

COMMUNICATION AND INFORMATION SERVICES

MISSION

Provide information technology solutions and services that enable the programs and operations of City departments to deliver services in an efficient, effective and secure manner.

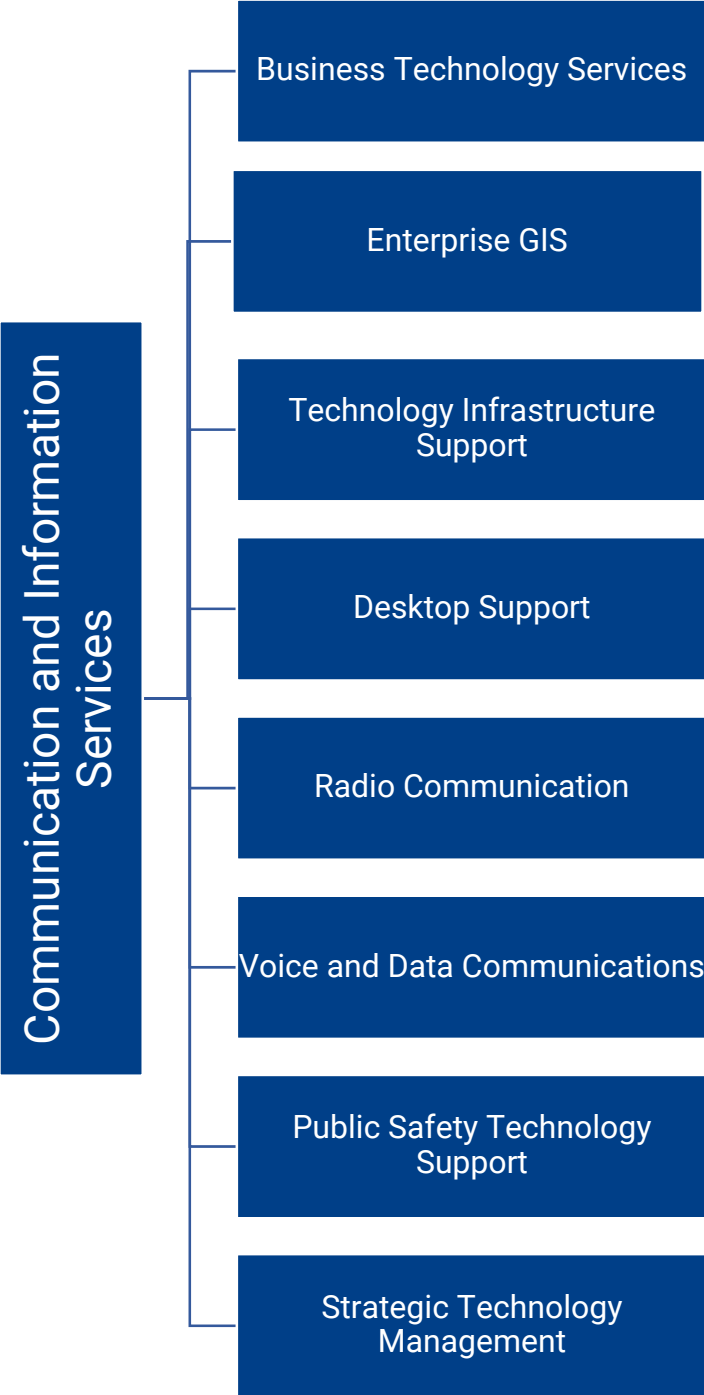
DEPARTMENT SUMMARY

The FY 2017-18 budget and FY 2018-19 planned budget for Data Services furthers the City's priorities by maintaining critical IT infrastructure, promoting core values, and improving access and transparency. The priorities for the biennium include ongoing replacements and upgrades to IT infrastructure, replacing the 311 and Human Resources systems, and implementing new solutions for Code Case Management, Capital Projects, and Work Order/Asset management. The department will continue investment in the Big Data platform to derive insights from large and diverse sources of information to better predict and respond to change.

Radio Services provides installation and maintenance of handheld and in-car mobile radio technology to City departments, and maintains all two-way radio and microwave communication networks. The department will continue investments in supporting the North Texas Communications Overlay Network for the North Central Texas Council of Governments along with providing radio network connectivity to other municipalities including Dallas County and the City of Cockrell Hill. The FY 2017-18 budget and FY 2018-19 planned capital programs will finish replacing mobile data computers (MDCs) and start Phase 1 of replacing digital voice recorders (DVRs) in police vehicles.

COMMUNICATION AND INFORMATION SERVICES

FUNCTIONAL ORGANIZATION CHART



COMMUNICATION AND INFORMATION SERVICES

SERVICE DESCRIPTION AND BUDGET

Business Technology Services: Provides technology expertise in the identification, selection, implementation, and maintenance of systems that enable City departments to accomplish their respective missions. Services include package software implementations, custom developed software solutions, website designs, ecommerce, data exchange and integration, and 24/7 operational maintenance support of mission critical systems.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$23,485,234	\$22,733,919	\$24,452,771	\$24,696,287
Total	\$23,485,234	\$22,733,919	\$24,452,771	\$24,696,287

Enterprise GIS: Maintains and delivers information to citizens and staff through Geographic Information System (GIS) technology. Services include developing and maintaining the data used to route emergency response vehicles (CAD), data supporting Storm Water permit compliance reporting, data and tools for the 311 Customer Service system, and the City's internet maps.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$0	\$0	\$956,596	\$995,303
Additional Resources	\$1,048,691	\$1,076,450	\$0	\$0
Total	\$1,048,691	\$1,076,450	\$956,596	\$995,303

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

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$6,323,135	\$6,237,286	\$6,632,263	\$6,723,736
Total	\$6,323,135	\$6,237,286	\$6,632,263	\$6,723,736

COMMUNICATION AND INFORMATION SERVICES

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

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$6,618,154	\$6,507,590	\$6,665,543	\$6,905,219
Total	\$6,618,154	\$6,507,590	\$6,665,543	\$6,905,219

Radio Communication: Provides installation, repair, and replacement of handhelds, and fixed and in-car mobile radio communication technology for City departments like Police, Fire, and Sanitation. Maintains all two-way radio and microwave communication networks.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$5,189,187	\$4,671,854	\$4,823,063	\$4,916,657
Total	\$5,189,187	\$4,671,854	\$4,823,063	\$4,916,657

Voice and Data Communications: Provides maintenance and support of the City's voice and data communication network system for over 20,000 landline telephones and data lines connecting City facilities.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$12,377,687	\$12,268,242	\$12,530,908	\$13,410,612
Total	\$12,377,687	\$12,268,242	\$12,530,908	\$13,410,612

Public Safety Technology Support: Provides technology expertise in identifying, selecting, implementing, and maintaining public safety systems that enable the Dallas Police Department, Dallas-Fire Rescue, Court and Detention Services, and the Office of Emergency Management to accomplish their respective missions. Services include package software implementations, custom developed software solutions, website support, data exchange and integration, and 24/7 operational maintenance support of critical systems.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$6,586,742	\$7,706,259	\$4,333,893	\$4,429,059
Total	\$6,586,742	\$7,706,259	\$4,333,893	\$4,429,059

COMMUNICATION AND INFORMATION SERVICES

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

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$14,258,322	\$13,169,667	\$14,670,706	\$14,956,932
Total	\$14,258,322	\$13,169,667	\$14,670,706	\$14,956,932

SOURCE OF FUNDS

The table below provides a summary of funds from various sources that support departmental services.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Radio Services	\$5,189,187	\$4,671,854	\$4,823,063	\$4,916,657
Data Services	\$69,649,274	\$68,622,963	\$70,242,680	\$72,117,148
Aviation Reimbursement	\$220,000	\$220,000	\$0	\$0
Sanitation Services Reimbursement	\$126,742	\$124,742	\$0	\$0
Storm Drainage Management Reimbursement	\$258,017	\$258,017	\$0	\$0
Water Utilities Reimbursement	\$443,932	\$473,691	\$0	\$0
Total	\$75,887,152	\$74,371,267	\$75,065,743	\$77,033,805

COMMUNICATION AND INFORMATION SERVICES

MAJOR BUDGET ITEMS

The FY 2017-18 budget and FY 2018-19 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Budget Items	FY 2017-18 Adopted	FY 2018-19 Planned
Transfer support of the Computer Aided Dispatch system to the 911 technology fund	\$(1,968,225)	\$(1,968,225)
Hosting and management for citywide capital projects and work order/asset management system	\$1,381,009	\$2,182,677
Software maintenance and support	\$442,654	\$994,003
Reduction of temporary staffing (contractors)	\$(75,066)	\$(194,016)
Cancel rental of equipment	\$(84,888)	\$(226,366)
Reduction of pricing for long distance services	\$(152,514)	\$(152,514)
Radio equipment and maintenance	\$(422,751)	\$(419,892)

COMMUNICATION AND INFORMATION SERVICES

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Regular FTEs	219.80	182.40	219.50	219.50
Overtime FTEs	3.10	3.90	2.70	2.70
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	222.90	186.30	222.20	222.20

COMMUNICATION AND INFORMATION SERVICES

REVENUE BY SERVICE

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

Revenue by Service	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Business Technology Services	\$23,306,535	\$23,306,535	\$22,173,374	\$22,566,287
Desktop Support	\$6,165,748	\$6,165,748	\$6,665,543	\$6,905,219
Enterprise GIS	\$0	\$0	\$956,596	\$995,303
Public Safety Technology Support	\$7,206,153	\$7,206,153	\$4,333,893	\$4,429,059
Radio Communication	\$5,189,688	\$5,177,218	\$4,823,063	\$4,916,657
Strategic Technology Management	\$12,795,822	\$12,850,360	\$14,670,706	\$14,956,932
Technology Infrastructure Support	\$6,000,220	\$6,000,220	\$6,632,263	\$6,723,736
Voice and Data Communications	\$12,161,231	\$12,161,231	\$12,530,908	\$13,410,612
Total	\$72,825,397	\$72,867,465	\$72,786,346	\$74,903,805

- Departments are billed for services provided by Communications and Information Services on a project and usage basis. Increases in Strategic Technology Management are related to implementation of the Big Data platform.
- The FY 2017-18 budget and FY 2018-19 planned budget reflect the use of fund balance. Planned expenses exceed planned revenue.

COMMUNICATION AND INFORMATION SERVICES

DEPARTMENT GOALS AND PERFORMANCE MEASURES

- Protect the integrity of the City’s information and IT assets by strengthening our cybersecurity posture in support of all strategic areas
- Advance open and transparent access to information in support of all strategic areas
- Raise awareness and knowledge of our current and upcoming service capabilities in support of all strategic areas
- Provide IT systems and services in an efficient, effective, and timely manner in support of all strategic areas
- Enable innovative business driven solutions by simplifying, and unifying information technology in support of all strategic areas
- Manage technologies proactively throughout their lifecycles to ensure delivery of secure, stable, and relevant solutions to the citizens of Dallas in support of all strategic areas

Performance Measure	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Percent of availability of public safety radio network (excluding planned City-approved outages)	99.8%	100.0%	99.8%	99.8%
Percent of IT budget to transform business	5.0%	7.9%	5.0%	5.0%
Percent of business technology projects executed achieving on-time, on-budget, and meeting functional requirements	90.0%	75.0%	90.0%	90.0%



COMMUNICATION AND INFORMATION SERVICES - 911

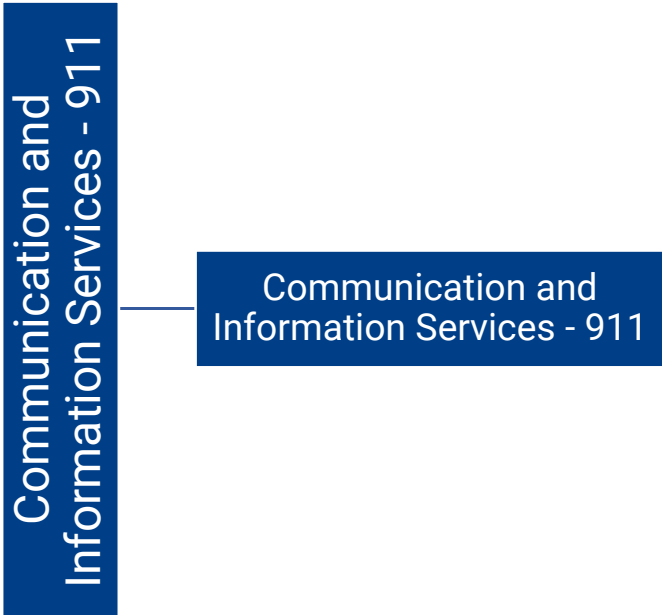
MISSION

Provide information technology solutions and services that enable the programs and operations of City departments to deliver services in an efficient, effective and secure manner.

DEPARTMENT SUMMARY

The FY 2017-18 budget and FY 2018-19 planned budget provides the IT infrastructure, hardware, software and technical support for the 911 emergency communication system. Some elements include the technology for call taking, call management, and recording systems along with display reader boards. During these two fiscal years, the 911 system backup site technology will be upgraded while continuing to transition to Next Generation 911.

FUNCTIONAL ORGANIZATION CHART



COMMUNICATION AND INFORMATION SERVICES - 911

SERVICE DESCRIPTION AND BUDGET

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

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$16,388,652	\$16,379,589	\$15,048,378	\$14,682,220
Total	\$16,388,652	\$16,379,589	\$15,048,378	\$14,682,220

SOURCE OF FUNDS

The table below provides a summary of funds from various sources that support departmental services.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$16,388,652	\$16,379,589	\$15,048,378	\$14,682,220
Total	\$16,388,652	\$16,379,589	\$15,048,378	\$14,682,220

COMMUNICATION AND INFORMATION SERVICES - 911

MAJOR BUDGET ITEMS

The FY 2017-18 budget and FY 2018-19 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Budget Items	FY 2017-18 Adopted	FY 2018-19 Planned
Reduction in reimbursement to Police and Fire departments for 911 dispatch	\$(2,000,000)	\$(3,000,000)
Transfer support of Computer Aided Dispatch System to 911 Technology Fund from Data Services Fund (this includes increases in contract costs in FY 2017-18 and FY 2018-19)	\$2,086,682	\$2,181,592
911 backup call center technology costs	\$823,106	\$1,102,717
Consultant to evaluate upgraded 911 call routing	\$0	\$150,000
Software and hardware maintenance	\$74,058	\$166,309

COMMUNICATION AND INFORMATION SERVICES - 911

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Regular FTEs	2.50	2.00	7.00	7.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	2.50	2.00	7.00	7.00

REVENUE BY SERVICE

Communication and Information Services - 911 is a fund used to account for 911 technology services.

Revenue by Service	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
911 Technology Support	\$12,873,204	\$12,728,673	\$12,539,195	\$12,523,943
Total	\$12,873,204	\$12,728,673	\$12,539,195	\$12,523,943

- Major revenues for 911 come from wireline and wireless fees.
- The FY 2017-18 budget and FY 2018-19 planned budget reflect the use of fund balance. Planned expenses exceed planned revenue.

COMMUNICATION AND INFORMATION SERVICES - 911

DEPARTMENT GOALS AND PERFORMANCE MEASURES

- Manage technologies proactively throughout their lifecycles to ensure delivery of secure, stable, and relevant solutions to the citizens of the City of Dallas in support of the Public Safety strategic area.

Performance Measure	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Cost per call for 911 technology support	\$2.69	\$2.62	\$3.02	\$3.34
Percent of time that voice (PBX / MIRAN / NICE / TDD) and data (Vesta) systems are operational and available (excluding planned City-approved outages)	99.9%	100%	99.9%	99.9%



EMPLOYEE BENEFITS

MISSION

Our mission is to proactively engage City employees and retirees in managing their health through providing access to health care, education, disease management and wellness programming.

DEPARTMENT SUMMARY

The Employee Benefits Division manages the health benefits programs for City employees, retirees, and their eligible dependents. For calendar year 2017, the health plan covers 22,006 individuals. Each year, the employee/retiree health benefits program pays approximately \$133 million in claims and other administrative costs. The cost of the plan is paid for through City contributions as well as premiums paid by employees and retirees.

This division also manages the contract for the onsite clinic, where employees, retirees, and eligible dependents can receive medical treatment for non-life-threatening illnesses or injuries. The division is working to expand the scope of services offered through the clinic to encompass programs that will educate and support members in preventing or managing chronic disease in conjunction with the City's wellness program.

The wellness program is designed to engage employees in activities which improve their health and lower long-term health care costs. The wellness program encompasses a holistic approach that includes activities to address physical, emotional, and financial health. The FY 2017-18 budget and FY 2018-19 planned budget includes onsite activities with fitness center staff, nutritional counselors, and external vendors. The wellness program will bring scientific, valuable, innovative, and effective information to its members. The program will also partner with the Employee Assistance Program and local vendors to help employees have a work-life balance.

FUNCTIONAL ORGANIZATION CHART



EMPLOYEE BENEFITS

SERVICE DESCRIPTION AND BUDGET

Benefits Administration Services: The Employee Benefits Division of the Human Resources Department administers the health benefits program for City employees, retirees and their eligible dependents. The benefits program is comprised of two self-funded Exclusive Provider Organization (EPO) Plans; Fully-Insured Retiree Medicare Plans; Employee and Retiree Prescription Drug Plans; Life Insurance; Dental and Vision Plans; Employee Medical Spending Account Plans; and Non-Sponsored Voluntary Benefit Plans.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Other Funds	\$998,055	\$998,055	\$1,025,595	\$1,046,555
Total	\$998,055	\$998,055	\$1,025,595	\$1,046,555

Wellness Program: The Employee Benefits Division of the Human Resources Department administers the citywide wellness program for City employees. The Wellness Program is designed to engage employees in activities to improve their health and lower long-term health care costs. The wellness program will be administered through onsite activities and will include programming from fitness center staff, nutritional counseling, and programs with external vendors to engage employees in managing their health.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Other Funds	\$349,354	\$258,082	\$351,225	\$358,584
Total	\$349,354	\$258,082	\$351,225	\$358,584

SOURCE OF FUNDS

The table below provides a summary of funds from various sources that support departmental services.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Other Funds	1,347,409	1,256,087	1,376,820	1,405,139
Total	\$1,347,409	\$1,256,087	\$1,376,820	\$1,405,139

EMPLOYEE BENEFITS

MAJOR BUDGET ITEMS

The FY 2017-18 budget and FY 2018-19 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Budget Items	FY 2017-18 Adopted	FY 2018-19 Planned
None		

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Regular FTEs	11.00	10.00	11.00	11.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	11.00	10.00	11.00	11.00

EMPLOYEE BENEFITS

DEPARTMENT GOALS AND PERFORMANCE MEASURES

- To achieve a 90 percent average satisfaction rating based on all interaction with benefits staff
- To leverage technology with system enhancements to improve the delivery of benefits through allowing plan enrollments and changes through an online portal
- To improve customer satisfaction through quarterly training and development sessions and ensuring the benefits staff maintains a focus on customer service

Performance Measure	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Percent of customer satisfaction with Benefits Services	95.0%	93.0%	90.0%	90.0%
Per member cost to administer the health benefits plan	\$3.01	\$3.01	\$3.10	\$3.10

EQUIPMENT AND BUILDING SERVICES - FLEET

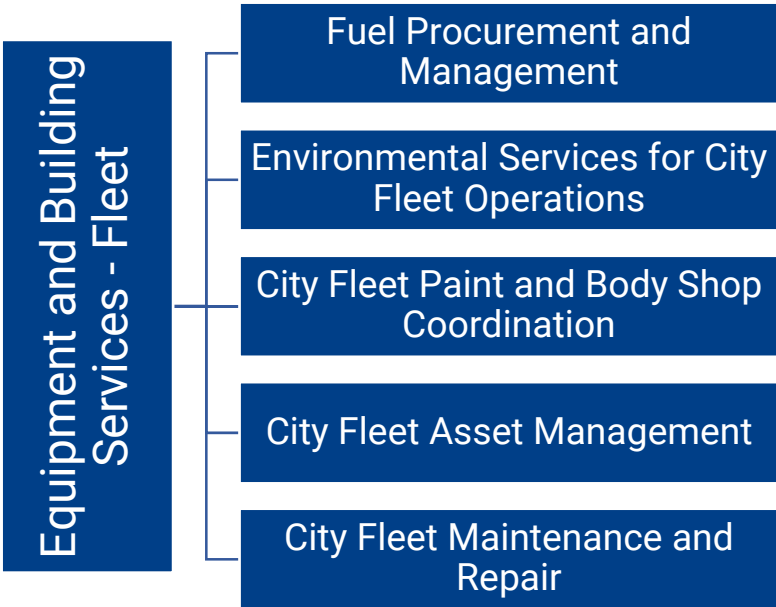
MISSION

Equipment and Building Services is committed to providing effective fleet and facility services in support of City service delivery.

DEPARTMENT SUMMARY

Equipment and Building Services (EBS) provides Fleet and Facility Management services to the City of Dallas organization. The Fleet Division maintains 5,400 units of equipment serviced at five strategically located service centers. The Division is responsible for providing fleet asset management and repair, motor pool, outside rental, and fuel purchasing and delivery to City departments. The FY 2017-18 budget and FY 2018-19 planned budget restructure key components of the Fleet division. The budget supports (1) enhanced customer service, (2) more efficient equipment repair, and (3) increased conservation and fuel efficiency by increasing motor pool usage and purchasing more alternative fuel or fuel conserving vehicles. The department's goal is to provide more responsive daily service to our customers to allow them to increase their quality of service to citizens.

FUNCTIONAL ORGANIZATION CHART



EQUIPMENT AND BUILDING SERVICES - FLEET

SERVICE DESCRIPTION AND BUDGET

Fuel Procurement and Management: This service provides centralized fuel procurement and management for City fleet. Fuel types include unleaded, super unleaded, diesel, biodiesel, red-dyed (off-road) diesel, and compressed natural gas (CNG). EBS maintains eight self-service fuel islands with bulk inventory at strategic locations throughout the city and delivers fuel to 94 total locations for departments that maintain their own fuel inventories.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Services Fund	\$16,040,515	\$15,702,371	\$15,394,896	\$15,429,189
Additional Resources	\$358,179	\$358,179	\$339,180	\$339,180
Total	\$16,398,694	\$16,060,550	\$15,734,076	\$15,768,369

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

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Services Fund	\$831,559	\$866,185	\$753,368	\$776,435
Additional Resources	\$1,145,676	\$1,083,691	\$954,387	\$954,387
Total	\$1,977,235	\$1,949,876	\$1,707,755	\$1,730,822

City Fleet Paint and Body Shop Coordination: This service oversees contracted paint and body repairs of City equipment.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Services Fund	\$2,758,968	\$2,432,038	\$1,396,358	\$1,400,584
Additional Resources	\$35,000	\$35,000	\$35,000	\$35,000
Total	\$2,793,968	\$2,467,038	\$1,431,358	\$1,435,584

EQUIPMENT AND BUILDING SERVICES - FLEET

City Fleet Asset Management: This service provides life-cycle coordination for most of the City’s fleet (approximately 5,400 vehicles/equipment) used for service delivery by City departments. Major activities include: specification and procurement of new fleet, preparation of new units for service, and disposal of units by auction or salvage. This service also includes centralized coordination of City-wide outside rental and an internal motor pool.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Services Fund	\$3,644,253	\$4,079,388	\$5,210,458	\$5,261,974
Additional Resources	\$4,962,844	\$4,962,844	\$4,000,000	\$4,000,000
Total	\$8,607,097	\$9,042,232	\$9,210,458	\$9,261,974

City Fleet Maintenance and Repair: This service repairs and maintains approximately 5,400 City-owned vehicles/equipment. Staff performs both scheduled and non-routine maintenance/repairs (preventive maintenance, inspections, towing, welding, and modifications/rebuilds). In FY 2016-17, staff projects to complete approximately 160,000 repairs. This service also includes management of parts inventory (new and rebuilt parts, salvaged parts, and tires/wheels).

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Services Fund	\$29,111,829	\$29,304,820	\$29,896,979	\$30,391,431
Additional Resources	\$353,376	\$295,176	\$295,176	\$295,176
Total	\$29,465,205	\$29,599,996	\$30,192,155	\$30,686,607

EQUIPMENT AND BUILDING SERVICES - FLEET

SOURCE OF FUNDS

The table below provides a summary of funds from various sources that support departmental services.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Services Fund	\$52,387,124	\$52,384,802	\$52,652,059	\$53,259,613
Reimbursement for Equipment from Enterprise departments	\$4,962,844	\$4,962,844	\$4,000,000	\$4,000,000
Reimbursement for Shared Electricity Meter from Code Compliance and Aviation	\$33,672	\$33,672	\$33,672	\$33,672
Risk Management Reimbursement - Auto Collision	\$35,000	\$35,000	\$35,000	\$35,000
Storm Drainage Management Reimbursement	\$1,823,559	\$1,703,374	\$1,555,071	\$1,555,071
Total	\$59,242,199	\$59,119,692	\$58,275,802	\$58,883,356

MAJOR BUDGET ITEMS

The FY 2017-18 budget and FY 2018-19 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Budget Items	FY 2017-18 Adopted	FY 2018-19 Planned
Fuel procurement reduction	\$(600,000)	\$(600,000)
Increased repair and maintenance services	\$489,332	\$489,332

EQUIPMENT AND BUILDING SERVICES - FLEET

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Regular FTEs	268.00	231.60	265.80	265.80
Overtime FTEs	5.60	12.40	10.90	10.90
City Temporary FTEs	0.00	0.80	0.00	0.00
Total FTEs	273.60	244.80	276.70	276.70

EQUIPMENT AND BUILDING SERVICES - FLEET

REVENUE BY SERVICE

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

Revenue by Service	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
City Fleet Asset Management	\$503,756	\$579,525	\$639,511	\$639,511
City Fleet Maintenance and Repair	\$35,393,332	\$36,541,620	\$37,068,934	\$37,619,128
Fuel Procurement and Management	\$16,490,036	\$16,186,381	\$14,943,614	\$15,000,974
Total	\$52,387,124	\$53,307,526	\$52,652,059	\$53,259,613

- City Fleet Asset Management revenues are derived from vehicles and equipment sold at auction to the public once they have completed their useful life and are no longer needed.
- City Fleet Maintenance and Repair reflects the monthly charge to City departments for scheduled maintenance and overhead as well as non-scheduled repair charges.
- Fuel Procurement and Management provides self-service access to fuel at eight major fuel islands and delivers fuel to 94 other locations. Customers are charged the cost of fuel with overhead added per gallon.

EQUIPMENT AND BUILDING SERVICES - FLEET

DEPARTMENT GOALS AND PERFORMANCE MEASURES

- Assess fleet management for opportunities with respect to size of the fleet, opportunities to streamline operations, lifecycle costs, rate modeling/budgeting, fleet standardization, utilization, replacement criteria, and procurement strategies
- Revise fleet utilization standards

Performance Measure	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Percentage increase in motor pool utilization (City Fleet Asset Management)	N/A	10.0%	8.0%	5.0%
Number of maintenance and repair jobs completed	163,475	162,564	163,000	163,500
Percentage of labor time allocated to preventive maintenance activities	7.8%	8.9%	10.0%	14.0%
Percentage of alternative fuel dispensed	33.6%	33.75%	35.5%	38.0%



EXPRESS BUSINESS CENTER

MISSION

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

DEPARTMENT SUMMARY

The FY 2017-18 budget and 2018-19 planned budget for the Express Business Center (EBC) provides for the disposition of surplus and unclaimed property, reprographic services, citywide U.S. Postal Services, and water utility bills and cut-off notices. The EBC is also responsible for reviewing, reconciling, and processing bill payments for the office supply and multi-functional device contracts. The EBC has produced approximately \$5 million of annual revenue for many years, realized about \$100,000 in cost avoidance by transferring reusable property rather than purchasing, and processes 300,000 monthly water bills and 1,000 annual reprographic jobs. The EBC serves as the City’s mail distribution center for outgoing/interoffice mail for over 80 City facilities. The EBC will continue to review its operations to enhance revenues and increase the efficiency of its services.

FUNCTIONAL ORGANIZATION CHART



EXPRESS BUSINESS CENTER

SERVICE DESCRIPTION AND BUDGET

Business Services: Procurement Services' Express Business Center (EBC) provides reprographic services, citywide U.S. Postal Services (USPS), and processes water utility bills and cut-off notices daily. The EBC is also responsible for reviewing, reconciling, and processing bill payments for the office supply and the multi-functional device contracts.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$3,063,358	\$3,077,338	\$3,188,256	\$3,209,706
Additional Resources	\$1,200,000	\$1,200,000	\$1,200,000	\$1,200,000
Total	\$4,263,358	\$4,277,338	\$4,388,256	\$4,409,706

Disposal of Surplus and Police Unclaimed Property: Procurement Services (POM) is responsible for the disposition of City surplus, police confiscated, and unclaimed property which complies with the Administrative Directive 6-1 and City Charter. Procurement Services utilizes public auctions, sealed bids, and a storefront concept (City Store) to display and sell a wide range of property to the general public. This service generates approximately \$5 million annually of revenue for the City.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$716,692	\$509,563	\$552,164	\$552,164
Total	\$716,692	\$509,563	\$552,164	\$552,164

SOURCE OF FUNDS

The table below provides a summary of funds from various sources that support departmental services.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$3,780,050	\$3,586,901	\$3,740,420	\$3,761,870
Reimbursements from Other Departments	\$1,200,000	\$1,200,000	\$1,200,000	\$1,200,000
Total	\$4,980,050	\$4,786,901	\$4,940,420	\$4,961,870

EXPRESS BUSINESS CENTER

MAJOR BUDGET ITEMS

The FY 2017-18 budget and FY 2018-19 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers' compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Budget Items	FY 2017-18 Adopted	FY 2018-19 Planned
Reduction of auctioneer fees due to new contract model in which fees are collected from the buyer	\$(300,000)	\$(300,000)
Increase to advertising due to number of auctions/fleet sales	\$76,000	\$76,000

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City's operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Regular FTEs	11.00	9.10	11.00	11.00
Overtime FTEs	0.00	0.10	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	11.00	9.20	11.00	11.00

EXPRESS BUSINESS CENTER

REVENUE BY SERVICE

Express Business Center is an Internal Services Fund department and, as such, accounts for goods or services given to one department by another on a cost reimbursement basis.

Revenue by Service	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Business Services	\$3,026,450	\$3,140,691	\$3,216,450	\$3,216,450
Disposal of Surplus and Police Unclaimed Property	\$955,000	\$1,055,000	\$1,015,000	\$1,015,000
Total	\$3,981,450	\$4,195,691	\$4,231,450	\$4,231,450

- The EBC charges departments handling fees for processing City mail, and reviewing, reconciling, and processing bill payments for the office supply contract. Also, the EBC processes orders of copy jobs for all City Departments. There has been an increase in citywide copy volume, i.e. color copies and specialty print jobs, which has increased revenues.
- Disposal of Surplus and Police Unclaimed Property revenues are generated through auctions held to the general public for the sale of Police and City properties including vehicles, televisions, personal computers, chairs, etc.

DEPARTMENT GOALS AND PERFORMANCE MEASURES

- Implement new multi-function devices
- Implement print governance in an effort to reduce the amount of print jobs (paper, ink, etc.)
- Implement a remote print job request system
- Implement an inventory system

Performance Measure	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Number of items made available for sale	20,000	29,757	20,000	20,000
Percent of reprographic services that meet customer satisfaction	98.0%	99.4%	98.0%	98.0%
Estimated Citywide postage savings through mail presort	\$383,000	\$420,000	\$383,000	\$383,000

OFFICE OF RISK MANAGEMENT

MISSION

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

DEPARTMENT SUMMARY

The FY 2017-18 budget and FY 2018-19 planned budget for the Office of Risk Management (ORM) creates opportunities to alleviate Police and Fire Departments’ equipment collision investigation burdens and assume collision review committee functions. The budget funds three new auto incident investigators and six ORM specialists. The Police Department will no longer respond to all City equipment incidents. The enhancements will ensure consistent and independent reviews, preventability assessments, and classifications of each collision that will result in more accurate trending and corrective action planning. This will reduce the frequency and severity of such related losses. This will support the City’s commitment to paperless incident reporting and the centralized risk management information system, ORIGAMI. ORIGAMI allows ORM to pioneer the way risk management information is reported, collected, stored, analyzed, and shared with municipalities. The Office of Risk Management is responsible for the administration of the Worker’s Compensation Fund, the Liability Fund, and the Insurance Fund. The Worker’s Compensation fund pays for workers’ compensation claims, third party claims administration, safety/loss prevention program, risk management information system, workers’ excess insurance, drug and alcohol testing, and advertisement for solicitations of expired contracts. Liability fund pays for claims and lawsuits. The Insurance fund pays for insurance premiums for city facilities/contents and business interruption, Cyber-liability, issuance of bonds, broker and loss control/engineering fees, and the advertisement for solicitations of expired contracts.

FUNCTIONAL ORGANIZATION CHART



OFFICE OF RISK MANAGEMENT

SERVICE DESCRIPTION AND BUDGET

Risk Management Services: The Office of Risk Management (ORM) provides comprehensive risk management services that assist the City with making and implementing decisions that enables it to optimize its level of risk, both positive and negative, to meet the City’s objectives under the guidelines of the Occupational Health and Safety Administration, Texas Department of Insurance, Texas Tort Claims Act, Department of Transportation (DOT), and City ordinances.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$2,710,314	\$2,705,073	\$3,625,525	\$3,869,934
Additional Resources	\$374,790	\$323,295	\$307,989	\$307,989
Total	\$3,085,104	\$3,028,368	\$3,933,514	\$4,177,923

SOURCE OF FUNDS

The table below provides a summary of funds from various sources that support departmental services.

Source of Funds	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Internal Service Fund	\$2,710,314	\$2,705,073	\$3,625,525	\$3,869,934
Park and Recreation Reimbursement	\$64,009	\$64,009	\$71,526	\$71,526
Sanitation Services Reimbursement	\$90,781	\$90,781	\$81,240	\$81,240
Reimbursements from Other Departments	\$220,000	\$168,505	\$155,223	\$155,223
Total	\$3,085,104	\$3,028,368	\$3,933,514	\$4,177,923

OFFICE OF RISK MANAGEMENT

MAJOR BUDGET ITEMS

The FY 2017-18 budget and FY 2018-19 planned budget include adjustments for costs such as employee/retiree health benefits, civilian merit pay adjustments, civilian employee retirement adjustments, and internal service charges such as information technology, fleet maintenance, fuel, workers’ compensation, liability, and property insurance. The table below lists increases and/or decreases in funding levels for major budget items for each year of the biennial.

Budget Items	FY 2017-18 Adopted	FY 2018-19 Planned
Added 6 positions (4.50 FTEs) with full year funding in FY 2018-19 to establish Collision Review Committees for Dallas Police and Fire Departments	\$408,816	\$508,216
Added 3 positions (2.25 FTEs) with full year funding in FY 2018-19 to investigate City vehicle accidents	\$204,408	\$254,108

PERSONNEL

Full-Time Equivalent (FTE) is a budget calculation that counts the number of personnel hours funded for the fiscal year. Each FTE equals 2,080 hours. Not all full-time positions are funded for 100 percent occupancy throughout the fiscal year. FTEs are calculated to consider vacancy and position turn-over that may occur. Additionally, multiple part-time and temporary positions may be added together to equal one FTE.

The table below represents regular FTEs, overtime FTEs, and City temporary FTEs for the City’s operating funds. The table does not include FTEs that may be funded from additional resources such as grant funds.

Personnel	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Regular FTEs	28.00	27.30	34.75	37.00
Overtime FTEs	0.00	0.00	0.00	0.00
City Temporary FTEs	0.00	0.00	0.00	0.00
Total FTEs	28.00	27.30	34.75	37.00

OFFICE OF RISK MANAGEMENT

DEPARTMENT GOALS AND PERFORMANCE MEASURES

- Roll out a fully-integrated Risk Management Information System (RMIS) to serve as the central repository of the City’s risk information
- Provide multi-level reporting and dashboards based on trends and other risk data
- Create a 95 percent paperless return-to-work environment
- Reduce claim activity and claim costs

Performance Measure	FY 2016-17 Budget	FY 2016-17 Estimate	FY 2017-18 Adopted	FY 2018-19 Planned
Percent of CDL workforce drug tested annually	25.0%	25.0%	25.0%	25.0%
Average cost per Work Comp claim (total incurred costs)	\$6,926	\$6,926	\$5,581	\$5,581
Percent of claimants contacted within one business day after receipt of claim	95.0%	98.0%	99.0%	99.0%