

# **9-1-1 SYSTEM OPERATIONS**

## **DEPARTMENT MISSION**

To provide the best emergency communications service possible to the City of Dallas and its citizens. To develop and educate our staff in the latest communications technology, and allow all employees a chance to work and grow in an atmosphere of equality and unity.

## **PROGRAM DESCRIPTION**

### **9-1-1 System Operations**

The Communications and Information Services department has the responsibility for managing the financial, technical, contractual and regulatory aspects of 9-1-1. The department is responsible for the assurance of the 9-1-1 / 3-1-1 telephone system maintenance, 9-1-1 legislative and technology issues and recommends and implements 9-1-1 system and program enhancements. The department administers the Private Switch 9-1-1 program for the city, which includes initiating and monitoring contracts with private telephone system vendors, insurance, accounts payable and accounts receivable. The program provides for the coordination of 9-1-1 activity with all telecommunication providers currently operating within the City including Southwestern Bell Telephone, General Telephone Electronics, six wireless companies, and the ever growing number of new competitive telephone companies authorized to provide service due to the deregulation of the telecommunications market. Coordinates all 9-1-1 related matters with the Police and Fire departments.

## **OBJECTIVES FOR FY 2002-2003**

- Prepare for the implementation of Phase II of the FCC's Wireless 9-1-1 mandate (in Phase II, the wireless carrier is required to provide the actual latitude and longitude (X and Y coordinates) from where a wireless call is placed)
- Continue to enhance 9-1-1 services by fully utilizing the features of the new 9-1-1 system

## **MAJOR BUDGET ITEMS**

- Delete 1.0 regular FTE and \$36,472 for the 9-1-1 Systems Operations administrative function (Office Assistant II)

## 9-1-1 SYSTEM OPERATIONS

	FY 2000-01 Actual	FY 2001-02 Budget	FY 2001-02 Estimate	FY 2002-03 Adopted
<b>BEGINNING FUND BALANCE</b>	4,128,200	6,497,869	4,660,548	3,328,663
<b>REVENUES</b>				
9-1-1 Service Receipts - Wireless	13,985,704	2,282,245	2,932,353	3,060,000
Wireline Receipts	0	11,539,061	11,067,922	11,067,922
Cama Trunk Fees	0	32,400	15,000	15,000
Interest	456,613	280,000	250,000	300,000
Other	(300)	0	0	0
<b>TOTAL REVENUES</b>	14,442,017	14,133,706	14,265,275	14,442,922
<b>EXPENDITURES (By Program)</b>				
9-1-1 System Operations	12,072,348	15,971,027	15,597,160	16,141,211
<b>TOTAL EXPENDITURES</b>	12,072,348	15,971,027	15,597,160	16,141,211
<b>ENDING FUND BALANCE</b>	6,497,869	4,660,548	3,328,663	1,630,374

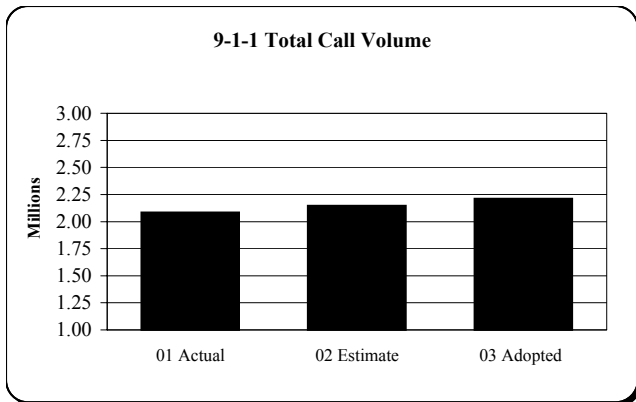
<b>EXPENDITURES (By Category)</b>				
Salaries and Benefits	176,290	197,867	206,212	168,476
Supplies and Materials	61,145	80,657	60,492	80,657
Other Services and Charges	11,834,963	15,692,503	15,330,456	15,892,078
Capital Outlays	0	0	0	0
Reimbursements	(50)	0	0	0
<b>TOTAL</b>	12,072,348	15,971,027	15,597,160	16,141,211

<b>FTEs (By Type)</b>				
Regular	3.8	4.0	4.0	3.0
Overtime	0.0	0.0	0.0	0.0
Temporary Help	0.0	0.0	0.0	0.0
Day Labor	0.0	0.0	0.0	0.0
<b>TOTAL</b>	3.8	4.0	4.0	3.0

<b>FTEs (By Program)</b>				
9-1-1 System Operations	3.8	4.0	4.0	3.0
<b>TOTAL</b>	3.8	4.0	4.0	3.0

# 9-1-1 SYSTEM OPERATIONS

	<b>FY 2002-03 Adopted</b>
<b>OPERATING FUND</b>	<b>16,141,211</b>
<b>ADDITIONAL OPERATING RESOURCES</b>	
NONE	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL OPERATING RESOURCES</b>	<b>16,141,211</b>



# **EMPLOYEE BENEFITS and Related Expenses**

## **DEPARTMENT MISSION**

We partner with customer departments to maximize their human resources so they can deliver the greatest possible level of services to our citizens.

## **PROGRAM DESCRIPTION**

### **Employee Benefits**

Responsible for the delivery and administration of the City's employee and retiree medical benefits programs.

## **OBJECTIVES FOR FY 2002-2003**

- Develop and recommend strategies to ensure ongoing viability of the employee benefits plans
- Conduct a contract compliance and performance audit of the Third Party Administration of medical claims processing

## **MAJOR BUDGET ITEMS**

- Add 12.0 regular FTEs and \$544,203 to consolidate citywide payroll and personnel functions (offset by reductions in the departments) through implementation of new Human Resources Information System
- Save \$300,000 from amendment to Health Benefits Third Party Administrative contract
- Save over \$7,000,000 through changes in Employee Health Benefits Plan and premium adjustments
- Continue the \$282,418 and 5.0 regular FTEs FY 2001-02 mid-year reduction of the April 2002 reduction in force (1 Office Assistant II and 4 Benefit Specialist H)
- Delete 1.0 regular FTE for Accounts Payable consolidation

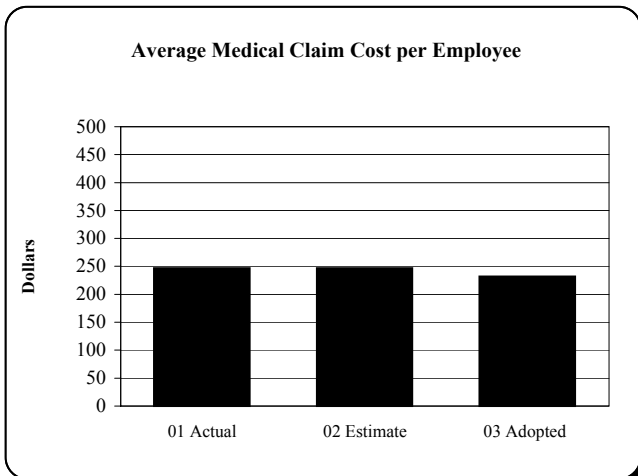
## EMPLOYEE BENEFITS and Related Expenses

	FY 2000-01 Actual	FY 2001-02 Budget	FY 2001-02 Estimate	FY 2002-03 Adopted
<b>BEGINNING FUND BALANCE</b>	23,460,094	7,592,242	7,592,242	7,098,923
<b>REVENUES</b>				
Employee Contributions	14,988,028	13,360,505	16,238,415	20,764,631
Retiree Contributions	10,388,038	10,492,913	11,082,764	13,544,527
City Contributions	35,105,580	53,956,657	48,565,412	52,617,003
Interest and Other	1,881,028	2,950,000	1,250,371	1,500,000
<b>TOTAL REVENUES</b>	62,362,674	80,760,075	77,136,962	88,426,161
<b>EXPENDITURES (By Program)</b>				
Health Benefits	68,758,411	70,131,117	69,809,695	87,280,590
Life Insurance	4,001,442	3,356,628	3,135,375	3,200,000
Vision Services	560,930	0	748,583	530,716
Dental Services	1,331,819	0	1,283,361	1,783,400
Training and Development	0	0	0	0
Short-Term Disability	322,711	224,209	324,491	320,000
Administration	3,255,213	2,509,290	2,328,776	2,290,948
<b>TOTAL EXPENDITURES</b>	78,230,526	76,221,244	77,630,281	95,405,654
<b>ENDING FUND BALANCE</b>	7,592,242	12,131,073	7,098,923	119,430
<b>EXPENDITURES (By Category)</b>				
Salaries and Benefits	1,450,204	805,094	770,510	1,070,609
Supplies and Materials	68,272	68,032	6,810	28,379
Other Services and Charges	76,713,858	75,348,118	76,852,961	94,306,666
Capital Outlays	0	0	0	0
Reimbursements	(1,808)	0	0	0
<b>TOTAL</b>	78,230,526	76,221,244	77,630,281	95,405,654

## EMPLOYEE BENEFITS and Related Expenses

	FY 2000-01 Actual	FY 2001-02 Budget	FY 2001-02 Estimate	FY 2002-03 Adopted
<b>FTEs (By Type)</b>				
Regular	25.3	13.0	11.4	19.0
Overtime	0.4	0.4	0.1	0.4
Temporary Help	1.4	0.9	0.3	0.9
Day Labor	0.0	0.0	0.0	0.0
<b>TOTAL</b>	27.1	14.3	11.8	20.3
<b>FTEs (By Program)</b>				
Employee Benefits	27.1	14.3	11.8	20.3
<b>TOTAL</b>	27.1	14.3	11.8	20.3

<b>EMPLOYEE BENEFITS FUNDS</b>	<b>95,405,654</b>
<b>ADDITIONAL OPERATING RESOURCES</b>	
NONE	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL OPERATING RESOURCES</b>	<b>95,405,654</b>



# **RISK MANAGEMENT**

## **DEPARTMENT MISSION**

We partner with customer departments to maximize their human resources so they can deliver the greatest possible level of services to our citizens.

## **PROGRAM DESCRIPTION**

### **Risk Management**

Risk management assists departments in efforts to minimize major negative consequences of their operations. Responsible for the administration of Workers' Compensation, Third Party Liability claims, Purchased Insurance and workplace safety assistance programs.

## **OBJECTIVES FOR FY 2002-2003**

- Provide quality Workers' Compensation and Liability claims administration in a responsive, respectful manner by decreasing the time to resolve claims and respond to customer inquiries
- Minimize negative impact of losses due to contract related risks by reviewing procurement specifications and applying appropriate risk transfer methods
- Protect city assets through appropriate risk management techniques including the purchase and maintenance of insurance policies and establishing a self-inspection program

## **MAJOR BUDGET ITEMS**

- Save \$24,228 and delete 0.1 overtime FTEs through various operational efficiencies including reduction of cellular phones, copiers and memberships
- Delete 3.0 regular FTEs and \$160,061 for departmental staff reductions. Workers Compensation Coordinators will handle the "Return to Work" initiative for injured employees. Existing functions will be assumed by remaining staff with a longer turnaround time for clerical functions and processing of workers compensation claims
- Delete \$81,025 for the elimination of Remedial Driver Training/Ergonomic Study

## RISK MANAGEMENT

	FY 2000-01 Actual	FY 2001-02 Budget	FY 2001-02 Estimate	FY 2002-03 Adopted
<b>BEGINNING FUND BALANCE</b>	(21,982,271)	(34,045,857)	(34,045,857)	(36,510,253)
<b>REVENUES</b>				
Workers' Compensation	17,871,094	19,476,472	20,108,643	20,926,381
Third Party Liability	5,946,017	14,803,067	8,244,734	10,069,927
Purchased Insurance	1,674,015	2,474,340	2,577,584	4,132,890
Interest and Other	1,126,746	600,000	2,013,104	500,000
<b>TOTAL REVENUES</b>	26,617,872	37,353,879	32,944,065	35,629,198
<b>EXPENDITURES (By Program)</b>				
Workers' Compensation	18,407,476	18,798,156	19,923,601	20,355,041
Third Party Liability	16,797,764	11,085,277	11,099,187	10,248,587
Purchased Insurance	1,932,627	1,806,550	2,477,584	3,561,550
Risk Administration	1,543,591	2,013,104	1,908,089	1,865,139
<b>TOTAL EXPENDITURES</b>	38,681,458	33,703,087	35,408,461	36,030,317
<b>ENDING FUND BALANCE</b>	(34,045,857)	(30,395,065)	(36,510,253)	(36,911,372)

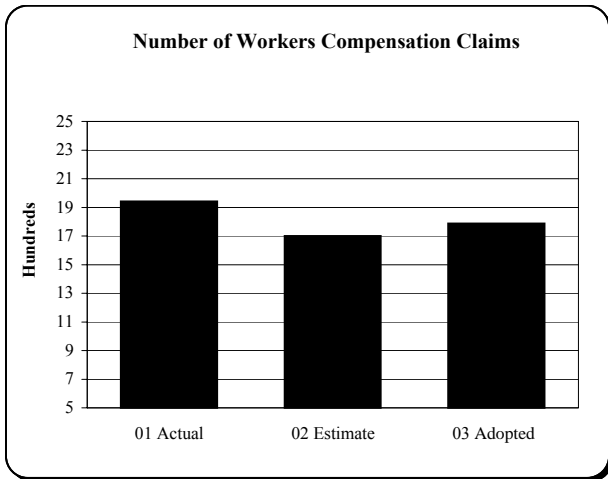
<b>EXPENDITURES (By Category)</b>				
Salaries and Benefits	16,034,618	17,626,658	17,557,598	21,764,651
Supplies and Materials	25,240	47,871	28,999	34,021
Other Services and Charges	22,621,600	16,076,669	17,869,975	14,279,756
Capital Outlays	0	0	0	0
Reimbursements	0	(48,111)	(48,111)	(48,111)
<b>TOTAL</b>	38,681,458	33,703,087	35,408,461	36,030,317

<b>FTEs (By Type)</b>				
Regular	23.5	27.0	25.0	24.0
Overtime	0.0	0.1	0.1	0.0
Temporary Help	0.0	0.0	0.0	0.0
Day Labor	0.0	0.0	0.0	0.0
<b>TOTAL</b>	23.5	27.1	25.1	24.0

<b>FTEs (By Program)</b>				
Risk Management	23.5	27.1	25.1	24.0
<b>TOTAL</b>	23.5	27.1	25.1	24.0

# RISK MANAGEMENT

	<b>FY 2002-03 Adopted</b>
<b>RISK FUNDS</b>	<b>36,030,317</b>
<b>ADDITIONAL OPERATING RESOURCES</b>	
NONE	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL OPERATING RESOURCES</b>	<b>36,030,317</b>



## APPROPRIATED RESERVES

	FY 2001-02 Budget	FY 2001-02 Estimate	FY 2002-03 Adopted
Contingency Reserve	1,349,916	1,349,916	2,479,077
Emergency Reserve	1,930,411	1,930,411	811,179
Liability / Claims Reserve	4,959,888	1,959,888	7,787,436
Risk Reserve	0	0	0
Salary and Benefit Reserve	200,000	0	200,000

1. The Contingency Reserve will be funded at \$4,074,782 from FY 2001-02 Contingency Reserve ending balance of \$1,595,705 and FY 2002-03 General Fund contribution of \$2,479,077.
2. The Emergency Reserve will be funded at \$18,474,944 from FY 2001-02 Emergency Reserve ending balance of \$17,663,765 and FY 2002-03 General Fund contribution of \$811,179.
3. The Liability/Claims Reserve will be funded at \$10,069,927 from FY 2002-03 General Fund contribution of \$7,787,436, General Fund departmental contributions of \$894,159 and other funds contributions of \$1,388,332.
4. The Risk Reserve will be funded at \$1,250,000 from FY 2001-02 Risk Reserve ending balance of \$1,250,000.
5. The Salary and Benefit Reserve will be funded at \$200,000 from General Fund contribution for termination payments for city employees who will retire in FY 2002-03.

# WALKER CONSENT DECREE

## Trust Fund Budget

(000s)

DEPARTMENT/PROJECT	To Date Funding	FY 2002-03 Adopted	FY 2002-03 FTEs	Funding Status
<b>OFFICE OF HOUSING COMPLIANCE</b>				
Housing Development Fund	24,852.0	0.0	0.0	Existing
Grant Monitor	637.4	77.5	1.0	Existing
Project Contingency (West)	3,000.0	0.0	0.0	Existing
Seed Money for Non-Profit Group	730.3	0.0	0.0	Existing
Seed Money for Retail Cooperative (West)	100.0	0.0	0.0	Existing
Special Master & Other Miscellaneous Cost	3,508.6	402.3	1.0	Existing
<b>TOTAL</b>	<b>32,828.3</b>	<b>479.8</b>	<b>2.0</b>	
<b>ECONOMIC DEVELOPMENT</b>				
Economic Development Incentives	754.5	0.0	0.0	Existing
<b>TOTAL</b>	<b>754.5</b>	<b>0.0</b>	<b>0.0</b>	
<b>PARK AND RECREATION</b>				
After School and Summer Programs	8,120.7	856.4	23.1	Existing
<b>TOTAL</b>	<b>8,120.7</b>	<b>856.4</b>	<b>23.1</b>	
<b>POLICE</b>				
New Neighborhood Assistance Centers	16,572.3	1,895.0	24.0	Existing
Security Officers	13,425.6	1,775.9	25.0	Existing
Lakewest Neighborhood Assistance Center	5,932.1	672.3	7.0	Existing
Lakewest Neighborhood Assistance Center	2,143.9	127.8	2.0	Existing
Spring and Maple Avenue Neighborhood Assistance	6,590.8	579.3	7.0	Existing
<b>TOTAL</b>	<b>44,664.7</b>	<b>5,050.3</b>	<b>65.0</b>	
<b>STREET AND SANITATION SERVICES</b>				
Newly Dedicated Street Maintenance	149.6	0.0	0.0	Existing
<b>TOTAL</b>	<b>149.6</b>	<b>0.0</b>	<b>0.0</b>	
<b>CODE COMPLIANCE</b>				
Designated Code Enforcement Officials	1,073.2	123.2	2.0	Existing
Neighborhood Code Enforcement	1,151.5	153.7	3.0	Existing
<b>TOTAL</b>	<b>2,224.7</b>	<b>276.9</b>	<b>5.0</b>	
<b>PUBLIC WORKS AND TRANSPORTATION</b>				
Security Lighting - Operating and Maintenance Cost	501.7	0.0	0.0	Existing
<b>TOTAL</b>	<b>501.7</b>	<b>0.0</b>	<b>0.0</b>	
<b>GRAND TOTAL</b>	<b>89,244.2</b>	<b>6,663.4</b>	<b>95.1</b>	

# WALKER CONSENT DECREE

## Community Development Grant Budget

(000s)

DEPARTMENT/PROJECT	To Date Funding	FY 2002-03 Adopted	FY 2002-03 FTEs	Funding Status
<b>OFFICE OF HOUSING COMPLIANCE</b>				
Fair Housing Enforcement - Enhanced	4,487.5	402.2	5.5	Existing
Housing Development Fund	10,970.0	0.0	0.0	Existing
Housing Compliance Director/Report Requirement	1,327.5	118.9	1.0	Existing
Fair Housing Enforcement - Continued Funding	1,559.2	0.0	0.0	Existing
Rent Option	750.3	67.5	0.0	Existing
Seed Money for Non-Profit Group	1,410.8	0.0	0.0	Existing
<b>TOTAL</b>	<b>20,505.3</b>	<b>588.6</b>	<b>6.5</b>	
<b>HOUSING</b>				
Apartment Repair Program	425.0	0.0	0.0	Existing
Home Improvement Loans (Family)	2,100.0	0.0	0.0	Existing
Home Improvement Loans (West)	700.0	0.0	0.0	Existing
Minor Home Repair Grants (Family)	1,000.0	0.0	0.0	Existing
Minor Home Repair Grants (West)	800.0	0.0	0.0	Existing
<b>TOTAL</b>	<b>5,025.0</b>	<b>0.0</b>	<b>0.0</b>	
<b>ECONOMIC DEVELOPMENT</b>				
Economic Development Demonstration Funds (Family)	400.0	0.0	0.0	Existing
Economic Development Demonstration Funds (West)	100.0	0.0	0.0	Existing
<b>TOTAL</b>	<b>500.0</b>	<b>0.0</b>	<b>0.0</b>	
<b>PARK AND RECREATION</b>				
Playslabs and Totlots - Construction (Family)	320.0	0.0	0.0	Existing
Playslabs and Totlots - Construction (West)	264.0	0.0	0.0	Existing
<b>TOTAL</b>	<b>584.0</b>	<b>0.0</b>	<b>0.0</b>	
<b>STREET AND SANITATION SERVICES</b>				
Curbs, Gutters and Sidewalk Improvements (West)	567.1	0.0	0.0	Existing
Security Lighting (Family)	570.0	0.0	0.0	Existing
Security Lighting (West)	570.0	0.0	0.0	Existing
<b>TOTAL</b>	<b>1,707.1</b>	<b>0.0</b>	<b>0.0</b>	
<b>CODE COMPLIANCE</b>				
Code Enforcement Caseworker (Family)	210.8	0.0	0.0	Existing
Code Enforcement Caseworker (West)	210.8	0.0	0.0	Existing
Neighborhood Code Enforcement	836.1	0.0	0.0	Existing
<b>TOTAL</b>	<b>1,257.7</b>	<b>0.0</b>	<b>0.0</b>	
<b>GRAND TOTAL</b>	<b>29,579.1</b>	<b>588.6</b>	<b>6.5</b>	

**WALKER CONSENT DECREE**  
**Capital Improvement Program Budget**

(000s)

<b>DEPARTMENT/PROJECT</b>	<b>To Date Funding</b>	<b>FY 2002-03 Adopted</b>	<b>FY 2002-03 FTEs</b>	<b>Funding Status</b>
<b>OFFICE OF HOUSING COMPLIANCE</b>				
Purchase 15-Passenger Vans (Family)	60.0	0.0	0.0	Existing
<b>TOTAL</b>	60.0	0.0	0.0	
<b>PUBLIC WORKS AND TRANSPORTATION</b>				
Fishtrap Lake Drainage Improvements	2,500.0	0.0	0.0	Existing
Newly Dedicated Street Reconstruction	3,243.1	0.0	0.0	Existing
Rochester Area Levee Improvements	8,500.0	0.0	0.0	Existing
Storm Drainage Improvements	676.6	0.0	0.0	Existing
West Dallas Day Care Center	2,000.0	0.0	0.0	Existing
Traffic Control System Improvements	132.4	0.0	0.0	Existing
<b>TOTAL</b>	17,052.1	0.0	0.0	
<b>BUDGET AND MANAGEMENT SERVICES</b>				
Housing Development Fund	3,200.0	0.0	0.0	Existing
<b>TOTAL</b>	3,200.0	0.0	0.0	
<b>STREET AND SANITATION SERVICES</b>				
Curb, Gutter and Sidewalk Improvements	3,969.7	0.0	0.0	Existing
<b>TOTAL</b>	3,969.7	0.0	0.0	
<b>GRAND TOTAL</b>	<b>24,281.8</b>	<b>0.0</b>	<b>0.0</b>	