



# 2009-2010 ANNUAL BUDGET

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

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

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

### 311 Customer Service Center

Department: Management Services

- 6.1 Description:** The 311 Customer Service Center provides customers with convenient access to 440 service request types for routine City services via telephone or the Internet; to resolve water billing and water customer service related matters; or to request immediate dispatch for urgent service not related to Police, Fire or Medical services (e.g. aggressive animals, water main breaks and parking enforcement).

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$1,454,355	93.3	\$1,395,319	100.3	\$414,014	93.3
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$3,296,052	0.0	\$4,053,187	0.0	\$0	0.0
<b>Total</b>	\$4,750,407	93.3	\$5,448,506	100.3	\$414,014	93.3

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of calls abandoned in Water Customer Service	5%	19%	16%
Percent of calls abandoned in 311	5%	12%	14%
Average speed of answer for Water Customer Service in seconds	60	245	180
Average speed of answer for 311 in seconds	60	70	120

**FY 08-09 Performance Measure Status:**  
*Not on Track*



*The 311 Call Center has begun cross-training efforts between both disciplines – Water Customer Service and 311. That has required moving resources from actively taking calls to a classroom setting. The impact has been a decline in performance.*

**Service Target FY 2009-10:** Develop Service Level Agreements with five major 311 departments.

**Major Budget Items:** 311 will reduce hours from 6 a.m. to midnight 7 days per week to 6 a.m. to 8 p.m. Mon-Fri; 311 will also assume Court Services calls. This service was consolidated in the Management Services Department for FY09-10.

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

### Accounts Payable

Department: City Controller's Office

- 6.2 Description:** The accounts payable division of the City Controllers Office is responsible for entering, approving and disbursing payment to vendors for the purchase of goods and services used in the operations of the City of Dallas. They also maintain the accounts payable records and systems to provide reports to assist management decisions.

Under the direction of the City Controller's Office, the accounts payable division enters and approves invoices that are due in adherence with Administrative Directives, the City Charter and State law. The City Controller, through the accounts payable division, is charged with examining bills and claims against the City and "shall issue no warrant for payment unless the City Controller finds that the claim is in proper form, and duly approved; that it is justly and legally due and payable."

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$1,430,862	22.6	\$1,421,325	20.2	\$765,817	15.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,430,862	22.6	\$1,421,325	20.2	\$765,817	15.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of problems resolved within 15 days	100%	76%	80%
Percentage of invoices processed within 30 days	100%	81%	95%
Invoices processed per FTE	9500	14055	20340

**FY 08-09 Performance Measure Status:**  
Caution



Changes to processes were implemented late in the fiscal year to address improvements to the accounts payable cycle.

**Service Target FY 2009-10:** Ensure at least 95% of payment requests are processed within 30 days.

**Major Budget Items:** Accounts payable will implement a new electronic payment method for vendors which will decrease the number of checks by over 20%, decrease postage and lower personnel costs. Invoice entry will be outsourced. This will provide the same processing level at a reduced cost. A reduction in the number of quality control staff may result in a slight delay in processing times of up to 2 days. Computer programming charges decreased significantly in the FY 2009-10 budget.

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

### Administrative Support for the Mayor and City Council

Department: Mayor and Council

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$3,659,618	36.0	\$3,607,628	36.0	\$3,717,574	34.8
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$3,659,618	36.0	\$3,607,628	36.0	\$3,717,574	34.8

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
% of service request entered on CRMS or routed to department within 1 day	98%	98%	98%
Number of Service Requests created by Mayor & Council Office staff	N/A	2,098	2,200
Number of neighborhood meetings	240	257	288

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Increase the number of Service Requests created by Mayor and Council Office staff

**Major Budget Items:** FY 09-10 Transfer of one employee from Environmental Health Services (EHS) to the Office of the Mayor and City Council (MCC). This employee has been on loan for an extended period.

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

### Analysis/Development and Validation

Department: Civil Service

- 6.4** *Description:* Analysis/Development and Validation service develops and validates testing instruments used to assess candidates, and develops tests to ensure an objective means of evaluating knowledge, skills, abilities and other characteristics of candidates for the City of Dallas Police, Fire and Civilian classifications for new hires and promotions.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$525,543	5.5	\$483,911	5.1	\$138,826	1.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$525,543	5.5	\$483,911	5.1	\$138,826	1.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Customer satisfaction rate will be measured via an annual internal services survey to department managers and supervisors	80%	85%	85%
Cost per Candidate Processed	\$250.00	\$118.00	\$69.00
Candidates Processed	2,100	4,103	2,000

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:***

Develop and/or administer 86 fire and police written examination/assessment center processes and civilian examinations as needed that are valid and that produce registers of qualified candidates.

***Major Budget Items:***

This service is being reduced by 1 Supervisor and 3.5 Senior Human Resource Analysts. There will be no Police and Fire promotional examinations developed in FY 09-10.

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

### Applicant Processing - Civilian

Department: Civil Service

- 6.5** *Description:* Applicant processing for Civilian Employees (Non-Uniform) provides recruiting services, development of minimum qualifications for approximately 600 job titles including classification subsets, and uses multiple strategies to seek job applicants. Applications are reviewed and compiled into lists of qualified candidates and certified to hiring departments. In addition, the reduction-in-force (RIF) rules and process are overseen by this service.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$666,455	8.2	\$679,977	8.2	\$411,727	6.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$666,455	8.2	\$679,977	8.2	\$411,727	6.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Combined satisfaction rating by internal and external customers	80%	80%	80%
Applications processed per FTE	7,683	6,967	6,667
Applicants processed	63,000	57,128	40,000

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:***

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

***Major Budget Items:***

This service is being reduced by 1 Human Resource Analyst, 1 Office Assistant and 1 temporary NEOGOV Process Manager.

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

### Applicant Processing for Uniform Employees

Department: Civil Service

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$295,477	5.8	\$268,664	5.6	\$214,243	3.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$295,477	5.8	\$268,664	5.6	\$214,243	3.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Satisfaction rating of management and uniform employees via internal services survey	80%	80%	80%
Uniform Applications processed per FTE	517	584	667
Uniform candidates tested	3,000	3,272	2,000

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

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

**Major Budget Items:**

This service is being reduced by 2 full time Senior Human Resource Analysts. There will be no Police and Fire promotional examinations in FY 09-10.



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

### Appraisal Districts

Department: Office of Financial Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$3,382,859	0.0	\$3,382,859	0.0	\$3,354,985	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$3,382,859	0.0	\$3,382,859	0.0	\$3,354,985	0.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of erosion from certified tax roll to year end	2%	2%	2%
Cost per parcel appraised	\$8.70	\$8.70	\$8.57
Number of parcels appraised	388,802	388,802	391,408

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

**Major Budget Items:** None

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

### Archives

Department: City Secretary's Office

- 6.8** **Description:** Municipal Archives manages, preserves and provides access to approximately 700 cubic feet of city documents having permanent and historical value. The historical documents received from city departments are analyzed and prepared for permanent preservation, catalogued and made available for citizens, city councilmembers, and city departments upon request.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$160,045	2.0	\$110,267	1.0	\$103,708	1.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$160,045	2.0	\$110,267	1.0	\$103,708	1.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of collection guides that have been completed	36%	35%	30%
Percent of responses to queries initiated within 7 business days	95%	96%	85%
Collection Guides produced	15	15	10

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Increase the number of collection guides from 161 to 171

**Major Budget Items:** None

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

### Audits, Reviews & Investigations

Department: City Auditor's Office

- 6.9** **Description:** The City Auditor's Office was established by City Charter as an independent audit function. Primary responsibility includes providing information to the City Council on: (a) accountability of City resources; (b) adequacy of internal controls; (c) accuracy of information received; (d) efficiency and effectiveness of City programs, projects, and departments; and, (e) investigating potential fraud, waste, and abuse by City departments and/or employees. Chapter IX, Section 2 of the City Charter requires the Council shall provide the City Auditor with such assistants as it may deem necessary, and those assistants shall receive such compensation as may be fixed by the Council. 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.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$2,564,927	28.0	\$2,443,602	25.5	\$2,127,254	19.6
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$2,564,927	28.0	\$2,443,602	25.5	\$2,127,254	19.6

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of audit report recommendations for current fiscal year to be agreed to by management	90%	95%	90%
Percent of fieldwork completed on Council approved audit plan for current fiscal year	90%	88%	90%
Percent of department payroll hours to be completed on direct project services	70%	75%	70%
Number of external deliverables (comprised of audit reports, follow-up audit reports, department request responses, presentations, single or sole source bid reviews, Council request responses, and investigations)	175	165	125

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

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

**Major Budget Items:**

- American Recovery & Investment Act (ARRA) Funding of \$75,000 reflected in Salary and Benefits for one FTE for FY 2010.
- Reduced service by 8 FTEs from FY 2009 Budget.

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

### Boards and Commissions Liaison

Department: Management Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
General Fund	\$0	1.0	\$0	1.0	\$0	1.0
Enterprise/Internal Svc/Other	\$0	0.0	\$0	0.0	\$0	0.0
Additional Resources	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$0	1.0	\$0	1.0	\$0	1.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of agendas posted within prescribed timeframes	100%	100%	100%
Number of Boards and Commissions meetings	70	70	80

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide administrative support to Boards and Commissions.

**Major Budget Items:** This service is fully reimbursed by Police. This service was consolidated in the Management Services Department for FY09-10.

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

### Boards and Commissions Support

Department: City Secretary's Office

- 6.11** **Description:** Boards and Commissions is responsible for conducting approximately 450 background checks a year on city council nominee/renominee to serve on the City's 59 boards and commissions. Additionally, this group provides staff support to the Permit and License Appeal Board, which hears approximately 45 appeal cases annually from citizens and businesses that have been denied various city licenses. Staff support is provided for the Ethics Advisory Commission, which hears complaints against city officials for ethics code violations stated in Chapter 12A of the Dallas City Code. Staff also ensures that code requirements for financial disclosure, conflict of interest abstentions and property checks are met.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$318,187	5.0	\$335,673	5.0	\$234,783	2.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$318,187	5.0	\$335,673	5.0	\$234,783	2.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of board and commission members who meet the April 30 deadline to file their financial disclosure report	99%	99%	99%
Percent of ethics complaints processed within 2 days	98%	98%	75%
Percent of background checks initiated within 5 business days	98%	98%	60%
Reports to City Council	80	80	40

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Continue to process background checks within 30 days even as the number of background checks will increase because the new board term begins October 1; Provide more weekly reports to Council on nominee status, appointments and compliance.

**Major Budget Items:**

None

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

### Business Inclusion & Development Compliance Monitoring

Department: Business Development & Procurement Services

- 6.12 Description:** The Business Inclusion & Development (BID) policy is a City Council mandated program to ensure Minority/Women Business Enterprise participation in public projects. The M/WBE participation goals are set in the BID policy and Business Development and Procurement Services reviews all agenda items to ensure compliance with the BID policy prior to final approval on the agenda system. In order to record M/WBE participation, the City contracts with an independent certification agency and the City's ResourceLink Team provides vendor assistance with certification application review and education.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$409,653	5.0	\$363,030	3.8	\$341,672	3.9
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$409,653	5.0	\$363,030	3.8	\$341,672	3.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of dollars spent above the M/WBE participation goal	0%	12%	15%
Percentage of agenda items reviewed within 10 days	100%	90%	85%
Number of agenda items reviewed	490	490	490

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:***

Maintain 100% BID policy compliance and exceed M/WBE goal by 15%

***Major Budget Items:***

Eliminates funding for one Senior Contract Compliance Administrator that was added in FY 08/09. Continue implementation of the revised Business Inclusion and Development (BID) Plan, including the criteria and evaluation of 15 points for M/WBE inclusion.

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

### Cable Access

Department: Office of Cultural Affairs

- 6.13** *Description:* Manage cablecast operations of Dallas City Channel 16 which broadcasts City Council meetings, briefings, and other City-related public information programming. Oversee the City's involvement with the Public, Education and Governmental (PEG) access channels as mandated by Federal Law.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$456,659	3.0	\$452,451	3.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$456,659	3.0	\$452,451	3.0	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
% of Internal Customers rating our services as "good" or above	88%	88%	0%
% of Citizens who have watched Government Access Programming (per Citizen Survey)	50%	50%	0%
Dollars spent per hour of locally originated programming aired	\$203.00	\$162.00	\$0.00
Hours of programming produced by OCA in-house operations in cooperation with PIO and other departments	2,000	2,500	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Service consolidated with Communication and Information Services Department.

**Major Budget Items:** Service consolidated with Communication and Information Services. Reduced service does not include funds for contract with iMedia Network for the public community access services.

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

### Cash and Investments

Department: City Controller's Office

- 6.14** *Description:* The Cash and Investment division is responsible for administering the City's banking relationships, managing the City's liquidity, and investing surplus cash under the guidelines of the City's Investment Policy.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$277,338	2.4	\$289,408	3.1	\$341,067	3.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$277,338	2.4	\$289,408	3.1	\$341,067	3.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of investment transactions in compliance with portfolio investment strategies	100%	100%	100%
Wire transfer accuracy	100%	100%	100%

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Maintain the City's Investment Pool benchmark while ensuring the City's banking services are used in the most effective and efficient way which benefits both the internal (various City departments) and external customer (vendors and citizens).

**Major Budget Items:** The increase in expenditures is due to the transfer of one FTE from administrative support to Cash and Investments.



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

### Centralized Collections

Department: City Controller's Office

- 6.15** *Description:* This service was combined with the Special Collection division. As a result, there was one service for Special Collections that includes Centralized Collections Unit.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$261,226	3.3	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$261,226	3.3	\$0	0.0	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Increase CCU collection rate 2% over prior year	2%	2%	0%
Customer contacts per collector hour	20	16	0
Calls per collector hour	15	13	0
Number of customers contacted annually	100,000	111,510	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

**Major Budget Items:**

This service was consolidated with the Special Collections unit in the Water Utilities Department for FY09-10.

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

### CIS Computer Services for Water

Department: Water Utilities

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$9,566,908	0.0	\$8,790,145	0.0	\$10,645,463	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$9,566,908	0.0	\$8,790,145	0.0	\$10,645,463	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Cost per billing - Funding for CIS divided by number of bills generated	2.66	2.44	2.96
Number of utility bills generated - Number of bills generated through Water Utilities Customer Information Billing System	3,600,000	3,600,000	3,600,000

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide ongoing business support, stabilization, training and communication services to current Pay1 system users and future City department requests for implementation projects and system enhancements.

**Major Budget Items:** FY08-09 estimate reflects rebate for savings in CIS.  
Overall increase in FY09-10 budget includes additional costs expected for contract services to augment technical support to CIS.

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

### City Administration

Department: City Manager's Office

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$2,150,716	23.0	\$1,957,274	23.0	\$1,872,361	19.5
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$352,790	0.0	\$437,568	0.0	\$372,771	0.0
<b>Total</b>	\$2,503,506	23.0	\$2,394,842	23.0	\$2,245,132	19.5

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of respondents to the citizens survey who somewhat or strongly agree that they are receiving a good value for their tax dollars	41%	39%	39%
Percent of CMO Executive salary compared to overall city budget	0.03	0.04	0.04
Number of Stakeholder Groups visited	140	147	125

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Achieve 90 percent of the goals in the FY 2009-2010 Action Plan.

**Major Budget Items:** This service contains a reduction of 2.5 FTEs.

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

### City Agenda Process

Department: Management Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$166,772	2.0	\$144,596	2.0	\$146,853	2.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$166,772	2.0	\$144,596	2.0	\$146,853	2.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of City Council Action & Briefing Agendas posted to the internet on time	100%	100%	100%
Percent of respondents to internal survey who are "For the Most Part" or "Very Much" satisfied with the Council Agenda Process	95%	100%	100%
Average number of agenda items reviewed per year per FTE	950	950	950
Agenda Items reviewed per year	1,900	1,900	1,900

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

To achieve a rating of 100% of internal customers that are, "For the Most Part" or "Very Much" satisfied with the Council Agenda Process.

**Major Budget Items:**

This service was consolidated in the Management Services Department for FY09-10.

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

### City Council Meeting Support

Department: City Secretary's Office

- 6.19** **Description:** City Council Support manages the operation of the City Secretary's Office that includes; city council actions, city wide records management program, boards and commissions, elections, customer service and archives. The City Secretary is required to attend all city council meetings, preparation of meeting minutes, certification of records, serve as election official for all city elections, and respond to a wide variety of citizen and councilmember issues. City Council Support develops policies, procedures and standards in order for employees to consistently perform duties in compliance with federal, state and local laws. This team also directs the budget, payroll, procurement, City Secretary's Office web site, and other administrative functions.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$551,784	4.0	\$601,288	4.0	\$607,477	3.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$551,784	4.0	\$601,288	4.0	\$607,477	3.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of minutes completed within 10 days	100%	100%	100%
Percent of Council voting agenda items for which the related documents are distributed to departments within 10 work days of meeting	90%	100%	100%
Ratio of Actual Expenditures to Budget	99%	99%	99%
Number of training events conducted/planned by departmental staff	6	5	6

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Train staff to efficiently add records to and utilize the new electronic document management system.

**Major Budget Items:** None

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

### City Facility Elevator and Escalator Management

Department: EBS - Building Services

- 6.20** *Description:* This service provides for the operation and maintenance of 122 elevators and escalators in City-owned buildings in accordance with annual State-mandated certification requirements. The service includes a qualified elevator inspector consultant contract and an elevator maintenance contract required for certification.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$644,449	0.0	\$522,889	0.0	\$498,995	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$644,449	0.0	\$522,889	0.0	\$498,995	0.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of time elevators are operational	100%	100%	95%
Annual cost per elevator/escalator managed	\$5,326.00	\$4,286.00	\$4,090.00
Number of unscheduled elevator/escalator outages (new measure for FY10)	N/A	N/A	110
Number of elevators and escalators managed	121	122	122

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Continue annual inspections on 100 percent of elevators/escalators.

**Major Budget Items:** Reduced funding will result in more elevator/escalator down time. Funding reduced by \$145,454 for unscheduled maintenance, after-hour calls for service, major repairs, upgrades, and modernizations.

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

### City Facility Environmental Hazards Testing and Abatement

Department: EBS - Building Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$70,877	1.0	\$62,776	1.0	\$65,318	1.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$70,877	1.0	\$62,776	1.0	\$65,318	1.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of employees trained (actual vs projected needed training)	100%	100%	98%
Number of activities (studies/abatements)	60	64	60

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Assess the risk of hazardous materials.

***Major Budget Items:*** None

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

### City Facility Operation, Maintenance and Repair

Department: EBS - Building Services

- 6.22** **Description:** This service provides operation, maintenance and repair of building systems, HVAC, plumbing, electrical, structural, and roofing for about 13.7 million square feet (equivalent to 13 Renaissance Tower buildings) of space located in about 800 city-owned buildings. About 20,000 work orders are completed by HVAC mechanics, electricians, plumbers, carpenters, and roofers. More than 90% of these are on-demand work requests from building occupants.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$9,912,964	148.3	\$9,851,429	132.3	\$8,712,482	111.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$547,439	0.0	\$808,957	0.0	\$997,439	5.0
<b>Total</b>	\$10,460,403	148.3	\$10,660,386	132.3	\$9,709,921	116.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
% of staff time that is charged to work on building maintenance/repair/operation	74%	78%	75%
Percentage of work orders responded to within 7 days	97%	97%	75%
Percentage of customers surveyed in the citywide internal survey rating building maintenance and repair services satisfactory or better	80%	74%	70%
Work orders completed per year	18,000	19,974	16,200

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide services within available resources.

**Major Budget Items:** Reduced funding will result in slower response time to building maintenance and repair needs and deferral of lower priority needs. Systems operation and monitoring at 4 buildings will no longer be provided on a 24x7 basis; saving \$325,404 and 8 FTE. 22% of trades personnel (HVAC mechanics, plumbers, electricians, and carpenters) are eliminated saving \$1,114,528 and reducing 18.4 FTE. EECBG funds will provide a new Preventive Maintenance service with \$450,000 federal funding and 5 FTE.



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

### City Hall Parking Garage Operation and Maintenance

Department: EBS - Building Services

- 6.23** *Description:* This service provides operation and maintenance of the 1,439 space underground City Hall Parking Garage for city officials, employees and visitor parking. The garage is owned by Convention and Event Services. Convention and Event Services collects revenue for all permanent parkers/decals and in turn reimburses Equipment and Building Services for the operation and maintenance of the garage.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	4.2	\$0	4.2	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$267,492	0.0	\$290,284	0.0	\$0	0.0
<b>Total</b>	\$267,492	4.2	\$290,284	4.2	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Parking availability for decal holders	100%	100%	100%
Fully burdened cost per parking space	\$547.00	\$563.00	\$498.00
Number of decal holders	1,525	1,529	1,525

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Maintain services within available resources.

**Major Budget Items:** This service will be combined with Security Services for City Facilities beginning in FY10.

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

### City University - Training

Department: Human Resources

- 6.24** **Description:** City University (CU) is submitting this bid in an effort to continue to deliver high quality comprehensive training and development to the employees of the City of Dallas. CU is the centralized strategic and systematic umbrella for continuous learning and performance in support of the Council's Key Focus Areas. The CU Team will continue to partner with the Efficiency Team, and other departments to deliver practical training to COD employees.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$1,065,533	5.0	\$755,772	5.0	\$167,841	1.5
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,065,533	5.0	\$755,772	5.0	\$167,841	1.5

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of attendees rating all CU/CS training at good to excellent levels	95%	95%	95%
Total number of employees receiving the DART pass subsidy	1,500	1,854	0
Number of employees receiving tuition reimbursement	460	212	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Increase the knowledge, skills & abilities of City employees

**Major Budget Items:** This bid includes the elimination of the tuition reimbursement and DART bus pass programs.

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

### Citywide Capital and Operating Budget Development and Monitoring

Department: Office of Financial Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$1,380,563	14.0	\$1,194,232	10.5	\$891,251	9.4
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$1,380,563	14.0	\$1,194,232	10.5	\$891,251	9.4

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage variance on projected capital fund balances	12%	16%	10%
Percent of financial reports produced according to schedule	100%	55%	55%
Number of CIP Funds Managed	328	342	357

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Receive the Distinguished Budget Award from Government Finance Officers Association.

***Major Budget Items:*** 3 Senior Budget Analyst and 1 Budget Manager positions are eliminated.

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

### Civil Service Board Administration/Employee Appeals Process

Department: Civil Service

- 6.26** **Description:** Civil Service Board Administration/Employee Appeals staff coordinates the Employee Appeals & Grievance Process for an estimated 10,000 eligible employees; arranges and schedules monthly Board meetings and appeals for terminated and demoted employees; and coordinates and schedules rehire appeals for former employees, rule grievances and discrimination appeals.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars FTE</i>	<i>FY 2008-09 Estimate Dollars FTE</i>	<i>FY 2009-10 Adopted Dollars FTE</i>
<b>General Fund</b>	\$393,609 3.0	\$396,507 3.0	\$383,112 3.0
<b>Enterprise/Internal Svc/Other</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Additional Resources</b>	\$0 0.0	\$0 0.0	\$0 0.0
<b>Total</b>	\$393,609 3.0	\$396,507 3.0	\$383,112 3.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of appeals scheduled within timeframe specified by City of Dallas Personnel Rules	100%	100%	100%
Cost per hearing conducted	\$1,715.00	\$1,597.00	\$1,095.00
Appeals and Grievance Actions , i.e., scheduling trials, corresponding with board members, Judges, attorneys, witnesses, department directors, city attorneys, issuing subpoenas and posting public notices.	325	350	350

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Schedule appeal hearings within a 60-90 day timeframe as specified by the Personnel Rules.

**Major Budget Items:** None

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

### Compensation Analysis / Classification

Department: Human Resources

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$505,565	5.5	\$509,438	5.5	\$334,807	2.5
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$505,565	5.5	\$509,438	5.5	\$334,807	2.5

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
% of respondents to the HR Internal Services Survey who rate this service as good or excellent	65%	65%	60%
% of benchmark positions with a midpoint at least at the 50th percentile of the market	75%	75%	75%
Number of days to complete a position review	30	30	48
Number of job classifications reviewed in annual 1/4th review	N/A	90	50

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Aid departments to have appropriate classification titles and pay

**Major Budget Items:** None

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

### Contingency Reserve

Department: Office of Financial Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$3,211,276	0.0	\$2,269,887	0.0	\$200,000	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$3,211,276	0.0	\$2,269,887	0.0	\$200,000	0.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Number of times Contingency Reserve is used	2	3	2

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Fund contingency at 0.5% of General Fund expenses per Financial Management Performance criteria.

**Major Budget Items:** A sufficient balance is forecasted in the Contingency Reserve for 9-30-09 to reduce the FMPC required transfer.

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

### Contracts & Grants Administration

Department: Environmental and Health Services

**6.29** *Description:* Provide administrative oversight and technical assistance to contract agencies and internal programs receiving grant funds.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget</i>		<i>FY 2008-09 Estimate</i>		<i>FY 2009-10 Adopted</i>	
	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$227,020	3.3	\$233,725	3.3	\$0	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$748,872	8.0	\$548,582	7.5	\$0	0.0
<b><i>Total</i></b>	<b>\$975,892</b>	<b>11.3</b>	<b>\$782,307</b>	<b>10.8</b>	<b>\$0</b>	<b>0.0</b>

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of Contracts Executed Prior to Start Date	98%	95%	0%
Percentage of cleared noncompliance issues	98%	98%	0%
Costs Per FTE Per Contract	\$1,127.00	\$967.00	\$0.00
Contracts Administered	80	79	0

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** NONE

***Major Budget Items:*** This service has been consolidated with the Housing/Community Services Department.

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

### Contracts & Grants Administration

Department: Housing / Community Services

**6.30** *Description:* Provide administrative oversight and technical assistance to contract agencies and internal programs receiving grant funds.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$95,652	2.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$748,448	9.0
<b>Total</b>	\$0	0.0	\$0	0.0	\$844,100	11.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of cleared noncompliance issues	N/A	N/A	98%
Average time (in weeks) to fully execute contracts	N/A	N/A	8
Costs Per FTE Per Contract	N/A	N/A	\$936.00
Contracts Administered	N/A	N/A	91

**FY 08-09 Performance Measure Status:**

Combined/Separated Service 

**Service Target FY 2009-10:** 95% of contracts executed prior to start date

**Major Budget Items:** This service has been consolidated with Housing/Community Services Department.

Additional Resources:  
 CDBG Health Contract Monitoring - \$433,278  
 ESG Admin - \$38,525  
 HOPWA Prog Admin - \$109,278  
 CDBG-R Job Training for the Disabled \$24,000  
 HUD/HPRP Prog Admin-\$143,367



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

### Cost Accounting and Fixed Assets

Department: City Controller's Office

- 6.31 Description:** The Cost Accounting and Fixed Assets Division is responsible for maintaining City capital assets for financial reporting purposes. Capital assets generally consist of tangible assets used in operations beyond one year and include various classification types, such as land, buildings, infrastructure, and equipment. Fixed asset transactions include acquisitions, sales, disposals and retirements.

To ensure fixed asset transactions are properly recorded, accounting controls should be in place. The Division is responsible for ensuring internal accounting controls are designed to provide reliable and accurate information. The Division also works closely with City departments to assess the status of construction in progress and performs an annual physical inventory.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$600,405	6.5	\$841,969	4.3	\$237,248	3.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$600,405	6.5	\$841,969	4.3	\$237,248	3.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of assets recorded in subledger by close of 12th period	90%	90%	90%
Percentage accuracy of fixed assets system through no audit findings	95%	95%	95%
Days required to complete fixed assets portion of CAFR	180	240	180
Number of transactions per FTE	2,462	5,244	5,281

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** No audit findings.

**Major Budget Items:** The FY2009-10 budget has been reduced from 6.5 FTE's to 3.0 FTE's, a reduction of 3.5 FTE's as compared to FY2008-09. The reduction in the Fiscal Year 2008-09 estimate reflects this reassignment of duties.

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

### Custodial Service for City Facilities

Department: EBS - Building Services

- 6.32** *Description:* This service provides both in-house and contract custodial service for approximately 4.3 million square feet of space in 117 City-owned buildings. This service also includes pest control and solid waste removal.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$4,670,004	38.8	\$4,656,929	40.7	\$4,401,589	31.3
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$5,813,603	0.0	\$946,123	0.0	\$0	0.0
<b>Total</b>	\$10,483,607	38.8	\$5,603,052	40.7	\$4,401,589	31.3

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of callbacks for custodial work orders (new measure for FY10)	N/A	N/A	20%
Percentage of customers surveyed in the citywide internal survey rating services satisfactory or better	80%	79%	60%
Square Footage of Building Space Cleaned	5,188,545	5,205,862	4,294,462

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide services within available resources.

**Major Budget Items:**

Reduced funding in this service will result in lower quality custodial care of City-owned buildings. Contract custodial service is reduced by 28% at various locations throughout the city resulting in savings of \$1,068,475. In-house custodial service at City Hall and Central Library are reduced by 6 custodian positions. Window washing at 6 facilities is eliminated resulting in savings. Arts District Garage accounts for decrease of sq ft cleaned.

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

### Customer Service

Department: City Secretary's Office

- 6.33 Description:** This section is responsible for providing immediate service to citizens and departments. Services provided include responding to requests for city secretary files (approved agenda documents, documents required to be filed by state or local laws, informational files created by CSO), research of historical documents, and response to general inquiries received in person, by mail, fax and email. This group completes processing of city council agenda items and sends them to departments as authorization for action. Other tasks including signing up speakers for council meetings, indexing of permanent city council files, maintaining logs of all postings and permanent documents received by the City Secretary, processing all bankruptcy notices received by the city of Dallas, receiving subpoenas and citations served on the city of Dallas, signing all release of liens for the city of Dallas, reprocessing all Administrative Actions, and routine administrative tasks such as purchasing.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$290,316	6.0	\$283,322	5.0	\$91,219	2.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	2.0
<b>Total</b>	\$290,316	6.0	\$283,322	5.0	\$91,219	4.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of records indexed within 10 business days	95%	95%	50%
Percent of service requests responded to within 10 business days	98%	98%	50%
Number of public meeting notices processed and posted	N/A	1,350	1,450
Number of city council actions processed	1,200	1,300	1,400

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Development of a web based Speaker's List sign-up system

**Major Budget Items:** None

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

### Dallas County Tax Collection

Department: Office of Financial Services

- 6.34** *Description:* The City of Dallas contracts with Dallas County Tax Office to provide ad valorem tax collection services to the City. In FY 2008-09, ad valorem taxes accounted for 42.7% of the City's general fund revenue.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$542,379	0.0	\$539,529	0.0	\$553,952	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$542,379	0.0	\$539,529	0.0	\$553,952	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Collection Rate	97%	96%	96%
Cost per Statement	1.4	1.38	1.42
Number of Statements Annually	388,802	390,570	391,408

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Maintain the service provided by Dallas County Tax Office

**Major Budget Items:** None

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

### Debt Management

Department: Office of Financial Services

- 6.35 Description:** The voters of Dallas approved ballot propositions authorizing the City to issue general obligation debt to fund various improvements to the City's infrastructure and facilities. Additionally, the City issues other types of debt to fund projects on an as needed basis. These improvements comprise the City's Capital Improvement Program. The issuance of debt to fund projects allows for the cost of improvements to be allocated to all users throughout the useful life of the asset. Debt Management prepares a complete and accurate Official Statement in conjunction with the City's Financial Advisors and Bond Counsel. Staff makes all debt service payments on a timely basis; ensures debt service funds and reserves are funded according to established schedules; reports continuing disclosure information to the SEC annually for all of the City's outstanding debt issues; and ensures compliance with IRS arbitrage regulations.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$312,719	1.5	\$300,787	1.5	\$244,459	1.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$312,719	1.5	\$300,787	1.5	\$244,459	1.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
GO Debt Service Fund Ending Balance as Percent of Debt Service Expenditures	1%	1%	1%
Number of outstanding debt issues managed	57	57	59
Number of bond sales	3	4	5
Amount of outstanding debt \$ billion	4.25	4.3	4.25

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Execute 5 bond sales for FY2010

**Major Budget Items:** None

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

### Deferred Compensation

Department: City Controller's Office

- 6.36** *Description:* The Deferred Compensation Office is responsible for overseeing the mandatory 457PST Plan as well as the voluntary 401(k) and 457 Plans with assets of \$283 million while offering education and counseling services to enable approximately 13,500 employees throughout the City to be better prepared for retirement.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$34,568	2.3	\$32,701	2.3	\$18,626	2.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$160,000	0.0	\$160,000	0.0	\$194,000	0.0
<b>Total</b>	\$194,568	2.3	\$192,701	2.3	\$212,626	2.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of employees enrolled in City's Voluntary Deferred Compensation Plans	50.4	47.2	50
Percentage of Plan contributions processed accurately and on time	100%	100%	100%
Number of employees that meet with retirement counselor	3,500	3,500	3,420
Number of employees enrolled in City's Voluntary Deferred Compensation Plans	6,556	6,411	6,415

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Increase the overall participation level in the voluntary Plans by 3%.

***Major Budget Items:*** An increase in department support for administrative overhead costs resulted in an increase to the total budget for FY 2009-10. Additional resources includes Voluntary 401(k), 457 plans and Mandatory 457PST plans reimbursement.

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

### DFW International Airport Legal Counsel

Department: City Attorney's Office

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$416,835	3.0	\$409,228	3.1	\$422,950	2.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$416,835	3.0	\$409,228	3.1	\$422,950	2.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Number of board and committee meetings attended	30	38	38
Number of resolutions drafted	20	9	10
Number of open records responses	750	985	990
Number of contracts written	150	109	110

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** None.

**Major Budget Items:** None

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

### Efficiency Team

Department: Management Services

- 6.38** **Description:** This service facilitates projects using ZIP, the City-wide process improvement methodology, implements a Quality Management System (QMS) that meets the standards set forth by the International Organization for Standardization (ISO 9001), and works collaboratively with multiple departments on vital projects. The Efficiency Team works to make the City run better by reducing costs, increasing revenue, improving processes, and enhancing customer service. Value added from Efficiency Team projects from FY2005-06 through FY2008-09 total over \$16 million in revenue increases and cost reductions, in addition to non-monetary benefits focused on customer service improvements. Approximately \$3 million has been spent to fund the Efficiency Team service over this same period of time.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$964,209	5.0	\$897,307	5.0	\$430,449	2.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$281,694	0.0
<b>Total</b>	\$964,209	5.0	\$897,307	5.0	\$712,143	2.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of customers satisfied with services provided - "Service Quality" - as measured by the annual Internal Customer Service Survey	85%	99%	90%
Cost/time savings or revenue enhancements from organizational or process improvements recommended	\$3,000,000.00	\$3,125,000.00	\$2,000,000.00
Areas/projects with organizational or process improvements recommended per FTE	3	4	4
Number of ISO 9001 certifications obtained	3	2	3

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Cost/Time savings or revenue enhancements valued at approximately \$2 million from organizational or process improvements in FY 2009-10.

**Major Budget Items:**

Service reduction of 2.1 FTEs, resulting in 6 fewer ZIP Process Improvement projects, elimination of staff support for the Commission on Productivity & Innovation, and elimination the "A Better City" Employee Suggestion Program. Additional resources includes Storm Water reimbursement for required 3rd party audits for ISO and Water Utilities reimbursement for continued ISO 9001 implementation. This service was consolidated in the Management Services Department for FY09-10.



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

### Elections

Department: City Secretary's Office

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

The City Secretary has appointed an elections manager to carry out the functions required by federal, state and local laws relating to all City of Dallas Elections. The Elections service coordinates all elections related activities for the City. Maintains election records and answers election and general government questions from the media and public. Manages and oversees the expenditure of over one million dollars in election contracts, primarily with Dallas County; minimizes the cost of elections and ensures contract compliance.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$1,431,880	1.0	\$1,431,725	1.0	\$82,791	1.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$1,431,880	1.0	\$1,431,725	1.0	\$82,791	1.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of Service Requests responded within 3 business days	95%	99%	99%
Cost per polling location	\$4,500.00	\$4,860.00	\$5,500.00
Number of Candidates Processed	40	45	0

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Purchase a Petition Verification System

***Major Budget Items:*** None

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

### Energy Procurement, Monitoring and Conservation

Department: EBS - Building Services

- 6.40** *Description:* This service provides City-wide electricity procurement of over 775 mkwh, monitors and reports electricity consumption, monitors electricity billing for contract compliance, coordinates new accounts, manages energy conservation projects, coordinates efforts to comply with State and Federal legislation and processes approximately 6,000 utility account payments each year for electricity, gas and water for City-owned buildings. Included in this service is funding to pay for electricity for multi-use City buildings. Funding to pay for electricity is budgeted in other services and not included in this service for street light, traffic, enterprise operations (such as Aviation, Convention Center and Water Utilities), parks and single-occupant City buildings.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$5,236,168	9.5	\$5,055,811	7.6	\$7,974,781	7.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$12,715,873	0.0	\$3,321,484	0.0	\$139,584	0.0
<b>Total</b>	\$17,952,041	9.5	\$8,377,295	7.6	\$8,114,365	7.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
% of Electricity Consumption Reduced from 2007 baseline (cumulative)	10%	3%	15%
Electricity Consumed annually (kilowatt hours)	802,245,148	797,045,552	788,585,429
Energy Reduction Projects	42	30	38

***FY 08-09 Performance Measure Status:***  
*Caution*



*Senate Bill 12 electricity reduction goal is a 6 year cumulative goal.*

***Service Target FY 2009-10:*** 15% cumulative Energy Savings from 2007 baseline.

***Major Budget Items:*** City-wide cost of electricity is reduced as result of favorable electricity rates contracted in September 2008 for calendar year 2009 and 2010. Methodology for distributing electricity cost changed in FY10 resulting in this service paying electricity for multi-use buildings while all other electricity paid by user department. Funding reduced for payment of natural gas at City buildings due to lower prices. EECBG funds totaling \$139,584 will reimburse 2 positions that work on energy projects.

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

### Fair Housing and Human Rights Compliance

Department: Management Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$63,897	1.0	\$52,052	0.9	\$48,643	0.8
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$769,266	12.0	\$752,266	12.0	\$760,993	12.0
<b>Total</b>	\$833,163	13.0	\$804,318	12.9	\$809,636	12.8

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of non-litigated cases closed within 120 days	85%	85%	90%
Citizen assistance inquiries processed and/or referred annually	1,200	1,200	1,400

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide investigation services to approximately 90 discrimination complaints and process approximately 1400 citizen assistance inquiries annually.

**Major Budget Items:** Additional resources includes FHAP grant and Community Development Block grant. This service was consolidated in the Management Services Department for FY09-10.

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

### Financial Reporting

Department: City Controller's Office

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

This Division is also responsible for approving journal vouchers, month-end closing, establishing City-wide internal controls, preparation of various reports, compliance documents, review of financial information in the City's official statements for bonds, and all other official financial reporting requirements. Documents entered into the City's financial system must be made in accordance Generally Accepted Accounting Principles (GAAP).

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$1,354,455	12.3	\$1,433,040	11.8	\$1,328,779	12.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$31,250	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,385,705	12.3	\$1,433,040	11.8	\$1,328,779	12.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of reports available within 3 business days of month end close	100%	100%	100%
Percentage of financial information for official statements prepared prior to second draft of POS	100%	100%	100%
Percentage accuracy of financial data through no audit findings	92%	92%	95%
Number of transactions approved annually	9,800	9,804	9,900

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

No material weakness.

**Major Budget Items:**

Although the number of FTE's remains the same for FY 2009-10, the work load is projected to increase. Aviation financial statements will be prepared in the Financial Reporting Division. These costs will be reimbursed by the Aviation department, resulting in decrease in the budget. Review of agenda items and assistance with the Water Utilities cost of service study will transition from Fixed Assets to Financial Reporting. The City will have 2 additional entities to account for in FY 2010.

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

### Fire Applicant - Physical Abilities Testing

Department: Civil Service

- 6.43** **Description:** Civil Service staff administers the physical abilities test to applicants for the City of Dallas Fire Department in order to hire the best qualified applicants for the position of Fire and Rescue Officer Trainee.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$40,582	0.5	\$40,770	0.5	\$35,260	0.3
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$40,582	0.5	\$40,770	0.5	\$35,260	0.3

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Customer satisfaction rate will be measured via a survey to Fire Department Management	75%	90%	95%
Cost Per Applicant Tested	\$162.00	\$83.00	\$71.00
Administer Physical Abilities Test	250	491	500

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Conduct validated Fire Trainee physical abilities test (Fire Candidate Physical Abilities Test-CPAT) for candidates who pass the written examination.

**Major Budget Items:** None

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

### General Counsel

Department: City Attorney's Office

**6.44** *Description:* Provides legal support to city departments, city boards and commissions, and city council concerning legal transactions affecting the City.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget</i>		<i>FY 2008-09 Estimate</i>		<i>FY 2009-10 Adopted</i>	
	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$3,746,252	42.0	\$3,682,146	40.4	\$3,488,558	36.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$225,550	0.0	\$0	0.0	\$0	0.0
<b><i>Total</i></b>	<b>\$3,971,802</b>	<b>42.0</b>	<b>\$3,682,146</b>	<b>40.4</b>	<b>\$3,488,558</b>	<b>36.0</b>

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Number of Real Estate matters completed	600	1,600	1,200
Number of ordinances prepared	150	225	200
Number of general advice/opinions given	1,000	565	650
Number of contracts and agreements completed	2,000	2,300	2,250

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** 100% implementation of information management system and begin the collection of statistical data.

***Major Budget Items:*** Due to budget constraints this service is reduced by 6 FTEs including 2 attorneys and 4 administrative support staff.

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

### Grant Administration

Department: Office of Financial Services

- 6.45** **Description:** This service provides planning; program oversight and compliance; and manages the revenues for the City's Consolidated Plan and other Federal grants. The staff coordinates budget development, timely reporting to the granting agencies, citizen participation and serves as the City's liaison to the various Federal agencies.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$216,621	2.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$656,327	8.5	\$656,327	8.5	\$828,282	10.0
<b>Total</b>	\$656,327	8.5	\$656,327	8.5	\$1,044,903	12.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Number of Federal grants administered	5	6	8

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Administer grant funds in accordance with prescribed guidelines

**Major Budget Items:** General Fund costs are supported by grant indirect cost reimbursement.

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

### Grants Compliance

Department: City Auditor's Office

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$686,456	9.0	\$679,713	9.0	\$835,357	11.0
<b>Total</b>	\$686,456	9.0	\$679,713	9.0	\$835,357	11.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of recommendations cleared from inception to date	80%	91%	80%
Total average cost to review each contract, project, or case	\$2,112.00	\$3,059.00	\$2,176.00
CDBG and HOME recipients to be monitored during current fiscal year	250	233	250
Contracts, projects or cases reviewed	325	278	325

**FY 08-09 Performance Measure Status:**  
Caution



For FY2009 a new risk assessment approach was implemented. Identifying high risk contracts required more time utilization which resulted in a decrease of total reports completed, 278 of 325 (86%). This also increased the average cost per review.

**Service Target FY 2009-10:** Perform 100% on-site monitoring of all Consolidated Plan sub-recipients.

**Major Budget Items:**

Grants Compliance is funded via:  
 1) the Community Development Block Grant - Federal Funds \$707,242;  
 2) the Community Development Block Grant - Recovery Funds \$63,115; and,  
 3) the Community Development Block Grant - Homeless Prevention Funds \$65,000.  
 The CDBG-R and CDBG-HP funds are a result of the federal stimulus package.



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

### HOPWA and ESG Funds Monitoring

Department: City Auditor's Office

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$123,920	2.0	\$123,345	2.0	\$126,820	2.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$123,920	2.0	\$123,345	2.0	\$126,820	2.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of HOPWA and ESG funds protected from loss or repayment during current fiscal year	90%	85%	90%
Percent of fieldwork completed on HOPWA and ESG sub-recipients during current fiscal year	90%	100%	90%
Number of HOPWA and ESG sub-recipients site visits to be completed during current fiscal year	60	25	25
Number of reports generated regarding the monitoring of HOPWA and ESG sub-recipients	55	55	55

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Produce 55 deliverable reports regarding the monitoring of HOPWA and ESG sub-recipients.

***Major Budget Items:*** None

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

### Housing Federal Grants Administration

Department: Housing / Community Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$797,831	13.0	\$797,831	13.0	\$903,277	14.0
<b>Total</b>	\$797,831	13.0	\$797,831	13.0	\$903,277	14.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of open records requests' responses provided by the required deadline -- Service Quality	100%	100%	100%
Percent of resolved audit exceptions	100%	100%	100%
Number of collection transactions	800	1,000	1,200
Number of monitoring visits completed	25	25	23

**FY 08-09 Performance Measure Status:**

*On Track*



**Service Target FY 2009-10:**

Administer Federal grants in accordance with prescribed guidelines

**Major Budget Items:**

Increase in FTE due to a transfer one Assistant Director from GF to CDBG. Additional resources: Community Development Block Grant (CDBG) \$903,277

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

### HRIS and HR Payroll Services

Department: Human Resources

- 6.49** *Description:* The HRIS Administration and Payroll Division is responsible for the management of all records regarding employee information, including payroll data and history. This is achieved through the management and processing of data contained in HRIS, the City's centralized database of human resources information and payroll data.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$2,978,759	18.4	\$2,870,982	18.4	\$1,990,233	16.3
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$2,978,759	18.4	\$2,870,982	18.4	\$1,990,233	16.3

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of payroll accuracy annually	99.7	99.7	99.7
Average number of departments requiring additional payroll processes as a result of adjustments per month	8	8	10
Payroll processing cost per employee per pay period	4.5	4.5	4.62
Number of payrolls processed annually	52	52	52

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Improve HR Payroll customer satisfaction of 75% to 80% rating as good or excellent.

***Major Budget Items:*** Reduced third-party contract cost related to HRIS software application support. The reduction reflects \$800K transfer to CIS related to HRIS software support, and CIS programming cost reduced to \$600K.

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

### Human Resource Consulting

Department: Human Resources

- 6.50** **Description:** The Human Resources Generalist provide comprehensive consulting services on a variety of human resources issues, ranging from the interviewing/hiring phase, the day to day operations including avoidance of Department of Justice, Title VII, Department of Labor, Penal code and City Policy and Rule violations, training employees and management on the afore-mentioned requirements; generating management reports; conducting timely investigations, consulting on the disciplinary process; and timely approval/denial of FMLA requests. The greatest of which is minimizing legal exposure by mediating and resolving conflict informally to avoid or lessen grievances, EEOC's and lawsuits which could prove quite costly to the organization. The roles of the HR Generalist are closely aligned with the business practices of the International Personnel Management Association, the Society of Human Resources Management and the International City Manager's Association.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$1,320,979	17.3	\$1,366,372	17.3	\$811,561	10.3
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,320,979	17.3	\$1,366,372	17.3	\$811,561	10.3

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of civilian investigations completed within 25 working days.	90%	90%	60%
Average number of employees per assigned HR Generalist	774	809	1,393
Salary costs for current and enhancement generalist staff	\$1,515,354.00	\$1,330,539.00	\$1,112,419.00
Number of civilian investigations conducted annually	30	54	90

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Provide Human Resources consulting and assist with reduction of grievances and lawsuits

**Major Budget Items:**

Impact: reducing the staff will increase the staff to employee ratio from 1:774 employees to 1:1393 employees; delays to EEOC cases; employee investigations timeline increases from City benchmark of 25 working days; service delivery will increase response time on FMLA requests beyond the federal requirement of 3 days to employees; Remaining Generalist will assume responsibility for additional departments & all timeframes will increase. Sanctions could be imposed.

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

### Independent Audit

Department: City Controller's Office

- 6.51** **Description:** The annual audit is performed by the independent auditors and includes examining, on a test basis, evidence supporting the amounts and disclosures in the Comprehensive Annual Financial Report (CAFR). It also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. The audit will be performed in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$982,000	0.0	\$982,000	0.0	\$1,253,357	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$982,000	0.0	\$982,000	0.0	\$1,253,357	0.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Number of days to conduct audit	240	287	270

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Complete audit timely and accurately

**Major Budget Items:** This bid includes an increase in audit fees for the FY2010 external audit of the year-end CAFR. The current audit contract is scheduled to expire after the FY2009 audit.

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

### Intergovernmental/Fund Development

Department: City Manager's Office

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$125,478	3.0	\$153,757	3.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$100,000	0.0	\$115,118	0.0	\$0	0.0
<b>Total</b>	\$225,478	3.0	\$268,875	3.0	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of successful grant proposals compared to number submitted	50%	50%	N/A
Dollars in grants received for every dollar spent on salaries	\$92.00	\$92.00	N/A
Number of grant referrals/assistance to all departments	80	90	N/A

**FY 08-09 Performance Measure Status:**

Combined/Separated Service



**Service Target FY 2009-10:** None

**Major Budget Items:** This service contains funding for two EECBG grant funded positions. This service is being consolidated into the Management Services department.

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

### Intergovernmental/Fund Development

Department: Management Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$121,967	4.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$166,068	0.0
<b>Total</b>	\$0	0.0	\$0	0.0	\$288,035	4.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of successful grant proposals compared to number submitted	N/A	N/A	50%
Dollars in grants received for every dollar spent on salaries	N/A	N/A	\$369.00
Number of grant referrals/assistance to all departments	N/A	N/A	90

**FY 08-09 Performance Measure Status:**

Combined/Separated Service



**Service Target FY 2009-10:** Submit 20 proposals per grant writer.

**Major Budget Items:** Additional resources includes funding for two EECBG grant funded positions. This service was consolidated in the Management Services Department for FY09-10.

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

### Intergovernmental/Legislative Services

Department: City Manager's Office

- 6.54** *Description:* Serves as the primary point of contact for the City to local, regional, state and federal levels of government and other independent agencies to advance the Dallas City Council's priorities by securing support from officials at all levels.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$65,099	4.0	\$32,820	4.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$338,207	0.0	\$392,360	0.0	\$0	0.0
<b>Total</b>	\$403,306	4.0	\$425,180	4.0	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of legislative priorities achieved (Federal and State)	40%	67%	50%
Number of City Council legislative proposals pursued (Federal and State)	30	30	24

**FY 08-09 Performance Measure Status:**

Combined/Separated Service



**Service Target FY 2009-10:** None

**Major Budget Items:** This service contains a reduction of 1 FTE, an executive secretary. The responsibilities of this position will be assumed by the remaining staff members. This service is being consolidated into the Management Services department.



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

### Intergovernmental/Legislative Services

Department: Management Services

- 6.55** *Description:* Serves as the primary point of contact for the City to local, regional, state and federal levels of government and other independent agencies to advance the Dallas City Council's priorities by securing support from officials at all levels.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$61,829	2.9
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$270,608	0.0
<b>Total</b>	\$0	0.0	\$0	0.0	\$332,437	2.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of legislative priorities achieved (Federal)	N/A	N/A	50%
Dollars in appropriations received for every dollar spent in salaries	N/A	N/A	\$265.00
Number of City Council legislative proposals pursued (Federal)	N/A	N/A	24

**FY 08-09 Performance Measure Status:**

Combined/Separated Service



**Service Target FY 2009-10:** Achieve 50% of the City Council proposals in the Federal Legislative Program for the 111th Congress.

**Major Budget Items:** This service contains a reduction of 1 FTE, an executive secretary. The responsibilities of this position will be assumed by the remaining staff members. Additional resources includes reimbursements from Convention and Event Services, Water Utilities and Aviation for legislative services. This service was consolidated in the Management Services Department for FY09-10.

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

### Internal Environmental Training/Education

Department: Management Services

- 6.56** **Description:** As mandated by the US EPA Consent Decree order, the City's Environmental Management System (EMS) requires ongoing environmental education for City employees. Training and education is provided in order to comply with regulatory requirements, to maintain EMS certification, to share best management practices, to increase environmental awareness, and to promote environmental stewardship and sustainability. This service also assists City departments with identifying environmental training requirements by job title/description and tracking attendance. General environmental education is provided at the New Employee Orientation (NEO), and additional opportunities are provided to employees and the public to learn how to reduce their environmental impact through stewardship classes, brown bag sessions with guest speakers, and spotlight sessions highlighting sustainable efforts of City departments.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$89,056	2.0	\$84,810	2.0	\$0	2.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$35,000	0.0	\$35,000	0.0	\$122,786	0.0
<b>Total</b>	\$124,056	2.0	\$119,810	2.0	\$122,786	2.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of employees randomly surveyed 30 days after training that retained fundamental knowledge of the training	80%	75%	80%
Percentage of classroom capacity filled per session	60%	47%	60%
Number of employees trained annually per FTE	3,000	2,720	3,000
# of training classes provided annually	100	132	125

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Enhance and expand on-site training program at City facilities.

**Major Budget Items:** Additional resources includes Storm Water reimbursement for support of Environmental Management System. This service was consolidated in the Management Services Department for FY09-10.

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

### Land Survey

Department: Public Works and Transportation

- 6.57 Description:** This service creates and maintains the fundamental infrastructure systems necessary for economic growth. Also, promotes access and mobility, by providing 500 boundary surveys, and 950 abstracting and related research services to various city departments, such as City Manager's Office, City Attorney's Office, Dallas Water Utilities, Sustainable Development and Construction Department, Park and Recreation Department, Code Compliance, Street Services, Sanitation Department, Dallas Police Department, Dallas Fire – Rescue, and others as requested. This service reviews and administers specifications for Consultant Surveyor contracts to ensure business practices adhere to professional and city standards. This service provides 40 Sexually Oriented Business Surveys and Dance Hall surveys to the Dallas Police Department to ensure compliance with city code for licensing.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$463,380	23.6	\$356,695	23.5	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$936,500	0.0	\$887,426	0.0	\$0	0.0
<b>Total</b>	\$1,399,880	23.6	\$1,244,121	23.5	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of survey requests completed on schedule	90%	90%	0%
Number of legal descriptions reviewed and returned within 10 working days to ensure the integrity of city right-of-ways.	400	360	0
Number of requests completed	500	504	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** None

**Major Budget Items:** This service will be outsourced.

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

### Language Services

Department: Judiciary

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$129,439	2.0	\$124,930	2.0	\$133,831	2.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$129,439	2.0	\$124,930	2.0	\$133,831	2.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of Interpreting request performed per cases docketed	35%	26%	38%
Cost of interpreting services per cases docketed	\$8.00	\$6.25	\$5.30

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Establish and maintain effective working relationships with those contacted in the course of work.

**Major Budget Items:** NONE

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

### Liability/Claims Fund Transfer

Department: Office of Financial Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$2,255,985	0.0	\$2,327,850	0.0	\$8,304,528	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$2,255,985	0.0	\$2,327,850	0.0	\$8,304,528	0.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of transfers made according to prescribed schedule	100%	100%	100%
Percent variance between budgeted and actual transfer	0%	3%	0%

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Ensure sufficient funding for FY 09-10 for the payments of claims, settlements and judgments against the City.

***Major Budget Items:*** FY 09 Liability Reserve Fund utilized funds available from prior years. Balance will be exhausted at 9/30/09 and will be replenished with a transfer sufficient to fund FY10 forecasted claims.

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

### Litigation

Department: City Attorney's Office

- 6.60** *Description:* Represents the City and its officers and employees in lawsuits, appeals, and similar legal proceedings involving personal injuries, civil rights, employment, and other matters.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$4,221,150	50.0	\$4,197,327	46.3	\$3,595,963	40.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$4,221,150	50.0	\$4,197,327	46.3	\$3,595,963	40.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Amount of money collected	\$350,000.00	\$850,000.00	\$750,000.00
Number of claims resolved	15	36	30
Number of properties acquired	10	8	10
Number of lawsuits resolved	150	66	100

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Resolve legal matters without exceeding the FY 09-10 Risk Liability Fund Budget. 100% implementation of information management system and begin the collection of statistical data.

**Major Budget Items:**

Due to budget constraints this service has been reduced by 10 FTE including 5 attorneys and 5 administrative support staff.

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

### Major Maintenance Design and Construction

Department: EBS - Building Services

- 6.61** *Description:* This service manages and executes design and construction projects including major maintenance, space planning and building renovation/construction in City-owned buildings. This includes assessment, administration, management and professional services through a staff of licensed architects knowledgeable of Federal, State and local codes and ordinances and City contracting procedures.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$1,268,108	11.5	\$1,459,986	12.5	\$844,388	19.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$16,756	0.0	\$749,005	0.0
<b>Total</b>	\$1,268,108	11.5	\$1,476,742	12.5	\$1,593,393	19.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of construction projects awarded	97%	63%	90%
Percentage of design projects awarded	97%	80%	90%
Number of projects per Project Manager	30	29	38
Number of projects managed annually	214	203	228

***FY 08-09 Performance Measure Status:***  
*Caution*



*Major maintenance project schedules and budget estimates not met as anticipated.*

***Service Target FY 2009-10:***

Award 90% of the projects in the work plan within 90 days of the established schedule.

***Major Budget Items:***

2006 Bond proceeds will reimburse this service and fund a Capital Construction crew to implement capital improvement projects; \$677,060 and 12.0 FTE.  
EECBG Grant funds totaling \$71,945 will be used to reimburse work on LEED-Existing Building program.  
Two project manager positions eliminated.

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

### Non-Departmental

Department: Office of Financial Services

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

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$22,024,191	0.0	\$21,529,949	0.3	\$10,174,529	2.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$22,024,191	0.0	\$21,529,949	0.3	\$10,174,529	2.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage transfers made within prescribed deadlines	100%	100%	100%
Percent variance between budget and actual expenditures	0%	2%	0%

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

**Major Budget Items:** None



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

### Payroll

Department: City Controller's Office

- 6.63** **Description:** The Payroll Division of the City Controllers Office is responsible for managing the payroll function for all City of Dallas employees. The Payroll Division monitors time entries, establishes payroll deduction and direct deposit requests in accordance with employee wishes and in compliance with City policies and existing laws. The Payroll Division generates wage payments on a biweekly basis, from which all authorized deductions are withheld. Deductions withheld are forwarded to the intended recipients by the established deadlines. The Payroll Division also ensures payroll financial information is transferred to the City's financial system, reports to the IRS quarterly and generates annual wage statements.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$1,032,756	13.8	\$983,544	12.4	\$669,446	13.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,032,756	13.8	\$983,544	12.4	\$669,446	13.9

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of employees using direct pay or pay card	100%	98%	98%
Percentage of child support payments mailed within 5 days of payroll end	100%	100%	100%
Percent of payroll runs completed within 1 day of payroll end	100%	100%	99%
Number of payment transactions annually	370,000	509,000	456,000

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Improve accountability through an upgrade to the payroll system and continue to provide 100% accuracy of payroll payments.

**Major Budget Items:**

This bid includes a reduction in operating supplies due to paperless pay stubs for direct deposit. Despite a reduction in staff, the core responsibility of paying employees on a timely basis will remain intact. Some computer support functions will be transferred to CIS. An overall Citywide reduction in staff will reduce the workload on this service. The FY 2009-10 budget also includes a significant reduction in charges for computer programming services.

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

### Public Information Office / Marketing & Media Relations

Department: Management Services

- 6.64 Description:** The Public Information Office / Marketing & Media Relations is the City's in-house public education and marketing / communications firm. The office provides turn key, cost efficient communications services to city departments and officials. PIO works directly with local, state & national media as well as trade journals to gain positive news coverage for the City of Dallas. Staff communicates with the public directly and provides educational materials using social media and traditional communications methods in both English and Spanish. PIO also manages Open Records Requests as required by law; manages the GreenDallas.net Web site & communications for the Green Dallas campaign; manages content for dallascityhall.com; translates documents from English to Spanish; provides graphic design services to assist in the promotion of City events/initiatives; and produces original multi-media programs to educate residents about City services.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$1,114,227	11.0	\$1,113,147	11.0	\$573,461	5.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,114,227	11.0	\$1,113,147	11.0	\$573,461	5.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of open records requests responded to within the legal window.	95%	97%	100%
Percent of stories pitched to media resulting in placement/coverage (TV, Radio, Newspaper, On-line, BLOGS, Journals, social media)	95%	99%	90%
Number of new programs produced or acquired for the city cable channel.	15	40	50
New marketing/communication/education initiatives	2	4	2

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Increase rating of Public Information services in the next Citizens Survey

**Major Budget Items:** There was a 52% reduction from FY2008/2009. Eliminates 5 employees/positions: Due to reduction, PIO will require a 10 day project notification in order to meet deadlines. Eliminates funding to produce/print the City's Calendar/Annual Report & "Dallas Delivers" Council News Magazines. Eliminates funding for daily PIO News Clips service, advertising/marketing projects. This service was consolidated in the Management Services Department for FY09-10.

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

### Public Works and Transportation Infrastructure GIS Services

Department: Public Works and Transportation

- 6.65** *Description:* This service maintains and delivers information to citizens and staff through GIS technology. Services include but are not limited to the development and maintenance of the internet map describing City services, the data to route emergency response vehicles and information used by the 3-1-1 Customer Service system.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$601,594	12.7	\$598,941	12.5	\$390,366	12.7
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$805,504	0.0	\$805,504	0.0	\$716,007	0.0
<b>Total</b>	\$1,407,098	12.7	\$1,404,445	12.5	\$1,106,373	12.7

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of staff and citizens served without negative feedback	98%	98%	90%
Percent of Work Plan Completed	100%	100%	90%
Customer Training Hours by GIS staff	310	310	225
GIS Workplan Hours	6,070	6,070	6,600

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Complete GIS Work plan within 4450 hours with a 83% customer satisfaction rating.

***Major Budget Items:*** This service will eliminate one position.

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

### Public Works Capital Program Implementation - Survey Services

Department: Public Works and Transportation

- 6.66** **Description:** This service creates and maintains the fundamental infrastructure systems necessary for economic growth. Also, promotes access and mobility, and supports the 2003 and 2006 Bond program by providing 125 boundary surveys to ensure the City's Infrastructure is designed and built within appropriate right-of-ways. Using historical records in the survey vault library, county documents and other governmental agency records, verified by an on the ground survey, existing right-of-ways are confirmed to ensure projects are built to eliminate encroaching into private property. This is vital in eliminating law suits against the city, saving tax dollars. When additional right-of-way is required, this service prepares legal descriptions and alignment maps for acquisition. This service ensures boundaries are established in compliance with state law.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	26.1	\$0	22.4	\$502,507	14.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$1,660,475	0.0	\$1,593,579	0.0	\$503,991	0.0
<b>Total</b>	\$1,660,475	26.1	\$1,593,579	22.4	\$1,006,498	14.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of survey requests completed by schedule agreed to with requestor.	90%	90%	90%
Number of research requests for information completed	N/A	N/A	3,836
Number of requests for other departments completed	N/A	N/A	285
Number of Capital requests completed.	125	127	79

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide boundary, control and abstracting service on-time for 90% of Capital Improvement Projects.

**Major Budget Items:** This service has been reduced to perform in a review capacity only and all field survey work will be outsourced.

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

### Purchasing/Contract Management

Department: Business Development & Procurement Services

- 6.67** **Description:** Purchasing/Contract Management is governed by Texas Local Government Procurement Code 252, AD 4-5 and City Charter and includes the development of procurement specifications, collaboration with departments, partnering with other governmental agencies, incorporating "green" products when possible, advertising solicitations; generating competition through vendor phone, email, media and solicitation system notifications, obtaining and receiving bids through online bid solicitations and public bid openings; establishing and monitoring master agreement and service contracts, issuing purchase orders for the city, providing departmental procurement process and Advantage Financial and Vendor Self-Service user training, serving as the procurement process owners, administering the P-Card/Travel Card Program.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$1,945,800	27.4	\$1,785,038	25.0	\$2,795,750	21.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,945,800	27.4	\$1,785,038	25.0	\$2,795,750	21.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Number of contracts managed (Master Agreements)	480	502	502
Percentage of requisitions processed in compliance with State law	100%	100%	100%
Percentage of bids advertised within departments' deadlines	100%	99%	90%
Number of purchasing transactions	15,950	16,307	15,950

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Maintain the number of purchasing transactions processed at 15,950

**Major Budget Items:** Reduction of 6 positions: Office Assistant II, Coordinator II, Coordinator III, Buyer and 2 Buyer III. Eliminates funding for webcasting of bid openings.

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

### Real Estate for Public Property Transactions

Department: Sustainable Development and Construction

- 6.68** *Description:* Real Estate Services for Public Use acquires land for capital improvement projects for Dallas Water Utilities, Public Works and Transportation, Parks and other City Departments. This service also includes the management of leases where the City is lessee or lessor.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	11.0	\$0	10.0	\$0	10.1
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$828,479	0.0	\$738,257	0.0	\$747,451	0.0
<b>Total</b>	\$828,479	11.0	\$738,257	10.0	\$747,451	10.1

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Staff Days to complete transactions	120	120	120
Percentage of transactions completed within Service Level Agreement	100%	100%	100%
Transactions per FTE	36	36	32
Property transactions	400	288	288

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Continue placing a priority on acquisition of the Cadillac Heights buyout and DWU pipeline projects; maintain current level of service for property acquisitions, appraisals and paving enhancement analysis

**Major Budget Items:** This service deletes (1) FTE and is fully reimbursed by CIP funding \$747,451.

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

### Reconciliations

Department: City Controller's Office

- 6.69** **Description:** The Reconciliation Division within the Controller's Office is responsible for ensuring the accuracy of the City's cash balance. The City currently has 29 active accounts. The Division is also responsible for ensuring Water Department accounts receivable activity in the Pay1 billing system is accurately reflected in the City's financial system. These processes involve a detailed analysis of all related transactions in the City's financial system to activity in the bank statements and Pay1 customer accounts.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$635,707	9.0	\$716,193	8.2	\$457,771	6.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$635,707	9.0	\$716,193	8.2	\$457,771	6.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of reconciliation reports provided to departments within schedule	100%	100%	100%
Percentage of items cleared every month within 30 days	96%	98%	98%
Number of reconciliation items per FTE	103,093	120,000	168,000
Number of cash transactions annually	960,000	1,000,000	1,010,000

**FY 08-09 Performance Measure Status:**

*On Track*



**Service Target FY 2009-10:** Reduce outstanding bank reconciliation items regarding deposits versus cash posting to the general ledger by 33%.

**Major Budget Items:** Two FTE's were transferred to other areas to better match the work being performed with the service. One FTE will be eliminated due to efficiencies in reporting from the Pay1 consolidated billing system. A reduction in computer programming charges for FY 2009-10 further reduced the budget. The increase in the estimate for Fiscal Year 2008-09 is due to contract labor required to complete the year-end bank reconciliation.

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

### Records Management

Department: City Secretary's Office

- 6.70** **Description:** Records Management administers the city's records management program; establishes policies to efficient records keeping practices and compliance with regulations, and reviews for certification electronic recordkeeping systems to ensure access to city records including public access requirements. Operates the City of Dallas Records Center; centralized storage of approximately 74,500 boxes of inactive records for all departments. Identifies, recommends and coordinates the destruction of inactive records which have reached the end of their required retention under state law. Provides a variety of records management training and coordinates response for public information (open records) requests. Assists with preparation of the documents and records of City Council actions with quality control, distribution of copies to City departments, and minute book preparation.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$444,444	4.0	\$433,495	4.0	\$343,955	3.9
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$444,444	4.0	\$433,495	4.0	\$343,955	3.9

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of Customer Service Satisfaction	90%	95%	80%
Boxes of Inactive Records stored for all city departments	65,000	0	78,500

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Maintain the review rate of records eligible for destruction at 85%.

**Major Budget Items:** This service is being reduced by \$100,489 from the previous fiscal year. This will prohibit the Records Center from storing City Records. Once we run out of space at City Hall and exhaust all the funds in the contract with Recall ,departments will have to store and destroy their own records.



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

### Salary and Benefit Reserve

Department: Office of Financial Services

- 6.71** *Description:* The Salary and Benefit Reserve is a central location for the payment of General Fund employees' termination payments. Most departments' budgets do not include an allocation for termination payments; and those which do would likely not be sufficiently funded in FY 2009-10. This reserve should be sufficient to fund the termination payments associated with the Reduction in Force and additional retirements which may occur during FY 2009-10.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget</i>		<i>FY 2008-09 Estimate</i>		<i>FY 2009-10 Adopted</i>	
	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$2,917,550	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$0	0.0	\$0	0.0	\$2,917,550	0.0

*FY 08-09 Performance Measure Status:*

*Service Target FY 2009-10:*

*Major Budget Items:* None

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

### Special Collections

Department: City Controller's Office

- 6.72** **Description:** The Special Collections Division (SCD) is responsible for the billing and collection of multiple general fund revenues including hotel occupancy tax, security alarm permits, land based receivables (civil penalties, demolitions, secured closures, weed liens), vice-controlled licenses (sexually oriented businesses, dance halls, billiard halls, amusement centers, coin operated machines), multi-tenant registrations and inspections, beer/liquor licenses and others.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget Dollars</i>	<i>FTE</i>	<i>FY 2008-09 Estimate Dollars</i>	<i>FTE</i>	<i>FY 2009-10 Adopted Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$4,254,240	27.4	\$4,847,849	25.0	\$3,371,034	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$4,254,240	27.4	\$4,847,849	25.0	\$3,371,034	0.0

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percentage of funds deposited within 24 hours of receipt	100%	100%	0%
Percentage of customer issues resolved within 3 business days	100%	97%	0%
Number of security alarm permits renewed/issued	68,250	68,250	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Enhance the business process by making it more effective and efficient while increasing overall customer satisfaction.

**Major Budget Items:**

This service will be consolidated with other areas of the City for FY 2009-10. Cash and Investments will administer the ambulance contract. Dallas Water Utilities will oversee billings and collections for miscellaneous revenues billed through Pay1. Financial Reporting will oversee Hotel Occupancy Tax revenues. The increase in the FY 2008-09 estimate is primarily due to higher ambulance collections fees, which are offset entirely with higher ambulance revenues.

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

### Strategic Customer Services

Department: Management Services

- 6.73** **Description:** Promotes the continued improvement of customer service to Dallas residents, businesses and visitors through the Service Area Coordination Team to manage interdepartmental projects in the community; City of Dallas Action Plan (283 activities); Dallas Measures performance measures initiative (3,000+ indicators); ICMA benchmarking project (15 service areas); CSI Dallas; and customer feedback (including the 2010 business climate survey).

<i>Source of Funds:</i>	<i>FY 2008-09 Budget</i>		<i>FY 2008-09 Estimate</i>		<i>FY 2009-10 Adopted</i>	
	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>
<b>General Fund</b>	\$1,168,633	16.0	\$1,018,715	12.0	\$474,043	9.5
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$76,750	0.0	\$460,708	0.0	\$0	0.0
<b>Total</b>	\$1,245,383	16.0	\$1,479,423	12.0	\$474,043	9.5

<i>Performance Measures</i>	<i>FY 2008-09 Budget</i>	<i>FY 2008-09 Estimate</i>	<i>FY 2009-10 Adopted</i>
Percent of employees who recognize that customer service is an important City value (Employee Engagement Survey)	85%	85%	85%
Customer satisfaction with SAC Team	N/A	N/A	90%
Percent of residents stating that city employees treat customers courteously	75%	75%	75%
Number of employee recognition events held annually	1,950	1,865	1,700

***FY 08-09 Performance Measure Status:***

*On Track*



***Service Target FY 2009-10:*** Will conduct "Dallas Measures Review", an audit and review program of departmental performance measurement. This service is combined into Management Resources

***Major Budget Items:*** Elimination of 1 Service Area Coordinator position, internal surveys, 311 user surveys, and SCS's role in customer service training. This service was consolidated in the Management Services Department for FY09-10.

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

### Support for Home Repair/Replacement Programs

Department: Housing / Community Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$2,075,378	29.0	\$2,075,378	29.0	\$2,065,570	29.0
<b>Total</b>	\$2,075,378	29.0	\$2,075,378	29.0	\$2,065,570	29.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of homeowners assisted from various repair programs who are satisfied with services provided	100%	100%	100%
Average number of loan applications processed per FTE (loan staff)	120	100	100
Number of repair assessments	1,200	320	320
Number of loan applications processed	600	500	500

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

Administer funding for up to 170 housing units needing home repairs while holding output constant even though labor and materials costs are increasing

**Major Budget Items:**

Additional resources: Community Development Block Grant (CDBG) \$2,065,570 . The reduction in the estimated number of repair assessments in the performance measures is due to a major change in the program to comply with HUD's recommendations.

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

### Support for Housing Development Programs

Department: Housing / Community Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$1,335,028	17.0	\$1,335,028	17.0	\$1,315,645	17.0
<b>Total</b>	\$1,335,028	17.0	\$1,335,028	17.0	\$1,315,645	17.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of project contracts executed by established deadline	100%	100%	100%
Number of loans/grants/contracts managed/FTE	160	165	165
Average number of hours spent per affordable units produced	13	13	13
Loans/grants/contracts managed	2,550	2,600	2,600

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Improve counseling for first-time homebuyers and increase services to existing homebuyers

**Major Budget Items:** Additional resources: Community Development Block Grant (CDBG) \$1,315,645

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

### Survey Map and Plat Archive

Department: Public Works and Transportation

- 6.76** **Description:** This service ensure business practices are conducted in a professional manner by providing map and records support for the 2003 and 2006 Bond programs as well as information vital to other city department's needs.

This service maintains and provides public access to the Survey Records Vault Library, containing City of Dallas Land Surveying, Engineering and Architectural archives for approximately 20 million survey maps, plats, construction plans and other land and boundary records dating back to 1854. In many cases, these original documents and manuscripts are the sole source of information necessary in the design and construction of infrastructure, for development, and inquiries initiated by the City Attorneys Office, the City Manager's Office and the general public.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	3.1	\$0	2.7	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$187,434	0.0	\$184,533	0.0	\$0	0.0
<b>Total</b>	\$187,434	3.1	\$184,533	2.7	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Service Quality - Percentage of all requests completed in one day	90%	90%	0%
Number of documents scanned per year	36,000	25,200	0
Number of survey/plat requests for information completed	7,500	8,500	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** None

**Major Budget Items:** This service will be consolidated with the Survey Services Capital Program Service and will be served by appointment only.

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

### Tax Increment Financing Districts Payments

Department: Office of Financial Services

- 6.77** *Description:* Tax Increment Financing Districts Payments to the following TIF's: Cedars, City Center, CityPlace Area, Davis Garden, Deep Ellum, Design District, Downtown Connection, Farmers Market, Fort Worth Avenue, Grand Park South, Maple-Mockingbird, Oak Cliff Gateway, Skillman Corridor, Sports Arena, Southwestern Medical, TOD, and Vickery Meadow.

<i>Source of Funds:</i>	<i>FY 2008-09 Budget</i>		<i>FY 2008-09 Estimate</i>		<i>FY 2009-10 Adopted</i>	
	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>	<i>Dollars</i>	<i>FTE</i>
<i>General Fund</i>	\$0	0.0	\$0	0.0	\$11,893,550	0.0
<i>Enterprise/Internal Svc/Other</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Additional Resources</i>	\$0	0.0	\$0	0.0	\$0	0.0
<i>Total</i>	\$0	0.0	\$0	0.0	\$11,893,550	0.0

*FY 08-09 Performance Measure Status:*

*Service Target FY 2009-10:*

*Major Budget Items:* None

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

### Utility Management

Department: Office of Financial Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$230,733	1.5	\$224,855	1.5	\$172,651	1.5
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$230,733	1.5	\$224,855	1.5	\$172,651	1.5

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of complaints responded to within 30 days	100%	100%	100%
Number of complaints reviewed	300	300	300

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** 99% of franchise fee payments reconciled within 30 days.

**Major Budget Items:** None



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

### Vertical and Horizontal Control Monumentation Program

Department: Public Works and Transportation

- 6.79** **Description:** This service creates and maintains the fundamental infrastructure systems necessary for economic growth. Also, promotes access and mobility, by continuing a program that establishes 1,550 new control monuments throughout the city. These monuments, known as bench marks, are a physical feature or position, such as an x cut in concrete or an aluminum disc set in concrete where the exact horizontal and vertical location is known by being referenced in the Texas State Plane Coordinate System, the industry standard. This coordinate system is critical to surveyors, engineers and developers in designing the city infrastructure and is crucial in correlating the design and location of this infrastructure into the city GIS system.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	7.2	\$0	5.2	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$360,320	0.0	\$303,219	0.0	\$0	0.0
<b>Total</b>	\$360,320	7.2	\$303,219	5.2	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percentage of newly constructed streets and alleys with new benchmarks established.	70%	70%	0%
Number of control monuments established to ensure City infrastructure is built to City standards.	1,550	1,500	0
Number of Benchmarks Established to Expand Vertical Control Coverage into Underserved Areas of the City	125	100	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** None

**Major Budget Items:** This service will be outsourced by Dallas Water Utilities Department on an as needed basis.

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

### Vital Statistics

Department: Business Development & Procurement Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$1,199,719	15.7
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$0	0.0	\$0	0.0	\$1,199,719	15.7

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
# of Deaths registered	N/A	N/A	10,000
# of Births registered	N/A	N/A	38,000
# of customers served	N/A	N/A	73,000
Number of records sold	N/A	N/A	165,000

**FY 08-09 Performance Measure Status:**

Combined/Separated Service



**Service Target FY 2009-10:** Increase number of records sold from 163,000 to 165,000

**Major Budget Items:** Vital Statistics has been consolidated from Environmental and Health Services to Business Development & Procurement Services.

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

### Vital Statistics

Department: Environmental and Health Services

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

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$1,039,724	14.4	\$989,232	16.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$1,039,724	14.4	\$989,232	16.0	\$0	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Average transaction time (min) for records sold	5	7	0
Number of records sold per FTE	12,538	12,600	0
% of transaction completed "in 1 day" via third party online service	95%	95%	0%
Number of records sold	163,000	164,000	0

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** NONE

**Major Budget Items:** This service has been consolidated with the Department of Business Development and Procurement Services.

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

### Water Planning, Financial and Rate Services

Department: Water Utilities

- 6.82** **Description:** Planning Division ensures that the City has water both now and in the future to meet the needs of the citizens of Dallas and customer cities, while maintaining and acquiring water rights as needed. The division coordinates the preparation of the capital budget to fund the water and wastewater infrastructure. Financial and Rate services are responsible for development and monitoring of the Department's annual operating budget of more than \$500 million. This Division is responsible for the wholesale cost of service study and both wholesale and retail rate development. This is a highly technical area that ensures that the City of Dallas is properly reimbursed for the services the Water Utilities Department provides, as this department is funded only through water and wastewater rates, and not tax dollars.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$2,746,547	25.3	\$2,551,221	20.7	\$2,968,114	24.8
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$2,746,547	25.3	\$2,551,221	20.7	\$2,968,114	24.8

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Percent of average residential bill to median income – Average annual residential water and wastewater bill should be less than or equal to 2 % median income (EPA guideline)	1.6	1.6	1.6
Compliance with Water Rights Permits-7030 - Annual percent of compliance with water rights permits	100%	100%	100%
Water rights permits administered per FTE	5	6	5
Percent of actual revenues to budgeted	100%	95%	100%

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Meet required deadlines on regulatory and contractual reporting 100% of the time.

**Major Budget Items:** FY09 underrun associated with delays in hiring.

FY10 increase includes additional funding for engineering services for on-going project for the Lake Palestine connection.

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

### Water Utilities Customer Account Services

Department: Water Utilities

- 6.83** *Description:* This service provides meter reading activities for over 300,000 residential, commercial, industrial and wholesale accounts; customer account billing, adjustments and records maintenance; and industrial waste surcharge, sanitation, and storm water and special collections billing for City receivables, licenses and permits. It includes: meter read review, customer-requested field actions like Move In/Out, inspections and service restoration after payment, operation support activities like invoice printing, and site maintenance activities such as meter exchanges and leak repairs. This service supports payment processing activities, transfer of billing and payment information to the City's general ledger, online payments, lockbox handling, autopay, pay station collections, credit card authorization and settlement activities, and cash processing for approximately 3.5 million statements each year. This service includes ongoing support to all users of the Pay1 billing system.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$18,046,142	245.8	\$18,870,790	263.2	\$19,912,371	281.6
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$1,840,321	0.0
<b>Total</b>	\$18,046,142	245.8	\$18,870,790	263.2	\$21,752,692	281.6

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Meter reading accuracy	99.95	99.95	99.95
Annual cost to maintain each customer account	\$58.00	\$63.00	\$66.00
Service actions performed by field services to repair and test water meters per mile driven	0.43	0.45	0.45
Meters read per FTE assigned to meter reading activities	3,500	3,494	3,500

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:**

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

**Major Budget Items:**

Additional expenses from the implementation project to a dedicated business support organization for all SAP users staffed by DWU resources, 18 FTEs partially covered by internal re-alignment of FTEs. Added 7 FTEs and expenses for consolidation of Special Collections Division providing service to 9 City departments by billing and collecting more than 30 revenue sources and collecting more than \$25M in revenue annually. Additional resources includes Controller's Office reimbursement.

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

### Water's Price of Doing Business

Department: Water Utilities

- 6.84** **Description:** Includes payments for services received by the Water Utilities Department from other City departments. Also includes Payment in Lieu of Taxes (PILOT) and Street Rental. These payments are a planned revenue source to the General Fund and are used to meet General Fund budgeted expenditures.

Source of Funds:	FY 2008-09 Budget		FY 2008-09 Estimate		FY 2009-10 Adopted	
	Dollars	FTE	Dollars	FTE	Dollars	FTE
<b>General Fund</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Enterprise/Internal Svc/Other</b>	\$45,994,771	0.0	\$45,187,392	0.0	\$57,378,646	0.0
<b>Additional Resources</b>	\$0	0.0	\$0	0.0	\$0	0.0
<b>Total</b>	\$45,994,771	0.0	\$45,187,392	0.0	\$57,378,646	0.0

Performance Measures	FY 2008-09 Budget	FY 2008-09 Estimate	FY 2009-10 Adopted
Annual ratio of actual payments to general fund as percent of budgeted amount of payments	100%	98%	100%
Annual cost of Water's Price of Doing Business as a percent of total Water Utilities budget	9%	10%	10%
Actual payments made for Street Rental as a % of budgeted	100%	95%	100%

**FY 08-09 Performance Measure Status:**

On Track



**Service Target FY 2009-10:** Provide payments to the general fund as budgeted.

**Major Budget Items:** Includes \$0.9M in fleet replacement; an increase in \$4.8M in Street Rental by increasing from 4% to 5% of retail operating revenue; and full implementation of Payment in Lieu of Taxes (PILOT) with an increase from \$6M to \$13.3M in support of economic development.