

# **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, Verizon, 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 2003-2004**

- Implement 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**

- Add \$702,338 to implement Phase II of the FCC's wireless 9-1-1 mandate
- Save \$2,444 by implementing Service Incentive Pay program that is consistent with the State mandated Uniform Service Incentive Pay program
- Save \$2,712 as a result of transitioning Employee Health Benefits to a Catastrophic Coverage Program with a Preventive Care component
- Reduce \$3,400,000 in transfers to the Fire Department for 9-1-1 related reimbursable activities

## 9-1-1 SYSTEM OPERATIONS

	FY 2001-02 Actual	FY 2002-03 Budget	FY 2002-03 Estimate	FY 2003-04 Adopted
<b>BEGINNING FUND BALANCE</b>	6,331,020	3,096,904	3,096,904	944,585
<b>REVENUES</b>				
9-1-1 Service Receipts - Wireless	2,909,011	3,060,000	3,427,226	3,207,184
Wireline Receipts	10,950,606	11,067,922	10,090,730	10,270,453
Cama Trunk Fees	18,656	15,000	14,632	16,859
Interest	267,196	300,000	191,992	191,992
<b>TOTAL REVENUES</b>	14,145,469	14,442,922	13,724,580	13,686,488
<b>EXPENDITURES (By Program)</b>				
9-1-1 System Operations	17,379,585	16,141,211	15,876,899	13,517,687
<b>TOTAL EXPENDITURES</b>	17,379,585	16,141,211	15,876,899	13,517,687
<b>ENDING FUND BALANCE</b>	3,096,904	1,398,615	944,585	1,113,386

### EXPENDITURES (By Category)

Salaries and Benefits	205,528	168,476	174,926	165,329
Supplies and Materials	62,058	80,657	115,432	80,657
Other Services and Charges	17,111,999	15,892,078	15,586,628	13,271,701
Capital Outlays	0	0	0	0
Reimbursements	0	0	(87)	0
<b>TOTAL</b>	17,379,585	16,141,211	15,876,899	13,517,687

### FTEs (By Type)

Regular	4.0	3.0	2.8	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>	4.0	3.0	2.8	3.0

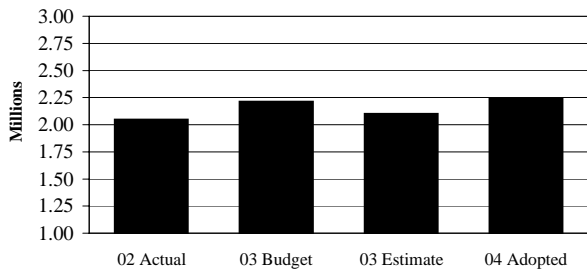
### FTEs (By Program)

9-1-1 System Operations	4.0	3.0	2.8	3.0
<b>TOTAL</b>	4.0	3.0	2.8	3.0

# 9-1-1 SYSTEM OPERATIONS

	<b>FY 2003-04 Adopted</b>
<b>OPERATING FUND</b>	<b>13,517,687</b>
<b>ADDITIONAL OPERATING RESOURCES</b>	
NONE	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL OPERATING RESOURCES</b>	<b>13,517,687</b>

**9-1-1 Total Call Volume**



# **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 2003-2004**

- 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 9.0 regular FTEs (Supervisor I, Human Resource Analyst G) and \$378,853 for continued Human Resources Information System (HRIS) consolidation
- Add \$469 by implementing Service Incentive Pay program that is consistent with the State mandated Uniform Service Incentive Pay program
- Add 1.0 regular FTE (Senior Benefits Specialist) and \$55,800 to administer employee benefits programs to current employees, retirees and their dependents
- Add \$12,240 as a result of transitioning Employee Health Benefits to a Catastrophic Coverage Program with a Preventive Care component
- Line-Item and Zero Base budget review resulted in savings of \$57,385 from reductions or elimination of printing costs, office supplies, miscellaneous special services, equipment repair, reference books, subscriptions, memberships and professional development
- Line-Item and Zero Base budget review resulted in the deletion of 1.0 regular FTE and \$ 41,500
- Line-Item and Zero Base budget review resulted in the deletion of 1.0 regular FTE (Accountant III) and \$ 55,800 for program savings

## EMPLOYEE BENEFITS and Related Expenses

	FY 2001-02 Actual	FY 2002-03 Budget	FY 2002-03 Estimate	FY 2003-04 Adopted
<b>BEGINNING FUND BALANCE</b>	5,824,810	6,272,542	6,272,542	52,439
<b>REVENUES</b>				
Employee Contributions <small>(See Note 1)</small>	17,058,872	19,425,438	19,570,518	32,031,637
Retiree Contributions <small>(See Note 1)</small>	11,160,780	12,534,224	13,637,952	19,480,673
City Contributions	48,718,607	49,180,800	47,373,832	37,605,206
City Contributions > 65 Retirees <small>(See Note 3)</small>	0	0	0	822,000
Interest and Other	1,154,875	1,250,000	1,175,000	1,150,000
<b>TOTAL REVENUES</b>	78,093,134	82,390,462	81,757,302	91,089,516
<b>EXPENDITURES (By Program)</b>				
Health Benefits <small>(See Notes 1 &amp; 3)</small>	68,699,742	79,893,208	79,173,503	80,692,692
Life Insurance	3,663,539	3,200,000	3,559,816	3,560,000
Vision Services <small>(See Note 2)</small>	504,546	530,716	544,744	545,000
Dental Services <small>(See Note 2)</small>	1,711,730	1,783,400	1,800,079	1,805,000
Voluntary Services <small>(See Note 2)</small>	0	0	305,793	300,000
Short-Term Disability	335,693	320,000	350,000	200,000
Administration	2,730,152	2,290,948	2,243,470	2,786,582
<b>TOTAL EXPENDITURES</b>	77,645,402	88,018,272	87,977,405	89,889,274
<b>ENDING FUND BALANCE</b>	6,272,542	644,732	52,439	1,252,681
<b>EXPENDITURES (By Category)</b>				
Salaries and Benefits	849,607	1,070,609	1,021,649	1,427,827
Supplies and Materials	8,170	28,379	28,393	21,679
Other Services and Charges	76,787,625	86,919,284	86,927,363	88,439,768
Capital Outlays	0	0	0	0
Reimbursements	0	0	0	0
<b>TOTAL</b>	77,645,402	88,018,272	87,977,405	89,889,274

Note 1 - Adopted budget includes projected deductible buy down by participants

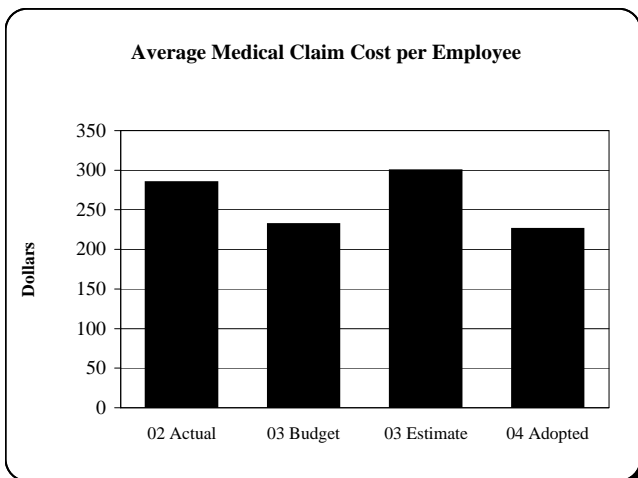
Note 2 - Expenditures are fully offset by participant's contributions

Note 3 - Adopted budget includes a \$300 one-time reduction in health benefits premiums for over-65 retirees

## EMPLOYEE BENEFITS and Related Expenses

	FY 2001-02 Actual	FY 2002-03 Budget	FY 2002-03 Estimate	FY 2003-04 Adopted
<b>FTEs (By Type)</b>				
Regular	11.2	19.0	18.0	27.0
Overtime	0.0	0.4	0.0	0.4
Temporary Help	0.3	0.9	0.0	0.9
Day Labor	0.0	0.0	0.0	0.0
<b>TOTAL</b>	11.5	20.3	18.0	28.3
<b>FTEs (By Program)</b>				
Employee Benefits	11.5	20.3	18.0	28.3
<b>TOTAL</b>	11.5	20.3	18.0	28.3

<b>EMPLOYEE BENEFITS FUNDS</b>	<b>89,889,274</b>
<b>ADDITIONAL OPERATING RESOURCES</b>	
NONE	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL OPERATING RESOURCES</b>	<b>89,889,274</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 2003-2004**

- 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 \$19,829 by implementing Service Incentive Pay program that is consistent with the State mandated Uniform Service Incentive Pay program
- Save \$43,416 as a result of transitioning Employee Health Benefits to a Catastrophic Coverage Program with a Preventive Care component
- Line-Item and Zero Base budget review resulted in savings of \$43,100 from reductions or elimination of educational supplies, city forces, furniture, software, printing charges, reference books, equipment rental, miscellaneous special services, office supplies, city forces, professional development and memberships
- Delete 3.0 regular FTEs and \$117,300 for the elimination of vacancies

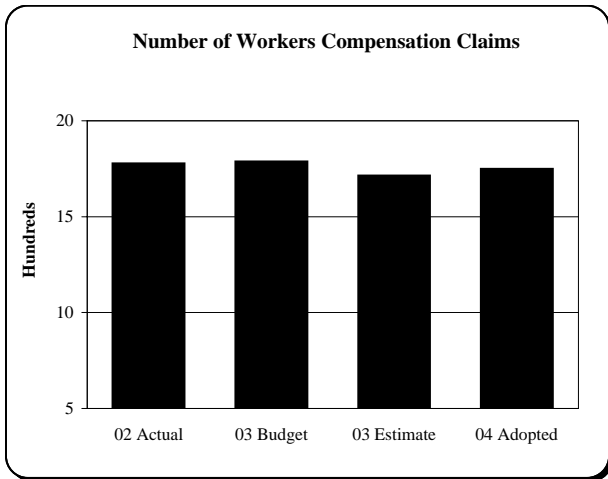
## RISK MANAGEMENT

	FY 2001-02 Actual	FY 2002-03 Budget	FY 2002-03 Estimate	FY 2003-04 Adopted
<b>BEGINNING FUND BALANCE</b>	(18,472,074)	(21,671,072)	(21,671,072)	(22,904,711)
<b>REVENUES</b>				
Workers' Compensation	19,949,698	20,926,381	21,266,088	21,785,858
Third Party Liability	6,719,734	10,069,927	10,069,927	12,822,866
Purchased Insurance	2,480,488	4,132,890	4,132,890	4,613,740
Interest and Other	376,782	500,000	370,000	300,000
<b>TOTAL REVENUES</b>	29,526,702	35,629,198	35,838,905	39,522,464
<b>EXPENDITURES (By Program)</b>				
Workers' Compensation	19,213,612	20,355,041	19,771,642	21,228,667
Third Party Liability	10,299,569	10,248,587	11,924,485	12,265,676
Purchased Insurance	1,396,152	3,561,550	3,561,550	4,056,550
Risk Administration	1,816,367	1,865,139	1,814,867	1,734,773
<b>TOTAL EXPENDITURES</b>	32,725,700	36,030,317	37,072,544	39,285,666
<b>ENDING FUND BALANCE *</b>	(21,671,072)	(22,072,191)	(22,904,711)	(22,667,913)
<b>EXPENDITURES (By Category)</b>				
Salaries and Benefits	18,130,097	21,764,651	18,387,247	19,664,375
Supplies and Materials	16,622	34,021	22,020	3,577
Other Services and Charges	14,627,092	14,279,756	18,711,388	19,665,825
Capital Outlays	0	0	0	0
Reimbursements	(48,111)	(48,111)	(48,111)	(48,111)
<b>TOTAL</b>	32,725,700	36,030,317	37,072,544	39,285,666
<b>FTEs (By Type)</b>				
Regular	24.0	24.0	24.0	21.0
Overtime	0.1	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>	24.1	24.0	24.0	21.0
<b>FTEs (By Program)</b>				
Risk Management	24.1	24.0	24.0	21.0
<b>TOTAL</b>	24.1	24.0	24.0	21.0

\* Includes liabilities of \$24 million for workers' compensation and other claims expected to be paid in the following year. The Adopted budget includes funding to pay these claims.

# RISK MANAGEMENT

	<b>FY 2003-04 Adopted</b>
<b>RISK FUNDS</b>	<b>39,285,666</b>
<b>ADDITIONAL OPERATING RESOURCES</b>	
NONE	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL OPERATING RESOURCES</b>	<b>39,285,666</b>



## APPROPRIATED RESERVES

	FY 2002-03 Budget	FY 2002-03 Estimate	FY 2003-04 Adopted
Contingency Reserve	2,479,077	2,479,077	1,129,130
Emergency Reserve	811,179	811,179	1,561,126
Liability / Claims Reserve	7,787,436	7,316,936	9,034,771
Risk Reserve	0	0	0
Salary and Benefit Reserve	200,000	0	200,000

1. The Contingency Reserve will be funded at \$5,000,000 from FY 2002-03 Contingency Reserve ending balance of \$3,870,870 and FY 2003-04 General Fund contribution of \$1,129,130.
2. The Emergency Reserve will be funded at \$20,036,070 from FY 2002-03 Emergency Reserve ending balance of \$18,474,944 and FY 2003-04 General Fund contribution of \$1,561,126.
3. The Liability/Claims Reserve will be funded at \$12,222,866 from FY 2003-04 General Fund contribution of \$9,034,771 General Fund departmental contributions of \$804,513 and other funds contributions of \$2,383,582.
4. The Risk Reserve will be funded at \$1,250,000 from FY 2002-03 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 2003-04.

# WALKER CONSENT DECREE

## Trust Fund Budget

(000s)

DEPARTMENT/PROJECT	To Date Funding	FY 2003-04 Adopted	FY 2003-04 FTEs	Funding Status
<b>OFFICE OF HOUSING COMPLIANCE</b>				
Housing Development Fund	24,852.0	0.0	0.0	Existing
Grant Monitor	714.9	0.0	0.0	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	3,910.9	0.0	0.0	Existing
<b>TOTAL</b>	<b>33,308.1</b>	<b>0.0</b>	<b>0.0</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	8,977.1	856.4	23.1	Existing
<b>TOTAL</b>	<b>8,977.1</b>	<b>856.4</b>	<b>23.1</b>	
<b>POLICE</b>				
New Neighborhood Assistance Centers	18,467.3	1,828.0	24.0	Existing
Security Officers	15,201.5	1,829.0	25.0	Existing
Lakewest Neighborhood Assistance Center	6,604.4	675.0	7.0	Existing
Lakewest Neighborhood Assistance Center	2,271.7	119.0	2.0	Existing
Spring and Maple Avenue Neighborhood Assistance	7,170.1	555.0	7.0	Existing
<b>TOTAL</b>	<b>49,715.0</b>	<b>5,006.0</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	1,196.4	123.2	2.0	Existing
Neighborhood Code Enforcement	1,305.2	153.7	3.0	Existing
<b>TOTAL</b>	<b>2,501.6</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>95,907.6</b>	<b>6,139.3</b>	<b>93.1</b>	

# WALKER CONSENT DECREE

## Community Development Grant Budget

(000s)

DEPARTMENT/PROJECT	To Date Funding	FY 2003-04 Adopted	FY 2003-04 FTEs	Funding Status
<b>OFFICE OF HOUSING COMPLIANCE</b>				
Fair Housing Enforcement - Enhanced	4,889.7	510.1	8.0	Existing
Housing Development Fund	10,970.0	0.0	0.0	Existing
Housing Compliance Director/Report Requirement	1,446.4	114.6	2.0	Existing
Fair Housing Enforcement - Continued Funding	1,559.2	0.0	0.0	Existing
Rent Option	817.8	75.0	0.0	Existing
Seed Money for Non-Profit Group	1,410.8	0.0	0.0	Existing
<b>TOTAL</b>	21,093.9	699.7	10.0	
<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>	5,025.0	0.0	0.0	
<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>	500.0	0.0	0.0	
<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>	584.0	0.0	0.0	
<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>	1,707.1	0.0	0.0	
<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>	1,257.7	0.0	0.0	
<b>GRAND TOTAL</b>	<b>30,167.7</b>	<b>699.7</b>	<b>10.0</b>	

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

(000s)

<b>DEPARTMENT/PROJECT</b>	<b>To Date Funding</b>	<b>FY 2003-04 Adopted</b>	<b>FY 2003-04 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>	

