

BUILDING SERVICES

MISSION

Building Services is committed to providing effective facility management in support of City service delivery.

DEPARTMENT GOALS

- Complete implementation of the Work Order Management System in coordination with the Communication and Information Services Department, to enhance the management of facility maintenance and repairs
- Develop an enhanced preventive maintenance program and improve customer engagement for planning, scheduling, dispatching and documenting completion of work, as well as for the ordering of parts and materials
- Initiate first full year of an enhanced preventive maintenance program for HVAC systems in FY 2019-20
- Complete the next electricity procurement contract and transition to the new contract by May 2019

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 Adopted budget, the City will separate Equipment and Building Services' two divisions, Building Services (General Fund) and Equipment Services (Internal Service Fund), into two distinct departments: Building Services and Equipment and Fleet Management. In addition, the Security Services division and all related positions will be transferred to the Court and Detention Services Department. In the FY 2018-19 budget and FY 2019-20 planned budget, Building Services continues to be responsible for major maintenance improvements, daily building operations, preventive maintenance, energy, and custodial services.

BUILDING SERVICES

The Building Services Department will focus on addressing deferred building maintenance, which will improve service delivery and responsiveness to customer departments. To do this, there is an increase in funding for major maintenance and repairs from \$5.5 million in FY 2017-18 to \$6 million in both the FY 2018-19 and \$6.5 million planned FY 2019-20 budgets.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$16,671,823	\$17,302,232	\$13,459,947	\$13,925,464
Supplies - Materials	\$5,490,882	\$5,517,846	\$5,737,853	\$5,660,271
Contractual - Other Services	\$10,296,554	\$9,974,150	\$5,329,550	\$5,473,544
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$32,459,259	\$32,794,228	\$24,527,350	\$25,059,279
Reimbursements	\$(3,791,730)	\$(4,126,699)	\$(1,797,443)	\$(1,790,209)
Department Total	\$28,667,529	\$28,667,529	\$22,729,907	\$23,269,070

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Capital Bond Program Reimbursement	\$(175,134)	\$(175,134)
Convention Center Reimbursement	\$(270,192)	\$(270,192)
Library Reimbursement	\$(80,822)	\$(80,822)
Miscellaneous Reimbursements	\$(1,196,848)	\$(1,189,614)
Municipal Archives Reimbursement	\$(600)	\$(600)
Sustainable Development and Construction Reimbursement	\$(48,847)	\$(48,847)
Water Utilities Reimbursement	\$(25,000)	\$(25,000)
Total	\$(1,797,443)	\$(1,790,209)

BUILDING SERVICES

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	234.00	295.50	182.10	182.10
Overtime FTEs	10.40	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	244.40	295.50	182.10	182.10

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Transfer six positions from Equipment and Building Services to the Bond Program Office (one program manager, two senior architects, one architect, one senior engineer, and one engineer assistant).	(6)	\$(767,643)	\$(767,643)
Transfer Security Services for all City facilities to Courts.	(81)	\$(4,353,095)	\$(4,353,095)
Fund contracted increase for landscape services.	0	\$16,390	\$16,390
Provide funding for the increase to the lease agreement payable to the Thanksgiving Square Foundation. The contract change increases the payment from \$385,069 to \$408,000.	0	\$22,931	\$22,931
Fund the increase in Atmos Energy expenses.	0	\$130,000	\$130,000
Fund an enhanced service level agreement with Park and Recreation to perform maintenance and horticultural services for City Hall Plaza and surrounding area and the Oak Cliff Municipal Center.	0	\$49,847	\$49,847

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Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Fund the contract increase related to the mobile device integration phase of the Enterprise Work Order and Asset Management System (EWAMS).	0	\$30,000	\$30,000
Total	(87)	\$(4,871,570)	\$(4,871,570)

REVENUE CATEGORY BY SERVICE

Building Services is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. The department is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Security Service for City Facilities	Service to Others	\$0	\$4,482	\$0	\$0
	Total Revenue	\$0	\$4,482	\$0	\$0
Bullington Truck Terminal and Thanksgiving Square	Other	\$313,056	\$313,056	\$313,056	\$313,056
	Total Revenue	\$313,056	\$313,056	\$313,056	\$313,056
City Facility Operation, Maintenance and Repair	Service to Others	\$711,690	\$711,690	\$732,630	\$732,630
	Other	\$250	\$250	\$250	\$250
	Total Revenue	\$711,940	\$711,940	\$732,880	\$732,880
Department Total		\$1,024,996	\$1,029,478	\$1,045,936	\$1,045,936

BUILDING SERVICES

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage reduction in electrical use	2%	5%	2%	2%
Number of HVAC units replaced	45	45	55	58
Number of roof replacements completed	N/A	N/A	6	7

SERVICE DESCRIPTION AND BUDGET

Bullington Truck Terminal and Thanksgiving Square: Operates the truck terminal and the pedestrian way including custodial, security, and general maintenance services. The service invoices customer facilities for their pro rata share of the operational agreement the City entered in 1973.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$650,780	\$648,453	\$735,147	\$736,618

Capital Facilities: Plans, designs, and manages the renovations and major repairs of facilities including police, fire, libraries, cultural buildings, and City service centers. The FY 2018-19 budget reflects the transfer of six positions to the Bond Program Office.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$928,528	\$817,119	\$765,851	\$782,045

City Facility Operation, Maintenance, and Repair: Performs daily operations and routine, preventive, and emergency repairs of mechanical, electrical, plumbing, and roofing systems in more than 500 City facilities (10.5 million square feet).

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$16,543,943	\$16,460,181	\$14,798,146	\$15,252,636

Custodial Maintenance: Provides custodial services at more than 100 City facilities (4.2 million square feet) using a combination of City staff and service contracts. This service also coordinates contracted pest control services for more than 85 City facilities (2.9 million square feet).

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,457,407	\$3,702,721	\$3,521,606	\$3,585,821

BUILDING SERVICES

Energy Procurement and Monitoring: Procures the City's electricity and manages more than 2,700 individual electricity accounts.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,864,855	\$3,098,784	\$2,909,157	\$2,911,950

Security Service for City Facilities: Provides a combination of City staff and contracted security at 17 City facilities, including City Hall, Police Headquarters, Convention Center and others. The FY 2018-19 budget transfers this service to Court and Detention Services.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,222,016	\$3,940,271	\$0	\$0

CITY ATTORNEY’S OFFICE

MISSION

The mission of the City Attorney’s Office (CAO) is to provide the highest quality legal services to the Dallas City Council, City employees, and boards and commissions in the most ethical, timely, efficient, and cost-effective manner.

DEPARTMENT GOALS

- Respond to Council and department requests in a timely manner
- Continue to actively pursue violations of state law and City ordinances that affect quality of life issues
- Continue to cross-train lawyers to provide quicker responses to legal issues
- Continue to minimize the impact on taxpayers by reducing the use of outside counsel and providing more legal services in-house

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for CAO support the department’s efforts to showcase Dallas as a world-class destination by focusing on reducing crime, creating a sustainable community, and improving the quality of life of our residents. CAO will continue to collect more than \$2.5 million in revenue, prosecute more than 200,000 cases through municipal and community prosecution programs, draft thousands of contracts, ordinances, and resolutions, provide thousands of legal opinions, handle hundreds of claims and lawsuits, and provide innovative programs through the Community Courts division. CAO will reduce its impact on taxpayers by minimizing the use of outside counsel.

This year, as the result of continual analysis and research, CAO identified a gap in the service delivery model of the office. Therefore, Community Prosecution and Courts became independent, stand-alone sections to expand the services provided. In addition, the Code

CITY ATTORNEY’S OFFICE

section of the office was absorbed into Community Prosecution to more effectively seek proactive solutions to neighborhood problems and ensure compliance with City codes and state law through enhanced litigation.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$15,730,682	\$15,287,050	\$16,403,860	\$16,825,636
Supplies - Materials	\$250,784	\$295,239	\$182,135	\$182,135
Contractual - Other Services	\$3,076,567	\$3,286,061	\$3,299,390	\$3,422,170
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$19,058,033	\$18,868,350	\$19,885,385	\$20,429,941
Reimbursements	\$(2,269,858)	\$(2,141,404)	\$(1,536,509)	\$(1,592,738)
Department Total	\$16,788,175	\$16,726,946	\$18,348,876	\$18,837,203

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Department Support	\$(1,536,509)	\$(1,592,738)
Total	\$(1,536,509)	\$(1,592,738)

CITY ATTORNEY’S OFFICE

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	154.30	146.65	156.80	156.80
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.50	0.15	0.50	0.50
Total FTEs	154.80	146.80	157.30	157.30

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Add Section Head of Community Courts position. This position was previously 100% CDBG-funded.	1	\$132,251	\$132,251
Add temporary compliance asset management staff to address backlog of property liens dating back to 1990s.	0	\$39,150	\$39,150
Add one position for substandard structure referrals by Code Compliance.	1	\$74,257	\$74,257
Total	2	\$245,658	\$245,658

CITY ATTORNEY’S OFFICE

REVENUE CATEGORY BY SERVICE

CAO is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. CAO is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Community Courts	Fines & Forfeitures	\$0	\$53,456	\$0	\$0
	Other	\$0	\$40,000	\$0	\$0
	Total Revenue	\$0	\$93,456	\$0	\$0
Community Prosecution	Service to Others	\$0	\$300	\$0	\$0
	Fines & Forfeitures	\$0	\$111,608	\$0	\$0
	Other	\$0	\$400	\$0	\$0
	Total Revenue	\$0	\$112,308	\$0	\$0
DFW International Airport Legal Counsel	Intergovernmental	\$578,685	\$597,401	\$593,930	\$597,406
	Total Revenue	\$578,685	\$597,401	\$593,930	\$597,406
General Counsel	Other	\$0	\$58	\$0	\$0
	Total Revenue	\$0	\$58	\$0	\$0
Litigation	Service to Others	\$50,000	\$31,841	\$50,000	\$50,000
	Fines & Forfeitures	\$175,000	\$156,765	\$175,000	\$175,000
	Other	\$25,000	\$18,892	\$25,000	\$25,000
	Total Revenue	\$250,000	\$207,497	\$250,000	\$250,000
Department Total		\$828,685	\$1,010,720	\$843,930	\$847,406

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of cases prosecuted	200,000	200,000	160,000	160,000
Number of cases, code cases, and nuisance abatements prosecuted and resolved	5,695	350	350	350
Number of claims and lawsuits resolved	230	230	230	230
Amount of money collected	\$2,550,000	\$2,550,000	\$2,550,000	\$2,550,000
Number of ordinances and resolutions prepared	450	450	450	450
Number of contracts, agreements, and administrative actions completed	4,800	4,800	4,500	4,500

CITY ATTORNEY’S OFFICE

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of Open Records Requests referred to Attorney General for exemption	275	275	500	500
Number of cases handled by community courts	N/A	N/A	25,000	25,000

SERVICE DESCRIPTION AND BUDGET

Community Courts: Neighborhood-focused courts that address complex individual problems and build stronger communities. Allows the City to focus and leverage its resources in target areas to maximize program benefits and neighborhood impact.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,167,190	\$1,061,030	\$1,482,280	\$1,488,649

Community Prosecution: Community Prosecutors use litigation and creative problem-solving strategies to address and abate code violations, improve the quality of life, increase public safety, and strengthen communities throughout the city.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,124,973	\$2,186,542	\$2,006,336	\$2,058,156

DFW International Airport Legal Counsel: Provides services to the DFW Airport Board and staff regarding federal regulatory matters, contracts with airlines, commercial real estate, labor and environmental law, contract compliance and procurement, and ground transportation regulations.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$600,334	\$568,787	\$593,930	\$614,306

Environmental Enforcement, Compliance, and Support: Prosecutes stormwater and other environmental violations and litigation. Provides legal advice to City departments regarding stormwater and other environmental compliance.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,799	\$(1,800)	\$85,382	\$2,799

General Counsel: Provides legal advice and counsel to the City Manager, the City Council, City boards and commissions, and all City departments. Responsible for drafting and reviewing contracts and ordinances of the City and providing legal advice on a wide variety of matters.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,354,206	\$4,352,700	\$5,218,931	\$5,317,134

CITY ATTORNEY’S OFFICE

Litigation: Represents the City, its officers and employees in lawsuits, claims, and appeals involving civil rights, personal injuries, employment, collections, eminent domain, bankruptcy, City ordinances, Open Records Requests, zoning, land use, public utilities, and other issues.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$5,445,034	\$5,506,525	\$5,906,355	\$6,138,922

Municipal Prosecution: Prosecutes class C misdemeanors and fine-only City ordinance violations, including animal cruelty, juvenile, dangerous dog appeals, demolition, environmental, family violence, and traffic violations.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,343,624	\$2,307,718	\$2,287,153	\$2,343,199

Police Legal Liaison: Serves as general counsel to the Dallas Police Department, provides legal training and advice about subpoenas, public information requests, and expunctions, prepares opinions and bulletins, requests decisions from the Attorney General, and files answers in court.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$750,015	\$745,445	\$768,508	\$785,703

CITY AUDITOR’S OFFICE

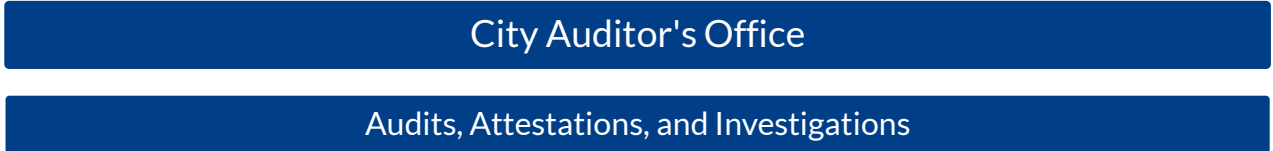
MISSION

The mission of the City Auditor’s Office is to promote public trust and advance accountability by providing independent, objective, and useful professional services for the City of Dallas.

DEPARTMENT GOALS

Produce 50 deliverables, including audits, attestation reports, non-audit service deliverables, investigative reports, and presentations.

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The City Auditor’s Office is established by Chapter IX of the City Charter as an independent audit function with the primary responsibility of serving at the direction of the City Council. The City Auditor’s Office is required by City Charter, Chapter XI, Section 2 to furnish a detailed budget estimate of its requirements for the coming year directly to City Council, to be approved by City Council, and then consolidated with the City Manager’s annual budget estimate. The City Auditor’s budget (91 percent of which is for salaries and benefits, one percent for computer hardware, software and supplies, and eight percent for professional development, memberships, other services, and CIS chargebacks) permits the office to carry out its responsibilities, serving as a broad-based control in supporting City Council’s governance and City management’s operational responsibilities.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$3,110,627	\$2,828,429	\$3,082,505	\$3,212,818
Supplies - Materials	\$29,025	\$29,025	\$29,204	\$29,930
Contractual - Other Services	\$220,391	\$232,811	\$255,605	\$243,807
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,360,043	\$3,090,265	\$3,367,314	\$3,486,555
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$3,360,043	\$3,090,265	\$3,367,314	\$3,486,555

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded

CITY AUDITOR’S OFFICE

for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	26.00	23.61	26.00	26.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	26.00	23.61	26.00	26.00

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of department hours spent on direct project services	75%	76%	75%	75%
Percentage of audit report recommendations agreed upon by management	82%	100%	100%	100%
Number of audit deliverables	50	39	50	50
Cost per direct audit hour	\$92.86	\$85.24	\$89.00	\$91.00

SERVICE DESCRIPTION AND BUDGET

Audits, Attestations and Investigations: The City Auditor's Office is an independent audit function serving at the direction of the City Council. Information is provided on accountability of resources, adequacy of internal controls, accuracy of information, and efficiency and effectiveness of programs, projects, and departments.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,360,043	\$3,090,265	\$3,367,314	\$3,486,555

CITY CONTROLLER’S OFFICE

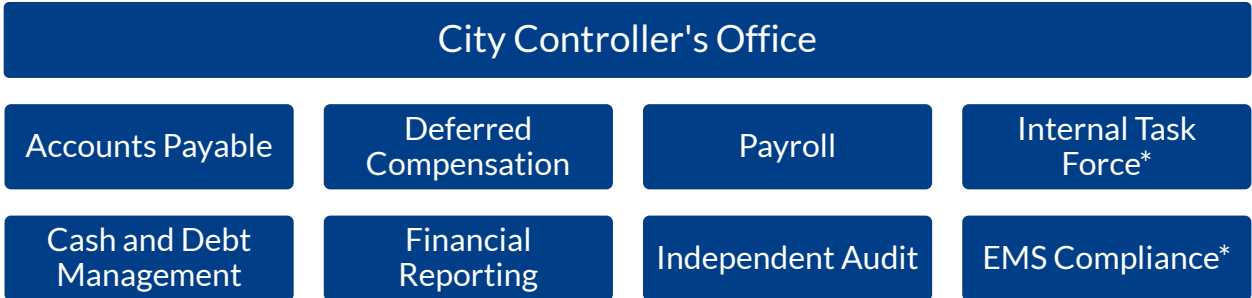
MISSION

The mission of the City Controller’s Office (CCO) is to effectively manage public resources by providing timely and accurate financial services and information to City management, elected officials, and the public.

DEPARTMENT GOALS

- Provide timely and relevant financial reports
- Improve customer satisfaction through accurate and timely communication of financial information
- Provide annual Citywide training to departments regarding accounting policies and procedures
- Improve and maintain timeliness of processing vendor invoices
- Increase overall participation in the City’s Voluntary Deferred Compensation Plans
- Ensure compliance with portfolio investment strategies by monitoring investment transactions
- Provide effective and efficient investment management by controlling management costs
- Ensure compliance with collateralization of deposits requirement per City of Dallas Investment Policy
- Improve depository banking services

FUNCTIONAL ORGANIZATION CHART



*Services transferred from Management Services.

DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for CCO support the department’s efforts to provide residents, Council members, executive staff, and bondholders with timely, accurate, and relevant financial information. It is the responsibility of CCO to maintain a high degree of integrity in the City's financial information. CCO is committed to maintaining and improving communication, training, and controls to ensure the accurate and timely processing of financial transactions and financial statements.

In FY 2018-19, the department will focus on the Electronic Data Imaging System to assist with automating invoice entry into the financial system. The goal of the Electronic Data

CITY CONTROLLER’S OFFICE

Imaging System is to improve efficiency and accountability in vendor payment processing time by ensuring standardization and consistency.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$5,217,785	\$4,150,015	\$5,811,613	\$5,873,900
Supplies - Materials	\$51,071	\$58,992	\$208,445	\$208,446
Contractual - Other Services	\$2,045,368	\$3,127,316	\$2,733,303	\$2,842,822
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$7,314,224	\$7,336,323	\$8,753,361	\$8,925,168
Reimbursements	\$(1,043,736)	\$(1,065,836)	\$(1,066,570)	\$(1,066,570)
Department Total	\$6,270,488	\$6,270,488	\$7,686,791	\$7,858,598

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Department Support	\$(521,914)	\$(521,914)
Aviation Reimbursement	\$(22,000)	\$(22,000)
Water Utilities Reimbursement	\$(24,000)	\$(24,000)
Convention Center Reimbursement	\$(254,000)	\$(254,000)
Miscellaneous Reimbursement	\$(244,656)	\$(244,656)
Total	\$(1,066,570)	\$(1,066,570)

CITY CONTROLLER’S OFFICE

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	60.70	53.41	66.00	66.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	60.70	53.41	66.00	66.00

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Eliminate two positions to fund a Sr. Program Manager position.	(2)	\$(191,356)	\$(191,356)
Reduce temporary help expenses.	0	\$(164,354)	\$(164,354)
Add funding for a six-year service contract for actuarial analysis services.	0	\$147,500	\$147,500
Reallocate funding to reclassify two Financial Accountant positions into two Manager III positions.	0	\$55,408	\$55,408
Add a Sr. Program Manager position to oversee Accounts Payable and Payroll.	1	\$152,060	\$152,060
Add funding for the ongoing maintenance of OnBase.	0	\$100,000	\$100,000
Provide one-time funding to have a consultant document key processes (Internal Controls).	0	\$30,000	\$0
Full-year funding for one financial reporting position added in in FY 2017-18.	0	\$16,027	\$16,027
Increase funding for year five of independent audit.	0	\$0	\$27,537
Total	(1)	\$145,285	\$142,822

CITY CONTROLLER’S OFFICE

REVENUE CATEGORY BY SERVICE

CCO is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. CCO is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Deferred Compensation	Service to Others	\$60,055	\$58,075	\$69,150	\$69,150
	Total Revenue	\$60,055	\$58,075	\$69,150	\$69,150
Financial Reporting	Other	\$75,000	\$52,274	\$55,000	\$55,000
	Total Revenue	\$75,000	\$52,274	\$55,000	\$55,000
Payroll	Service to Others	\$80,340	\$70,629	\$68,584	\$68,584
	Total Revenue	\$80,340	\$70,629	\$68,584	\$68,584
Department Total		\$215,395	\$180,977	\$192,734	\$192,734

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of days to complete bank reconciliation after month end	45	45	40	40
Percentage of permanent employees enrolled in City's Voluntary Deferred Compensation Plan	48.60%	48.30%	48.60%	48.60%
Average cost per payroll transaction	\$1.34	\$1.38	\$1.30	\$1.30
Management cost per \$100 invested	\$0.04	\$0.04	\$0.04	\$0.04
Percentage of invoices paid within 30 days	93%	93%	94%	94%

SERVICE DESCRIPTION AND BUDGET

Accounts Payable: Processes all payments and reimbursements to the City's vendors, business partners, and employees. The process ensures vendor payments and employee reimbursements comply with the City's Administrative Directives and other applicable policies and regulations. The division plays a vital role in maintaining positive vendor relationships by ensuring the accuracy and timeliness of vendor payments.

Source of Funds	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,506,284	\$1,505,969	\$1,218,646	\$1,310,160

CITY CONTROLLER'S OFFICE

Cash and Debt Management: Manages the City's investment portfolio, coordinating bond sales, and maintaining banking services. Manages Citywide cash flow by purchasing investments and reporting on portfolio activities. The portfolio is approximately \$2 billion in size. Proceeds from bond sales fund capital improvement projects.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$730,500	\$793,049	\$740,953	\$743,507

Deferred Compensation: Oversees the mandatory 457(b) Plan as well as the voluntary 401(k) and 457(b) Plans. The plans have assets of \$609 million with 12,278 plan accounts with a balance. Facilitates communication and education services to support all City employees in their efforts to achieve a financially secure retirement.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$128,836	\$131,626	\$126,280	\$126,153

Financial Reporting: Prepares the City's Comprehensive Annual Financial Report (CAFR) and the annual financial statements for Dallas Water Utilities, Aviation, Economic Development Tax Increment Finance funds, Local Government Corporations, and the management of the external financial audit. Ensures the accuracy of the City's cash balance and capital asset system.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,340,710	\$2,275,329	\$2,698,403	\$2,644,175

Independent Audit: The annual audit is performed by the independent auditors and includes examining, on a test basis, evidence supporting the amounts and disclosures in the CAFR. The audit is performed in accordance with auditing standards generally accepted in the United States and the standards applicable to financial audits contained in the Government Auditing Standards issued by the Comptroller General of the United States.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$891,157	\$891,157	\$917,892	\$917,892

Payroll: Responsible for accurate and timely payroll processing for City employees, including time monitoring, wage deductions, federal tax withholding and reporting, and benefit reporting. Ensures the City's compliance with IRS and Social Security Administration rules and regulations. Responsible for record keeping and payroll data balancing and reconciling.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$673,001	\$673,358	\$872,315	\$1,004,410

CITY CONTROLLER’S OFFICE

EMS Compliance: Works to promote an ethical culture of compliance with state and federal laws within the City of Dallas health care operations and to prevent, detect, and mitigate any areas of noncompliance. Trains approximately 2,000 employees per year on standards for providing services billed to federal health care programs (Medicare/Medicaid), as well as compliance with HIPAA regulations. Ensures federal health care programs are billed appropriately and consistently achieves an error rate below the maximum acceptable rate of five percent.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$338,198	\$338,198

Internal Control Service: Provides organizational guidance on internal control and fraud deterrence designed to improve the organization’s performance. Closely monitors the implementation of audit recommendations and assists departments in ensuring reported risks are mitigated. Serves as a resource for internal control questions and concerns and provides training for topics such as cash handling and internal control.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$774,104	\$774,104

CITY MANAGER’S OFFICE

MISSION

The City Manager’s Office (CMO) provides leadership and direction to City departments and executive support to the Mayor and City Council to provide effective and efficient services to Dallas residents.

DEPARTMENT GOALS

- Provide centralized direction and leadership and effectively manage the efficient delivery of City services
- Support the goals of the Mayor and City Council by researching innovative financial opportunities and meeting the challenges facing the City
- Allocate resources appropriately through the annual budget process

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

CMO provides centralized city management to ensure efficient and effective administration of municipal services as directed by the Mayor and City Council. CMO prepares and submits to the City Council a balanced plan of municipal service in adherence with the policy goals and objectives established by the City Council while exercising effective leadership and management of the city. While oversight of departments and management of service divisions are assigned to a Chief or Assistant City Manager, two offices report directly to CMO: the Office of Innovation and Office of Welcoming Communities and Immigrant Affairs.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$2,600,130	\$2,312,143	\$2,596,095	\$2,663,479
Supplies - Materials	\$4,150	\$4,482	\$4,150	\$4,150
Contractual - Other Services	\$143,519	\$326,570	\$187,060	\$194,928
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$2,747,799	\$2,643,196	\$2,787,305	\$2,862,557
Reimbursements	\$(403,532)	\$(403,532)	\$0	\$0
Department Total	\$2,344,267	\$2,239,664	\$2,787,305	\$2,862,557

CITY MANAGER’S OFFICE

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	16.00	15.04	17.00	17.00
Overtime FTEs	0.00	0.01	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	16.00	15.05	17.00	17.00

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage completion of City Manager’s performance goals	100%	86%	TBD	TBD
Composite Satisfaction Index (Community Survey)	N/A	N/A	N/A	96%

SERVICE DESCRIPTION AND BUDGET

City Administration: Oversee the daily operations and fiscal health of the City of Dallas.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,344,267	\$2,239,664	\$2,787,305	\$2,862,557

CITY SECRETARY’S OFFICE

MISSION

The City Secretary’s Office (SEC) is committed to focusing on areas of responsibility, providing effective resolution of issues, rendering exceptional customer service to residents, City Council, and staff, and producing vital and productive outcomes that positively reflect established priorities for the City of Dallas.

DEPARTMENT GOALS

- Decrease Open Records Requests by two percent
- Continue conducting quarterly citywide Open Records Request training for staff
- Improve information transparency by increasing traffic to the SEC website by 7,510 views (from 250,308 views in FY 2017-18 to 257,818 projected views in FY 2018-19)
- Conduct 10 boards and commissions member trainings for FY 2018-19
- Maintain 10 historical record preservation collection guides for FY 2018-19
- Continue conducting quarterly records management liaison trainings

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for SEC support the department and City’s efforts to promote an open and responsive government through proper recording and preservation of the City's official documents and to provide responsive customer service to our diverse customer base. The FY 2018-19 budget includes funding for 1) conducting the 2019 general and runoff elections; 2) adding four positions to the department (Open Records Request and Council Support); 3) conducting in-depth criminal background checks for nominees eligible to serve on a board or commission; and 4) converting official documents to the City’s electronic document management system for ease and convenience in record access.

CITY SECRETARY’S OFFICE

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$1,808,243	\$1,785,146	\$2,183,812	\$2,232,788
Supplies - Materials	\$17,586	\$23,262	\$19,086	\$19,086
Contractual - Other Services	\$768,095	\$849,285	\$2,147,646	\$837,990
Capital Outlay	\$109,100	\$108,500	\$0	\$0
Expense Total	\$2,703,024	\$2,766,194	\$4,350,544	\$3,089,864
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$2,703,024	\$2,766,194	\$4,350,544	\$3,089,864

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	18.00	20.00	24.00	24.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	18.00	20.00	24.00	24.00

CITY SECRETARY’S OFFICE

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Add three positions to the Open Records Request Center and one Assistant City Secretary to City Council Support.	4	\$383,052	\$383,052
Fund the May 2019 General Election for a total cost of \$1,321,000, \$1,100,000 of which was already included in the planned FY 2018-19 budget. No Mayor or Council election is scheduled in FY 2019-20.	0	\$1,321,000	\$0
Outsource scanning service to vendor of approximately 20,500 oversized pages and 16,000 regular-sized pages to be scanned from microfilm.	0	\$10,000	\$10,000
Contract cost increase to conduct in-depth criminal background checks for nominees eligible to serve on a city board or commission.	0	\$16,500	\$16,500
Elimination of one-time funding in FY 2017-18 for purchase of new software for resident applications and background checks for boards and committees.	0	\$(62,000)	\$0
Total	4	\$1,668,552	\$409,552

REVENUE CATEGORY BY SERVICE

SEC is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. SEC is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
City Council Support	Service to Others	\$1,600	\$2,564	\$1,600	\$1,600
	Other	\$12,000	\$9,707	\$12,000	\$12,000
	Total Revenue	\$13,600	\$12,271	\$13,600	\$13,600
Department Total		\$13,600	\$12,271	\$13,600	\$13,600

CITY SECRETARY’S OFFICE

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of archive outreach events conducted	N/A	2	4	4
Number of historical guides	12	10	10	10
Percentage of background checks initiated within three business days	100%	100%	100%	100%
Number of community outreach events attended	9	2	2	2
Number of trainings provided to board and commission members	4	10	10	10
Percentage of Council voting agendas processed within 10 working days	100%	100%	100%	100%
Percentage of public meeting notices processed and posted within two hours	100%	100%	100%	100%
Percentage of service requests completed within 10 business days	100%	100%	100%	100%
Percentage of Open Records Requests completed within 10 business days	100%	100%	100%	100%
Percentage of campaign finance reports reported within one business day	100%	100%	100%	100%

SERVICE DESCRIPTION AND BUDGET

Archives: Manages, preserves, and provides access to historical City documents, ledgers, manuscripts, maps, photographs, microforms, and printed materials. Records are maintained and made available to residents, City Council, and City staff. Provides disaster recovery for permanent City Secretary files.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$186,100	\$192,014	\$191,300	\$196,043

Boards and Commissions Support: Oversees nominations and background checks for 53 boards and commissions. Serves as the coordinating unit for the Permit and License Appeal Board and the Ethics Advisory Commission and documents compliance of gift and financial disclosure reports and required personal financial statements.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$426,899	\$415,242	\$388,131	\$397,651

City Council Support: Provides leadership and administration support to City Council and departments who are the sole source for services by attending all meetings of the City Council, keeping accurate records, preparing minutes of Council meetings, certifying official records, and performing other mandated functions.

CITY SECRETARY'S OFFICE

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$817,978	\$824,371	\$902,235	\$920,400

Customer Service: Provides support to City Council, staff, and residents, posts meeting notices, accepts legal notices served to the City, registers residents to speak at Council meetings, processes official documents, prepares certifications for legal proceedings, processes payments, and indexes official documents.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$216,878	\$203,512	\$218,328	\$223,730

Elections: All municipal elections are conducted under the provisions of the City Charter unless the laws of the State of Texas require otherwise. The City Secretary shall serve as the election official for all elections and manage the joint election and related contracts with Dallas, Denton, and Collin Counties.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$143,780	\$151,371	\$1,476,566	\$156,176

Open Records: The division is committed to full disclosure of all public records upon request. Requests for public information, except requests for police information, are managed to ensure the City complies with the requirements of the Texas Public Information Act.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$265,336	\$385,578	\$553,814	\$572,708

Records Management: Advises the Records Management Policy Committee, manages compliance with record keeping requirements, facilitates access to public information, applies record retention schedules, operates the Records Center, trains City staff, quality controls City Council action files, posts resolutions to the website, and creates minute books.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$646,053	\$594,104	\$620,170	\$623,156



CIVIL SERVICE

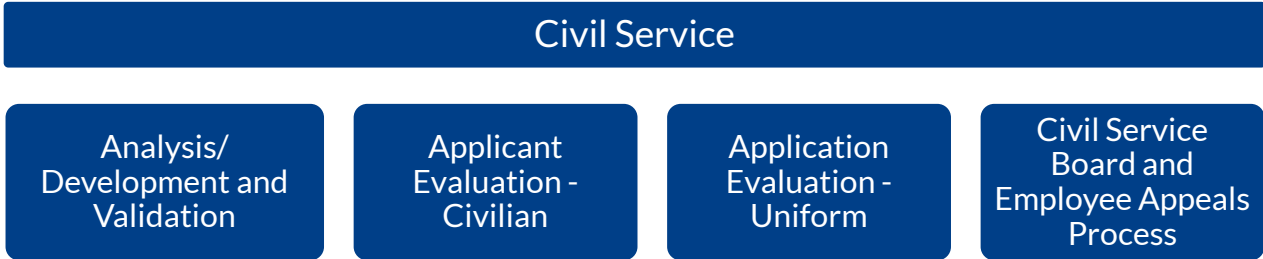
MISSION

The Civil Service Department is committed to partnering with our client departments to provide tailored staffing, hiring, and promotional solutions that enhance the quality and efficiency of the workforce, while upholding the values and principles of the merit system. The department is also dedicated to providing an impartial hearing process, allowing eligible employees to appeal charges of discrimination and unfair application of rule and regulations.

DEPARTMENT GOALS

- Conduct job analyses to identify preferred qualifications for civilian positions and allow hiring departments to select candidates that best fit department needs
- Implement online testing for civilian classifications that will identify highly qualified candidates to streamline hiring process
- Expand active recruiting by using LinkedIn Recruiter to actively search the system for candidates that meet the specific needs of hiring managers
- Enhance community relationships by increasing participation in job fairs and community outreach opportunities
- Create instructional videos for applicant processes and promotional videos for use with social media to increase exposure and understanding of jobs
- Pilot-test video recording in the Police and Fire-Rescue assessment center process to potentially decrease assessors' costs and improve consistency and accuracy in ratings
- Expand skills testing for entry-level office and field positions (e.g. Office Assistants, Equipment Operators, and mechanic positions)

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for Civil Service include recruiting using various methods (e.g., LinkedIn Recruiter, social media, and additional community job/career fairs) to proactively search for candidates meeting the specific needs of hiring managers. Civil Service continues to reduce the time to evaluate applications and deliver qualified candidates to meet increased demand, especially for the Police and Fire-Rescue departments. Candidate qualification includes job analysis and development and administration of tests including written, skills-based, and physical ability exams.

CIVIL SERVICE

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$2,519,880	\$2,502,749	\$2,643,704	\$2,745,204
Supplies - Materials	\$75,423	\$75,423	\$75,520	\$100,520
Contractual - Other Services	\$485,512	\$568,697	\$522,397	\$482,508
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,080,815	\$3,146,870	\$3,241,621	\$3,328,232
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$3,080,815	\$3,146,870	\$3,241,621	\$3,328,232

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	29.00	27.65	29.00	29.00
Overtime FTEs	0.30	0.30	0.30	0.30
City Temporary FTEs	0.00	0.00	0.00	2.00
Total FTEs	29.30	27.95	29.30	31.30

CIVIL SERVICE

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Purchase new recruiting software.	0	\$100,000	\$100,000
Purchase Statistical Package for Social Sciences software for HR analysts.	0	\$0	\$25,000
Add two intern positions in FY 2019-20 to help with validation.	2	\$0	\$40,580
Total	2	\$100,000	\$165,580

REVENUE CATEGORY BY SERVICE

Civil Service is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Civil Service is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Civil Service Board Administration - Employee Appeals Process	Service to Others	\$3,400	\$3,423	\$3,400	\$3,400
	Total Revenue	\$3,400	\$3,423	\$3,400	\$3,400
Department Total		\$3,400	\$3,423	\$3,400	\$3,400

CIVIL SERVICE

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of new Civil Service board members and adjunct panel members who complete required training within 45 days of City Council confirmation	N/A	N/A	100%	100%
Percentage of civilian applications processed within 30 days of receipt	N/A	N/A	85%	85%
Percentage of certified registers provided to hiring authority within five business days of administration of final examination for uniform entry-level positions	N/A	N/A	95%	95%
Percentage of certified registers provided to hiring authority within five business days of close of announcement period or administration of final examination for civilian positions	N/A	N/A	93%	93%
Percentage of hiring managers reporting a satisfaction rating of at least "Satisfied" with job analysis outcomes	N/A	N/A	90%	90%
Percentage of police and fire promotional written exam items retained after challenge process	N/A	N/A	95%	95%

CIVIL SERVICE

SERVICE DESCRIPTION AND BUDGET

Analysis-Development and Validation: Provides job-related entry-level, promotional, and physical ability (Fire-Rescue) tests and assessments for civilian/uniform positions under the authority of City Charter Chapter XVI, Sections 5, 6, and 13, Civil Service Rules VIII, IX, X, XIV, XXIII, and XXIV.

Sources of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$795,799	\$805,822	\$947,509	\$1,021,992

Applicant Processing – Civilian: Recruits interested candidates from multiple sources and evaluates applications to ensure candidates meet minimum qualifications for approximately 800 job titles and subsets. Oversees the reduction-in-force (RIF) rules and process.

Sources of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$959,722	\$978,054	\$1,035,553	\$1,041,491

Applicant Processing – Uniform: Screens applicants for entry-level and promotional Police and Fire-Rescue positions. Certified registers of qualified candidates are provided to Police and Fire-Rescue after evaluation of employment applications, personnel files, and applicable tests.

Sources of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$798,466	\$802,198	\$830,753	\$849,767

Civil Service Board Administration – Employee Appeals Process: Coordinates employee discharge/demotion appeals and grievances for eligible employees under the guidelines of City Charter Chapter XVI, Sections 12 and 12.1, and Personnel Rule Sections 34-38, 34-39, and 34-40. Financial responsibilities, testing oversight, and overall administrative duties are also mandated by Chapter XVI of the City Charter and Council-approved Civil Service Rules and Regulations.

Sources of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$429,138	\$463,107	\$427,806	\$414,982

Fire Applicant – Physical Abilities Testing: In FY 2018-19, service is combined with Applicant Processing – Uniform.

Sources of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$97,690	\$97,689	\$0	\$0



CODE COMPLIANCE

MISSION

The mission of the Department of Code Compliance is to foster clean, healthy, safe, enriching communities, while preventing blight in Dallas neighborhoods. Code Compliance enforces City ordinances across 27 chapters of City Code by inspecting both residential and commercial properties for violations that may threaten public safety.

DEPARTMENT GOALS

- Conduct 860 food inspections per full-time equivalent
- Perform 10,000 single-family rental inspections (initial inspection and re-inspections)
- Maintain percentage of residents who rate Code Compliance customer service as fair or better at 85 percent
- Maintain percentage of 311 Code service requests responded to within the estimated response time at 96 percent
- Reach 10,000 social media followers by the end of FY 2019-20
- Bring into compliance 10 percent of cases referred to the Intensive Case Resolution team

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

Annually, Code Compliance handles more than 300,000 service requests, 14,000 routine food establishment inspections, 866 multi-family and 10,000 single-family rental property inspections, 36,000 lots mowed, and 1,700,000 pounds of litter and debris removed. As a high-volume service department, Code Compliance is constantly reviewing its processes and identifying ways to be more efficient with its resources. The focus of Code Compliance has been on implementing new technology, process improvements, and public education.

In the FY 2018-19 budget and FY 2019-20 planned budget, Code Compliance will improve service delivery, customer service, and neighborhood blight, by adding two Inspectors dedicated to addressing chronic illegal dumping sites. The budget also includes funding to add seven Neighborhood Code Representatives to educate residents and strengthen relationships with the community. It also reallocates funding to continue automating the food permit process in Consumer Health.

CODE COMPLIANCE

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$24,829,065	\$23,125,903	\$25,917,643	\$26,525,881
Supplies - Materials	\$947,010	\$1,163,891	\$1,166,705	\$1,166,705
Contractual - Other Services	\$7,496,782	\$8,506,382	\$7,787,241	\$8,040,591
Capital Outlay	\$164,280	\$374,202	\$410,557	\$360,557
Expense Total	\$33,437,137	\$33,170,378	\$35,282,146	\$36,093,734
Reimbursements	\$(2,998,311)	\$(3,181,552)	\$(3,646,751)	\$(3,646,751)
Department Total	\$30,438,826	\$29,988,826	\$31,635,395	\$32,446,983

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Department Support	\$(910,629)	\$(910,629)
Storm Drainage Management Reimbursement	\$(2,392,450)	\$(2,392,450)
Water Utilities Reimbursement	\$(343,672)	\$(343,672)
Total	\$(3,646,751)	\$(3,646,751)

CODE COMPLIANCE

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	370.75	355.10	390.00	390.00
Overtime FTEs	3.00	5.10	1.75	1.75
City Temporary FTEs	5.00	4.80	2.00	2.00
Total FTEs	378.75	365.00	393.75	393.75

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reduction of two Office Assistants and one Manager II position. Reallocate the funding to the Illegal Dump Team in FY 2018-19.	(3)	\$(191,865)	\$(191,865)
Elimination of the food inspection contract (\$175,000). A new risk-based food inspection model will be introduced, which will reduce operational expenses by \$175,000.	0	\$(175,000)	\$(175,000)
Reduction of the demolition budget from \$2,105,678 to \$1,877,608.	0	\$(228,070)	\$(228,070)
Add two inspectors and covert video cameras to the Illegal Dump Team to address illegal dumping sites citywide in collaboration with the City Marshal's Office. FY 2019-20 reduction reflects one- time equipment costs.	2	\$195,744	\$145,744
Add seven additional Neighborhood Code Representatives (NCRs). Additional NCRs will strengthen the department’s ability to provide coverage at Homeowner Association (HOA) meetings, Crime Watch,	7	\$650,000	\$650,000

CODE COMPLIANCE

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
and various other neighborhood meetings, and to resolve community issues.			
Provides full-year funding for nine positions added in FY 2017-18 to focus on substandard structures.	0	\$360,754	\$360,754
Reallocates \$150,000 in savings in FY 2019-20 from software purchases to continue automating the food permit process in Consumer Health.	0	\$0	\$0
Total	6	\$611,563	\$561,563

REVENUE CATEGORY BY SERVICE

Code Compliance is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Code Compliance is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Consumer Health	Licenses & Permits	\$120,319	\$288,181	\$233,000	\$233,000
	Service to Others	\$2,735,701	\$2,850,458	\$2,658,106	\$2,658,106
	Total Revenue	\$2,856,020	\$3,138,639	\$2,891,106	\$2,891,106
Neighborhood Code Compliance Services	Licenses & Permits	\$671,300	\$738,619	\$761,850	\$761,850
	Service to Others	\$2,788,300	\$2,472,124	\$2,565,664	\$2,565,664
	Other	\$0	\$4,206	\$0	\$0
	Total Revenue	\$3,459,600	\$3,214,949	\$3,327,514	\$3,327,514
Neighborhood Nuisance Abatement	Licenses & Permits	\$43,000	\$324	\$0	\$0
	Service to Others	\$1,190,000	\$1,158,281	\$1,190,000	\$1,190,000
	Total Revenue	\$1,233,000	\$1,158,281	\$1,190,000	\$1,190,000
Neighborhood Nuisance Abatement	Service to Others	\$0	\$324	\$0	\$0
	Total Revenue	\$0	\$324	\$0	\$0
Department Total		\$7,548,620	\$7,511,869	\$7,408,620	\$7,408,620

CODE COMPLIANCE

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of single-family rental properties inspected	10,000	13,817	10,000	10,000
Percentage of 311 Code service requests responded to within estimated response time	96%	95%	96%	96%
Percentage of food establishments inspected timely	N/A	N/A	95%	95%
Cost of lots mowed and cleaned	\$139	\$149	\$139	\$139
Percentage of lots mowed and cleaned within service-level agreement	95%	97%	95%	95%
Number of lots mowed and cleaned	36,000	36,623	36,000	36,000
Number of abated graffiti violations	4,900	4,709	4,900	4,900
Number of commercial/residential demolitions	250	183	225	225
Weekly cost to maintain a mosquito trap	\$130	\$114	\$110	\$110
Percentage of mosquito control activities completed within 48 hours	95%	96%	95%	95%
Number of food inspections per full-time equivalent	900	925	860	860
Percentage of cases referred to the Intensive Case Resolution team brought into compliance annually	N/A	N/A	10%	10%
Number of social media followers	N/A	N/A	5,000	10,000

CODE COMPLIANCE

SERVICE DESCRIPTION AND BUDGET

Consumer Health: Enhances the health and safety of all residents and visitors. The Food Protection/Education unit works to ensure food safety by inspecting 7,100 fixed food establishments and 560 mobile units. The Mosquito Abatement unit provides protection from mosquito-borne diseases.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,124,202	\$3,255,226	\$3,157,211	\$3,219,913

Neighborhood Code Compliance Services: Fosters safe, healthy, and clean neighborhoods through public education, community outreach, and enforcement of City code. The division has seven geographic Neighborhood Code Districts, as well as specialized units.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$21,907,878	\$20,709,034	\$21,855,758	\$22,498,333

Neighborhood Nuisance Abatement: Combats community blight and nuisances by bringing private properties with code violations into compliance after all enforcement options have been exhausted (mow/clean, secure closure, graffiti, etc.) and sponsoring/partnering neighborhood cleanups.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$5,406,746	\$6,024,566	\$6,622,426	\$6,728,737

COURT & DETENTION SERVICES

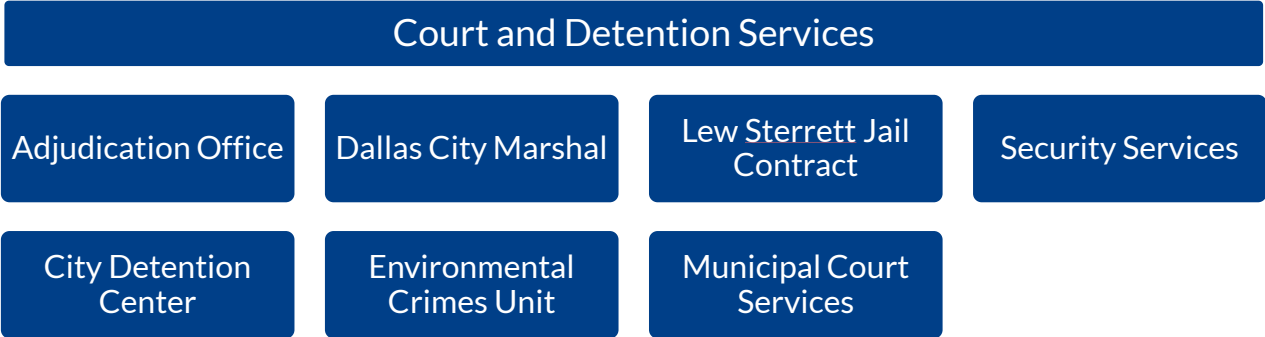
MISSION

The mission of Court and Detention Services (Courts) is to manage and operate the Dallas Municipal Court that adjudicates class C misdemeanors and civil cases, provide support as Official Clerk of the Court of Record, and direct and manage the activity of the Municipal Court, the Dallas Marshal's Office, the Dallas Inebriate Detention Center, Security Services, school crossing guard contract, and the incarceration of City of Dallas prisoners at the Dallas County Lew Sterrett Justice Center.

DEPARTMENT GOALS

- Continue to lead all 900+ Texas Municipal Courts in resolution options offered online
- Achieve 100 percent case filing clearance through citation resolution while maintaining dismissal rates of less than 15 percent
- Strengthen indigency process for defendants without means to resolve their tickets
- Focus on enforcing family violence, animal, and code warrants
- Continue enforcement of environmental crimes using surveillance cameras and education to increase arrests and reduce chronic dump sites
- Expand citation payment venues to include remote payment locations and a call center for customers to speak to a live agent 24/7/365
- Reduce returned mail by 25 percent by outsourcing print and mailouts
- Continue to review the Lew Sterrett Jail contract with Dallas County
- Explore online and/or video pretrial hearings for civil citations

FUNCTIONAL ORGANIZATION CHART



COURT & DETENTION SERVICES

DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget enable Courts to resolve 49 percent of cases online or through the mail or remote payment centers and achieve 100 percent case clearance. This budget reflects process improvements and efficiencies that will enhance the customer experience. Actual expenses for meter postage are expected to decrease by approximately \$75,000 through outsourcing the printing and mailing of court-related correspondence. With this new service, customers will receive correspondence sooner. This efficiency enables Courts to continue to right-size the budget by eliminating two temporary help positions whose function is to mail correspondence. In FY 2018-19, funds will be reallocated to reinstate jury duty pay for jurors. Additionally, Courts will oversee the school crossing guard contract and Security Services that were previously funded in other departments. The FY 2019-20 planned budget includes an additional position for data analysis.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$10,256,191	\$9,690,652	\$15,741,589	\$16,082,462
Supplies - Materials	\$431,796	\$397,465	\$480,697	\$481,057
Contractual - Other Services	\$10,337,230	\$10,782,876	\$18,814,884	\$18,496,825
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$21,025,217	\$20,870,993	\$35,037,170	\$35,060,344
Reimbursements	\$(913,180)	\$(1,064,350)	\$(2,815,080)	\$(2,815,080)
Department Total	\$20,112,037	\$19,806,643	\$32,222,090	\$32,245,264

COURT & DETENTION SERVICES

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Aviation Reimbursement	\$(143,249)	\$(143,249)
City Attorney’s Office Reimbursement	\$(151,170)	\$(151,170)
Convention Center Reimbursement	\$(980,584)	\$(980,584)
Dallas Police Department Reimbursement	\$(512,000)	\$(512,000)
Storm Drainage Management Reimbursement	\$(984,986)	\$(984,986)
Sustainable Development and Construction Reimbursement	\$(43,091)	\$(43,091)
Total	\$(2,815,080)	\$(2,815,080)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Various Grants	\$1,685	\$0
Employee Morale Program	\$11	\$0
Trust Funds	\$343,587	\$0
Total	\$345,283	\$0

COURT & DETENTION SERVICES

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	162.90	166.00	247.00	247.00
Overtime FTEs	0.00	2.30	0.00	0.00
City Temporary FTEs	1.50	0.00	0.50	0.50
Total FTEs	164.40	168.30	247.50	247.50

COURT & DETENTION SERVICES

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Eliminate one Court Clerk position in Court Support and reallocate funds to jury duty pay.	(1)	\$(48,000)	\$(48,000)
Eliminate two temporary help positions.	(2)	\$(32,000)	\$(32,000)
Reestablish jury duty pay (\$6 per day).	0	\$48,000	\$48,000
Increase Lew Sterrett jail contract with Dallas County.	0	\$423,372	\$848,372
Add funding for the school crossing guard program.	1	\$5,280,767	\$5,280,767
In FY 2018-19, provide one-time funding for a security consultant to perform a comprehensive needs assessment of all City-owned and/or operated buildings.	1	\$1,015,120	\$115,120
Transfer Security Services from Building Services to Courts.	81	\$4,353,095	\$4,353,095
Addition of one departmental Data Tech Analyst to address increased requests for departmental statistical and trend analysis.	1	\$0	\$91,519
Increase to contract for maintenance of security enhancements at multiple facilities.	0	\$570,000	\$570,000
Total	81	\$11,610,354	\$11,226,873

COURT & DETENTION SERVICES

REVENUE CATEGORY BY SERVICE

Courts is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Courts is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Municipal Court Services	Licenses & Permits	\$104,987	\$104,987	\$209,974	\$199,476
	Service to Others	\$2,962	\$2,962	\$2,962	\$2,814
	Fines & Forfeitures	\$16,083,522	\$14,372,460	\$16,301,011	\$16,183,561
	Interest	\$0	\$256	\$0	\$0
	Change in Fair Value of Inv	\$0	\$137	\$0	\$0
	Other	\$0	\$84,923	\$0	\$0
	Total Revenue		\$16,191,471	\$14,565,725	\$16,513,947
Department Total		\$16,191,471	\$14,565,725	\$16,513,947	\$16,385,851

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of hearings (for parking and safelight tickets) conducted per hearing officer	4,125	4,125	4,052	4,052
Average prisoner processing time (minutes)	10:00	10:00	10:00	10:00
Warrants cleared by Marshals	14,013	14,013	18,360	18,360
Warrants confirmed	7,755	69,795	66,757	65,757
Window wait time (minutes)	5:00	5:00	3:00	3:00
Customer satisfaction score	92%	88%	92%	92%
Percentage of cases pending beyond 180 days	30%	32%	30%	30%
Number of citations issued for environmental offenses per FTE	102	74	88	88

COURT & DETENTION SERVICES

SERVICE DESCRIPTION AND BUDGET

Adjudication Office: Provides an effective and efficient administrative appeal process to contest parking and safelight citations. The administrative appeal or hearing process is a civil proceeding managed by Courts. More than 12,000 hearings are conducted by this division every year.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$489,839	\$469,117	\$497,976	\$569,023

City Detention Center: Detains prisoners arrested for public intoxication and/or class C misdemeanor warrants 24 hours daily, 7 days a week, 365 days a year. Approximately 13,000 prisoners are processed annually.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,570,538	\$1,577,398	\$1,626,723	\$1,628,616

Dallas City Marshal: Provides law enforcement and clerical support for Municipal Courts, including warrant enforcement, prisoner transfers, internal investigations, civil processing, the school crossing guard contract, warrant confirmation, docket preparation, and collection of fines.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,663,706	\$2,543,155	\$2,696,903	\$2,795,350

Illegal Dump Team – Criminal Investigations and Arrests: Conducts investigations of environmental offenses, and arrests individuals violating health, safety, and water statutes. Duties include monitoring chronic dumpsites, filing criminal cases, patrolling the Trinity River Corridor, and enforcing City ordinances.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$45,396	\$41,889	\$42,906

Lew Sterrett Jail Contract: Dallas County provides jail services to the City for the Dallas Police Department and the Dallas City Marshal's Office through the Lew Sterrett Jail contract, including jail administration, intake, and housing for approximately 10,000 City of Dallas prisoners annually.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$8,484,644	\$8,484,644	\$8,908,016	\$9,333,016

Municipal Court Services: Provides administrative support for the Municipal Court, including administering court programs, courtroom support, collecting fines, preparing dockets, managing court records, contract compliance and financial services, and responding to information requests.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$6,903,310	\$6,686,933	\$7,239,314	\$7,259,395

COURT & DETENTION SERVICES

Security Services: Provides security at 16 facilities including City Hall, the Municipal Court, police headquarters, Martin Luther King Jr. Community Center, Oak Cliff Municipal Center, West Dallas Multipurpose Center, Bullington Truck Terminal, and Kay Bailey Hutchison Convention Center. This service transferred to Courts in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$5,930,529	\$5,336,218

School Crossing Guard Program: To ensure the safety of elementary students walking to and from school, this contract deploys school crossing guards at approved intersections within the City of Dallas. The program provides crossing guards for 7 Independent School Districts and 5 private schools located in the Dallas city limits. This service transferred to Courts in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$5,280,740	\$5,280,740

DALLAS ANIMAL SERVICES

MISSION

Dallas Animal Services' (DAS) mission is to help Dallas be a safe, compassionate, and healthy place for people and animals.

DEPARTMENT GOALS

- Improve public safety through the capturing of loose dogs, increasing field impoundments by seven percent
- Become the largest city in America with a sustained live release rate (LRR) greater than 90 percent

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

DAS' FY 2018-19 and FY 2019-20 budgets identify pathways to reach the department's goals, while highlighting immediate issues and concerns. FY 2018-19 enhancements identify opportunities to improve the shelter's LRR by reclassifying nine positions to eight different job classifications and reallocating identified salaries for after-hour veterinarian care for fosters. It also includes the addition of an onsite Court and Detention Services security guard to safeguard staff and customers. Furthermore, it provides funding for a special operations team focused specifically on aggressive dogs. Finally, the budget reallocates funding by converting day labor positions to permanent Animal Keeper positions to provide advancement opportunities for staff, while improving work efficiencies.

FY 2019-20 enhancements will include tranquilization services in the field for loose dogs that are hard to obtain through traditional field capture methods and an expansion of overnight field coverage from four days a week to seven. Expanding field coverage will increase field impoundments by 1,500 annually and increase calls responded to by 1,800 per year. Shelter enhancements include money for treatment for heartworm-positive dogs, thereby increasing adoption rates.

DALLAS ANIMAL SERVICES

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$9,543,370	\$8,680,683	\$10,684,847	\$11,116,123
Supplies - Materials	\$1,625,730	\$1,686,957	\$1,445,872	\$1,809,983
Contractual - Other Services	\$2,838,059	\$3,495,717	\$2,655,948	\$2,742,361
Capital Outlay	\$0	\$484,545	\$92,000	\$0
Expense Total	\$14,007,159	\$14,347,902	\$14,878,667	\$15,668,467
Reimbursements	\$0	\$(350,000)	\$0	\$0
Department Total	\$14,007,159	\$13,997,902	\$14,878,667	\$15,668,467

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Animal Control Enhancement	\$100,000	\$100,000
Dallas Animal Welfare Fund	\$1,193	\$1,193
Gifts and Donations	\$105,593	\$105,593
Total	\$206,786	\$206,786

DALLAS ANIMAL SERVICES

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	142.00	132.72	165.90	169.90
Overtime FTEs	0.60	3.15	2.00	2.00
City Temporary FTEs	3.00	0.07	0.54	0.54
Total FTEs	145.60	135.94	168.44	172.44

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reallocate \$87,366 from various object codes to reclassify nine positions to eight positions and increase funding to after-hour vet care for fosters. This will improve the shelter LRR by three percent.	8	\$0	\$0
Reallocate \$308,192 from "day labor" budget to "personnel services" budget to convert 10 Lane Staffing employees to City of Dallas Animal Keeper I. Doing so provides a more contiguous workforce and gives employees something to aspire toward.	7	\$0	\$0
Reallocate \$75,000 from "other supplies" to an onsite security guard for the safety of DAS staff and customers.	0	\$0	\$0
Creation of a special operations team specifically focused on aggressive dog calls and the prevention of dog bites. Funds the addition of four Animal Services Officers (\$240,000), one Supervisor II (\$78,000), and one-time costs for two vehicles (\$92,000).	5	\$410,000	\$318,000

DALLAS ANIMAL SERVICES

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Expand overnight field coverage from four days a week to seven days a week, by funding two Animal Services Officers, one Senior Animal Services Officer, and one Supervisor II. Each overnight shift added increases field impoundments by approximately 10 per night added (1,500 annually) and calls responded to by 12 per night (1,872 annually).	4	\$0	\$248,303
More than one-third of all dogs euthanized at Dallas Animal Services are heartworm-positive. Treatment costs (nearly \$500) make adoption costs unattainable for most residents, so the dog is euthanized. DAS can treat heartworm-positive dogs at \$177/dog.	0	\$0	\$296,111
Fund field tranquilization service with a licensed veterinarian once a week for loose aggressive dogs that are hard to obtain through traditional field capture methods.	0	\$0	\$60,000
Total	24	\$410,000	\$922,414

REVENUE CATEGORY BY SERVICE

DAS is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. DAS is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Dallas Animal Services	Licenses & Permits	\$0	\$(7)	\$0	\$0
	Service to Others	\$780,000	\$486,636	\$430,000	\$430,000
	Gifts and Contributions	\$25,000	\$0	\$0	\$0
	Total Revenue	\$805,000	\$486,629	\$430,000	\$430,000
Department Total		\$805,000	\$486,629	\$430,000	\$430,000

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Live release rate	75%	81%	81%	83%
Percentage increase in field impoundments over prior fiscal year	14%	16%	18%	3%
Year-over-year percentage decrease in loose/loose owned bites	N/A	N/A	10%	5%

DALLAS ANIMAL SERVICES

SERVICE DESCRIPTION AND BUDGET

Dallas Animal Services: Supports public safety through enforcement of the laws pertaining to animals, community outreach services, and the operation of an open admission shelter and an offsite adoption facility.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$14,007,159	\$13,997,902	\$14,878,667	\$15,668,467



DALLAS FIRE-RESCUE

MISSION

Dallas Fire-Rescue’s (DFR) mission is to prevent and suppress fires, educate and rescue residents, provide emergency medical services, promote public safety and foster community relations.

DEPARTMENT GOALS

- Increase the rate of first company response to structure fires within five minutes and twenty seconds of dispatch from 85 percent to 90 percent
- Increase the rate of paramedic response to EMS calls within five minutes from 75 percent to 90 percent over the next two years
- Through public education and awareness programs, decrease the number of civilian fire fatalities per 100,000 residents from 13 to fewer than 10 annually
- Improve the safety of uniform members and residents through continued implementation of enhanced training and reporting, wellness initiatives, and acquisition of specialized equipment

FUNCTIONAL ORGANIZATION CHART



DALLAS FIRE-RESCUE

DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for DFR will allow the department to continue to provide critical emergency response services to residents, fostering increased overall quality of life. The FY 2018-19 adopted budget includes funding for double-step pay increases per the existing Meet and Confer agreement that expires at the end of FY 2018-19. Required contributions to the uniform pension fund per HB3158 are included as well for FY 2018-19 adopted and FY 2019-20 planned budgets. Beginning on the first pay period after January 1, 2019, starting pay for all new uniformed personnel will be raised to \$60,000, and a three percent across the board pay increase will be applied for everyone making more than \$60,000.

Additionally, the FY 2018-19 and FY 2019-20 biennium places an emphasis on the safety of our uniform members. Funding has been included for training that increases safety, as well as for promotional exam testing. This training and testing will prepare current members for future leadership opportunities within the department. Funding has also been allocated across the FY 2018-19, FY 2019-20 and FY 2020-21 planned budgets to provide a second set of personal protective equipment to permit DFR members to clean their gear after each fire.

Finally, funding has been made available through the City’s master lease program to make needed replacements of emergency response vehicles and apparatus, as well as for self-contained breathing apparatus (SCBA) equipment. The master lease funding across the biennium will allow for the replacement of seven fire engines, six ladder trucks, 24 rescue ambulances, five general fleet vehicles, two wildland boosters, and a complete replacement of the department’s SCBA inventory.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$249,557,835	\$261,527,281	\$270,892,864	\$283,638,096
Supplies - Materials	\$11,426,599	\$11,611,462	\$13,486,325	\$15,246,987
Contractual - Other Services	\$22,930,237	\$22,883,607	\$20,531,736	\$22,058,391
Capital Outlay	\$150,000	\$411,575	\$650,000	\$377,205
Expense Total	\$284,064,671	\$296,433,925	\$305,560,925	\$321,320,679
Reimbursements	\$(13,337,762)	\$(15,821,528)	\$(11,077,716)	\$(11,077,716)
Department Total	\$270,726,909	\$280,612,397	\$294,483,209	\$310,242,963

DALLAS FIRE-RESCUE

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
9-1-1 Reimbursement	\$(1,935,000)	\$(1,935,000)
Aviation Reimbursement	\$(5,888,499)	\$(5,888,499)
Storm Drainage Management Reimbursement	\$(791,301)	\$(791,301)
Sustainable Development and Construction Reimbursement	\$(2,198,916)	\$(2,198,916)
Water Utilities Reimbursement	\$(264,000)	\$(264,000)
Total	\$(11,077,716)	\$(11,077,716)

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each civilian FTE equals 2,080 hours, whereas DFR uniform FTEs may be 2,080 hours or 2,808 depending upon their assignment. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City's operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	119.50	108.96	116.52	116.52
Overtime FTEs	8.50	7.49	0.45	0.45
Sworn FTEs	1,930.34	1,879.90	1,961.72	1,979.72
Sworn Overtime FTEs	77.99	218.00	117.10	117.10
City Temporary FTEs	0.00	0.50	0.50	0.50
Total FTEs	2,136.33	2,214.85	2,196.29	2,214.29

DALLAS FIRE-RESCUE

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Meet and Confer agreement pay increases.	0	\$10,678,081	\$15,519,482
Increase uniform starting pay to \$60,000 effective first pay period after 1/1/19. \$3,369,934 in FY 2018-19 and full year funding of \$1,123,311 in FY 2019-20.	0	\$3,395,506	\$4,493,245
Increase uniform pay by 3% for those above \$60,000 effective first pay period after 1/1/19. \$3,395,506 in FY 2018-19 and full year funding of \$1,131,835 in FY 2019-20.	0	\$3,369,934	\$4,527,341
Increase overtime to allow officers to attend paramedic training.	0	\$1,916,869	\$1,916,869
Increased consultant and billing-collection vendor's cost for additional Ambulance Supplemental Payment Program (ASPP) offset by \$1,700,000 increase in revenue.	0	\$1,113,537	\$1,113,537
Increase overtime expenses for FY 2018-19 due to higher rate of pay and increased hours of utilization.	0	\$5,647,739	\$5,647,739
Funding for a payroll and scheduling module to interface with the City's new payroll platform, WorkDay.	0	\$500,000	\$0
Cover anticipated payouts of accrued sick leave and vacation hours banked to individual uniform members who retire in FY 2018-19.	0	\$1,791,810	\$1,791,810
Funding for Fire Officer Tactical Development and Safety Training overtime costs (\$400,000) and promotional exams provided by a third-party vendor (\$350,000).	0	\$750,000	\$750,000
Add funding for Fire-Rescue promotional exams for battalion chiefs and captains.	0	\$74,360	\$74,360
Incremental contribution increase to uniform pension per HB3158 to \$62,727,480 in FY 2018-19 and \$64,794,551 for FY 2019-20.	0	\$3,684,297	\$5,751,368
Full-year funding for four 911 dispatchers added in FY 2017-18 to manage increased call volume.	0	\$64,871	\$64,871

DALLAS FIRE-RESCUE

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
First of three-year plan to purchase complete set of personal protective gear for each emergency response member and a second specialized gear dryer. \$250,000 in FY 2018-19, \$2,650,000 in FY 2019-20 and \$2,400,000 in FY 2020-21.	0	\$250,000	\$2,650,000
Funding for additional staffing in FY 2018-19.	6	\$606,676	\$606,676
Funding for additional staffing in FY 2019-20.	18	\$0	\$2,400,000
Total	24	\$33,843,680	\$47,057,298

REVENUE CATEGORY BY SERVICE

DFR is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. DFR is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
EMS Administration, Contracts, and Community Health	Service to Others	\$42,745,215	\$42,842,502	\$42,933,472	\$34,157,355
	Other	\$0	\$35,803	\$0	\$0
	Total Revenue	\$42,745,215	\$42,878,305	\$42,933,472	\$34,157,355
Fire and Rescue Emergency Response and Special Operations	Service to Others	\$337,977	\$350,434	\$200,636	\$200,636
	Total Revenue	\$337,977	\$350,434	\$200,636	\$200,636
Fire Dispatch and Communications	Licenses & Permits	\$1,100	\$1,100	\$1,100	\$1,100
	Service to Others	\$0	\$34,933	\$0	\$0
	Other	\$0	\$361	\$0	\$0
	Total Revenue	\$1,100	\$36,393	\$1,100	\$1,100
Fire Investigation - Explosive Ordnance Disposal	Other	\$0	\$245	\$0	\$0
	Total Revenue	\$0	\$245	\$0	\$0
Fire-Rescue Equipment Maintenance and Supply	Proceeds - Sale of Fixed Assets	\$175,000	\$236,269	\$173,500	\$173,500
	Other	\$0	\$25,200	\$0	\$0
	Total Revenue	\$175,000	\$261,469	\$173,500	\$173,500

DALLAS FIRE-RESCUE

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Inspection and Life Safety Education	Licenses & Permits	\$1,121,500	\$787,392	\$790,791	\$790,791
	Service to Others	\$1,820,084	\$3,374,243	\$2,545,987	\$2,545,987
	Total Revenue	\$2,941,584	\$4,161,635	\$3,336,778	\$3,336,778
Department Total		\$46,200,876	\$47,688,481	\$46,645,486	\$37,869,369

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of first company responding to structure fires within 5 minutes and 20 seconds of dispatch (NFPA Standard 1710)	90%	86%	90%	90%
Number of civilian fire fatalities per 100,000 population	N/A	N/A	10	9
Percentage of EMS responses within five minutes	N/A	N/A	90%	90%
Number of annual wellness initiatives	N/A	N/A	1,936	1,936
Number of specialized equipment pieces in acquisition	N/A	N/A	968	968

DALLAS FIRE-RESCUE

SERVICE DESCRIPTION AND BUDGET

EMS Administration, Contracts, and Community Health: The EMS and Community Mobile Health Care bureau oversees emergency and non-emergency EMS in the City, including patient care, billing, collections, compliance, medical direction, paramedic training, community mobile health care and communicable disease prevention.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$20,395,714	\$14,567,329	13,307,545	\$13,293,976

Fire and Rescue Emergency Response and Special Operations: Provides fire and EMS response by staffing 58 fire stations and fire engines, 22 ladder trucks, and 43 ambulances. Special Operations includes more than 100 units for aircraft-rescue, hazardous material mitigation, urban search and rescue, wildland urban interface response, and water rescue.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$182,495,136	\$215,328,861	\$213,215,010	\$224,470,864

Fire Dispatch and Communications: Provides lifesaving medical instructions via telephone while units are en route to an emergency. Provides hardware and software maintenance for CAD, fleet communications equipment, fire station notification, MDC, GIS, and incident archiving.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$15,200,996	\$15,864,552	\$16,893,469	\$18,728,737

Fire Investigation - Explosive Ordnance Disposal: Investigates bomb threats and the origin of more than 1,500 fires annually, while also preventing and reducing crime through the prosecution of arsonists and counseling through the Juvenile Firesetter Intervention program.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,101,622	\$3,274,846	\$4,104,495	\$4,136,058

Fire Training and Recruitment: Provides recruitment, selection and screening, hiring and training of new fire and rescue officers, professional development; manages the wellness- fitness program designed to detect and/or prevent life-threatening diseases; and funds hiring of firefighter recruits.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$27,457,232	\$10,860,562	\$20,430,182	\$20,710,536

DALLAS FIRE-RESCUE

Fire Inspection for New Construction: Performs fire inspections and tests life-safety systems at construction sites to assure structure safety. Working with Sustainable Development and Construction (DEV), the division ensures building plans and specifications comply with fire codes before issuing permits. This service is fully reimbursed by DEV.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$0	\$0

Fire-Rescue Equipment Maintenance and Supply: Serves as logistic center for DFR's emergency fire apparatus and equipment purchases, maintenance, medical supplies, and uniforms. Provides preventive and repair maintenance, which require adequately trained technicians to handle the diverse fleet on a 24/365 basis.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$11,372,290	\$13,236,885	\$14,703,663	\$16,950,123

Inspection and Life Safety Education: Improves safety throughout the City by preventing fire and fire-related deaths and injuries through municipal code development, enforcement, technical assistance, and public fire safety education.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$9,703,919	\$7,479,362	\$11,828,845	\$11,952,669

DALLAS POLICE DEPARTMENT

MISSION

With a spirit of excellence, the Dallas Police Department (DPD) is committed to reducing crime, enhancing community partnerships, and improving overall quality of life for the entire city of Dallas.

DEPARTMENT GOALS

- Strive to reduce crime numbers in FY 2018-19 from FY 2017-18
- Increase patrol staffing
- Develop collaborative partnerships in public safety, leading to safer and better communities where people live, work, and play
- Use technology effectively to increase public safety and improve operational effectiveness
- Improve the entire investigative process through enhanced efficiencies and accountability through ongoing training, technology, and partnerships, thereby increasing confidence in public safety
- Create an effective organizational engagement strategy that includes all employees through interactive communication, involvement in decision making and priority setting, focusing on strategies to create shared responsibility and success

FUNCTIONAL ORGANIZATION CHART



DALLAS POLICE DEPARTMENT

DEPARTMENT SUMMARY

The DPD FY 2018-19 budget and FY 2019-20 planned budget address significant financial obligations and commitments previously made by the City. City Council approved a three-year Meet and Confer agreement and an overhaul of the funding strategy for the Police and Fire Pension System by the 85th Texas Legislature due to challenges involving pay and compensation for uniformed personnel. Beginning on the first pay period after January 1, 2019, starting pay for all new uniformed personnel will be raised to \$60,000, and a three percent across the board pay increase will be applied for everyone making more than \$60,000. The FY 2018-19 budget and FY 2019-20 planned budget account for hiring 255 officers in FY 2018-19 and 265 officers in FY 2019-20, and attrition of 249 officers in FY 2018-19 and 246 officers in FY 2019-20.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$432,434,997	\$428,285,633	\$448,491,354	\$465,479,990
Supplies - Materials	\$9,196,408	\$9,994,039	\$10,191,170	\$10,203,093
Contractual - Other Services	\$51,394,163	\$51,443,372	\$54,724,613	\$60,871,893
Capital Outlay	\$0	\$102,458	\$665,790	\$165,790
Expense Total	\$493,025,568	\$489,825,502	\$514,072,927	\$536,720,766
Reimbursements	\$(28,377,084)	\$(29,647,528)	\$(27,320,236)	\$(27,580,479)
Department Total	\$464,648,484	\$460,177,974	\$486,752,691	\$509,140,287

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Aviation Reimbursement	\$(9,899,338)	\$(10,080,144)
9-1-1 Reimbursement	\$(6,065,000)	\$(6,065,000)
Dallas Fire Rescue Reimbursement	\$(584,639)	\$(596,530)
Texas Department of Transportation	\$(1,015,000)	\$(1,015,000)
Department Support	\$(7,807,533)	\$(7,872,359)
Juvenile Case Manager Fund Reimbursement	\$(465,847)	\$(468,567)
Library Reimbursement	\$(100,000)	\$(100,000)
Storm Drainage Management Reimbursement	\$(300,311)	\$(300,311)

DALLAS POLICE DEPARTMENT

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Various Task Force Reimbursement	\$(1,082,568)	\$(1,082,568)
Total	\$(27,320,236)	\$(27,580,479)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Various Grants	\$516,536	\$101,683
Confiscated Funds	\$3,589,608	\$956,896
Gifts and Donations	\$1,544	\$0
Total	\$4,107,688	\$1,058,579

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and city temporary FTEs for the City's operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	579.10	584.80	636.3	636.3
Overtime FTEs	33.50	34.63	34.60	34.60
Sworn FTEs	3,013.10	2,966.29	2,949.86	2,962.48
Sworn Overtime FTEs	187.00	242.10	229.47	236.02
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	3,812.70	3,827.82	3,850.23	3,869.40

DALLAS POLICE DEPARTMENT

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Double-step pay increase and addition of a top step for uniform members according to the Meet and Confer agreement.	0	\$15,018,964	\$25,163,247
Increase uniform starting pay to \$60,000 effective first pay period after 1/1/19. \$3,898,333 in FY 2018-19 and full year funding of \$1,299,444 in FY 2019-20.	0	\$3,898,333	\$5,197,777
Increase uniform base pay by 3% for those above \$60,000 effective first pay period after 1/1/19. \$4,540,141 in FY 2018-19 and full year funding of \$1,513,381 in FY 2019-20.	0	\$4,540,141	\$6,053,522
Reallocate \$502,741 in overtime funding for six positions hired in FY 2017-18 as part of the Chief of Police's department restructuring.	6	\$0	\$0
Provide one-time funding for helicopter unit relocation.	0	\$165,790	\$0
Funding for a payroll and scheduling module to interface with the WorkDay platform.	0	\$500,000	\$0
Increase funding for helicopter camera and mapping system maintenance to stay within FAA regulations.	0	\$150,000	\$150,000
Increase helicopter maintenance due to anticipated expansion in flight hours from 800 hours per year to approximately 1,050 hours for each helicopter.	0	\$200,000	\$200,000
Increase City contribution to uniformed pension (total police pension cost in FY 2018-19 is \$94,091,220 and FY 2019-20 is \$97,191,826).	0	\$2,049,720	\$4,776,458
Replace squad cars.	0	\$2,500,000	\$2,500,000
Increase funding for Police Headquarters parking garage lease.	0	\$0	\$650,000
Increase overtime funding.	0	\$0	\$1,414,917
Increase total down payment assistance awards by 19 at \$6,000 each for a total of 27 awards and provide relocation assistance of \$1,500 to newly hired officers. Awardees must live in the City of Dallas.	0	\$0	\$496,500
Total	6	\$29,022,948	\$46,602,421

DALLAS POLICE DEPARTMENT

REVENUE CATEGORY BY SERVICE

DPD is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. DPD is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Police Administrative Support	Licenses & Permits	\$6,950	\$8,000	\$7,500	\$7,500
	Service to Others	\$1,163,468	\$1,048,047	\$1,065,120	\$1,065,120
	Interest	\$0	\$259	\$0	\$0
	Proceeds - Sale of Fixed Assets	\$0	\$5,465	\$0	\$0
	Gifts and Contributions	\$0	\$1,914	\$0	\$0
	Other	\$0	\$1,745	\$0	\$0
	Total Revenue	\$1,170,418	\$1,065,429	\$1,072,620	\$1,072,620
Police Criminal Investigations	Other	\$0	\$258	\$0	\$0
	Total Revenue	\$0	\$258	\$0	\$0
Police Field Patrol	Service to Others	\$0	\$30	\$0	\$0
	Fines & Forfeitures	\$1,561	\$2,757	\$0	\$0
	Other	\$0	\$7,310	\$0	\$0
	Total Revenue	\$1,561	\$10,097	\$0	\$0
Police Operational Support	Fines & Forfeitures	\$7,416,170	\$7,081,662	\$7,369,170	\$7,369,170
	Other	\$0	\$58,021	\$0	\$0
	Total Revenue	\$7,416,170	\$7,139,683	\$7,369,170	\$7,369,170
Police Recruiting and Personnel Service	Other	\$0	\$99	\$0	\$0
	Total Revenue	\$0	\$99	\$0	\$0
Police Special Operations	Service to Others	\$1,000,000	\$1,957,598	\$1,075,000	\$1,075,000
	Other	\$0	\$53	\$0	\$0
	Total Revenue	\$1,000,000	\$1,957,651	\$1,075,000	\$1,075,000
Department Total		\$9,588,149	\$10,173,217	\$9,516,790	\$9,516,790

DALLAS POLICE DEPARTMENT

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of community events attended	1,020	3,127	2,800	3,000
Homicide clearance rate	56%	89%	60%	65%
Response time for dispatched Priority 1 calls	8:00	9:00	8:00	8:00
Percentage of 911 calls answered within 10 seconds	90%	94%	91%	92%
Number of arrests by DPD Field Patrol	52,000	43,233	45,000	45,000
Total arrests by Narcotics Division	804	621	750	800
Percentage of responses to Priority 1 calls within eight minutes	N/A	N/A	60%	60%
Violent crime rate (per 100,000 residents)	N/A	N/A	767	767

SERVICE DESCRIPTION AND BUDGET

Juvenile Case Managers – First Offender Program: These programs combat juvenile crime while reducing the likelihood that a juvenile first offender will reoffend through use of case management and education programs. This service is fully reimbursed from the Juvenile Case Manager Fund.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$0	\$0

Police Academy and In-service Training: Provides 36-week basic training for new recruits and year-round in-service training for tenured officers. The Firearms Training Center conducts weapons training and annual weapon certifications.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$17,949,274	\$21,080,862	\$24,206,316	\$25,957,606

Police Administrative Support: Provides administrative support for all divisions of the department including clothing and equipping 4,000+ employees, managing General Fund and grant budgets, filing criminal cases, and distributing court notices and subpoenas.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$21,845,451	\$25,261,027	\$27,045,214	\$29,166,049

Police Community Outreach: Serves as a liaison between the department, its employees, and the community by establishing and maintaining a positive relationship through safety and educational programs.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,124,536	\$1,508,250	\$1,656,675	\$1,682,559

DALLAS POLICE DEPARTMENT

Police Criminal Investigations: Investigates all crimes related to homicide, assault, sexual assault, robbery, kidnapping, property and financial theft, domestic violence, offenses involving juveniles, and gang activity.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$59,599,824	\$63,278,634	\$65,195,241	\$66,792,620

Police Field Patrol: Serves as primary responder for police service calls. The Neighborhood Police Patrol is a proactive and community-oriented policing group that serves as the primary liaison between neighborhoods and the department.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$278,772,720	\$258,964,599	\$274,480,134	\$289,787,486

Police Intelligence: Provides the Police Department, City Hall, and other agencies with accurate and timely information regarding matters of general crime activity, organized crime, business fraud, terrorism, and public disturbances.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$8,455,941	\$8,601,903	\$8,563,853	\$8,738,175

Police Investigation of Vice-Related Crimes: Investigates of crimes involving prostitution, gambling, and obscenity offenses. Vice-related offenses are often associated with theft, robbery, sexual assault, and murder.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,606,827	\$3,685,733	\$3,841,881	\$3,889,765

Police Investigations of Narcotics-Related Crimes: Investigates of crimes involving the illegal selling, buying, and possession of dangerous drugs or narcotics.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$13,078,965	\$14,395,206	\$14,870,085	\$15,135,175

Police Operational Support: Manages operation of the 911 emergency call center and computer-aided dispatch, vehicle impoundment, investigation and storage of property used for evidence, and returns recovered property to the lawful owner.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$27,679,717	\$29,076,037	\$30,262,429	\$31,088,527

Police Recruiting and Personnel Service: Recruits and conducts background investigations for all police and civilian applicants for employment with the Police Department.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$8,799,829	\$9,821,739	\$12,474,053	\$12,559,114

DALLAS POLICE DEPARTMENT

Police Special Operations: Provides support for patrol by responding to emergency calls using special weapons and tactics, assisting from an aerial perspective, enforcing vehicle and traffic laws, and providing security at Love Field Airport.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$23,735,400	\$24,503,984	\$24,156,810	\$24,343,211

HOUSING & NEIGHBORHOOD REVITALIZATION

MISSION

The mission of the Department of Housing and Neighborhood Revitalization is to enhance the vitality and quality of life for all in the Dallas community.

DEPARTMENT GOALS

- Create and maintain available and affordable housing throughout Dallas
- Promote greater fair housing choices
- Overcome patterns of segregation and concentrations of poverty through incentives and requirements

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

On May 9, 2018, the Dallas City Council adopted the new Comprehensive Housing Policy. To align with the policy, the department made the recommendations below for the FY 2018-19 budget:

- Eliminate home rebate, emergency repairs and major systems repair programs
- Create an all-inclusive repair and rehabilitation program for single-family owner-occupied housing units, the Home Improvement and Preservation Program (HIPP)
- Provide financial assistance to homebuyers citywide through the Dallas Homebuyer Assistance Program (DHAP)
- Provide repair and rehabilitation repayment loans for rental units leased to households earning 80% of area median income (AMI)
- Finance new developments or substantial rehabilitation
- Provide tenant-based rental assistance to displaced tenants of the High-Impact Landlord Initiative (HILI)
- Provide one-time funding for a temporary HILI caseworker
- Increased funding for risk management of HIPP projects
- Eliminate two Full-Time Equivalents (FTEs)

HOUSING & NEIGHBORHOOD REVITALIZATION

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$2,192,927	\$2,065,952	\$1,937,498	\$1,975,471
Supplies - Materials	\$8,323	\$16,240	\$112,959	\$112,959
Contractual - Other Services	\$1,940,785	\$2,068,458	\$2,450,727	\$2,464,882
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$4,142,035	\$4,150,650	\$4,501,184	\$4,553,312
Reimbursements	\$(131,353)	\$(139,968)	\$(287,460)	\$(287,460)
Department Total	\$4,010,682	\$4,010,682	\$4,213,724	\$4,265,852

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Community Development Block Grant Reimbursement	\$(20,000)	\$(20,000)
Home Investment Partnership Program Reimbursement	\$(267,460)	\$(267,460)
Total	\$(287,460)	\$(287,460)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resource Category	FY 2018-19 Adopted	FY 2019-20 Planned
Community Development Block Grants (CDBG)	\$10,721,882	\$10,721,882
Home Investment Partnership Program (HOME)	\$6,886,901	\$6,886,901
Dallas Tomorrow Fund	\$629,614	\$629,614
Total	\$18,238,397	\$18,238,397

HOUSING & NEIGHBORHOOD REVITALIZATION

PERSONNEL

FTE is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	21.00	16.50	19.00	19.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	21.00	16.50	19.00	19.00

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Eliminate one Sr. Contract Compliance position and one Office Assistant position.	(2)	\$(116,268)	\$(116,268)
Add one-time funding in FY 2018-19 for a temporary caseworker for the High Impact Landlord Initiative.	0	\$46,000	\$0
Total	(2)	\$(70,268)	\$(116,268)

HOUSING & NEIGHBORHOOD REVITALIZATION

REVENUE BY SERVICE CATEGORY

Housing and Neighborhood Revitalization is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Housing and Neighborhood Revitalization is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
New Development	Service to Others	\$100	\$100	\$100	\$100
	Other	\$439,000	\$0	\$225,000	\$225,000
	Total Revenue	\$439,100	\$100	\$225,100	\$225,100
Department Total		\$439,100	\$100	\$225,100	\$225,100

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Total number of housing units produced	250	50	6,650	6,650
Average cost per home repair	\$75,000	\$16,535.33	\$75,000	\$75,000
Number of new development units for sale at 121% of AMI and above	N/A	N/A	933	933
Number of new development units for sale at 101% - 120% of AMI	N/A	N/A	1,120	1,120
Number of new development units for sale at 81% - 100% of AMI	N/A	N/A	1,307	1,307
Number of new development units for sale at 60% - 80% of AMI	N/A	N/A	373	373
Number of new development units for rental at 121% of AMI and above	N/A	N/A	587	587
Number of new development units for rental at 101% - 120% of AMI	N/A	N/A	587	587
Number of new development units for rental at 81% - 100% of AMI	N/A	N/A	733	733
Number of new development units for rental at 61% - 80% of AMI	N/A	N/A	440	440
Number of new development units for rental at 51% - 60% of AMI	N/A	N/A	293	293
Number of new development units for rental at 30% - 50% of AMI	N/A	N/A	293	293
Number of DHAP loans provided	N/A	N/A	81	81
Number of units preserved by HIPP - Owner-occupied	N/A	N/A	61	61

HOUSING & NEIGHBORHOOD REVITALIZATION

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of units preserved by HIPP - Rental	N/A	N/A	26	26

SERVICE DESCRIPTION AND BUDGET

New Development: Offers new construction for single- and multi-family housing units and substantial rehabilitation to incentivize private investment for the development of quality, sustainable, and affordable housing.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$381,078	\$297,271	\$492,943	\$495,933

Preservation of Existing Housing Stock: HIPP finances accessibility modifications, reconstruction, and deferred maintenance deficiencies. Rehabilitation of single-family (1-4) rental housing units.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,550,555	\$1,498,919	\$1,505,555	\$1,505,555

Administration: Provides management oversight and support for contract administration, including technical assistance, compliance monitoring, and regulatory reporting of activities for public service and portfolio management of housing loans.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,079,049	\$2,214,492	\$2,215,226	\$2,264,364



HUMAN RESOURCES

MISSION

The mission of the Human Resources (HR) Department is to provide comprehensive HR services that support departments and employees in delivering services to residents.

DEPARTMENT GOALS

- Review and improve process efficiency through upgrades to our human capital management systems
- Complete 50 percent of civilian investigations within 30 working days
- Approve and submit to the next level at least 90 percent of all disciplinary actions within three business days of receipt from department
- Provide at least five targeted consulting, learning, and development opportunities annually to management and employees in support of the City's strategic priorities and succession planning
- Respond to at least 75 percent of Family and Medical Leave Act requests within five working days
- Achieve at least 90 percent satisfaction ratings on customer satisfaction survey

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

HR partners with leaders at the City to drive talent management and employee development strategies, tools, and processes in the disciplines of performance management, succession planning, talent assessment, coaching, development planning, and competency identification. The department is also responsible for organization design and development activities that enhance the organization's effectiveness.

It includes:

- Ensuring we continuously enhance the knowledge and capability of key talent to enable managers to lead the organization toward the achievement of strategic initiatives.
- Developing and administering processes to build bench strength to meet current and future business needs and serve as a resource in the identification of candidates for critical roles.
- Overseeing the continued rollout of a consistent performance management process that focuses employees' efforts on the achievement of organizational goals and attainment of requisite skills/competencies to sustain service levels and growth.

HUMAN RESOURCES

- Identifying or developing companywide or individual learning initiatives that cost-effectively focus employee development toward achievement of both organizational and personal career goals.
- Identifying and analyzing organizational effectiveness opportunities and recommending initiatives that address global and regional opportunities based on business strategy.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$4,216,049	\$3,949,495	\$5,011,273	\$5,136,229
Supplies - Materials	\$18,715	\$19,160	\$36,938	\$36,938
Contractual - Other Services	\$1,808,246	\$2,055,246	\$2,299,630	\$1,777,816
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$6,043,010	\$6,023,901	\$7,347,841	\$6,950,983
Reimbursements	\$(808,392)	\$(836,194)	\$(342,770)	\$(342,770)
Department Total	\$5,234,618	\$5,187,707	\$7,005,071	\$6,608,213

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
9-1-1 Reimbursement	\$(87,988)	\$(87,988)
Convention Center Reimbursement	\$(96,550)	\$(96,550)
Sanitation Reimbursement	\$(78,053)	\$(78,053)
Water Utilities Reimbursement	\$(80,179)	\$(80,179)
Total	\$(342,770)	\$(342,770)

HUMAN RESOURCES

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	51.00	46.00	57.00	57.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	23.00	0.00	20.00	20.00
Total FTEs	74.00	69.00	77.00	77.00

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
One-time funding for renewal of HR's software license for knowledge base subscriptions.	0	\$20,000	\$0
Increase in Equifax contract due to quantity increases.	0	\$9,000	\$9,000
Add funding to reclassify five positions to support strategy implementation.	0	\$67,721	\$67,721
Increase funding to support 40 paid interns.	0	\$120,000	\$120,000
Add one-time funding to redesign compensation and classification.	0	\$500,000	\$0
Total	0	\$716,721	\$196,721

PERFORMANCE MEASURES

HUMAN RESOURCES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of employee overpayments vs. number of overpayments employees have agreed for repayments	80%	80%	80%	80%
Number of days to complete position review	N/A	N/A	15	15
Percentage of manual payments to employees vs. total payments to employees	N/A	N/A	80%	80%
Percentage of erroneous payments	N/A	N/A	0%	0%
Number of days to post offer to hire labor and executive positions	N/A	N/A	35	35
Number of employee classes offered quarterly	N/A	N/A	12	12
Percentage of training effectiveness for employees quarterly	N/A	N/A	85%	85%
Percentage of new hires completing check-in surveys annually	N/A	N/A	25%	25%
Percentage of civilian investigations completed within 25 working days	N/A	N/A	90%	90%
Percentage of managers and executives satisfied with HR partner	N/A	N/A	90%	90%
Percentage of Equal Employment Opportunity Commission charges closed within established deadline	N/A	N/A	98%	98%

SERVICE DESCRIPTION AND BUDGET

Compensation Analysis - Classification: Ensures employees are placed in the correct job classification and at the correct pay grade. Works to ensure the City offers competitive compensation packages and career paths to attract and retain a competent and skilled workforce.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$526,041	\$401,673	\$957,150	\$470,842

HRIS and HR Payroll Services: Maintains the Human Resources Information System (HRIS) database that stores all employee records and personnel data. Completes all database entries.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,936,668	\$1,941,399	\$1,768,505	\$1,767,623

Human Resource Consulting: The Employee Relations (ER) division are the first responders for employees' HR questions and concerns. ER conducts investigations and works with management to ensure discipline is applied consistently and appropriately.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
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HUMAN RESOURCES

General Fund	\$2,771,909	\$2,668,985	\$3,570,716	\$3,641,889
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Human Resource Administration: Provides support, oversight, coordination, and strategic direction for all HR functions at the City with a focus on talent management and engagement to foster a higher-performing workforce.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	N/A	\$175,650	\$708,700	\$727,859



JUDICIARY

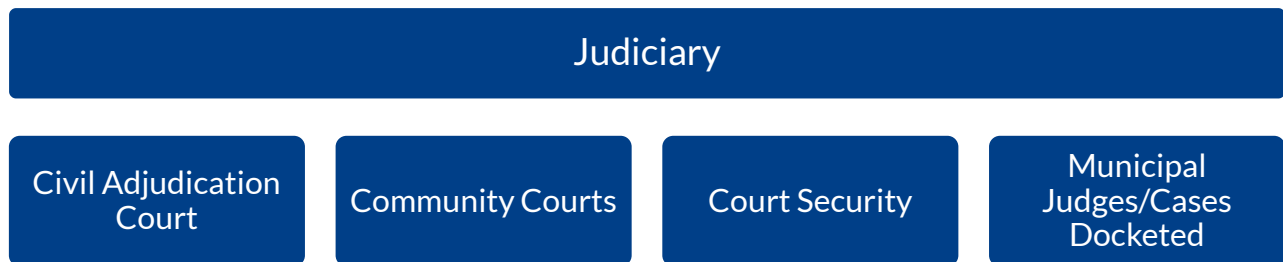
MISSION

The mission of the Judiciary is to provide the residents of Dallas with an independent, fair, and competent court system that will interpret and apply the laws that govern us in keeping with the American concepts of the integrity and independence of the judiciary, of justice, and the rule of the law.

DEPARTMENT GOALS

- Increase the efficiency of case disposition by 25 percent through improved accessibility to the court
- Reduce the number of quality of life offenses by 25 percent through diversion programs and alternatives to incarceration
- Reduce jail expenses by 10 percent by offering twice-daily City detention center dockets, allowing defendants to clear City warrant(s) in an efficient and timely manner
- Increase civil adjudication compliance rate by 20 percent through public awareness of various laws, ordinances, and procedures related to public nuisance offenses
- Reduce the number of potential threats in the courtroom and building facility by 25 percent by proactively monitoring public activity

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for the Judiciary will provide residents with an independent, competent, and accessible court system that protects the rights of individuals, preserves community welfare, and inspires public confidence in the judicial system. Through courtroom hearings and ancillary programs, the judges will handle more than 225,000 cases, conduct criminal arraignments and preliminary hearings for all criminal offenses up to and including capital murder, issue search and arrest warrants, junk motor vehicle seizure orders, and search, seize and disposal warrants, impose sentences when defendants are found guilty of traffic or class C misdemeanors, give magistrate warnings to juveniles and set bail for class A and B misdemeanors and felony offenses, and serve as an appellate court for code compliance, parking, and red-light cases.

JUDICIARY

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$3,411,779	\$3,395,428	\$3,370,149	\$3,456,893
Supplies - Materials	\$22,381	\$16,477	\$21,806	\$21,806
Contractual - Other Services	\$294,087	\$316,341	\$334,185	\$350,067
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,728,247	\$3,728,247	\$3,726,140	\$3,828,766
Reimbursements	\$(274,168)	\$(274,168)	\$(279,784)	\$(279,784)
Department Total	\$3,454,079	\$3,454,079	\$3,446,356	\$3,548,982

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Court and Detention Services Reimbursement	\$(279,784)	\$(279,784)
Total	\$(279,784)	\$(279,784)

JUDICIARY

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City's operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	34.00	31.0	33.40	33.40
Overtime FTEs	0.70	0.90	0.25	0.25
City Temporary FTEs	4.30	3.50	4.30	4.30
Total FTEs	39.00	35.40	37.95	37.95

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Eliminate two full-time Municipal Judges.	(2)	\$(106,450)	\$(106,450)
Hire one Bailiff to reduce unbudgeted overtime costs.	1	\$64,789	\$64,789
Total	(1)	\$(41,661)	\$(41,661)

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of case dispositions per new cases filed (case clearance rate)	95%	89%	95%	95%
Number of cases docketed	175,000	172,779	175,000	175,000
Percentage of alias warrants per cases filed	35%	29%	33%	33%
Percentage of capias warrants per cases filed	17%	21%	18%	18%
Percentage of cases disposed of within 60 days of citation	90%	83%	90%	90%

JUDICIARY

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of safe (red) light appeals	45	32	35	35
Number of trials conducted	70	89	80	80

SERVICE DESCRIPTION AND BUDGET

Civil Adjudication Court: Adjudicates civil hearings where administrative penalties may be imposed for property code violations. Provides an appellate process for red light, parking, and school bus stop-arm offenses and provides for the disposition of urban rehabilitation causes of action.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$402,475	\$290,888	\$416,468	\$427,047

Community Court: Provides a platform for community-based solutions to neighborhood problems through a partnership between the City Attorney's Office, Dallas Police Department, communities, and private organizations to promote public safety and enhance neighborhood quality of life.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$105,881	\$97,152	\$96,832	\$99,479

Court Security: Maintains order, security, and decorum in 10 municipal courtrooms, five community courts, two jail arraignments, and a City detention center docket, veterans court, civil adjudication hearings, and provides additional protection to the occupants of the Municipal Courts Building.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$706,547	\$765,758	\$876,389	\$906,360

Municipal Judges – Cases Docketed: Provides fair and impartial trials within a reasonable period to those charged with violations of 225,000 class C misdemeanors, state statutes, City ordinances and traffic offenses. Judges serve as magistrate in the issuance of 3,900 search and arrest warrants for all criminal offenses.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,239,176	\$2,300,281	\$2,056,667	\$2,116,096

LIBRARY

MISSION

Library strengthens communities by connecting people, inspiring curiosity, and advancing lives.

DEPARTMENT GOALS

- Increase annual library visitor count by three percent by the end of FY 2018-19
- Increase circulation materials by four percent annually
- Increase total number of active library card holders by five percent (over FY 2016-17 levels) by FY 2018-19
- Increase participation in workforce development library programs that improve employability and socioeconomic advancement by five percent (over FY 2016-17 levels) by FY 2018-19

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for Library maintains current levels of service and hours at all locations open six or seven days per week. It also funds new Radio Frequency Identification (RFID) technology, as well as operation and maintenance of the new Vickery Meadow Branch and replacement Forest Green Branch. English Language Learning (ELL) programs are offered at 28 locations. Additionally, General Equivalency Diploma (GED) classes will be offered at various branch libraries (and online) with testing at the Central Library GED Testing Center. Library will pursue educational opportunities, develop programs for children, adults, families, and seniors focused on entertainment, education, anti-poverty, and literacy in 30 locations by FY 2019-20. Library offers programs and collections that reflect the unique needs of each neighborhood in which they are located. It also provides free community gathering space with access to information and the internet, basic education classes, family-friendly programs, peer connection, career launch pad, and workforce training to support a more vibrant and productive future.

LIBRARY

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$21,033,102	\$20,423,986	\$21,822,087	\$22,387,478
Supplies - Materials	\$1,539,439	\$1,548,142	\$1,617,509	\$1,625,009
Contractual - Other Services	\$5,362,336	\$5,585,998	\$5,213,121	\$5,576,842
Capital Outlay	\$3,345,000	\$3,345,000	\$5,486,000	\$4,588,070
Expense Total	\$31,279,877	\$30,903,126	\$34,138,717	\$34,177,399
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$31,279,877	\$30,903,126	\$34,138,717	\$34,177,399

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Gifts and Donations	\$452,830	\$452,830
Genealogy Fund	\$19,550	\$19,550
Total	\$472,380	\$472,380

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City's operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	408.50	392.20	406.35	418.40
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	408.50	392.20	406.35	418.40

LIBRARY

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Funding to implement Radio Frequency Identification (RFID) to improve security of library materials and enhance efficiency with tracking of materials throughout the library. Enhanced efficiency would include easier and faster charge and discharge, inventorying, and materials handling. This system is expected to be fully implemented over the course of two years. FY 2019-20 reduction reflects one-time implementation costs.	0	\$2,101,000	\$370,000
Provides full-year funding for 18 positions added in FY 2017-18 related to expansion of library hours.	0	\$182,723	\$182,723
Provides full-year funding for expansion of ELL and term-limited grant-funded GED programs partially funded in FY 2017-18.	0	\$88,000	\$88,000
Operation and maintenance of the new Vickery Meadow Branch Library projected to open November 2019 (includes 16 positions in FY 2019-20).	16	\$0	\$783,070
Operation and maintenance for the replacement Forest Green Branch Library, projected to open October 2019 (includes one position in FY 2019-20).	1	\$0	\$263,578
Total	17	\$2,371,723	\$1,687,371

LIBRARY

REVENUE CATEGORY BY SERVICE

Library is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Library is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Library Operations - Public Service	Service to Others	\$318,550	\$326,517	\$327,350	\$327,350
	Fines & Forfeitures	\$340,000	\$175,000	\$290,000	\$290,000
	Other	\$175,000	\$175,000	\$175,000	\$175,000
	Total Revenue	\$833,550	\$676,517	\$792,350	\$792,350
Literacy Initiatives, Education - Community Engagement	Service to Others	\$0	\$12,000	\$10,000	\$10,000
	Total Revenue	\$0	\$12,000	\$10,000	\$10,000
Department Total		\$833,550	\$688,517	\$802,350	\$802,350

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Customers rating overall quality of service as "excellent" or "good" (internal survey)	99%	99%	99%	99%
Number of library visits in person, online, and for programs	7,312,000	7,312,000	7,420,000	7,494,200
Materials expenditure per capita	\$3.16	\$3.16	\$3.15	\$3.12
Cost savings of volunteer hours for the library system	\$1,037,400	\$1,037,400	\$933,660	\$933,660
Number of participants in adult education courses (ELL, GED, basic education, and citizenship)	N/A	N/A	25,000	25,000
Percentage of library GED students who successfully pass all parts of the official GED subject tests and receive their GED certificate	40%	40%	42%	42%
Percentage of library ELL students who report feeling confident speaking English upon completing an ELL class	82%	94%	95%	96%
Percentage of population with a library card	50%	50%	51%	51%

LIBRARY

SERVICE DESCRIPTION AND BUDGET

Library Materials and Collection Management: Provides selection, ongoing acquisition, and delivery of digital and physical library resources to customers in the format and location of their choice to meet changing customer needs, including books, media, databases, downloadable materials, and a searchable catalog of these materials.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$6,487,805	\$6,469,721	\$6,513,806	\$6,536,791

Library Operations and Public Service: Provides expert professional and customer service staff at all locations and day-to-day oversight of operations, including facilities, website, and business office in support of our mission to inspire curiosity and advance lives by strengthening the diverse communities we serve.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$23,615,023	\$23,410,892	\$26,442,249	\$26,435,705

Literacy Initiatives, Education, and Community Engagement: Provides expert staff to foster participation in artistic, cultural, civic, and literary events. To promote lifelong learning and literacy, the library provides free citizenship, GED and ELL classes and digital resources, as well as engages the community through targeted outreach.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,177,049	\$1,022,513	\$1,182,662	\$1,204,903



MANAGEMENT SERVICES

MISSION

The mission of Management Services (MGT) is to enhance the vitality and quality of life for all in the Dallas community.

FUNCTIONAL ORGANIZATION CHART



*Divisions eliminated from MGT in FY 2018-19

DEPARTMENT SUMMARY

MGT is a unique department comprised of divisions that provide highly critical services internal to the City and direct services to residents, as well as management expertise to support service departments throughout the city. Examples of those divisions include the Office of Innovation, Office of Business Diversity, City Agenda Process, Public Affairs and Outreach, and Office of Strategic Partnerships and Government Affairs.

MGT puts Service First through the **311 Customer Service Center’s** implementation of a new service request software, including a new 311 mobile app. The new software is more user-friendly and will allow customers to receive updates and track service requests throughout the life of the request via their preferred communication method (including text).

The mission of the **Office of Business Diversity (OBD)** is to ensure non-discriminatory practices in the City’s contracting processes and eliminate barriers while resourcing

MANAGEMENT SERVICES

businesses to the next step in their business life cycle. OBD is committed to providing emerging, small, minority-, and women-owned businesses the maximum opportunity to participate in, compete for, and be used by the City in its procurement of goods and services. To accomplish this, OBD has identified three key objectives: opportunity creation, building capacity, and diversity compliance.

The **Office of Community Care** is bringing attention to the needs of vulnerable residents by providing services to improve their quality and condition of life. Targeted programming and social service assistance will be offered primarily through senior services, Women, Infants, and Children (WIC) nutrition clinics, and community centers (Martin Luther King, Jr. Community Center and West Dallas Multipurpose Center). This team focuses on the needs of seniors, children, low-to-moderate income families, and residents living in poverty.

The **Office of Emergency Management** will put Service First by increasing public education programming and training for City staff and first responders while improving the City's alert and notification systems and emergency planning capabilities. This will allow residents to be better prepared in the event of a man-made or natural disaster in the area. Additional funding will allow for the installation of six new outdoor warning sirens to provide additional coverage to residents within the City limits.

The **Office of Environmental Quality and Sustainability** (OEQ) protects and conserves our natural resources while ensuring environmental compliance. OEQ enforces stormwater and air quality rules and regulations to protect water and air, promotes water conservation, waste reduction and recycling through planning, educational collaborations and proactive community engagement, monitors Citywide environmental compliance and continual improvement through the Environmental Management System, facilitates urban redevelopment, guides proper diligence and soil management, provides spill response, monitors air quality, and champions sustainability and innovation.

The new **Office of Equity and Human Rights** will be responsible for implementing the City's comprehensive resilience strategy, Resilient Dallas, and the administration of the Fair Housing Ordinance (Chapter 20A), and the Human Rights Ordinance (Chapter 46), which prohibit discrimination in housing, employment, and public accommodations based on sexual orientation or identity. This office will also provide education and technical support to City staff, elected officials, and community stakeholders for the strategic removal of systemic barriers to fair and just distribution of City resources and access to services and opportunity. The Office of Equity and Human Rights is also leading efforts with 21 jurisdictions in North Texas to conduct a regional assessment of fair housing practices.

The City of Dallas has intensified its efforts to assist and serve persons experiencing homelessness, as well as to reduce the impacts of homelessness on communities and businesses in Dallas by establishing the **Office of Homeless Solutions** (OHS). OHS is designed to prevent and intervene in homelessness by combating its complexity with effective solutions. The mission of OHS is to positively impact quality of life in the City through

MANAGEMENT SERVICES

innovative, collaborative, and comprehensive solutions for homelessness. Direct homeless services aim to improve the health and safety of the target population by identification of at-risk or homeless individuals and families as well as the provision of shelter and resources. OHS support services encourage intentionality of homeless services in maximizing impact and effectiveness while delivering positive outcomes.

The **Office of Innovation** is a new service beginning in FY 2018-19. Using best practices and research, the office will seek opportunities to drive operational and technological improvements, create change by introducing new ideas to City leaders and external partners, and organize and encourage new and innovative projects. Under the Office of Innovation, the City will implement data-driven solutions to foster a culture of innovation, efficiency, and process improvements.

The **Office of Public Affairs and Outreach** is committed to promotion of government transparency and community engagement by driving the delivery of accurate and timely information from top down, across the City organization, and out to all audiences. Over the next year, PAO is developing a strategic plan for enhancing programming on Dallas City News Network, the City's government access television channels, to include new, original, and diverse broadcast and online programming about City services, programs, events, and initiatives. In addition, PAO is focusing on the delivery of integrated strategic communications and multimedia services that strengthen, promote, and protect the City of Dallas' brand identity, relevance, accomplishments, and Service First excellence.

The **Office of Strategic Partnerships and Government Affairs** (OSPGA) supports the City's external and intergovernmental/legislative activities and secures grants and other resources. The External Relations team bolsters the City's strategic partnerships with external stakeholders and ensures collaborative approaches on shared goals and objectives. The Legislative team advances the City's interests with legislative bodies to achieve Dallas' legislative priorities and works to protect millions annually in city revenues. The Grants team identifies, writes, submits, and manages competitive grants, securing more than \$10 million in competitive and formula grants annually. OSPGA also manages the City's Youth Commission. Finally, OSPGA will support the Mayor's Complete Count Committee for the 2020 Census.

The **Office of Welcoming Communities and Immigrant Affairs** (WCIA) is promoting the civic, social, and economic engagement of immigrants residing in Dallas. This team engages with community stakeholders to foster and advance the integration of immigrants into the civic, social, and economic fabric of Dallas. During the next biennium, WCIA plans to implement the Welcoming Dallas Strategic Plan which includes recommendations across five areas critical to building a welcoming community: 1) Leadership and Communications, 2) Equitable Access, 3) Civic Engagement, 4) Safe, Healthy, and Connected Communities, and 5) Economic Development and Education. An important part of WCIA's work will be the promotion of U.S. citizenship throughout immigrant and refugee communities and the provision of civil legal

MANAGEMENT SERVICES

services to vulnerable immigrants by key nonprofit service organizations. In the coming biennium, WCIA is also seeking Certified Welcoming status for the City of Dallas.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$21,556,568	\$20,273,241	\$26,281,416	\$26,799,228
Supplies - Materials	\$540,815	\$708,863	\$743,295	\$763,180
Contractual - Other Services	\$15,925,954	\$16,023,085	\$19,653,892	\$20,080,794
Capital Outlay	\$0	\$21,360	\$0	\$0
Expense Total	\$38,023,337	\$37,026,548	\$46,678,603	\$47,643,202
Reimbursements	\$(8,982,945)	\$(9,087,240)	\$(15,157,984)	\$(15,177,837)
Department Total	\$29,040,392	\$27,939,309	\$31,520,619	\$32,465,365

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
311 Customer Service: Dallas Water Utilities	\$(3,765,665)	\$(3,765,665)
Emergency Management: Department of Homeland Security Grants	\$(245,000)	\$(245,000)
Emergency Management: Dallas Water Utilities	\$(40,000)	\$(40,000)
Environmental Quality and Sustainability: Texas Commission on Environmental Quality Grants	\$(1,287,973)	\$(1,287,973)
Environmental Quality and Sustainability: Carryout Bag Regulation Fund	\$(450,000)	\$(450,000)
Environmental Quality and Sustainability: Water Utilities Reimbursement	\$(3,941,165)	\$(3,961,018)
Environmental Quality and Sustainability: Sanitation Reimbursement	\$(1,042,971)	\$(1,042,971)
Environmental Quality and Sustainability: Storm Drainage Management Reimbursement	\$(4,176,811)	\$(4,176,811)
Homeless Solutions: Emergency Solutions Grants/Housing Opportunity for Persons with AIDS (HOPWA)/Continuum of Care Program	\$(130,000)	\$(130,000)
Strategic Partnerships and Government Affairs: Justice Assistance Grants	\$(78,399)	\$(78,399)
Total	\$(15,157,984)	\$(15,177,837)

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ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resource Category	FY 2018-19 Adopted	FY 2019-20 Planned
Carryout Bag Regulation Fund	\$500,000	\$500,000
Emergency Solutions Grants	\$1,203,874	\$1,203,874
Housing Opportunity for Person with AIDS (HOPWA)	\$6,645,116	\$6,645,116
Texas Commission on Environmental Quality (TCEQ) Grants	\$1,257,975	\$1,257,975
Women, Infant, and Children Grants	\$14,529,596	\$14,529,596
Total	\$24,136,561	\$24,136,561

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	289.50	246.83	344.50	344.50
Overtime FTEs	3.25	2.30	0.00	0.00
City Temporary FTEs	9.70	32.50	13.00	13.00
Total FTEs	302.45	249.13	357.50	357.50

MANAGEMENT SERVICES

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

311 Customer Service Center	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Transfer Administrative Specialist to Public Affairs and Outreach.	(1)	\$(68,100)	\$(68,100)
Total	(1)	\$(68,100)	\$(68,100)

Office of Business Diversity	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Funding for advocacy group membership dues and overtime to enhance M/WBE outreach efforts and allow staff participation in M/WBE advocacy group outreach initiatives.	0	\$0	\$27,716
Support of citywide marketing initiatives related to diversity and inclusion. These events include monthly Diversity University classes and City-hosted Diversity Outreach Mixers with M/WBE advocacy groups.	0	\$0	\$15,000
Total	0	\$0	\$42,716

Office of Community Care	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Add funding for departmental grant compliance and oversight coordination.	0	\$97,951	\$97,951
Increase funding for End Panhandling Now.	0	\$215,000	\$215,000
Add funding for City of Dallas re-entry program "Fresh Start."	2	\$235,000	\$282,000
Provide funding for security at the Martin Luther King, Jr. Community Center.	0	\$12,000	\$12,000
Total	0	\$559,951	\$606,957

Emergency Management Operations	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Add six additional outdoor warning sirens to increase residential coverage.	0	\$0	\$176,069
Increase funding for maintenance for six new outdoor warning sirens.	0	\$0	\$50,000
Total	0	\$0	\$226,069

MANAGEMENT SERVICES

Office of Environmental Quality and Sustainability	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Provide \$500,000 for an Environmental Action Plan utilizing Carryout Bag Regulation Funds.	0	\$0	\$0
Transfer Storm Water Regulation and Enforcement from Trinity Watershed Management (\$4,167,811). Fully reimbursed by Storm Drainage Management Fund.	42	\$0	\$0
Transfer water conservation operations from Dallas Water Utilities (\$3,941,165 in FY 2018-19 and \$3,961,018 in FY 2019-20). Fully reimbursed by Dallas Water Utilities Fund.	12	\$0	\$0
Transfer community outreach activities related to Zero Waste program from Sanitation Services (\$1,042,971). Fully reimbursed by Sanitation Fund.	6	\$0	\$0
Total	60	\$0	\$0

Office of Equity and Human Rights Compliance	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Funding to review all City department processes, functions, and the current state of ADA compliance.	0	\$200,000	\$(200,000)
Add two positions to educate and promote equity and human rights.	2	\$145,000	\$180,000
Transfer Office of Resilience to Equity and Human Rights.	2	\$365,345	\$365,345
Funding to conduct citywide ADA professional development.	0	\$0	\$36,065
Total	4	\$710,345	\$346,410

Office of Homeless Solutions	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reduce The Bridge contract amount from \$4,800,000 to \$4,470,000.	0	\$(330,000)	\$(356,153)
Provide funding for master leasing program to secure units and provide housing assistance for households experiencing homelessness.	0	\$1,200,000	\$1,200,000
Provide funding for landlord incentive program to encourage private property owners to provide units for homeless households with challenging rental, credit, and criminal background history.	0	\$100,000	\$100,000
Add funding to provide housing rental subsidies and support services for seniors for up to 24 months.	0	\$250,000	\$250,000
Provide funds for approximately 50 "shovel ready" housing units dedicated to people experiencing homelessness.	0	\$500,000	\$500,000

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Office of Homeless Solutions	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Provide funds for services that strengthen the effectiveness of the homeless response system.		\$250,000	\$250,000
Total	0	\$1,970,000	\$1,943,847

Public Affairs and Outreach	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reallocate funding to reclassify two positions to support television and broadcasting.	0	\$(101,160)	\$(101,160)
Add one Administrative Specialist position with funds transferred from 311. This is a net \$0 budget impact.	1	\$68,100	\$68,100
Reallocate \$56,461 to create a Video Specialist position.	1	\$56,461	\$56,461
Reallocate \$60,118 to create a Public Information Officer position.	1	\$60,118	\$60,118
Fund production and transmission costs for six City Council meetings at remote sites.	0	\$90,000	\$90,000
Add funding for professional services to support the development and implementation of new City employee engagement initiatives.	0	\$0	\$30,000
Total	3	\$173,519	\$203,519

Office of Strategic Partnerships and Government Affairs	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reduce funding for travel.	0	\$(23,973)	\$(23,973)
Fund a coordinator-level position, supplies, and outreach materials to support the 2020 Census.	1	\$75,811	\$75,811
Total	1	\$51,838	\$51,838

Office of Welcoming Communities and Immigrant Affairs	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Expand citizenship promotion efforts by extending small grants to citizenship service organizations.	0	\$75,000	\$75,000
Funding to provide grants to nonprofit service organizations for civil legal services to immigrants.	0	\$100,000	\$100,000
Total	0	\$175,000	\$175,000

REVENUE CATEGORY BY SERVICE

MGT is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. MGT is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

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Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Community Care	Service to Others	\$1,685,910	\$1,781,010	\$1,685,910	\$1,685,910
	Intergovernmental	\$141,096	\$70,548	\$141,096	\$141,096
	Gifts and Contributions	\$0	\$1,399	\$0	\$0
	Total Revenue	\$1,827,006	\$1,852,957	\$1,827,006	\$1,827,006
Homeless Solutions	Intergovernmental	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
	Total Revenue	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
Environmental Quality and Sustainability	Service to Others	\$329,560	\$326,035	\$342,160	\$342,160
	Total Revenue	\$329,560	\$326,035	\$342,160	\$342,160
Equity and Human Rights	Intergovernmental	\$0	\$119,563	\$0	\$0
	Total Revenue	\$0	\$119,563	\$0	\$0
Strategic Partnerships and Government Affairs	Operating Transfers In	\$1,640,679	\$1,640,679	\$0	\$0
	Licenses & Permits	\$0	\$0	\$0	\$99,738
	Fines & Forfeitures	\$0	\$0	\$0	\$500,743
	Total Revenue	\$1,640,679	\$1,640,679	\$0	\$600,481
Department Total		\$4,797,245	\$4,939,234	\$3,169,166	\$3,769,647

PERFORMANCE MEASURES

311 Customer Service Center	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of 311 calls answered within 90 seconds	70%	70%	70%	90%
Percentage of customers satisfied with call experience	95%	93%	93%	93%
Annual calls per 100 residents	85	85	N/A	N/A
Percentage of customer interactions handled accurately	100%	100%	90%	100%
Average speed of calls answered monthly (seconds)	N/A	N/A	90	90

Office of Business Diversity	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of dollars spent with local businesses	50%	40%	50%	50%
Percentage of dollars spent with minority- or woman-owned business enterprises (M/WBE)	23%	24%	25%	25%

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Office of Community Care	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of HIV/AIDS households with housing stability	94%	94%	84%	95%
Number of seniors served	1,933	1,933	4,500	4,500
Cost per household assisted	\$720.00	\$720.00	\$720.00	\$735.00
Percentage of parents attending two or more workshops	N/A	N/A	80%	85%
Percentage of complaints resolved by ombudsman staff within 90 days	N/A	N/A	70%	75%
Percentage of seniors employed full- or part-time 30 days after job placement	N/A	N/A	25%	25%
Number of months children remain in child care program	N/A	N/A	N/A	15

Emergency Management Operations	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Hours of public education provided	506	506	556	611
Amount spent on emergency preparedness per resident	\$1.14	\$1.14	\$1.06	\$1.08
Number of training courses/exercises conducted	18	25	28	30
Percentage of sirens fully functional at any time	N/A	N/A	N/A	100%
Hours of public education provided	N/A	N/A	N/A	611

Office of Environmental Quality and Sustainability	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Cost savings of OEQ Spill Team	\$990,000	\$990,000	\$990,000	\$990,000
Municipal Setting Designations (MSDs) reviewed and completed within nine months to facilitate redevelopment	80	86	86	86
Number of outreach events	100	100	100	100
Percentage of City departments demonstrating continual improvement on environmental objectives by means of the OEQ accountability report	90%	90%	90%	90%
Number of reduced vehicle miles by the City	N/A	568,536	625,000	625,000

MANAGEMENT SERVICES

Office of Environmental Quality and Sustainability	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of gallons (in millions) saved through plumbing fixture replacement programs annually	N/A	450	450	450

Office of Equity and Human Rights	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of resident assistance inquiries processed and/or referred annually	4,100	3,600	3,872	3,872
Percentage of non-litigated cases closed within 120 days	75%	67%	67%	67%
Number of Fair Housing education and outreach programs	80	70	70	70

Office of Homeless Solutions	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of days to resolve a homeless encampment site from date of service request to resolution	45	18	21	21
Number of unduplicated homeless persons placed in housing	235	240	375	375
Number of duplicate encampment resolutions at a site	N/A	N/A	3	3
Number of unsheltered persons	N/A	N/A	823	823
Number of shelter beds	N/A	N/A	2,300	2,300
Number of unduplicated persons experiencing homelessness	N/A	N/A	2,976	2,976
Number of supportive housing units	N/A	N/A	4,000	4,000
Percentage of unduplicated persons placed in permanent housing who remain housed after six months	N/A	N/A	85%	85%

Office of Innovation	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Lean Six Sigma hard dollar savings	N/A	N/A	\$500,000	\$500,000
Percentage of ISO NCRs completed	N/A	N/A	50%	50%

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Office of Innovation	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of EAC OIFs completed	N/A	N/A	50%	50%
Hard dollar savings as percentage of operational costs (Lean Six Sigma)	N/A	N/A	90%	90%

Public Affairs and Outreach	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage increase in social media impressions	35%	35%	35%	40%
Number of video productions and program content produced for DCNN	N/A	N/A	15	25
Percentage increase in City employee engagement and awareness of City key issues	N/A	N/A	80%	50%

Strategic Partnerships and Government Affairs	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of legislative priorities achieved (federal and state)	67%	67%	50%	67%
Number of legislative analyses prepared per legislative FTE	35	35	50	35
Competitive grant dollars received per General Fund dollar spent on fund development salaries	\$45.00	\$45.00	\$50.00	\$50.00
Number of strategic planning and engagement meetings	50	50	50	50
Office of Welcoming Communities and Immigrant Affairs	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of residents engaged and receiving benefit	1%	1%	2%	2%
Value of WCIA volunteers	\$32,000	\$32,000	\$32,000	\$32,000
Number of Dallas residents connected with WCIA vis-à-vis social media and community engagement activities	2,400	2,400	27,000	29,000
Number of WCIA community engagements undertaken	92	92	185	225
Attendance at citizenship workshop events	N/A	N/A	N/A	500

MANAGEMENT SERVICES

Number of grant services via Dallas service organizations to provide civil legal services to immigrant families.	N/A	N/A	N/A	200
Percentage of criteria met to achieve Welcoming America's Welcoming City status (7 total)	N/A	N/A	N/A	100%

SERVICE DESCRIPTION AND BUDGET

311 Customer Service Center: Delivers friendly and knowledgeable support with access to City services via phone, internet, mobile app, 311 in the Community, and City Hall on the Go!

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,569,390	\$3,350,284	\$4,495,891	\$4,697,499

Office of Business Diversity: Ensures City meets requirements for the inclusion of Minority/Women Business Enterprises (M/WBEs) in the procurement process to the greatest extent feasible by providing a centralized service to educate and recruit local M/WBE vendors.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$793,297	\$752,200	\$894,165	\$958,363

Center for Performance Excellence: This service has been reorganized into the Office of Innovation in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,265,811	\$1,265,811	\$0	\$0

City Agenda Process: Ensures all departments present voting and briefing items to the City Council, residents, and concerned parties in an accurate, uniform, and consistent manner.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$247,782	\$247,782	\$219,414	\$225,615

Office of Community Care: Provides targeted programming and social services to seniors, to mothers and children through Women, Infants, and Children (WIC) nutrition clinics, and at community centers around the city.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$5,001,285	\$4,914,362	\$5,375,877	\$5,514,049

MANAGEMENT SERVICES

Emergency Management Operations: Coordinates all departments for large-scale incidents and the Emergency Operations Center. OEM manages preparedness, recovery, mitigation, and prevention programs to reduce risk to residents, property, and the environment.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$715,020	\$715,020	\$877,113	\$1,256,507

EMS Compliance Program: This service has been merged with the City Controller's Office beginning in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$340,988	\$329,580	\$0	\$0

Office of Environmental Quality and Sustainability: Provides oversight services in six areas: Environmental Management System, internal audits, sustainability, outreach, and training, environmental due diligence and Municipal Setting Designations, and spill response.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,197,487	\$884,449	\$2,734,360	\$2,839,033

Office of Equity and Human Rights Compliance: Conducts housing discrimination investigations and mediation. Additionally, investigates discrimination in employment, housing, and public accommodation based on sexual orientation. Provides education to the community on fair housing and human rights laws.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$397,837	\$397,837	\$1,233,436	\$1,169,582

Ethics and Diversity: This service has been reorganized into the Department of Human Resources in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$119,855	\$119,855	\$0	\$0

Office of Homeless Solutions: Impacts quality of life in the City of Dallas through innovative, collaborative, and comprehensive solutions for homelessness.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$10,081,328	\$10,074,910	\$11,546,393	\$11,587,534

Office of Innovation: Researches best practices and seek opportunities to improve processes, creates change by introducing new ideas, and works with internal and external partners to organize and encourage innovative projects. This is a new service beginning in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$0	\$0	\$603,668	\$613,291

MANAGEMENT SERVICES

Public Affairs and Outreach: Enhances transparency and educates internal and external audiences about City news, events, and services through multimedia platforms including websites, social and traditional media, and civic engagement, and provides programming and online streaming for government access cable channels.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,400,645	\$1,126,225	\$2,098,745	\$2,171,599

Office of Resilience: This service has been merged with the newly created Office of Equity and Human Rights beginning in FY 2018-19.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$353,875	\$346,386	\$0	\$0

Strategic Partnerships and Government Affairs: Supports the City's legislative activities, secures grants and other resources, bolsters the City's strategic partnerships, supports the City's Youth Commission, and manages the City's 2020 Census complete count efforts.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,126,947	\$2,985,762	\$1,053,433	\$1,078,466

Office of Welcoming Communities and Immigrant Affairs: Promotes the economic, civic, and social engagement of immigrants and refugees in Dallas through the development and implementation of a Welcoming Dallas plan to advance immigrant integration and inclusion.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$428,845	\$428,845	\$623,124	\$635,827



MAYOR & CITY COUNCIL

MISSION

The mission of the Mayor and City Council Office (MCC) is to provide outstanding service designed to enrich the lives of all residents in Dallas through proactive and transparent communication and by ensuring quality of life for all residents and businesses choosing to call Dallas home.

DEPARTMENT GOALS

- Respond to all resident complaints/concerns and provide a timely resolution within 24 hours
- Streamline internal communication and processes for responding to constituent concerns
- Increase public education and awareness regarding City services and Council initiatives
- Continue professional development for MCC staff

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 adopted budget and FY 2019-20 planned budget include the Mayor and 14 City Council members. All powers conferred on the City of Dallas shall be exercised by the Mayor and City Council members, nominated and elected by the residents of the City of Dallas.

The MCC FY 2018-19 budget and FY 2019-20 planned budget will meet the needs of the City with a variety of essential services, including responding to resident phone calls, entering requests for City services, and organizing neighborhood meetings. The FY 2018-19 budget and FY 2019-20 planned budget also include funding to continue a phase-in of district offices, allowing residents greater access to their elected representatives. Additionally, the budget includes funds for the 2019 Mayoral and City Council retreat and inauguration.

MAYOR & CITY COUNCIL

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$3,914,838	\$3,954,170	\$4,265,683	\$4,411,997
Supplies - Materials	\$106,305	\$106,305	\$172,124	\$102,374
Contractual - Other Services	\$805,732	\$790,964	\$551,723	\$514,241
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$4,826,875	\$4,851,439	\$4,989,530	\$5,028,612
Reimbursements	\$700	\$(23,864)	\$0	\$0
Department Total	\$4,827,575	\$4,827,575	\$4,989,530	\$5,028,612

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	52.50	52.50	53.00	53.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	52.50	52.50	53.00	53.00

MAYOR & CITY COUNCIL

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reduce funding for district offices from \$250,000 in FY 2018-19 to \$120,000 FY 2018-19.	0	\$(130,000)	\$(130,000)
Provides funding for the 2019 Mayoral and City Council retreat.	0	\$25,000	\$25,000
Provides funding for the 2019 inauguration for the Mayor and new Council members.	0	\$25,000	\$25,000
Total	0	\$(80,000)	\$(80,000)

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of constituent phone calls	37,350	20,000	22,000	22,000
Number of community meetings	1,110	1,500	1,500	1,500
Number of service requests created by MCC	N/A	2,500	2,500	2,500
Number of service requests closed within 10 days	850	850	850	850
Hours of professional development (quarterly)	15	15	20	20

MAYOR & CITY COUNCIL

SERVICE DESCRIPTION AND BUDGET

Administrative Support for the Mayor and City Council: Provides professional and administrative support to the Mayor and 14 City Council members. Support staff serves as constituent liaisons to the Mayor and City Council by responding to resident calls, resolving City-related issues, directing residents' requests to appropriate departments, scheduling meetings with community leadership and constituents, organizing community outreach events and annual budget town hall meetings, and disseminating pertinent information to the residents of Dallas.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,827,575	\$4,827,575	\$4,989,530	\$5,028,612

NON-DEPARTMENTAL

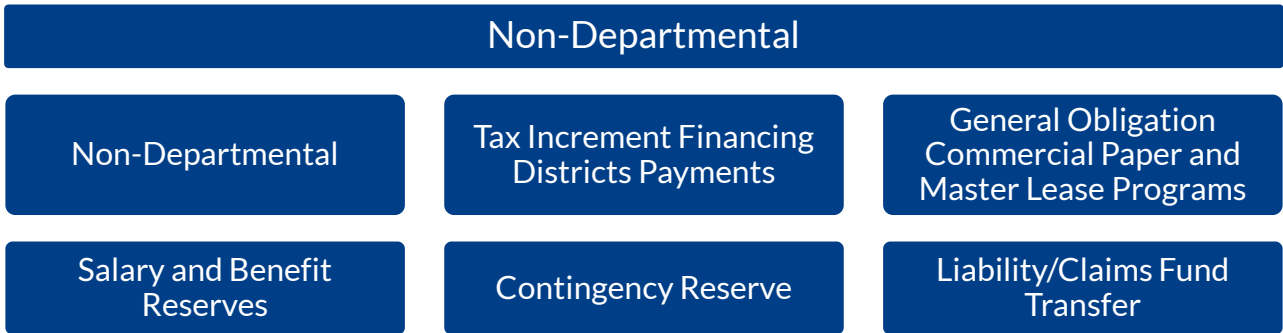
MISSION

To provide excellent governmental services to meet the needs of the City by supporting various Citywide programs.

DEPARTMENT GOALS

Manage Citywide funds in a transparent and efficient manner.

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

Non-Departmental (Non-D) funds are managed by the Office of Budget and used to support a variety of Citywide programs and initiatives, such as master lease and commercial paper financing, unemployment insurance, payments to Tax Increment Financing (TIF) districts, reserve transfers, and professional legislative services. Currently, no positions are budgeted within Non-D. The FY 2018-19 budget includes funding for programs that affect City operations but do not reside within any one department.

Revenue associated with inter-fund charges such as indirect cost rates and intergovernmental revenue received through our Dallas-Fort Worth (DFW) revenue sharing agreement that do not align with a specific department are budgeted for and managed in Non-D.

NON-DEPARTMENTAL

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$550,000	\$550,000	\$550,000	\$550,000
Supplies - Materials	\$50,000	\$1,165	\$50,000	\$50,000
Contractual - Other Services	\$86,687,696	\$86,094,908	\$99,397,823	\$107,881,302
Capital Outlay	\$975,000	\$975,000	\$0	\$0
Expense Total	\$88,262,696	\$87,621,073	\$99,997,823	\$108,481,302
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$88,262,696	\$87,621,073	\$99,997,823	\$108,481,302

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Add funding for Chapter 380 sales tax agreement rebates.	0	\$335,000	\$335,000
Master lease program – increase to pay debt for equipment purchases.	0	\$2,469,342	\$5,566,072
TIF district payments.	0	\$9,983,063	\$17,952,877
Reallocate funding for streetcar maintenance to Department of Transportation.	0	\$(975,000)	\$(975,000)
Comprehensive Housing Policy implementation.	0	\$1,000,000	\$1,000,000
Total	0	\$12,812,405	\$23,878,949

NON-DEPARTMENTAL

REVENUE CATEGORY BY SERVICE

Non-D is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Non-D is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Non-Departmental	Operating Transfers In	\$22,777,865	\$22,777,865	\$24,823,767	\$26,323,767
	Licenses & Permits	\$0	\$0	\$26,000	\$26,000
	Service to Others	\$18,589,869	\$18,593,916	\$21,110,619	\$21,110,619
	Intergovernmental	\$6,957,265	\$7,024,029	\$7,857,265	\$7,857,265
	Proceeds - Sale of Fixed Assets	\$4,586,583	\$4,586,583	\$4,586,583	\$4,586,583
	Other	\$0	\$26,263	\$0	\$0
	Other Tax	\$27,102,857	\$27,319,767	\$27,091,055	\$27,446,355
	Total Revenue	\$80,014,439	\$80,328,424	\$85,495,289	\$87,350,589
Department Total		\$80,014,439	\$80,328,424	\$85,495,289	\$87,350,589

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of General Fund annual operating expenses in reserve	12.9%	14.1%	12.9%	12.9%

SERVICE DESCRIPTION AND BUDGET

Non-Departmental: Provides funding for contracts, intergovernmental agreements, and partnerships that either span departments or are not department-specific. Some of the most significant items funded in this service include the General Fund's portion of unemployment payments, professional services for legislative services, bank contracts, appraisal district contracts, Dallas County tax collection contract, contract wrecker services, Citywide memberships, and Public Improvement District assessment payments.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$18,264,308	\$19,697,201	\$21,215,862	\$19,452,180

General Obligation Commercial Paper and Master Lease Programs: The General Obligation Commercial Paper Program funds interim financing for capital improvement projects. Expenses include credit facility fees and agent fees. Commercial Paper interest costs are paid by the Debt Service Fund. Commercial Paper is retired through the issuance of bonds previously approved by voters. The master lease program funds the purchase of equipment and technology improvements (\$25-\$30 million each year), and expenses include payments for principal and interest.

NON-DEPARTMENTAL

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$16,923,245	\$14,848,729	\$19,686,578	\$22,783,308

Tax Increment Financing District Payments: Provides funding for the City’s General Fund required payment to TIF districts based on TIF agreements. Additional payments to each TIF are included in the City’s Debt Services budget.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$41,841,792	\$41,841,792	\$51,824,855	\$59,794,669

Salary and Benefit Reserve: Includes funding for payment of civilian employees’ termination payments, including sick leave and vacation. Funds are also included for reserves for living wage adjustments.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,903,810	\$1,903,810	\$2,200,000	\$2,200,000

Liability/Claims Fund Transfer: 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 resulting 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.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,642,666	\$4,642,666	\$2,751,145	\$2,751,145

Contingency Reserve: Provides funds for unanticipated expenditures of a non-recurring nature, including expenses associated with new service needs identified after the budget process, new public safety or health needs, revenue shortfalls, service enhancements, or opportunities to achieve cost savings. The City maintains a range 0.5-1.0 percent of operating funds in this reserve fund always, which allows the City to remain in alignment with the Financial Management Performance Criteria.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,686,875	\$4,686,875	\$2,319,383	\$1,500,000

OFFICE OF BUDGET

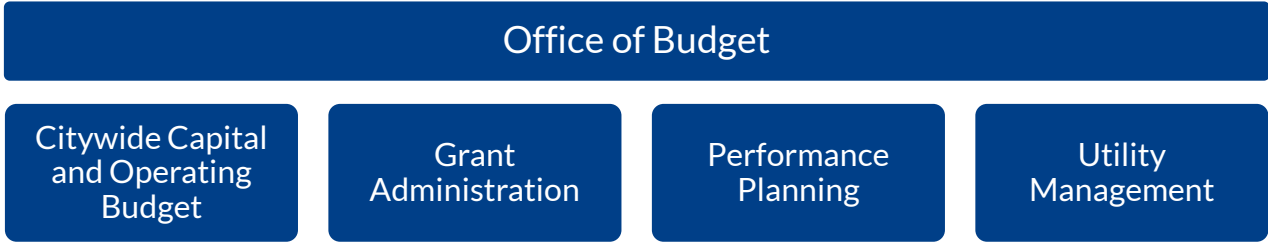
MISSION

The mission of the Office of Budget is to protect the City’s financial resources through fiscally responsible forecasting, allocation of resources, monitoring revenues and expenditures, and compliance with applicable rules and laws to ensure the goals and objectives of the City are met.

DEPARTMENT GOALS

- Maintain a balanced General Fund budget
- Maintain contingency reserve in compliance with Financial Management Performance Criteria
- Integrate performance measures into budget development and monitoring
- Incorporate new contract management processes into grant administration and oversight

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The Office of Budget coordinates, develops, and prepares the City Manager's recommended operating and capital budgets, monitors grants for compliance with regulations and reimbursement eligibility for each specific federal agency, develops the annual Consolidated Plan budget and government-wide reporting required by the Federal Financial Accountability and Transparency Act, and provides oversight of franchised utilities and certificated telecommunication providers that use the public right-of-way, including electric, natural gas, and cable television. Performance Management is responsible for coordinating and monitoring performance measures and benchmarking for all City departments to strategically allocate resources during the budget development process.

OFFICE OF BUDGET

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$2,866,617	\$2,715,150	\$3,268,511	\$3,347,888
Supplies - Materials	\$9,461	\$28,269	\$8,691	\$8,691
Contractual - Other Services	\$854,372	\$931,679	\$855,705	\$858,419
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,730,450	\$3,675,098	\$4,132,907	\$4,214,998
Reimbursements	\$(324,112)	\$(337,850)	\$(336,857)	\$(338,674)
Department Total	\$3,406,338	\$3,337,248	\$3,796,050	\$3,876,324

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Department Support	\$(336,857)	\$(338,674)
Total	\$(336,857)	\$(338,674)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Community Development Block Grants (CDBG)	\$801,626	\$801,626
Total	\$801,626	\$801,626

OFFICE OF BUDGET

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	30.70	29.24	34.70	34.70
Overtime FTEs	0.00	0.06	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	30.70	29.24	34.70	34.70

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Full-year funding for four Sr. Budget Analysts for citywide Capital and Operating Budget development in FY 2017-18.	0	\$71,008	\$71,008
Pilot Project: Add three positions to manage fiscal operations, monitor grants, and process human resource functions for a select group of departments.	3	\$278,605	\$278,605
Total	3	\$349,613	\$349,613

OFFICE OF BUDGET

REVENUE CATEGORY BY SERVICE

The Office of Budget is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. The Office of Budget is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Citywide Capital and Operating Budget Dev and Monitoring	Ad Valorem Tax	\$652,067,958	\$653,733,742	\$727,885,096	\$773,212,022
	Sales Tax	\$303,349,086	\$304,904,662	\$311,645,016	\$325,953,238
	Licenses & Permits	\$706,380	\$773,416	\$760,260	\$760,260
	Service to Others	\$4,998,391	\$5,709,279	\$5,100,500	\$5,100,500
	Interest	\$2,016,571	\$2,872,176	\$2,015,134	\$2,018,484
	Other	\$0	\$1,120,847	\$0	\$0
	Other Tax	\$170,450	\$170,450	\$170,450	\$170,450
	Service Total	\$963,308,836	\$969,284,572	\$11,047,880,789	\$1,107,214,954
Utility Management	Other	\$211,908	\$211,908	\$211,908	\$211,908
	Other Tax	\$108,028,802	\$112,588,859	\$106,075,958	\$105,064,507
	Service Total	\$108,240,710	\$112,800,787	\$106,287,866	\$105,276,415
Department Total		\$1,071,549,546	\$1,082,085,358	\$1,154,168,655	\$1,212,491,369

OFFICE OF BUDGET

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of residents reporting grant-related presentations were helpful and informative	95%	96%	96%	97%
Number of compliance reviews completed	43	130	130	130
Percentage of department measures that are efficiency or outcome measures	50%	50%	52%	55%
Percentage of internal customers satisfied with the services provided by the Office of Budget	87%	88%	89%	90%

SERVICE DESCRIPTION AND BUDGET

Citywide Capital and Operating Budget: Provides centralized preparation, oversight, and management of the City's operating and capital improvement program budgets and funds totaling more than \$3.6 billion. Manages production of the annual budget and monthly Financial Forecast Reports (FFR) and provides financial analysis to the City Manager, City Council, and all City departments.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,469,521	\$1,449,951	\$1,754,093	\$1,790,217

Grant Administration: Provides planning and program oversight, budget development, and financial management of grant funds of more than \$180 million for the City's Consolidated Plan and other governmental grants Citywide, in accordance with applicable federal/state regulations. Also provides onsite monitoring of internal programs, maintains timely reporting to grant agencies, conducts community engagement, and serves as the City's liaison to various federal and state agencies from which the City receives funds.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,218,315	\$1,155,262	\$1,247,300	\$1,277,804

OFFICE OF BUDGET

Performance Planning: Allows the City to track and report on the day-to-day activities that impact the City’s key strategic priorities. Staff works with representatives from all City departments to monitor General Fund usage in relation to the City’s stated goals. Measuring and publicly reporting performance upholds the City’s core value of accountability, heightened through the quarterly release of the Dallas 365 report and through integration of performance data in quarterly FFRs.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$370,712	\$363,132	\$454,673	\$464,303

Utility Management: Oversees and manages franchised utilities and certified telecommunication providers use of the public rights-of-way, including electric, natural gas, and cable television.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$347,790	\$368,903	\$339,984	\$344,000

OFFICE OF CULTURAL AFFAIRS

MISSION

The Office of Cultural Affairs’ (OCA) mission is to establish a cultural system that ensures all Dallas residents and visitors have an opportunity to experience the finest in arts and culture. (Note: from 2002 Cultural Policy – will be updated as part of 2018 Cultural Plan)

DEPARTMENT GOALS

Adopt the 2018 Cultural Plan and updated Cultural Policy and begin implementing actions to align with new priorities, including:

- Investing in and delivering more artistic experiences to new audiences in underserved communities across Dallas
- Supporting the full range of the artistic ecosystem, from individual artists to small, mid-size, and large organizations
- Using improved management processes and audit recommendations
- Exploring further partnerships with Library and Park and Recreation for activation of underused City facilities for arts and cultural services

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for OCA project the collection of at least \$2,5000,000 in revenues, provide more than \$6,000,000 in artistic support funding to local arts organizations and individual artists, host more than 2,000,000 visitors at 19 City-owned cultural venues, and provide operation and maintenance support to those facilities. To aid in implementation of the new Cultural Plan, more than \$350,000 was added to the FY 2019-20 planned budget to increase cultural services throughout the City with a new neighborhood “pop-up” cultural center model, bringing more arts and cultural experiences to residents in their neighborhoods.

OFFICE OF CULTURAL AFFAIRS

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$4,417,112	\$4,317,289	\$4,589,856	\$4,801,058
Supplies - Materials	\$3,410,589	\$3,575,880	\$2,677,247	\$2,677,247
Contractual - Other Services	\$15,351,446	\$15,381,556	\$14,985,458	\$15,431,477
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$23,179,147	\$23,274,725	\$22,252,561	\$22,909,782
Reimbursements	\$(2,279,380)	\$(2,374,958)	\$(2,279,373)	\$(2,379,373)
Department Total	\$20,899,767	\$20,899,767	\$19,973,188	\$20,530,409

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Capital Bond Program Reimbursement (Public Art)	\$(167,223)	\$(267,223)
Department Support	\$(413,204)	\$(413,204)
Hotel Occupancy Tax Reimbursement	\$(1,698,946)	\$(1,698,946)
Total	\$(2,279,373)	\$(2,379,373)

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	69.80	52.53	56.00	57.00
Overtime FTEs	1.00	1.16	1.00	1.00
City Temporary FTEs	0.00	8.30	9.93	9.93
Total FTEs	70.80	61.98	66.93	67.93

OFFICE OF CULTURAL AFFAIRS

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Provides funding for the custodial contract increase for the Meyerson Symphony Center.	0	\$263,172	\$263,172
Expands cultural services across Dallas to serve more residents with neighborhood “pop-up” cultural centers. This model creates more than 150 new arts and cultural experiences (e.g., festivals, performances, workshops, camps) across the City in neighborhoods each year. Funds one Manager II position.	1	\$0	\$376,368
Total	1	\$263,172	\$639,540

REVENUE CATEGORY BY SERVICE

OCA is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. OCA is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
City-Owned Cultural Venues	Operating Transfers In	\$328,704	\$328,704	\$0	\$0
	Service to Others	\$2,273,472	\$1,974,200	\$2,273,472	\$2,273,472
	Other	\$256,856	\$278,500	\$256,856	\$256,856
	Total Revenue	\$2,859,032	\$2,581,404	\$2,530,328	\$2,530,328
Cultural Services Contracts	Gifts and Contributions	\$303,000	\$301,888	\$0	\$0
	Total Revenue	\$303,000	\$301,888	\$0	\$0
Department Total		\$3,162,032	\$2,883,292	\$2,530,328	\$2,530,328

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Attendance at OCA-supported cultural events	4,583,487	4,865,565	4,900,000	5,000,000

OFFICE OF CULTURAL AFFAIRS

Dollars leveraged by partner organizations	\$148,000,000	\$180,246,483	\$181,000,000	\$183,000,000
Percentage of cultural services contracts awarded to artists or small arts organizations (budgets less than \$100,000)	N/A	N/A	50%	50%
Number of attendees at City-owned cultural facilities	2,298,098	2,305,871	2,300,000	2,350,000
Percentage of public art projects awarded to new/emerging artists	45%	50%	50%	50%

SERVICE DESCRIPTION AND BUDGET

City-Owned Cultural Venues: Manages and supports the operations of 19 cultural venues across Dallas. Supports programming at seven OCA-managed cultural centers and contractual support for the seven nonprofit partners that manage 11 City-owned venues.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$14,805,552	\$15,038,964	\$14,101,429	\$14,263,537

Cultural Services Contracts: Manages cultural services contracts with more than 130 nonprofit organizations and individual artists who provide more than 50,000 cultural services across the City.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$5,811,591	\$5,499,253	\$5,542,716	\$5,930,556

OFFICE OF CULTURAL AFFAIRS

Public Art for Dallas: Leads the City's Public Art Program through the commission, acquisition, and maintenance of public artworks for City facilities, such as libraries, fire stations, Love Field, parks, recreation centers, and other public spaces. There are nearly 300 public artworks across Dallas.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$282,624	\$361,550	\$329,043	\$336,316



OFFICE OF ECONOMIC DEVELOPMENT

MISSION

The Office of Economic Development’s mission is to promote Dallas as a diverse, globally competitive business destination that fosters economic opportunities for all Dallas residents.

DEPARTMENT GOALS

- Market Dallas as a global and connected business center, while working with new and existing industries to initiate the creation of new jobs and investment
- Initiate and execute the 2018 Comprehensive Economic Development Plan
- Support commitments for creation or retention of 5,000 jobs
- Maximize lead-generation activities that promote economic growth in new projects and prospect visits
- Foster \$500,000,000 in capital investment
- Conduct 240 business outreach visits
- Attract 48 creative industries activities
- Encourage the expansion of a high-quality workforce via internal and external stakeholders
- Use economic development tools to achieve a more effective and integrated neighborhood redevelopment strategy
- Support small business and entrepreneurship via targeted activity

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The Office of Economic Development’s FY 2018-19 budget and FY 2019-20 planned budget will encourage growth in the economy by fostering capital investment and expanding the size and quality of the workforce. It will also increase economic opportunities for residents, broaden and diversify the tax base, and support community sustainability through job preparedness, small business initiatives, and neighborhood service delivery.

The department aims to foster \$500,000,000 in capital investment, secure commitments for the retention or creation of 5,000 jobs, use economic development incentives to achieve more effective and integrated neighborhood service delivery, support small business development, recruit foreign investment, and have a meaningful economic impact on the City.

OFFICE OF ECONOMIC DEVELOPMENT

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$4,270,306	\$3,760,681	\$4,337,003	\$4,426,255
Supplies - Materials	\$64,613	\$51,177	\$64,985	\$64,984
Contractual - Other Services	\$3,250,991	\$3,269,257	\$3,556,694	\$3,598,632
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$7,585,910	\$7,081,114	\$7,958,682	\$8,089,871
Reimbursements	\$(2,745,316)	\$(2,240,520)	\$(2,985,773)	\$(3,009,601)
Department Total	\$4,840,594	\$4,840,594	\$4,972,909	\$5,080,270

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Economic Development Programs Reimbursement	\$(2,985,773)	\$(3,009,601)
Total	\$(2,985,773)	\$(3,009,601)

OFFICE OF ECONOMIC DEVELOPMENT

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Gifts and Donations	\$1,298,031	\$1,298,031
Clean Energy Program	\$4,511	\$4,511
New Market Tax Credit	\$114,225	\$114,225
Total	\$1,416,767	\$1,416,767

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	42.70	36.70	41.35	41.35
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	42.70	36.70	41.35	41.35

OFFICE OF ECONOMIC DEVELOPMENT

REVENUE CATEGORY BY SERVICE

Office of Economic Development is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Office of Economic Development is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Area Redevelopment	Service to Others	\$0	\$30,000	\$0	\$0
	Total Revenue	\$0	\$30,000	\$0	\$0
Creative Industries	Other	\$100,000	\$125,000	\$100,000	\$100,000
	Total Revenue	\$100,000	\$125,000	\$100,000	\$100,000
Department Total		\$100,000	\$155,000	\$100,000	\$100,000

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of jobs created or retained through written commitment	N/A	N/A	5,000	5,000
Dollars in capital investment fostered	N/A	N/A	\$500,000,000	\$500,000,000
Number of business outreach visits	N/A	N/A	240	240
Number of creative industries activities	N/A	N/A	48	48

SERVICE DESCRIPTION AND BUDGET

Area Redevelopment: Oversees project development incentives in the City’s seven service areas, coordinates and implements development/redevelopment efforts in collaboration with cross-departmental teams, and supports major initiatives (i.e. housing policy).

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$229,478	\$233,959	\$1,069,005	\$1,104,406

Business Development: Focuses on outreach activities to promote Dallas as a location for new or expanding businesses, as well as the retention of those already located in the City, and strengthens its relationship with site selectors, developers, and business development partners.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$859,158	\$827,270	\$1,261,069	\$1,278,769

Creative Industries: Promotes Dallas worldwide as a location for for-profit creative industries including film, television, music, literature, software development, e-gaming, media production, and others. Encourages the attraction, creation, growth, and retention of businesses and jobs.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
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OFFICE OF ECONOMIC DEVELOPMENT

General Fund	\$338,601	\$332,124	\$403,301	\$417,425
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Targeted Development: Includes functions related to small business, workforce development, and social impact initiatives, as well as oversight of the Housing Trust Fund proposed in the Comprehensive Housing Policy. Functions also include Opportunity Zones, GIS, and analytics support for all divisions.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$3,413,357	\$3,447,241	\$2,239,534	\$2,279,670



PARK & RECREATION

MISSION

The Park and Recreation Department’s mission is to champion lifelong recreation and serve as responsible stewards of the City’s parks, trails, and open spaces.

DEPARTMENT GOALS

- Ensure adequate park land to accommodate future growth
- Continue to implement the trail circuit to create a more connected and active community
- Use a community service area approach to better leverage recreation center resources and enhance the delivery of recreation programming
- Create a more financially sustainable park system; build and strengthen partnerships to create a more sustainable park system; promote the synergy between parks and economic development to enhance the recreational experience
- Improve marketing and communication to enhance park operations and user satisfaction
- Collaborate on the realization of the vision for the Trinity River Corridor as Dallas’ premier open space
- Promote interpretation and education of the historic, cultural, and natural resources in parks
- Emphasize design excellence and sustainability in parks and facilities; elevate the environmental profile for the park system
- Ensure staff capabilities match the department’s needs
- Continue to enhance safety and security in all parks and facilities

FUNCTIONAL ORGANIZATION CHART



PARK & RECREATION

DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget support the Department's implementation of the Park and Recreation Board's goals through the management, capital improvement, and maintenance of 388 parks, 43 recreation centers, 23 aquatic facilities, six golf courses, Fair Park, and signature venues. FY 2018-19 highlights include \$769,529 in additional operating and maintenance funding for three new aquatic facilities, \$500,000 funding decrease for reduced mowing cycles, and \$14,600,000 in revenue. FY 2019-20 highlights include \$1,920,721 in additional operating and maintenance funding for new park/trail/facility projects, \$9,794,624 funding decrease due to the management of Fair Park by a nonprofit group, \$1,985,272 funding decrease due to the bond program implementation, and, \$11,900,000 in revenue.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$49,077,469	\$48,025,334	\$49,498,028	\$47,178,877
Supplies - Materials	\$14,989,952	\$14,267,604	\$15,305,938	\$12,959,304
Contractual - Other Services	\$40,988,222	\$41,525,994	\$37,293,513	\$35,909,285
Capital Outlay	\$780,696	\$1,183,325	\$785,696	\$526,454
Expense Total	\$105,836,339	\$105,002,256	\$102,883,175	\$96,573,920
Reimbursements	\$(7,566,688)	\$(7,727,764)	\$(4,340,804)	\$(4,340,804)
Department Total	\$98,269,651	\$97,274,492	\$98,542,371	\$92,233,116

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Dallas Police Department Reimbursement	\$(64,004)	\$(64,004)
Equipment and Building Services Reimbursement	\$(13,000)	\$(13,000)
Housing Reimbursement	\$(14,069)	\$(14,069)
Junior Golf Program Reimbursement	\$(357,319)	\$(357,319)
Library Reimbursement	\$(8,173)	\$(8,173)
Park and Recreation Program Fund Reimbursement	\$(893,327)	\$(893,327)
Samuel Park Fund Trust Reimbursement	\$(115,000)	\$(115,000)
Southern Skates Roller Rink Reimbursement	\$(75,000)	\$(75,000)
Storm Drainage Management Reimbursement	\$(2,400,912)	\$(2,400,912)

PARK & RECREATION

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Water Utilities Reimbursement	\$(400,000)	\$(400,000)
Total	\$(4,340,804)	\$(4,340,804)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Various Grants	\$5,320,121	\$5,320,121
Community Development Block Grants (CDBG)	\$600,000	\$600,000
Fair Park	\$155,358	\$155,358
Gifts and Donations	\$2,963,299	\$2,963,299
Total	\$9,038,778	\$9,038,778

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	761.90	720.00	732.65	715.65
Overtime FTEs	10.50	12.00	10.50	8.50
City Temporary FTEs	96.90	96.90	104.44	104.43
Total FTEs	869.30	828.90	847.59	828.58

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

PARK & RECREATION

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Transfer 14 positions (\$1,985,272) from Park and Recreation's General Fund budget to the Bond Program Fund and eliminate reimbursement from the Bond Fund to the department's General Fund.	(14)	\$0	\$0
Reduction in mowing cycles from every 10 days to every 12.5 days because of improved turf management program.	0	\$(500,000)	\$(500,000)
Fund the City's contractually obligated annual consumer price index (CPI) adjustment to the Dallas Zoo Management (DZM) contract.	0	\$421,237	\$846,237
Advance the construction of six spraygrounds to FY 2018-19 (\$388,170). Fund the operation and maintenance of six aquatic centers and multiple trail/park/facility projects (\$381,359). FY 2019-20 funds the operations and maintenance for new and/or renovated facilities that will be in service in FY 2019-20.	53	\$769,529	\$1,920,721
Funds improvements and maintenance as outlined in new contracts with Dallas ISD and Richardson ISD. Residents will have access to five new playgrounds on DISD campuses and a new loop trail on an RISD campus.	0	\$102,500	\$187,500
Outsource daily operations and maintenance of Fair Park. In FY 2019-20, expenses will be reduced to \$5,000,000. Budgeted expenses will be reduced by \$9,794,624 and budgeted revenue will be reduced by \$3,243,512. Eliminates 88 positions.	(88)	\$0	\$(9,794,624)
Partner with WellMed Charitable Foundation to create senior centers and clinics. Funding will be added in FY 2019-20 to continue expanding senior programming hours.	4	\$0	\$300,000
Fund the addition of one full-time employee to manage hundreds of transactions per year, resulting from the new park land dedication ordinance.	1	\$0	\$80,000
Total	(44)	\$(14,001,358)	\$(9,960,166)

REVENUE CATEGORY BY SERVICE

Park and Recreation is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Park and Recreation is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

PARK & RECREATION

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Operation - Maintenance of Fair Park	Service to Others	\$3,304,657	\$2,814,824	\$3,243,512	\$0
	Other	\$0	\$16,187	\$0	\$0
	Total Revenue	\$3,304,657	\$2,831,011	\$3,243,512	\$0
Aquatic Services	Service to Others	\$1,860,000	\$1,046,843	\$2,268,000	\$2,518,000
	Other	\$0	\$9,148	\$0	\$0
	Total Revenue	\$1,860,000	\$1,055,991	\$2,268,000	\$2,518,000
Golf and Tennis Centers	Service to Others	\$2,922,124	\$2,854,140	\$3,010,234	\$3,135,284
	Total Revenue	\$2,922,124	\$2,854,140	\$3,010,234	\$3,135,284
Leisure Venue Management	Service to Others	\$1,329,880	\$1,088,925	\$1,247,670	\$1,276,170
	Interest	\$0	\$23	\$0	\$0
	Other	\$0	\$15,713	\$0	\$0
	Total Revenue	\$1,329,880	\$1,104,661	\$1,247,670	\$1,276,170
Recreation Services	Service to Others	\$4,873,000	\$5,010,060	\$4,915,367	\$5,014,056
	Other	\$0	\$3,350	\$0	\$0
	Total Revenue	\$4,873,000	\$5,013,410	\$4,915,367	\$5,014,056
Department Total		\$14,289,661	\$12,859,212	\$14,684,783	\$11,943,510

PARK & RECREATION

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of residents within a half-mile of a park	61%	63%	63%	63%
Annual number of daily visits to partnership programs/facilities including the Arboretum, Discovery Gardens, Cedar Ridge Preserve, Zoo, Children's Aquarium, and Audubon Center	3,356,799	3,356,799	3,356,799	3,356,799
Annual value of volunteer hours for park system	\$5,852,809	\$5,852,809	\$5,852,809	\$5,852,809
Number of weekly after school program registrations	59,017	59,017	59,017	59,017
Average number of hours of recreation programming per week (youth, seniors, and athletic leagues)	1,680	1,680	1,680	1,680
Operating expenditures per acre of land managed or maintained	\$1,531	\$1,531	\$1,531	\$1,531

SERVICE DESCRIPTION AND BUDGET

Aquatic Services: Operates and maintains 15 community pools, three regional family aquatic centers, Bahama Beach Waterpark, Bachman indoor pool, and aquatics programming at one DISD indoor pool.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,436,351	\$3,952,146	\$5,165,401	\$6,005,633

Golf and Tennis Centers: Provides management of six golf courses open to the public 365 days per year and five tennis centers open to the public 364 days per year.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$5,201,515	\$5,065,198	\$5,426,013	\$5,528,996

Leisure Venue Management: Provides financial support and contract management for visitor destinations, including the Dallas Arboretum, Texas Discovery Gardens, Cedar Ridge Preserve, Trinity River Audubon Center, Dallas Zoo, MoneyGram Soccer Complex, Klyde Warren Park, and in FY 2019-20, Fair Park.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$18,884,367	\$18,713,567	\$18,223,290	\$18,638,978

Operation - Maintenance of Fair Park: Fair Park is a 277-acre tourist destination and Texas' most visited public park with diverse offerings, sporting events, and first-class entertainment at multiple event venues. This service may be eliminated in FY 2019-20 due to possible management by a nonprofit group.

PARK & RECREATION

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$14,838,616	\$14,707,969	\$14,748,254	\$5,000,000

Park Land Maintained: Provides maintenance, infrastructure improvements, and volunteer coordination for more than 18,000 managed acres at 388 parks, park facilities, trails, athletic fields, and playgrounds.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$29,870,219	\$29,366,966	\$30,874,690	\$32,087,595

Planning, Design, Construction - EMS and Environmental Compliance: Manages the implementation of the department's capital program and the management of the environmental compliance program as required by an Environmental and Protection Agency Consent Decree.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,942,699	\$3,187,555	\$1,880,921	\$2,049,963

Recreation Services: Operates 43 recreation centers, including two centers dedicated to senior programming. Provides more than 12,200 classes and serves more than 1,400,000 participants annually.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$22,095,884	\$22,281,091	\$22,223,802	\$22,921,951



PLANNING & URBAN DESIGN

MISSION

The mission of the Department of Planning and Urban Design is to develop and facilitate implementation of comprehensive land development and neighborhood revitalization policies, plans, and programs through diligent community engagement, collaboration and coordination across departments, and external partnerships to strategically advance livability, economic vibrancy, sustainability, and equity throughout Dallas.

DEPARTMENT GOALS

- Develop and adopt citywide or area-specific comprehensive land development plans to establish long-term visions and policies that guide future decision making
- Develop strategic neighborhood revitalization master plans or action plans in targeted areas to focus and facilitate implementation of City initiatives
- Enhance community engagement through proactive communication and more effective tools and techniques to increase community participation in and satisfaction with planning and neighborhood revitalization efforts
- Implement capacity-building programs for neighborhood-based organizations in collaboration with internal and external partners to create new organizations and strengthen existing ones, help build neighborhood identity, and increase neighborhood participation in City initiatives
- Conduct citywide and targeted area analyses to enable data-driven policy development and monitoring of land development and neighborhood revitalization initiatives and to inform program implementation
- Monitor development projects requiring discretionary City approval and provide comprehensive review in collaboration with other departments to advance adopted City policies

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for Planning and Urban Design will enable focused planning and neighborhood revitalization efforts in 15 targeted reinvestment areas identified in the Council-adopted Comprehensive Housing Policy. This will include development of target area master plans or action plans to facilitate implementation of City initiatives in these areas. The budget will also fund ongoing citywide and area-specific analyses to supplement the Market Value Analysis, inform decision making, and enable monitoring of progress toward established goals. It will also enable ongoing

PLANNING & URBAN DESIGN

maintenance and updating of neighborhood organization databases and support proactive communication and ongoing capacity-building efforts with neighborhood organizations. It will continue to support the growSouth Neighborhood Challenge Grant Program, Operation Beautification, and the AmeriCorps VISTA program. Finally, it will fund continued review of development projects to advance adopted policy, as well as planning and design support for other departments with citywide policy development and with conceptual design to facilitate implementation of capital projects.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$2,680,336	\$2,617,605	\$2,815,685	\$2,892,290
Supplies - Materials	\$16,675	\$21,448	\$20,620	\$20,620
Contractual - Other Services	\$1,156,277	\$1,218,878	\$380,566	\$424,175
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,853,288	\$3,857,931	\$3,216,871	\$3,337,085
Reimbursements	\$(941,991)	\$(965,864)	\$(45,000)	\$(45,000)
Department Total	\$2,911,297	\$2,892,067	\$3,171,871	\$3,292,085

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Economic Development Programs Reimbursement	\$(45,000)	\$(45,000)
Total	\$(45,000)	\$(45,000)

PLANNING & URBAN DESIGN

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resources	FY 2018-19 Adopted	FY 2019-20 Planned
Various Grants	\$70,770	\$100,000
Total	\$70,770	\$100,000

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	27.50	27.50	28.00	28.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	1.20	0.00	1.20	1.20
Total FTEs	28.70	27.50	29.20	29.20

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reduce funding in the VISTA program based on current salaries and required federal match.	0	\$(46,014)	\$(46,014)
Eliminate the PlaceSpeak contract.	0	\$(20,000)	\$(20,000)
Reduce growSouth Challenge Grant funding. Funding is restored in FY 2019-20.	0	\$(31,720)	\$31,720
Total	0	\$(97,734)	\$(34,294)

PLANNING & URBAN DESIGN

REVENUE CATEGORY BY SERVICE

Planning and Urban Design is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Planning and Urban Design is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Planning and Design Studio	Other	\$0	\$48	\$0	\$0
	Total Revenue	\$0	\$48	\$0	\$0
Department Total		\$0	\$48	\$0	\$0

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of outreach events conducted	120	120	120	120
Number of projects receiving policy or design review	800	800	900	850
Number of citywide capacity-building training sessions conducted	8	8	25	25
Number of community volunteers recruited	2,500	2,500	N/A	N/A
Number of new neighborhoods created	N/A	N/A	5	5

PLANNING & URBAN DESIGN

SERVICE DESCRIPTION AND BUDGET

Neighborhood Vitality: Advances neighborhood revitalization and organization capacity-building through a variety of citywide and neighborhood-focused programs, including community outreach and planning, service coordination events, and external partnerships.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,497,081	\$1,442,913	\$1,131,014	\$1,187,582

Planning and Design Studio: Reviews projects and develops City and neighborhood revitalization plans to implement forwardDallas! the Comprehensive Housing Policy, and the proposed Economic Development Strategic Plan to promote quality of life, a connected city, and an increased tax base.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,414,215	\$1,449,154	\$1,075,770	\$1,104,891

Administration: Provides executive leadership, direction, and administrative and financial management support to the Neighborhood Vitality and Planning and Design Studio initiatives and programs.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1	\$0	\$965,087	\$999,612



PROCUREMENT SERVICES

MISSION

Procurement Services (POM) is committed to delivering timely service to its clients through strategic competitive purchasing, while working diligently to maximize its purchasing power.

DEPARTMENT GOALS

- Maintain the percentage of managed spend on contract, currently at 94 percent
- Implement a contract management system
- Implement a procurement tracking system
- Expedite the procurement process by using historical data to determine quantity for upcoming contracts

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for POM provides a centralized procurement office responsible for purchasing goods and general and professional services in compliance with respective prevailing local, state, and federal statutes. To achieve the greatest efficiency and ensure compliance with purchasing statutes, the City uses a centralized model, except for construction. The department uses strategic purchasing and aggregation to maximize competition and minority vendor participation to obtain the most advantageous pricing. POM will continue the trend of processing more than 150 agenda items worth more than \$410 million annually. Thus, the City is trending 94 percent of all goods and services being purchased on contract, leveraging aggregation to obtain the best possible pricing.

PROCUREMENT SERVICES

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$2,120,732	\$1,943,358	\$2,144,349	\$2,198,139
Supplies - Materials	\$12,933	\$61,636	\$12,933	\$12,933
Contractual - Other Services	\$255,777	\$373,555	\$285,756	\$298,445
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$2,389,442	\$2,378,549	\$2,443,038	\$2,509,517
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$2,389,442	\$2,378,549	\$2,443,038	\$2,509,517

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	25.00	22.43	24.00	24.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	25.00	22.43	24.00	24.00

PROCUREMENT SERVICES

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Eliminate position for shared fiscal services initiative.	(1)	\$(44,290)	\$(44,290)
Total	(1)	\$(44,290)	\$(44,290)

REVENUE CATEGORY BY SERVICE

POM is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. POM is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Purchasing-Contract Management	Service to Others	\$0	\$133	\$0	\$0
	Other	\$91,451	\$120,326	\$91,451	\$91,451
	Total Revenue	\$91,451	\$120,458	\$91,451	\$91,451
Department Total		\$91,451	\$120,458	\$91,451	\$91,451

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of contracts renewed before expiration	85%	85%	88%	88%
Average number of bids received per solicitation	5	5	5	5
Percentage of spend captured on contract	94%	94%	94%	94%
Percentage of reprography completed within 24 hours	N/A	N/A	98%	98%
Satisfaction with reprography	N/A	N/A	98%	98%

SERVICE DESCRIPTION AND BUDGET

Purchasing - Contract Management: Purchases goods and general and professional services in compliance with respective prevailing local, state, and federal statutes. Uses a centralized

PROCUREMENT SERVICES

purchasing model, except for construction. Uses strategic purchasing and aggregation to maximize competition and minority vendor participation to obtain the most advantageous pricing.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,389,442	\$2,378,549	\$2,443,038	\$2,509,517

PUBLIC WORKS

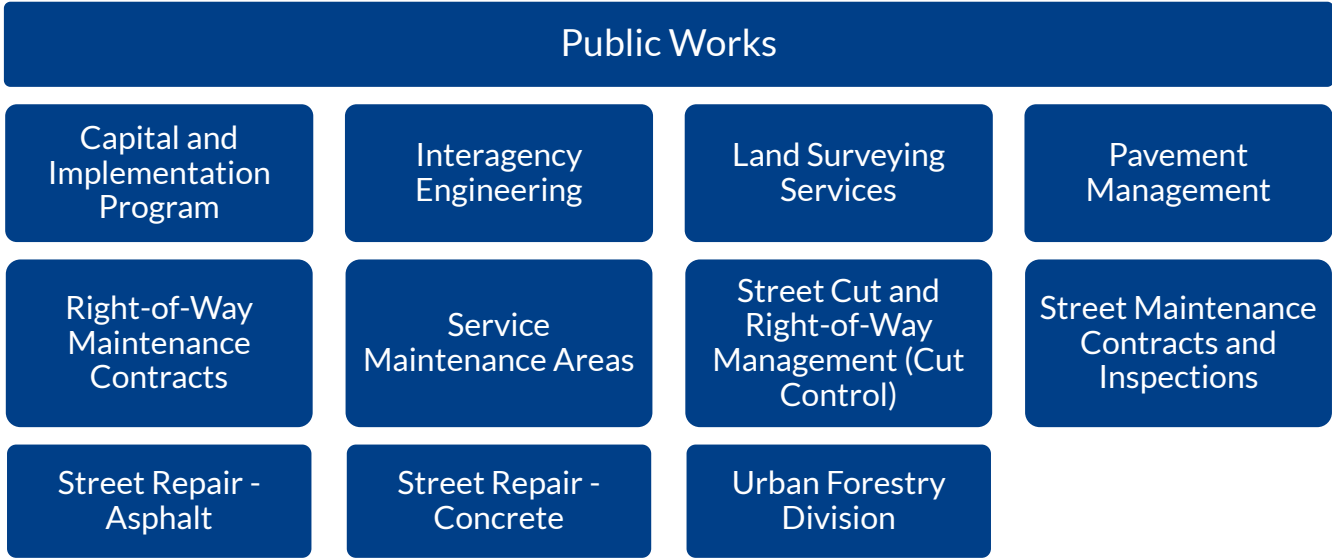
MISSION

The Department of Public Works’ mission is to provide safe, effective, and efficient mobility improvements and enhancements for the City of Dallas.

DEPARTMENT GOALS

- Implementation of the 2017 Bond Program and maintain satisfactory street condition rating of 75 percent citywide with no Council district below 68 percent
- Repair 68,200 potholes within the city over the next two years
- Maintain a monthly average of 20 lane miles resurfaced and completed
- Increase the percentage of service requests for street repairs completed within the service-level agreement (SLA) from 91 percent to 93 percent

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for Public Works continue to manage the City’s right-of-way (ROW) and maintain streets, sidewalks, alleys, and bridges. The department will continue to provide the highest level of service to residents and the City. Public Works’ three focus areas are mobility, efficiency, and customer concerns.

PUBLIC WORKS

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$38,388,692	\$37,029,005	\$30,698,332	\$32,674,255
Supplies - Materials	\$9,013,571	\$8,621,487	\$8,925,635	\$8,925,635
Contractual - Other Services	\$43,282,882	\$44,063,733	\$45,924,308	\$45,016,564
Capital Outlay	\$740,416	\$866,470	\$1,240,416	\$5,590,415
Expense Total	\$91,425,561	\$90,580,694	\$86,788,691	\$92,206,869
Reimbursements	\$(18,287,634)	\$(17,483,320)	\$(10,932,038)	\$(10,878,038)
Department Total	\$73,137,927	\$73,097,374	\$75,856,653	\$81,328,831

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Department Support	\$(3,337,942)	\$(3,337,942)
Sustainable Development and Construction Reimbursement	\$(36,000)	\$(36,000)
Storm Drainage Management Reimbursement	\$(5,930,038)	\$(5,930,038)
Water Utilities Reimbursement	\$(1,628,058)	\$(1,574,058)
Total	\$(10,932,038)	\$(10,878,038)

PUBLIC WORKS

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	586.30	558.00	481.30	481.30
Overtime FTEs	59.00	27.33	59.00	59.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	645.30	585.33	540.30	540.30

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Eliminate one Environmental/ISO Coordinator position.	(1)	\$(54,163)	\$(54,163)
Fund the alley pilot program in conjunction with Dallas Water Utilities, Sanitation Services, and Storm Drain Management. This pilot program will address overgrown vegetation and access through alleyways.	0	\$500,000	\$500,000
Transfer 105 positions from Public Works General Fund budget to the Bond Program Fund (\$10,169,613)	(105)	\$0	\$0
Provide additional funding for new municipal landfill disposal fee charged by Sanitation Services implemented in FY 2017-18.	0	\$0	\$200,000
Increase funding to address street conditions.	0	\$2,000,000	\$4,350,000
Increase funding for Mowmentum Program from \$25,000 to \$100,000.	0	\$75,000	\$75,000

PUBLIC WORKS

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Total	(106)	\$2,520,837	\$5,070,837

REVENUE CATEGORY BY SERVICE

Public Works is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Public Works is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Capital and Implementation Program	Service to Others	\$99,000	\$99,000	\$99,000	\$99,000
	Total Revenue	\$99,000	\$99,000	\$99,000	\$99,000
Rights-of-Way Maintenance Contracts	Intergovernmental	\$871,000	\$871,000	\$871,000	\$871,000
	Total Revenue	\$871,000	\$871,000	\$871,000	\$871,000
Service Maintenance Areas	Intergovernmental	\$0	\$100	\$0	\$0
	Other	\$0	\$1,531	\$0	\$0
	Total Revenue	\$0	\$1,631	\$0	\$0
Street Cut and Right-of-Way Management (Cut Control)	Service to Others	\$126,000	\$307,000	\$126,000	\$126,000
	Total Revenue	\$126,000	\$307,000	\$126,000	\$126,000
Street Repair Division - Concrete	Other	\$0	\$150	\$0	\$0
	Total Revenue	\$0	\$150	\$0	\$0
Ambient Air Monitoring	Service to Others	\$0	\$1,410	\$0	\$0
	Total Revenue	\$0	\$1,410	\$0	\$0
Land Surveying Services	Licenses & Permits	\$20,000	\$20,000	\$20,000	\$20,000
	Service to Others	\$25,500	\$25,500	\$25,500	\$25,500
	Total Revenue	\$45,500	\$45,500	\$45,500	\$45,500
Department Total		\$1,141,500	\$1,325,642	\$1,141,500	\$1,141,500

PUBLIC WORKS

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Number of potholes repaired	34,100	34,500	34,500	35,000
Percentage of service requests closed on time	99%	99%	98%	98%
Average cost per pothole repaired	\$18.02	\$18.02	\$18.00	\$18.00
Number of street lane miles resurfaced	187	187	197	127
Number of square yards in asphalt repair with level-ups	N/A	N/A	105,000	100,000
Percentage of potholes repaired within five days	N/A	N/A	98%	98%
Percentage of streets with a Pavement Condition Index rating of C or better	N/A	N/A	77.40%	TBD

PUBLIC WORKS

SERVICE DESCRIPTION AND BUDGET

Capital and Implementation Program: Awards \$45 million in design and construction projects. Creates and maintains the fundamental transportation infrastructure systems required for economic growth.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,076,430	\$1,206,530	\$2,336,045	\$1,393,800

Interagency and Transportation Administration: Interagency Engineering leverages approximately \$10 million in outside funds implementing partnership transportation infrastructure projects related to transit, freeways/tollways, bike lanes, sidewalks, bridges, intersections, and thoroughfares.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$153,432	\$168,327	\$414,407	\$419,481

Land Surveying Services: Completes approximately 8,400 research requests annually. Provides land surveying services, project management, review consultant proposals, and submittals for surveying for all City departments.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$175,186	\$195,744	\$195,897	\$200,122

Pavement Management: Interagency Engineering leverages approximately \$10 million in outside funds implementing partnership transportation infrastructure projects related to transit, freeways/tollways, bike lanes, sidewalks, bridges, intersections, and thoroughfares.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$448,900	\$496,935	\$452,126	\$458,064

Rights-of-Way Maintenance Contracts: Administers contract services including major thoroughfare sweeping, approximately 2,200 gutter miles, and the maintenance of approximately 1,700 acres of median/TxDOT ROW mowing.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$2,709,677	\$2,769,018	\$2,755,861	\$2,757,871

Service Maintenance Areas: Serves as the primary intake for approximately 35,000 customer service requests annually; and provide daily maintenance and repair activities associated with streets, alleys, rights-of-way and the storm drainage system.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$14,920,121	\$14,929,398	\$14,707,498	\$15,066,173

PUBLIC WORKS

Street Cut and ROW Management (Cut Control): Monitors and enforces activities within the public ROW infrastructure by permitting, inspecting and reviewing over 10,000 permits and construction.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$406,656	\$259,117	\$494,977	\$499,320

Street Maintenance Contracts and Inspections: Provides administration and inspection of street maintenance contracts for pavement treatments such as resurfacing, partial reconstruction, restoration, and microsurfacing programs.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$27,677,467	\$27,704,907	\$29,797,069	\$34,936,976

Street Repair Division – Asphalt: Maintains inventory of approximately 6,200 lane miles of asphalt streets and 104 miles of paved alleys; and provide major maintenance repairs on streets and alleys generated by service requests and planned program.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$10,553,321	\$10,546,729	\$10,087,809	\$10,466,961

Street Repair Division – Concrete: Maintains inventory of approximately 5,500 lane miles of concrete streets and 1,150 miles of concrete alleys; provides major maintenance repairs on streets and alleys generated by service requests and planned work.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$14,180,758	\$14,100,119	\$13,717,309	\$14,232,371

Urban Forestry Division: Plants and coordinates approximately 200 trees annually. Maintains safety and aesthetics in street medians. Performs maintenance for existing street trees in the City’s medians and ROW.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$835,979	\$720,551	\$897,656	\$897,692



SUSTAINABLE DEVELOPMENT & CONSTRUCTION

MISSION

Sustainable Development and Construction (DEV) is dedicated to excellence by partnering with the community to build a safe and dynamic Dallas.

DEPARTMENT GOALS

- Initiate and complete the historic resource survey to identify potential historic resources
- Reestablish educational programs focused on the rules and regulations that guide historic districts
- Evaluate process and costs of software for accepting online bids for sale of tax foreclosure and surplus properties

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned General Fund budget for DEV aids owners and developers in obtaining abandonments, licenses, and leases, provides relocation services for persons or businesses displaced by public acquisitions, tax, and surplus property sales, administers zoning changes requested by Council, and manages historic preservation reviews. Abandonments and surplus property sales will bring in approximately \$7 million biennially. DEV activities include processing approximately 500 property acquisitions, 145 leases, and 290 abandonment and license requests. DEV will process approximately 1,600 historic overlay Certificates of Appropriateness applications, approximately 32 Certificates of Demolition, five to six City-initiated zoning cases and seven to eight City-initiated code changes. The FY 2018-19 budget includes \$100,000 for an updated historic resource survey for the Downtown area.

SUSTAINABLE DEVELOPMENT & CONSTRUCTION

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$3,464,934	\$3,402,817	\$3,611,405	\$3,718,348
Supplies - Materials	\$36,365	\$44,972	\$49,627	\$49,627
Contractual - Other Services	\$454,959	\$466,050	\$447,408	\$347,677
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,956,258	\$3,913,839	\$4,108,440	\$4,115,652
Reimbursements	\$(2,299,389)	\$(2,308,433)	\$(1,913,915)	\$(1,913,915)
Department Total	\$1,656,869	\$1,605,406	\$2,194,525	\$2,201,737

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Capital Bond Program Reimbursement	\$(583,675)	\$(583,675)
NAS Redevelopment Fund Reimbursement	\$(103,997)	\$(103,997)
Sustainable Development and Construction Leases Reimbursement	\$(165,538)	\$(165,538)
Sustainable Development and Construction Reimbursement	\$(1,060,705)	\$(1,060,705)
Total	\$(1,913,915)	\$(1,913,915)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resource Category	FY 2018-19 Adopted	FY 2019-20 Planned
NAS Redevelopment Fund	\$328,729	\$370,000
Total	\$328,729	\$370,000

SUSTAINABLE DEVELOPMENT & CONSTRUCTION

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	41.00	40.14	41.00	41.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	41.00	40.14	41.00	41.00

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Reductions in supplies due to enhanced use of digital communications.	0	\$(11,000)	\$(11,000)
Historic Preservation Resource Survey.	0	\$100,000	\$0
Total	0	\$89,000	\$(11,000)

SUSTAINABLE DEVELOPMENT & CONSTRUCTION

REVENUE CATEGORY BY SERVICE

DEV is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. DEV is responsible for forecasting, collecting, and monitoring the following revenues deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Construction Plan Review and Permitting	Service to Others	\$597,731	\$1,204,015	\$1,353,045	\$1,353,045
	Total Revenue	\$597,731	\$1,204,015	\$1,353,045	\$1,353,045
Real Estate and Relocation	Licenses & Permits	\$1,787,000	\$1,866,067	\$1,805,174	\$1,805,174
	Service to Others	\$401,526	\$542,695	\$500,350	\$500,350
	Other	\$900	\$1,300	\$1,500	\$1,500
	Other Tax	\$17,500	\$17,500	\$10,525	\$10,525
	Total Revenue	\$2,206,926	\$2,427,562	\$2,317,549	\$2,317,549
Department Total		\$2,804,657	\$3,631,577	\$3,670,594	\$3,670,594

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of abandonment/license applications routed within five days	95%	95%	95%	95%
Percentage of routine maintenance certificates of appropriateness completed within seven days	95%	95%	95%	95%

SUSTAINABLE DEVELOPMENT & CONSTRUCTION

SERVICE DESCRIPTION AND BUDGET

Authorized Hearings: Provides support to the City Council, Council Committees, and City Plan Commission on City-initiated zoning hearings and code amendments. Processes applications for Neighborhood Stabilization Overlays and Conservation Districts.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$415,024	\$387,894	\$390,174	\$394,680

Historic Preservation: Supports Dallas' historic heritage and character by supporting preservation efforts. Establishes and manages historic and conservation districts. Processes applications for work reviews in the districts.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$386,099	\$386,099	\$815,805	\$894,999

Real Estate and Relocation: Acquires easements and property for public use, provides necessary relocation benefits to qualified persons and businesses displaced due to public acquisitions, assists property owners in obtaining abandonments, licenses, and leases, and sells surplus and tax foreclosed properties.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$386,099	\$386,099	\$815,805	\$894,999



TRANSPORTATION

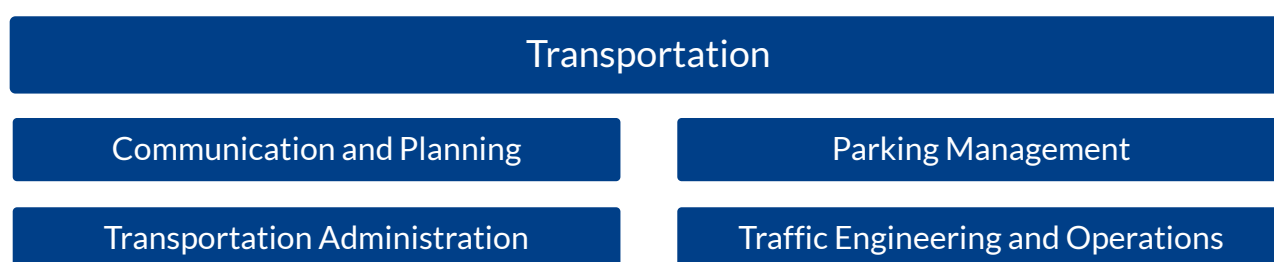
MISSION

The Department of Transportation’s mission is to provide a world-class transportation system ensuring accessibility, safety, and mobility for the City of Dallas.

DEPARTMENT GOALS

- Create a walkable/bikeable city
- Develop and implement the Strategic Mobility Plan
- Implement traffic engineering and street light projects as part of the 2017 Bond Program
- Reduce the crash rate within the city

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The Department of Transportation is responsible for providing safe, effective, and efficient mobility improvements and enhancements for city roadways. The department has comprehensive responsibility for transportation operations, including traffic safety, neighborhood traffic calming, construction traffic control, street lights, traffic signals, striping and signing, congestion management, intelligent transportation systems and related functions, transportation planning, the City’s Safelight program, and parking contract management and enforcement services.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$11,811,698	\$10,752,635	\$12,831,109	\$13,709,686
Supplies - Materials	\$18,258,021	\$18,409,846	\$18,724,492	\$19,248,592
Contractual - Other Services	\$13,134,600	\$14,222,504	\$13,593,279	\$14,142,371
Capital Outlay	\$2,065,000	\$1,974,346	\$3,264,473	\$6,277,973
Expense Total	\$45,269,319	\$45,359,331	\$48,413,353	\$53,378,622
Reimbursements	\$(828,745)	\$(918,757)	\$(1,193,934)	\$(1,193,434)
Department Total	\$44,440,574	\$44,440,574	\$47,219,419	\$52,185,188

TRANSPORTATION

REIMBURSEMENTS

Reimbursements reflect contributions from various agencies, including federal and state funds, internal service departments, enterprise fund departments, and department support. Department support reflects interdepartmental transfers for the cost of management oversight and administrative support within the department. The table below provides a summary of reimbursements from various sources.

Source of Reimbursement	FY 2018-19 Adopted	FY 2019-20 Planned
Capital Bond Program Reimbursement	\$(277,853)	\$(277,853)
Miscellaneous Reimbursements	\$(563,881)	\$(563,381)
Texas Department of Transportation	\$(344,700)	\$(344,700)
Water Utilities Reimbursement	\$(7,500)	\$(7,500)
Total	\$(1,193,934)	\$(1,193,434)

ADDITIONAL RESOURCES

The table below provides a summary of additional resources from various sources that support departmental services.

Additional Resource Category	FY 2018-19 Adopted	FY 2019-20 Planned
Various Grants	\$325,000	\$325,000
Texas Department of Transportation	\$123,534	\$0
Total	\$448,534	\$325,000

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City's operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	165.50	142.48	173.31	181.31
Overtime FTEs	.08	4.03	8.81	8.81
City Temporary FTEs	0.50	0.05	0.50	0.50
Total FTEs	166.08	146.51	182.62	190.62

TRANSPORTATION

MAJOR BUDGET ITEMS

The FY 2018-19 budget and FY 2019-20 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists the funding level for the major budget items for each year of the biennial.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Matching funds for the federal Highway Safety Improvement program (HSIP).	0	\$1,860,000	\$1,860,000
Matching funds for the North Central Texas Council of Governments grant.	0	\$278,000	\$278,000
Operating and maintenance costs for the Oak Cliff streetcar.	0	\$128,400	\$128,500
Funding for traffic counts and engineering work orders related to the installation of traffic signs and pavement markings.	0	\$45,000	\$45,000
Funding for a High-Speed Rail Coordinator (\$195,666) to be fully reimbursed from Dallas High-Speed Rail Fund.	1	\$0	\$0
The establishment of an internship program for two interns for eight weeks during the summer.	2	\$11,458	\$11,458
Increase funding for bike lanes from \$500,000 to \$1,000,000 in FY 2018-19 and \$1,500,000 in FY 2019-20.	0	\$500,000	\$1,000,000
Provide funding for the City's Dockless Vehicle Program. The program is 100 percent supported by revenue generated by program permits.	1	\$100,000	\$100,000
Provide dedicated crew to install engineering work orders for emergency response for signal knockdowns and underground cable repairs.	3	\$0	\$394,925
Replace broken vehicle detectors at traffic signals at 40 critical intersections.	0	\$0	\$1,450,000
Replace 21 LED Dynamic Message Signs around Fair Park. \$1 million per year for three years.	0	\$0	\$1,000,000
Fund a program to systematically retune 250 traffic signals (20%) annually.	4	\$0	\$700,000
Add one traffic controller position to in-house striping crew to increase response capability to emergency and rush traffic marking situations and to allow for safer working conditions.	1	\$0	\$52,794
Total	11	\$2,922,858	\$7,020,677

TRANSPORTATION

REVENUE CATEGORY BY SERVICE

Transportation is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. Transportation is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Communication and Planning	Licenses & Permits	\$60,149	\$26,200	\$42,425	\$42,725
	Service to Others	\$3,789,068	\$3,785,472	\$5,034,363	\$5,095,204
	Total Revenue	\$3,849,217	\$3,811,672	\$5,076,788	\$5,137,929
Traffic Engineering and Operations	Service to Others	\$650,682	\$601,583	\$658,401	\$658,401
	Fines & Forfeitures	\$7,550,907	\$9,305,225	\$7,550,907	\$7,550,907
	Other	\$93,000	\$168,253	\$93,000	\$93,000
	Total Revenue	\$8,294,589	\$10,075,061	\$8,302,308	\$8,302,308
Parking Management	Licenses & Permits	\$0	\$0	\$112,425	\$112,425
	Service to Others	\$1,232,224	\$1,232,224	\$1,232,224	\$1,232,224
	Fines & Forfeitures	\$4,947,922	\$4,018,539	\$3,448,870	\$3,886,254
	Total Revenue	\$6,180,146	\$5,250,763	\$4,793,519	\$5,230,903
Department Total		\$18,323,952	\$19,137,496	\$18,172,615	\$18,671,140

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage reduction of service requests	N/A	N/A	8%	11%
Percentage reduction of citywide crashes year-over-year	N/A	N/A	11%	14%
Number of parking citations Issued	127,683	86,025	100,000	115,000
Percentage of thoroughfare amendments incorporating Complete Streets elements	90%	95%	95%	95%
Percentage of streets with visible striping	50%	50%	50%	50%
Percentage of surveyed street lights on major streets that are working	96%	95%	96%	96%

TRANSPORTATION

SERVICE DESCRIPTION AND BUDGET

Communication and Planning: Ensures a strong public image for the Department of Transportation through long-term planning and strategic communication.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$4,948,885	\$4,686,536	\$5,684,083	\$5,775,174

Parking Management: Deploys and enforces a dynamic parking system across the city of Dallas.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,503,401	\$1,267,454	\$1,652,782	\$2,056,030

Traffic Engineering and Operations: Manages the traffic engineering and operation functions of the department, including traffic signalization and signing, traffic calming, project management, operational planning, and red-light camera enforcement.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$36,675,944	\$37,268,487	\$36,227,503	\$40,938,052

Transportation Administration: Assesses the department's programs toward strategic objectives using data-driven performance metrics. Ensures excellence through data analysis, performance assessment, and effective administration.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,312,344	\$1,218,097	\$3,655,051	\$3,415,932



TRINITY WATERSHED MANAGEMENT

MISSION

The mission of Trinity Watershed Management (TWM) is to enhance the quality of life for Dallas residents through management of the Trinity River watershed, associated neighborhood and systemwide flood control, floodplain, and surface water quality activities.

DEPARTMENT GOALS

- Improve the quality of life for the residents of Dallas
- Attract residents, businesses, and visitors to the Trinity River Corridor (The Trinity River)

FUNCTIONAL ORGANIZATION CHART

Trinity Watershed Management*

*TWM will integrate into Dallas Water Utilities (DWU) beginning October 1, 2018. Cost for General Fund related activities will be paid from Non-Departmental.

ANNUAL OPERATING EXPENSE BY CATEGORY

Expense Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Personnel Services	\$721,826	\$536,801	\$0	\$0
Supplies - Materials	\$34,627	\$91,792	\$0	\$0
Contractual - Other Services	\$546,301	\$674,160	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$1,302,754	\$1,302,754	\$0	\$0
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$1,302,754	\$1,302,754	\$0	\$0

TRINITY WATERSHED MANAGEMENT

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City's operating funds. The table does not include FTEs funded from additional resources such as grant funds.

Personnel	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	16.50	8.68	0.00	0.00
Overtime FTEs	0.00	0.11	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	16.50	8.79	0.00	0.00

REVENUE CATEGORY BY SERVICE

TWM is a General Fund department and, as such, does not generate revenue to fully cover the cost of departmental expenses. TWM is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Trinity River Corridor Operations	Licenses & Permits	\$26,000	\$59,518	\$0	\$0
	Service to Others	\$0	\$291	\$0	\$0
	Total Revenue	\$26,000	\$59,809	\$0	\$0
Department Total		\$26,000	\$59,809	\$0	\$0

SERVICE DESCRIPTION AND BUDGET

TWM will integrate into Dallas Water Utilities (DWU) beginning October 1, 2018.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
General Fund	\$1,302,754	\$1,302,754	\$0	\$0