

9-1-1 SYSTEM OPERATIONS

DEPARTMENT MISSION

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

PROGRAM DESCRIPTION

9-1-1 System Operations

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

OBJECTIVES FOR FY 2004-2005

- Continue to enhance 9-1-1 services by fully utilizing the features of the new 9-1-1 system

MAJOR BUDGET ITEMS

- Add 0.8 regular FTE (Sr. IT Analyst) and \$59,494 for technical support operation of the 9-1-1 systems (offset by reimbursement from Homeland Security Funds)
- Add 0.8 regular FTE (Office Assistant II) and \$35,223 to support the Automatic Location Identification and Master Street Addressing Guide data bases (offset by reimbursement from Homeland Security Funds)
- Includes \$784,192 in transfer to Aviation for repayment of interim financing loan
- Reduce \$634,192 in transfer to the Police Department for 9-1-1 related reimbursable activities

9-1-1 SYSTEM OPERATIONS

	FY 2002-03 Actual	FY 2003-04 Budget	FY 2003-04 Estimate	FY 2004-05 Adopted
BEGINNING FUND BALANCE	3,135,486	1,324,580	1,324,580	1,230,631
REVENUES				
9-1-1 Service Receipts - Wireless	3,510,034	3,207,184	3,442,480	3,171,657
Wireline Receipts	10,140,345	10,270,453	9,139,935	9,223,131
Cama Trunk Fees	14,744	16,859	13,637	13,501
Interest	110,971	191,992	46,383	50,000
Interim Financing Loan	0	0	2,323,920 *	0
TOTAL REVENUES	13,776,094	13,686,488	14,966,355	12,458,289
EXPENDITURES (By Program)				
9-1-1 System Operations	15,587,000	13,517,687	15,060,304	12,531,919
TOTAL EXPENDITURES	15,587,000	13,517,687	15,060,304	12,531,919
ENDING FUND BALANCE	1,324,580	1,493,381	1,230,631	1,157,001

EXPENDITURES (By Category)

Salaries and Benefits	171,541	165,329	182,286	281,431
Supplies and Materials	109,181	80,657	175,926	75,360
Other Services and Charges	15,306,365	13,271,701	14,595,487	12,269,845
Capital Outlays	0	0	106,605	0
Reimbursements	(87)	0	0	(94,717)
TOTAL	15,587,000	13,517,687	15,060,304	12,531,919

FTEs (By Type)

Regular	3.0	3.0	3.0	4.6
Overtime	0.0	0.0	0.0	0.0
Temporary Help	0.0	0.0	0.0	0.0
Day Labor	0.0	0.0	0.0	0.0
TOTAL	3.0	3.0	3.0	4.6

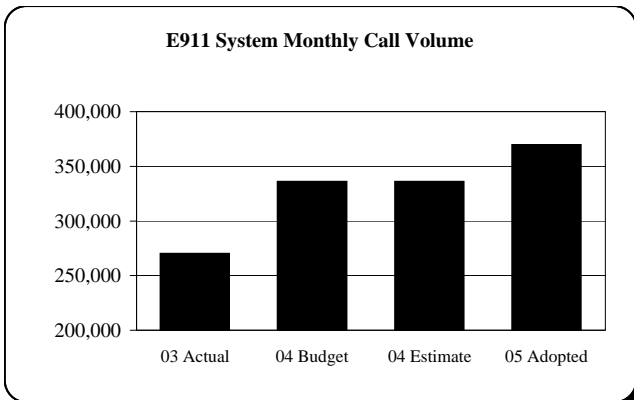
FTEs (By Program)

9-1-1 System Operations	3.0	3.0	3.0	4.6
TOTAL	3.0	3.0	3.0	4.6

*Interim Financing Loan from Aviation on April 23, 2004.

9-1-1 SYSTEM OPERATIONS

	FY 2004-05 Adopted
OPERATING FUND	12,531,919
ADDITIONAL OPERATING RESOURCES	
NONE	0
TOTAL	0
TOTAL OPERATING RESOURCES	12,531,919



EMPLOYEE BENEFITS and Related Expenses

DEPARTMENT MISSION

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

PROGRAM DESCRIPTION

Employee Benefits

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

OBJECTIVES FOR FY 2004-2005

- Develop and recommend strategies to ensure ongoing viability of the employee benefits plans
- Provide employees and retirees with more choices for their health benefits
 - three deductible options - \$300, \$1,000, and \$3,000 (new)
 - two coverage level options – 80% and 70% (new)

MAJOR BUDGET ITEMS

- Increase City subsidy for employee/retiree health care benefits program by \$10 million.
- Transfer 22.0 FTEs and \$1,124,076 for Human Resources Information System and payroll support to General Fund
- Delete 0.4 Overtime FTE
- Delete 0.9 Temporary FTE

EMPLOYEE BENEFITS and Related Expenses

	FY 2002-03 Actual	FY 2003-04 Budget	FY 2003-04 Estimate	FY 2004-05 Adopted
BEGINNING FUND BALANCE	5,287,446	252,000	252,000	(9,599,313)
REVENUES				
Employee Contributions (1)	20,922,377	32,031,637	21,615,504	29,137,089
Retiree Contributions	14,438,456	19,480,673	14,727,749	20,100,000
City Contributions (2)	48,937,540	37,605,206	48,646,390 *	46,600,000
City Contributions > 65 Retirees	0	822,000	822,000	0
Interest and Other	301,632	1,150,000	29,124	301,287
TOTAL REVENUES	84,600,005	91,089,516	85,840,767	96,138,376
EXPENDITURES (By Program)				
Health Benefits	80,645,220	80,692,692	86,854,034	88,375,259
Life Insurance	3,668,991	3,560,000	3,330,582	3,500,000
Vision Services (3)	594,216	545,000	514,635	535,000
Dental Services (3)	1,967,806	1,805,000	1,738,278	1,750,000
Voluntary Services (3)	337,836	300,000	356,436	350,000
Short-Term Disability	288,976	200,000	125,000	0
Administration	2,132,406	2,786,582	2,773,115	1,633,269
TOTAL EXPENDITURES	89,635,451	89,889,274	95,692,080	96,143,528
ENDING FUND BALANCE ⁽⁴⁾	252,000	1,452,242	(9,599,313)	(9,604,465)
EXPENDITURES (By Category)				
Salaries and Benefits	972,689	1,427,827	1,427,827	297,746
Supplies and Materials	18,420	21,679	21,679	22,700
Other Services and Charges	88,644,342	88,439,768	94,242,574	95,823,082
Capital Outlays	0	0	0	0
Reimbursements	0	0	0	0
TOTAL	89,635,451	89,889,274	95,692,080	96,143,528

Note 1 - Employee revenues for health, life insurance, voluntary benefits and DCAP & EMSP included

Note 2* - FY 2003-04 Estimate revenue reflects an \$11,000,000 surcharge to customer departments

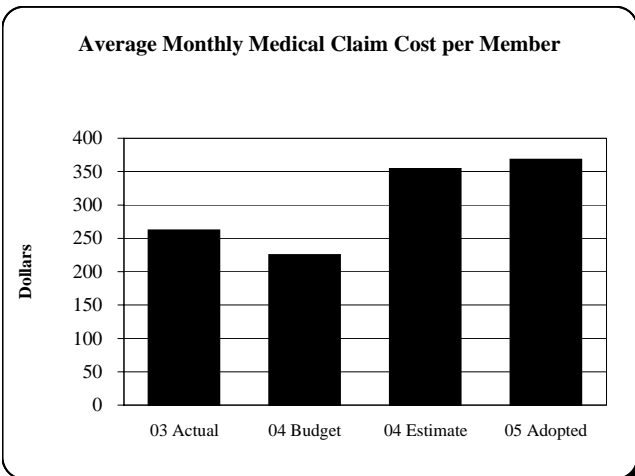
Note 3 - Expenditures are fully offset by participant's contributions

Note 4 - Includes liabilities of \$12.8 million for incurred but not reported claims expected to be paid in the following year. The Adopted budget includes funding to pay these claims.

EMPLOYEE BENEFITS and Related Expenses

	FY 2002-03 Actual	FY 2003-04 Budget	FY 2003-04 Estimate	FY 2004-05 Adopted
FTEs (By Type)				
Regular	27.0	27.0	27.0	5.0
Overtime	0.0	0.4	0.0	0.0
Temporary Help	0.0	0.9	0.0	0.0
Day Labor	0.0	0.0	0.0	0.0
TOTAL	27.0	28.3	27.0	5.0
FTEs (By Program)				
Employee Benefits	27.0	28.3	27.0	5.0
TOTAL	27.0	28.3	27.0	5.0

EMPLOYEE BENEFITS FUNDS	96,143,528
ADDITIONAL OPERATING RESOURCES	
NONE	0
TOTAL	0
TOTAL OPERATING RESOURCES	96,143,528



RISK MANAGEMENT

DEPARTMENT MISSION

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

PROGRAM DESCRIPTION

Risk Management

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

OBJECTIVES FOR FY 2004-2005

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

MAJOR BUDGET ITEMS

- Add \$12,758 for increased cost of employee health benefits
- Savings of \$250,000 anticipated for property insurance

RISK MANAGEMENT

	FY 2002-03 Actual	FY 2003-04 Budget	FY 2003-04 Estimate	FY 2004-05 Adopted
BEGINNING FUND BALANCE	(23,337,668)	(22,986,000)	(22,986,000)	(27,571,220)
REVENUES				
Workers' Compensation (1)	19,528,857	21,785,858	21,890,794	21,808,329
Third Party Liability (2)	11,204,896	12,822,866	11,635,477	11,657,477
Purchased Insurance	3,494,466	4,613,740	4,613,740	4,430,429
Interest and Other	205,621	300,000	205,000	200,000
TOTAL REVENUES	34,433,840	39,522,464	38,345,011	38,096,235
EXPENDITURES (By Program)				
Workers' Compensation	19,344,260	21,228,667	21,650,858	21,203,000
Third Party Liability	9,074,360	12,265,676	14,972,145	11,052,148
Purchased Insurance	3,904,178	4,056,550	4,600,238	3,825,100
Risk Administration	1,759,374	1,734,773	1,706,990	1,804,788
TOTAL EXPENDITURES	34,082,172	39,285,666	42,930,231	37,885,036
ENDING FUND BALANCE ⁽³⁾	(22,986,000)	(22,749,202)	(27,571,220)	(27,360,021)
EXPENDITURES (By Category)				
Salaries and Benefits	1,336,588	1,257,375	1,218,854	1,291,829
Supplies and Materials	16,610	3,577	3,200	6,252
Other Services and Charges	32,777,085	38,072,825	41,756,288	36,635,066
Capital Outlays	0	0	0	0
Reimbursements	(48,111)	(48,111)	(48,111)	(48,111)
TOTAL	34,082,172	39,285,666	42,930,231	37,885,036
FTEs (By Type)				
Regular	21.0	21.0	21.0	21.0
Overtime	0.0	0.0	0.0	0.0
Temporary Help	0.0	0.0	0.0	0.0
Day Labor	0.0	0.0	0.0	0.0
TOTAL	21.0	21.0	21.0	21.0
FTEs (By Program)				
Risk Management	21.0	21.0	21.0	21.0
TOTAL	21.0	21.0	21.0	21.0

Note 1 - Workers' Compensation: FY2003-04 Estimated Revenue reflects a \$1,113,100 rebate to customer departments

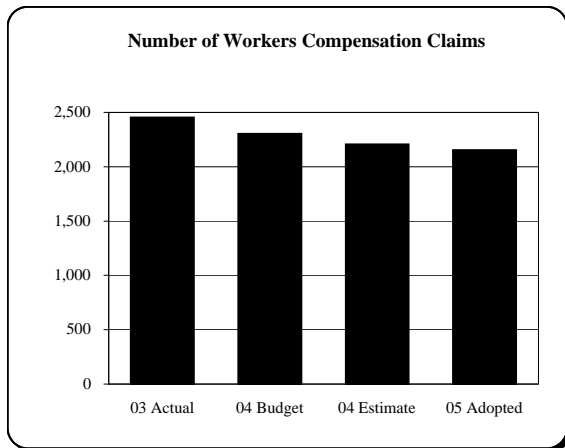
Note 2 - Third Party Liability: FY 2003-04 Estimated Revenue reflects a \$3,568,689 rebate to customer departments

Note 3 - Includes liabilities of \$27.1 million for workers' compensation and other claims expected to be paid in the following year.

The Adopted budget includes funding to pay these claims.

RISK MANAGEMENT

	FY 2004-05 Adopted
RISK FUNDS	37,885,036
ADDITIONAL OPERATING RESOURCES	
NONE	0
TOTAL	0
TOTAL OPERATING RESOURCES	37,885,036



APPROPRIATED RESERVES

	FY 2003-04 Budget	FY 2003-04 Estimate	FY 2004-05 Adopted
Contingency Reserve	1,129,130	2,402,118	0
Emergency Reserve	1,561,126	288,138	0
Liability / Claims Reserve	9,034,771	9,034,771	8,815,398
Risk Reserve	0	0	0
Salary and Benefit Reserve	200,000	0	390,579

1. The Contingency Reserve will be funded at \$4,500,000. The June 30, 2004 balance is \$2,097,882. An additional \$2,402,118 will be designated in FY 2003-04. A November 2004 Employees' Retirement Fund Plan Amendment election is expected to use \$675,000 and the ERF Board will reimburse the Contingency Reserve.
2. The Emergency Reserve will be funded at \$18,763,082. The June 30, 2004 balance is \$18,474,944. An additional \$288,138 will be designated in FY 2003-04.
3. The Liability/Claims Reserve will be funded at \$11,657,477 from FY 2004-05 General Fund contribution of \$8,815,398, General Fund departmental contributions of \$870,682 and other funds' contributions of \$1,971,397.
4. The Risk Reserve will be funded at \$1,250,000 from FY 2003-04 Risk Reserve ending balance of \$1,250,000.
5. The Salary and Benefit Reserve will be funded at \$390,579 from General Fund contribution for termination payments for city employees who will retire in FY 2004-05, and for Retiree Life Insurance Payments.

WALKER CONSENT DECREE

Trust Fund Budget

(000s)

DEPARTMENT/PROJECT	To Date Funding	FY 2004-05 Adopted	FY 2004-05 FTEs
OFFICE OF HOUSING COMPLIANCE			
Housing Development Fund	24,852.0	0.0	0.0
Grant Monitor	714.9	0.0	0.0
Project Contingency (West)	3,000.0	0.0	0.0
Seed Money for Non-Profit Group	730.3	0.0	0.0
Seed Money for Retail Cooperative (West)	100.0	0.0	0.0
Special Master & Other Miscellaneous Cost	3,910.9	0.0	0.0
TOTAL	33,308.1	0.0	0.0
ECONOMIC DEVELOPMENT			
Economic Development Incentives	754.5	0.0	0.0
TOTAL	754.5	0.0	0.0
PARK AND RECREATION			
After School and Summer Programs	9,833.5	856.4	23.1
TOTAL	9,833.5	856.4	23.1
POLICE			
New Neighborhood Assistance Centers	20,295.3	1,965.0	24.0
Security Officers	17,030.5	1,966.1	25.0
Lakewest Neighborhood Assistance Center	7,279.4	726.0	7.0
Lakewest Neighborhood Assistance Center	2,390.7	128.0	2.0
Spring and Maple Avenue Neighborhood Assistance	7,725.1	597.0	7.0
TOTAL	54,721.0	5,382.1	65.0
STREET AND SANITATION SERVICES			
Newly Dedicated Street Maintenance	149.6	0.0	0.0
TOTAL	149.6	0.0	0.0
CODE COMPLIANCE			
Designated Code Enforcement Officials	1,319.6	123.2	2.0
Neighborhood Code Enforcement	1,458.9	153.7	3.0
TOTAL	2,778.5	276.9	5.0
PUBLIC WORKS AND TRANSPORTATION			
Security Lighting - Operating and Maintenance Cost	501.7	0.0	0.0
TOTAL	501.7	0.0	0.0
GRAND TOTAL	102,046.9	6,515.4	93.1

WALKER CONSENT DECREE

Community Development Grant Budget

(000s)

DEPARTMENT/PROJECT	To Date Funding	FY 2004-05 Adopted	FY 2004-05 FTEs
OFFICE OF HOUSING COMPLIANCE			
Fair Housing Enforcement - Enhanced	5,399.8	510.1	8.0
Housing Development Fund	10,970.0	0.0	0.0
Housing Compliance Director/Report Requirement	1,561.0	0.0	0.0
Fair Housing Enforcement - Continued Funding	1,559.2	0.0	0.0
Rent Option	892.8	0.0	0.0
Seed Money for Non-Profit Group	1,410.8	0.0	0.0
TOTAL	21,793.6	510.1	8.0
HOUSING			
Apartment Repair Program	425.0	0.0	0.0
Home Improvement Loans (Family)	2,100.0	0.0	0.0
Home Improvement Loans (West)	700.0	0.0	0.0
Minor Home Repair Grants (Family)	1,000.0	0.0	0.0
Minor Home Repair Grants (West)	800.0	0.0	0.0
TOTAL	5,025.0	0.0	0.0
ECONOMIC DEVELOPMENT			
Economic Development Demonstration Funds (Family)	400.0	0.0	0.0
Economic Development Demonstration Funds (West)	100.0	0.0	0.0
TOTAL	500.0	0.0	0.0
PARK AND RECREATION			
Playslabs and Totlots - Construction (Family)	320.0	0.0	0.0
Playslabs and Totlots - Construction (West)	264.0	0.0	0.0
TOTAL	584.0	0.0	0.0
STREET AND SANITATION SERVICES			
Curbs, Gutters and Sidewalk Improvements (West)	567.1	0.0	0.0
Security Lighting (Family)	570.0	0.0	0.0
Security Lighting (West)	570.0	0.0	0.0
TOTAL	1,707.1	0.0	0.0
CODE COMPLIANCE			
Code Enforcement Caseworker (Family)	210.8	0.0	0.0
Code Enforcement Caseworker (West)	210.8	0.0	0.0
Neighborhood Code Enforcement	836.1	0.0	0.0
TOTAL	1,257.7	0.0	0.0
GRAND TOTAL	30,867.4	510.1	8.0

WALKER CONSENT DECREE
Capital Improvement Program Budget

(000s)

<u>DEPARTMENT/PROJECT</u>	<u>To Date Funding</u>	<u>FY 2004-05 Adopted</u>	<u>FY 2004-05 FTEs</u>
OFFICE OF HOUSING COMPLIANCE			
Purchase 15-Passenger Vans (Family)	60.0	0.0	0.0
TOTAL	60.0	0.0	0.0
PUBLIC WORKS AND TRANSPORTATION			
Fishtrap Lake Drainage Improvements	2,500.0	0.0	0.0
Newly Dedicated Street Reconstruction	3,243.1	0.0	0.0
Rochester Area Levee Improvements	8,500.0	0.0	0.0
Storm Drainage Improvements	676.6	0.0	0.0
West Dallas Day Care Center	2,000.0	0.0	0.0
Traffic Control System Improvements	132.4	0.0	0.0
TOTAL	17,052.1	0.0	0.0
BUDGET AND MANAGEMENT SERVICES			
Housing Development Fund	3,200.0	0.0	0.0
TOTAL	3,200.0	0.0	0.0
STREET AND SANITATION SERVICES			
Curb, Gutter and Sidewalk Improvements	3,969.7	0.0	0.0
TOTAL	3,969.7	0.0	0.0
GRAND TOTAL	24,281.8	0.0	0.0