

COMMUNICATION & INFORMATION SERVICES – DATA

MISSION

The mission of the Department of Communication and Information Services (CIS) is to provide information technology (IT) solutions and services that enable the programs and operations of City departments to deliver services in an efficient, effective and secure manner.

DEPARTMENT GOALS

- Ensure customer information and access to government services is protected
- Increase government efficiency by continuously improving IT services
- Protect the City's investment in large IT projects through Project Assurance

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget for Data Services (DSV) further the City's priorities by maintaining critical IT infrastructure, promoting core values, and improving access and transparency. The priorities for the biennium include ongoing replacements and upgrades to IT infrastructure, completing the Human Resources system, and implementing new solutions for code case management, capital projects, and work order/asset management. DSV will continue investment in the Big Data platform to derive insights from large and diverse sources of information to better predict and respond to change.

COMMUNICATION & INFORMATION SERVICES – DATA

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	\$21,833,595	\$19,157,800	\$22,925,999	\$24,086,894
Supplies - Materials	\$872,188	\$778,444	\$723,383	\$723,383
Contractual - Other Services	\$50,276,693	\$56,352,473	\$53,362,021	\$49,916,703
Capital Outlay	\$0	\$87,338	\$0	\$0
Expense Total	\$72,982,476	\$76,376,055	\$77,011,403	\$74,726,980
Reimbursements	\$(2,739,796)	\$(2,422,357)	\$0	\$0
Department Total	\$70,242,680	\$73,953,698	\$77,011,403	\$74,726,980

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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	198.50	175.60	204.00	210.00
Overtime FTEs	1.20	0.60	1.20	1.20
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	199.70	176.20	205.20	211.20

COMMUNICATION & INFORMATION SERVICES – DATA

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 Deloitte SAP IT professional services support.	0	\$(1,828,665)	\$(1,828,665)
Reduced funding for temporary staffing and contractors.	0	\$(118,950)	\$(118,950)
Reduced funding for equipment rental.	0	\$(141,478)	\$(141,478)
Human capital management system replacement and implementation. FY 2019-20 reduction reflects one-time cost of implementation.	0	\$4,394,988	\$778,153
Transfer one position to 911 Fund.	(1)	\$(94,245)	\$(94,245)
Addition of three positions to assist in IT risk compliance efforts, GIS web administration, and financial application assistance.	3	\$238,455	\$238,455
Increased funding for software maintenance and support.	0	\$551,349	\$551,349
Implement new digital services program for Smart Cities Initiative.	3	\$0	\$600,000
Addition of nine positions for various application support.	9	\$0	\$682,901
Total	14	\$3,001,454	\$667,520

COMMUNICATION & INFORMATION SERVICES – DATA

REVENUE CATEGORY BY SERVICE

CIS is an Internal Services department. These funds are used to account for goods or services given to one department by another on a cost reimbursement basis.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Business Technology Services	Interest	\$130,604	\$346,353	\$130,604	\$130,604
	Charges to Other City Depts	\$58,515,557	\$50,490,357	\$59,116,135	\$63,420,416
	Total Revenue	\$58,646,161	\$50,836,710	\$59,246,739	\$63,551,020
Internal Desktop Support	Charges to Other City Depts	\$0	\$4,007,512	\$0	\$0
	Total Revenue	\$0	\$4,007,512	\$0	\$0
Internal Telephone and Data Communication	Service to Others	\$6,949	\$6,949	\$6,949	\$6,949
	Charges to Other City Depts	\$9,310,173	\$13,747,236	\$10,180,969	\$10,180,969
	Other	\$0	\$242	\$0	\$0
	Total Revenue	\$9,317,122	\$13,754,427	\$10,187,918	\$10,187,918
Department Total		\$67,963,283	\$68,598,649	\$69,434,657	\$73,738,938

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of business technology projects executed on time, on budget, and meeting functional requirements	90%	90%	90%	90%
Number of new data sets added annually	20	20	20	20
Percentage of network (telephone and data) availability (excluding planned City-approved outages)	100%	100%	100%	100%

COMMUNICATION & INFORMATION SERVICES – DATA

SERVICE DESCRIPTION AND BUDGET

Business Technology Services: Provides technology expertise in the identification, implementation, and maintenance of systems to fulfill City goals. Services include package software implementations, custom software solutions, website designs, e-commerce, and 24/7 operational maintenance support of mission-critical systems.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$24,443,100	\$26,328,560	\$27,009,818	\$23,086,441

City GIS Services: Maintains information for residents and staff using GIS technology. Services include developing and maintaining data used to route emergency response vehicles, data supporting drainage management permit compliance reporting, data and tools for the 311 Customer Service system, and the City's online maps.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$956,596	\$1,356,285	\$1,487,430	\$1,648,788

Internal Computer Support: Provides 24/7 computer support for the City's computers, data storage systems, data repositories, print facility, and file server complex. Manages backup and data retention systems for City servers. Installs, maintains, and manages applications to approximately 440 servers.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$6,614,560	\$6,316,868	\$6,200,871	\$6,484,648

Internal Desktop Support: Supports the City's desktop computers, laptops, smartphones/tablets, and email. Technical support includes problem resolution and desk-side support for PCs and software.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$6,665,543	\$6,797,274	\$6,331,993	\$6,338,552

Internal Telephone and Data Communication: Provides maintenance and support for the City's voice and data communication network system for more than 20,000 landline telephones and data lines connecting City facilities.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$12,558,282	\$12,606,886	\$13,763,912	\$13,813,970

COMMUNICATION & INFORMATION SERVICES – DATA

Public Safety Technology Support: Provides technology expertise in identifying, implementing, and maintaining public safety systems that enable the Dallas Police Department, Dallas-Fire Rescue, Court and Detention Services, and the Office of Emergency Management to accomplish their respective missions.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$4,333,893	\$4,635,388	\$4,572,196	\$4,685,905

Strategic Technology Management: Leads the direction of technology in the City through portfolio management, IT governance, project management, solution analysis and architecture, data analytics, financial and contract management, and Citywide technology acquisitions in alignment with all City strategic priorities.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$14,670,706	\$15,912,437	\$17,645,183	\$18,668,676

COMMUNICATION & INFORMATION SERVICES – RADIO

MISSION

The mission of the Department of Communication and Information Services (CIS) is to provide information technology (IT) solutions and services that enable the programs and operations of City departments to deliver services in an efficient, effective, and secure manner.

DEPARTMENT GOALS

- Ensure customer information and access to government services is protected
- Increase government efficiency by continuously improving IT services
- Protect the City's investment in large IT projects through Project Assurance

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

Radio Services installs and maintains handheld and in-car mobile radio technology for City departments and maintains all two-way radio and microwave communication networks. Data Services (DSV) will continue to provide radio network connectivity to Dallas County and the City of Cockrell Hill. The FY 2018-19 budget and FY 2019-20 planned capital programs include completion of the replacement of the citywide radio network, final phase of the replacement of mobile data computers, and starting Phase 1 of replacing digital voice recorders in police vehicles.

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	\$2,405,431	\$1,859,016	\$1,963,892	\$1,996,397
Supplies - Materials	\$528,719	\$574,293	\$1,452,086	\$1,446,908
Contractual - Other Services	\$1,888,913	\$2,285,921	\$5,235,435	\$8,860,774
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$4,823,063	\$4,719,230	\$8,651,413	\$12,304,079
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$4,823,063	\$4,719,230	\$8,651,413	\$12,304,079

COMMUNICATION & INFORMATION SERVICES – RADIO

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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	21.00	21.00	21.00	21.00
Overtime FTEs	1.50	1.50	1.50	1.50
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	22.50	22.50	22.50	22.50

COMMUNICATION & INFORMATION SERVICES – RADIO

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 in overtime for Mobile Technology Group as recent upgrades and replacements of radio technology results in less time spent on equipment repairs for aging equipment.	0	\$(55,800)	\$(55,800)
Debt service payments for Master Lease funds used for the acquisition and installation of the replacement P25 trunked radio system.	0	\$1,910,378	\$5,458,224
Engineering and consulting services for the build of the replacement P25 radio system.	0	\$718,725	\$812,548
Outsources support for radio equipment repairs and installations during non-business hours in the afternoon and evening shifts.	0	\$233,984	\$233,984
Purchase of inventory for communication equipment.	0	\$938,093	\$938,093
Total	0	\$3,745,380	\$7,387,049

COMMUNICATION & INFORMATION SERVICES – RADIO

REVENUE CATEGORY BY SERVICE

CIS is an Internal Services department. These funds are used to account for goods or services given to one department by another on a cost reimbursement basis.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Radio Communication	Service to Others	\$180,784	\$180,784	\$180,918	\$180,918
	Interest	\$10,077	\$26,550	\$10,077	\$10,077
	Charges to Other City Depts	\$4,632,202	\$4,632,202	\$5,324,235	\$10,987,675
	Other	\$0	\$0	\$402,542	\$1,150,120
	Total Revenue	\$4,823,063	\$4,839,536	\$5,917,772	\$12,328,790
Department Total		\$4,823,063	\$4,839,536	\$5,917,772	\$12,328,790

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of availability of public safety radio network (excluding planned City-approved outages)	99.80%	100%	100%	100%
Percentage of Priority 1 repair requests resolved within 24 hours – Radio Devices	N/A	N/A	100%	100%

SERVICE DESCRIPTION AND BUDGET

Internal Radio Communication: Provides installation, repair, and replacement of handhelds and fixed and in-car mobile radio communication technology for City departments like Police, Fire-Rescue, and Sanitation. Maintains all two-way radio and microwave communication networks.				
Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$4,823,063	\$4,719,230	\$8,651,413	\$12,304,079

COMMUNICATION & INFORMATION SERVICES – 911

MISSION

Communication and Information’s (CIS) mission is to provide information technology solutions and services that enable the programs and operations of City departments to deliver services in an efficient, effective, and secure manner.

DEPARTMENT GOALS

- Manage technologies proactively throughout their lifecycles to ensure delivery of secure, stable, and relevant solutions to the residents of Dallas in support of the Public Safety strategic priority
- Complete the feasibility study to examine all aspects of an ESInet deployment that would enable any connected Public Safety Answering Point (PSAP) to automatically reroute all emergency calls it receives to another 911 center in the next town, county, or state.

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and FY 2019-20 planned budget provide the Information Technology (IT) infrastructure, hardware, software, and technical support for the 911 emergency communication system. Some elements include the technology for call taking, call management, and recording systems, along with display reader boards. During these two fiscal years, the department plans to increase the number of seats at the 911 backup site and hire a consultant to assist the City with evaluating the deployment of ESInet.

COMMUNICATION & INFORMATION SERVICES – 911

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	\$707,566	\$571,321	\$725,453	\$749,522
Supplies - Materials	\$86,700	\$22,000	\$221,248	\$192,685
Contractual - Other Services	\$15,954,112	\$15,952,603	\$14,229,852	\$14,000,456
Capital Outlay	\$0	\$20,000	\$0	\$0
Expense Total	\$16,748,378	\$16,565,924	\$15,176,553	\$14,942,663
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$16,748,378	\$16,565,924	\$15,176,553	\$14,942,663

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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	7.00	5.70	7.04	7.04
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	7.00	5.70	7.04	7.04

COMMUNICATION & INFORMATION SERVICES – 911

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
Reduction in reimbursement to Police and Fire departments for 911 dispatch.	0	\$(1,000,000)	\$(1,000,000)
Increase the number of hosted software seats in FY 2018-19 at the 911 backup call center site from 30 to 48 seats.	0	\$352,420	\$352,420
Transfer 1 position from Data Services Fund into the 911 Fund to provide backup support at the new 911 site.	1	\$94,245	\$94,245
Increase in contract costs related to support of Computer Aided Dispatch System transferred from Data Services Fund to 911 Technology Fund.	0	\$94,910	\$94,910
Increase funds for 911 backup call center technology.	0	\$279,611	\$279,611
Funding for a consultant to evaluate upgraded 911 call routing.	0	\$150,000	\$150,000
Increase funding for software and hardware maintenance.	0	\$92,251	\$92,251
Total	1	\$63,437	\$63,437

COMMUNICATION & INFORMATION SERVICES – 911

REVENUE CATEGORY BY SERVICE

CIS is an Internal Services department. These funds are used to account for goods or services given to one department by another on a cost reimbursement basis.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
9-1-1 Technology - Education Services	Service to Others	\$12,406,836	\$12,187,441	\$11,901,705	\$11,901,705
	Interest	\$132,359	\$169,649	\$117,107	\$117,107
	Total Revenue	\$12,539,195	\$12,357,090	\$12,018,812	\$12,018,812
Department Total		\$12,539,195	\$12,357,090	\$12,018,812	\$12,018,812

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Cost per call for 911 technology support	N/A	\$3.22	\$3.57	\$3.45
Percentage of time that voice (PBX/MIRAN/NICE/TDD) and data (Vesta) systems are operational and available (excluding planned City-approved outages)	N/A	100%	100%	100%

SERVICE DESCRIPTION AND BUDGET

911 Technology – Education Services: Provides the IT infrastructure, hardware, software, and technical support for processing 911 telephone calls. 911 funds are also used to partially reimburse Police and Fire-Rescue Departments for 911 call taking and dispatch services.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Other Funds	\$16,748,378	\$16,565,924	\$15,176,553	\$14,942,663

EMPLOYEE BENEFITS

MISSION

The mission of Employee Benefits is to cultivate a culture of improved health and wellness for employees, retirees, and their families. Benefits Service Center (BSC) cultivates this culture by providing excellence in benefits administration through empathy in our service delivery and with desirable benefits products and program options.

DEPARTMENT GOALS

- Achieve and maintain a 90% or higher average satisfaction rating based on customer interaction and experience with the benefits team
- Leverage technology to improve delivery of benefits services by allowing plan enrollments and changes through an online portal
- Increase overall fitness center membership by five percent annually through more vigorous and targeted outreach and communications strategies
- Integrate core benefits administration with health and wellness initiatives and programs to lower health care costs for both the employee and organization through strategic plan design and implementation using data-driven statistics
- Establish a quarterly review of vendor contract compliance and service-level delivery expectations

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The 2018-2019 health plan is designed to provide employees with more choice and to foster ownership and engagement among employees, with a long-term, strategic approach. The plan design includes three distinct health benefit options to suit the needs of the diverse employee population of the City of Dallas.

EMPLOYEE BENEFITS

The first plan is a Health Reimbursement Arrangement (HRA), the plan in which more than 78 percent of employees are currently enrolled. An HRA, also referred to as a health reimbursement account, is an IRS-approved, employer-funded, tax-advantaged health benefit plan that reimburses employees for out-of-pocket medical expenses and individual health insurance premiums. Given the high number of employees currently on this plan, it was preserved as an offering to allow those comfortable with this choice to remain enrolled.

The second plan is a modified Exclusive Provider Organization (EPO). As members of an EPO, employees use the doctors and hospitals within the EPO network but cannot go outside the network for care, and there are no out-of-network benefits. The City currently offers an EPO; however, it has limited enrollment (about 22 percent) and does not include fixed copays, which results in unpredictable medical bills for office visits and routine care. The modified EPO in the new plan offers \$25 copays for primary office visits and \$50 copays for specialist visits, providing better predictability and cost control for employees. Also, it gives access to fixed cost services for urgent care and telehealth while having a lower deductible.

The third plan is a Health Savings Account (HSA). An HSA is a tax-advantaged medical savings account available to those enrolled in a high-deductible health plan (HDHP). The funds contributed to an account are not subject to federal income tax at the time of deposit. The new health plan design encourages a controlled ramp-up participation in the HSA program over three to five years, with incremental increases in employee accountability. Also, the integration of wellness and a suite of customized voluntary benefits is designed to optimize cash efficiency for employees and the City. HSA participants typically respond to the opportunity to generate real savings when they focus on wellness instead of just absorbing more of the risk burden.

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	\$955,176	\$706,851	\$934,374	\$938,753
Supplies - Materials	\$24,285	\$24,375	\$28,447	\$28,447
Contractual - Other Services	\$397,359	\$407,519	\$445,575	\$449,814
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$1,376,820	\$1,138,746	\$1,408,396	\$1,417,014
Reimbursements	\$0	\$0	\$0	\$0
Department Total	\$1,376,820	\$1,138,746	\$1,408,396	\$1,417,014

EMPLOYEE BENEFITS

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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	11.00	11.00	10.50	10.50
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	11.00	11.00	10.50	10.50

SERVICE DESCRIPTION AND BUDGET

Wellness Program: Administers the wellness program for City employees. The wellness program is designed to engage employees in activities to improve their health and lower long-term health care costs.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Other Funds	\$351,225	\$324,918	\$358,858	\$361,431

Benefits Administration Services: Administers the health benefits program for City employees, retirees, and their eligible dependents. Assists customers by working as a liaison between the employees/retirees, the City, and the various vendors contracted to provide benefits products and/or services.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Other Funds	\$1,025,595	\$813,828	\$1,049,538	\$1,055,583



EQUIPMENT & FLEET MANAGEMENT

MISSION

Equipment and Fleet Management is committed to providing effective and efficient fleet services in support of City service delivery.

DEPARTMENT GOALS

- Implement recommendations from the Fleet Optimization study to increase operational efficiency in FY 2018-19
- Adopt enhanced fleet standardization, utilization requirements, and replacement criteria
- Implement additional process changes in FY 2019-20 to further reduce life cycle fleet management costs

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-2019 adopted budget separates Equipment and Building Services' two sections, Building Services (General Fund) and Equipment Services (Internal Service Fund), into two distinct departments: Building Services and Equipment and Fleet Management. Equipment and Fleet Management provides fleet management services to the City. The department maintains approximately 5,400 units of equipment serviced at five strategically located service centers and is responsible for providing fleet asset management and repair, motor pool, outside rental, and fuel purchasing and delivery to City departments.

EQUIPMENT & FLEET MANAGEMENT

The FY 2018-19 budget and FY 2019-20 planned budgets support enhanced customer service, more efficient equipment repair, and continued conservation and fuel efficiency by increasing motor pool usage and purchasing more alternative fuel or fuel-conserving vehicles. The department's goal is to provide more responsive daily service to our customers to support them in service delivery to residents. As part of this goal, Equipment and Fleet Management is adding six senior mechanics dedicated to Sanitation equipment and six service advisors to improve the intake and diagnosis of equipment and follow-up during the maintenance/repair process. \$500,000 is allocated to begin implementing the consultant study recommendations to be identified by September 2018.

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	\$17,659,031	\$16,834,471	\$18,198,994	\$18,506,696
Supplies - Materials	\$22,423,630	\$24,548,761	\$25,015,501	\$25,035,276
Contractual - Other Services	\$17,802,059	\$18,558,712	\$14,876,024	\$15,201,475
Capital Outlay	\$4,079,990	\$95,000	\$70,846	\$70,846
Expense Total	\$61,964,710	\$60,036,945	\$58,161,364	\$58,814,292
Reimbursements	\$(7,547,442)	\$(3,276,311)	\$(3,248,514)	\$(3,294,918)
Department Total	\$54,417,268	\$56,760,634	\$54,912,850	\$55,519,374

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
Code Compliance Services Reimbursement	\$(5,672)	\$(5,672)
Communication and Information Services Reimbursement	\$(28,000)	\$(28,000)
Equipment & Building Services Reimbursement	\$(1,538,265)	\$(1,584,669)
Miscellaneous Reimbursement	\$(121,506)	\$(121,506)
Storm Drainage Management Reimbursement	\$(1,555,071)	\$(1,555,071)
Total	\$(3,248,514)	\$(3,294,918)

EQUIPMENT & FLEET 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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	265.80	261.00	273.00	273.00
Overtime FTEs	10.90	11.80	10.90	10.90
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	276.70	272.80	283.90	283.90

EQUIPMENT & FLEET MANAGEMENT

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 overtime due to efficiencies.	0	\$(241,575)	\$(241,575)
Implement fleet consultant study.	0	\$500,000	\$500,000
Eliminate six Customer Service Representatives and fund six Service Advisors to improve the intake and diagnosis of equipment and the follow-up during the service process.	0	\$59,456	\$59,456
Add funding to participate as a bonded agent for Dallas County to begin in-house issuance of registration stickers for the cities fleet.	0	\$21,000	\$21,000
Add six Senior Mechanics totally dedicated to Sanitation maintenance.	6	\$393,226	\$393,226
Fuel cost for new facility opened through the Bond Program.	0	\$0	\$19,774
Total	6	\$732,107	\$751,881

EQUIPMENT & FLEET MANAGEMENT

REVENUE CATEGORY BY SERVICE

Equipment and Fleet Management is an Internal Services department used to account for goods or services given to one department by another on a cost reimbursement basis. Equipment and Fleet Management is responsible for forecasting, collecting, and monitoring the following revenues that are deposited into the General Services Fund.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
City Fleet Asset Management	Proceeds - Sale of Fixed Assets	\$0	\$(436,545)	\$0	\$0
	Gain on Property Sales & Other	\$0	\$381,155	\$0	\$0
	Total Revenue	\$0	\$(55,390)	\$0	\$0
Fuel Procurement and Management	Other	\$8,000	\$2,929	\$2,000	\$2,000
	Total Revenue	\$8,000	\$2,929	\$2,000	\$2,000
Fleet Administration	Interest	\$0	\$54,048	\$20,000	\$20,000
	Proceeds - Sale of Fixed Assets	\$553,261	\$725,960	\$553,261	\$553,261
	Charges to Other City Depts	\$53,380,798	\$55,560,878	\$53,837,589	\$54,944,113
	Total Revenue	\$53,934,059	\$56,340,886	\$54,410,850	\$55,517,374
Department Total		\$53,942,059	\$56,288,425	\$54,412,850	\$55,519,374

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage increase in motor pool utilization	8%	7%	6%	5%
Number of maintenance and repair jobs completed	163,000	156,000	153,000	148,000
Percentage of labor time allocated to preventive maintenance activities	10%	10%	12%	15%
Percentage of alternative fuel dispensed	35.5%	25%	35%	35%

EQUIPMENT & FLEET MANAGEMENT

SERVICE DESCRIPTION AND BUDGET

City Fleet Asset Management: Provides life-cycle coordination for most of the City's fleet (5,400 vehicles). Major activities include specification and procurement of new fleet, preparation of new units for service, disposal of units and coordination of Citywide outside rental and an internal motor pool.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$5,210,458	\$5,054,277	\$3,516,427	\$3,450,534

City Fleet Maintenance and Repair Services: Repairs and maintains 5,400 vehicles/equipment. Staff performs approximately 156,000 scheduled and non-routine maintenance/repairs (preventive maintenance, inspections, towing, welding, and modifications/rebuilds). It includes management of parts inventory.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$31,662,188	\$31,431,667	\$30,443,345	\$30,999,948

City Fleet Paint and Body Shop Coordination: Oversees contracted paint and body repairs of City equipment.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$1,396,358	\$2,678,146	\$2,313,297	\$2,314,533

Environmental Services for City Fleet Operations: Supports compliance with federal, state, and local environmental and safety regulations including the environmental, occupational health and safety, and quality management systems.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$753,368	\$615,619	\$667,597	\$684,433

Fuel Procurement and Management: Provides centralized fuel procurement and management for City fleet. Equipment and Fleet Management maintains eight self-service fuel islands with bulk inventory at strategic locations.

Source of Funds	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$15,394,896	\$16,980,923	\$17,972,185	\$18,069,927

EXPRESS BUSINESS CENTER

MISSION

The Express Business Center’s mission is to provide timely, accurate, efficient, and cost-effective methods of disposal of surplus and unclaimed property, reprographic, and City postal needs while working to encourage continuous improvement within the operations.

DEPARTMENT GOALS

- Implement 615 new multi-function devices over the biennial period
- Implement print governance to reduce the amount of print jobs (paper, ink, etc.) by 5 percent over the biennial period
- Implement a remote print job request system over the biennial period
- Increase availability of surplus property to departments by three percent over the biennial period
- Increase the number of items transferred by three percent over the biennial period

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

The FY 2018-19 budget and 2019-20 planned budget for the Express Business Center (EBC) provides for the disposal of surplus and unclaimed property, reprographic services, and citywide U.S. Postal Services. The EBC is also responsible for reviewing, reconciling, and processing bill payments for the office supply and multi-functional device contracts. The EBC has produced approximately \$7 million of annual revenue for many years through disposal of surplus City property and unclaimed property, realized more than \$50,000 in cost avoidance by transferring reusable property rather than purchasing, and 1,000 annual reprographic jobs. The EBC serves as the City’s mail distribution center for outgoing/interoffice mail to eight City facilities. The EBC will continue to review its operations to enhance revenues and increase the efficiency of its services.

EXPRESS BUSINESS CENTER

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	\$664,263	\$550,745	\$624,318	\$638,301
Supplies - Materials	\$3,570,392	\$1,851,461	\$2,076,335	\$2,076,336
Contractual - Other Services	\$705,765	\$803,060	\$636,843	\$641,738
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$4,940,420	\$3,205,266	\$3,337,496	\$3,356,375
Reimbursements	\$(1,200,000)	\$(1,077,435)	\$(1,200,000)	\$(1,200,000)
Department Total	\$3,740,420	\$2,127,831	\$2,137,496	\$2,156,375

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
Office Max Reimbursement	\$(1,200,000)	\$(1,200,000)
Total	\$(1,200,000)	\$(1,200,000)

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.

EXPRESS BUSINESS CENTER

Personnel	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	11.00	10.00	9.80	9.80
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	11.00	10.00	9.80	9.80

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 City Store Monthly Building Lease Agreement increase.	0	\$3,315	\$3,315
Total	0	\$3,315	\$3,315

EXPRESS BUSINESS CENTER

REVENUE CATEGORY BY SERVICE

EBC is an Internal Services department and, as such, generates revenue to fully cover the cost of departmental expenses. EBC is responsible for forecasting, collecting, and monitoring the following revenues.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Purchasing - Contract Management	Other	\$0	\$168,000	\$0	\$0
	Total Revenue	\$0	\$168,000	\$0	\$0
Business Services	Service to Others	\$3,028,350	\$1,535,181	\$1,450,740	\$1,450,740
	Charges to Other City Depts	\$133,100	\$69,583	\$73,050	\$73,050
	Other	\$55,000	\$68,200	\$55,000	\$55,000
	Total Revenue	\$3,216,450	\$1,672,963	\$1,578,790	\$1,578,790
Disposal of Surplus and Police Unclaimed Property	Service to Others	\$875,000	\$1,156,374	\$925,000	\$925,000
	Interest	\$0	\$18,940	\$0	\$0
	Proceeds-Sale of Fixed Assets	\$140,000	\$93,252	\$90,000	\$90,000
	Total Revenue	\$1,015,000	\$1,268,566	\$1,015,000	\$1,015,000
Department Total		\$4,231,450	\$3,109,529	\$2,593,790	\$2,593,790

EXPRESS BUSINESS CENTER

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
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

Business Services: Provides reprographic services and Citywide USPS. The EBC is also responsible for reviewing, reconciling, and processing bill payments for the office supply and the multi-functional device contracts.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Express Business Center	\$3,185,642	\$1,553,156	\$1,624,661	\$1,613,490

Disposal of Surplus and Police Unclaimed Property: Disposes of City surplus, police-confiscated, and unclaimed property which complies with the Administrative Directive 6-1 and City Charter. Procurement Services uses public auctions, sealed bids, and a storefront concept (City Store) to display and sell a wide range of property to the public. This service generates approximately \$7 million annually of revenue for the City.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Express Business Center	\$554,778	\$574,675	\$512,835	\$542,885

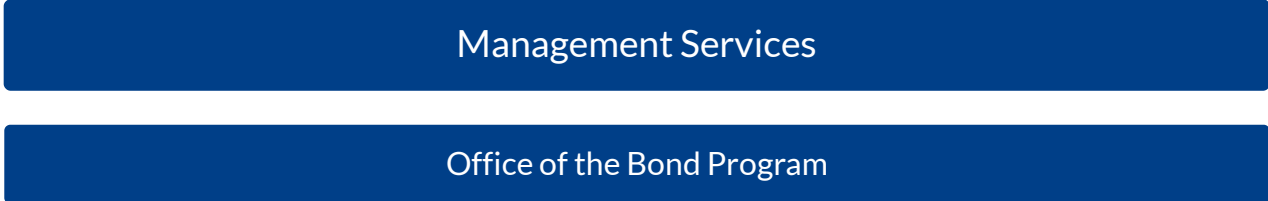


MANAGEMENT SERVICES

MISSION

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

FUNCTIONAL ORGANIZATION CHART



DEPARTMENT SUMMARY

Management Services (MGT) is a unique department comprised of divisions that provide highly critical services internal to the City of Dallas and direct services to residents, as well as management expertise to direct service departments throughout the city.

The Office of the Bond Program (OBP) has been budgeted to oversee and provide support to the executive leadership team of the City’s high-profile General Obligation Bond Programs. The FY 2018-19 budget and FY 2019-20 planned budget includes 125 existing positions reallocated from other departments, 25 new positions dedicated to construction of Park and Recreation projects, one new position dedicated to Transportation projects, and nine new positions to provide integrated program management through the OBP.

Part of the approved 2017 Bond Program is to create a separate office responsible for oversight and administration of all Bond Program funding, including funding approved prior to 2017. In previous bond programs, personnel services expenditures were accounted for in the administration cost of each approved project under each proposition. The inclusion of existing and new personnel dedicated to bond-funded projects simply provides transparency and accountability for all bond-fund related expenditures. The existing 126 positions are not new administration costs to be considered; they are included here solely for accounting purposes related to the City’s General Obligation Bond Program expenses.

MANAGEMENT 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	\$0	\$0	\$14,550,917	\$14,550,917
Supplies - Materials	\$0	\$0	\$79,464	\$79,464
Contractual - Other Services	\$0	\$0	\$6,330,527	\$6,330,527
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$0	\$0	\$20,960,908	\$20,960,908
Reimbursements	\$0	\$0	\$(3,714,123)	\$(3,714,123)
Department Total	\$0	\$0	\$17,246,785	\$17,246,785

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
Storm Drainage Management Reimbursement	\$(752,513)	\$(752,513)
Water Utilities Reimbursement	\$(912,282)	\$(912,282)
Tax Increment Financing Reimbursement	\$(89,941)	\$(89,941)
General Fund Reimbursement	\$(1,959,387)	\$(1,959,387)
Total	\$(3,714,123)	\$(3,714,123)

MANAGEMENT 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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	0.00	0.00	155.10	155.10
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	0.00	0.00	155.10	155.10

REVENUE CATEGORY BY SERVICE

OBP is an Internal Services department. These funds are used to account for goods or services given to one department by another on a cost reimbursement basis.

Service	Revenue Category	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Office of the Bond Program	Charges to Other City Depts	\$0	\$0	\$17,246,785	\$17,246,785
	Total Revenue	\$0	\$0	\$17,246,785	\$17,246,785
Department Total		\$0	\$0	\$17,246,785	\$17,246,785

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.

Brief Description	Number of Positions	FY 2018-19 Adopted	FY 2019-20 Planned
Transfer (14 positions) from Park and Recreation to the Office of the Bond Program.	14	\$1,985,272	\$1,985,272
Transfer (105 positions) from Public Works to the Office of the Bond Program.	105	\$10,169,613	\$10,169,613
Transfer (6 positions) from Building Services to the Office of the Bond Program.	6	\$921,171	\$921,171
Add one position to implement General Obligation Bond Program transportation projects.	1	\$144,564	\$144,564
Add nine positions and consulting services to manage the General Obligation Bond Program.	9	\$5,319,504	\$5,319,504
Add 25 positions for construction of 2017 General Obligation Bond park projects.	25	\$2,420,784	\$2,420,784
Total	160	\$20,960,908	\$20,960,908

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of annual bond appropriation awarded	N/A	N/A	90%	90%

SERVICE DESCRIPTION AND BUDGET

Office of the Bond Program: Provides administrative services including best practices to all client City departments to establish clear guidance regarding ownership and accountability for project management services. Services provided include value engineering, project design and management, surveying, quality control testing, and construction inspection of all General Obligation bond-funded projects.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$0	\$0	\$17,246,785	\$17,246,785

OFFICE OF RISK MANAGEMENT

MISSION

The Office of Risk Management (ORM) is comprised of five divisions collectively working together to protect the City of Dallas’ assets and guard against risks and safety hazards that could adversely impact City operations. ORM is committed to providing a safe and healthy environment for the protection of City employees and the public.

DEPARTMENT GOALS

- Liability/subrogation
 - Recover subrogation monies owed to the City due to property damage or body injuries suffered by City employees in the amount of \$396,391
 - Maintain an 80 percent closing ratio of claims filed against the City
- Workers' compensation
 - Maintain an average cost per claim of \$5,581
 - Achieve an indemnity vs. medical only ratio of 25:75 (25 percent/75 percent)
 - Process 100 percent of workers’ compensation claims in the risk management information system (RMIS) within 24 hours
- Safety
 - Drug test 25 percent of civilian commercial driver’s license (CDL) employees to comply with Department of Transportation (DOT) requirement
 - Drug test 10 percent of civilian CDL employees to comply with DOT requirement
 - Conduct 142 workplace exposure assessments
 - ORM Safety Officers will communicate 100 percent of all HSB safety and engineering inspection findings/recommendations and follow up until receiving a documented response from affected department contacts
 - Provide 344 training classes based on trend and position specific
 - Maintain a return rate of less than 10 percent (files returned from Safety Specialists for more information or documents)
- Risk Transfer
 - Process 97 percent of insurance review requests for pending projects/contracts within four business days of receipt to expedite the procurement process
 - Process 95 percent of insurance documents (e.g. certificates, policies, etc.) within 48 hours of receipt to expedite the procurement and insurance/bond compliance tracking processes

FUNCTIONAL ORGANIZATION CHART



OFFICE OF RISK MANAGEMENT

DEPARTMENT SUMMARY

ORM provides comprehensive risk management services to enable the City to optimize its level of risk, both positive and negative, in decision making and to meet the objectives under the guidelines of the Occupational Health and Safety Administration, Texas Department of Insurance, Department of Transportation, Texas Tort Claims Act, and City ordinances. This budget will allow ORM, an Internal Services department, to provide these law- and regulation-based services to residents, employees and departments.

ORM is responsible for administering the Worker’s Compensation Fund, the Liability Fund, and the Insurance Fund. However, the financial information for the three funds are not provided in this section. The Worker’s Compensation Fund pays for workers’ compensation claims, third party claims administration, safety/loss prevention program, risk management information system, workers’ excess insurance, drug and alcohol testing, and advertisement for solicitations of expired contracts. The Liability Fund pays for claims and lawsuits. The Insurance Fund pays for insurance premiums for City facilities/contents and business interruption, cyber liability, issuance of bonds, broker and loss control/engineering fees, and the advertisement for solicitations of expired contracts.

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	\$2,996,906	\$2,782,499	\$3,927,301	\$3,942,251
Supplies - Materials	\$180,158	\$212,354	\$159,862	\$159,862
Contractual - Other Services	\$756,450	\$799,205	\$800,378	\$815,528
Capital Outlay	\$0	\$0	\$0	\$0
Expense Total	\$3,933,514	\$3,794,058	\$4,887,541	\$4,917,641
Reimbursements	\$(307,989)	\$(303,212)	\$(307,989)	\$(307,989)
Department Total	\$3,625,525	\$3,490,846	\$4,579,552	\$4,609,652

OFFICE OF RISK MANAGEMENT

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
Office of Risk Management Reimbursement	\$(154,577)	\$(154,577)
Park Reimbursement	\$(71,526)	\$(71,526)
Sanitation Reimbursement	\$(81,886)	\$(81,886)
Total	\$(307,989)	\$(307,989)

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 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Regular FTEs	34.75	31.30	44.00	44.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	34.75	31.30	44.00	44.00

OFFICE OF RISK MANAGEMENT

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
Addition of a Subrogation Adjuster position.	1	\$81,672	\$81,672
Full-year funding for six positions added in FY 2017-18 to establish Collision Review Committees for Police and Fire-Rescue.	0	\$99,400	\$99,400
Full-year funding for three positions added in FY 2017-18 to investigate City vehicle accidents.	0	\$49,700	\$49,700
Total	1	\$230,772	\$230,772

PERFORMANCE MEASURES

Performance Measure	FY 2017-18 Budget	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Percentage of CDL workforce drug tested annually	25%	25%	25%	25%
Average cost per workers’ compensation claim (total incurred costs)	\$5,581	\$3,981	\$6,981	\$6,981
Percentage of claimants contacted within one business day after receipt of claim	99%	98%	98%	98%

SERVICE DESCRIPTION AND BUDGET

Risk Management Services: Provides comprehensive risk management services to enable the City to optimize its level of risk, both positive and negative, in decision making and to meet the City’s objectives under the guidelines of the Occupational Health and Safety Administration, Texas Department of Insurance, Texas Tort Claims Act, Department of Transportation, and City ordinances.

Source of Funds	FY 2017-18 Amended	FY 2017-18 Forecast	FY 2018-19 Adopted	FY 2019-20 Planned
Internal Service Fund	\$3,625,525	\$3,490,846	\$4,579,552	\$4,609,652