

FY 2017-2018 Annual Budget: Government Performance & Financial Management

City Council Briefing

August 16, 2017

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311**



City of Dallas

Strategic Priority Overview

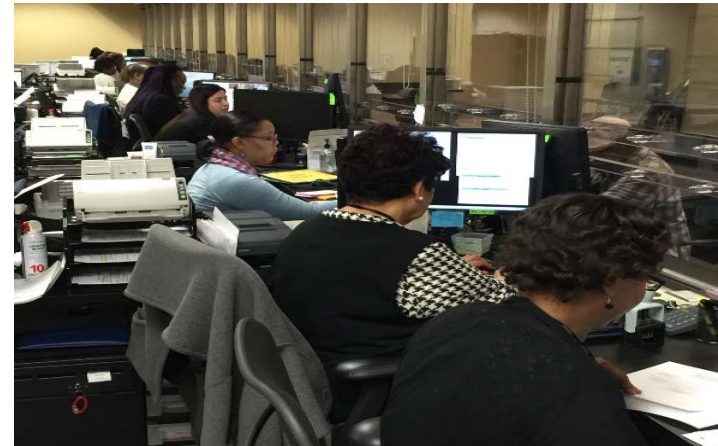
- Government Performance and Financial Management
 - Strategic Priority Statement
 - Organizational Structure
 - FY 2016-17 Major Accomplishments
 - FY 2017-18 Budget Highlights
 - Dallas 365 Goals
- Personnel Summary
- Future Outlook

Strategic Priority Statement



Government Performance and Financial Management

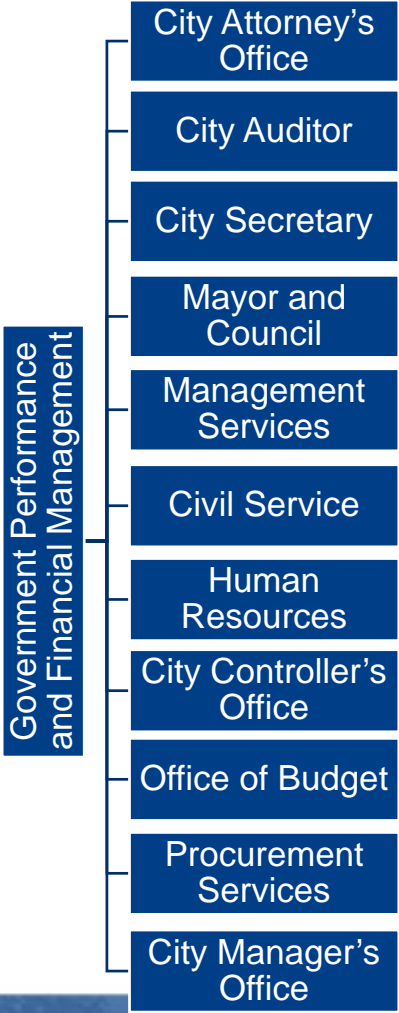
Ensure that internal operations are conducted in a manner that promotes core values of excellence, empathy, equity, and ethics



Strategic Priority Statement

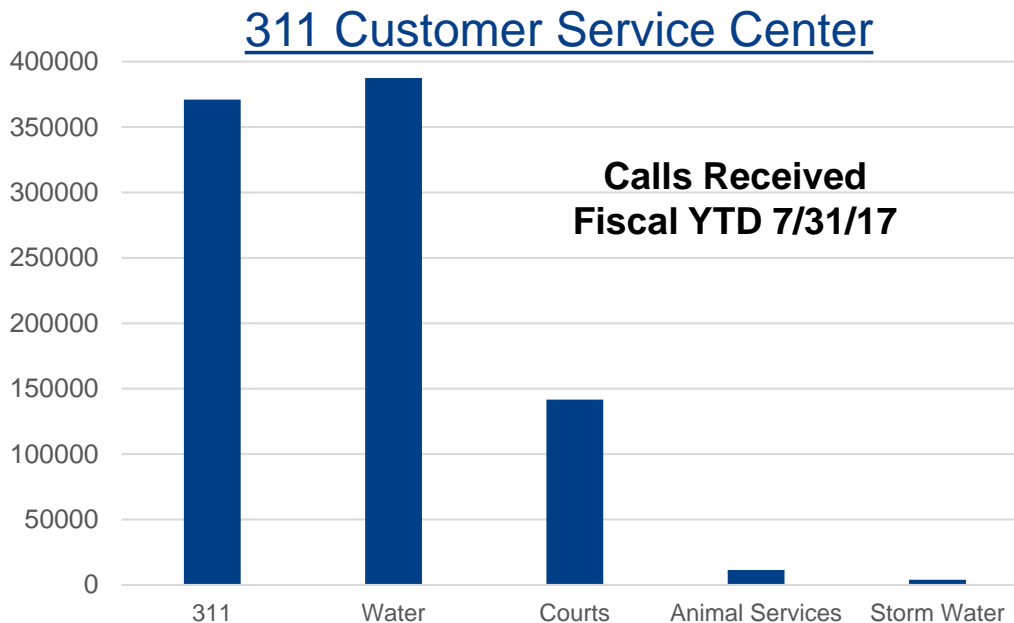
- Putting **Service First** by bringing City Hall to the community
 - Face-to-face 311 service
 - Council district office pilot
- Holding ourselves accountable to the public
- Improving outreach
- Strengthening fiscal sustainability
- Improving our processes through technology
- Achieving distinction as an employer of choice

Organizational Structure



FY 2016-17 Major Accomplishments

- Completed vendor selection for new 311 software - implementation begins fall 2017
- Achieved ISO certification in February 2017 - City of Dallas 311 is the only ISO-certified 311 Center in the U.S.



Council District	SRs Created	% of Citywide Total
7	41,810	11.4%
4	39,535	10.8%
2	32,904	9.0%
6	29,523	8.1%
9	28,020	7.6%

**Top Five Districts—Service Request Volume
Fiscal YTD as of 7/31/17**

FY 2016-17 Major Accomplishments

- Balanced FY 2017-18 and FY 2018-19 budget presented to City Council
- Awarded the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award (17th award)
- Received an unmodified opinion on our FY 2015-16 Financial Statements
- Awarded the GFOA Certificate of Excellence in Financial Reporting for the Fiscal Year 2015 Comprehensive Annual Financial Report (CAFR)
- Processed 190 procurement agenda items worth more than \$450 million
- Captured 94 percent of all goods and services on contract
- Average dollar amount of goods and services processed per full-time equivalent of \$18.3 million - highest of surveyed cities
 - Houston (\$8.1 million) and San Antonio (\$7 million)

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FY 2016-17 Major Accomplishments

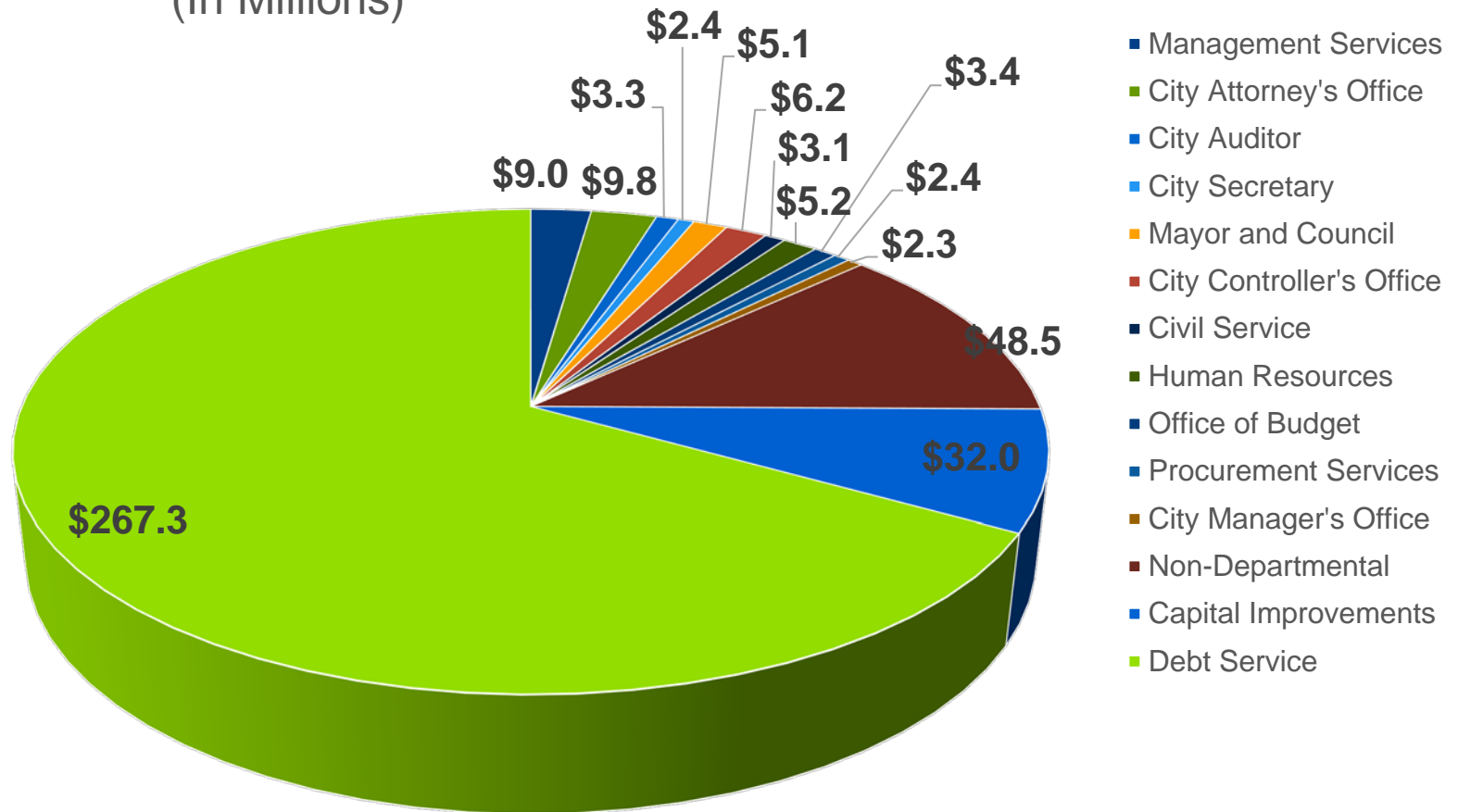
- Negotiated HB 3158 to save the Dallas Police and Fire Pension
- Facilitated passage of SB 12 (Statewide Bullet Proof Vest Funding)
- Secured \$2 million for Texas Task Force 2
- Effectively opposed:
 - HB 3081 (preempted payday lending ordinance)
 - HB 577 (preempted ban the box ordinance)
 - SB 385 (mandated voter approval of Federal funds for passenger rail projects)
- Protected State funding utilized by the City such as Local Library Aid, Library Resource Sharing, LEOSE Training Funds, and Automobile Theft and Burglary Grants
- Secured more than \$18 million in grants funding for projects such as improvements to the trail system and counter-terrorism training and exercise
- Elevated the role and impact of the City of Dallas Youth Commission

FY 2016-17 Major Accomplishments

- Established a strategic plan for the new Office of Business Diversity
- Established the City's first Business Diversity Taskforce
- Expanded the City's industry-specific outreach to include non-traditional partnerships that has allowed the City to address limited competition and low MWBE participation
- Developed a series of educational videos to assist the public to better understand, engage, and interact with City service
- Developed and implemented an emergency alert notification on City website and social media platforms

Budget Overview

(In Millions)



FY 2017-18 Total Budget: \$400.0 million

FY 2017-18 Budget Highlights

- Putting **Service First** by bringing City Hall to the community
 - Hiring four 311 customer service representatives for face-to-face public service at the MLK Community Center and the West Dallas Multipurpose Center - \$166,175
 - Hiring four 311 customer service representatives and adding technology to provide timely response to auto pound inquiries - \$384,076
 - Answering 70 percent of 311 calls answered within 90 seconds
 - Funding up to five Council district office pilots

FY 2017-18 Budget Highlights

- Holding ourselves accountable to the public
 - Implementing Dallas 365
- Improving outreach
 - Adding one position to Public Affairs and Outreach
 - Implement a new community outreach strategy targeting key areas of the City
 - Develop an internal communications strategy to reach all City of Dallas employees and empower them to solve problems

FY 2017-18 Budget Highlights

- Improving outreach, con't
 - Adding two positions to the Office of Strategic Partnerships
 - Increase collaboration with external organizations such as transportation agencies, education agencies, chambers of commerce, business groups, advocacy groups, and public-private partnership initiatives
 - Transferred eight positions from Procurement Services to establish the Office of Business Diversity and added two positions
 - Administer new Emerging Small Business Program, staff support for Diversity Task Force and subcommittees, become industry subject matter experts, increase compliance monitoring efforts

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FY 2017-18 Budget Highlights

- Strengthening fiscal sustainability
 - Maintaining a biennial budget
 - Keeping an eye on the future through the five-year forecast
 - Maintaining General Fund reserves (fund balance)
 - Paying vendors more quickly
 - Gradually increasing pay-as-you-go funding for maintenance of buildings and infrastructure

FY 2017-18 Budget Highlights

- Improving our processes through technology
 - Refreshing aging technology - \$15.6 million
 - Modernizing 311, 911, and other systems - \$11.5 million
 - Transforming the way the City does business - \$2 million
- Achieving distinction as an employer of choice
 - Raising the minimum wage to \$10.94
 - Providing merit pay increases averaging 3 percent
 - Improving employee and retiree health care

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Dallas 365

Department	Measure	Target
City Controller's Office	Percent of invoices paid within 30 days	93%
Office of Business Diversity	Percent of dollars spent with local businesses	50%

- Dallas 365 will align 35 measures important to citizens to 6 strategic areas



Personnel Summary

- Personnel metrics include both full-time equivalents and positions
 - FTE is a budget calculation accounting for 2,080 hours of paid time including both regular hours and overtime hours
 - Positions include full-time, part-time, and temporary regardless of the number of hours to be paid

	FY 2016-17 FTEs	Net Change	FY 2017-18 FTEs	FY 2016-17 Positions	Net Change	FY 2017-18 Positions
General Fund	10,299.05	- 312.27	9,986.78	11,248	- 310	10,938
Enterprise Funds	3,197.50	+ 15.82	3,213.32	3,282	- 132	3,150
Internal Service and Other Funds	549.00	+ 13.65	562.65	1,366	- 115	1,251
Total	14,045.55	- 282.80	13,762.75	15,896	- 557	15,339

Future Outlook

- Continue to meet the requirements of City Charter and present a budget recommendation to City Council by August 15 of each year
- Continue to enhance our community outreach and engagement
- Identify opportunities to expand health benefit options while reducing cost
- Reduce the City's claims by developing programs to address collision trends
- General Fund reserves will equal 60 days of operating expenditures as recommended by Government Finance Officers Association (GFOA)
 - FY 2017-18 Proposed Budget includes 47.3 days of fund balance
- Gradual pay-go approach for City asset management

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