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Produce 55 deliverable reports regarding the monitoring of HOPWA and ESG sub-recipients.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Housing Federal Grants Administration

Department: Housing / Community Services

- 6.43** **Description:** Provides direction, management, and oversight for Housing Department including approximately \$23.2M in Federal grant funds, and implementation of Housing program service delivery. Funds include HOME funds to reimburse CDBG funded employees who work on HOME projects.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 0.0	\$0 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$903,277 14.0	\$903,277 14.0	\$838,183 14.0
<b>Total</b>	<b>\$903,277 14.0</b>	<b>\$903,277 14.0</b>	<b>\$838,183 14.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of open records requests' responses provided by the required deadline -- Service Quality	100%	100%	100%
Percent of resolved audit exceptions	100%	100%	100%
Number of collection transactions	1,200	909	980
Number of monitoring visits completed	23	23	23

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Administer Federal grants in accordance with prescribed guidelines

**Major Budget Items:** Additional Resources:  
Community Development Block Grant (CDBG) \$838,183

## Key Focus Area 6: Efficient, Effective Economical Government

### HRIS and HR Payroll Services

Department: Human Resources

- 6.44** **Description:** The Human Resources Payroll Division manages, and maintains all employee information, including payroll data and history in the Human Resources Information system (HRIS). HRIS is the City's centralized database of human resources information and payroll data.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
<b>General Fund</b>	\$1,974,467	16.3	\$1,578,627	16.3	\$1,398,682	18.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,974,467	16.3	\$1,578,627	16.3	\$1,398,682	18.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of payroll accuracy annually	99.7	99.9	99.9
Average number of departments requiring additional payroll processes as a result of adjustments per month	10	18	10
Payroll processing cost per employee per pay period	4.62	4.62	4.4
Number of payrolls processed annually	52	52	52

**FY 09-10 Performance Measure Status:**  
Caution



First time implementation of furlough days resulted in additional payroll processing throughout the year.

**Service Target FY 2010-11:** Ensure employee pay is accurate and timely

**Major Budget Items:** Professional service charges for Deloitte, Lawson/HRIS support has been moved from HR's budget in FY11 (\$400k).

## Key Focus Area 6: Efficient, Effective Economical Government

### Human Resource Consulting

Department: Human Resources

- 6.45 Description:** The HR Consulting team provides managers with the information needed to apply rules uniformly to protect the organization from EEOC charges and litigation. The team provides employees with relevant and timely information regarding personnel rules, classification and compensation, employee pay, and benefits. Additionally, this team conducts training programs through City University which include supervisor, customer service, process improvement, and other organization wide training initiatives.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
<b>General Fund</b>	\$992,232 11.8	\$1,212,138 14.7	\$1,351,299 14.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$992,232 11.8	\$1,212,138 14.7	\$1,351,299 14.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of supervisors and managers who transfer classroom learning back to the workplace	N/A	N/A	90%
Percent of managers and executives served by Generalists are satisfied with services based on internal City survey	N/A	N/A	90%
Percent of employees in the performance management program who improved	N/A	N/A	85%
Number of Supervisors trained on supervisory development annually	N/A	N/A	600

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Provide Human Resources consulting and assist with reduction of grievances and lawsuits

**Major Budget Items:** FY11 City University service merged with HR Consulting services. CIS programming charges increased by \$200K

## Key Focus Area 6: Efficient, Effective Economical Government

### Independent Audit

Department: City Controller's Office

- 6.46** **Description:** The annual audit is performed by the independent auditors and includes examining, on a test basis, evidence supporting the amounts and disclosures in the Comprehensive Annual Financial Report (CAFR). The audit will be performed in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<b>General Fund</b>	\$1,253,357 0.0	\$828,759 0.0	\$772,000 0.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$1,253,357 0.0	\$828,759 0.0	\$772,000 0.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Number of days to conduct audit	270	268	258

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Complete fiscal year 2010 external audit by June 15, 2011.

**Major Budget Items:** Decrease in audit fees related to new audit contract.



## Key Focus Area 6: Efficient, Effective Economical Government

### Intergovernmental/Fund Development

Department: Management Services

- 6.47** **Description:** Serves as the primary point of contact for City departments to local, regional, state and federal levels of government and other independent agencies for identification, writing, reviewing and tracking of grants submitted and received by the City.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$121,967 4.0	\$123,031 3.0	\$0 3.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$166,068 0.0	\$166,068 3.0	\$403,314 3.0
<b>Total</b>	<b>\$288,035 4.0</b>	<b>\$289,099 6.0</b>	<b>\$403,314 6.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of successful grant proposals compared to number submitted	50%	75%	50%
Percent of customers that agree or strongly agree staff is knowledgeable as indicated in the annual internal services survey	90%	95%	90%
Dollars in grants received for every dollar spent on salaries	\$369.00	\$375.00	\$200.00
Number of grant referrals/assistance to all departments	90	90	90

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Submit 20 grant proposals.

**Major Budget Items:** FY11 general fund expenses are fully reimbursed for this service. All positions are funded through JAG/UAI, EECBG, UASI, or other federal grants.

## Key Focus Area 6: Efficient, Effective Economical Government

### Intergovernmental/Legislative Services

Department: Management Services

- 6.48** **Description:** Legislative Services represents the City's interests with local, state, and federal public agencies and legislative offices. The Service coordinates funding requests and legislative initiatives for the City's Departments by partnering with other governmental bodies and agencies to advance the Dallas City Council's priorities. The Service is the primary contact with the Texas State Legislature, US Congress, and the Administration.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$61,829	2.9	\$57,784	2.9	\$0	3.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$270,608	0.0	\$270,609	0.0	\$286,513	0.0
<b>Total</b>	<b>\$332,437</b>	<b>2.9</b>	<b>\$328,393</b>	<b>2.9</b>	<b>\$286,513</b>	<b>3.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of departments assisted on federal and state legislative issues	N/A	81%	75%
Outreach activities for elected/appointed officials, other legislative office, national/state coalitions/issue groups	N/A	N/A	8
Percent of legislative priorities achieved (Federal and State)	50%	67%	50%
Number of City Council legislative proposals pursued (federal and state)	24	30	30

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Achieve 50% of the City Council proposals in the Federal and State Programs for FY11

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Internal Environmental Training/Education

Department: Management Services

- 6.49** **Description:** Provides environmental education in order to comply with Consent Decree yielding increased awareness, stewardship and sustainability to enhance customer service by staff knowledgeable in regulations and the City's EMS. Training begins at Employee Orientation and continues throughout employment; opportunities are provided to Dallas staff and residents to learn ways to reduce their environmental impact with stewardship classes, brown-bag sessions, and spotlights on efforts by City departments

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 2.0	\$0 2.0	\$0 2.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$122,786 0.0	\$67,317 0.0	\$114,609 0.0
<b>Total</b>	<b>\$122,786 2.0</b>	<b>\$67,317 2.0</b>	<b>\$114,609 2.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of positive course evaluation response	N/A	N/A	85%
Number of employees trained annually per FTE	3,000	1,244	1,500
# of training classes provided annually	125	91	100

**FY 09-10 Performance Measure Status:**  
Caution



Reduced hiring resulted in fewer employees trained. Training classes offered were also reduced to better utilize resources.

**Service Target FY 2010-11:** Enhance and expand on-site training program at City facilities.

**Major Budget Items:** This service is 100% reimbursed by Storm Drainage Management Fund.

## Key Focus Area 6: Efficient, Effective Economical Government

### Land Surveying Services

Department: Public Works and Transportation

- 6.50** **Description:** This service provides project management and review of consultant proposals and submittals for all land surveying in conjunction with City capital improvement projects. This service also provides professional land surveying measurements, research, and documentation in support of the City Attorney's Office, Risk Management, and other departments.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$692,960	14.9	\$1,199,252	14.8	\$265,044	8.5
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$503,991	0.0	\$140,655	0.0	\$337,691	0.0
<b>Total</b>	<b>\$1,196,951</b>	<b>14.9</b>	<b>\$1,339,907</b>	<b>14.8</b>	<b>\$602,735</b>	<b>8.5</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of consultant proposals requiring revision after review	20%	15%	12%
The number of Sexually Oriented Business Specific Distance surveys completed	25	28	30
Number of consultant proposals reviewed	50	60	65
Number of completed research requests	3,836	4,800	2,400

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Provide consultant review, research, and surveys on time for 90% of the requests received.

**Major Budget Items:** Seven professional positions were eliminated and two field positions to be reimbursed were added by the Storm Drainage Management Fund.

## Key Focus Area 6: Efficient, Effective Economical Government

### Language Services

Department: Judiciary

- 6.51** **Description:** Provide verbal Spanish Interpretation and translation assistance to approximately 37,000 defendants during a variety of court proceedings, including arraignments, pre-trial hearings, entering of pleas, trials before the court, and jury trials as mandated by the State of Texas.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$133,831	2.0	\$135,613	1.9	\$128,813	2.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	<b>\$133,831</b>	<b>2.0</b>	<b>\$135,613</b>	<b>1.9</b>	<b>\$128,813</b>	<b>2.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of Interpreting request performed per cases docketed	38%	40%	43%
Cost of interpreting services per cases docketed	\$5.30	\$4.89	\$4.65

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Ensure equal access to the courts for all persons regardless of their ability to communicate effectively in the spoken English language

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Liability/Claims Fund Transfer

**Department:** Office of Financial Services - Reserves and Transfers

- 6.52** **Description:** Liability/Claims Fund is used by the City to pay claims, settlements and judgments for damages to real or personal property and for personal injury suffered by any member of the public that results from actions that should not have been taken by officers, agents, or employees of the City while engaged in the performance of a governmental function.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$8,304,528	0.0	\$6,804,528	0.0	\$6,568,774	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$8,304,528	0.0	\$6,804,528	0.0	\$6,568,774	0.0

#### *FY 09-10 Performance Measure Status:*

**Service Target FY 2010-11:** Ensure sufficient funding for FY 10-11 for the payments of claims, settlements and judgments against the City.

**Major Budget Items:** Reduced transfer based on estimated payment for liability claims and related costs.

## Key Focus Area 6: Efficient, Effective Economical Government

### Litigation

Department: City Attorney's Office

- 6.53** **Description:** The Litigation Division represents the City and its officers and employees in legal proceedings and makes recommendations to the City Council for or against the settlement or dismissal of legal proceedings. The legal matters handled vary from enforcement of the city's building codes to prosecution of fraud to investigating claims. A substantial number of actions are handled annually ranging from property damage to storm water violations, to breach of contract, and to workers' compensation.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$3,595,963 40.0	\$4,036,839 38.5	\$3,665,587 37.5
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$3,595,963 40.0</b>	<b>\$4,036,839 38.5</b>	<b>\$3,665,587 37.5</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Amount of money collected	\$750,000.00	\$1,150,000.00	\$1,600,000.00
Number of claims resolved	30	30	20
Number of properties acquired	10	15	13
Number of lawsuits resolved	100	110	100

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Resolve legal matters without exceeding the FY 10-11 Risk Liability Fund Budget. 100% implementation of information management system and begin the collection of statistical data.

**Major Budget Items:**

Service is reduced by two Administrative Support and three Attorney positions. Litigation will work with departments during FY 10-11 to increase the rate of collections.

## Key Focus Area 6: Efficient, Effective Economical Government

### Major Maintenance Design and Construction

Department: EBS - Building Services

- 6.54** *Description:* This service manages 228 building design and construction projects annually, including building renovations, major maintenance and building repairs, office space planning, facility condition assessments, and strategic planning for Green Building practices in City-owned buildings. The bid funds staff to complete over \$100 Million in bond projects for major maintenance and building repair.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$1,175,388	19.9	\$1,300,802	18.6	\$0	0.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$749,005	0.0	\$1,189,030	0.0	\$0	0.0
<b>Total</b>	<b>\$1,924,393</b>	<b>19.9</b>	<b>\$2,489,832</b>	<b>18.6</b>	<b>\$0</b>	<b>0.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of construction projects awarded	90%	90%	N/A
Percentage of design projects awarded	90%	90%	N/A
Number of projects per Project Manager	38	38	N/A
Number of projects managed annually	228	228	N/A

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** The in-house construction crew, twelve FTEs, will be merged into Operation, Maintenance and Repair.

**Major Budget Items:** Architectural services consisting of seven FTEs, including a transferred roofing project manager, will be transferred to Public Works. Two positions will be eliminated.



## Key Focus Area 6: Efficient, Effective Economical Government

### Major Maintenance Design and Construction

Department: Public Works and Transportation

- 6.55** **Description:** This service manages 228 building design and construction projects annually, including building renovations, major maintenance and building repairs, office space planning, facility condition assessments, and strategic planning for Green Building practices in City-owned buildings. The bid funds staff to complete over \$100 Million in bond projects for major maintenance and building repair. Architectural services will be consolidated into Public Works in FY11.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<b>General Fund</b>	\$0 0.0	\$0 0.0	\$1,050,825 11.6
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$0 0.0	\$0 0.0	\$1,050,825 11.6

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percentage of construction projects	N/A	N/A	80%
Percentage of design projects awarded	N/A	N/A	80%
Number of projects per Project Manager	N/A	N/A	46
Number of projects managed annually	N/A	N/A	228

**FY 09-10 Performance Measure Status:**  
New Service



**Service Target FY 2010-11:** Award 90% of workplan projects within the SLA

**Major Budget Items:** This service was transferred from Equipment and Building Services.

## Key Focus Area 6: Efficient, Effective Economical Government

### Non-Departmental

Department: Office of Financial Services - Non-Departmental

- 6.56** *Description:* Non-Departmental provides funds for miscellaneous items not falling within a single department or which can be handled most efficiently in aggregate for the entire General Fund. Some of the most significant items funded in this bid include the general fund's portion of unemployment insurance payment, professional services for legislative services, bank contracts, wrecker services, city-wide memberships, council travel, and Public Improvement District (PID) assessment payments.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<i>General Fund</i>	\$13,673,323 2.9	\$13,840,779 2.9	\$16,300,569 6.0
<i>Enterprise/Internal Svc/Other</i>	\$0 0.0	\$0 0.0	\$0 0.0
<i>Additional Resources</i>	\$0 0.0	\$0 0.0	\$0 0.0
<i>Total</i>	\$13,673,323 2.9	\$13,840,779 2.9	\$16,300,569 6.0

#### *FY 09-10 Performance Measure Status:*

#### *Service Target FY 2010-11:*

*Major Budget Items:* Increase costs for unemployment payments and contract wrecker, partially offset by decreases in the banking contract.

## Key Focus Area 6: Efficient, Effective Economical Government

### Payroll

Department: City Controller's Office

- 6.57 Description:** The Payroll Division of the City Controller's Office is responsible for managing the payroll function for all City of Dallas employees. The Payroll Division monitors time entries, establishes payroll deduction and direct deposit requests in accordance with employee wishes and in compliance with City policies and existing laws. The Payroll Division generates wage payments on a biweekly basis, which authorized deductions are withheld and forwarded to intended recipients in a timely manner.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$689,556 13.9	\$705,225 9.9	\$637,161 7.6
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$689,556 13.9</b>	<b>\$705,225 9.9</b>	<b>\$637,161 7.6</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of employees using direct pay or pay card	98%	99%	99%
Percentage of child support payments mailed within 5 days of payroll end	100%	100%	100%
Percent of payroll runs completed within 1 day of payroll end	99%	99%	99%
Number of payment transactions annually	456,000	456,000	456,000

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Improve accountability through an upgrade to the payroll system and continue to provide 100% accuracy of payroll payments.

**Major Budget Items:** Payroll data entry will be outsourced. This will provide the same processing level at a reduced cost. Also, the Controller's Office expenditures for department support, programming, computer services and communications were reallocated based on FTEs

## Key Focus Area 6: Efficient, Effective Economical Government

### Public Information Office / Marketing & Media Relations

Department: Management Services

- 6.58** **Description:** The Public Information Office is the City's in-house public education and marketing / communications firm. The office provides turn key, cost efficient communications services to City departments and officials. PIO works directly with all media and communicates directly with homeowner organizations using traditional delivery methods as well as social media. Staff provides educational materials in English and Spanish.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$573,461 5.9	\$519,143 5.9	\$281,380 6.0
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$218,000 0.0
<b>Total</b>	<b>\$573,461 5.9</b>	<b>\$519,143 5.9</b>	<b>\$499,380 6.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of open records requests responded to within the legal window	100%	99%	100%
Percent of stories pitched to media resulting in placement/coverage (TV, Radio, Newspaper, On-line, BLOGS, Journals, social media)	90%	92%	93%
Number of newsletters produced	12	12	14
Number of new programs produced or acquired for the city cable channel	50	100	75

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Compliance with regulations outlined by the Texas Public Information Act for the timely response and processing of thousands of open records requests. Spanish translation of City news & information. Media & community relations services.

**Major Budget Items:**

Additional resources include reimbursements from Dallas Water Utilities (\$50,000), Storm Drainage Management Fund (\$20,000), Aviation (\$50,000) and Code Compliance (\$98,000)

## Key Focus Area 6: Efficient, Effective Economical Government

### Purchasing/Contract Management

Department: Business Development & Procurement Services

- 6.59** **Description:** The public procurement process is governed by Texas Local Government Procurement Code 252, AD 4-5 and City Charter. Prevailing federal, state, and local statutes, policies and procedures require that all requests for goods and services be competitively bid; the office of Business Development & Procurement Services (BDPS) is the City's procurement branch which complies with stated requirements and provisions.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$1,596,031	21.0	\$1,570,716	21.0	\$1,552,474	22.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	<b>\$1,596,031</b>	<b>21.0</b>	<b>\$1,570,716</b>	<b>21.0</b>	<b>\$1,552,474</b>	<b>22.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Number of contracts managed (Master Agreements)	502	592	592
Percentage of requisitions processed in compliance with State law	100%	100%	100%
Percentage of bids advertised within departments' deadlines	90%	90%	90%
Number of purchasing transactions (Requisitions)	15,950	10,895	11,500

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Reduce the number of purchasing transactions processed to 11,500 (Reduced from 15,950) by increasing the number of Master Agreements.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Quality Management System

Department: Management Services

- 6.60** *Description:* This service implements a Quality Management System (QMS) in selected departments that meets the standards set forth by the International Organization for Standardization (ISO 9001) and manages the contract for third-party audits of the City's Quality, Environmental, and Safety Management Systems.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<i>General Fund</i>	\$430,449 2.9	\$367,788 2.9	\$0 1.0
<i>Enterprise/Internal Svc/Other</i>	\$0 0.0	\$0 0.0	\$0 0.0
<i>Additional Resources</i>	\$281,694 0.0	\$281,694 0.0	\$268,899 0.0
<i>Total</i>	\$712,143 2.9	\$649,482 2.9	\$268,899 1.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Number of ISO 9001 certifications obtained	3	3	2

***FY 09-10 Performance Measure Status:***

*On Track*



***Service Target FY 2010-11:***

Number of ISO 9001 certifications obtained for FY 2010-11.

***Major Budget Items:***

Reduction of two (2) FTEs responsible for ZIP process improvements and cost saving/revenue enhancing projects. Includes contract for third-party audits of City's Quality, Environmental, and Safety Management Systems and one (1) FTE to implement QMS.

## Key Focus Area 6: Efficient, Effective Economical Government

### Real Estate for Public Property Transactions

Department: Sustainable Development and Construction

- 6.61** **Description:** Real Estate Services for Public Use acquires land for capital improvement projects for Dallas Water Utilities, Public Works and Transportation, Parks and other City Departments.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$0	10.1	\$0	10.1	\$0	10.2
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$747,451	0.0	\$747,451	0.0	\$684,389	0.0
<b>Total</b>	<b>\$747,451</b>	<b>10.1</b>	<b>\$747,451</b>	<b>10.1</b>	<b>\$684,389</b>	<b>10.2</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Staff Days to complete transactions	120	70	70
Percentage of transactions completed within Service Level Agreement	100%	100%	100%
Transactions per FTE	32	34	32
Property transactions	288	300	288

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Continue placing a priority on acquisition of the Cadillac Heights buyout, PWT, DWU projects; maintain current level of service for property acquisitions, appraisals and paving enhancement analysis.

**Major Budget Items:** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Reconciliations

Department: City Controller's Office

- 6.62** **Description:** The Reconciliation Division within the Controller's Office is responsible for ensuring the accuracy of the City's cash balance. The City currently has 31 active accounts. The Division is also responsible for ensuring Water Department accounts receivable activity in the Pay1 billing system is accurately reflected in the City's financial system. These processes involve detailed analysis of all related transactions in the City's financial system to activity in the bank statements and Pay1 account.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$457,771 6.0	\$494,612 6.0	\$429,646 6.1
Enterprise/Internal Svc/Other	\$0 0.0	\$0 0.0	\$0 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$457,771 6.0</b>	<b>\$494,612 6.0</b>	<b>\$429,646 6.1</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percentage of reconciliation reports provided to departments within schedule	100%	100%	100%
Percentage of items cleared every month within 30 days	98%	98%	98%
Number of reconciliation items per FTE	168,000	168,333	175,000
Number of cash transactions annually	1,010,000	1,010,000	1,050,000

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Reconcile all bank transactions within 30 days of month end.

**Major Budget Items:**

With the updated software, individual transactions will be addressed more efficiently than batch processed transactions due to the ability of the software's automated matching functionality creating a higher volume of transactions.



## Key Focus Area 6: Efficient, Effective Economical Government

### Records Management

Department: City Secretary's Office

- 6.63** *Description:* The TX Local Govt. Code establishes policies for efficient recordkeeping practices. Records Mgt. ensures public access requirements, operates centralized storage (74,500 boxes) of inactive records for all departments, identifies and coordinates the destruction of records which have reached the end of their required retention under the law. Quality control of Council action records, posting resolutions on the web, and preparing minute books (backup of Council actions) will not be supported.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars FTE</i>	<i>FY 2009-10 Estimate Dollars FTE</i>	<i>FY 2010-11 Adopted Dollars FTE</i>
<i>General Fund</i>	\$343,855 3.9	\$353,781 4.0	\$418,143 2.0
<i>Enterprise/Internal Svc/Other</i>	\$0 0.0	\$0 0.0	\$0 0.0
<i>Additional Resources</i>	\$0 0.0	\$0 0.0	\$0 0.0
<i>Total</i>	\$343,855 3.9	\$353,781 4.0	\$418,143 2.0

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percent of Customer Service Satisfaction	80%	75%	80%
Boxes of Inactive Records stored for all city departments	78,500	74,500	75,000

***FY 09-10 Performance Measure Status:***

*On Track*



***Service Target FY 2010-11:*** Maintain the review rate of records eligible for destruction at 85%.

***Major Budget Items:*** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Salary and Benefit Reserve

**Department:** Office of Financial Services - Reserves and Transfers

- 6.64** *Description:* The Salary and Benefit Reserve is a central location for the payment of General Fund employees' termination payments. Department's budgets do not include an allocation for termination payments. This reserve should be sufficient to fund the termination payments associated with the Reduction in Force and additional retirements which may occur during the fiscal year.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$3,700,000	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$0	0.0	\$0	0.0	\$3,700,000	0.0

*FY 09-10 Performance Measure Status:*

*Service Target FY 2010-11:*

*Major Budget Items:* FY 09-10 Salary and Benefit Reserve appropriations of \$2,917,550 have been allocated to department's budgets which have incurred termination costs.

## Key Focus Area 6: Efficient, Effective Economical Government

### Strategic Customer Services

Department: Management Services

- 6.65** **Description:** Promotes excellence in customer service through continuous improvement to Dallas residents and businesses through the Service Area Coordination team to manage interdepartmental projects and issues in the community. This service links the City-wide strategic plan and multi-year projects to the allocation of City resources via monitoring performance reporting and benchmarking of City performance against comparable organizations.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$353,935	8.9	\$415,975	10.7	\$459,154	9.9
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$79,705	0.0	\$78,448	0.0	\$79,705	0.0
<b>Total</b>	<b>\$433,640</b>	<b>8.9</b>	<b>\$494,423</b>	<b>10.7</b>	<b>\$538,859</b>	<b>9.9</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of City services whose performance measures are on track	N/A	72%	70%
Customer satisfaction with SAC Team	90%	86%	90%
Percent of residents stating that city employees treat customers courteously	75%	75%	75%

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Conduct the 2010-2011 Citizen Survey.

**Major Budget Items:** FY11 proposed budget increase is the result of extra computer programming charges, funding for the citizen survey and full year funding for one GIS analyst.

## Key Focus Area 6: Efficient, Effective Economical Government

### Support for Home Repair/Replacement Programs

Department: Housing / Community Services

- 6.66** **Description:** Provides service delivery staff and related supplies for annual loans/grants including loan processing, inspections and portfolio management for home repair/replacement programs that benefit low-income homeowners. Funds include HOME funds to reimburse CDBG funded employees who work on HOME projects.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$0	0.0	\$0	0.0	\$0	0.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$2,065,570	29.0	\$2,065,570	29.0	\$1,721,943	29.0
<b>Total</b>	\$2,065,570	29.0	\$2,065,570	29.0	\$1,721,943	29.0

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of homeowners assisted from various repair programs who are satisfied with services provided	100%	100%	100%
Average number of loan applications processed per FTE (loan staff)	100	210	182
Number of repair assessments	320	340	317
Number of loan applications processed	500	1,200	1,100

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Administer funding for up to 145 housing units needing home repairs while holding output constant even though labor and material costs are increasing

**Major Budget Items:**

Additional Resources: Community Development Block Grant (CDBG) \$1,721,943. The reduction in the estimated number of repair assessments in the performance measures is due to a major change in the program to comply with HUD's recommendations.

## Key Focus Area 6: Efficient, Effective Economical Government

### Support for Housing Development Programs

Department: Housing / Community Services

- 6.67** **Description:** Provides service delivery staff and related supplies necessary to implement the housing development programs including loan processing, contract administration, and portfolio management for loans/grants for Federal Grant-funded Mortgage Assistance/CHDO Programs that benefit low- to moderate-income homebuyers. Funds include HOME funds to reimburse CDBG funded employees who work on HOME projects.

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$0	0.0	\$0	0.0	\$0	0.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$1,315,645	17.0	\$1,315,645	17.0	\$1,058,540	17.0
<b>Total</b>	<b>\$1,315,645</b>	<b>17.0</b>	<b>\$1,315,645</b>	<b>17.0</b>	<b>\$1,058,540</b>	<b>17.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of project contracts executed by established deadline	100%	100%	100%
Number of loans/grants/contracts managed/FTE	165	175	165
Average number of hours spent per affordable units produced	13	15	15
Loans/grants/contracts managed	2,600	2,899	2,600

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Implement first-time homebuyers' programs and process development contracts efficiently

**Major Budget Items:** Additional Resources: Community Development Block Grant (CDBG) \$1,058,540

## Key Focus Area 6: Efficient, Effective Economical Government

### Tax Increment Financing Districts Payments

Department: Office of Financial Services - Non-Departmental

**6.68** *Description:* The City's required payment to various tax increment financing (TIF) districts based on TIF agreements.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$11,893,550	0.0	\$11,467,121	0.0	\$10,665,545	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$11,893,550	0.0	\$11,467,121	0.0	\$10,665,545	0.0

#### *FY 09-10 Performance Measure Status:*

*Service Target FY 2010-11:* Transfer increment payments to TIF funds by May 1, 2011.

*Major Budget Items:* Change in expense is result of valuation of properties within the TIF districts.

## Key Focus Area 6: Efficient, Effective Economical Government

### Utility Management

Department: Office of Financial Services

- 6.69** *Description:* Utility Management has primary responsibility for the oversight and management of franchised utilities and certificated telecommunication providers use of the public rights-of-ways including electric, natural gas, and cable TV.

<i>Source of Funds:</i>	<i>FY 2009-10 Budget Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2010-11 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$172,651	1.5	\$162,648	1.4	\$166,202	1.4
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$172,651	1.5	\$162,648	1.4	\$166,202	1.4

<i>Performance Measures</i>	<i>FY 2009-10 Budget</i>	<i>FY 2009-10 Estimate</i>	<i>FY 2010-11 Adopted</i>
Percentage of complaints responded to within 30 days	100%	100%	100%
Number of complaints reviewed	300	260	300

***FY 09-10 Performance Measure Status:***

*On Track*



***Service Target FY 2010-11:*** Provide oversight in accordance to guidelines.

***Major Budget Items:*** None

## Key Focus Area 6: Efficient, Effective Economical Government

### Vital Statistics

Department: Water Utilities

- 6.70** **Description:** The Bureau of Vital Statistics registers and issues certified copies of birth and death certificates to qualified applicants in accordance with Texas Department of State Health Services; regulations established by the Texas Administrative Code; issues burial transit and cremation permits that allow a body to be transported to another state; and preserves the vital records

Source of Funds:	FY 2009-10 Budget Dollars	FTE	FY 2009-10 Estimate Dollars	FTE	FY 2010-11 Adopted Dollars	FTE
General Fund	\$0	0.0	\$0	0.0	\$0	0.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	13.5	\$0	15.7
Additional Resources	\$0	0.0	\$1,017,440	0.0	\$1,167,387	0.0
<b>Total</b>	\$0	0.0	\$1,017,440	13.5	\$1,167,387	15.7

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Total number of deaths registered from all Funeral Homes and Medical Examiners Office combined.	10,000	10,600	10,000
Number of customers assisted/served by phone, walk-in email.	73,000	62,700	57,200
# Records Sold/FTE- total # of birth/death records issued by each employee	12,692	10,954	9,246
Total number of Birth Records printed from BVS (Remote Access).	19,000	17,860	16,500

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Sell 120,200 records.

**Major Budget Items:** Death certificate sales have declined with implementation of the State's new online Texas Electronic Registrar (TER) Death system in September 2009. State mandated that original copy be purchased online from TER. Service reimbursed by General Fund.



## Key Focus Area 6: Efficient, Effective Economical Government

### Water Planning, Financial and Rate Services

Department: Water Utilities

- 6.71** **Description:** This service ensures that the City has water both now and in the future to meet the needs of the citizens of Dallas and customer cities, while maintaining and acquiring water rights as needed. These divisions coordinate preparation of the capital budget to fund the water and wastewater infrastructure; develop and monitor the Department's annual operating budget of approximately \$530M; wholesale cost of service studies and both wholesale and retail rate development.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 0.0	\$0 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$3,053,769 24.8	\$2,595,233 21.3	\$3,244,995 25.3
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$3,053,769 24.8</b>	<b>\$2,595,233 21.3</b>	<b>\$3,244,995 25.3</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Percent of average residential bill to median income – Average annual residential water and wastewater bill should be less than or equal to 2 % median income (EPA guideline)	1.6	1.6	1.5
Compliance with Water Rights Permits-7030 - Annual percent of compliance with water rights permits	100%	100%	100%
Water rights permits administered per FTE	5	5	5
Percent of actual revenues to budgeted	100%	88%	100%

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Meet required deadlines on regulatory and contractual reporting 100% of the time.

**Major Budget Items:** FY11 includes an additional \$300k for water supply development studies.

## Key Focus Area 6: Efficient, Effective Economical Government

### Water Utilities Customer Account Services

Department: Water Utilities

- 6.72** **Description:** This service provides meter reading and customer service activities for over 300,000 water, wastewater, sanitation, and storm water utility accounts on a monthly basis. Also, includes billing and collection of other City departments' receivables. It supports account maintenance; payment processing; walk-in, online, auto-pay, lockbox; and support to all SAP billing system users.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 0.0	\$0 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$20,830,754 281.6	\$20,333,861 292.0	\$21,471,647 288.2
Additional Resources	\$1,840,321 0.0	\$581,165 0.0	\$576,915 0.0
<b>Total</b>	<b>\$22,671,075 281.6</b>	<b>\$20,915,026 292.0</b>	<b>\$22,048,562 288.2</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Meter reading accuracy	99.95	99.92	99.92
Annual cost to maintain each customer account	\$66.00	\$65.56	\$67.68
Service actions performed by field services to repair and test water meters per mile driven	0.45	0.46	0.43
Number of security alarm permits renewed/issued.	60,000	54,000	60,000

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:**

Maintain a high level of customer account management and overall revenue collections through accurate billing and processing of accounts. Provide on-going support of departmental billing areas including updates and training for over 500 users of SAP.

**Major Budget Items:**

Added 7 FTEs & expenses for consolidation of Special Collections which provides billing and collection services for over 30 revenue types and produces over \$25M annually. Additional FTEs are needed for realignment of all billing & collection in DWU.

## Key Focus Area 6: Efficient, Effective Economical Government

### Water's Price of Doing Business

Department: Water Utilities

**6.73** *Description:* Includes payments for services received by the Water Utilities Department from other City departments. Also includes Payment in Lieu of Taxes (PILOT) and Street Rental.

Source of Funds:	FY 2009-10 Budget Dollars FTE	FY 2009-10 Estimate Dollars FTE	FY 2010-11 Adopted Dollars FTE
General Fund	\$0 0.0	\$0 0.0	\$0 0.0
Enterprise/Internal Svc/Other	\$57,378,646 0.0	\$54,392,778 0.0	\$59,350,282 0.0
Additional Resources	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	<b>\$57,378,646 0.0</b>	<b>\$54,392,778 0.0</b>	<b>\$59,350,282 0.0</b>

Performance Measures	FY 2009-10 Budget	FY 2009-10 Estimate	FY 2010-11 Adopted
Annual ratio of actual payments to general fund as percent of budgeted amount of payments	100%	95%	100%
Annual cost of Water's Price of Doing Business as a percent of total Water Utilities budget	10%	12%	11%
Actual payments made for Street Rental as a % of budgeted	100%	88%	100%

**FY 09-10 Performance Measure Status:**

On Track



**Service Target FY 2010-11:** Provide payments to the general fund as budgeted.

**Major Budget Items:** FY10 underrun is due to reduction in Street Rental of \$2.6M.

FY11 includes \$0.7M in fleet replacement; \$0.6M increase in Street Rental; and \$2.0M for additional Payment in Lieu of Taxes (PILOT) based on updated 2009 DWU asset values.

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