2002–03
APPROVED BUDGET

VOLUME III

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CITY COUNCIL

Gus Garcia
Mayor

Mayor Pro Tem
Jackie Goodman

Council Members
Raul Alvarez
Betty Dunkerley
Daryl Slusher
Danny Thomas
Will Wynn

Toby Futrell
City Manager

City of Austin, Texas
City Council Priorities
2002–03

Youth, Family, and Neighborhood Vitality

Public Safety

Sustainable Community

Affordability

The City of Austin Commitment 2002

Vision

We want Austin to be the most livable community in the country

Values

- Courage
- Diversity
- Integrity
- Open, Honest Communication
- Respect, Care and Appreciation for Family and Environment
- Teamwork

Leadership Principle

Provide quality, affordable services with a competitive workforce accessible and accountable to our community

Executive Team

Toby Hammett Futrell
City Manager

City Council Appointments

City Clerk
Municipal Court
City Auditor

Joe Canales
Deputy City Manager

Government Relations
John Hrncir, Officer

Public Works Department
Peter Rieck, Director

Small and Minority Business Resources
Lino Rivera, Director

Water & Wastewater
Chris Lippe

John Stephens
Acting Assistant City Manager

Aviation
Jim Smith, Executive Director

Austin Convention Center
Robert Hodge, Director

Solid Waste Services Department
Willie Rhodes, Director

Austin Energy
Juan Garza, General Manager

Vickie Schubert, CPA
Acting Director, Financial and Administrative Services

Financial and Administrative Services
Vickie Schubert, CPA
Acting Director, Financial and Administrative Services

Information Systems Department
Robert Bowmer, Chief Information Officer

Human Resources Department
Vanessa Downey-Little, Director

Law Department
Sedora Jefferson, Acting Director

PIO/Customer Service
Michele Middlebrook-Gonzalez

Chief Michael McDonald
Acting Chief of Staff

Health and Human Services Department
David Lurie, Director

Library Department
Brenda Branch, Director

Neighborhood Housing and Community Development Dept.
Paul Hilgers, Communtiy Development Officer

Parks and Recreation Department
Jesus M. Olivares, Director

Community Care Department
Trish Young, Director

Laura Huffman
Assistant City Manager

Community Court
Gregory Toomey, Community Court Administrator

Emergency Medical Services
Richard Herrington, Director

Fire Department
Gary Warren, Chief

Office of Emergency Management
Steve Collier, OEM Officer

Police Department
Stanley L. Knee, Chief

Lisa Gordon
Assistant City Manager

Economic Growth and Redevelopmen Services
Sue Edwards, Director

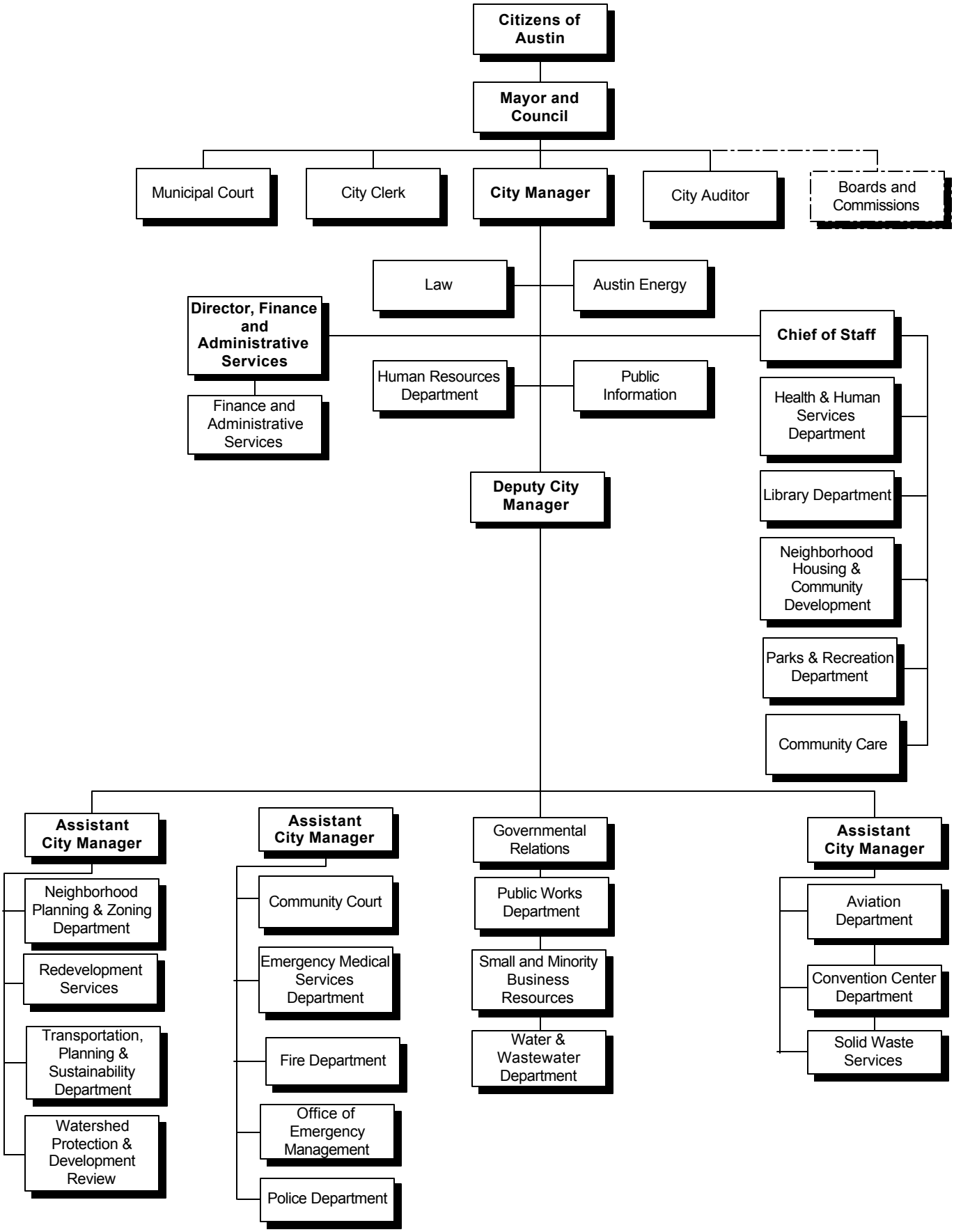
Neighborhood Planning & Zoning Department
Alice Glasco, Director

Transportation, Planning & Sustainability Department
Austan Librach, Director

Watershed Protection and Developmer Review Department
Mike Heitz, Director

City of Austin, Texas

ORGANIZATIONAL CHART



2002- 03
Approved Operating Budget

Acknowledgments

The Budget Office would like to thank the City Council, management and staff for their assistance in preparing the 2002–03 Approved Budget. The preparation of this document would not have been possible without the timely cooperation and assistance of each City department.

In addition, employees from many City departments contributed their time and efforts to the business planning process and the preparation and publication of the budget documents. We would particularly like to thank those listed below:

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Preface

The Proposed Budget consists of six volumes:

- ***Policy Budget***—Summarizes the City's financial structure, explains where we get our money and what we do with it in a narrative and graphic format. It also includes a financial summary of all City funds and comparative information on revenue, expenditures and fund balance for all budgeted funds. The remainder of the budget volumes are categorized by the services provided.

- ***Volume I***—Includes detailed information on the revenue and expenditures of departments in the following categories: Infrastructure and Public Safety.

- ***Volume II***—Includes detailed information on the revenue and expenditures of departments in the following categories: Health and Human Services, Recreation and Culture and Housing.

- ***Volume III***— Includes detailed information on the revenue and expenditures of departments in the following categories: Support Services and grants and trust.

- ***Volume IV***—Includes detailed information on the revenue and expenditures of the City's utilities and major enterprises, other funds, debt service and the capital budget.

- ***Supporting Documents***—Contains the Council approved City Financial Policies, a summary schedule of capital outlay, property tax information, a list of fees and charges and the ordinances necessary for adoption and implementation of the budget.

Copies of all budget documents are available at all City libraries and City Hall. The Policy Budget as well as program and activity pages with performance information for all City departments are available on the Internet at http://www.ci.austin.tx.us/budget/. Requests for additional information can be made to the Budget Office at 974-2610.

Other References

In addition to the Proposed Budget, additional information concerning the City's financial plan is contained in the Financial Forecast issued by the Financial and Administrative Services Department during the Spring. This document provides additional information on the local economy as well as projections of future revenue and expenditures. In accordance with the City Charter the Planning Commission, each year compiles a list of recommended capital improvements for the next five years. These recommendations are contained in the Capital Improvement Plan that is adopted by the commission. Funding authorization for the next fiscal year is shown in the Capital Budget, contained in Volume III.

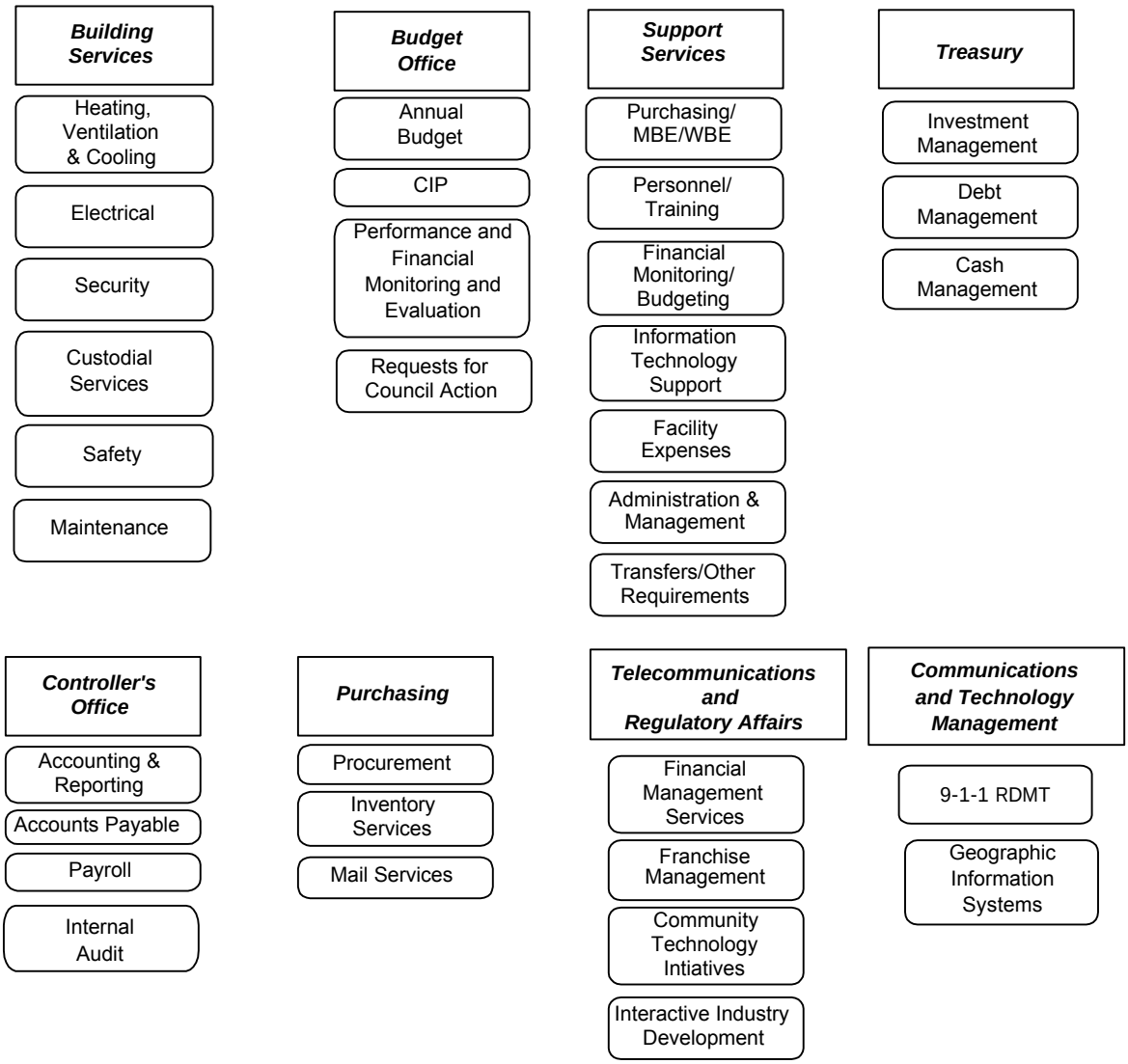
Financial Policies

The Austin City Council has adopted a comprehensive set of financial policies to govern the financial management of the various City funds. A complete copy of these policies is contained in the Supporting Documents.

Basis of Accounting

Revenue and expenditures are budgeted in a format that is consistent with the City's financial statement. Financial statements are prepared annually in accordance with generally accepted accounting principles applicable to state and local governments and audited by an independent outside auditor. Governmental funds are accounted for on a modified accrual basis.

Financial and Administrative Services — 2002-2003



LEGEND= *Programs* Activities

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Expenditures	$19,024,657	$21,529,423	$18,505,005	$21,384,561	$21,124,808
Full-time Equivalents (FTE's)	354.25	360.25	360.25	383.75	379.75

Financial and Administrative Services — 2002-2003

Mission

The mission of the Financial and Administrative Services Department is to maintain the financial integrity of the City and to provide comprehensive and integrated financial management, administration, and support services to City departments and other customers so that they can accomplish their missions. The department has developed the following goals in order to achieve this mission:

Goals

- Maintain and improve City of Austin facilities and equipment by decreasing the percentage of emergency repairs to facilities
- Maximize the City's rate of return within the adopted investment policies, with annual yield equal to the one year Treasury Bill rate
- Provide cost effective City-wide support services to departments, management and Council by:
  - Maintaining total support costs at a constant percentage of the total operating budget and capital spending plan.
- Provide accurate and timely financial information to departments, management and Council by:
  - Providing revenue and expenditure estimates within 1-2% of actual by quarter
  - Delivering reports when scheduled on the corporate calendar
  - Proving reports that meet external deadlines
- Ensure the best and most remunerative use of public right-of-way by:
  - Realizing franchise revenue above the average for major Texas cities
- Effectively manage the Austin Music Network contract
- Provide a comprehensive public safety voice and data communication system between Austin-Travis County governmental agencies on time and within budget.

Key Indicators

The Financial and Administrative Services Department (FASD) will use the following key indicators to monitor achievement of its goals:

- Operation and maintenance expense per square foot for all facilities maintained by Financial Services
- Percent of vendor solicitations successfully awarded without delay due to re-bids or protests
- Investment pool yield comparable to other Texas cities
- Dun & Bradstreet payment score indicating the percentage of vendors paid within vendor terms
- Success in receiving Governmental Finance Officer's Association's (GFOA) Certificate of Achievement for Financial reporting for annual report
- Success in Governmental Finance Officer's Association's (GFOA) Budget Award for budget document
- City of Austin's Bond Rating
- Customer satisfaction with services provided.

The proposed budget for Financial and Administrative Services Department supports the department's goals in a number of ways:

Business Plan

<u>Purchasing</u>

Due to major legislative changes to the State Purchasing laws in 2001, the Purchasing Office will continue to work on new procedures and will continue it's efforts on electronic processing of the entire purchasing function. A fully electronic purchasing function will enable Purchasing to be more efficient, saving staff time as well as realizing savings on advertising, mailing and paper handling costs. The pilot project of automating informal commodity bids was implemented in April 2002 and has been a big success. The Purchasing Office will implement the

automation of formal bids in 2003. This change allows for significant savings and improvements not only for the City of Austin, but also for the vendors who do business with the City.

The Purchasing Office proposed budget for 2003 reflects a consolidation of some services. Business consulting, procurement training and education, and policy and procedure advisement has been consolidated into the service of Business Process Consulting.

The Proposed Budget includes the elimination of six (6) vacant FTE's due to necessary budget cuts.

Although the proposed budget eliminates four (4) positions in the procurement area, the office will maintain the high percentage of procurement contracts awarded without delay, a key indicator for Purchasing. This can be accomplished because of the streamlining efforts highlighted previously.

Controller's Office

The Controller's Office is continuing to focus on implementing GASB 34, a new accounting standard that significantly changes financial reporting for governmental entities. This effort will continue well into FY 03, as the City's FY02 Comprehensive Annual Financial Report (CAFR) will be prepared and audited under GASB 34 for the first time. Completion of GASB 34 implementation is critical to achieving the Controller's Office goals of continuing to receive a "clean opinion" from external auditors and success in receiving the Governmental Finance Officers Association (GFOA) Certificate of Achievement for Financial Reporting for the CAFR.

In addition to GASB 34 implementation, the Controller's Office is also evaluating an upgrade of the City's financial accounting system and working to implement Info Advantage, a new reporting tool to improve financial and budgetary reporting. The proposed budget includes $27,000 for equipment related to the implementation of Info Advantage.

The Proposed Budget includes the elimination of eight (8) vacant FTEs, which will have, some impact on staff's ability to respond to internal customers on a timely basis. However the key indicators for Controller's Office operations, success in receiving a "clean opinion" from an audit conducted by an independent Certified Public Accountant for the Comprehensive Annual Financial Report (CAFR), and success in receiving the Governmental Finance Officers Association (GFOA) Certificate of Achievement for Financial reporting for the CAFR will not be impacted. The Controller's Office anticipates earning these measures of recognition for the quality of its services in 2003.

Finally, four (4) FTEs and related costs are proposed to be transferred from the Office of the City Auditor to the Financial and Administrative Services Department to support the City Manager's Internal Audit function.

Budgeting

The Budget Office will continue in 2002-03 to closely monitor the financial situation of the City and recommend any changes necessary. The Budget Office will continue to produce professional and timely documents for City Management and City Council.

The proposed budget includes an increase of $29,835 for the software maintenance of the performance measurement database. As in the previous year's budget, the Employees Benefit Fund will be backcharged for the Budget Analyst in the Budget Office who is responsible for working on that fund.

The Proposed Budget includes the elimination of two (2) vacant FTEs due to necessary budget cuts. This reduction will not impact the key indicator of success for the Budgeting Program is receipt of the GFOA Distinguished Budget Presentation Award. The Budget Office anticipates earning this recognition for the quality of its services in 2003.

Financial and Administrative Services — 2002-2003

Telecommunications and Regulatory Affairs (TARA)

The contract management services for the Austin Music Network has been provided by Telecommunications and Regulatory Affairs (TARA) - Interactive Industry Development activity for the past two years. Included in the TARA proposed budget is funding for the Austin Music Network contract in the amount of $665,000, a reduction of $50,000 due to necessary budget cuts. TARA will also continue to oversee the City's participation in the Music Industry Loan Program and will monitor the performance of this service.

The TARA proposed budget includes the elimination of one vacant Consumer Advocate position. This position was approved from the City Council dais during the 2001-02 budget deliberations. In the May 4, 2002 election, the citizens of Austin voted against having a similar position; therefore, this position is being eliminated.

In addition, the Proposed Budget includes the elimination of two (2) vacant FTE's due to the budget cuts. Finally, the Fy 2002-03 budget proposes that TARA be funded through interdepartmental charges.

Treasury

The Treasury Office proposed budget includes the transfer of two (2) FTE's and the cashiering function at One Texas Center to Public Works. The Treasury Office will continue to fund one of the positions during FY 2002-03. In FY 2003-03 the Treasury Office will continue to maintain a significantly lower bank balance average than the $200,000 benchmark, therefore allowing the investment of substantially all available resources and achieving the goal of providing financing rates at or exceeding the Delphis Index. The upcoming fiscal year could prove to be an even more challenging year than 2002 for investment earnings due to the extremely low investment yields available in the short-term Treasury/Agency security market. This will affect the interest income for all City funds.

Building Services

Building Services is committed to continuously improving air conditioning, electrical, maintenance, security, safety and custodial services for City facilities. The Building Services Program is expecting its demand-driven workload to grow at a slow but steady rate in 2002-03. Anticipated to open in 2002-03 is a new fire station, new police substation, three new EMS stations, and parts of the new City Hall.

The Proposed Budget includes the elimination of 13.5 FTEs. Reductions of this level are expected to have some impacts on service with responses to requests for work taking slightly longer and a shift to maintenance of enterprise functions.

Communication and Technology Management

Transfer of management of RDMT 9-1-1 activities from Information Systems Division to the Financial and Administrative Services Department occurred during FY 2002 and is reflected in the FY 2002-03 Proposed Budget. Included in the 2002-03 Proposed Budget for RDMT is the addition of a Database Administrator position to support data conversion of RDMT systems currently in project implementation and transfer of one (1) FTE from Support Services.

In FY 2002-03, RDMT will establish the organizational structure for the operation and maintenance of a Combined Emergency Communication Center (CEC). The emergency communications systems supported by the CEC Program include a Computer Aided Dispatch System (CAD), Fire/EMS Records Management System (Fire/EMS RMS), Police Records Management System (Police RMS), 9-1-1 System, and an Intelligent Transportation System (ITS).

In the first quarter of 2002-03, construction of the Combined Emergency Communication Center (CEC) will be complete and furniture, equipment and networks will begin to be installed and tested. In July 2003, the systems as well as the people and infrastructure that support the public safety systems will begin transition into the CEC with the targeted date for being fully operational in October 2003. The City of Austin and coalition member (Travis

County, TxDOT, and Capital Metropolitan Transportation Authority) will share total CEC operational expenses according to a pro-rata share agreement. The City's share of costs for FY 2002-03 is $404,453. This is the amount needed for hardware and software maintenance, software support, software license, and training costs to support the public safety systems installed at the CEC in 2002/03.

In FY 1996-1997 the Infrastructure Support Services Department (ISS) was formed as a pilot to consolidate administrative and support services functions related to four major infrastructure departments. For the Proposed FY 2002-03 budget this department is being dissolved and the related funding and personnel from ISS are being moved into operating departments. With this change the support functions formerly housed in ISS will now be budgeted directly in other departments as is currently done for all other City departments. The proposed budget for Financial and Administrative Services includes an increase of $1,296,676 and 20 FTEs, which represents the Geographic Information Systems function formerly housed in ISS.

Financial and Administrative Services — 2002-03

Significant Revenue and Expenditure Changes by Program

Expenditure Changes	**Dollars**	**FTEs**
1. City Wide		
The Approved Budget includes $144,015 for incremental costs of Pay for Performance in 2002.	$144,015	
An additional $159,951 has been included in the Approved Budget for anticipated changes in health contributions.	$159,951	
Increase in tax appraisal costs and tax collections costs.	$50,207	
2. Budgeting		
The elimination of two (2) positions: an Assistant Director of Financial Services, and a Budget Analyst Senior.	($151,433)	(2.00)
Increase in software maintenance of the performance measurement database and funding of a customer satisfaction survey.	$54,895	
3. Building Services		
The Approved budget eliminated 13.5 maintenance and custodial positions, one Public Service Manager, one Contract Administrator and one Security Guard Position.	($564,642)	(13.50)
Decrease in personnel costs such as shift differential pay, overtime, stability pay, phone allowance.	($132,544)	
Increase in professional services	$27,140	
Decreases in rent, utility, and telephone expenses.	($121,116)	
Decrease in travel and training, advertising expense and commodities such as building materials, uniforms and paint, electrical, and janitorial supplies.	($128,810)	
4. Controller's Office		
The Approved Budget eliminates two (2) payroll positions, four (4) accounting positions and two (2) Programmer Analyst B positions.	($487,174)	(8.00)
Reductions in professional services and in audit costs.	($95,000)	
Reduction in copier rental, subscriptions, printing, microfilming, and training	($78,500)	
Reduction in software maintenance.	($90,000)	
The Approved Budget includes funding for additional computer memory for City-wide reporting applications.	$27,000	
Transfer of four (4) positions and all associated costs from the City Auditor's Office to the Controller's Office in support of an Internal Audit Function.	$568,494	4.00

Financial and Administrative Services — 2002-03

5.	**Purchasing**		
	The Approved Budget eliminates four (4) positions: Deputy Purchasing Officer, Research Specialist III, Financial Specialist and Purchasing Technician in the procurement area.	($228,782)	(4.00)
	Transfer of one Messenger Clerk and related costs as the result of the dissolution of Infrastructure Support Services.	$30,196	1.00
	Transfer of one Financial Specialist from Management Services.	$50,352	1.00
	Reduction in adverting costs, printing costs due to internet distribution, office supply expense, postage due to internet distribution and travel training costs.	($67,856)	
	Decrease in software maintenance costs	($45,000)	
6.	**Telecommunications and Regulatory Affairs**		
	The Approved Budget includes elimination of one Telecommunications Planner and Evaluation Specialist Position, a Research Analyst Position and One Consumer Advocate Position.	($122,221)	(3.00)
	Transfer of Austin Music Network funding from Support Services in Financial Services.	$715,000	
	Reduction in Austin Music Network Budget	($50,000)	
	Deletion of consultant services, legal services, and contractual services	($168,524)	
	Increase in expense refunds	($1,755,000)	
7.	**Treasury**		
	The Approved Budget includes the elimination of the cashiering function at One Texas Center including two (2) cashier positions and related costs.	($75,134)	(2.00)
8.	**Support Services**		
	The Approved Budget includes the elimination of one (1) Administrative Assistant, one Human Resources Assistant one Systems Support Technician B and one Programmer Analyst B	($196,047)	(4.00)
	Transfer of one position to Communication and Technology Management and transfer of 3.5 positions from Communication and Technology Management	$170,986	2.50
	Transfer of a Human Resources Supervisor from Fleet Services to consolidate personnel function in Financial Services	$67,800	1.00
	Transfer of Austin Music Network funding to Telecommunications and Regulatory Affairs program in Financial Services	($715,000)	

9.	**Communication and Technology Management**		
	The Approved Budget includes the transfer of 24.5 positions and all associated costs from the Information Systems Department to the Financial Services and Administrative Services Department.	$2,152,554	24.50
	The Approved Budget includes adding one (1) Database Administrator position in the amount of $75,884.	$75,884	1.00
	The Approved Budget includes the transfer of a position funding of a position from the Director's Office and funding from CIP to operating	$105,640	1.00
	Start-up costs for Combined Emergency Center (CEC)	$404,453	
	The Approved Budget includes the transfer of twenty (20) positions and all associated costs from Infrastructure Support Service to the Financial Services and Administrative Services Department.	$1,296,676	20.00
	Increase in expense refunds for GIS to reflect support of this program by other departments	($724,972)	
	The following change was approved by Council at budget adoption:		
1.	Council approved the transfer of only four (4) positions, rather than the eight (8) positions in the proposed budget, and all associated costs from the City Auditor's Office in support of an Internal Audit function.	($259,753)	(4.00)

Programs and Activites

Finance & Administrative Services-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
BUDGET OFFICE										
Annual Budget	$807,570	7.40	$569,934	7.20	$465,731	7.20	$511,775	6.55	$511,775	6.55
CIP Plan	$117,622	3.40	$216,846	3.15	$191,794	3.15	$208,683	2.80	$208,683	2.80
Performance & Financial Monitoring and Evaluation	$433,277	9.80	$539,885	8.30	$431,879	8.30	$532,384	7.70	$532,384	7.70
Recommendations for Council Action (RCAs)	$67,535	3.55	$196,401	2.80	$159,228	2.80	$180,853	2.55	$180,853	2.55
BUILDING SERVICES										
Custodial	$1,200,183	63.25	$1,545,168	76.75	$1,813,640	76.75	$1,668,686	71.25	$1,668,686	71.25
Electric	$293,928	7.00	$370,035	6.00	$287,836	6.00	$336,262	5.00	$336,262	5.00
Heating, Ventilation and Air Conditioning	$581,583	10.00	$732,996	12.00	$696,745	12.00	$660,874	11.00	$660,874	11.00
Maintenance	$1,555,182	18.00	$1,601,377	18.00	$1,045,362	18.00	$874,768	14.00	$874,768	14.00
Safety	$95,341	2.00	$114,529	2.00	$93,632	2.00	$85,371	1.00	$85,371	1.00
Security	$125,715	5.50	$123,217	3.00	$114,133	3.00	$88,539	2.00	$88,539	2.00
COMMUNICATIONS AND TECHNOLOGY MANAGEMENT										
9-1-1 RDMT	$0	0.00	$0	0.00	$0	0.00	$2,738,531	26.50	$2,738,531	26.50
Geographic Information Systems	$0	0.00	$0	0.00	$0	0.00	$571,704	20.00	$571,704	20.00
CONTROLLERS OFFICE										
Accounting and Reporting	$2,714,331	44.00	$3,091,931	42.00	$2,620,378	42.00	$2,765,542	39.00	$2,765,542	39.00
Accounts Payable	$539,011	13.00	$625,312	14.00	$560,184	14.00	$551,499	12.00	$551,499	12.00
Internal Audit	$0	0.00	$0	0.00	$0	0.00	$259,753	4.00	$259,753	4.00
Payroll	$504,225	14.00	$857,701	14.00	$606,843	14.00	$658,585	11.00	$658,585	11.00
PURCHASING OFFICE										
Inventory Services	$31,117	7.40	$9,243	8.50	$0	8.50	$0	8.50	$0	8.50
Mail Services	($35,566)	7.05	$7,095	7.25	$0	7.25	$30,196	8.25	$30,196	8.25
Procurement	$2,397,104	62.20	$2,479,172	60.80	$2,389,220	60.80	$2,195,489	57.75	$2,195,489	57.75

Finance & Administrative Services-2002-03

SUPPORT SERVICES										
Administration and Management	$1,002,633	21.90	$1,280,718	20.75	$1,020,687	20.75	$1,162,707	19.90	$1,162,707	19.90
Facility Expenses	$1,750,764	0.00	$1,917,985	0.00	$1,817,886	0.00	$1,538,769	0.00	$1,538,769	0.00
Financial Monitoring / Budgeting	$173,133	4.90	$250,326	4.70	$162,537	4.70	$234,504	4.30	$234,504	4.30
Information Technology Support	$735,417	5.45	$853,965	6.15	$752,493	6.15	$760,844	5.65	$760,844	5.65
Personnel / Training	$422,303	6.45	$515,092	6.35	$354,446	6.35	$433,428	7.40	$433,428	7.40
Purchasing / M/WBE Compliance	$201,138	4.40	$208,832	3.95	$132,578	3.95	$180,855	3.95	$180,855	3.95
TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)										
Community Technology Initiatives	$660,717	2.65	$238,042	2.65	$268,327	2.65	$0	2.65	$0	2.65
Financial Management Services	$294,973	10.55	$418,667	8.55	$269,996	8.55	$0	8.55	$0	8.55
Franchise Administration	$334,117	6.90	$467,554	8.15	$396,241	8.15	$0	5.25	$0	5.25
Interactive Industry Development	$205,493	2.50	$270,642	2.25	$188,026	2.25	$0	2.25	$0	2.25
TRANSFERS AND OTHER REQUIREMENTS										
Other Requirements	$1,841,705	0.00	$2,008,000	0.00	$1,665,183	0.00	$1,894,207	0.00	$1,894,207	0.00
TREASURY OFFICE										
Cash Management	($2)	4.50	$6,305	4.50	$0	4.50	$0	2.50	$0	2.50
Debt Management	($3)	3.50	$6,627	3.50	$0	3.50	$0	3.50	$0	3.50
Investment Management	($25,889)	3.00	$5,826	3.00	$0	3.00	$0	3.00	$0	3.00
Total	$19,024,657	354.25	$21,529,423	360.25	$18,505,005	360.25	$21,124,808	379.75	$21,124,808	379.75

Finance & Administrative Services-2002-03

Sustainability Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)										
Community Technology Initiatives	$0	0.00	$270,000	0.00	$270,000	0.00	$270,000	0.00	$270,000	0.00
Total	$0	0.00	$270,000	0.00	$270,000	0.00	$270,000	0.00	$270,000	0.00

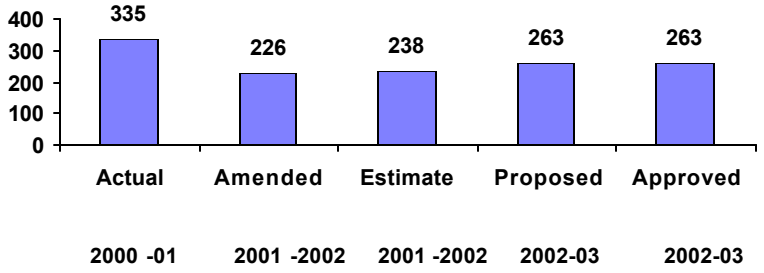
Finance & Administrative Services-2002-03

Program: *BUDGET OFFICE*

Program Objective: The purpose of the Budgeting program is to provide an annual budget, Capital Improvements program and performance and financial monitoring information and analysis to City management and Council so they can have timely and accurate information to make informed decisions.

Program Results Measures:

Cost per annual financial plan (per million dollars)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per annual financial plan (per million dollars)	$335	$226	$238	$263	$263
Percent of Recommendations for Council Action completed in 4 days	100%	100%	100%	100%	100%
Percent variance of CYEs to actual expenditure by quarter - Enterprise and Other Funds	Q1:2.33%,Q2: 1.96%,Q3:2.44 %	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%
Percent variance of CYEs to actual expenditures by quarter - General Fund	Q1:2.16%,Q2: 0.63%,Q3:0.59 %	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%
Percent variance of CYEs to actual revenue by quarter - General Fund	Q1: 3%; Q2: -1%, Q3: 0%	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%
Percent variance of CYEs to actual revenues by quarter - Enterprise and Other Funds	Q1: -1%; Q2: 1%; Q3: 0%	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%	Q1:2%,Q2:2 %,Q3:1%
Percentage of CIP projects completed on original schedule	65%	100%	53%	100%	100%
Percentage of CIP projects within original budget	98%	100%	95%	100%	100%

Finance & Administrative Services-2002-03

Program: BUDGET OFFICE

Percentage of employees that believe they have the performance information they need at the appropriate level of detail to carry out their role or function effectively	49%	55%	49%	55%	55%
Receiving Government Finance Officers Association (GFOA) Distinguished budget award	Yes	Yes	Yes	Yes	Yes

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Annual Budget	$807,570	7.40	$601,212	7.20	$497,009	7.20	$542,340	6.55	$542,340	6.55
CIP Plan	$117,622	3.40	$216,846	3.15	$191,794	3.15	$208,683	2.80	$208,683	2.80
Performance & Financial Monitoring and Evaluation	$433,277	9.80	$571,163	8.30	$463,157	8.30	$562,949	7.70	$562,949	7.70
Recommendations for Council Action (RCAs)	$67,535	3.55	$196,401	2.80	$159,228	2.80	$180,853	2.55	$180,853	2.55
Total	$1,426,004	24.15	$1,585,622	21.45	$1,311,188	21.45	$1,494,825	19.60	$1,494,825	19.60

Finance & Administrative Services-2002-03

Activity: *Annual Budget*
Activity Code: *2BGT*
Program Name: *BUDGET OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$31,278	$31,278	$30,565	$30,565
Support Services Fund	$807,570	$569,934	$465,731	$511,775	$511,775
Total Requirements	**$807,570**	**$601,212**	**$497,009**	**$542,340**	**$542,340**
Full-Time Equivalents	**7.40**	**7.20**	**7.20**	**6.55**	**6.55**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per annual financial plan (per million dollars)	Efficiency	$335	$226	$238	$263	$263
Receiving Government Finance Officers Association (GFOA) Distinguished budget award	Result	Yes	Yes	Yes	Yes	Yes

Activity History and Description: This activity is considered a core service. The legal mandate is the City charter. All activities pertaining to development, analysis, production and presentation of the City Operating Budget.

Activity Objective: The purpose of the Annual Budget activity is to provide accurate analysis and documentation of the annual financial plan to City management and City Council so they have accurate and timely information for making informed decisions.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Budget development, analysis and production (includes Policy, Operating and Capital budgets); PREP input and monitoring; 5-year forecast development; budget calendar and work plan development; revenue forecasting; prepare Council presentations and Position Budget Development System (PBDS) review and reconciliation.	Business plan development and evaluation; providing economic indicators	

Finance & Administrative Services-2002-03

Activity: *Annual Budget*
Activity Code: *2BGT*
Program Name: *BUDGET OFFICE*

Changes in Requirements and Performance Measures: Approved Budget is reduced by $58,872 due primarily to the reduction of .650 FTE.

Responsible Employee: Rudy Garza 512-974-2610

Finance & Administrative Services-2002-03

Activity: *CIP Plan*
Activity Code: *2CAP*
Program Name: *BUDGET OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$117,622	$216,846	$191,794	$208,683	$208,683
Total Requirements	**$117,622**	**$216,846**	**$191,794**	**$208,683**	**$208,683**
Full-Time Equivalents	**3.40**	**3.15**	**3.15**	**2.80**	**2.80**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost as a percentage of annual CIP spending plan	Efficiency	.02%	.02%	.05%	.03%	.03%
Percentage of CIP projects completed on original schedule	Result	65%	100%	53%	100%	100%
Percentage of CIP projects within original budget	Result	98%	100%	95%	100%	100%

Activity History and Description: This activity is a core service. The legal mandate is the City charter. The Capital Improvements Program Plan is a planning document for the City of Austin that assists management with the proper allocation of resources to sustain the infrastructure necessary for the safety, well being and recreational use of the citizens of Austin. The Capital Improvement Program Plan is reviewed by the Planning Commission annually to provide a basis for prioritization and adoption of the Capital Budget by the City Council. The Planning Commission makes a recommendation to the City Manager. Additionally, the Bond Oversight Committee reviews proposals related to the November 1998 bond Election and "Cash List" projects. The City Manager makes his recommendation to the City Council based upon a combination of citizen and staff proposals, as well as the Planning Commission and Bond Oversight Committee recommendations.

Activity Objective: The purpose of the CIP activity is to provide accurate analysis and documentation of CIP to City management, City Council and the Planning Commission so they can have timely information for making informed decisions.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Finance & Administrative Services-2002-03

Activity: *CIP Plan*
Activity Code: *2CAP*
Program Name: *BUDGET OFFICE*

Produce CIP document; schedule annual bond sales; put together presentations for Council; develop instructional manuals; and develop CIP work plans and schedules; perform CIP monitoring and database management.

Changes in Requirements and Performance Measures: The decrease of $8,163 is due to the reduction of .35 FTE.

Responsible Employee: Greg Canally 512-974-2610

Finance & Administrative Services-2002-03

Activity: *Performance & Financial Monitoring and Evaluation*
Activity Code: *2PEF*
Program Name: *BUDGET OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$31,278	$31,278	$30,565	$30,565
Support Services Fund	$433,277	$539,885	$431,879	$532,384	$532,384
Total Requirements	**$433,277**	**$571,163**	**$463,157**	**$562,949**	**$562,949**
Full-Time Equivalents	**9.80**	**8.30**	**8.30**	**7.70**	**7.70**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per dollars monitored (per million dollars)	Efficiency	$182	$242	$197	$239	$239
Percent variance of CYEs to actual expenditure by quarter - Enterprise and Other Funds	Result	Q1:2.33%,Q2:1.96%,Q3:2.44%	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%, Q3:1%
Percent variance of CYEs to actual expenditures by quarter - General Fund	Result	Q1:2.16%,Q2:0.63%,Q3:0.59%	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%, Q3:1%
Percent variance of CYEs to actual revenue by quarter - General Fund	Result	Q1: 3%; Q2: -1%, Q3: 0%	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%, Q3:1%
Percent variance of CYEs to actual revenues by quarter - Enterprise and Other Funds	Result	Q1: -1%; Q2: 1%; Q3: 0%	Q1:2%, Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%,Q3:1%	Q1:2%,Q2:2%, Q3:1%
Percentage of employees that believe they have the performance information they need at the appropriate level of detail to carry out their role or function effectively	Result	49%	55%	49%	55%	55%

Activity History and Description: This activity is a core service. The legal mandate is the City charter. This activity combines the financial and performance information reporting and evaluation functions of the Budget Office.

Activity Objective: The purpose of the Performance and Financial Monitoring and Evaluation activity is to provide analysis of revenue, expenditures, performance and business operations to City management and Council so they can have accurate and timely information for making informed decisions.

Finance & Administrative Services-2002-03

Activity: *Performance & Financial Monitoring and Evaluation*
Activity Code: *2PEF*
Program Name: *BUDGET OFFICE*

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Performance report development and production; expenditure and revenue monitoring; budget forms and transaction processing; community scorecard development and coordination; City Manager/Assistant City Manager support; Council presentations; workplan and schedule development.	Performance measure monitoring and data collection	International City/County Management Association (ICMA) project coordination

Changes in Requirements and Performance Measures: Approved Budget is reduced by $8,214 due primarily to the reduction in personnel of .6 FTEs resulting in $33,214 savings; offset by an increase for contractual services of $25,000 for a customer survey.

Responsible Employee: Rudy Garza 512-974-2610

Finance & Administrative Services-2002-03

Activity: *Recommendations for Council Action (RCAs)*
Activity Code: *2RCA*
Program Name: *BUDGET OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$67,535	$196,401	$159,228	$180,853	$180,853
Total Requirements	**$67,535**	**$196,401**	**$159,228**	**$180,853**	**$180,853**
Full-Time Equivalents	**3.55**	**2.80**	**2.80**	**2.55**	**2.55**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per RCA	Efficiency	$575	$785	$817	$1,064	$1,064
Percent of Recommendations for Council Action completed in 4 days	Result	100%	100%	100%	100%	100%

Activity History and Description: This activity is a core service. The legal mandate is the City charter. Budget Office financial review of all budget amendment and grant items going to Council for approval.

Activity Objective: The purpose of the Recommendation for Council Action (RCA) activity is to process RCAs for the Council agenda in a timely manner and ensure the funding information is correct.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
RCA review; fiscal note production; RCA processing.		

Changes in Requirements and Performance Measures: Approved Budget is reduced by $15,548 due primarily to the reduction of .350 FTE.

Responsible Employee: Rudy Garza 512-974-2610

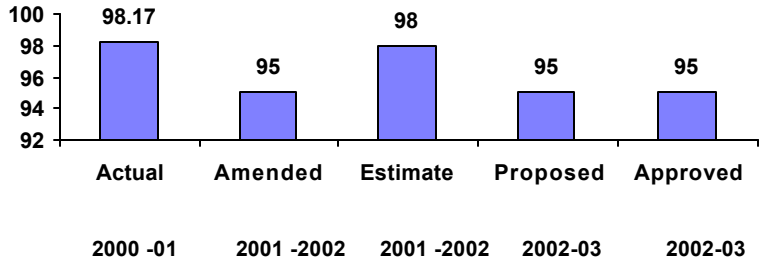
Finance & Administrative Services-2002-03

Program: BUILDING SERVICES

Program Objective: The purpose of Building Services is to manage building operations and maintenance activities for the City of Austin in order to maintain and improve the City's infrastructure.

Program Results Measures:

Customer satisfaction with services with electrical services



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per Financial Services FTE in workers compensation claims	$532.05	<$400	<$500	<$500	<$500
Customer satisfaction with building maintenance services	99.78%	>95%	96%	>95%	>95%
Customer satisfaction with contracted custodial services	85.71%	95%	85%	>95%	>95%
Customer satisfaction with HVAC services	96.81%	95%	98%	>95%	>95%
Customer satisfaction with in-house custodial services	96.95%	95%	96%	>95%	>95%
Customer satisfaction with security services	95%	>95%	98%	>95%	>95%
Customer satisfaction with services with electrical services	98.17%	95%	98%	95%	95%

Finance & Administrative Services-2002-03

Program: ***BUILDING SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Custodial	$2,241,472	63.25	$2,868,168	76.75	$2,786,218	76.75	$2,668,686	71.25	$2,668,686	71.25
Electric	$556,689	7.00	$456,035	6.00	$412,539	6.00	$436,262	5.00	$436,262	5.00
Heating, Ventilation and Air Conditioning	$828,558	10.00	$819,996	12.00	$838,402	12.00	$780,874	11.00	$780,874	11.00
Maintenance	$2,634,521	18.00	$2,194,277	18.00	$1,919,220	18.00	$1,814,768	14.00	$1,814,768	14.00
Safety	$95,469	2.00	$114,529	2.00	$94,038	2.00	$85,371	1.00	$85,371	1.00
Security	$129,257	5.50	$123,217	3.00	$121,026	3.00	$88,539	2.00	$88,539	2.00
Total	$6,485,966	105.75	$6,576,222	117.75	$6,171,443	117.75	$5,874,500	104.25	$5,874,500	104.25

Finance & Administrative Services-2002-03

Activity: *Custodial*
Activity Code: *7CUS*
Program Name: *BUILDING SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$1,041,289	$1,323,000	$972,578	$1,000,000	$1,000,000
Support Services Fund	$1,200,183	$1,545,168	$1,813,640	$1,668,686	$1,668,686
Total Requirements	**$2,241,472**	**$2,868,168**	**$2,786,218**	**$2,668,686**	**$2,668,686**
Full-Time Equivalents	**63.25**	**76.75**	**76.75**	**71.25**	**71.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Contracted custodial service cost per square foot	Efficiency	$1.86	$1.79	$1.79	$2.01	$2.01
In-house custodial service cost per square foot	Efficiency	$2.12	$2.76	$2.62	$2.54	$2.54
Number of square feet of facilities cleaned by contracted services	Output	89,384	89,384	89,384	89,384	89,384
Number of square feet of facilities cleaned by in-house staff	Output	967,194	967,194	967,194	967,194	967,194
Customer satisfaction with contracted custodial services	Result	85.71%	95%	85%	>95%	>95%
Customer satisfaction with in-house custodial services	Result	96.95%	95%	96%	>95%	>95%

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. A combination of in-house custodians and outside contractors provide custodial services for most general government facilities.

Activity Objective: The purpose of the custodial services activity is to provide custodial services to City facilities so that employees and visitors have a clean and comfortable environment.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Cleaning management; integrated pest management		Drink and snack management

Finance & Administrative Services-2002-03

Activity: *Custodial*
Activity Code: *7CUS*
Program Name: *BUILDING SERVICES*

Changes in Requirements and Performance Measures: Approved Budget is decreased by $199,482 due primarily to the reduction of 5.5 FTEs.

Responsible Employee: Jill Maness 512-974-3960

Finance & Administrative Services-2002-03

Activity: *Electric*
Activity Code: *7ELE*
Program Name: *BUILDING SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$262,761	$86,000	$124,703	$100,000	$100,000
Support Services Fund	$293,928	$370,035	$287,836	$336,262	$336,262
Total Requirements	**$556,689**	**$456,035**	**$412,539**	**$436,262**	**$436,262**
Full-Time Equivalents	**7.00**	**6.00**	**6.00**	**5.00**	**5.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of workorders requested (including preventative maintenance)	Demand	1,260	1,250	1,250	1,250	1,250
Activity cost per workorder completed	Efficiency	$444.65	$365	$330	$349	$349
Number of workorders completed	Output	1,252	1,250	1,250	1,250	1,250
Customer satisfaction with services with electrical services	Result	98.17%	95%	98%	95%	95%

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. Licensed electricians repair and maintain electrical systems throughout the City. Services range from minor maintenance to large scale remodeling projects.

Activity Objective: The purpose of the electrical activity is to provide electrical services in City facilities so that electrical systems are operational and safe.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Equipment maintenance and repair; new electrical services installations; and generator maintenance.		

Changes in Requirements and Performance Measures: Approved Budget is reduced by $19,773 due primarily to the reduction of one FTE.

Finance & Administrative Services-2002-03

Activity: *Electric*
Activity Code: *7ELE*
Program Name: *BUILDING SERVICES*

Responsible Employee: Jill Maness 512-974-3960

Finance & Administrative Services-2002-03

Activity: *Heating, Ventilation and Air Conditioning*
Activity Code: *7HVA*
Program Name: *BUILDING SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$246,975	$87,000	$141,657	$120,000	$120,000
Support Services Fund	$581,583	$732,996	$696,745	$660,874	$660,874
Total Requirements	**$828,558**	**$819,996**	**$838,402**	**$780,874**	**$780,874**
Full-Time Equivalents	**10.00**	**12.00**	**12.00**	**11.00**	**11.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of workorders requested (including preventative maintenance)	Demand	2,019	1,800	2,000	1,900	1,900
Activity cost per workorder completed	Efficiency	$415.53	$448	$414	$411	$411
Number of workorders completed	Output	1,994	1,832	2,000	1,900	1,900
Customer satisfaction with HVAC services	Result	96.81%	95%	98%	>95%	>95%

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. Heating, ventilation and air conditioning repair and maintenance to heating and cooling systems throughout City facilities.

Activity Objective: The purpose of the heating, ventilation and cooling (HVAC) activity is to provide heating, ventilation and cooling services in City facilities and ensure that occupants are comfortable in a safe environment.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Equipment maintenance and repair; energy management; new equipment installations; indoor air quality services.		

Changes in Requirements and Performance Measures: Approved Budget is reduced by $39,122 due primarily to the reduction of one FTE.

Finance & Administrative Services-2002-03

Activity: *Heating, Ventilation and Air Conditioning*
Activity Code: *7HVA*
Program Name: *BUILDING SERVICES*

Responsible Employee: Jill Maness 512-974-3960

Finance & Administrative Services-2002-03

Activity: *Maintenance*
Activity Code: *7MAN*
Program Name: *BUILDING SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$1,079,339	$592,900	$873,858	$940,000	$940,000
Support Services Fund	$1,555,182	$1,601,377	$1,045,362	$874,768	$874,768
Total Requirements	**$2,634,521**	**$2,194,277**	**$1,919,220**	**$1,814,768**	**$1,814,768**
Full-Time Equivalents	**18.00**	**18.00**	**18.00**	**14.00**	**14.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of workorders requested (including preventative maintenance)	Demand	3,813	5,000	4,000	4,000	4,000
Activity cost per workorder completed	Efficiency	$504.45	$437	$481.06	$452	$452
Number of workorders completed	Output	3,813	5,000	4,000	4,000	4,000
Customer satisfaction with building maintenance services	Result	99.78%	>95%	96%	>95%	>95%

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. Building Services maintenance employees repair and maintain City facilities including carpentry, painting and general maintenance activities. This shop also manages small remodel and construction jobs and installs cabinetry for buildings upon request. Property management services are also provided as a part of this activity.

Activity Objective: The purpose of the maintenance activity is to provide maintenance services to City facilities and equipment so that facilities are safe and attractive.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Building and equipment maintenance, repair and remodeling; project management; graffiti removal; locksmith activities; and plumbing and property management.		

Finance & Administrative Services-2002-03

Activity: *Maintenance*
Activity Code: *7MAN*
Program Name: *BUILDING SERVICES*

Changes in Requirements and Performance Measures: Approved Budget is reduced by $379,509 due primarily to the reduction of 4 FTEs and a significant shift of maintenance costs at the former Robert Mueller Airport to Redevelopment Services.

Responsible Employee: Jill Maness 512-974-3960

Finance & Administrative Services-2002-03

Activity: *Safety*
Activity Code: *7SAF*
Program Name: *BUILDING SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$128	$0	$406	$0	$0
Support Services Fund	$95,341	$114,529	$93,632	$85,371	$85,371
Total Requirements	**$95,469**	**$114,529**	**$94,038**	**$85,371**	**$85,371**
Full-Time Equivalents	**2.00**	**2.00**	**2.00**	**1.00**	**1.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per employee receiving safety training	Efficiency	$95.76	<$153	$104	$95	$95
Number of building safety inspections	Output	39	50	150	100	100
Number of employees receiving safety training per month	Output	83	40	75	75	75
Average cost per Financial Services FTE in workers compensation claims	Result	$532.05	<$400	<$500	<$500	<$500

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. A full-time safety specialist to manage department wide safety initiatives was added in 1997-1998. This program provides training and inspection services to every division of Financial Services and to other city departments requesting assistance.

Activity Objective: The purpose of the Safety activity is to provide training and inspection services so that employees and facilities are safe.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Safety training and development; and building inspections for safety compliance.		

Changes in Requirements and Performance Measures: Approved Budget is reduced by $29,158 due primarily to the reduction of one FTE.

Finance & Administrative Services-2002-03

Activity: *Safety*
Activity Code: *7SAF*
Program Name: *BUILDING SERVICES*

Responsible Employee: Jill Maness 512-974-3960

Finance & Administrative Services-2002-03

Activity: *Security*
Activity Code: *7SEC*
Program Name: *BUILDING SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$3,542	$0	$6,893	$0	$0
Support Services Fund	$125,715	$123,217	$114,133	$88,539	$88,539
Total Requirements	**$129,257**	**$123,217**	**$121,026**	**$88,539**	**$88,539**
Full-Time Equivalents	**5.50**	**3.00**	**3.00**	**2.00**	**2.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per hour of security guards	Efficiency	$20.66	$19.75	$21.98	$21.20	$21.20
Number of security hours provided	Output	6,240	6,240	5,720	5,720	5,720
Customer satisfaction with security services	Result	95%	>95%	98%	>95%	>95%

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. The City of Austin Building Services Office contracts with outside contractors to provide installation, maintenance, testing and certification of fire sprinkler and alarm systems. These services are mandated through the City via Uniform Building Codes. Security Guards were added to Building Services by the City Council in 1997-1998, to provide services to the Municipal building and Municipal Annex.

Activity Objective: The purpose of the security activity is to provide security systems and services at select City facilities so that City property is secure from unauthorized entry.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Install, maintain, test and certify fire sprinkler and alarm systems.	Provide security guard services to certain sites	

Changes in Requirements and Performance Measures: Approved Budget is reduced by $34,678 due primarily to the reduction in personnel of one FTE.

Finance & Administrative Services-2002-03

Activity: *Security*
Activity Code: *7SEC*
Program Name: *BUILDING SERVICES*

Responsible Employee: Jill Maness 512-974-3960

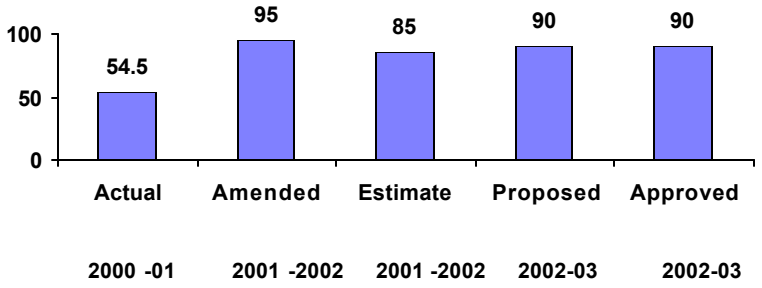
Finance & Administrative Services-2002-03

Program: *COMMUNICATIONS AND TECHNOLOGY MANAGEMENT*

Program Objective: The purpose of the Integrated Public Safety Voice/Data Communications Systems Program is to coordinate the implementation of a state of the art regional emergency communications system that will unify and integrate the voice and data communication within the Austin-Travis County Area.

Program Results Measures:

Percentage of project milestones completed on schedule and within budget each fiscal year



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of customers satisfied with overall quality of GIS application development products based on annual survey	N/A	75%	75%	75%	75%
Percentage of project milestones completed on schedule and within budget each fiscal year	54.50%	95%	85%	90%	90%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
9-1-1 RDMT	$0	0.00	$0	0.00	$0	0.00	$2,738,531	26.50	$2,738,531	26.50
Geographic Information Systems	$0	0.00	$0	0.00	$0	0.00	$1,296,676	20.00	$1,296,676	20.00
Total	$0	0.00	$0	0.00	$0	0.00	$4,035,207	46.50	$4,035,207	46.50

Finance & Administrative Services-2002-03

Activity: *9-1-1 RDMT*
Activity Code: *5PRJ*
Program Name: *COMMUNICATIONS AND TECHNOLOGY MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$0	$0	$2,738,531	$2,738,531
Total Requirements	**$0**	**$0**	**$0**	**$2,738,531**	**$2,738,531**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**26.50**	**26.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
9-1-1 RDMT activity costs / Number of project management staff hours	Efficiency	$23.90	$148.76	$49.00	$51.00	$51.00
Percentage of project milestones completed on schedule and within budget each fiscal year	Result	54.50%	95%	85%	90%	90%

Activity History and Description: This is a core activity as it has a potential immediate or near-term effect on public safety or health. This activity is identifying current concerns and is developing future requirements associated with both public safety and public service agencies using and desiring to use CAD/MDT communications.

Activity Objective: The purpose of the 9-1-1 RDMT activity is to provide management and support for technical CIP projects for public safety City departments and area agencies so that their staff can exchange information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Project management; Reporting and documentation; Quality assurance.		

Changes in Requirements and Performance Measures: This activity is proposed to be transferred into the Financial and Administrative Services Department from Information Systems Department in the 2002/03 fiscal year.

Responsible Employee: Peter Collins 512-974-2344

Finance & Administrative Services-2002-03

Activity: *Geographic Information Systems*
Activity Code: *5GIS*
Program Name: *COMMUNICATIONS AND TECHNOLOGY MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$724,972	$724,972
Support Services Fund	$0	$0	$0	$571,704	$571,704
Total Requirements	**$0**	**$0**	**$0**	**$1,296,676**	**$1,296,676**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**20.00**	**20.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per linear mile of GIS data maintained per employee	Efficiency	$12.78	$26.65	$26.08	$26.08	$26.08
Number of LDC related reviews completed	Output	779	1,000	1,100	1,000	1,000
Number of linear miles of GIS data added	Output	857	1,650	1,060	1,500	1,500
Number of subdivision lots added	Output	6,800	3,000	6,000	3,000	3,000
Average time required to enter recorded subdivision into database	Result	10.2 days	14 days	14 Days	14 Days	14 Days
Percent of customers satisfied with overall quality of GIS application development products based on annual survey	Result	N/A	75%	75%	75%	75%

Activity History and Description: "This is a semi-sore activity that meets the subdivision statues for State Local Government Code - Section 212 and City Code 25-4 and Records Local government Code Title 6. GIS services provide services to 30 departments and offices within the City.

This activity creates, maintains and disseminates geographic data related to subdivisions, zoning, geo-political boundaries, and streets and lots with their attendant addresses. In turn, all emergency services, CIS, PIER, E-CAPRIS, and all other billing, permitting and inspection services within the City use addresses maintained in the City of Austin official database."

Activity Objective: The purpose of Geographic Information Services (GIS) activity is to create, maintain, store, manipulate, analyze and distribute a collection of

Finance & Administrative Services-2002-03

Activity: *Geographic Information Systems*
Activity Code: *5GIS*
Program Name: *COMMUNICATIONS AND TECHNOLOGY MANAGEMENT*

spatial/tabular data and procedures to client departments and the public so they can meet their information needs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
"-Review land development applications -Assign and maintain addresses"	-Create and maintain digital mapping data· -Verify zoning	· Create customized mapping data sets

Changes in Requirements and Performance Measures: This activity is proposed to be transferred into the Financial and Administrative Services Department from Infrastructure Support Services in the 2002/03 fiscal year.

Responsible Employee: Dean LaBonte 512-974-2700

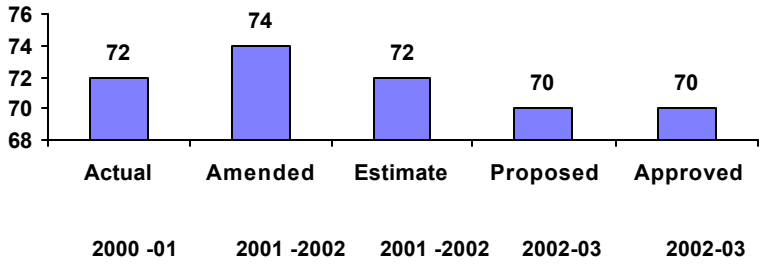
Finance & Administrative Services-2002-03

Program: CONTROLLERS OFFICE

Program Objective: The purpose of the Controller's office is to provide internal controls, financial information, and payments to departments' employees and vendors so that they may manage their business and meet their financial reporting needs.

Program Results Measures:

Dun & Bradstreet Payment Score (median = 74)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average days between system close and availability of automated report (CD ROM reports 13 times per year)	2	3	3	3	3
Average number of calendar days for A/P to review, approve and pay vouchers for departments	4 days	5 Days	5 Days	5 Days	5 Days
Awarded Governmental Finance Officers Association's (GFOA) Certificate of Achievement for Financial Reporting	Yes	Yes	Yes	Yes	Yes
Comprehensive Annual Financial Report (CAFR) awarded "clean opinion"	Yes	Yes	Yes	Yes	Yes
Dun & Bradstreet Payment Score (median = 74)	72	74	72	70	70
Number of payrolls not met	0	0	0	0	0

Finance & Administrative Services-2002-03

Program: CONTROLLERS OFFICE

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Accounting and Reporting	$3,011,870	44.00	$3,438,931	42.00	$2,967,378	42.00	$3,122,542	39.00	$3,122,542	39.00
Accounts Payable	$539,011	13.00	$625,312	14.00	$560,184	14.00	$551,499	12.00	$551,499	12.00
Internal Audit	$0	0.00	$0	0.00	$0	0.00	$259,753	4.00	$259,753	4.00
Payroll	$504,225	14.00	$857,701	14.00	$606,843	14.00	$658,585	11.00	$658,585	11.00
Total	$4,055,106	71.00	$4,921,944	70.00	$4,134,405	70.00	$4,592,379	66.00	$4,592,379	66.00

Finance & Administrative Services-2002-03

Activity: *Accounting and Reporting*
Activity Code: *2ACC*
Program Name: *CONTROLLERS OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$297,539	$347,000	$347,000	$357,000	$357,000
Support Services Fund	$2,714,331	$3,091,931	$2,620,378	$2,765,542	$2,765,542
Total Requirements	**$3,011,870**	**$3,438,931**	**$2,967,378**	**$3,122,542**	**$3,122,542**
Full-Time Equivalents	**44.00**	**42.00**	**42.00**	**39.00**	**39.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per dollar of City requirements	Efficiency	$0.0010	$0.0013	$0.0010	$0.0011	$0.0011
Average days between system close and availability of automated report (CD ROM reports 13 times per year)	Result	2	3	3	3	3
Awarded Governmental Finance Officers Association's (GFOA) Certificate of Achievement for Financial Reporting	Result	Yes	Yes	Yes	Yes	Yes
Comprehensive Annual Financial Report (CAFR) awarded "clean opinion"	Result	Yes	Yes	Yes	Yes	Yes

Activity History and Description: This activity is a core service. The Controller's Office is required to prepare audited annual financial statements by City Charter. State and Federal Law also require single audits to be performed annually. This activity consists of financial reporting and systems support areas. The financial reporting sections prepare financial statements for City funds (including monthly financial statements for the utility fund and special financial statements for utility funds' Official Statements). The accounting and reporting sections maintain internal controls, prepare and review accounting transactions, analyze account balances, provide assistance to departments in processing their accounting and purchasing transactions and in interpreting their financial data, and review their processes and procedures. The sections also maintain the City's fixed asset records, prepare the City's cost allocation plan, and the City's major bank reconciliations. The systems support section maintains the city-wide financial reporting and purchasing system.

Finance & Administrative Services-2002-03

Activity: *Accounting and Reporting*
Activity Code: *2ACC*
Program Name: *CONTROLLERS OFFICE*

Activity Objective: The purpose of the Accounting and Reporting activity is to provide internal controls and financial information to City management and departments so that they may manage their business and meet their financial reporting needs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Perform financial reporting and analysis for City management and departments, including preparing the Comprehensive Annual Financial Report (CAFR); prepare interim financial statements, and regulatory reports; maintain the accounting and purchasing system, including internal controls, policies and procedures and the implementation of enhancements, upgrades, and interfaces.	Support City management and departments in accessing and interpreting financial data	

Changes in Requirements and Performance Measures: Approved Budget is reduced by $326,389 to $2,765,542. This is due to a reduction in personnel of 3 vacant FTEs resulting in $149,895 savings after offsetting increases in insurance and pay for performance. The remaining savings consists of a reduction of contractual expenses of $162,500, primarily by deferring contract costs and reducing software maintenance; a reduction in commodities of $4,500, primarily for office supplies; and an increase in expense refunds of $10,000.

Responsible Employee: Barbara Nickle 512-974-2602

Finance & Administrative Services-2002-03

Activity: *Accounts Payable*
Activity Code: *2ACP*
Program Name: *CONTROLLERS OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$539,011	$625,312	$560,184	$551,499	$551,499
Total Requirements	**$539,011**	**$625,312**	**$560,184**	**$551,499**	**$551,499**
Full-Time Equivalents	**13.00**	**14.00**	**14.00**	**12.00**	**12.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Dollar cost per Accounts Payable transaction	Efficiency	$2.00	$2.32	$2.07	$2.05	$2.05
Average number of calendar days for A/P to review, approve and pay vouchers for departments	Result	4 days	5 Days	5 Days	5 Days	5 Days
Dun & Bradstreet Payment Score (median = 74)	Result	72	74	72	70	70

Activity History and Description: This activity is a core service and is required by City Policy, as well as by state and federal law. The account payable section plans, prepares, edits and files year-end tax information returns (1099-Misc, 1099-Int, 1099-S), including maintenance of vendor taxpayer identification numbers and filing status. In addition, the accounts payable section reviews department payment transactions for clerical and accounting accuracy, schedules payments for check generation, provides assistance to departments, and is responsible for payment and accounting document archives.

Activity Objective: The purpose of the Accounts Payable activity is to provide payment processing services for City departments and management in order to insure timely vendor payments for good and services. ("Payment Processing" includes accurate and appropriate payments.)

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Reviews department payment transactions for compliance with City policy and procedures; schedules payments for check generation; maintains Citywide	Assist departments	

Finance & Administrative Services-2002-03

Activity: *Accounts Payable*
Activity Code: *2ACP*
Program Name: *CONTROLLERS OFFICE*

archive of payment and other accounting transactions; prepares and files year-end tax information returns

Changes in Requirements and Performance Measures: Approved Budget is reduced by $73,813 to $551,499. This is due to a reduction in personnel of 2 vacant FTEs resulting in $68,813 savings after offsetting increases in insurance and pay for performance. The remaining savings consists of a reduction of contractual expenses of $4,000, for temporary employees; and a reduction in commodities of $1,000 for office supplies.

Responsible Employee: Lee Kiser 512-974-2647

Finance & Administrative Services-2002-03

Activity: *Internal Audit*
Activity Code: *2INA*
Program Name: *CONTROLLERS OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$0	$0	$259,753	$259,753
Total Requirements	**$0**	**$0**	**$0**	**$259,753**	**$259,753**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**4.00**	**4.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
To be determined	Result					

Activity History and Description: The Internal Audit activity provides the City Manager a management tool to perform critical internal audits necessary in managing the City's resources and personnel.

Activity Objective: The purpose of the Internal Audit activity is to provide the City Manager with the auditing tools necessary to effectively manage the City's resources and personnel.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Changes in Requirements and Performance Measures: This is a new activity for 2002-03. The 4 FTEs and proposed expenditures were reallocated from various activities within the Office of the City Auditor.

Responsible Employee: John Stephens 512-974-2076

Finance & Administrative Services-2002-03

Activity: *Payroll*
Activity Code: *2PAY*
Program Name: *CONTROLLERS OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$504,225	$857,701	$606,843	$658,585	$658,585
Total Requirements	**$504,225**	**$857,701**	**$606,843**	**$658,585**	**$658,585**
Full-Time Equivalents	**14.00**	**14.00**	**14.00**	**11.00**	**11.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per payroll payment(annual automated, manual and court ordered deductions)	Efficiency	$2.37	$2.83	$2.01	$2.17	$2.17
Number of payrolls not met	Result	0	0	0	0	0

Activity History and Description: This activity is a core activity and is required by federal and state law or court order to maintain reliable auditable records. The Payroll activity produces the City-wide biweekly payroll (26 times per year), and includes the database administrators and programmers who support the City's human resource/payroll databases and computer programs. The Payroll activity comprises withholding employment taxes; tax reports and information returns; court ordered garnishments; electronic funds transfers for direct deposits; deposits to the City's three employee pension funds; and remitting funds for deferred compensation, employee organizations, cafeteria benefit plan spending accounts, and various other City-sponsored deduction programs.

Activity Objective: The purpose of the Payroll activity is to provide timely payroll services for City departments so that departments pay their employees accurately.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Schedules, reviews, and runs Citywide payrolls; withholds, remits, and reports employment taxes, court ordered deductions, and other employee deductions; prepares and files biweekly, quarterly, and annual tax information returns (Form 941 and Form W-2); provides payroll data, database backup and		

recovery, and automation support to City departments and management.

Changes in Requirements and Performance Measures:

Approved Budget is reduced by $199,116 to $658,585. This is due to a reduction in personnel of 3 vacant FTEs resulting in $181,615 savings after offsetting increases in insurance and pay for performance. The remaining savings consists of a reduction of contractual expenses of $16,500, for temporary employees, printing and other services; and a reduction in commodities of $1,000 for office supplies.

Responsible Employee: Lee Kiser 512-974-2647

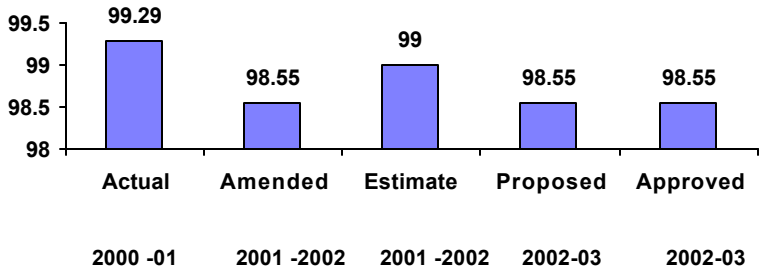
Finance & Administrative Services-2002-03

Program: PURCHASING OFFICE

Program Objective: The purpose of the Purchasing program is to provide procurement related activities and mail services in a timely and cost effective manner to City departments so that they can have the resources they need to do their jobs.

Program Results Measures:

Percent of vendor solicitations successfully awarded without delay due re-bids or protests



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of customer satisfaction	97.0%	97%	97%	95%	95%
Percent of Customer satisfaction	97%	97%	97%	95%	95%
Percent of Customer satisfaction	94.30%	95%			
Percent of mail processed daily	100%	100%			
Percent of Vendor Satisfaction	98.20%	97%			
Percent of vendor solicitations successfully awarded without delay due re-bids or protests	99.29%	98.55%	99.00%	98.55%	98.55%
Percentage contract utilization on Service and Price Agreements	87.00%	70%			

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Inventory Services	$428,584	7.40	$400,227	8.50	$294,933	8.50	$388,564	8.50	$388,564	8.50
Mail Services	$340,615	7.05	$313,366	7.25	$314,794	7.25	$341,123	8.25	$341,123	8.25
Procurement	$3,399,223	62.20	$3,811,762	60.80	$3,436,619	60.80	$3,565,502	57.75	$3,565,502	57.75
Total	$4,168,422	76.65	$4,525,355	76.55	$4,046,346	76.55	$4,295,189	74.50	$4,295,189	74.50

Finance & Administrative Services-2002-03

Activity: *Inventory Services*
Activity Code: *3NVS*
Program Name: *PURCHASING OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$397,467	$390,984	$294,933	$388,564	$388,564
Support Services Fund	$31,117	$9,243	$0	$0	$0
Total Requirements	**$428,584**	**$400,227**	**$294,933**	**$388,564**	**$388,564**
Full-Time Equivalents	**7.40**	**8.50**	**8.50**	**8.50**	**8.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per piece of clothing altered	Efficiency	$1.36	$1.70	$1.00	$1.00	$1.00
Percent of customer satisfaction	Result	97.0%	97%	97%	95%	95%

Activity History and Description: This is a semi-core activity providing service to user departments. Inventory Services operates the city-wide clothing storeroom and provides for surplus management and disposal. Management of city-wide contracts was transferred to the procurement activity in FY 2000-2001.

Activity Objective: The purpose of the Inventory Services Activity is to provide surplus management and uniform services for City of Austin departments so that they have the resources they need to do their jobs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Surplus management	Clothing store and alterations; forms/misc. store	

Changes in Requirements and Performance Measures: Not significantly changed

Responsible Employee: Eddie Clark 512-974-2901

Finance & Administrative Services-2002-03

Activity: *Mail Services*
Activity Code: *3MAL*
Program Name: *PURCHASING OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$376,181	$306,271	$314,794	$310,927	$310,927
Support Services Fund	($35,566)	$7,095	$0	$30,196	$30,196
Total Requirements	**$340,615**	**$313,366**	**$314,794**	**$341,123**	**$341,123**
Full-Time Equivalents	**7.05**	**7.25**	**7.25**	**8.25**	**8.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per unit of mail processed (metered and interoffice)	Efficiency	$0.1107	$0.1069	$0.11	$0.11	$0.11
Percent of Customer satisfaction	Result	97%	97%	97%	95%	95%

Activity History and Description: This is a core activity due to the need to efficiently handle and distribute mail citywide. Mail Services provides timely and professional services to all City departments. A centralized service enables the City to send and receive mail in the most cost effective manner while satisfying the postal requirements of our customers. U.S. Mail Services and Intercity Delivery Programs were combined into one activity in 1997-98 U.S. Mail Services Program.

Activity Objective: The purpose of the Mail Services activity is to collect, process and distribute internal and external mail for all City Departments so that written communications can be exchanged dependably and in a timely manner.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Internal mail collection, processing and distribution; external mail collection and processing	Accounting for and billing of costs to departments	

Changes in Requirements and Performance Measures: Approved Budget is increased by $30,196 due to the transfer of 1 mail runner FTE as the result of the dissolution of the Infrastructure Support Services Department.

Responsible Employee: Eddie Clark 512-974-2901

Finance & Administrative Services-2002-03

Activity: *Procurement*
Activity Code: *3PRC*
Program Name: *PURCHASING OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$1,002,119	$1,332,590	$1,047,399	$1,370,013	$1,370,013
Support Services Fund	$2,397,104	$2,479,172	$2,389,220	$2,195,489	$2,195,489
Total Requirements	**$3,399,223**	**$3,811,762**	**$3,436,619**	**$3,565,502**	**$3,565,502**
Full-Time Equivalents	**62.20**	**60.80**	**60.80**	**57.75**	**57.75**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per dollar purchased	Efficiency	New Measure	New Measure	$0.005	$0.01	$0.01
Dollar amount of purchases made by Central Purchasing Office per Central Purchasing Office Buyer	Efficiency	$21,870,104	$21,200,000	$20,297,523	$21,200,000	$21,200,000
Percent of vendor solicitations successfully awarded without delay due re-bids or protests	Result	99.29%	98.55%	99.00%	98.55%	98.55%

Activity History and Description: This is a core activity mandated by state law (Chapter 271, Purchasing and Contracting Authority of Municipalities, Counties, and certain other local governments); City Charter (Article VII, Finance-Paragraph 15, Purchasing Procedures) establishing responsibility and authority level. All work related to purchasing of goods and services city-wide. In FY 1998-99, Austin Energy Procurement was added to the Procurement Activity. In FY2000-01, Contract Management Services was transferred from the Inventory Services Activity.

Activity Objective: The purpose of the procurement activity is to provide purchasing management and education to departments and suppliers so that the City has the resources available in a timely and cost-effective manner to accomplish it's mission.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Centralized City-wide Buying; Austin Energy Buying; contract management; RCA process management; management of bid protests; City-wide procurement support service including: business process	MBE/WBE Reporting; vehicle and equipment acquisition.	

consulting, procurement training and education, and policy and procedural consulting.

Changes in Requirements and Performance Measures: Approved Budget is reduced by $247,434 due primarily to a reduction in personnel of approximately 3 FTEs (elimination of 4 positions and the transfer in of 1 position from Management Services) resulting in $172,390 savings. The remaining savings is comprised of contractual expenses being reduced by $73,870 for postage, advertising and software maintenance. Expense refunds have increased by $37,423.

Responsible Employee: Sue Brubaker 512-974-2050

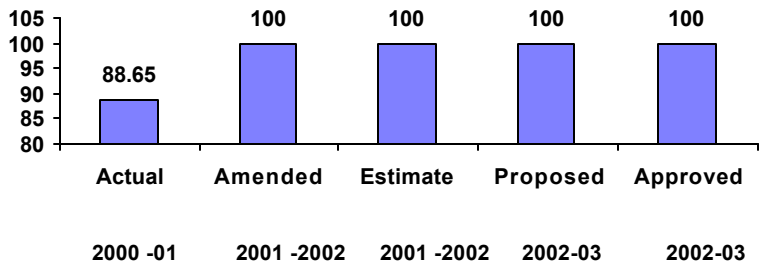
Finance & Administrative Services-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Percent of CAFs submitted within deadline



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of CAFs submitted within deadline	88.65%	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	92%	90%	90%	90%	90%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	M-21.49%;W-46.02%	MBE: 25%, WBE: 10%	MBE: 24%, WBE: 11%	MBE: 25%, WBE: 10%	MBE: 25%, WBE: 10%
Percent Variance of CYEs to Actual Expenditures	.04%	Q1 & 2 - 2%; Q3 - 1%	Q1&2 - 2%; Q3-1%	Q1 &2 - 2%, Q3-1%	Q1 &2 - 2%, Q3-1%
Percent Variance of CYEs to Actual Revenue	N/A	Q1 & 2 - 2%; Q3 - 1%	Q1 & 2 - 2%, Q3 - 1%	Q1 &Q2 - 2%, Q3 - 1%	Q1 &Q2 - 2%, Q3 - 1%
Personnel Action Form (PAF) error rate	3.42%	10.0%	12.5%	5.0%	5.0%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	32 days	30 days	30 days	30 days	30 days

Finance & Administrative Services-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$1,689,193	21.90	$2,059,597	20.75	$1,769,890	20.75	$1,975,162	19.90	$1,975,162	19.90
Facility Expenses	$1,959,286	0.00	$2,117,775	0.00	$2,009,776	0.00	$1,996,529	0.00	$1,996,529	0.00
Financial Monitoring / Budgeting	$197,287	4.90	$250,326	4.70	$162,537	4.70	$240,133	4.30	$240,133	4.30
Information Technology Support	$735,417	5.45	$853,965	6.15	$752,493	6.15	$760,844	5.65	$760,844	5.65
Personnel / Training	$489,615	6.45	$527,292	6.35	$368,223	6.35	$523,557	7.40	$523,557	7.40
Purchasing / M/WBE Compliance	$204,055	4.40	$208,832	3.95	$226,578	3.95	$180,855	3.95	$180,855	3.95
Total	$5,274,853	43.10	$6,017,787	41.90	$5,289,497	41.90	$5,677,080	41.20	$5,677,080	41.20

Finance & Administrative Services-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$686,560	$778,879	$749,203	$812,455	$812,455
Support Services Fund	$1,002,633	$1,280,718	$1,020,687	$1,162,707	$1,162,707
Total Requirements	**$1,689,193**	**$2,059,597**	**$1,769,890**	**$1,975,162**	**$1,975,162**
Full-Time Equivalents	**21.90**	**20.75**	**20.75**	**19.90**	**19.90**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	8.9%	9.6%	9.6%	9.5%	9.5%
Percent of CAFs submitted within deadline	Result	88.65%	100%	100%	100%	100%

Activity History and Description: This program provides general administrative services to the department.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff meetings; Council meetings; Board and commission support; developing business plans and performance measures; secretarial/clerical support; request for information; subscriptions and memberships; surveys; Department Directors and associated office expenses; reception, files and record management; mail distribution; and CAF's.		

Changes in Requirements and Performance Measures: Approved Budget is reduced by $84,435 due primarily to reductions in personnel of .5 FTEs resulting in $15,591 savings; decrease in contractual expenses of $38,499; and a decrease in commodities by $30,345.

Finance & Administrative Services-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Responsible Employee: Vickie Schubert 512-974-3344

Finance & Administrative Services-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$208,522	$199,790	$191,890	$457,760	$457,760
Support Services Fund	$1,750,764	$1,917,985	$1,817,886	$1,538,769	$1,538,769
Total Requirements	**$1,959,286**	**$2,117,775**	**$2,009,776**	**$1,996,529**	**$1,996,529**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	N/A	N/A
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$2.03	$2.46	$2.34	$2.32	$2.32
Total square feet of facilities	Output	860,418	860,418	860,418	860,418	860,418
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: This program consists of rent for the Controller's Office, Information Systems Office, TARA, Internet Administration, Treasury Office and the Purchasing Office. In addition, the utilities for many City facilities which are paid for by Building Services is included in this program. All telephone charges, parking expenses and utilities for Financial and Administrative Services are also included in this activity.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities (excluding treatment and generation plants, tennis courts, park shelters/restrooms/parkland, golf courses, swimming pools) for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Finance & Administrative Services-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Leases; telephones; gas; water/wastewater; garbage; building maintenance; minor repairs; and minor modifications.

Changes in Requirements and Performance Measures: Approved Budget is reduced by $121,246 to $1,996 529 due primarily to a reduction in contractual expenses of $121,246. Expense refunds increased by $257,970.

Responsible Employee: Jill Maness 512-476-2272

Finance & Administrative Services-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$24,154	$0	$0	$5,629	$5,629
Support Services Fund	$173,133	$250,326	$162,537	$234,504	$234,504
Total Requirements	**$197,287**	**$250,326**	**$162,537**	**$240,133**	**$240,133**
Full-Time Equivalents	**4.90**	**4.70**	**4.70**	**4.30**	**4.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	1.04%	1.16%	.88%	1.15%	1.15%
Percent Variance of CYEs to Actual Expenditures	Result	.04%	Q1 & 2 - 2%; Q3 - 1%	Q1&2 - 2%; Q3- 1%	Q1 &2 - 2%, Q3- 1%	Q1 &2 - 2%, Q3-1%
Percent Variance of CYEs to Actual Revenue	Result	N/A	Q1 & 2 - 2%; Q3 - 1%	Q1 & 2 - 2%, Q3 - 1%	Q1 &Q2 - 2%, Q3 - 1%	Q1 &Q2 - 2%, Q3 - 1%

Activity History and Description: This program consists of staff time to develop and monitor department budget, develop and monitor CIP, develop and monitor performance reports, in house tracking of revenue and expenditures, and develop 5-Year forecast.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty cash auditing and handling; performance report development and monitoring; department budget (operating and CIP) development and monitoring; revenue and expenditures tracking; CYE development; accounts receivable; 5-Year forecast development; TB, RB, EB, AA, JV processing; inventory management; and travel processing.		

Finance & Administrative Services-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: Approved Budget is reduced by $10,193 due primarily to an increase in personnel vacancy savings.

Responsible Employee: Janet Bartles 512-974-2020

Finance & Administrative Services-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$735,417	$853,965	$752,493	$760,844	$760,844
Total Requirements	**$735,417**	**$853,965**	**$752,493**	**$760,844**	**$760,844**
Full-Time Equivalents	**5.45**	**6.15**	**6.15**	**5.65**	**5.65**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	3.9%	4.0%	4.1%	3.6%	3.6%
Information technology support costs per workstation	Efficiency	$2,435	$2,796	$2,467	$2,143	$2,143
Percent of information technology problems resolved at time of call	Result	92%	90%	90%	90%	90%

Activity History and Description: The Information Technology Support activity was developed as a part of the City's business planning process in the Spring, 1999. This activity supports the information technology internal needs of Financial Services.

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Computers repair, maintenance and upgrades; computer hardware and software support; programming; LAN maintenance; software licenses and upgrades; information systems planning, design, development and implementation; and telephone support.		

Changes in Requirements and Performance Measures: Approved Budget is reduced by $93,121. This is due to a reduction in personnel of .5 FTEs resulting in a $31,416 savings; reduction of contractual

expenses by $50,203; commodities by $10,502; and capital by $1,000.

Responsible Employee: Vickie Schubert 512-974-7822

Finance & Administrative Services-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$67,312	$12,200	$13,777	$90,129	$90,129
Support Services Fund	$422,303	$515,092	$354,446	$433,428	$433,428
Total Requirements	**$489,615**	**$527,292**	**$368,223**	**$523,557**	**$523,557**
Full-Time Equivalents	**6.45**	**6.35**	**6.35**	**7.40**	**7.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	N/A	N/A	N/A	$1,393	$1,393
Personnel Action Form (PAF) error rate	Result	3.42%	10.0%	12.5%	5.0%	5.0%

Activity History and Description: This program consists of staff time and commodities required to monitor personnel activities not directly associated with any other programs. Staff works with Human Resources to coordinate employee-related matters, record time and labor distribution information to the time and attendance system, and to work with divisions within the department to process personnel actions.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing; hiring and recruiting; workers compensation claim processing; grievance-related activities; employee counseling up to and including termination; pay check/stub distribution and correction; benefits administration; PAF processing; providing training and facilitation; attending outside training and related travel (training); safety evaluation; SSPR-related activities;		

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

conducting exit interviews.

Changes in Requirements and Performance Measures: Approved Budget is reduced by $9,234. Personnel is increased by $64,016 primarily due to an increase in 1.05 FTEs due to the transfer in of the fleet human resource specialist as a result of departmental HR consolidation efforts. This increase in personnel costs is offset by an increase in expense refunds to the Fleet Fund. In addition there is a reduction in contractual expenses of $73,175 Expense refunds are increased by $77,929.

Responsible Employee: Sharon Huckabee 512-974-2381

Finance & Administrative Services-2002-03

Activity: *Purchasing / M/WBE Compliance*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$2,917	$0	$94,000	$0	$0
Support Services Fund	$201,138	$208,832	$132,578	$180,855	$180,855
Total Requirements	**$204,055**	**$208,832**	**$226,578**	**$180,855**	**$180,855**
Full-Time Equivalents	**4.40**	**3.95**	**3.95**	**3.95**	**3.95**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$10.44	$7.59	$15.33	$12.22	$12.22
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	M-21.49%;W-46.02%	MBE: 25%, WBE: 10%	MBE: 24%, WBE: 11%	MBE: 25%, WBE: 10%	MBE: 25%, WBE: 10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	32 days	30 days	30 days	30 days	30 days

Activity History and Description: This program consists of staff time to obtain bids in compliance with the City's M/WBE purchasing ordinance and to provide information to demonstrate ordinance compliance.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding contract-related purchasing contracts for the department to have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under $5,000); contract administration, monitoring and compliance; RCA preparation for contract awards; coordinating RFQ's; checking under $5,000 guidelines; technical assistance; purchase reporting and payment activities; payments processing; acquiring inventory; contract compliance; A/P processing; contract administration; vehicle purchasing; equipment		

Activity: *Purchasing / M/WBE Compliance*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

purchasing; and RFQs.

Changes in Requirements and Performance Measures: Approved Budget is reduced by $27,977 due primarily to the reduction of personnel by .5FTE's.

Responsible Employee: Eddie Clark 512-974-2050

Finance & Administrative Services-2002-03

Activity: *Other Requirements*
Activity Code: *9REQ*
Program Name: *TRANSFERS AND OTHER REQUIREMENTS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$390,000	$450,000	$450,000	$0	$0
Support Services Fund	$1,841,705	$2,008,000	$1,665,183	$1,894,207	$1,894,207
Total Requirements	**$2,231,705**	**$2,458,000**	**$2,115,183**	**$1,894,207**	**$1,894,207**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: Other requirements include payment of assessment property values, collection of taxes, and corporate memberships.

Activity Objective: The purpose of the Other Requirements activity is to account for other departmental requirements that occur at the fund and agency level including property appraisal and tax collection.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Assessment of property values; collection of property taxes; management of Austin Music Network; and corporate memberships.		

Changes in Requirements and Performance Measures: The Approved Budget is reduced by $563,793 to $1,894,207 primarily due to the transfer of the Austin Music Network (AMN) budget of $715,000 to TARA offset by a decrease in expense refunds of $450,000 also related to AMN.

Responsible Employee: Janet Bartles 512-974-2020

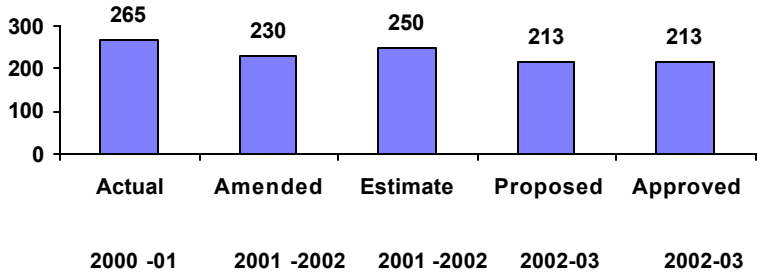
Finance & Administrative Services-2002-03

Program: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

Program Objective: The purpose of Telecommunications and Regulatory Affairs is to provide financial and right-of-way management services to client City departments and the City of Austin in order to maximize collected and available funds and to provide community media and technology-related economic development services to a diverse customer service base.

Program Results Measures:

Austin Free-Net public access station average monthly usage in hours



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Austin Free-Net public access station average monthly usage in hours	265	230	250	213	213
Maintain or increase R-O-W revenue	$29,953,690	$20,000,000	$30,568,786	$30,568,786	$30,568,786
Percent of City-wide cash handlers certified per number of cash handlers	100%	90%	TBD	TBD	TBD
Percent of music loans defaulted	N/A	0%	0%	0%	0%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Channel 6	$0	0.00	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Community Technology Initiatives	$660,717	2.65	$608,042	2.65	$638,327	2.65	$585,396	2.65	$585,396	2.65

Finance & Administrative Services-2002-03

Program: ***TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)***

Financial Management Services	$372,173	10.55	$465,005	8.55	$316,334	8.55	$412,067	8.55	$412,067	8.55
Franchise Administration	$334,117	6.90	$467,554	8.15	$396,241	8.15	$325,259	5.25	$325,259	5.25
Information Technology Initiatives	$0	0.00	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Interactive Industry Development	$205,493	2.50	$270,642	2.25	$188,026	2.25	$848,442	2.25	$848,442	2.25
Telecom Partnership	$0	0.00	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Total	$1,572,500	22.60	$1,811,243	21.60	$1,538,928	21.60	$2,171,164	18.70	$2,171,164	18.70

Finance & Administrative Services-2002-03

Activity: *Community Technology Initiatives*
Activity Code: *7CTI*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$100,000	$100,000	$315,396	$315,396
Support Services Fund	$660,717	$238,042	$268,327	$0	$0
Sustainability Fund	$0	$270,000	$270,000	$270,000	$270,000
Total Requirements	**$660,717**	**$608,042**	**$638,327**	**$585,396**	**$585,396**
Full-Time Equivalents	**2.65**	**2.65**	**2.65**	**2.65**	**2.65**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per participant served by CATF (Capital Area Training Foundation)	Efficiency	N/A	N/A	$576	$576	$576
Austin Free-Net public access station average monthly usage in hours	Result	265	230	250	213	213

Activity History and Description: This is a non-core activity. Telecom Partnership and Austin Free-Net was combined under the Community Technology Initiatives activity in FY 2000-01. The Telecommunity Initiative services contract, formerly in the currently inactive Telecommunity Fund, is part of this activity.

Activity Objective: The purpose of the Community Technology Initiatives activity is to bridge the digital divide by providing free, community access to computer technology, enhancing employability and technical skills of individuals, promoting community awareness of and comfort with emerging technology.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Liaison between City and community based organizations, technical, software, and computer companies, non-profits, and chambers of commerce to address the technology and workforce development needs of the community;

Activity: *Community Technology Initiatives*
Activity Code: *7CTI*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

assess
the current state of the digital divide in Austin; establish partnerships with organizations and companies to gain financial and in-kind contributions; public
awareness to the availability of technical skill training and access to technology; provide promotion and contract management services to Austin
Free-Net; provide Austin Free-Net public access to the Internet in public libraries and other public facilities throughout the community; educate and
encourage local agencies to develop and maintain their own internet-based content and services.

Changes in Requirements and Performance Measures: Approved Budget is reduced by $22,646 due primarily to reductions in personnel costs. Funding is changed from Support Services Fund to expense refunds.

Responsible Employee: Rondella Pugh 512-974-2422

Finance & Administrative Services-2002-03

Activity: *Financial Management Services*
Activity Code: *7FMS*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$77,200	$46,338	$46,338	$412,067	$412,067
Support Services Fund	$294,973	$418,667	$269,996	$0	$0
Total Requirements	**$372,173**	**$465,005**	**$316,334**	**$412,067**	**$412,067**
Full-Time Equivalents	**10.55**	**8.55**	**8.55**	**8.55**	**8.55**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of claims collections per dollar amount collected	Efficiency	13%	20%	20%	20%	20%
Percent of City-wide cash handlers certified per number of cash handlers	Result	100%	90%	TBD	TBD	TBD

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. This activity includes Claims Collections and Internal Financial Control. The claims collection activity was a part of the Law Department until 1996/97 and provided collection activities for all City departments including utility bill accounts. In 1996/97, the utility bill accounts were transferred to the Utility Customer Service Office. As needed, accounts are referred to the Law Department for collection through civil suit. Also, included in this activity, are staff who perform internal control reviews, hotel occupancy tax desk audits, and hotel occupancy tax refund processing.

Activity Objective: The purpose of the Financial Management activity is to provide assistance in safeguarding and recovering City funds for client departments in order to maximize collections and available funds for those departments.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Collection activities for client departments	Internal financial control reviews	

Changes in Requirements and Performance Measures: Approved Budget has been reduced by $52,938 due to the reduction of 1 FTE. Funding for this activity has changed from Support Services Fund to expense refunds.

Finance & Administrative Services-2002-03

Activity: *Financial Management Services*
Activity Code: *7FMS*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

Responsible Employee: Rondella Pugh 512-974-2422

Finance & Administrative Services-2002-03

Activity: *Franchise Administration*
Activity Code: *7FRA*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$325,259	$325,259
Support Services Fund	$334,117	$467,554	$396,241	$0	$0
Total Requirements	**$334,117**	**$467,554**	**$396,241**	**$325,259**	**$325,259**
Full-Time Equivalents	**6.90**	**8.15**	**8.15**	**5.25**	**5.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost as a percentage of revenue collected	Efficiency	1%	2%	1.5%	1.5%	1.5%
Number of consumer complaints resolved	Output	137	100	150	150	150
Number of R-O-W Use Agreements	Output	14	20	25	27	27
Maintain or increase R-O-W revenue	Result	$29,953,690	$20,000,000	$30,568,786	$30,568,786	$30,568,786

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. Administers franchises or municipal fee agreements with Southwestern Bell, Time Warner Communications, Time Warner Entertainment (cable and telephone), Southern Union Gas, Lone Star Gas, Pedernales Electric Cooperative, Texas Utilities as well as other providers. Coordinates, with Information Systems Office, the use of assets received as compensation in franchise agreements.

Activity Objective: The purpose of the Franchise Management activity is to provide right-of-way management services for the public and utility providers in order to ensure the best and most remunerative use of the public right-of way and provide a stable business environment. Assigned staff will also perform franchise fee and compliance audits to ensure franchisee compliance.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Cable TV and telecommunication franchising/right-of-way management; contract negotiation and administration; and franchise fee audits.	Staff support to board, commission and Council committees	

Finance & Administrative Services-2002-03

Activity: *Franchise Administration*
Activity Code: *7FRA*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

Changes in Requirements and Performance Measures: Approved Budget is reduced by $142,295 due to the reduction of 1.9 FTEs for a savings of $112,511 and a reduction in contractual services of $23,984. Funding for this activity has changed from Support Services Fund to expense refunds.

Responsible Employee: Rondella Pugh 512-974-2422

Finance & Administrative Services-2002-03

Activity: *Interactive Industry Development*
Activity Code: *7IID*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$848,442	$848,442
Support Services Fund	$205,493	$270,642	$188,026	$0	$0
Total Requirements	**$205,493**	**$270,642**	**$188,026**	**$848,442**	**$848,442**
Full-Time Equivalents	**2.50**	**2.25**	**2.25**	**2.25**	**2.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per interactive industry customer assisted	Efficiency	N/A	N/A	N/A	$3,544	$3,544
Percent of music loans defaulted	Result	N/A	0%	0%	0%	0%

Activity History and Description: This is a non-core activity. Interactive Industry Development became its own separate activity beginning in fiscal year 2000-01. In fiscal year 1999-2000, these services were located within the Telecommunity Partnership activity as multimedia services. The activity name is being updated from multimedia to interactive industry to better describe the industry it serves.

Activity Objective: The purpose of the Interactive Industry Development activity is to provide technical assistance and facilitate services to the governmental and business community in order to promote the development and growth of the music and media interactive industries in the Austin area.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Provide technical assistance to City management related to the Digital Downtown District and other infrastructure improvements; serve as liaison between the City, interactive industry companies and venture capitalists, financial institutions and private investors; and collaborate with all chambers of commerce, state agencies, city departments and other organizations

Activity: *Interactive Industry Development*
Activity Code: *7IID*
Program Name: *TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)*

to maximize the Interactive Industry Development program and eliminate program duplication; develop content of web site that promotes interactive industry and serves as an on-line interactive resource; promote interactive industry; provide contract management services for Austin Music Network; oversee the City's participation in the Music Industry Loan Program.

Changes in Requirements and Performance Measures: Approved Budget is increased by $627,800 due primarily to the transferring of $715,000 for Austin Music Network (AMN) into this activity from the "Other Requirements" activity and then reducing funding for AMN by $50,000. A reduction in contractual expenses by $82,784 is also included. Funding for this activity has changed from the Support Services Fund to expense refunds.

Responsible Employee: Rondella Pugh 512-974-2422

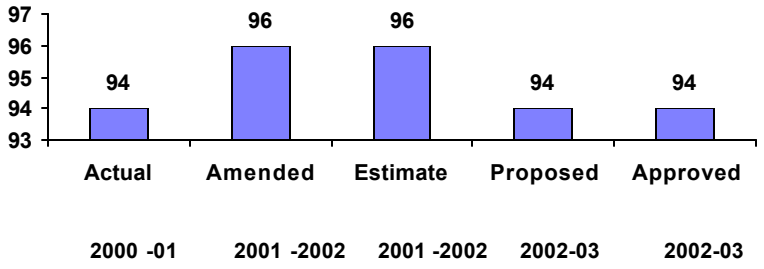
Finance & Administrative Services-2002-03

Program: TREASURY OFFICE

Program Objective: The purpose of the Treasury program is to provide financial resources to City departments so they can effectively administer their programs.

Program Results Measures:

Financing rates associated with individual transactions will be compared to the Delphis Hanover Index: General Obligation >94, Combined Utility System Revenue >90



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Financing rates associated with individual transactions will be compared to the Delphis Hanover Index: General Obligation >94, Combined Utility System Revenue >90	94	96	96	94	94
Investment Pool daily average bank balance	$79,612	$200,000	$157,166	$200,000	$200,000
Investment pool yield comparable to other Texas Cities	Arlington 5.48%, Dallas 5.65%.	No data	No data	No data	No data
Investment Pool yield equal to or exceeds the 1-Year Treasury Bill yield	Austin 5.69%/T Bill 4.40%	Austin 3.50%	Austin 3.10%/T Bill 2.25%	Austin 3.00%	Austin 3.00%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Cash Management	$295,549	4.50	$283,622	4.50	$289,172	4.50	$193,411	2.50	$193,411	2.50
Debt Management	$262,140	3.50	$293,625	3.50	$284,074	3.50	$305,771	3.50	$305,771	3.50
Investment Management	$247,412	3.00	$296,736	3.00	$286,381	3.00	$300,042	3.00	$300,042	3.00
Total	$805,101	11.00	$873,983	11.00	$859,627	11.00	$799,224	9.00	$799,224	9.00

Program: ***TREASURY OFFICE***

Finance & Administrative Services-2002-03

Activity: *Cash Management*
Activity Code: *6CAS*
Program Name: *TREASURY OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$295,551	$277,317	$289,172	$193,411	$193,411
Support Services Fund	($2)	$6,305	$0	$0	$0
Total Requirements	**$295,549**	**$283,622**	**$289,172**	**$193,411**	**$193,411**
Full-Time Equivalents	**4.50**	**4.50**	**4.50**	**2.50**	**2.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cash Management cost divided into portfolio size as a percentage	Efficiency	0.0201$	0.0180%	0.0188%	0.0130%	0.0130%
Portfolio size	Output	$1.449 Billion	$1.5 Billion	$1.5 Billion	$1.6 Billion	$1.6 Billion
Investment Pool daily average bank balance	Result	$79,612	$200,000	$157,166	$200,000	$200,000

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. Cash flows through all City bank accounts are monitored and the invested amounts are reported daily to the investment program along with projections of upcoming cash outflows/inflows. This facilitates the investment decision. The cash management program monitors the use of banking services, including the review of the month-end account analyses provided from the depository bank and is responsible for assuring contract compliance on behalf of the depository bank. This activity also has the responsibility of administering the State Law requiring municipalities to report and remit abandoned property.

Activity Objective: The purpose of the Cash Management activity is to provide cash management services to Treasury and City Departments in order to optimize investment income.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Cash position management; bank service management; and unclaimed property.	Petty cash program; credit card acceptance program; cashier operations	

Finance & Administrative Services-2002-03

Activity: *Cash Management*
Activity Code: *6CAS*
Program Name: *TREASURY OFFICE*

Changes in Requirements and Performance Measures: Approved Budget is reduced by $90,211. This reduction is due primarily to the decrease in personnel because of the transfer of 2 FTEs to other departments and associated costs resulting from decentralization of the cashier function.

Responsible Employee: Marion Raley 512-974-7887

Finance & Administrative Services-2002-03

Activity: *Debt Management*
Activity Code: *6DEB*
Program Name: *TREASURY OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$262,143	$286,998	$284,074	$305,771	$305,771
Support Services Fund	($3)	$6,627	$0	$0	$0
Total Requirements	**$262,140**	**$293,625**	**$284,074**	**$305,771**	**$305,771**
Full-Time Equivalents	**3.50**	**3.50**	**3.50**	**3.50**	**3.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Debt Management cost divided into debt outstanding as a percentage	Efficiency	0.0062%	0.0070%	0.0065%	0.0067%	0.0067%
Capital Improvement Projects financed through bond proceeds	Output	$58,990,000	$80,000,000	$147,635,000	$135,010,000	$135,010,000
City of Austin's Combined Utility System Revenue bond rating	Output	A2/A/A+	A2	A2	A2	A2
City of Austin's G.O. bond rating	Output	Aa2/AA+/AA+	Aa2	Aa2	Aa2	Aa2
Debt Outstanding	Output	$4.234 Billion	$4.1 Billion	$4.3 Billion	$4.3 Billion	$4.3 Billion
Financing rates associated with individual transactions will be compared to the Delphis Hanover Index: General Obligation >94, Combined Utility System Revenue >90	Result	94	96	96	94	94

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. To identify financing strategies which are beneficial to the City, while maintaining or improving the City's bond rating. Personnel must work closely with the City's financial advisor and issuing departments in order to structure all financings effectively and in conformance with the City's Financial Policies.

Activity Objective: The purpose of Debt Management is to provide debt management services to City Departments in order to minimize financing costs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Finance & Administrative Services-2002-03

Activity: *Debt Management*
Activity Code: *6DEB*
Program Name: *TREASURY OFFICE*

Coordinate debt issuance; bond holder relations; and compliance with bond ordinance, state law and federal law.

Assist departments with financing requirements

Changes in Requirements and Performance Measures: Approved Budget is increased by $12,146 due primarily to increases in personnel costs and contractual services including software for municipal market monitoring.

Responsible Employee: Art Alfaro 512-974-7882

Finance & Administrative Services-2002-03

Activity: *Investment Management*
Activity Code: *6NVM*
Program Name: *TREASURY OFFICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$273,301	$290,910	$286,381	$300,042	$300,042
Support Services Fund	($25,889)	$5,826	$0	$0	$0
Total Requirements	**$247,412**	**$296,736**	**$286,381**	**$300,042**	**$300,042**
Full-Time Equivalents	**3.00**	**3.00**	**3.00**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Investment management cost divided into portfolio size as a percentage	Efficiency	0.0169%	0.0190%	0.0187%	0.0183%	0.0183%
Investment Pool income (in dollars)	Output	$47,493,654	$47,970,000	$28,400,000	$22,000,000	$22,000,000
Portfolio size	Output	$1.449 Billion	$1.5 Billion	$1.5 Billion	$1.6 Billion	$1.6 Billion
Investment pool yield comparable to other Texas Cities	Result	Arlington 5.48%, Dallas 5.65%.	No data	No data	No data	No data
Investment Pool yield equal to or exceeds the 1-Year Treasury Bill yield	Result	Austin 5.69%/T Bill 4.40%	Austin 3.50%	Austin 3.10%/T Bill 2.25%	Austin 3.00%	Austin 3.00%

Activity History and Description: This is a core activity as it provides direct support or critical indirect support for core services. The purpose of the activity is to effectively and efficiently manage the investment of available funds in accordance with state law and the City's investment policy, utilizing the priorities of safety, liquidity and yield, in that order. Within the activity are personnel directly involved with investment strategy and portfolio structuring, trading, portfolio record keeping and maintenance systems, transaction interfacing with accounting systems and arbitrage reporting. Goals are set to minimize risk while maximizing return and performance is reviewed quarterly by an Investment Committee and reported to the Mayor and Council. The investment portfolio totals approximately $1.5 billion. Maturity limitations should be considered when evaluating performance relative to other Texas cities. The City of Austin's weighted average maturity is restricted to a 365-day maximum by the Investment Policy, while other cities in Texas may have longer maximums. The City of Austin's return may be lower due to the restricted duration.

Finance & Administrative Services-2002-03

Activity: *Investment Management*
Activity Code: *6NVM*
Program Name: *TREASURY OFFICE*

Activity Objective: The purpose of Investment Management is to provide investment services to City departments in order to maximize financial resources. Each comparable City independently determines their maximum maturity requirement.

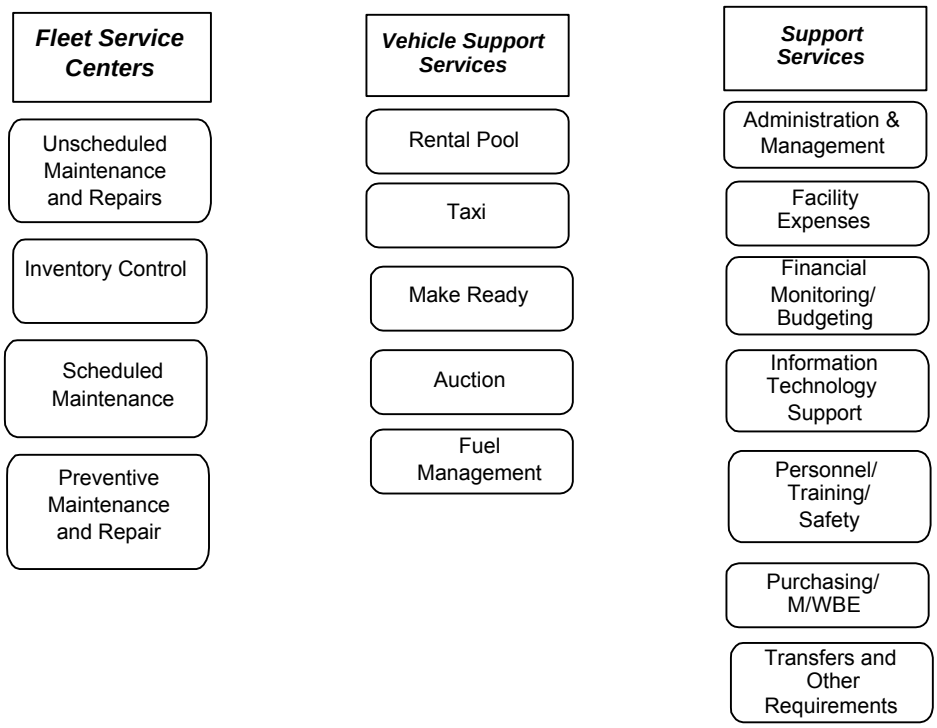
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Portfolio management; compliance with Public Funds Investment Act and COA Investment Policy		Report income for distribution

Changes in Requirements and Performance Measures: Investment pool income is expected to decrease as the result of lower interest rates.

Responsible Employee: Georgia Sanchez 512-974-7886

Fleet Services — 2002–2003



LEGEND= *Programs* Activities

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	$24,169,052	$23,421,850	$23,588,277	$23,925,371	$23,925,371
Requirements	$23,884,342	$25,029,647	$23,143,066	$24,983,244	$24,983,244
Full-time Equivalents (FTE's)	210.10	222.10	222.10	221.10	221.10

Fleet Services — 2002-2003

Purpose and Nature of Fund

The Fleet Maintenance Fund is an internal service fund that is used to maintain and repair the vehicles and equipment owned by the City of Austin and other governmental entities.

Factors Affecting Revenue

The revenue of this fund primarily comes from transfers from other departments and charges to other governmental entities for vehicle maintenance and repair. Scrap sales revenue results from the sale of old, broken parts and other scrap produced by Fleet's repair process. Fleet generates auction revenue from the disposal of vehicles, rental revenue from short- and long-term rental of vehicles and fuel revenue from the sale of fuel to other City departments. The projected vehicle maintenance budget is $15.9 million. The scrap sale revenue is budgeted at $5,000. Rental revenue is expected to be $700,000 due primarily to long-term lease agreements with two different City departments. Net Auction revenue is budgeted at $500,000 for auctions in FY 03. A budgeted fuel price of $1.48 per gallon includes an up-charge of $.29 per gallon, which will generate approximately $1 million in net revenue. These funds will be used for Fuel Management and administration, and anticipated CIP transfers for fuel site upgrades and retrofits for the alternative fuel pumping sites and to remediate sites designated as "non-attainment". Interest Earnings are budgeted at $300,000. The General Fund transfer of $186,371 covers almost seventy-five percent of total Taxi costs provided on behalf of City departments.

Factors Affecting Requirements

Fleet will continue its vehicle purchase-lease program. Currently Fleet has long-term lease agreements with PARD and Public Works-Construction Inspection. In FY 03, we plan to have eleven more alternative (bi-fuel) vehicles in service with Public Works. The cost of these vehicles is included in operating capital proposed for FY 03 in the Fleet Rental Pool.

FLEET SERVICES FUND

	2000-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	2,606,092	3,132,649	2,954,062	1,260,545	1,260,545
REVENUE					
Fleet Maintenance Revenue	15,799,058	15,900,000	15,883,479	15,900,000	15,900,000
Interlocal Maintenance Revenue	24,321	0	0	0	0
Fleet Service Fees	23,704	0	0	0	0
Fleet Scrap Sales	1,939	5,000	1,646	5,000	5,000
Auction Revenue	754,525	900,000	500,000	500,000	500,000
Rental Revenue	440,860	700,479	641,970	700,000	700,000
Fuel Revenue	6,546,615	5,530,000	6,112,837	6,334,000	6,334,000
Interest Earnings	391,659	200,000	261,974	300,000	300,000
TOTAL REVENUE	23,982,681	23,235,479	23,401,906	23,739,000	23,739,000
TRANSFERS IN					
General Fund	186,371	186,371	186,371	186,371	186,371
TOTAL TRANSFERS IN	186,371	186,371	186,371	186,371	186,371
TOTAL AVAILABLE FUNDS	24,169,052	23,421,850	23,588,277	23,925,371	23,925,371
EXPENSES					
Business Support Group	1,701,205	1,989,852	1,924,217	1,928,116	1,928,116
Vehicle Support Services	6,267,393	5,713,770	5,041,260	5,857,220	5,857,220
Service Centers	15,131,657	15,866,813	14,705,377	15,235,064	15,235,064
TOTAL EXPENSES	23,100,255	23,570,435	21,670,854	23,020,400	23,020,400
TRANSFERS OUT					
Workers Compensation	260,765	311,283	311,283	506,193	506,193
Information Systems Fund	230,246	340,414	340,414	377,561	377,561
Trunked Radio Allocation	0	3,579	3,579	1,885	1,885
Capital Improvement Projects (CIP)	0	300,000	300,000	200,000	200,000
G.O. Debt Service	231,799	457,936	457,936	756,621	756,621
Radio Communication Fund	0	0	0	8,100	8,100
Liability Reserve Fund	23,000	25,000	25,000	41,000	41,000
TOTAL TRANSFERS OUT	745,810	1,438,212	1,438,212	1,891,360	1,891,360
OTHER REQUIREMENTS					
Accrued Payroll	38,277	21,000	34,000	56,000	56,000
Insurance - Bond/Theft	0	0	0	300	300
Insurance - Fire/EC	0	0	0	15,184	15,184
TOTAL OTHER REQUIREMENTS	38,277	21,000	34,000	71,484	71,484
TOTAL REQUIREMENTS	23,884,342	25,029,647	23,143,066	24,983,244	24,983,244
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS	284,710	(1,607,797)	445,211	(1,057,873)	(1,057,873)
ADJUSTMENT TO GAAP	63,260	0	(2,138,728)	0	0
ENDING BALANCE	2,954,062	1,524,852	1,260,545	202,672	202,672

VEHICLE ACQUISITION FUND SUMMARY

	2000-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	1,051,966	252,839	575,267	1,215,753	1,215,753
REVENUE					
Miscellaneous	83,510	0	0	0	0
TOTAL REVENUE	83,510	0	0	0	0
TRANSFERS IN					
Transfer from General Fund	3,731,704	6,577,400	6,577,400	3,100,000	3,100,000
TOTAL TRANSFERS IN	3,731,704	6,577,400	6,577,400	3,100,000	3,100,000
TOTAL AVAILABLE Funds	3,815,214	6,577,400	6,577,400	3,100,000	3,100,000
REQUIREMENTS					
Vehicle Purchases	4,291,913	6,577,400	5,936,914	3,520,800	3,520,800
TOTAL REQUIREMENTS	4,291,913	6,577,400	5,936,914	3,520,800	3,520,800
EXCESS (DEFICIT) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS	(476,699)	0	640,486	(420,800)	(420,800)
ENDING BALANCE	575,267	252,839	1,215,753	794,953	794,953

Fleet Services — 2002-2003

Mission

The purpose of Fleet Services is to provide vehicle and equipment maintenance, repair and support services to other City departments and government agencies so they can do their jobs.

Goals

Fleet Services will strive to achieve an overall average daily OOS (Out of Service) rate of less than 5%.

Fleet Services will strive to achieve and maintain a 95% or higher combined "Excellent" or "Good" customer satisfaction rating on quality, timeliness, and overall satisfaction of all services.

Fleet's goal of improving communications with its customers include:

- Providing electronic daily OOS reports on 95% of all business days.
- Providing monthly fuel, maintenance, and repair expenditure reports by the 15th of the following month 92% of the time.
- Holding periodic face-to-face meetings with customers.

Key Indicators

The key indicators used by Fleet Services include:

- Preventive Maintenance as a percent of Total Maintenance.
- Percent of Vehicles exceeding replacement criteria.
- AFVs (Alternative Fuel Vehicles) as a percent of total units operated.
- Average Overall Out of Service Rate.

Business Plan

Fleet must improve each year to stay competitive. Our vision is to be the preferred provider of choice of all fleet services. Fleet is continually modernizing and upgrading facilities and seeking efficiencies in parts and fuel inventory, purchasing, management and contracting. The Approved Budget includes several initiatives to streamline fleet operations by challenging conventional policies and practices.

Scheduled Maintenance Program. The science of Fleet management is complex and is not limited to the maintenance and repair of vehicles and equipment. Fleet management is an integrated philosophy of needs assessment, acquisition and replacement, maintenance and repair, and salvage and disposal. Fleet Services is responsible for maintenance and repair of vehicles owned and operated by other departments, so our time with the units is limited to those hours when the vehicle is out-of-service. Our goal is to schedule maintenance so that downtime is minimized and shop-time is maximized.

The necessity exists for an integrated fleet management program. We can schedule other City departments' preventive maintenance and schedule repairs for later dates in coordination with drivers and department managers. Unscheduled repairs are time-consuming and expensive and are often avoidable with scheduled maintenance visits and procedures. Fleet is refining a scheduled maintenance program that will minimize the financial impact of dispersed fleet ownership and control.

Information Automation: Fleet upgraded its Service Center work order and inventory management system in November 2001 to keep pace with system innovations, operating system compatibility and vendor support. The

Fleet Services — 2002-2003

Gems 2000 system was outdated and without vendor support because of the vendor's movement to more modern systems with more robust capabilities. Coming soon is web access to out-of-service profiles and schedules as well as, departmental maintenance records.

Facilities Upgrades and Construction: Fleet is co-sponsoring the construction of a multipurpose Service Center in North Austin. Austin is growing rapidly toward the north and west and we will need to increase our capabilities in this part of the City. The new North Service Center, when constructed, will be located near Braker Lane on McKalla Place. This facility will significantly increase our heavy equipment repair ability.

Other Factors: The most significant dynamic facing Fleet Services is the current budget shortfall facing the City of Austin. Fleet is funded by transfers from other departments, which cover an allocated share of the cost of maintaining City-owned vehicles and equipment. Fleet's other costs of doing business such as the transfer to ISD have increased over 50% since FY01. Worker's Compensation Costs are slated to increase 62% in FY 03.

Fleet has opened a Hydraulics Shop located on the grounds of Service Centers One and Eleven. Existing personnel have been reassigned to this new function in order to keep the cost of hydraulic repairs and fabrication services on hydraulic equipment in house. This will eliminate the need to spend approximately $400,000 with outside vendors for specialty repairs.

The cost picture for Fleet is changing. Every effort that Fleet has made to become more cost efficient has been successful, but the forces of inflation and the increased demands put on Fleet by our customers have caused some cost increases. The Maintenance & Repair transfers from user departments have stayed steady at $15.5 million for fiscal years '01, '02 and '03. Fiscal year 2003 will be a difficult year for Fleet Services, which needs to implement cost savings measures since our upward pricing to users is limited. Fiscal year 2004 will be a year of reevaluation of the budget model currently used by Fleet to determine user department maintenance and repair costs.

Additionally, Fleet will be assuming ownership and responsibility for Solid Waste Services' fleet. Under this new program, Fleet will lease newly owned vehicles back to Solid Waste Services for their use. The cost to Fleet will be an increase to the Debt Services requirements of $298,685. This transfer of ownership and concomitant responsibility for purchasing and managing fleet for Solid Waste Services is expected to produce savings for the department this fiscal year and additional savings in the future.

Changes to the Alignment of Programs and Activities: In FY 01, Fleet initiated activities that delineated preventive maintenance from scheduled maintenance. This delineation was based on a definition of preventive maintenance that encompassed "manufacturers' recommended" preventive services such as chassis lubrication, fluid and filter changes and visual inspection. Scheduled maintenance services are those services that result from the visual inspection and testing performed during the preventive maintenance visit. Rather than keep a unit out of service, Fleet has begun scheduling units for service at a later date to accomplish tire replacement, brake repair, belt replacements, etc. This is more efficient. The Preventive Maintenance visit is accomplished on schedule and the follow-up appointments are dedicated to more time-consuming repairs.

Fleet has created separate Preventive Maintenance and Scheduled Maintenance activities. The resulting parallel structure is more clear-cut.

Fleet Services - 2002-2003

Significant Revenue and Expenditure Changes by Program

Revenue Changes	**Dollars**	**FTEs**
1. Fuel Revenue will accumulate on Fleet's Fund Summary to include the actual billed gallons at the $1.48 per gallon price, up from $1.40 per gallon.	$804,000	
2. An increase in interest earnings is projected due to a higher cash fund balance for the upcoming fiscal year.	$100,000	
3. Auction proceeds expected to decrease by $400,000. This decrease is due to department's cost savings plans which include keeping vehicles traditionally auctioned off for a longer period of time.	($400,000)	
4. Projected decrease in rental pool revenue.	($479)	

Expenditure Changes	**Dollars**	**FTEs**
1. **City-wide**		
The Approved Budget includes $80,869 for incremental costs of Pay for Performance in 2002.	$80,869	
An additional $93,324 has been included in the Approved Budget for anticipated changes in health contributions.	$93,324	
An increase of $274,555 in capital outlay is included in the Approved Budget.	$274,555	
Increase in Stability of Pay of $3,229 is proposed.	$3,229	
The technicians tool allowance increases by $2,279 in the Approved Budget.	$2,279	
2. **Support Services**		
The transfer of one HR Supervisor to FASD is included in the Approved Budget. This position will be backcharged to Fleet.	$0	(1.00)
Salaries will decrease due to the reallocation of 2 FTEs into the Service Centers Program and the reallocation of 1 FTE from Service Centers into Support Services.	($112,000)	
Contracts and commodities will decrease in the Approved Budget due to overall cost savings.	($21,000)	
The Approved Budget includes a decrease in expense refunds due to reduced commercial charges.	($26,000)	
3. **Vehicle Support Services**		
Salaries will increase due to the reallocation of 1 FTE from Service Centers and the reclass costs associated with the FTEs in this program.	$72,000	
The Approved Budget includes an increase in contractual costs due to vehicle maintenance costs and fuel costs associated with the rental pool program.	$96,000	

Fleet Services - 2002-2003

Significant Revenue and Expenditure Changes by Program

	Dollars	FTEs
Commodity costs will decrease in the Approved Budget because of the projected lower cost of the contract price for fuel.	($365,386)	
4. **Service Centers**		
The Approved Budget includes an increase in salary costs for the reclass for service center FTEs. There were also two reallocations from Service Centers, one to Support Services and one to Vehicle Support Services. There were two reallocations to Service Centers from Support Services.	$300,000	
Contractual Costs will decrease in the Approved Budget due to cost reductions in commercial charges.	($390,000)	
A reduction in vehicle parts cost is proposed in the Approved Budget.	($520,000)	
5. **Transfers and Other Requirements**		
Increase Information Systems transfer is included.	$37,147	
Increase transfers to Workers' Compensation Fund is included.	$194,910	
Increase transfers to G.O. Debt Service is included.	$298,685	
Increase transfers to Building & Equipment Capital Improvements Project is included.	$200,000	
Decrease transfers to Fuel Site Capital Improvement Projects is included.	($300,000)	
Increase in Liability Reserve Fund is included.	$16,000	
New Transfer to Radio Communication Fund is included.	$8,100	
Decrease in transfer to Radio Communication - RDMT is included.	($1,694)	
Increase in Accrued Payroll is included.	$35,000	
New transfer to - Insurance Bond/Theft is included.	$300	
New transfer to -Insurance Fire/EC is included.	$15,184	

Programs and Activites

FSD - Fleet-2002-03

Fleet Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
Fleet Service Centers										
Inventory Control	$1,091,595	22.00	$1,051,368	24.00	$1,181,360	24.00	$1,275,489	26.00	$1,275,489	26.00
Preventive Maintenance	$4,928,452	83.00	$5,630,535	83.58	$3,931,793	83.58	$5,136,500	55.48	$5,136,500	55.48
Scheduled Maintenance	$0	0.00	$2,553,266	0.00	$1,119,089	0.00	$2,461,289	27.00	$2,461,289	27.00
Unscheduled Repairs	$9,111,611	68.00	$6,631,644	68.42	$8,473,135	68.42	$6,361,786	67.52	$6,361,786	67.52
Support Services										
Administration and Management	$490,361	4.50	$397,962	5.00	$464,948	5.00	$414,952	3.00	$414,952	3.00
Facility Expenses	$118,537	0.00	$297,240	0.00	$324,508	0.00	$209,400	0.00	$209,400	0.00
Financial Monitoring / Budgeting	$413,716	10.00	$466,431	9.00	$465,477	9.00	$544,877	10.00	$544,877	10.00
Information Technology Support	$399,423	3.00	$404,710	3.00	$340,506	3.00	$358,477	3.00	$358,477	3.00
Personnel / Training	$214,948	5.50	$357,372	4.00	$256,717	4.00	$325,012	3.00	$325,012	3.00
Purchasing / M/WBE	$64,220	0.00	$66,137	1.00	$72,061	1.00	$75,398	1.00	$75,398	1.00
Transfers and Other Requirements										
Transfers and Other Requirements	$784,087	0.00	$1,459,212	0.00	$1,472,212	0.00	$1,962,844	0.00	$1,962,844	0.00
Vehicle Support Services										
Auction	$159,505	1.30	$158,458	2.30	$154,975	2.30	$159,128	2.60	$159,128	2.60
Fuel Management	$4,594,086	3.00	$4,937,340	14.00	$3,956,667	14.00	$4,644,982	14.00	$4,644,982	14.00
Make Ready	$179,714	4.50	$176,340	2.50	$218,361	2.50	$235,982	3.00	$235,982	3.00
Rental Pool	$1,150,669	1.15	$261,958	1.15	$543,463	1.15	$643,703	1.30	$643,703	1.30
Taxi	$183,418	4.15	$179,674	4.15	$167,794	4.15	$173,425	4.20	$173,425	4.20
Total	$23,884,342	210.10	$25,029,647	222.10	$23,143,066	222.10	$24,983,244	221.10	$24,983,244	221.10

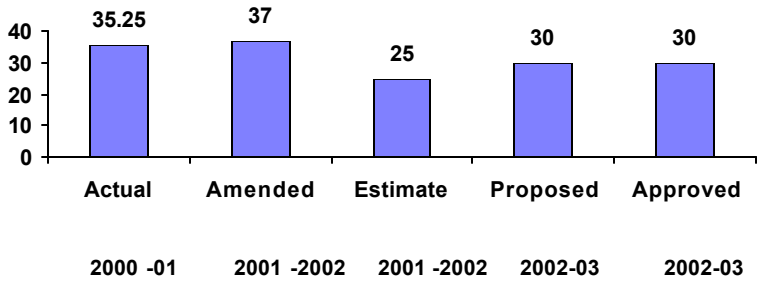
FSD - Fleet-2002-03

Program: Fleet Service Centers

Program Objective: The purpose of Fleet Service Centers is to provide maintenance, repair, and other services so City vehicles keep rolling.

Program Results Measures:

Preventive maintenance as a percent of total maintenance



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average days a UMR work order remains open	N/A	5 days	Not available	5 days	5 days
Average Days Out of Service for Scheduled and Preventive Maintenance	N/A	3 Days	3 Days	3 Days	3 Days
Average number of customer business days a Scheduled Maintenance work order remains open	N/A	3 Days	3 Days	3Days	3Days
Average overall daily out of service rate		<5%			
Average overall out of service rate	4.7%	5%	5%	5%	5%
Customer Satisfaction of Unscheduled Repairs services	N/A	95%	95%	95%	95%
Customer satisfaction rating of Inventory Control services	Not Available	95%	95%	95%	95%
Percent of parts purchase orders closed within five days	Not Available	90%	70%	90%	90%
Percent of unscheduled repair work orders completed when scheduled by ICMA vehicle type	N/A	95%	100%	100%	100%

FSD - Fleet-2002-03

Program: Fleet Service Centers

Preventive maintenance as a percent of total maintenance	35.25%	37%	25%	30%	30%
Scheduled Maintenance as a percentage of total maintenance	N/A	18%	16%	15%	15%
Unscheduled maintenance as a percent of total maintenance	64.75%	45%	59%	55%	55%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Inventory Control	$1,091,595	22.00	$1,051,368	24.00	$1,181,360	24.00	$1,275,489	26.00	$1,275,489	26.00
Preventive Maintenance	$4,928,452	83.00	$5,630,535	83.58	$3,931,793	83.58	$5,136,500	55.48	$5,136,500	55.48
Scheduled Maintenance	$0	0.00	$2,553,266	0.00	$1,119,089	0.00	$2,461,289	27.00	$2,461,289	27.00
Unscheduled Repairs	$9,111,611	68.00	$6,631,644	68.42	$8,473,135	68.42	$6,361,786	67.52	$6,361,786	67.52
Total	$15,131,658	173.00	$15,866,813	176.00	$14,705,377	176.00	15,235,064	176.00	15,235,064	176.00

FSD - Fleet-2002-03

Activity: *Inventory Control*
Activity Code: *7PRT*
Program Name: *Fleet Service Centers*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$1,091,595	$1,051,368	$1,181,360	$1,275,489	$1,275,489
Total Requirements	**$1,091,595**	**$1,051,368**	**$1,181,360**	**$1,275,489**	**$1,275,489**
Full-Time Equivalents	**22.00**	**24.00**	**24.00**	**26.00**	**26.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Service center parts costs per purchase order	Efficiency	N/A	$42.05	$140.00	$150.00	$150.00
Customer satisfaction rating of Inventory Control services	Result	Not Available	95%	95%	95%	95%
Percent of parts purchase orders closed within five days	Result	Not Available	90%	70%	90%	90%

Activity History and Description: This a core Activity with "No legal mandate". Inventory control has the responsibility for ordering, purchasing, receiving, storing and issuing all automotive parts, supplies, and tires needed by all service centers. In FY00-01, tires were segregated from parts.

Activity Objective: The purpose of the service center parts, issues, receipts and stocking activity is to provide parts and services to technicians so they can do their jobs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Issue parts and supplies, Purchase parts, services and supplies. Maintain, control and account for inventories. Pay for parts, services and supplies. Manage (plan, organize, coordinate, direct and control) service center parts		

Changes in Requirements and Performance Measures: Additional costs include the transfer in of 1.1 FTEs from the Preventive Maintenance activity, .90 FTEs from the Unscheduled Maintenance activity and the cost of the FY 01-02 reclass. The net increase will be approximately $164,000 for salaries. In addition, there will be a net increase in contracts and commodities of $20,000, and an increase in capital due to the purchase of a bar code scanner system at a cost of $40,000. Change in performance

FSD - Fleet-2002-03

Activity: *Inventory Control*
Activity Code: *7PRT*
Program Name: *Fleet Service Centers*

measure data for the service center parts cost per purchase order is due to an increased focus on maintaining and monitoring inventory levels. Fleet's plan is to upgrade the inventory system so that all needed parts can be ordered at one time. This will reduce the number of parts purchase orders but the cost per purchase order will increase.

Responsible Employee: Bobby Campbell 512-974-1748

FSD - Fleet-2002-03

Activity: *Preventive Maintenance*
Activity Code: *7PPM*
Program Name: *Fleet Service Centers*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$4,928,452	$5,630,535	$3,931,793	$5,136,500	$5,136,500
Total Requirements	**$4,928,452**	**$5,630,535**	**$3,931,793**	**$5,136,500**	**$5,136,500**
Full-Time Equivalents	**83.00**	**83.58**	**83.58**	**55.48**	**55.48**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Operating costs per workorder for preventive maintenance	Efficiency	$204.76	N/A	N/A	$336.00	$336.00
Average Days Out of Service for Scheduled and Preventive Maintenance	Result	N/A	3 Days	3 Days	3 Days	3 Days
Average overall out of service rate	Result	4.7%	5%	5%	5%	5%
Preventive maintenance as a percent of total maintenance	Result	35.25%	37%	25%	30%	30%

Activity History and Description: This is a core Activity with "No legal mandate". The Preventive Maintenance (PM) activity provides preventive and predictive maintenance for all vehicles maintained by City departments. The past changes in the proportion of PM and unscheduled maintenance resulted partially from the way visit reasons for maintenance and repairs were classified. The current year increase and the projected continuing increases are the result of increased emphasis on PM by Fleet and our customer departments. Preventive Maintenance is efficient because departments can be scheduled for times when customers do not need the units. Breakdowns are expensive because they can idle the customer's work crews and result in additional down time for needed parts.

Activity Objective: The purpose of Preventive Maintenance services is to provide preventive maintenance of vehicles in order to avoid unscheduled repairs and breakdowns in the field so customers can do their jobs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Oil & Filter Changes, and sub system checks Perform manufacturer recommended		

FSD - Fleet-2002-03

Activity: *Preventive Maintenance*
Activity Code: *7PPM*
Program Name: *Fleet Service Centers*

preventive maintenance services
Manage (plan, organize, coordinate, direct and control)preventive maintenance

Changes in Requirements and Performance Measures:

In the Approved Budget 28.10 FTEs will be transferred from this activity. 27 FTEs will be transferred to the Scheduled Maintenance activity, 1 FTE will be transferred to the Vehicle Support Services program and .10 FTE will be transferred to the Support Services program. The cost of the FTEs is already being tracked in the appropriate activity resulting in only minimal changes in the cost of salaries to this activity. The major decrease in cost is due to cost cutting measures in the area of contracts, commodities, and capital of approximately $494,000.

Responsible Employee: Irvin Schmidt 512-974-1532

FSD - Fleet-2002-03

Activity: *Scheduled Maintenance*
Activity Code: *7SCH*
Program Name: *Fleet Service Centers*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$0	$2,553,266	$1,119,089	$2,461,289	$2,461,289
Total Requirements	**$0**	**$2,553,266**	**$1,119,089**	**$2,461,289**	**$2,461,289**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**27.00**	**27.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per Scheduled Maintenance work order by patrol sedan	Efficiency	N/A	$1,500	$500	$480	$480
Average number of customer business days a Scheduled Maintenance work order remains open	Result	N/A	3 Days	3 Days	3Days	3Days
Scheduled Maintenance as a percentage of total maintenance	Result	N/A	18%	16%	15%	15%

Activity History and Description: This is a core Activity, with "No legal mandate" Scheduled Maintenance (SM) is a new activity for FY 2003. Previously this data was collected, combined and reported as part of the Preventive Maintenance (7PPM) activity. In an effort to isolate and track Fleet operations, this activity is being added. Scheduled Maintenance will be used to track scheduled maintenance visits. These are categorized as all visits scheduled by departments that are not considered preventive. This includes visits that are requested and scheduled by the outside departments, and visits that are scheduled by Fleet for problems that are diagnosed during preventive maintenance visits.

Activity Objective: The purpose of Scheduled Maintenance is to provide accurate diagnosis and timely scheduling for all City of Austin vehicles in order to prevent costly breakdowns and to avoid additional down time due to unscheduled and undiagnosed repairs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Manage (plan, organize, coordinate, direct and control) Scheduled		

FSD - Fleet-2002-03

Activity: *Scheduled Maintenance*
Activity Code: *7SCH*
Program Name: *Fleet Service Centers*

Maintenance activities
Diagnostic analysis
Schedule repair work orders before problems occur

Changes in Requirements and Performance Measures: In the Approved Budget an additional 27 FTEs will be transferred in from the Preventive Maintenance program. Costs are already being tracked in this activity but FTEs will be transferred in FY 03. Decreases in this activity are due to cost cutting measures implemented in contracts and commodities of approximately $90,000. Performance data for the average cost per scheduled maintenance workorder by patrol sedan has changed due to an error in the original estimate of the allocation of cost.

Responsible Employee: Irvin Schmidt 512-974-1532

FSD - Fleet-2002-03

Activity: *Unscheduled Repairs*
Activity Code: *7URP*
Program Name: *Fleet Service Centers*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$9,111,611	$6,631,644	$8,473,135	$6,361,786	$6,361,786
Total Requirements	**$9,111,611**	**$6,631,644**	**$8,473,135**	**$6,361,786**	**$6,361,786**
Full-Time Equivalents	**68.00**	**68.42**	**68.42**	**67.52**	**67.52**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per UMR work order by patrol sedan	Efficiency	N/A	$2,186.00	$300.00	$290.00	$290.00
Average days a UMR work order remains open	Result	N/A	5 days	Not available	5 days	5 days
Customer Satisfaction of Unscheduled Repairs services	Result	N/A	95%	95%	95%	95%
Percent of unscheduled repair work orders completed when scheduled by ICMA vehicle type	Result	N/A	95%	100%	100%	100%
Unscheduled maintenance as a percent of total maintenance	Result	64.75%	45%	59%	55%	55%

Activity History and Description: This a core Activity with "No legal mandate". The past changes in the proportion of unscheduled maintenance to total maintenance resulted partially from the way visit reasons were classified. Further efficiencies will require the active support of Fleet's customers. Currently, accidents and abuse are included under unscheduled repairs and our customers are the only ones who can decrease them. Fleet's goal is to emphasize PMs with ultimate goal of zero need for unscheduled repairs between scheduled PMs.

Activity Objective: Manage (plan, organize, coordinate, direct, control) unscheduled maintenance and repairs. The purpose of unscheduled maintenance and repairs is to quickly return the customers vehicles to service.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Road Service		
Flat Tire Repairs		

FSD - Fleet-2002-03

Activity: *Unscheduled Repairs*
Activity Code: *7URP*
Program Name: *Fleet Service Centers*

Mechanical diagnosis and repair
Accident repairs
Warranty repairs

Changes in Requirements and Performance Measures:

The change in FTEs is due to the transfer out of .90 FTEs to the Financial Monitoring and Budgeting activity. The increase in salaries is due to the FY 02 reclass and will result in an increase of $160,000. This increase is offset by cost reduction measures in the area of parts, commercial charges and capital of approximately $430,000. Change in performance measure data for the average cost per UMR workorder by patrol sedan is due to an error in the allocation of cost in the original estimate.

Responsible Employee: Irvin Schmidt 512-974-1532

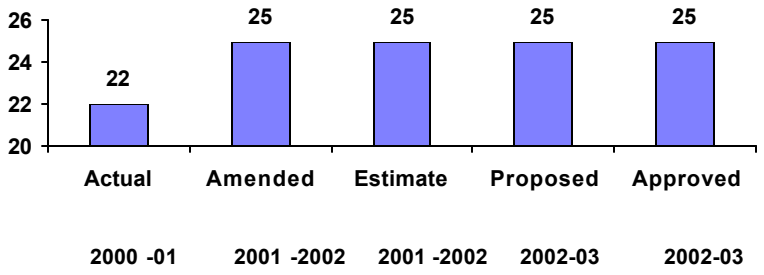
FSD - Fleet-2002-03

Program: Support Services

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Turnaround time for accounts payable within the Deadline (in Calendar Days)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	N/A	95%	95%	95%	95%
Percent of CAFs submitted within deadline	Not Available	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	95%	95%	95%	95%	95%
Percent of RCA responses submitted within the deadline	Not Available	100%	100%	100%	100%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	21.49%/46.02 %	MBE: 25% WBE10%	MBE: 25% WBE10%	MBE: 25% WBE10	MBE: 25% WBE10
Percent Variance of CYEs to Actual Expenditures	N/A	Q1:2% Q2:2% Q3:1%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	N/A	Q1:2% Q2:2% Q3:1%	2%	2%	2%
Personnel Action Form (PAF) error rate	Not Available	5%	5%	5%	5%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	22	25	25	25	25

FSD - Fleet-2002-03

Program: ***Support Services***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$631,144	4.50	$523,962	5.00	$556,922	5.00	$514,952	3.00	$514,952	3.00
Facility Expenses	$118,537	0.00	$297,240	0.00	$324,508	0.00	$209,400	0.00	$209,400	0.00
Financial Monitoring / Budgeting	$413,716	10.00	$466,431	9.00	$465,477	9.00	$544,877	10.00	$544,877	10.00
Information Technology Support	$399,423	3.00	$404,710	3.00	$340,506	3.00	$358,477	3.00	$358,477	3.00
Personnel / Training	$214,948	5.50	$357,372	4.00	$256,717	4.00	$325,012	3.00	$325,012	3.00
Purchasing / M/WBE	$64,220	0.00	$66,137	1.00	$72,061	1.00	$75,398	1.00	$75,398	1.00
Total	$1,841,988	23.00	$2,115,852	22.00	$2,016,191	22.00	$2,028,116	20.00	$2,028,116	20.00

FSD - Fleet-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$140,783	$126,000	$91,974	$100,000	$100,000
Fleet Fund	$490,361	$397,962	$464,948	$414,952	$414,952
Total Requirements	**$631,144**	**$523,962**	**$556,922**	**$514,952**	**$514,952**
Full-Time Equivalents	**4.50**	**5.00**	**5.00**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	2%	2%	2%	2%	2%
Percent of CAFs submitted within deadline	Result	Not Available	100%	100%	100%	100%

Activity History and Description: This is a non core activity with "No legal mandate". This program consists of the Fleet Officer, Administrative Manager and support staff, who establish, communicate and maintain Fleet's SOPs (Standard Operating Procedures). They consistently and fairly enforce City Policies.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Staff meetings; Council meetings Board and commission support Develop business plans and performance measures Secretarial/clerical support Request for information Files and record management Mail distribution, and CAFs

Changes in Requirements and Performance Measures: The change in FTEs is due to the transfer of 2 FTEs to the Service center program. The reduction in costs associated with the transfer of FTEs ($100,000) is offset by cost increases in consulting services, overall contractuals, training and seminar fees totaling approximately $120,000.

Responsible Employee: Michael Hendon 512-974-1793

FSD - Fleet-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$118,537	$297,240	$324,508	$209,400	$209,400
Total Requirements	**$118,537**	**$297,240**	**$324,508**	**$209,400**	**$209,400**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	N/A	N/A
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$9.97	$21.23	$27.36	$17.65	$17.65
Total square feet of facilities	Output	11,860	11,860	11,860	11,860	11,860
Customer Satisfaction with Custodial Services	Result	N/A	95%	95%	95%	95%

Activity History and Description: This is a non core activity with "No legal mandate". This activity consists of expenses and costs incurred for maintaining the Fleet Administration facility, at Harold Court. These charges were tracked separately in Facility Expense, Facility Maintenance, and Facility Custodial in FY99-00.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities (excluding treatment and generation plants, tennis courts, part shelters/restrooms/parkland, golf courses, swimming pools) for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Changes in Requirements and Performance Measures: The reduction in proposed costs is due to the completion of upgrades to the telephone base systems made in FY 02 and reductions in interdepartmental charges. The net result is an overall reduction in cost of $87,000.

Responsible Employee: Michael Hendon 512-974-1793

FSD - Fleet-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$413,716	$466,431	$465,477	$544,877	$544,877
Total Requirements	**$413,716**	**$466,431**	**$465,477**	**$544,877**	**$544,877**
Full-Time Equivalents	**10.00**	**9.00**	**9.00**	**10.00**	**10.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	2%	2%	2%	2%	2%
Percent Variance of CYEs to Actual Expenditures	Result	N/A	Q1:2% Q2:2% Q3:1%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	Result	N/A	Q1:2% Q2:2% Q3:1%	2%	2%	2%

Activity History and Description: This a non core Activity with "No legal mandate". Provides financial services and oversight.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Audit petty cash Develop CIP Department budget development In-house tracking of revenues and expenditures CYE development Accounts receivable Develop 5-year forecast TBs, RBs, EBs, AAs, JVs, and org updates

Changes in Requirements and Performance Measures: The change in FTEs is due to the transfer in of .1 FTE from the Preventive Maintenance activity, and the transfer in of .90 FTE form the Unscheduled Maintenance activity. Increases in costs are associated with the transfer in of

FSD - Fleet-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *Support Services*

one FTE at $40,000 and the purchase of a document imaging system to provide support and data storage for the Accounts Payable section at a cost of $26,500. Other small increases in Contracts and Commodities amount to approximately $11,000.

Responsible Employee: Michael Hendon 512-974-1793

FSD - Fleet-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$399,423	$404,710	$340,506	$358,477	$358,477
Total Requirements	**$399,423**	**$404,710**	**$340,506**	**$358,477**	**$358,477**
Full-Time Equivalents	**3.00**	**3.00**	**3.00**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	2%	2%	1%	1%	1%
Information technology support costs per workstation	Efficiency	$3,912.71	$3,679.00	$3,095.50	$3,266.00	$3,266.00
Percent of information technology problems resolved at time of call	Result	95%	95%	95%	95%	95%

Activity History and Description: This is a non core activity with "No legal mandate". The Fleet Automation team supports the M/4 Fleet Management System the E. J. Ward Automated Fueling System, and three LAN (Local Area Network) servers. Fleet Automation is also involved with connectivity for five Service Centers, the Fleet Operations and Radio Building. Fleet Automation coordinates telecommunications and other computer hardware and software issues through ISO (Information Systems Office).

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Repair, maintain, upgrade computers Computer hardware and software support Programming LAN Maintenance Software Licenses and upgrades Information systems planning design,

FSD - Fleet-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *Support Services*

development and implementation

Changes in Requirements and Performance Measures: The overall reduction in approved costs is due to completion of upgrades made in FY 02.

Responsible Employee: Michael Hendon 512-974-1793

FSD - Fleet-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$214,948	$357,372	$256,717	$325,012	$325,012
Total Requirements	**$214,948**	**$357,372**	**$256,717**	**$325,012**	**$325,012**
Full-Time Equivalents	**5.50**	**4.00**	**4.00**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$1,023.00	$1,609.00	$1,161.09	$1,473.72	$1,473.72
Personnel Action Form (PAF) error rate	Result	Not Available	5%	5%	5%	5%

Activity History and Description: This is a non core activity with "No legal mandate". This program consists of staff time and commodities required to monitor personnel activities not directly associated with any other programs. Additionally, this program provides safety training and monitoring.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Timesheet completion and processing Hiring and recruiting SSPRs Address grievances Paycheck/stub distribution and corrections Benefits administration PAFs Provide training Reward and recognition Safety Training

Changes in Requirements and Performance Measures: The change in FTEs is due to the transfer of 1 FTE to the Human Resources Department. The transfer of 1 FTE will result in a decrease of approximately

FSD - Fleet-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *Support Services*

$65,000 in salary costs. This decrease is offset by a net increase of $32,000 in contract and commodity costs.

Responsible Employee: Lena Moore 512-974-1791

FSD - Fleet-2002-03

Activity: *Transfers and Other Requirements*
Activity Code: *9REQ*
Program Name: *Transfers and Other Requirements*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$784,087	$1,459,212	$1,472,212	$1,962,844	$1,962,844
Total Requirements	**$784,087**	**$1,459,212**	**$1,472,212**	**$1,962,844**	**$1,962,844**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: To account for Fund level transfers.

Activity Objective: To account for transfers at the fund level.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Information Systems Support, Workers Compensation, G.O. Debt, Liability Reserve Fund, Trunk Radio Allocation, Capital Improvements Program.

Changes in Requirements and Performance Measures: The increase in projected expenditures is due to an increase in the Workers compensation transfer of approximately $194,910 and a increase in G.O debt service of $298,865 due to new vehicle lease program. In addition other transfers were reduced. The net effect is an overall increase of $503,632 in Transfers and other Requirements.

Responsible Employee: Michael Hendon 512-974-1793

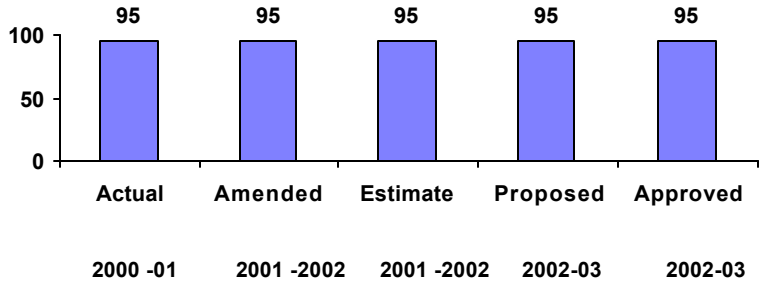
FSD - Fleet-2002-03

Program: Vehicle Support Services

Program Objective: The purpose of Vehicle Support Services is to provide responsive, quality auction, fuel, make ready, rental, and taxi services at reasonable cost.

Program Results Measures:

Customer satisfaction rating (Fuel)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Alternative Fuel Vehicles as a percent of total units operated	N/A	10%	5%	10%	10%
Average annual Fuel Inventory adjustment	N/A	<2%	<2%	<2%	<2%
Customer satisfaction rate (Make Ready)	N/A	95%	95%	95%	95%
Customer satisfaction rate (Taxi)	N/A	95%	95%	95%	95%
Customer satisfaction rating (Auction)	95%	95%	95%	95%	95%
Customer satisfaction rating (Fuel)	95%	95%	95%	95%	95%
Customer Satisfaction Rating (Rental Pool)	N/A	95%	95%	95%	95%
Percent of fuel purchase orders closed within five days	N/A	95%	Not available	95%	95%
Percent of savings using city vehicles vs. commercial rental companies	33-40%	40%	40%	40%	40%
Percent of vehicles exceeding replacement criteria	N/A	10%	10%	10%	10%

FSD - Fleet-2002-03

Program: ***Vehicle Support Services***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Auction	$159,505	1.30	$158,458	2.30	$154,975	2.30	$159,128	2.60	$159,128	2.60
Fuel Management	$4,594,086	3.00	$4,937,340	14.00	$3,956,667	14.00	$4,644,982	14.00	$4,644,982	14.00
Make Ready	$179,714	4.50	$176,340	2.50	$218,361	2.50	$235,982	3.00	$235,982	3.00
Rental Pool	$1,150,669	1.15	$261,958	1.15	$543,463	1.15	$643,703	1.30	$643,703	1.30
Taxi	$183,418	4.15	$179,674	4.15	$167,794	4.15	$173,425	4.20	$173,425	4.20
Total	$6,267,392	14.10	$5,713,770	24.10	$5,041,260	24.10	$5,857,220	25.10	$5,857,220	25.10

FSD - Fleet-2002-03

Activity: *Auction*
Activity Code: *8AUC*
Program Name: *Vehicle Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$159,505	$158,458	$154,975	$159,128	$159,128
Total Requirements	**$159,505**	**$158,458**	**$154,975**	**$159,128**	**$159,128**
Full-Time Equivalents	**1.30**	**2.30**	**2.30**	**2.60**	**2.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Auction Cost/Total units sold	Efficiency	305.44	$396.00	$395.00	$395.00	$395.00
Average cost of disposal per vehicle	Efficiency	$305.44	$396.00	$395.00	$395.00	$395.00
Customer satisfaction rating (Auction)	Result	95%	95%	95%	95%	95%
Percent of vehicles exceeding replacement criteria	Result	N/A	10%	10%	10%	10%

Activity History and Description: This is a semi core activity with "No legal mandate". The expenses associated with the auction are covered by proceeds from the auction and are deducted from the proceeds before they are distributed. Auction proceeds also help to cover the allocated cost of Fleet Support Services and Other Requirements.

Activity Objective: The purpose of the auction activity is to sell old or underused vehicles and equipment at the best prices so city departments can reduce their maintenance costs and recover funds.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Clean and otherwise prepare units for auction Prepare auction lists, information sheets, and take photos Post units on the auction site and make required arrangements Assist purchasers during and after the auction Update vehicle inventory to reflect sold units	

Changes in Requirements and Performance Measures: Change in FTEs is due to the transfer in of 0.30 FTE from Service Centers. Cost of FTE offset by overall savings plan.

Responsible Employee: Steve Browning 512-927-3256

FSD - Fleet-2002-03

Activity: *Fuel Management*
Activity Code: *8FUL*
Program Name: *Vehicle Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$4,594,086	$4,937,340	$3,956,667	$4,644,982	$4,644,982
Total Requirements	**$4,594,086**	**$4,937,340**	**$3,956,667**	**$4,644,982**	**$4,644,982**
Full-Time Equivalents	**3.00**	**14.00**	**14.00**	**14.00**	**14.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Fuel cost per mile	Efficiency	$.14	N/A	N/A	N/A	N/A
Fuel operations group costs per purchase order	Efficiency	Not Available	$1,000.00	$2,198.00	$2,500.00	$2,500.00
Alternative Fuel Vehicles as a percent of total units operated	Result	N/A	10%	5%	10%	10%
Average annual Fuel Inventory adjustment	Result	N/A	<2%	<2%	<2%	<2%
Customer satisfaction rating (Fuel)	Result	95%	95%	95%	95%	95%
Percent of fuel purchase orders closed within five days	Result	N/A	95%	Not available	95%	95%

Activity History and Description: This is a core activity with "No legal mandate". Fleet maintains and supports both automated and manual fuel sites around the city. In addition, Fuel Support is responsible for meeting EPA (Environmental Protection Agency) and TNRCC (Texas Natural Resources Conservation Commission) requirements for fuel storage tanks and other requirements. Fuel Support had four AFV (Alternative Fuel Vehicle) sites constructed for refueling propane vehicles. Fuel Support is also responsible for monitoring all Fleet CIPs (Capital Improvement Projects).

Activity Objective: To provide fuels at convenient locations to all customers to keep their vehicles rolling.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
To manage (plan, coordinate, direct and control) the City's automotive fuel operations		

FSD - Fleet-2002-03

Activity: *Fuel Management*
Activity Code: *8FUL*
Program Name: *Vehicle Support Services*

Purchase fuels
Maintain control and account for fuel inventories
Maintain fuel sites and provide 24-hour-a-day support
Comply with all Federal, State and City laws, regulations, and ordinances related to fuels
Manage fuel site construction and other Fleet projects

Changes in Requirements and Performance Measures:

Activity requirements decrease due to the projected lower cost of the contract price for fuel of $405,000. This coupled with increases in salaries, contracts and commodities of approximately $108,000 will result in an overall decrease in this activity of $292,000. Change in performance measure data for fuel operations group costs per purchase order is due to an error in the estimate of the number of purchase orders.

Responsible Employee: Marc Childers 512-974-2834

FSD - Fleet-2002-03

Activity: *Make Ready*
Activity Code: *8MKR*
Program Name: *Vehicle Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$179,714	$176,340	$218,361	$235,982	$235,982
Total Requirements	**$179,714**	**$176,340**	**$218,361**	**$235,982**	**$235,982**
Full-Time Equivalents	**4.50**	**2.50**	**2.50**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Make ready costs to total number of units made ready	Efficiency	N/A	$328.07	$413.56	$382.00	$382.00
Number of vehicles per units made ready per employee	Efficiency	303	N/A	211	206	206
Customer satisfaction rate (Make Ready)	Result	N/A	95%	95%	95%	95%

Activity History and Description: This is a semi core activity with "No legal mandate". This program is responsible for obtaining titles and license plates and entering new units into M/4. Make Ready costs are recovered by charging for labor on workorders which are billed to City Departments.

Activity Objective: The purpose of the Make Ready activity is to receive new units, prepare the units for service and issue them to customers so that the customers get high maintenance costs units out of service and can also place additional units in service to do their jobs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Receive new units and check them against specifications Prepare title applications and license documents and create inventory records in M/4 Decal the new units and prepare them for service Arrange operator training as required Issue the units to the customer update in M/4	

FSD - Fleet-2002-03

Activity: *Make Ready*
Activity Code: *8MKR*
Program Name: *Vehicle Support Services*

Changes in Requirements and Performance Measures:

Change in FTEs is due to the transfer in of 0.5 FTEs from Service Centers. The increase in the cost of this activity is due to the transfer in of .5 FTE and other benefits of $36,940, an increase in contractual cost of maintenance of $11,000, and the increase in commodities cost of approximately $18,000. In addition there is a decrease in capital purchases of $6,000 resulting in an increase in overall activity costs of approximately $60,000.

Responsible Employee: Steve Browning 512-927-3256

FSD - Fleet-2002-03

Activity: *Rental Pool*
Activity Code: *8RNT*
Program Name: *Vehicle Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$1,150,669	$261,958	$543,463	$643,703	$643,703
Total Requirements	**$1,150,669**	**$261,958**	**$543,463**	**$643,703**	**$643,703**
Full-Time Equivalents	**1.15**	**1.15**	**1.15**	**1.30**	**1.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost of rental or lease	Efficiency	N/A	$138.75	$303.53	$300.00	$300.00
Rental pool costs/Total number of rentals and leases	Efficiency	N/A	$81.86	$255.62	$280.00	$280.00
Customer Satisfaction Rating (Rental Pool)	Result	N/A	95%	95%	95%	95%
Percent of savings using city vehicles vs. commercial rental companies	Result	33-40%	40%	40%	40%	40%

Activity History and Description: This is a semi core activity with "No legal mandate". This program provides various types of vehicles and equipment to customer departments during increased workloads and to meet seasonal needs. Summer programs at the recreation centers are one example. Without these units the recreation programs would not meet the needs of citizens. Each business day Make Ready personnel check the conditions of the rental units, refuel the units, and get them washed when required. They also ensure that PMs are performed when required.

Activity Objective: To provide rental units to City customers so that they can do their jobs without having to acquire units of their own.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Receive requests for rental units & schedule units Prepare reports on rental units, and other documents Prepare rental agreements Obtain signed Preauthorized	

FSD - Fleet-2002-03

Activity: *Rental Pool*
Activity Code: *8RNT*
Program Name: *Vehicle Support Services*

Departmental Charge Forms
Issue the rental unit to the customer
Process rental return vehicles and paperwork

Changes in Requirements and Performance Measures: Change in FTEs is due to the transfer in of 0.15 FTE from Service Centers at a cost of $14,000. Additional costs include the increase in overall contractual costs of $29,000, and an overall increase in commodities of $4,000, and a significant increase in capital purchases of $334,500 for the purchase of new rental units.

Responsible Employee: Gwen Poullard 512-927-3265

FSD - Fleet-2002-03

Activity: *Taxi*
Activity Code: *8TXI*
Program Name: *Vehicle Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Fleet Fund	$183,418	$179,674	$167,794	$173,425	$173,425
Total Requirements	**$183,418**	**$179,674**	**$167,794**	**$173,425**	**$173,425**
Full-Time Equivalents	**4.15**	**4.15**	**4.15**	**4.20**	**4.20**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average taxi cost /miles driven	Efficiency	N/A	16.50	$11.20	$11.63	$11.63
Taxi cost/ per total number of service requests filled	Efficiency	$163.34	$189.13	$151.66	$158.68	$158.68
Customer satisfaction rate (Taxi)	Result	N/A	95%	95%	95%	95%

Activity History and Description: This is a non core activity with "No legal mandate". The Taxi section transports staff from the Mayor's and City Council office and official visitors between city department locations. Taxi also delivers inter-office mail and documents. Impact on operations is not known, because the staff is not keeping performance measures on this activity.

Activity Objective: To provide dispatch, parking support, taxi and other support services.

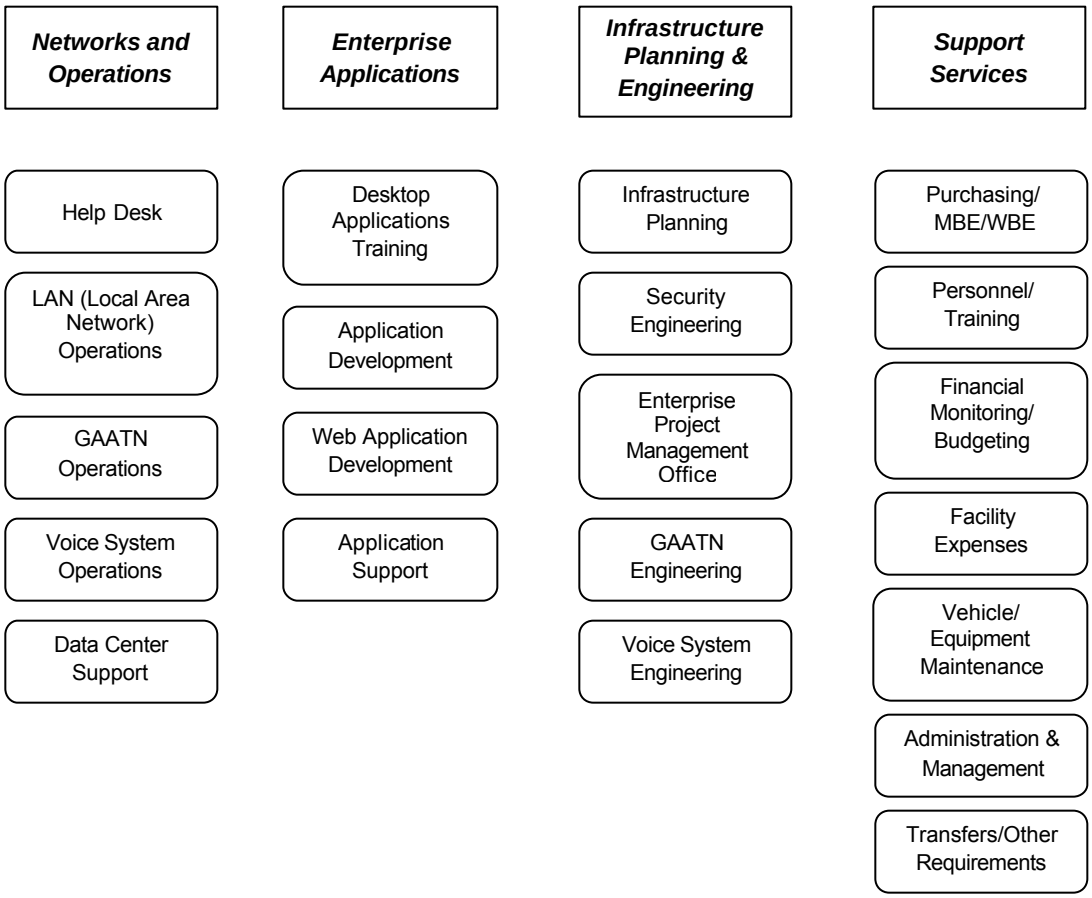
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Manage (plan, organize, coordinate, direct and control) all taxi operations.

Changes in Requirements and Performance Measures: The change in FTEs is due to the transfer in of 0.05 FTE from Service Centers resulting in a decrease in overall activity cost of approximately $6,000. The change in the performance measure data for the taxi cost per total number of service requests filled, is due to a projected increase in the number of requests filled.

Responsible Employee: Gwen Poullard 512-927-3265

Information Systems — 2002-2003



LEGEND = ***Programs*** Activities

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	$22,799,356	$27,722,792	$25,679,767	$25,483,419	$25,483,419
Requirements	$23,019,644	$27,690,194	$26,096,816	$25,810,930	$25,810,930
Full-time Equivalents (FTE's)	225.00	242.00	242.00	205.00	205.00

Information Systems — 2002-2003

Purpose and Nature of Fund

The Information Systems Fund is an internal service fund that provides information technology services to various City of Austin departments so that they can accomplish their mission.

Factors Affecting Revenue

The major sources of revenue for this fund are transfers from the General Fund and Enterprise funds. As the Austin community grows, city departments become more reliant on technology to deliver services. Citizens also expect more web-enabled access to City information and services. Current operating revenue is $25.5 million.

Factors Affecting Requirements

The approved total requirements for 2002-2003 are $25.8 million. The $1.9 million decrease from 2001-2002 is primarily due to a decrease in available full-time equilvalent positions as a result of eliminating 10 vacant positions and the decrease of the GO Debt Service Fund transfer. These initiatives were implemented in order to curtail expenditures in FY2003 and to take advantage of savings achieved in the GO Debt Service Fund.

INFORMATION SYSTEMS FUND SUMMARY

	1999-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	365,722	37,901	748,018	330,969	330,969
REVENUE:					
GAATN Agency	131,621	146,000	151,000	166,100	166,100
Interest Income	121,796	115,000	115,000	115,000	115,000
TOTAL REVENUE	253,417	261,000	266,000	281,100	281,100
TRANSFERS IN:					
Transfer from General Fund	12,758,616	18,077,204	16,029,179	15,074,369	15,074,369
Transfer from Enterprise Funds	6,291,906	9,384,588	9,384,588	10,127,950	10,127,950
Transfer from Infrastructure Support	3,495,417	0	0	0	0
Total Transfers In	22,545,939	27,461,792	25,413,767	25,202,319	25,202,319
TOTAL FUNDS AVAILABLE	22,799,356	27,722,792	25,679,767	25,483,419	25,483,419
EXPENDITURES					
Networks and Operations	10,777,815	11,956,949	11,608,464	14,454,230	14,454,230
Enterprise Applications	4,792,432	7,582,995	6,908,859	4,407,617	4,407,617
Infrastructure Planning and Engineering	2,505,571	3,871,239	3,639,131	3,608,474	3,608,474
Support Services	3,635,368	3,192,619	2,853,970	2,747,855	2,747,855
TOTAL EXPENDITURES	21,711,186	26,603,802	25,010,424	25,218,176	25,218,176
TRANSFERS OUT					
GO Debt Service Fund	1,157,027	920,990	920,990	393,589	393,589
TOTAL TRANSFERS OUT	1,157,027	920,990	920,990	393,589	393,589
OTHER REQUIREMENTS					
Liability Reserve	4,000	4,000	4,000	7,000	7,000
Workers' Compensation	62,147	77,402	77,402	93,165	93,165
Accrued Payroll	85,284	84,000	84,000	99,000	99,000
TOTAL OTHER REQUIREMENTS	151,431	165,402	165,402	199,165	199,165
TOTAL REQUIREMENTS	23,019,644	27,690,194	26,096,816	25,810,930	25,810,930
EXCESS (DEFICIT) OF REVENUE OVER REQUIREMENTS	(220,288)	32,598	(417,049)	(327,511)	(327,511)
Adjustments to GAAP	602,584	0	0	0	0
ENDING BALANCE	748,018	70,499	330,969	3,458	3,458

Information Systems — 2002-2003

Mission

The purpose of the Information Systems Department (ISD) is to review, establish, and implement citywide IT policies and standards and to provide information technology services to City departments and other customers, so that they can accomplish their mission.

Goals

- Enterprise Information Technology (IT): Contribute to making Austin a more livable city by assisting departments to implement e-Government solutions, which will increase efficiencies both for the City of Austin and its citizens, and sustain customer satisfaction with City services.

  - Implement an e-Government Strategic Plan for the City of Austin enterprise by the end of 2002-2003.
  - Sustain favorable ratings from customers for services delivered via information systems as measured by the Voice of the Customer survey.

- Enterprise Information Technology (IT): Ensure that Information Systems services are provided efficiently and effectively throughout the City of Austin enterprise.

  - Ensure that all services, processes and products are customer-centric. (Indicated by achieving an overall favorable rating for IT-related services on the Voice of the Customer and Employee surveys.)

Key Indicators

Information Systems uses the following key indicators to monitor its progress in achieving business plan goals.

- Percentage of time the enterprise network is available for Computer Aided Dispatch (CAD)
- Percentage of time the enterprise network is available for the financial application
- Percentage of time Greater Austin Area Telecommunications Network (GAATN) data network is available
- Percentage of help desk calls closed within one day
- Cost of Help Desk per Help Desk Call Processed

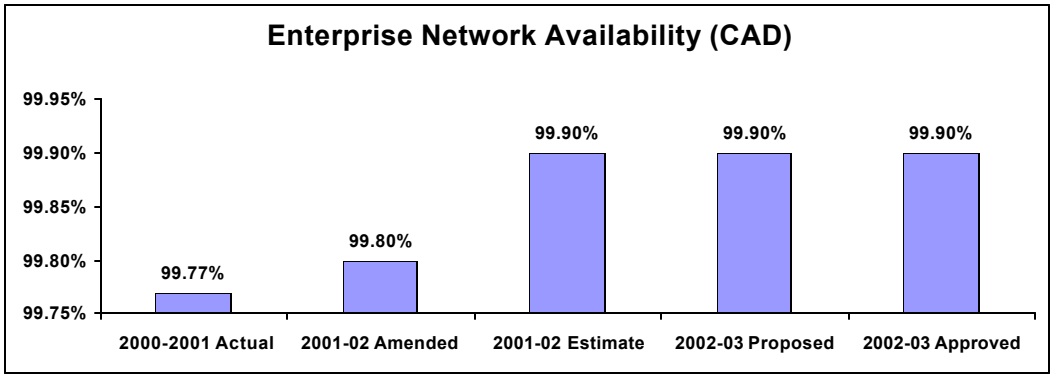
Information Systems — 2002-2003

Business Plan

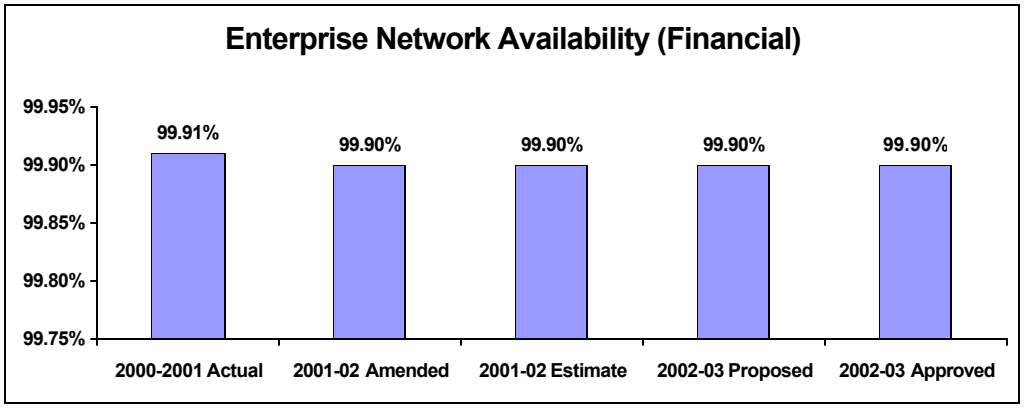
Networks and Operations

The Approved Budget provides for an enhancement to Local Area Network (LAN) Operations, including an increase of $1,397,000 for the enterprise contract with Microsoft to cover all desktop applications on City of Austin computers. This citywide contract will be reviewed on an annual basis. One FTE was transferred from Neighborhood Housing, which increased LAN Operations by $42,217. Staffing level decreased at the Help Desk by two positions, for a total of $99,892. The Approved Budget for Data Center Control includes $1,084,126 to cover increases in ongoing hardware and software maintenance contracts. There were several Homeland Security enhancements including $67,000 to increase data transfer rates on the network at APD Headquarters (by replacing the network core), $17,000 for a KVM Switch replacement which will allow network administrators to remotely perform maintenance and solve network problems, $15,000 for a network analyzer which will assist in troubleshooting problems on the APD network, and $71,000 for various software and hardware maintenance contracts. The Approved Budget includes $30,000 for configuration software, a purchase delayed from FY2001-2002.

The availability of the enterprise network indicates what services can be delivered to our customers. All Public Safety Programs reside on the enterprise network. The availability of these resources is critical for the City to deliver service to our customers.

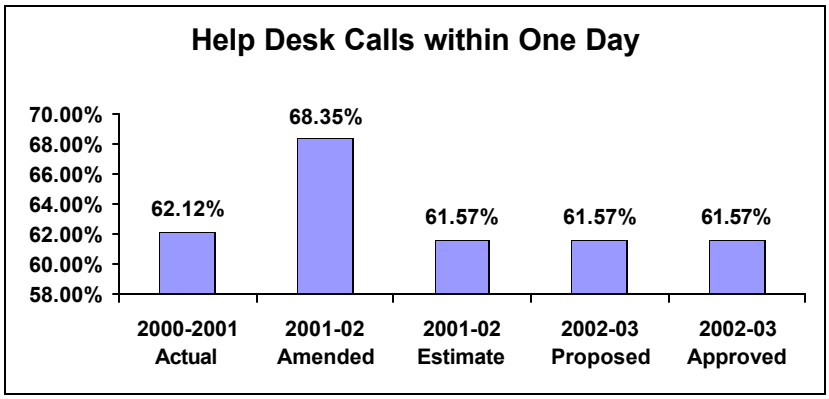


A further measure of the enterprise network availability relates to the City-wide financial application which resides on the enterprise network. In FY 2003 this measure is predicted to remain fairly constant at 99.9%.

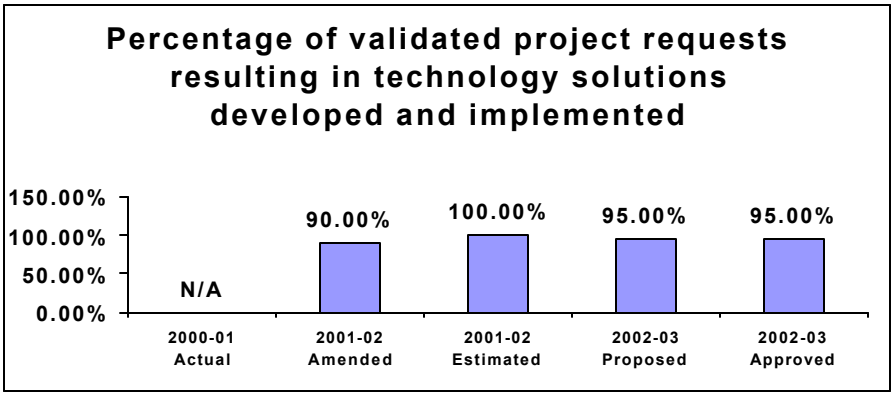


Information Systems — 2002-2003

Another key activity related to the networks and operations area is the effectiveness of the help desk operations and technicians that support the local area networks, desktops, and other customer systems. The key indicator, Help Desk Calls Closed Within One Day, reflects the effectiveness of the service delivery for assistance. The current fiscal year has experienced an increased call level for the help desk. The 2001-2002 Amended Budget was 39,500 calls, the Current Year Estimate is 72,536 calls, 84% above the budgeted number. The percentage of these calls closed within one day is also above the Amended Budget. The calls completed in one day are estimated to be 44,663 for FY2001-2202, a 65% increase over the 2001-2002 Amended Budget of 27,000. The Approved Budget 2002-2003 of 49,129 calls completed within one day is 82% higher than the Amended Budget 2001-2002. This key indicator supports the following Information Systems goals: To ensure that Information Systems services are provided efficiently and effectively throughout the City of Austin.



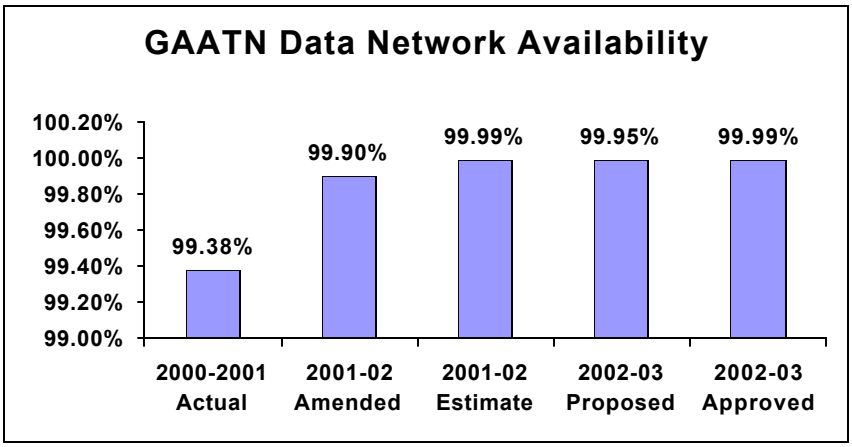
Enterprise Applications In the Approved Budget the Enterprise Applications Program decreased a total of $3,175,378 primarily due to the transfer of 28 positions to the RDMT Project Office of the Financial and Administrative Services (FASD), $2,322,895. A reduction of 3 FTEs in the applications development activity in the amount of $239,544 is also included. Implementation of the Permitting, Inspection, Enforcement, and Review (PIER) project which is intended to provide necessary modifications and enhancements will now be slightly delayed with the scheduled completion date moving from the beginning of October 2003 to the end of November 2003.



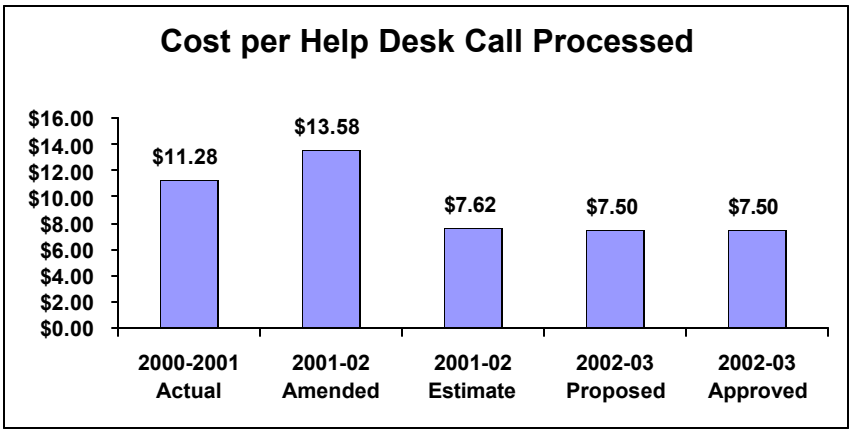
Infrastructure Planning and Engineering The Approved Budget includes $406,411 for maintenance of the Greater Austin Area Telecommunications Network (GAATN). There is also $250,000 to provide video services for the Texas Department of Transportation (TxDOT). The Infrastructure Planning and Engineering staffing decreased by five positions for a total of $413,838. The Approved Budget also includes $125,000 for data networking equipment for the Combined Emergency Center (CEC).

Information Systems — 2002-2003

The availability of the GAATN Data Network allows the customers to access the resources that are necessary to perform their job. If the network is unavailable, City Staff cannot use their computers and telephones to exchange information effectively. The GAATN Data Network Availability key indicator supports several Information Systems Department goals including ensuring that Information Systems services are provided efficiently and effectively throughout the City of Austin enterprise.



A corresponding measure looks at the efficiency of service delivery for customer assistance. The Information Systems Department Help Desk currently supports over thirty-five (35) different divisions within the city. The help desk attendants receive calls for assistance on servers, desktops, printers, mainframe, applications, voice, data, internet, email, departmental purchases, and external vendor service requests. The individual help desk attendants must be versed in diagnostic skills to assure proper resources are assigned to resolve the various requests for assistance in the most expeditious manner possible. The cost per call will decrease in FY2002-2003 since the number of calls processed is expected to increase by approximately 50%.



Information Systems — 2002-03

Significant Revenue and Expenditure Changes by Program

Revenue Changes	**Dollars**	**FTEs**
1. The FY03 Approved Budget revenue from GAATN Agency increased 13.8% from FY02.	$20,100	
2. An increase of $743,362 in transfers from Enterprise Funds is included in the Approved Budget.	$743,362	
3. The General Fund transfer decreases in the amount of $3,002,835 in the Approved Budget.	($3,002,835)	
Expenditure Changes		
1. **Department-Wide**		
The Approved Budget includes $135,670 for incremental costs of Pay for Performance in 2002.	$135,670	
An additional $47,791 has been included in the Approved Budget for anticipated changes in health insurance contributions.	$47,791	
The Approved Budget also includes $329,812 in funding for reclassifications that have occurred during Fiscal Year 2002.	$329,812	
The Approved Budget includes reductions of $1,601,798 for one-time 2001-2002 contractual and capital costs.	($1,601,798)	
The Approved Budget will increase due to the reduction in personnel savings by $214,026.	$214,026	
2. **Networks and Operations**		
The Approved Budget includes funding for one (1) FTE transferred in from Neighborhood Housing (Systems Support Tech B).	$42,217	1.00
The Approved Budget includes a reduction in program staff by eliminating 2 vacant FTEs.	($99,892)	(2.00)
The Approved Budget includes Microsoft Master License Agreement for product support of software.	$1,397,000	
Increases totaling $1,084,126 in ongoing hardware and software maintenance contract costs are included in the Approved Budget.	$1,084,126	
The Approved Budget includes funding for replacement of obsolete network electronics $45,284, configuration management software $30,000, and replacement equipment to handle the network storage capacity requirements at APD $170,000.	$245,284	

Information Systems — 2002-03

3.	**Enterprise Applications**		
	The Approved Budget inlcludes 9-1-1 RDMT staff, contractuals and commodities being transferred to FASD.	($2,322,895)	(28.00)
	The Approved Budget includes a reduction in program staff by eliminating 3 vacant FTEs.	($239,544)	(3.00)
	The Approved Budget includes the reduction in consultant costs for PIER implementation/data conversion and application consulting.	($353,386)	
	Decreases totaling $309,407 in hardware and software maintenance contract costs are included in the Approved Budget.	($309,407)	
4.	**Infrastructure Planning and Engineering**		
	The Approved Budget includes a reduction in program staff by eliminating 5 vacant FTEs.	($413,838)	(5.00)
	One FTE transferred from Austin Energy in FY2002. The cost of this position will be backcharged to Austin Energy in FY03.	($124,576)	
	Increase in contracts for GAATN network expansions $206,411; GAATN continuing contract for fiber modifications and additions $200,000.	$406,411	
	Included in the Approved Budget are capital purchases for Combined Emergency Center data networking equipment, $125,000, TXDOT video services to CEC, $250,000, and Legato for Test Lab, $10,000.	$385,000	
5.	**Support Services**		
	The Approved budget includes a $527,401 decrease in General Obligation Debt Service requirements.	($527,401)	
	Terminal pay for retiring staff.	$63,910	
	Eliminated contractual services with Gartner Group Info Tech Services.	($177,125)	
	Increases of $35,000 for building costs/lease and custodial services for the Avis Building and the Technology Distribution Center.	$35,000	
	The Approved Budget includes decreases by $151,005 in the department funding for training and travel.	($151,005)	
	A new property insurance premium charge in FY03.	$21,828	
	The Approved Budget includes an increase to Workers' Compensation, $15,763, Liability Reserve, $3,000, and Accrued Payroll, $15,000.	$33,763	

Programs and Activites

Information Systems Department-2002-03

Information Systems Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
Enterprise Applications										
9-1-1 RDMT	$1,046,812	23.90	$2,322,895	28.00	$2,322,895	28.00	$0	0.00	$0	0.00
Application Development	$2,353,393	27.40	$3,895,737	32.20	$3,209,916	32.20	$3,280,319	33.40	$3,280,319	33.40
Applications Support	$505,619	6.45	$426,499	5.00	$385,721	5.00	$161,353	2.00	$161,353	2.00
Desktop Applications Training	$295,985	4.20	$305,881	4.00	$308,614	4.00	$317,537	4.00	$317,537	4.00
Web Application Development	$590,623	7.10	$631,983	8.80	$681,713	8.80	$648,408	8.60	$648,408	8.60
Infrastructure Planning & Engineering										
Enterprise Project Management Office	$10,034	0.00	$613,126	7.00	$451,789	7.00	$272,530	4.00	$272,530	4.00
GAATN Engineering	$977,206	11.75	$780,344	8.75	$1,085,496	8.75	$2,081,524	11.80	$2,081,524	11.80
LAN (Local Area Network) Engineering	$318,137	5.20	$576,196	6.20	$336,268	6.20	$0	0.00	$0	0.00
Security Engineering	$302,054	4.10	$545,699	6.10	$522,565	6.10	$401,737	4.40	$401,737	4.40
Technology Planning	$521,362	4.63	$591,668	5.71	$541,270	5.71	$361,904	3.40	$361,904	3.40
Voice System Engineering	$376,778	6.10	$764,206	5.10	$701,743	5.10	$490,779	5.40	$490,779	5.40
Networks and Operations										
Data Center Support	$3,772,008	32.54	$4,744,342	31.53	$4,750,093	31.53	$5,297,572	32.85	$5,297,572	32.85
GAATN Operations	$1,800,542	12.53	$1,884,561	11.54	$1,811,141	11.54	$2,237,914	10.46	$2,237,914	10.46
Help Desk	$558,387	7.26	$536,600	8.27	$552,548	8.27	$598,527	8.42	$598,527	8.42
LAN (Local Area Network) Operations	$3,992,493	44.52	$3,750,972	45.53	$3,481,329	45.53	$5,356,098	45.85	$5,356,098	45.85
Voice System Operations	$654,384	10.27	$1,040,474	10.27	$1,013,353	10.27	$964,119	11.42	$964,119	11.42
Support Services										

Information Systems Department-2002-03

Administration and Management	$1,366,105	7.65	$906,050	6.70	$790,636	6.70	$808,309	5.40	$808,309	5.40
Facility Expenses	$1,489,071	0.00	$1,163,405	0.00	$891,587	0.00	$886,562	0.45	$886,562	0.45
Financial Monitoring / Budgeting	$270,679	2.80	$231,170	2.55	$291,205	2.55	$278,806	3.40	$278,806	3.40
Personnel / Training	$197,806	1.45	$466,105	2.20	$424,048	2.20	$309,361	2.10	$309,361	2.10
Purchasing / M/WBE	$297,001	5.15	$417,910	6.55	$407,977	6.55	$433,617	7.65	$433,617	7.65
Vehicle / Equipment Maintenance	$14,706	0.00	$7,979	0.00	$48,517	0.00	$31,200	0.00	$31,200	0.00
Transfers and Other Requirements										
Transfers and Other Requirements	$1,308,458	0.00	$1,086,392	0.00	$1,086,392	0.00	$592,754	0.00	$592,754	0.00
Total	$23,019,644	225.00	$27,690,194	242.00	$26,096,816	242.00	$25,810,930	205.00	$25,810,930	205.00

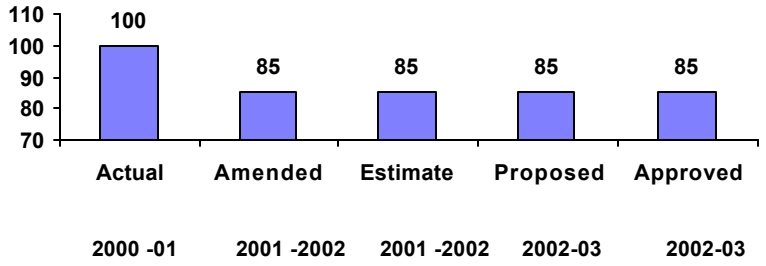
Information Systems Department-2002-03

Program: Enterprise Applications

Program Objective: The purpose of the Enterprise Applications Program is to provide applications training, support and project management for City departments so technology applications delivered to departments meet customer specifications.

Program Results Measures:

Percentage of customers satisfied with use of web-based applications as measured by customer survey



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Availability of existing public safety applications	99.64%	99.90%	99.97%	99.97%	99.97%
Percentage of customers satisfied with use of web-based applications as measured by customer survey	100	85	85	85	85
Percentage of employees reporting improvements in their ability to use ISD-supported desktop applications as measured by the training survey	95%	92%	92%	92%	92%
Percentage of validated project requests resulting in technology solutions developed and implemented	N/A	90%	100%	95%	95%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
9-1-1 RDMT	$1,701,967	23.90	$2,322,895	28.00	$2,322,895	28.00	$0	0.00	$0	0.00
Application Development	$2,353,393	27.40	$3,895,737	32.20	$3,209,916	32.20	$3,280,319	33.40	$3,280,319	33.40

Information Systems Department-2002-03

Program: ***Enterprise Applications***

Applications Support	$505,619	6.45	$426,499	5.00	$385,721	5.00	$161,353	2.00	$161,353	2.00
Desktop Applications Training	$295,985	4.20	$305,881	4.00	$308,614	4.00	$317,537	4.00	$317,537	4.00
Web Application Development	$590,623	7.10	$631,983	8.80	$681,713	8.80	$648,408	8.60	$648,408	8.60
Total	$5,447,587	69.05	$7,582,995	78.00	$6,908,859	78.00	$4,407,617	48.00	$4,407,617	48.00

Information Systems Department-2002-03

Activity: *9-1-1 RDMT*
Activity Code: *5PRJ*
Program Name: *Enterprise Applications*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$655,155	$0	$0	$0	$0
Information Systems Fund	$1,046,812	$2,322,895	$2,322,895	$0	$0
Total Requirements	**$1,701,967**	**$2,322,895**	**$2,322,895**	**$0**	**$0**
Full-Time Equivalents	**23.90**	**28.00**	**28.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: This activity is identifying current concerns and is developing future requirements associated with both public safety and public service agencies using and desiring to use CAD/MDT communications.

Activity Objective: The purpose of the 9-1-1 RDMT activity is to provide management and support for technical CIP projects for public safety City departments and area agencies so that their staff can exchange information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Project management; Reporting and documentation; Quality assurance.		

Changes in Requirements and Performance Measures: This activity transferred from Information Systems to Financial and Administrative Services.

Responsible Employee: Peter Collins 512-974-2344

Information Systems Department-2002-03

Activity: *Application Development*
Activity Code: *5BUS*
Program Name: *Enterprise Applications*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$2,353,393	$3,895,737	$3,209,916	$3,280,319	$3,280,319
Total Requirements	**$2,353,393**	**$3,895,737**	**$3,209,916**	**$3,280,319**	**$3,280,319**
Full-Time Equivalents	**27.40**	**32.20**	**32.20**	**33.40**	**33.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Applications Development / Number of technology solutions developed and implemented	Efficiency	N/A	$50,594	$23,777	$22,623	$22,623
Percentage of validated project requests resulting in technology solutions developed and implemented	Result	N/A	90%	100%	95%	95%

Activity History and Description: This activity is a core service with no legal mandates. The Application Development, which was Business Analysis prior to FY2001-2002, provides consulting services to all City departments. The Application Development helps City departments assess their business needs, streamline their business practices and procure and implement automated solutions.

Activity Objective: The purpose of the Application Development activity is to provide planning, development, and implementation of automated systems for City departments so they have technical solutions that meet their business needs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Assessment of customer needs; Evaluation, planning and development of technical solutions; Testing and implementation of automated systems; Development and implementation of databases.		

Changes in Requirements and Performance Measures: Salary and benefits increased by $389,285 and 3.8 FTEs were internally reallocated; elimination of 2.6 vacant FTEs for $195,150; reduction of consultant fees, $353,386, programmer software license, $10411, and one-time

capital outlay, $170,373; maintenance for Oracle software reallocated to Data Center Support, $293,440.

Responsible Employee: Robert Edwards 512-974-7878

Information Systems Department-2002-03

Activity: *Applications Support*
Activity Code: *5APD*
Program Name: *Enterprise Applications*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$505,619	$426,499	$385,721	$161,353	$161,353
Total Requirements	**$505,619**	**$426,499**	**$385,721**	**$161,353**	**$161,353**
Full-Time Equivalents	**6.45**	**5.00**	**5.00**	**2.00**	**2.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Application Support / number of customer requests completed	Efficiency	$395.32	$426.50	$263.47	$52.64	$52.64
Availability of existing public safety applications	Result	99.64%	99.90%	99.97%	99.97%	99.97%

Activity History and Description: This activity is a core service with no legal mandates. The Applications Support, which was APD Applications prior to FY2001-2002, provides technical assistance to City departments in managing information resources.

Activity Objective: The purpose of the Applications Support activity is to provide support of existing business applications and public safety information systems for City departments so that the applications are available for use.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Applications maintenance (for existing applications); Requirements analysis (for existing applications and corresponding business requirements); Fix and adapt applications in response to customer requests; Database management.		

Changes in Requirements and Performance Measures: Elimination of 0.4 vacant FTE, $44,395; reallocation of 2.6 FTEs, $217,990.

Responsible Employee: Robert Edwards 512-974-7878

Information Systems Department-2002-03

Activity: *Desktop Applications Training*
Activity Code: *5TRN*
Program Name: *Enterprise Applications*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$295,985	$305,881	$308,614	$317,537	$317,537
Total Requirements	**$295,985**	**$305,881**	**$308,614**	**$317,537**	**$317,537**
Full-Time Equivalents	**4.20**	**4.00**	**4.00**	**4.00**	**4.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Desktop Applications Training / Number of training hours provided	Efficiency	$32.79	$20.39	$21.08	$16.66	$16.66
Percentage of employees reporting improvements in their ability to use ISD-supported desktop applications as measured by the training survey	Result	95%	92%	92%	92%	92%

Activity History and Description: This activity is a semi-core service with no legal mandates. The Desktop Application Training, which was Applications Training prior to FY2001-2002, provides personal computer training and advanced software support particularly customized for City of Austin end users.

Activity Objective: The purpose of the Desktop Applications Training activity is to provide training in the use of ISD-supported desktop applications to City employees so they can use technology to their jobs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Instructor-led training on desktop productivity tools; Advanced support on Microsoft products; Computer based training; Customized technology curriculum development.	

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Susan Brown 512-974-2284

Information Systems Department-2002-03

Activity: *Web Application Development*
Activity Code: *5WEB*
Program Name: *Enterprise Applications*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$590,623	$631,983	$681,713	$648,408	$648,408
Total Requirements	**$590,623**	**$631,983**	**$681,713**	**$648,408**	**$648,408**
Full-Time Equivalents	**7.10**	**8.80**	**8.80**	**8.60**	**8.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Web Application Development divided by number of web project requests developed and implemented	Efficiency	$31,085	$15,800	$42,607	$32,420	$32,420
Percentage of customers satisfied with use of web-based applications as measured by customer survey	Result	100	85	85	85	85

Activity History and Description: This activity is a core service with no legal mandates. New activity for fiscal year 2000-2001

Activity Objective: The purpose of the Web Application Development Activity is to provide web-based applications for city departments so they have technical solutions that meet their business needs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Assessment of customer needs; Evaluation, planning and development of technical solutions; Testing and implementation of automated systems; Development and implementation of databases.		

Changes in Requirements and Performance Measures: Internal reallocation of 0.2 FTE. Otherwise, substantially the same.

Responsible Employee: Robert Edwards 512-974-7878

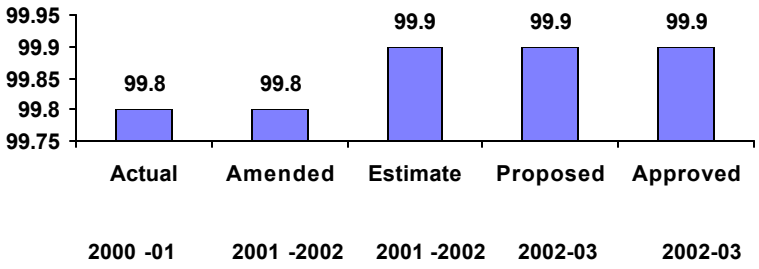
Information Systems Department-2002-03

Program: Infrastructure Planning & Engineering

Program Objective: The purpose of the Infrastructure Planning and Engineering Program is to plan, design and implement information technology for city departments so they can have a reliable technology infrastructure to achieve their business objectives.

Program Results Measures:

Percentage of new network connections meeting customer requirements



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percentage of attempts to breach the firewall that are unsuccessful	100%	99%	100%	100%	100%
Percentage of new network connections meeting customer requirements	99.8	99.8	99.9	99.9	99.9
Percentage of projects implemented meeting specifications	100%	90%	N/A	N/A	N/A
Percentage of the eGovernment strategic plan recommendations are implemented	N/A	N/A	N/A	TBD	TBD
Percentage of time spent on project management	N/A	N/A	80%	80%	80%
Percentage of voice systems/services implemented	N/A	N/A	90%	90%	90%

Information Systems Department-2002-03

Program: Infrastructure Planning & Engineering

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Enterprise Project Management Office	$10,034	0.00	$613,126	7.00	$451,789	7.00	$397,106	4.00	$397,106	4.00
GAATN Engineering	$977,206	11.75	$780,344	8.75	$1,085,496	8.75	$2,081,524	11.80	$2,081,524	11.80
LAN (Local Area Network) Engineering	$318,137	5.20	$576,196	6.20	$336,268	6.20	$0	0.00	$0	0.00
Security Engineering	$302,054	4.10	$545,699	6.10	$522,565	6.10	$401,737	4.40	$401,737	4.40
Technology Planning	$521,362	4.63	$591,668	5.71	$541,270	5.71	$361,904	3.40	$361,904	3.40
Voice System Engineering	$376,778	6.10	$764,206	5.10	$701,743	5.10	$490,779	5.40	$490,779	5.40
Total	$2,505,571	31.78	$3,871,239	38.86	$3,639,131	38.86	$3,733,050	29.00	$3,733,050	29.00

Information Systems Department-2002-03

Activity: *Enterprise Project Management Office*
Activity Code: *7PRJ*
Program Name: *Infrastructure Planning & Engineering*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$124,576	$124,576
Information Systems Fund	$10,034	$613,126	$451,789	$272,530	$272,530
Total Requirements	**$10,034**	**$613,126**	**$451,789**	**$397,106**	**$397,106**
Full-Time Equivalents	**0.00**	**7.00**	**7.00**	**4.00**	**4.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Enterprise Project Mgt Office Activity / Number of project management hours	Efficiency	N/A	$46.79	$71.94	$64.91	$64.91
Percentage of the eGovernment strategic plan recommendations are implemented	Result	N/A	N/A	N/A	TBD	TBD
Percentage of time spent on project management	Result	N/A	N/A	80%	80%	80%

Activity History and Description: This activity is a core service with no legal mandates. New activity during fiscal year 2001-2002.

Activity Objective: The purpose of the Enterprise Project Management Office activity is to establish, execute, maintain, communicate and market standards, methods and best practices to lead the effective and efficient management of projects.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Manage enterprise-level projects through the establishment of a dedicated Project Management Office. Utilize project management knowledge and best practices throughout the project lifecycle. Apply standards, structured methods, and techniques to managed projects. Share knowledge about project management 'best practices' through practical application.		

Information Systems Department-2002-03

Activity: *Enterprise Project Management Office*
Activity Code: *7PRJ*
Program Name: *Infrastructure Planning & Engineering*

Changes in Requirements and Performance Measures: The Approved Budget has a reduction of $340,596, which includes the elimination of 3 vacant FTEs in the amount of $216,410 and reimbursement for 1 FTE from Austin Energy $124,576.

Responsible Employee: Diane Miller 512-974-7793

Information Systems Department-2002-03

Activity: *GAATN Engineering*
Activity Code: *7GTN*
Program Name: *Infrastructure Planning & Engineering*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$977,206	$780,344	$1,085,496	$2,081,524	$2,081,524
Total Requirements	**$977,206**	**$780,344**	**$1,085,496**	**$2,081,524**	**$2,081,524**
Full-Time Equivalents	**11.75**	**8.75**	**8.75**	**11.80**	**11.80**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of GAATN Engineering per new network connection	Efficiency	$15,269	$15,606	$27,137	$46,256	$46,256
Percentage of new network connections meeting customer requirements	Result	99.8	99.8	99.9	99.9	99.9

Activity History and Description: This activity is a core service with no legal mandates. This activity was initiated with the FY 2000-2001 Business Plan and was previously part of both Network Planning and Design and GAATN.

Activity Objective: The purpose of GAATN (Greater Austin Area Telecommunications Network) Engineering is to design and expand networks, including FDDI (Fiber Distributed Data Interface), and SONET (Synchronous Optical Network) for city departments so they can utilize technology to do their job.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Design specifications for GAATN connections; SONET integration and configuration; FDDI (Fiber Distributed Data Interface) integration and configuration. Ethernet Integration & Configuration.		

Changes in Requirements and Performance Measures: The Approved budget has $308,478 increase in salary and benefits, including funding for 3.45 FTEs internally reallocated, and the elimination of 0.4 vacant FTEs for $46,427; elimination of $41,928 in vacancy savings; video services on GAATN network, $250,000; CEC data network equipment, $125,000; requirements for GAATN expansion and rearrangement, $406,411; legato for test lab, $10,000; GAATN equipment and maintenance requirements, $153,452.

Information Systems Department-2002-03

Activity: *GAATN Engineering*
Activity Code: *7GTN*
Program Name: *Infrastructure Planning & Engineering*

Responsible Employee: Beth Tobias 512-974-7790

Information Systems Department-2002-03

Activity: *LAN (Local Area Network) Engineering*

Activity Code: *7LAN*

Program Name: *Infrastructure Planning & Engineering*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$318,137	$576,196	$336,268	$0	$0
Total Requirements	**$318,137**	**$576,196**	**$336,268**	**$0**	**$0**
Full-Time Equivalents	**5.20**	**6.20**	**6.20**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of staff hours per project	Efficiency	N/A	N/A	N/A	N/A	N/A
Percentage of projects implemented meeting specifications	Result	100%	90%	N/A	N/A	N/A

Activity History and Description: This activity is a semi-core service with no legal mandates. This activity was initiated with the 2000-01 Business Plan and was previously part of Network Maintenance and Management

Activity Objective: The purpose of LAN Engineering is to provide local area network design and implementation specifications for City departments so they run computer programs.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Specifications for servers and local area networks; Server integration and configuration.	

Changes in Requirements and Performance Measures: This activity was merged into other activities, and no longer exists. The semi core services provided by this activity were transferred, along with the 6.2 FTEs which were internally reallocated to other activities within the engineering group.

Responsible Employee: Beth Tobias 512-974-7790

Information Systems Department-2002-03

Activity: *Security Engineering*
Activity Code: *7SEC*
Program Name: *Infrastructure Planning & Engineering*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$302,054	$545,699	$522,565	$401,737	$401,737
Total Requirements	**$302,054**	**$545,699**	**$522,565**	**$401,737**	**$401,737**
Full-Time Equivalents	**4.10**	**6.10**	**6.10**	**4.40**	**4.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Security Engineering / number of workstations with City applications secured from unauthorized access	Efficiency	N/A	$68.21	$87.09	$64.80	$64.80
Percentage of attempts to breach the firewall that are unsuccessful	Result	100%	99%	100%	100%	100%

Activity History and Description: This activity is a core service with no legal mandates. The support of this activity includes managing the security of the City of Austin's Internet Connection and the protections of city assets.

Activity Objective: The purpose of Security Engineering is to provide risk analysis and recommendations for city departments so they can reduce the risk of losing city assets through the network.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Risk analysis; Security recommendations; Security alerts.		

Changes in Requirements and Performance Measures: The Approved Budget includes a decrease of $94,443 for the internal reallocation of 1.7 FTEs. The contractual obligation decreased $47,450 for security software.

Responsible Employee: Beth Tobias 512-974-7790

Information Systems Department-2002-03

Activity: *Technology Planning*
Activity Code: *7PLN*
Program Name: *Infrastructure Planning & Engineering*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$521,362	$591,668	$541,270	$361,904	$361,904
Total Requirements	**$521,362**	**$591,668**	**$541,270**	**$361,904**	**$361,904**
Full-Time Equivalents	**4.63**	**5.71**	**5.71**	**3.40**	**3.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
How many outside agencies are using IT services provided by ISD?	Demand	N/A	N/A	N/A	3	3
Cost of infrastructure Planning / number of infrastructure technology concept models developed	Efficiency	N/A	$84,524	$60,141	$36,190	$36,190
Percentage of infrastructure technology models that are adopted for implementation	Result	N/A	40%	70%	70%	70%

Activity History and Description: This activity is a semi-core service with no legal mandates. Plan for the use of information technology to streamline the city's business practices and improve services to customers; develop long range information technology plans and coordinate technology plans of city departments.

Activity Objective: The purpose of Technology Planning is to provide strategic direction in the area of information technology to city departments in order to minimize the cost of information technology.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Strategic Planning; Information technology research and evaluation.	

Changes in Requirements and Performance Measures: Reduction of $229,764 for 2.31 FTEs, including 1.6 vacant FTEs eliminated and .71 FTEs internally reallocated to another activity; tools and equipment, $15,000.

Responsible Employee: Beth Tobias 512-974-7790

Information Systems Department-2002-03

Activity: *Voice System Engineering*
Activity Code: *7VOI*
Program Name: *Infrastructure Planning & Engineering*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$376,778	$764,206	$701,743	$490,779	$490,779
Total Requirements	**$376,778**	**$764,206**	**$701,743**	**$490,779**	**$490,779**
Full-Time Equivalents	**6.10**	**5.10**	**5.10**	**5.40**	**5.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Voice Systems Engineering per voice system/service implemented	Efficiency	N/A	N/A	$20,519	$12,118	$12,118
Percentage of voice systems/services implemented	Result	N/A	N/A	90%	90%	90%

Activity History and Description: This activity is a semi-core service with no legal mandates. Designs technical framework, layout, and integration for voice systems.

Activity Objective: The purpose of Voice Systems Engineering is to design and implement voice systems and services for city departments so they can communicate with other city departments and citizens.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Specifications for voice systems and services; Implementation of voice systems and services.	

Changes in Requirements and Performance Measures: The Approved Budget includes a decrease in one time capital items $275,000 and an increase of $52,326 due to a reallocation .3 FTEs. A slight increase in contractuals due to maintenance agreements, $12,442 decrease in commodities of $70,000 and increase in small tools and equipment $9,400.

Responsible Employee: Beth Tobias 512-974-7790

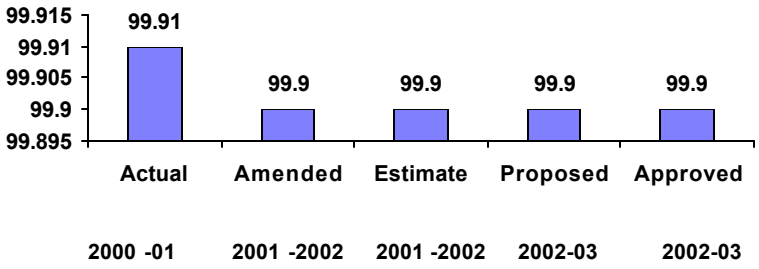
Information Systems Department-2002-03

Program: Networks and Operations

Program Objective: The purpose of the Networks and Operations Program is to manage and operate the City's central information technology systems and networks for City Departments so they can use technology and share information to perform their daily business operations.

Program Results Measures:

Percentage of time the enterprise network is available for the financial application



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percentage of Help Desk calls closed within one day	62.12%	68%	62%	62%	62%
Percentage of time GAATN data network is available	99.38%	99.90%	99.99%	99.95%	99.95%
Percentage of time ISD-supported servers are available	99.9%	97.00%	99%	99%	99%
Percentage of time ISD-supported voice systems are available	99.99%	97.00%	99%	99%	99%
Percentage of time the computer system is available for Computer Aided Dispatch (CAD)	99.77%	99.80%	99.90%	99.90%	99.90%
Percentage of time the enterprise network is available for the financial application	99.91	99.90	99.90	99.90	99.90

Information Systems Department-2002-03

Program: ***Networks and Operations***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Data Center Support	$3,772,008	32.54	$4,744,342	31.53	$4,750,093	31.53	$5,297,572	32.85	$5,297,572	32.85
GAATN Operations	$1,800,542	12.53	$1,884,561	11.54	$1,811,141	11.54	$2,237,914	10.46	$2,237,914	10.46
Help Desk	$558,387	7.26	$536,600	8.27	$552,548	8.27	$598,527	8.42	$598,527	8.42
LAN (Local Area Network) Operations	$3,992,493	44.52	$3,750,972	45.53	$3,481,329	45.53	$5,356,098	45.85	$5,356,098	45.85
Voice System Operations	$654,384	10.27	$1,040,474	10.27	$1,013,353	10.27	$964,119	11.42	$964,119	11.42
Total	$10,777,815	107.12	$11,956,949	107.14	$11,608,464	107.14	14,454,230	109.00	14,454,230	109.00

Information Systems Department-2002-03

Activity: *Data Center Support*
Activity Code: *3DAT*
Program Name: *Networks and Operations*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$3,772,008	$4,744,342	$4,750,093	$5,297,572	$5,297,572
Total Requirements	**$3,772,008**	**$4,744,342**	**$4,750,093**	**$5,297,572**	**$5,297,572**
Full-Time Equivalents	**32.54**	**31.53**	**31.53**	**32.85**	**32.85**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of data center support / Number of hours computer systems are available	Efficiency	$43.91	$79.59	$68.18	$82.63	$82.63
Percentage of time the computer system is available for Computer Aided Dispatch (CAD)	Result	99.77%	99.80%	99.90%	99.90%	99.90%
Percentage of time the enterprise network is available for the financial application	Result	99.91	99.90	99.90	99.90	99.90

Activity History and Description: This activity is a core service with no legal mandates. This activity was initiated with the FY2000-2001 Business Plan and was previously part of Systems and Operations

Activity Objective: The purpose of Data Center Support is to provide technical computer support for City departments so they have access to the City's mainframe and mid-range computer systems.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Secure and environmentally controlled facility; Maintenance and operation of mainframe and mid-range computer systems; Monitoring of computer system operations.		

Changes in Requirements and Performance Measures: The Approved Budget has $190,454 increase in salary and benefits, including funding for 1.32 FTEs internally reallocated; an increase of $844,444 to meet equipment and software maintenance and contractual requirements, including

Information Systems Department-2002-03

Activity: *Data Center Support*
Activity Code: *3DAT*
Program Name: *Networks and Operations*

$293,440 for Oracle maintenance transferred from Application Development; a decrease in commodity costs $12,024; a reduction of $507,783 for one-time capital outlay in FY2002 and elimination of $38,139 in vacancy savings.

Responsible Employee: Bill Underhill 512-974-2351

Information Systems Department-2002-03

Activity: *GAATN Operations*
Activity Code: *3GTN*
Program Name: *Networks and Operations*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$1,800,542	$1,884,561	$1,811,141	$2,237,914	$2,237,914
Total Requirements	**$1,800,542**	**$1,884,561**	**$1,811,141**	**$2,237,914**	**$2,237,914**
Full-Time Equivalents	**12.53**	**11.54**	**11.54**	**10.46**	**10.46**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of GAATN Operations / Number of network-attached end-use devices	Efficiency	$348.87	$100.95	$373.05	$436.33	$436.33
Percentage of time GAATN data network is available	Result	99.38%	99.90%	99.99%	99.95%	99.95%

Activity History and Description: This activity is a core service with no legal mandates. GAATN fiber optic rings are constructed and over 200 sites are operational.

Activity Objective: The purpose of GAATN (Greater Austin Area Telecommunications Network) Operations is to provide GAATN network, monitoring and maintenance for City Staff so they can use their computers and telephones to exchange information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Network activity monitoring; Network repair.		

Changes in Requirements and Performance Measures: Reduction of $82,952 in salary costs includes 1.08 FTEs internally reallocated; CISCO equipment, Sonet hardware, and other GAATN maintenance requirements, $464,340; upgrade of routers, $67,500; increase of GAATN agency fee, $5,572; reduction of $103,000 for one-time capital outlay in FY2002.

Responsible Employee: Bill Underhill 512-974-2351

Information Systems Department-2002-03

Activity: *Help Desk*
Activity Code: *3HLP*
Program Name: *Networks and Operations*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$558,387	$536,600	$552,548	$598,527	$598,527
Total Requirements	**$558,387**	**$536,600**	**$552,548**	**$598,527**	**$598,527**
Full-Time Equivalents	**7.26**	**8.27**	**8.27**	**8.42**	**8.42**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Help Desk / Number of Help Desk calls processed	Efficiency	$11.28	$13.58	$7.62	$7.50	$7.50
Percentage of Help Desk calls closed within one day	Result	62.12%	68%	62%	62%	62%

Activity History and Description: This activity includes both core and semi-core services with no legal mandates. As the City of Austin deploys more technology, there is a bigger demand for support. This involves deployment of more local area networks, desktop computers, phone switches, integrated applications, and single email systems.

Activity Objective: The purpose of the Help Desk is to provide first level customer support for City Staff so they can have computer, voice, data and video problems processed in a timely manner.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Problem determination and first level troubleshooting at time of initial request; Problem referral and resolution; Problem escalation and follow-up.	User i.d. and password administration; Ad hoc application "How to" training; Statistical reporting.	

Changes in Requirements and Performance Measures: Salary and benefits increase by $17,954 with an addition of 2.15 FTE internally reallocated, and an elimination of 2 vacant positions; printer maintenance and Magic Total Service Desk support, $49,753; vehicle costs of $5,780 reallocated to activity of Vehicle and Equipment Maintenance.

Responsible Employee: Bill Underhill 512-974-2351

Information Systems Department-2002-03

Activity: *LAN (Local Area Network) Operations*
Activity Code: *3LAN*
Program Name: *Networks and Operations*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$3,992,493	$3,750,972	$3,481,329	$5,356,098	$5,356,098
Total Requirements	**$3,992,493**	**$3,750,972**	**$3,481,329**	**$5,356,098**	**$5,356,098**
Full-Time Equivalents	**44.52**	**45.53**	**45.53**	**45.85**	**45.85**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of LAN Operations / Number of LAN repair and service calls resolved	Efficiency	$255.27	$651.66	$143.19	$200.28	$200.28
Percentage of time ISD-supported servers are available	Result	99.9%	97.00%	99%	99%	99%

Activity History and Description: This activity includes both core and semi-core services with no legal mandates. Hardware repair and maintenance services and software troubleshooting and support for ISD-supported server and desktop computers and peripherals.

Activity Objective: The purpose of LAN Operations is to provide technical support of PC's and Servers for city staff so they can use ISD-supported server and desktop computers.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Server operations support; Technical support for ISD-supported commercially available software.	Technical assistance to PC users; Repair and installation of PC hardware and software.	

Changes in Requirements and Performance Measures: The Approved Budget has $168,863 increase in salary and benefits, including 1 FTE transferred from Neighborhood Housing, $42,217 and .68 FTEs internally reallocated; $20,780 for rental of copiers; $45,284 for network operating system; $1,397,000 for Microsoft MLA; reduction of $47,000 for one-time capital outlay in FY2002 and elimination of $94,793 in vacancy savings; vehicle costs of $10,930 reallocated to activity of Vehicle and Equipment Maintenance; replacement and upgrade of APD capital equipment, $170,000.

Responsible Employee: Bill Underhill 512-974-2351

Information Systems Department-2002-03

Activity: *Voice System Operations*
Activity Code: *3VOI*
Program Name: *Networks and Operations*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$654,384	$1,040,474	$1,013,353	$964,119	$964,119
Total Requirements	**$654,384**	**$1,040,474**	**$1,013,353**	**$964,119**	**$964,119**
Full-Time Equivalents	**10.27**	**10.27**	**10.27**	**11.42**	**11.42**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Voice System Operations / Number of voice system repair and service calls resolved	Efficiency	$114.66	$197.58	$143.33	$123.99	$123.99
Percentage of time ISD-supported voice systems are available	Result	99.99%	97.00%	99%	99%	99%

Activity History and Description: This activity is a core service with no legal mandates. This activity was initiated with the FY2000-2001 Business Plan and was previously part of Network Maintenance and Management

Activity Objective: The purpose of Voice System Operations is to provide technical support and installation of voice systems and networks for City staff so they can communicate with other staff and citizens.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Telephone moves, adds and changes; Telephone repair; Voice mail system maintenance.		

Changes in Requirements and Performance Measures: Salary and benefits increased by $94,918 with an addition of 1.15 FTE internally reallocated; reduction of $71,000 for one-time costs in FY2002 and $90,000 reduction in telephone equipment and maintenance; vehicle costs of $10,490 reallocated to activity of Vehicle and Equipment Maintenance.

Responsible Employee: Bill Underhill 512-974-2351

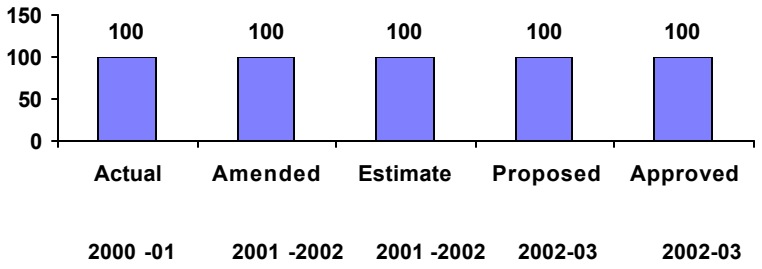
Information Systems Department-2002-03

Program: Support Services

Program Objective: The purpose of the Support Services program is to provide operational support to the Information Systems Department so it has the necessary tools to perform its jobs.

Program Results Measures:

Percentage of CAFs submitted within deadline



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	N/A	N/A	N/A	N/A	N/A
PAF error rate	2.90%	3%	3%	3%	3%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	27.44%	20%	20%	20%	20%
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	N/A	N/A	99.9%	99.9%	99.9%
Percent of Vehicles using Alternative Fuel by Type of Vehicle	N/A	N/A	N/A	N/A	N/A
Percent Variance of CYEs to Actual Expenditures	.9%	1%	1%	1%	1%
Percent Variance of CYEs to Actual Revenue	1%	1%	1%	1%	1%
Percentage of CAFs submitted within deadline	100	100	100	100	100
Turnaround time for accounts payable within the Deadline (in Calendar Days)	39 days	25 days	30 days	25 days	25 days

Information Systems Department-2002-03

Program: ***Support Services***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$1,366,105	7.65	$906,050	6.70	$790,636	6.70	$808,309	5.40	$808,309	5.40
Facility Expenses	$1,489,071	0.00	$1,163,405	0.00	$891,587	0.00	$886,562	0.45	$886,562	0.45
Financial Monitoring / Budgeting	$270,679	2.80	$231,170	2.55	$291,205	2.55	$278,806	3.40	$278,806	3.40
Personnel / Training	$197,806	1.45	$466,105	2.20	$424,048	2.20	$309,361	2.10	$309,361	2.10
Purchasing / M/WBE	$297,001	5.15	$417,910	6.55	$407,977	6.55	$433,617	7.65	$433,617	7.65
Vehicle / Equipment Maintenance	$14,706	0.00	$7,979	0.00	$48,517	0.00	$31,200	0.00	$31,200	0.00
Total	$3,635,368	17.05	$3,192,619	18.00	$2,853,970	18.00	$2,747,855	19.00	$2,747,855	19.00

Information Systems Department-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$1,366,105	$906,050	$790,636	$808,309	$808,309
Total Requirements	**$1,366,105**	**$906,050**	**$790,636**	**$808,309**	**$808,309**
Full-Time Equivalents	**7.65**	**6.70**	**6.70**	**5.40**	**5.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	5.93%	3.27%	3.03%	3.13%	3.13%
Percentage of CAFs submitted within deadline	Result	100	100	100	100	100

Activity History and Description: This activity provides general administrative services to the Information Systems Department.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff and Council meetings support; Board and commission support; Business plans and performance measures development; Secretarial/clerical support; Survey development and response; Management, including costs associated with City Manager, Assistant City Managers, Department Directors and associated office expenses; Reception-related services; Files and record management; Mail distribution; CAF processing.		

Information Systems Department-2002-03

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *Support Services*

Changes in Requirements and Performance Measures: Activity net decrease $97,741 includes changing allocation of staff time which increased by $57,718 and a reduction in contractual and commodity costs of $153,969. Also, 1.3 FTEs will be internally transferred to other activities with Support Services.

Responsible Employee: Dale VanBlokland 512-974-2455

Information Systems Department-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$1,489,071	$1,163,405	$891,587	$886,562	$886,562
Total Requirements	**$1,489,071**	**$1,163,405**	**$891,587**	**$886,562**	**$886,562**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.45**	**0.45**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	$2.69	$2.69
Custodial cost per square foot by contract	Efficiency	$1.85	$2.11	$1.59	$0.96	$0.96
Facility expense per square foot (exclude security and custodial)	Efficiency	$25.49	$22.71	$15.03	$16.08	$16.08
Total square feet of facilities	Output	46,327	46,327	46,327	46,327	46,327
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: This activity consists of rent, utilities, telephone and other voice communication charges, and parking expenses for Information Systems Department.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities (excluding treatment and generation plants, tennis courts, park shelters/restrooms/parkland, golf courses, swimming pools) for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Lease processing; Utility processing including telephone, gas, water/wastewater and garbage; Building maintenance; Custodial services (contract); Cleaning and security equipment and supplies cost processing;		

Information Systems Department-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *Support Services*

Security services (contract);
Parking-related services;
Office space allocation coordination.

Changes in Requirements and Performance Measures: Substantial decrease is due to the elimination of San Jacinto rent $330,000, relocation of staff to Avis building 0.45 FTE, increased rent 30,947 and property insurance premium increased $21,828.

Responsible Employee: Dale VanBlokland 512-974-2455

Information Systems Department-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$270,679	$231,170	$291,205	$278,806	$278,806
Total Requirements	**$270,679**	**$231,170**	**$291,205**	**$278,806**	**$278,806**
Full-Time Equivalents	**2.80**	**2.55**	**2.55**	**3.40**	**3.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	1.18%	0.83%	1.12%	1.08%	1.08%
Percent Variance of CYEs to Actual Expenditures	Result	.9%	1%	1%	1%	1%
Percent Variance of CYEs to Actual Revenue	Result	1%	1%	1%	1%	1%

Activity History and Description: This activity consists of staff time to develop and monitor departmental operational and CIP budgets, develop and monitor performance reports, in-house tracking of revenue and expenditures, and develop forecasts for Information Systems Department.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty cash auditing and handling; Performance report development and monitoring; Department budget (operating and CIP) development and monitoring; Revenue and expenditures tracking; CYE development; Accounts receivable; Five year forecast development; TB, RB, EB, AA, JV processing; Inventory management;		

Information Systems Department-2002-03

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *Support Services*

Travel processing.

Changes in Requirements and Performance Measures: The Approved Budget includes 0.85 FTE internally reallocated, $48,574.

Responsible Employee: Dale VanBlokland 512-974-2455

Information Systems Department-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$197,806	$466,105	$424,048	$309,361	$309,361
Total Requirements	**$197,806**	**$466,105**	**$424,048**	**$309,361**	**$309,361**
Full-Time Equivalents	**1.45**	**2.20**	**2.20**	**2.10**	**2.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$879	$2,093	$789	$780	$780
PAF error rate	Result	2.90%	3%	3%	3%	3%

Activity History and Description: The staff in this activity works with Human Resources to coordinate employee-related matters, record time and labor distribution information to the time and attendance system and to work with divisions within the department to process personnel actions.

Activity Objective: The purpose of the Personnel activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing; Hiring and recruiting; Workers compensation claim processing; Grievance-related activities; Employee counseling up to and including termination; Benefits administration; PAF processing; Providing training and facilitation; Attending outside training and related travel (training); Safety evaluation; SSPR-related activities; Conducting exit interviews.		

Information Systems Department-2002-03

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *Support Services*

Changes in Requirements and Performance Measures: Decrease in travel and training $151,005, advertising costs $5,000 and other commodities $160.The Approved Budget includes 0.1 FTE reallocated to the Purchasing Activity.

Responsible Employee: Susan Brown 512-974-2284

Information Systems Department-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$297,001	$417,910	$407,977	$433,617	$433,617
Total Requirements	**$297,001**	**$417,910**	**$407,977**	**$433,617**	**$433,617**
Full-Time Equivalents	**5.15**	**6.55**	**6.55**	**7.65**	**7.65**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$55.74	$90.85	$74.18	$78.84	$78.84
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	27.44%	20%	20%	20%	20%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	39 days	25 days	30 days	25 days	25 days

Activity History and Description: This activity consists of staff who review bids to ensure compliance with the City of Austin's M/WBE purchasing ordinance and to provide information to demonstrate ordinance compliance in addition to timely payment of invoices.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding contract-related purchasing contracts in order to have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under $5,000); Contract administration, monitoring and compliance; RCA preparation for contract awards; Coordinating city-wide information technology contracts; Coordinating RFQs, RFPs, IFBs; Checking under $5,000 guidelines; Technical assistance; Purchase reporting and payment activities; A/P processing.		

Information Systems Department-2002-03

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *Support Services*

Changes in Requirements and Performance Measures: The Approved budget has 1.1 FTEs internally reallocated from Administration and Management; Activity increased $17,819 with a health care cost increase of $8,679.

Responsible Employee: Dale VanBlokland 512-974-2455

Information Systems Department-2002-03

Activity: *Vehicle / Equipment Maintenance*
Activity Code: *9VEH*
Program Name: *Support Services*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$14,706	$7,979	$48,517	$31,200	$31,200
Total Requirements	**$14,706**	**$7,979**	**$48,517**	**$31,200**	**$31,200**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Total department maintenance cost per piece of equipment (includes charges from inside per outside repair centers)	Efficiency	$817.11	$419.95	$289.80	$283.16	$283.16
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	Result	N/A	N/A	99.9%	99.9%	99.9%
Percent of Vehicles using Alternative Fuel by Type of Vehicle	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: This activity consists of maintenance, fuel and repair expenses for Information Systems Department vehicle pool.

Activity Objective: The purpose of the Vehicle/Equipment Maintenance activity is to provide maintenance and repair of City vehicles and equipment for the department to foster safe transportation and operations.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Outsourced vehicle maintenance and repair; Vehicle maintenance scheduling and monitoring.		

Changes in Requirements and Performance Measures: Increase in Fleet maintenance and fuel costs of $16,680 and increase in mileage reimbursement of $6,541.

Responsible Employee: Dale VanBlokland 512-974-2455

Information Systems Department-2002-03

Activity: *Transfers and Other Requirements*
Activity Code: *9REQ*
Program Name: *Transfers and Other Requirements*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Systems Fund	$1,308,458	$1,086,392	$1,086,392	$592,754	$592,754
Total Requirements	**$1,308,458**	**$1,086,392**	**$1,086,392**	**$592,754**	**$592,754**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: The purpose of Other Requirements is to account for other departmental requirements that occur at the fund level including Liability Reserve, General Obligation Debt Service Funds, and Accrued Payroll.

Activity Objective: The purpose of Transfers and Other Requirements is to account for transfers made at the fund level.

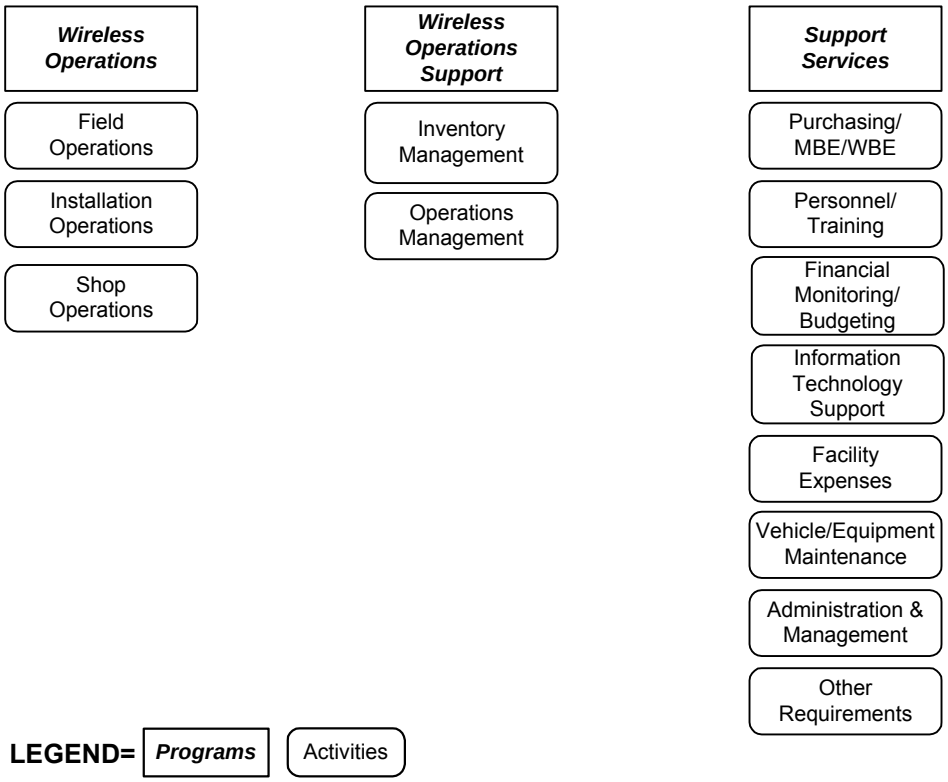
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
None		

Changes in Requirements and Performance Measures: The Approved Budget includes a decrease of $527,401 for the debt service requirement; increases for workers' compensation $15,763; liability reserve $3,000 and accrued payroll $15,000.

Responsible Employee: Dale VanBlokland 512-974-2455

Wireless Communication Services — 2002–2003



	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	$2,162,152	$3,051,417	$2,943,733	$3,233,282	$3,233,282
Expenditures	$2,076,074	$3,008,759	$3,008,151	$3,205,458	$3,205,458
Full-time Equivalents (FTEs)	30.00	34.00	34.00	34.00	34.00

Wireless Communication Services — 2002-2003

Purpose and Nature of Fund

The Wireless Communication Services Fund is an internal service fund that provides radio communication equipment, installation, maintenance, and repair services to City of Austin departments and area governmental agencies.

Factors Affecting Revenue

The revenue of this fund consists of direct charges to City departments and governmental entities (which have City Council approved radio maintenance "interlocal agreements" with COA) for radio installation, maintenance, repair, and other wireless communication services. Revenue is affected by the number of governmental entities served, the number of public and non-public safety vehicles serviced, proactive maintenance programs, and changes in the radio communication infrastructure. Additionally, the productivity of installers and technicians, and the hourly rate, affect revenue. Based on the ongoing effort to improve work processes, overall efficiency will continue to improve. Anticipated "conventional" radio operations revenue will total $2.29 million, an increase of $195,721 over FY 2001-2002. "Trunked" radio operations is budgeted at $490,901 through an interlocal agreement with the Trunked Radio System partners, and transfers-in from City departments and the General Fund for "trunked" radio operations will account for an additional $455,799. The total of all revenues will thus be $3.23 million, which reflects an increase of $181,865 over FY 2001-2002.

Factors Affecting Requirements

In FY 2002-2003, total requirements are $3.21 million, an increase of $196,699. The increase is primarily due to Trunked Radio System "installation support" expenditure increases that include tower leases along with associated phone and utility expense.

WIRELESS COMMUNICATION SERVICES FUND

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	68,884	30,787	116,792	52,374	52,374
REVENUE:					
Radio Communications	1,862,031	2,090,861	1,983,177	2,286,582	2,286,582
Trunked Radio Interlocal A/R	55,227	339,999	339,999	490,901	490,901
Payroll Accrual	0	0	0	0	0
TOTAL REVENUE	1,917,258	2,430,860	2,323,176	2,777,483	2,777,483
TRANSFERS-IN					
Transfer-In from General Fund	244,894	304,808	304,808	289,505	289,505
Transfer-In from Austin Energy	0	93,665	93,665	49,330	49,330
Transfer-In from Water	0	122,539	122,539	64,536	64,536
Transfer-In from Solid Waste Services	0	32,713	32,713	17,229	17,229
Transfer-In from Convention Center	0	23,132	23,132	12,183	12,183
Transfer-In from Aviation	0	22,870	22,870	12,045	12,045
Transfer-In from Drainage Utility	0	8,052	8,052	4,241	4,241
Transfer-In from Airport Police	0	9,199	9,199	4,845	4,845
Transfer-In from Fleet	0	3,579	3,579	1,885	1,885
TOTAL TRANSFERS-IN	244,894	620,557	620,557	455,799	455,799
TOTAL AVAILABLE FUNDS	2,162,152	3,051,417	2,943,733	3,233,282	3,233,282
EXPENDITURES					
Operations	1,261,433	1,990,917	1,726,717	1,815,358	1,815,358
Operations Support	275,326	345,045	352,214	331,328	331,328
Support Services	532,571	576,918	833,341	971,638	971,638
TOTAL EXPENDITURES	2,069,330	2,912,880	2,912,272	3,118,324	3,118,324
OTHER REQUIREMENTS					
Liability Reserve	1,000	1,000	1,000	1,000	1,000
Administrative Support - ISD	0	88,879	88,879	77,134	77,134
Accrued Payroll	5,744	6,000	6,000	9,000	9,000
TOTAL OTHER REQUIREMENTS	6,744	95,879	95,879	87,134	87,134
TOTAL REQUIREMENTS	2,076,074	3,008,759	3,008,151	3,205,458	3,205,458
EXCESS (DEFICIT) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS	86,078	42,658	(64,418)	27,824	27,824
Adjustments to GAAP	(38,170)	0	0	0	0
ENDING BALANCE	116,792	73,445	52,374	80,198	80,198

Wireless Communication Services —2002-2003

Mission

The purpose of the Wireless Communication Services Office is to provide timely, quality and cost-effective two-way radio and related equipment installation, removal, and maintenance services in support of WCSO customer needs in an environment that fosters safety, high morale, and job fulfillment for all staff members of the Wireless Communication Services Office (WCSO) team. The office has developed the following goals in order to achieve its mission:

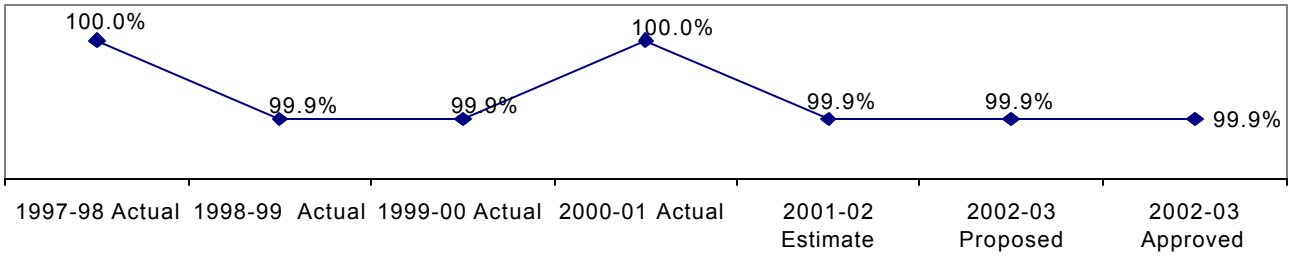
Goals

- Be accountable to our customers by meeting expectations to which WCSO and its customers have mutually agreed.
- To keep two-way radio and related equipment working with a high degree of reliability.
- Improve communications with our customers.
- Attract and retain a quality workforce.
- Improve facilities and equipment.
- To continue to be the provider of choice to our customers for radio maintenance services.

Key Indicators

The Wireless Communication Services Office will use the following indicators to monitor the fund's progress in achieving business plan goals:

- Percentage of time that the Microwave System is operational.
- Cost of inventory shrinkage.



Percentage of Time that Microwave System is in Operation

Wireless Communication Services —2002-2003

Business Plan

Aggressive Preventive Maintenance Program In FY 2002-2003, the Wireless Communication Services Office (WCSO) will be aggressively continuing its Preventive Maintenance Program in order to maintain customer radio equipment reliability, and to help decrease the cost of providing unscheduled maintenance services. This program will include an FCC check and realignment for every radio that is reinstalled or that comes to WCSO for maintenance.

Trunked Radio Installation Support The Wireless Communication Services Office was selected to provide installation support services to the Trunked Regional Radio System Project Office and the selected vendor, Motorola, during the implementation phase of the new 800 MHz Trunked Regional Radio System infrastructure. As the result of a COA budget amendment in FY 2000-2001, along with an interlocal agreement between the Trunked Regional Radio System partners, the Wireless Communication Services Office:

- Provides support for the engineering and implementation for each department's transition from the conventional radio system to the Trunked Regional Radio System by using various interim radio solutions.
- Provides security at tower sites for preservation of the communication network.
- Participates in the implementation and engineering of antenna and tower site equipment installation.
- Provides technical expertise and consulting to the Regional Radio System Project Office and Motorola.
- Initiates, coordinates and maintains FCC licensing as well as, FAA required documentation for the Regional Radio System.

To provide heightened "installation support" services for the Trunked Regional Radio System project, the Wireless Communication Services Office (in keeping with an interlocal agreement with the project partners) and will reallocate two positions to subscriber technicians for planned transition service for the Trunked Regional Radio System.

Operation and Process Improvements Over the last year several process improvements have been implemented that will improve Wireless Communication Services operations and customer response.

- New radio maintenance agency management, billing, and asset tracking software has been implemented and continuing modifications will be effected to meet the needs of the WCSO asset tracking and maintenance billing requirements. This software is expected to improve information management, providing customers with a more accurate and greater detailed picture of the maintenance services they receive from the Wireless Communication Services Office.
- An improved specification writing and product procurement process has been developed in coordination with the Purchasing Office to provide more timely delivery of new radio equipment items to our customers.
- A process implemented in FY 2000-2001 to better monitor technical staff productivity and job performance will be refined. Technician time-tracking and repair part controls will help WCSO better monitor customer maintenance and repair costs.

Wireless Communication Services — 2002-2003

Significant Revenue and Expenditure Changes by Program

Revenue Changes	**Dollars**	**FTEs**
1. An increase in revenue due to an increase in the number of installation requests, and repair and maintenance for FY02-03.	$195,721	
2. An increase in Trunked Radio Interlocal Account Receivables for year 3 of implementation and warranty.	$150,902	
3. An decrease in Transfers-in for the City's portion of the Trunked Radio Implementation and warranty costs.	($164,758)	

Expenditure Changes	**Dollars**	**FTEs**
1. **City-wide**		
The Approved Budget includes $13,527 for salary increases associated with Pay for Performance in 2002.	$13,527	
An additional $15,095 has been included in the Approved Budget for changes in health benefit contributions.	$15,095	
2. **Wireless Operations/Operations Support**		
The Approved Budget includes a decrease in capital expenditures.	($97,263)	
A decrease in intradepartmental charges for services requested related to the Trunked Radio Implementation project is included in the Approved Budget.	($14,993)	
The Approved Budget includes a decrease in callback and overtime costs.	($24,860)	
A decrease in temporary employees is included in the Approved Budget.	($9,241)	
The Approved Budget includes a decrease in vacancy savings.	$9,436	
3. **Support Services**		
An increase in tower leases and associated utility and phone line expenses for Trunked Radio is included in the Approved Budget.	$300,535	
A decrease in interdepartmental charges from Information Services Department for technical assistance is included in the Approved Budget.	($11,745)	
The Approved Budget includes a decrease in training and travel for the Trunked Radio Implementation project.	($18,156)	
4. **Transfers and Other Requirements**		
Miscellaneous increases division-wide are included in the Approved Budget.	$15,709	

Programs and Activites

FSD - Wireless Communication Services Office-2002-03

Wireless Communication Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
OPERATION - WIRELESS										
Field Operations	$454,427	11.00	$1,170,273	11.25	$809,700	11.25	$758,917	8.00	$758,917	8.00
Install Operations	$209,780	4.00	$262,799	5.25	$253,668	5.25	$351,746	6.00	$351,746	6.00
Shop Operations	$597,226	6.00	$557,845	5.50	$663,349	5.50	$704,695	8.00	$704,695	8.00
OPERATIONS SUPPORT - WIRELESS										
Inventory Management	$75,230	2.00	$135,971	4.00	$155,612	4.00	$177,655	4.00	$177,655	4.00
Operations Management	$200,096	3.00	$209,074	4.00	$196,602	4.00	$153,673	2.00	$153,673	2.00
SUPPORT SERVICES										
Administration and Management	$135,314	1.00	$122,935	1.00	$172,535	1.00	$206,542	3.00	$206,542	3.00
Facility Expenses	$177,094	0.00	$179,339	0.00	$366,407	0.00	$485,134	0.00	$485,134	0.00
Financial Monitoring / Budgeting	$65,513	1.00	$69,651	1.00	$69,633	1.00	$71,980	1.00	$71,980	1.00
Information Technology Services	$87,371	1.00	$96,044	1.00	$135,223	1.00	$132,641	1.00	$132,641	1.00
Personnel / Training	$16,743	0.25	$48,909	0.25	$35,434	0.25	$21,610	0.25	$21,610	0.25
Purchasing / M/WBE	$34,740	0.75	$34,732	0.75	$35,362	0.75	$35,331	0.75	$35,331	0.75
Vehicle Maintenance	$15,796	0.00	$25,308	0.00	$18,747	0.00	$18,400	0.00	$18,400	0.00
TRANSFERS & OTHER REQUIREMENTS										
Other Requirements	$6,744	0.00	$95,879	0.00	$95,879	0.00	$87,134	0.00	$87,134	0.00
Total	$2,076,074	30.00	$3,008,759	34.00	$3,008,151	34.00	$3,205,458	34.00	$3,205,458	34.00

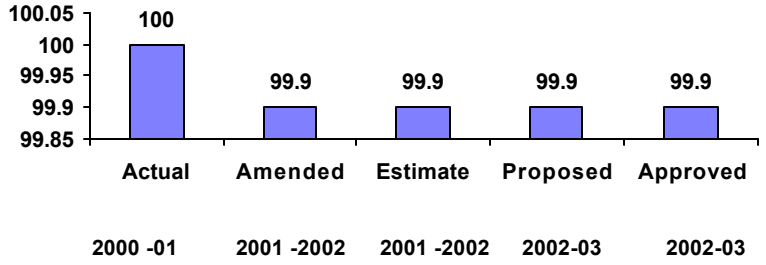
FSD - Wireless Communication Services Office-2002-03

Program: OPERATION - WIRELESS

Program Objective: The purpose of the Radio Operations program is to provide cost effective maintenance services in support of customer two-way radio communication and other vehicular equipment needs so WCSO customers can experience reliable equipment operation.

Program Results Measures:

Percent of time microwave system in operation



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Mean-time to repair	2 Days	<4 Days	<4 Days	<4 Days	<4 Days
Percent of Returns Due to Improper Installation per Removal	0.7%	<5%	<5%	<5%	<5%
Percent of time microwave system in operation	100%	99.9%	99.9%	99.9%	99.9%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Field Operations	$454,427	11.00	$1,170,273	11.25	$809,700	11.25	$758,917	8.00	$758,917	8.00
Install Operations	$209,780	4.00	$262,799	5.25	$253,668	5.25	$351,746	6.00	$351,746	6.00
Shop Operations	$597,226	6.00	$557,845	5.50	$663,349	5.50	$704,695	8.00	$704,695	8.00
Total	$1,261,433	21.00	$1,990,917	22.00	$1,726,717	22.00	$1,815,358	22.00	$1,815,358	22.00

FSD - Wireless Communication Services Office-2002-03

Activity: *Field Operations*
Activity Code: *2FPT*
Program Name: *OPERATION - WIRELESS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$454,427	$1,170,273	$809,700	$758,917	$758,917
Total Requirements	**$454,427**	**$1,170,273**	**$809,700**	**$758,917**	**$758,917**
Full-Time Equivalents	**11.00**	**11.25**	**11.25**	**8.00**	**8.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per # of Field Workorders	Efficiency	$77.26	$110.40	$202.43	$189.73	$189.73
Percent of time microwave system in operation	Result	100%	99.9%	99.9%	99.9%	99.9%

Activity History and Description: This is a core activity. 47CFR contains the rules promulgated by the FCC that pertain to the use and licensing of frequencies, the authorization & registration of radio tower structures, and standards for “maximum permissible exposure” of humans to electromagnetic energy. The WCS Office is the in house COA entity charged with keeping the City in compliance with the foregoing. Historically, this activity was used to capture costs for work done on shared equipment at remote sites and then allocated out to the users at each site. Through the business planning process, it was decided that all work performed by the field service technicians would be captured in this activity.

Activity Objective: The purpose of field operations is to provide proactive field two-way radio system infrastructure installation, removal, and maintenance service to WCSO customers so they can experience reliable area-wide radio communication.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Remote site corrective and preventive maintenance. Remote site system(s) installations. 24-hour on-call service. Equipment programming and alignment.		

Changes in Requirements and Performance Measures: Decrease in Field Operations in the amount of $411,000 is due to the movement of 2.5 FTEs to Shop Operations, .75 FTE to Install Operations, and a decrease in one time capital costs.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Install Operations*
Activity Code: *2NPT*
Program Name: *OPERATION - WIRELESS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$209,780	$262,799	$253,668	$351,746	$351,746
Total Requirements	**$209,780**	**$262,799**	**$253,668**	**$351,746**	**$351,746**
Full-Time Equivalents	**4.00**	**5.25**	**5.25**	**6.00**	**6.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per installation or removal	Efficiency	$50.29	$69.16	$66.76	$100.50	$100.50
Percent of Returns Due to Improper Installation per Removal	Result	0.7%	<5%	<5%	<5%	<5%

Activity History and Description: This is a core activity. 47CFR contains the rules promulgated by the FCC that pertain to the use and licensing of frequencies, the authorization & registration of radio tower structures, and standards for “maximum permissible exposure” of humans to electromagnetic energy. The WCS Office is the in house COA entity charged with keeping the City in compliance with the foregoing. Provide services for the installation and removal of wireless communication equipment.

Activity Objective: The purpose of Installation Operations is to provide installation and removal services of two-way radio and other vehicular equipment needs to WCSO customers so that they can experience reliably installed equipment.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Fabrication. Equipment programming. Installation and removal of equipment. Planning and engineering installations.		

Changes in Requirements and Performance Measures: Increase in Install Operations of $89,000 is due to the reallocation of .75 FTE from Field Operations. Due to the implementation of the new Equipment Management asset management software in FY02, inventory expense will be allocated to Install Operations. Performance measures will also be affected due to changes in how work tickets are issued in Equipment Management.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Shop Operations*
Activity Code: *2SPT*
Program Name: *OPERATION - WIRELESS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$597,226	$557,845	$663,349	$704,695	$704,695
Total Requirements	**$597,226**	**$557,845**	**$663,349**	**$704,695**	**$704,695**
Full-Time Equivalents	**6.00**	**5.50**	**5.50**	**8.00**	**8.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Shop operations cost per number of repairs completed	Efficiency	$59.98	$64.87	$87.28	$92.72	$92.72
Mean-time to repair	Result	2 Days	<4 Days	<4 Days	<4 Days	<4 Days

Activity History and Description: This is a core activity. 47CFR contains the rules promulgated by the FCC that pertain to the use and licensing of frequencies, the authorization & registration of radio tower structures, and standards for “maximum permissible exposure” of humans to electromagnetic energy. The WCS Office is the in house COA entity charged with keeping the City in compliance with the foregoing. Provide preventive, scheduled and unscheduled corrective maintenance services for portable and mobile radio equipment, mobile data units, and auxiliary electronic equipment.

Activity Objective: The purpose of shop Operations is to provide shop maintenance services on portable and mobile two-way radios, and other vehicular equipment, to WCSO customers so they can experience reliable equipment operations.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Corrective and preventive maintenance. Equipment programming and alignment. User operational training and computer support.		

Changes in Requirements and Performance Measures: The increase in Shop Operations of $147,000 is due to the transfer of 2.5 FTEs and all associated costs from Field Operations.

Responsible Employee: Mike Simpson 512-927-3209

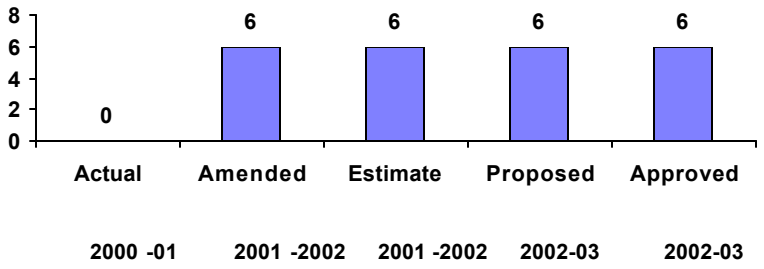
FSD - Wireless Communication Services Office-2002-03

Program: OPERATIONS SUPPORT - WIRELESS

Program Objective: The purpose of the Wireless Operations Support program is to provide parts, and equipment inventory management and operational support to WCSO staff and customers so they will receive parts and equipment in a timely manner.

Program Results Measures:

Cost of Shrinkage (Percent of)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Shrinkage (Percent of)	0.0%	6.0%	6.0%	6.0%	6.0%
Percent of customer satisfaction	96%	>95%	>95%	>95%	>95%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Inventory Management	$75,230	2.00	$135,971	4.00	$155,612	4.00	$177,655	4.00	$177,655	4.00
Operations Management	$200,096	3.00	$209,074	4.00	$196,602	4.00	$153,673	2.00	$153,673	2.00
Total	$275,326	5.00	$345,045	8.00	$352,214	8.00	$331,328	6.00	$331,328	6.00

FSD - Wireless Communication Services Office-2002-03

Activity: *Inventory Management*
Activity Code: *4NVM*
Program Name: *OPERATIONS SUPPORT - WIRELESS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$75,230	$135,971	$155,612	$177,655	$177,655
Total Requirements	**$75,230**	**$135,971**	**$155,612**	**$177,655**	**$177,655**
Full-Time Equivalents	**2.00**	**4.00**	**4.00**	**4.00**	**4.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per part/equipment issued	Efficiency	$5.57	$10.88	$11.97	$11.10	$11.10
Cost of Shrinkage (Percent of)	Result	0.0%	6.0%	6.0%	6.0%	6.0%

Activity History and Description: This is a core activity. The City of Austin requires that departments maintain inventories according to GAAP. Provide inventory management services and ensure that an adequate inventory of spare parts is available to support the Wireless Operation Program activities. In FY01 a new FTE was added in order to track equipment.

Activity Objective: The purpose of Inventory Management is to provide parts research, availability, and accountability, along with equipment tracking, to WCSO staff and customers so they will receive parts and equipment in a timely manner.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Inventory management. Parts research, availability and internal control. Equipment tracking.		

Changes in Requirements and Performance Measures: The increase in Inventory Management of approximately $42,000 is due to an increase in obsolete inventory expense and a decrease in salary savings.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Operations Management*
Activity Code: *4PTM*
Program Name: *OPERATIONS SUPPORT - WIRELESS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$200,096	$209,074	$196,602	$153,673	$153,673
Total Requirements	**$200,096**	**$209,074**	**$196,602**	**$153,673**	**$153,673**
Full-Time Equivalents	**3.00**	**4.00**	**4.00**	**2.00**	**2.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Operations Management cost per work order	Efficiency	$10.86	$11.00	$12.29	$9.61	$9.61
Percent of customer satisfaction	Result	96%	>95%	>95%	>95%	>95%

Activity History and Description: This is a core activity. Provide support to the Wireless Operation Program with all scheduling activities and management support so that they can provide proactive maintenance service to all radio user groups.

Activity Objective: To provide support, scheduling and assistance to staff and wireless users so they can perform efficiently.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Service Writing. Equipment inventory. FCC licensing. Systems design, R&D and consultations. Scheduling.	Battery recycling.	

Changes in Requirements and Performance Measures: Decrease in Operations Management is primarily due to the transfer of 2 FTEs and the deletion of vacancy savings in this activity.

Responsible Employee: Mike Simpson 512-927-3209

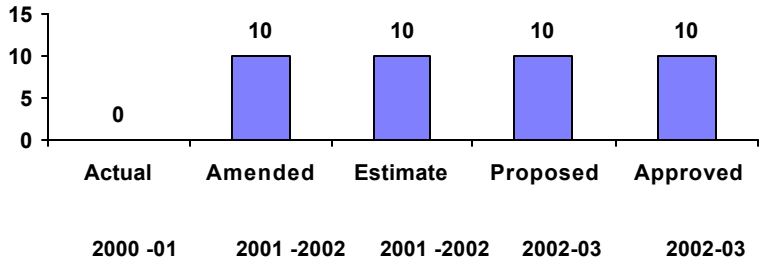
FSD - Wireless Communication Services Office-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Personnel Action Form (PAF) error rate



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	75%	>95%	75%	>95%	>95%
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	N/A	95%	95%	95%	95%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	N/A	MBE-25% WBE-10%	MBE-25% WBE-10%	MBE-25% WBE-10%	MBE-25% WBE-10%
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	100%	100%	100%	100%	100%
Percent of Vehicles using Alternative Fuel by Type of Vehicle	0	0	0	0	0
Percent Variance of CYEs to Actual Expenditures	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%
Percent Variance of CYEs to Actual Revenue	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%

FSD - Wireless Communication Services Office-2002-03

Program: SUPPORT SERVICES

Personnel Action Form (PAF) error rate	0%	10%	10%	10%	10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	16 Days	<25 Days	19 Days	<25 Days	<25 Days

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$135,314	1.00	$122,935	1.00	$172,535	1.00	$206,542	3.00	$206,542	3.00
Facility Expenses	$177,094	0.00	$179,339	0.00	$366,407	0.00	$485,134	0.00	$485,134	0.00
Financial Monitoring / Budgeting	$65,513	1.00	$69,651	1.00	$69,633	1.00	$71,980	1.00	$71,980	1.00
Information Technology Services	$87,371	1.00	$96,044	1.00	$135,223	1.00	$132,641	1.00	$132,641	1.00
Personnel / Training	$16,743	0.25	$48,909	0.25	$35,434	0.25	$21,610	0.25	$21,610	0.25
Purchasing / M/WBE	$34,740	0.75	$34,732	0.75	$35,362	0.75	$35,331	0.75	$35,331	0.75
Vehicle Maintenance	$15,796	0.00	$25,308	0.00	$18,747	0.00	$18,400	0.00	$18,400	0.00
Total	$532,571	4.00	$576,918	4.00	$833,341	4.00	$971,638	6.00	$971,638	6.00

FSD - Wireless Communication Services Office-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$135,314	$122,935	$172,535	$206,542	$206,542
Total Requirements	**$135,314**	**$122,935**	**$172,535**	**$206,542**	**$206,542**
Full-Time Equivalents	**1.00**	**1.00**	**1.00**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	6.8%	4.1%	5.8%	6.4%	6.4%
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: This program provides general administrative services to the Wireless Communication Services Office.

Activity Objective: To provide administrative services for the Wireless Communication Division to enable it to carry out its program objectives.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff meetings, business plan development, performance measure development, policy development, etc.		

Changes in Requirements and Performance Measures: Increase in Administration & Management is primarily due to the transfer of 2.0 FTEs from Operations Management.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$177,094	$179,339	$366,407	$485,134	$485,134
Total Requirements	**$177,094**	**$179,339**	**$366,407**	**$485,134**	**$485,134**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	$0.08	$0.08	$0.08	$0.08	$0.08
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$9.30	$9.29	$18.59	$24.75	$24.75
Total square feet of facilities	Output	18,500	19,300	19,300	19,300	19,300
Customer Satisfaction with Custodial Services	Result	75%	>95%	75%	>95%	>95%

Activity History and Description: This program consists of all costs associated with wireless communication facilities. Costs include rent, security, utilities, custodial services, and generator fuel.

Activity Objective: To ensure a clean, safe and hazard-free working environment. To pay rent and utility costs for the Radio shop and remote sites.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
All utilities, leases, telephones, grounds maintenance, building maintenance, custodial services, security, and clothing.		

Changes in Requirements and Performance Measures: Increase in Facility Expenses is due to an increase in tower leases and associated utility expenses for Trunked Radio.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$65,513	$69,651	$69,633	$71,980	$71,980
Total Requirements	**$65,513**	**$69,651**	**$69,633**	**$71,980**	**$71,980**
Full-Time Equivalents	**1.00**	**1.00**	**1.00**	**1.00**	**1.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	3.2%	2.4%	2.4%	2.3%	2.3%
Percent Variance of CYEs to Actual Expenditures	Result	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%
Percent Variance of CYEs to Actual Revenue	Result	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%

Activity History and Description: This program consists of staff time associated with the financial monitoring of Wireless Communication Services' operating and inventory funds.

Activity Objective: To provide timely and accurate financial information to City management and other City departments. To ensure appropriate allocation, utilization and control of the Wireless Divisions' resources in compliance with City financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty Cash Audits, Budget development, Five-Year Forecast, In-house tracking (Revenues and Expenditures, Billing, Accounts Receivable/Payable, etc.		

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Information Technology Services*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$87,371	$96,044	$135,223	$132,641	$132,641
Total Requirements	**$87,371**	**$96,044**	**$135,223**	**$132,641**	**$132,641**
Full-Time Equivalents	**1.00**	**1.00**	**1.00**	**1.00**	**1.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	4.2%	3.2%	4.5%	4.1%	4.1%
Information technology support costs per workstation	Efficiency	$322	$3,098	$4,362	$4,279	$4,279
Percent of information technology problems resolved at time of call	Result	N/A	95%	95%	95%	95%

Activity History and Description: The Wireless Communication Services Office did not pay ISD charges prior to FY 2001-2002.

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Programming, data conversion, and software implementation.		

Changes in Requirements and Performance Measures: Increase in Information Technology is primarily due to an increase in temporary employees and license fee charges for new equipment ID unit for asset tracking software.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$16,743	$48,909	$35,434	$21,610	$21,610
Total Requirements	**$16,743**	**$48,909**	**$35,434**	**$21,610**	**$21,610**
Full-Time Equivalents	**0.25**	**0.25**	**0.25**	**0.25**	**0.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$495.53	$605.09	$523.26	$341.47	$341.47
Personnel Action Form (PAF) error rate	Result	0%	10%	10%	10%	10%

Activity History and Description: None

Activity Objective: To recruit, hire, compensate and retain a skilled and diversified workforce in compliance with established policies and procedures. Perform all time entry to the payroll system timely and accurately. Provide personnel services to all employees of the division efficiently and effectively.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Training, payroll, and personnel services to employees.		

Changes in Requirements and Performance Measures: Decrease in funding is due to a reduction in employee recruiting and travel.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$34,740	$34,732	$35,362	$35,331	$35,331
Total Requirements	**$34,740**	**$34,732**	**$35,362**	**$35,331**	**$35,331**
Full-Time Equivalents	**0.75**	**0.75**	**0.75**	**0.75**	**0.75**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$12.65	$15.56	$16.07	$16.06	$16.06
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	N/A	MBE-25% WBE-10%	MBE-25% WBE-10%	MBE-25% WBE-10%	MBE-25% WBE-10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	16 Days	<25 Days	19 Days	<25 Days	<25 Days

Activity History and Description: The purchasing activity provides purchasing, accounts payable, contract compliance, and administration support for the department.

Activity Objective: To facilitate acquisition of and pay for goods and services in compliance with established policies and procedures in accordance with the needs of customers.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Contract administration, monitoring and compliance; purchase reporting and payment activities; and payment processing.		

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Vehicle Maintenance*
Activity Code: *9VEH*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$15,796	$25,308	$18,747	$18,400	$18,400
Total Requirements	**$15,796**	**$25,308**	**$18,747**	**$18,400**	**$18,400**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Total department maintenance cost per piece of equipment (includes charges from inside per outside repair centers)	Efficiency	$1,974.50	$2,530.80	$1,874.70	$1,840.00	$1,840.00
Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue)	Result	100%	100%	100%	100%	100%
Percent of Vehicles using Alternative Fuel by Type of Vehicle	Result	0	0	0	0	0

Activity History and Description: This program consists of the costs of vehicle rental and related charges paid to Fleet Services.

Activity Objective: To provide 5 vehicles for the Wireless Communication Services Office for Field Operations and 1 for Inventory Management to use for parts support.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
None.		

Changes in Requirements and Performance Measures: Decrease in Vehicle Maintenance is due to a reduction in fuel expenditures.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2002-03

Activity: *Other Requirements*
Activity Code: *9REQ*
Program Name: *TRANSFERS & OTHER REQUIREMENTS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Wireless Communication Services Fund	$6,744	$95,879	$95,879	$87,134	$87,134
Total Requirements	**$6,744**	**$95,879**	**$95,879**	**$87,134**	**$87,134**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description:

Activity Objective: To account for transfers at the fund level.

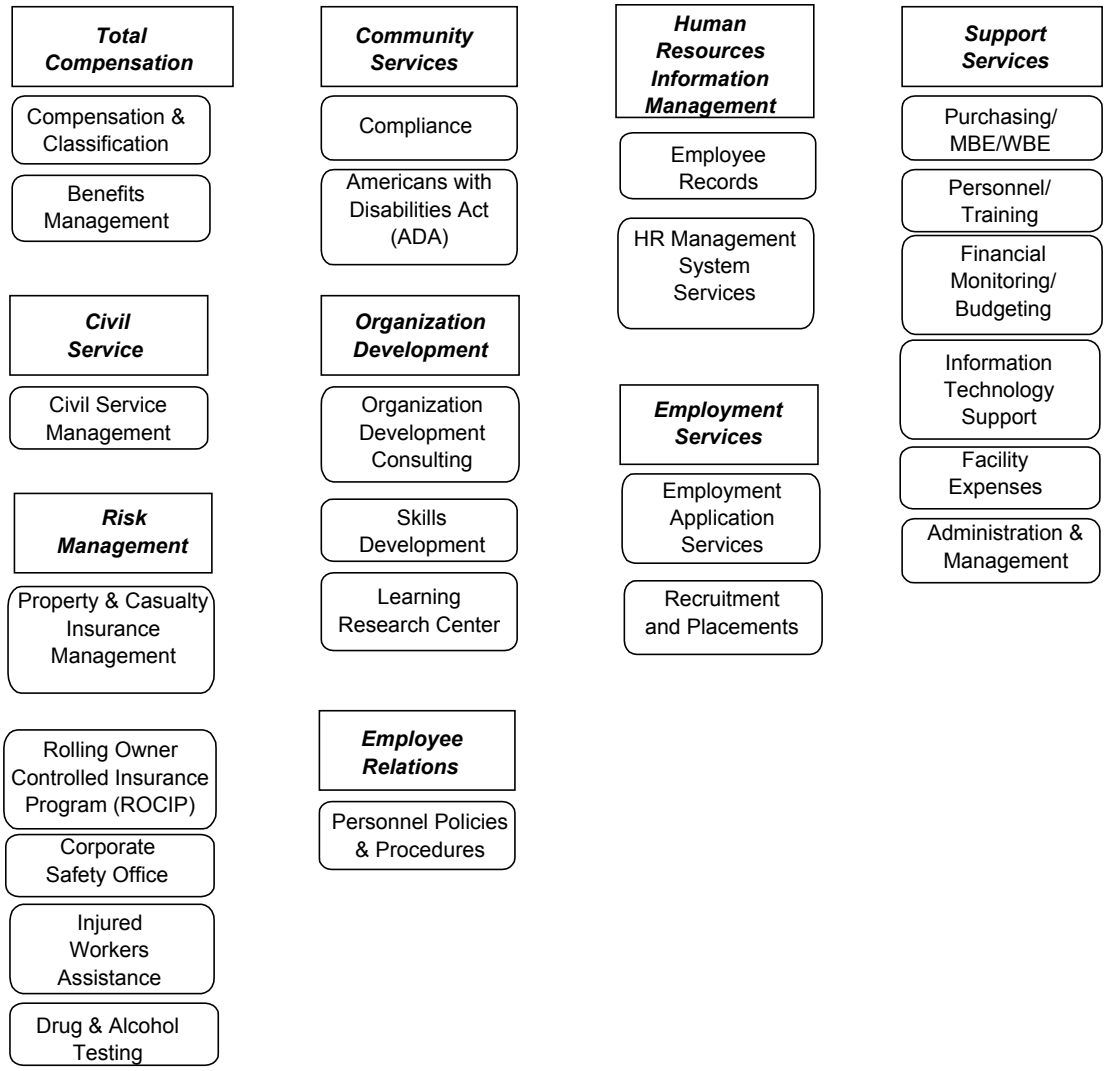
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Mike Simpson 512-927-3209

Human Resources Department— 2002–2003



LEGEND= *Programs* Activities

Support Services Fund	2000-2001 Actual	200-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Expenditures	$7,016,081	$7,520,868	$7,156,813	$6,196,186	$6,119,201
Full-time Equivalents (FTE's)	107.75	107.00	107.00	94.00	94.00

Human Resources — 2002-2003

Mission

The mission of the Human Resources Department is to help City departments attract, motivate, retain and develop qualified, diverse and productive employees.

Goals

- The Human Resources Department will provide department managers with the tools necessary to maintain a productive workforce.
  - Decrease sick leave utilization per 1,000 hours worked from 37.43 to 28.2 hours.
  - Increase employee ratings of procedural fairness from 40% to 50%.
  - Ensure annual performance evaluations are conducted for at least 98% of the employees.

- The Human Resources Department will help department managers attract and retain a qualified workforce.
  - Reduce the employee turnover rate to 12% or less.
  - Decrease the average time to complete the recruitment process from 38 to 24 days.
  - Increase employee ratings of overall job satisfaction from 80% to 85%.
  - Reduce the lost time injury rate in days from 3.88 to 3.69.

- The Human Resources Department will provide a competitive and affordable pay and benefits package for City employees.
  - Increase in average cost per participant in the City Medical Plan is less than or equal to 13%.
  - Increase employee satisfaction with pay from 52% to 65%.
  - Increase employee satisfaction with benefits from 70% to 80%.

To help the department track how well the goals are being met, key indicators have been developed along with appropriate performance measures. The Approved Budget submitted by the Human Resources Department supports these goals.

Key Indicators

The key indicators used by the Human Resources Department include:

- Employee Turnover Rate
- Employee Ratings of Overall Job Satisfaction
- Diversity Representation
- Number of Grievances
- Average Time to Complete the Recruitment Process
- Sick Leave Utilization per 1,000 Hours Worked
- Lost Time Injury Rate in Days

Human Resources — 2002-2003

Business Plan

Committed and Administrative Expenses – The Approved Budget decreases the funding for administrative expenses in order to preserve as much as possible the funding available for the delivery of human resources services. The Approved Budget eliminates 3.00 management and support positions. These duties have been either eliminated or absorbed by existing staff. The reduction in the overall staffing level of the department has enabled us to eliminate the lease of office space on the first floor of Two Commodore Plaza. The Approved Budget also reduces funding for the training of HRD employees by $32,015. Finally, the Approved Budget defers capital expenditures in the amount of $30,000 for one year for the replacement of obsolete computer hardware.

The Approved Budget includes a number of increases necessary to maintain the current service level. Funding in the amount of $100,821 is included for the increases associated with employee benefits and the incremental costs of Pay for Performance awarded in January 2002. In addition, the Approved Budget includes an increase of $27,497 corresponding to the terms of the lease agreements for office space in Two Commodore Plaza and the use of the department's training and meeting facility (Learning & Research Center) located at the Austin Bergstrom International Airport.

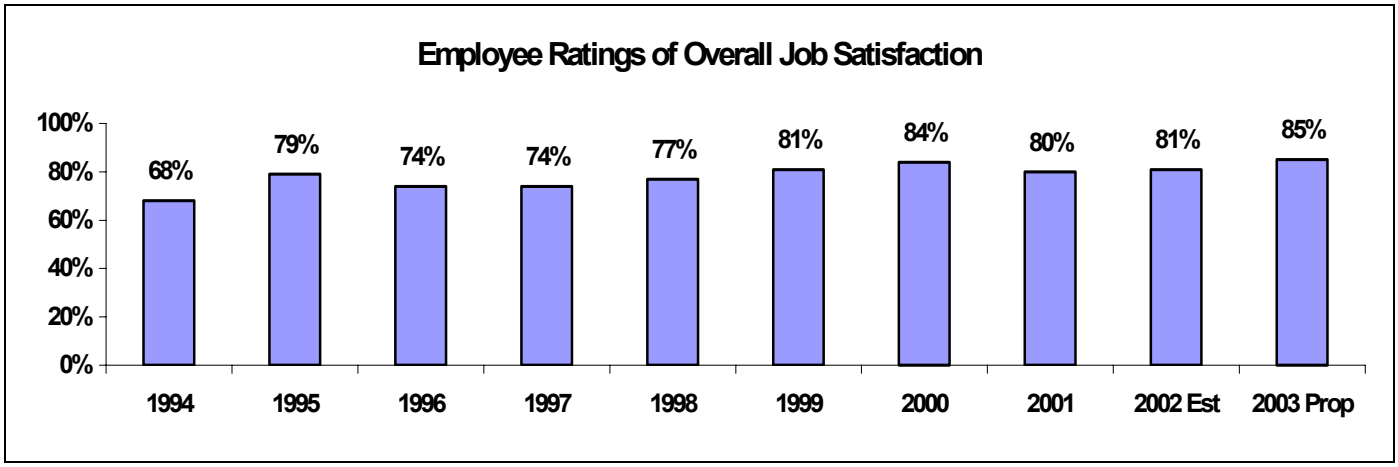
Management of the Human Resources Service Delivery System **–** The Approved Budget eliminates 1.50 positions in employee relations, one position in organization development, and one position in organization research. These reductions may reduce amount of HRD staff time available to assist City departments to manage their human resources. The increasing complexity of managing human resources requires HRD to work closely with departments and City management to address employee issues so that they can achieve their desired business results. Managing employees in today's workplace is becoming increasingly complex due to new legislation, legal interpretations, regulations, and enforcement activities. In addition, employees are becoming more interested in maintaining a healthy work-family balance. This means that the City needs to address these employee concerns in new ways.

To strengthen the management of human resources, the Approved Budget adds $74,390 for supervisor training and racial/gender sensitivity training. The Supervisor Academy is designed for new or promoted supervisors, to ensure that all new supervisors receive the training needed to effectively conduct their work and adhere to City of Austin policies and procedures. Participants will complete 5 core courses within the first 12 months of hiring/promotion. Participants will also identify gaps in levels of proficiency in supervisory skills and identify training and development opportunities to address those gaps. The racial/gender sensitivity training is designed to help employees take advantage of the benefits that diversity brings to the work place while at the same time avoid some of the potential problems. These training programs are an important step in preparing supervisors and employees to better perform their duties and avoid any unnecessary personnel problems.

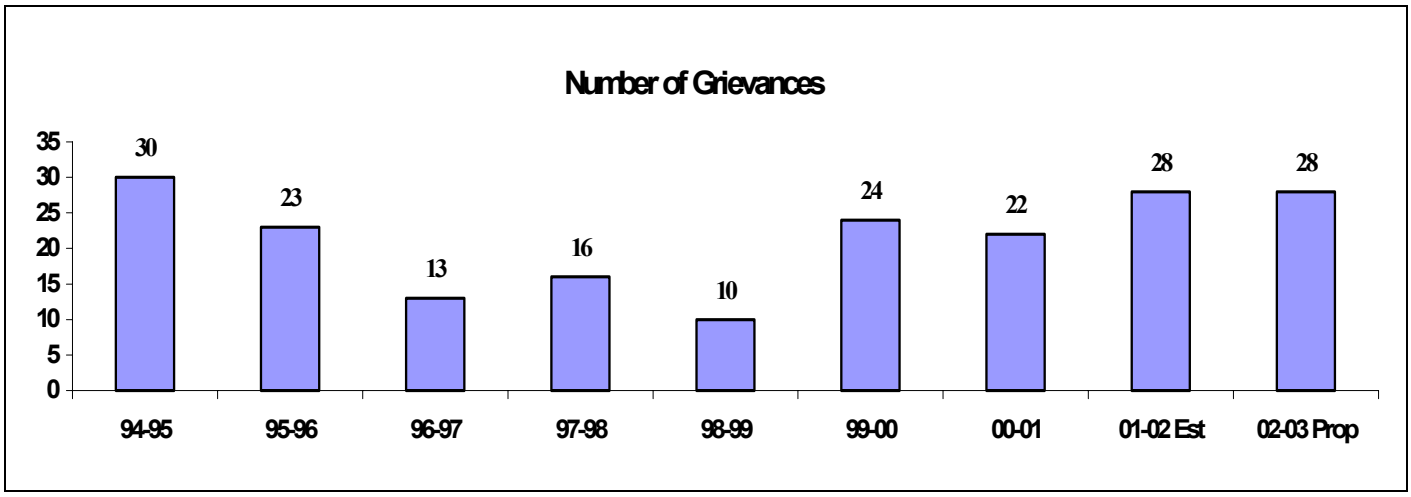
This budget directly supports the following HRD goal:

- HRD will provide department managers with the tools necessary to maintain a productive workforce.

Human Resources — 2002-2003

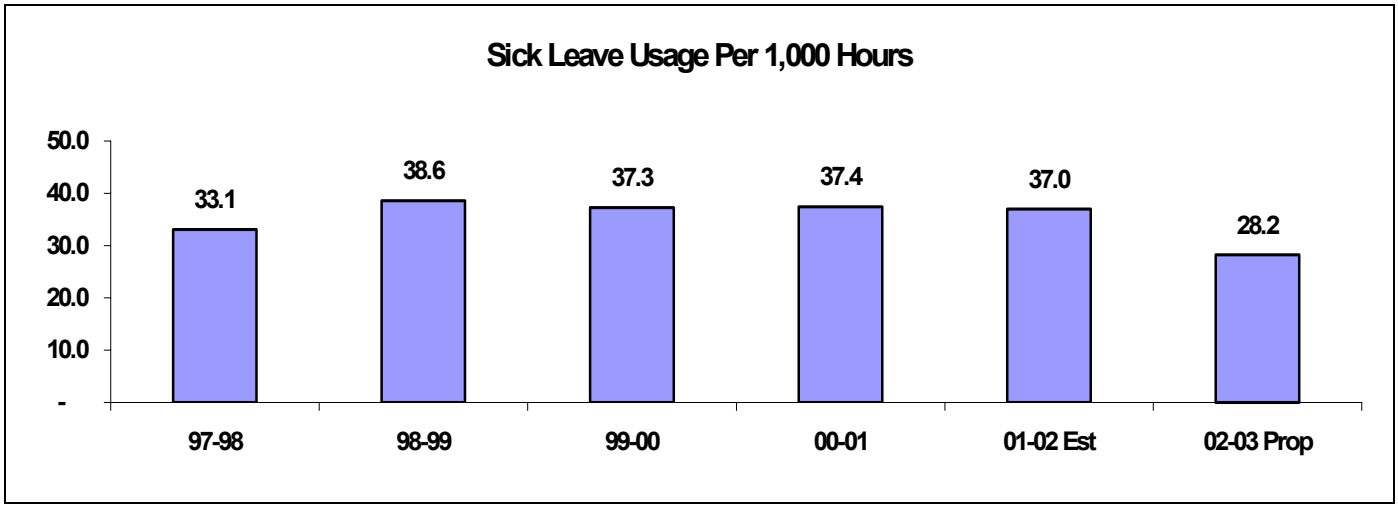


One measure of a healthy organizational climate is the employee rating of overall job satisfaction. Employees are polled each year in the Listening to the Workforce survey. The percentage of favorable employee ratings remains at a high level.



The number of grievances arising from specific personnel actions such as suspension, disciplinary probation, termination, or denial of promotion remains at a very low level. The number is likely to increase slightly due to the strengthening of efforts to promote a positive work environment through initiatives to increase employee awareness of the City's values and how to obtain assistance to deal with inappropriate behavior.

Human Resources — 2002-2003



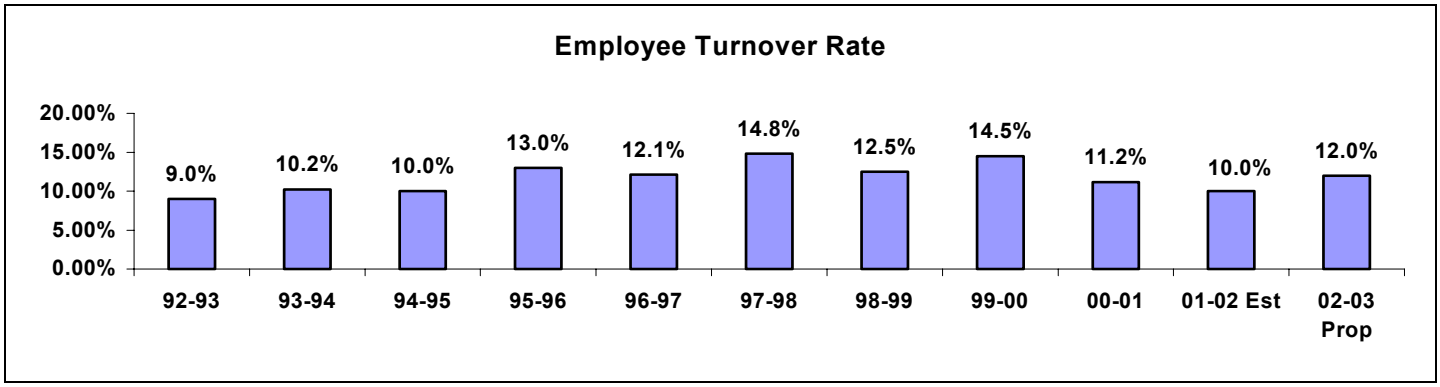
Another measure of a healthy organizational climate is sick leave usage. The rate of sick leave usage remains higher than desired. The City continues to explore ways to create a healthy work-family balance.

Maintenance of the Compensation and Classification System – The Approved Budget eliminates one position helping maintain the compensation and classification system. The workload will be absorbed by the remaining staff. Continued maintenance of the compensation and classification system is needed in order to maintain internal equity and market competitiveness, as well as aid in identifying career progressions in order to retain employees with highly sought after skills. Although the weakened economy has reduced turnover and increased the number of persons looking for jobs, certain positions such as health care providers continue to be in great demand. In addition, budget reductions are requiring employees to accept increased responsibilities and workload.

This budget directly supports the following HRD goal:

- HRD will provide a competitive and affordable pay and benefits package for City employees.

Although employee turnover is affected by a variety of factors, a lack of clearly defined career progressions and market competitiveness have been identified as problem areas. The following graph shows the goal is to achieve a City-wide employee turnover rate of no greater than 12%.



Human Resources — 2002-2003

Management of Employee Benefits – The Approved Budget eliminates a position managing and administering the employee benefits programs. The workload will be absorbed by the remaining staff. The primary challenge for the City is being able to offer a competitive benefits package that is affordable to the City. The health care industry is becoming less competitive due to mergers and the failure of health care providers and vendors, legislative mandates, and the increasing costs of medical services and products. The rising cost of medical care and prescription drugs, changing provider reimbursement schedules, and provider closings will continue to be a challenge for all employers. In addition, it is difficult to provide affordable coverage for the growing and increasingly younger retiree population. HRD is continuing to explore medical plan options for City of Austin active and retired employees. Our goal is to provide quality coverage at the best possible rate. However, given the current volatility of the healthcare industry, additional benefits cost increases are likely for the next few years.

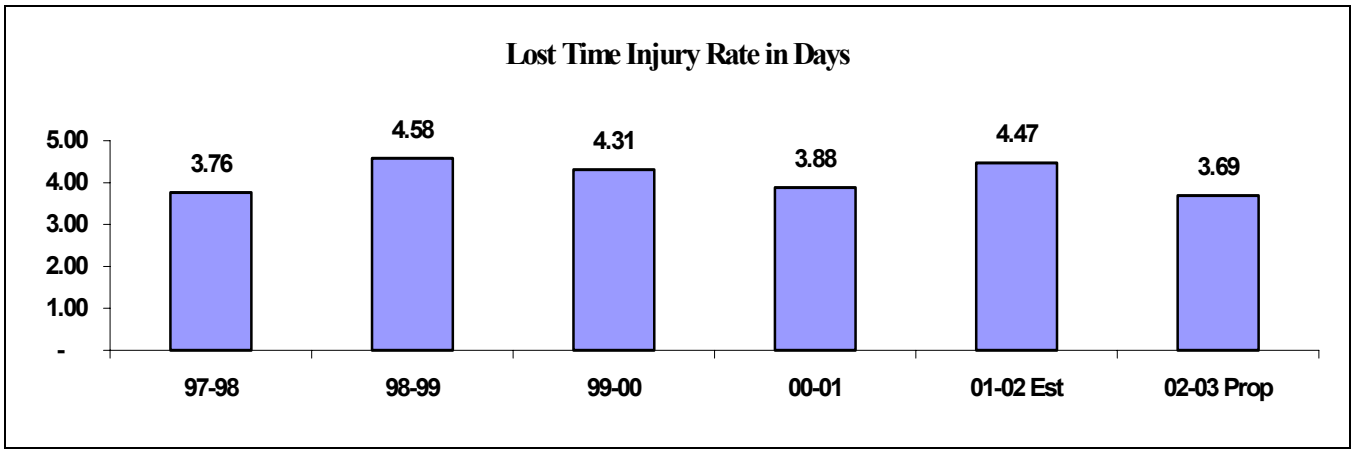
This budget directly supports the following HRD goal:

- HRD will provide a competitive and affordable pay and benefits package for City employees.

Risk Management – The Approved Budget eliminates 1.50 positions providing administrative support to the risk management programs. The workload will be absorbed by the remaining staff. The Approved Budget maintains staffing of the newly created Corporate Safety Office at the current level in order to decrease the number of employee injuries and decrease workers' compensation costs. The Approved Budget increases funding for property and boiler insurance by $392,292. Insurance rates have greatly increased mainly due to the floods of 2001 in Houston and Austin, as well as the risk of terrorist attacks after the September 11 attack.

This budget directly supports the following HRD goal:

- HRD will provide department managers with the tools necessary to maintain a productive workforce.



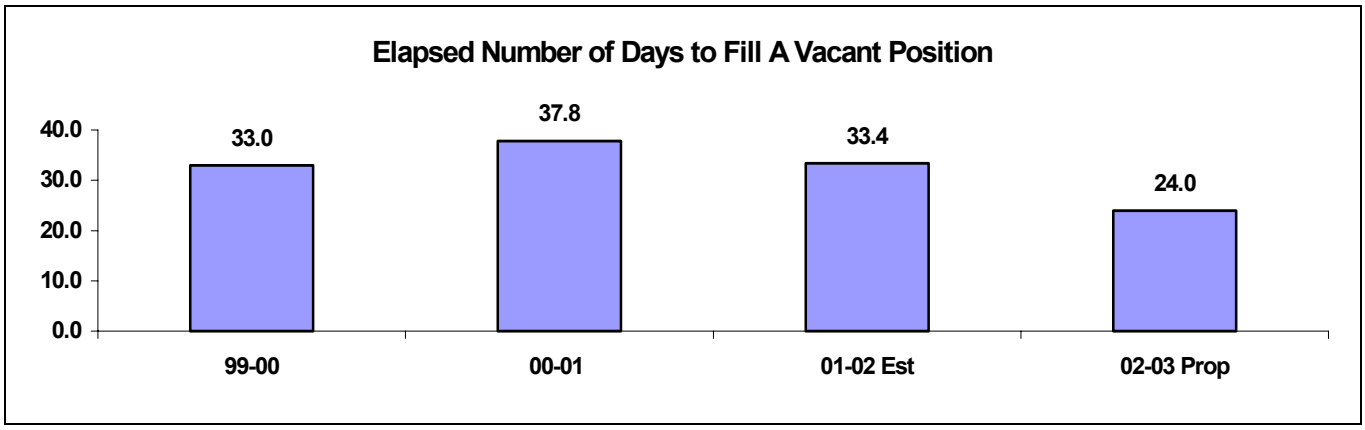
The Lost Time Injury Rate in Days measures the number of lost time injuries occurring during the year per the equivalent of 100 employees. Lost time injuries are all injuries where any lost time from work has occurred, not including the time off on the day of the injury. The rate has fluctuated over the past several years. We do not expect an immediate decrease in the rate until the baseline safety program assessment is performed and plans to remedy hazards and unsafe working are conditions implemented.

Human Resources — 2002-2003

Employment Services – The Approved Budget eliminates one position performing employment services. The workload will be absorbed by the remaining staff. HRD will focus available resources on strengthening the effectiveness and timeliness of the recruiting process. In particular, HRD is developing and implementing e-recruiting methodologies (accepting applications on-line, electronically screening for qualified applicants, using web recruiters) that will reduce the amount of processing time required before hiring supervisors receive applications and allow shared applicant pools between departments to be developed. In addition, HRD will strengthen recruiting strategies for hard to fill positions including better marketing of the City as a preferred employer, developing partnerships with local universities and colleges, sponsoring and participating in job fairs, and developing a method for sharing applications across the City.

This budget directly supports the following HRD goal:

- HRD will help department managers attract and retain a qualified workforce.



Human Resources—2002-2003

Significant Expenditure Changes by Program

	Dollars	FTEs
Expenditure Changes		
1. City-Wide		
The Approved Budget includes $49,337 for salary increases associated with Pay for Performance in 2002.	$49,337	
An additional $51,384 has been included in the Approved Budget for anticipated changes in health contributions.	$51,384	
2. Employee Relations		
The Approved Budget eliminates one Employee Relations investigation position.	($57,639)	(1.00)
The Approved Budget eliminates a 0.5 admin support position for employee relations.	($13,845)	(0.50)
3. Organization Development		
The Approved Budget eliminates one Organization Development & Training position.	($52,747)	(1.00)
The Approved Budget eliminates one Research Analyst Senior position; formerly did the Citizen Survey.	($57,639)	(1.00)
Eliminates funding for citizen survey, which is being moved to Financial & Administrative Services.	($25,000)	
The Approved Budget increases funding for the Supervisor Academy.	$55,640	
The Approved Budget increases funding for racial/gender sensitivity training.	$18,750	
The Approved Budget increases lease costs for the Learning & Research Center.	$6,882	
The Approved Budget contains an increase in expense refunds for the Organization Development program.	($1,211,138)	
4. Total Compensation		
The Approved Budget eliminates one administrative support position.	($30,360)	(1.00)
The Approved Budget eliminates one benefits consultant position.	($55,128)	(1.00)
The Approved Budget eliminates one compensation consultant position.	($65,953)	(1.00)

Human Resources—2002-2003

Significant Expenditure Changes by Program

	Dollars	FTEs
5. Human Resources Information Management		
The Approved Budget eliminates one records position.	($37,332)	(1.00)
6. Risk Management		
The Approved Budget eliminates a 0.5 FTE admin support position for drug and alcohol testing.	($13,845)	(0.50)
The Approved Budget eliminates one admin support position for insurance and corporate safety.	($38,956)	(1.00)
Due to higher premium costs, the Approved Budget increases funding for property and boiler insurance.	$392,292	
7. Employment Services		
The Approved Budget eliminates one executive recruitment position.	($57,639)	(1.00)
8. Community Affairs		
Council approved funding of $80,000 for one Public Health Program Specialist I to facilitate youth employment opportunities for children with disabilities.	$80,000	1.00
9. Support Services		
The Approved Budget transfers one position to Management Services, which was funded in Management Services beginning in fiscal year 2001-02.	$0	(1.00)
The Approved Budget eliminates one Assistant Director position.	($82,609)	(1.00)
The Approved Budget eliminates one receptionist position.	($32,937)	(1.00)
The Approved Budget eliminates one financial monitoring position for performance measures.	($57,639)	(1.00)
The Approved Budget contains a net reduction in funding for one-time capital costs for replacement of obsolete computer hardware and upgrades to software.	($30,000)	
The Approved Budget increases lease costs for offices located in Two Commodore Plaza.	$20,615	
The Approved Budget eliminates funding for visitor parking in Two Commodore Plaza.	($18,540)	
The Approved Budget eliminates funding for first floor leased space in Two Commodore Plaza.	($28,621)	
The Approved Budget reduces training for HRD employees.	($32,015)	
The following changes were approved by Council at budget adoption		
1. Council reduced funding in the amount of $33,777. This money was originally intended for special adaptive technology equipment.	(33,777)	
2. The Approved Budget reduces Administration and Management by $43,208. Mayor/Council interns are funded in City Clerk's budget for FY2002-03	($43,208)	

Programs and Activites

Human Resources Department-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
CIVIL SERVICES MANAGEMENT										
Civil Service Management	$163,769	2.80	$144,854	2.25	$157,342	2.00	$142,055	2.00	$142,055	2.00
COMMUNITY SERVICES										
Americans with Disabilities Act (ADA)	$129,421	1.98	$132,342	2.00	$131,176	2.00	$214,037	3.00	$180,260	3.00
Compliance	$202,595	3.93	$142,620	3.00	$93,318	3.00	$145,401	3.00	$145,401	3.00
EMPLOYEE RELATIONS										
Personnel Policies and Procedures	$318,429	8.29	$506,833	7.55	$342,209	6.00	$449,938	6.35	$449,938	6.35
EMPLOYMENT SERVICES										
Employment Application Services	$161,620	3.81	$262,302	6.20	$239,804	4.75	$265,732	5.65	$265,732	5.65
Recruitment and Placements	$238,182	5.19	$223,470	2.95	$289,721	4.60	$255,723	3.60	$255,723	3.60
HUMAN RESOURCES INFORMATION MANAGEMENT										
Employee Records	$341,315	8.60	$315,661	7.00	$304,676	7.48	$275,886	6.00	$275,886	6.00
HR Management System Services	$243,122	4.52	$328,559	5.00	$285,985	6.12	$272,704	4.10	$272,704	4.10
ORGANIZATION DEVELOPMENT										
Learning Research Center	$394,960	1.02	$409,226	0.90	$382,587	1.23	$0	1.15	$0	1.15
Organization Development Consulting	$817,765	9.75	$652,898	10.15	$694,919	13.47	$0	8.20	$0	8.20
Skills Development	$137,903	1.91	$278,426	3.40	$134,528	1.58	$0	2.00	$0	2.00
RISK MANAGEMENT										
Corporate Safety Office	$0	0.00	$148,963	3.95	$93,165	2.15	$113,523	3.30	$113,523	3.30
Drug and Alcohol Testing	$74,728	1.29	$63,800	1.20	$48,488	0.50	$47,873	0.60	$47,873	0.60
Injured Workers Assistance	$232,208	4.24	$257,745	4.25	$245,741	4.14	$275,848	4.30	$275,848	4.30

Human Resources Department-2002-03

Property and Casualty Insurance Management	$323,538	2.65	$342,342	1.35	$420,461	1.80	$726,861	1.10	$726,861	1.10
Rolling Owner Controlled Insurance Program	$0	1.15	$0	1.25	$0	1.15	$0	1.20	$0	1.20
SUPPORT SERVICES										
Administration and Management	$631,244	9.19	$477,286	7.75	$672,982	7.48	$455,954	5.10	$455,954	5.10
Facility Expenses	$631,222	0.00	$594,773	0.00	$598,007	0.00	$568,327	0.00	$568,327	0.00
Financial Monitoring / Budgeting	$196,937	3.24	$202,118	3.15	$200,968	3.11	$196,774	3.00	$196,774	3.00
Information Technology Support	$261,871	3.46	$310,108	3.00	$254,658	3.42	$267,611	3.00	$267,611	3.00
Personnel / Training	$141,691	2.34	$135,829	1.45	$137,992	1.97	$100,104	1.30	$100,104	1.30
Purchasing / M/WBE	$28,356	0.77	$54,923	1.30	$50,115	1.10	$46,773	1.10	$46,773	1.10
TOTAL COMPENSATION										
Benefits Management	$853,794	20.00	$944,922	20.00	$804,520	20.00	$868,154	18.00	$868,154	18.00
Compensation and Classification	$467,306	7.62	$547,660	7.95	$530,243	7.95	$463,700	6.95	$463,700	6.95
Total	$6,991,976	107.75	$7,477,660	107.00	$7,113,605	107.00	$6,152,978	94.00	$6,119,201	94.00

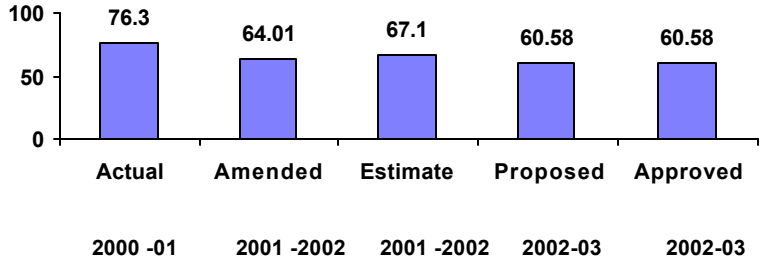
Human Resources Department-2002-03

Program: CIVIL SERVICES MANAGEMENT

Program Objective: The purpose of the Civil Service program is to provide support services to City Management so they can effectively comply with state Civil Service law, negotiated Meet & Confer agreements, and local Civil Service Commission rules.

Program Results Measures:

Cost per Civil Service employee



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Civil Service employee	$76.30	$64.01	$67.10	$60.58	$60.58
Number of valid complaints per Civil Service employee	0.00	0.01	0.00	0.01	0.01
Percentage of valid complaints per Civil Service employee	N/A	1.0%	0%	1.0%	1.0%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Civil Service Management	$163,864	2.80	$144,854	2.25	$157,342	2.00	$142,055	2.00	$142,055	2.00
Total	$163,864	2.80	$144,854	2.25	$157,342	2.00	$142,055	2.00	$142,055	2.00

Human Resources Department-2002-03

Activity: *Civil Service Management*
Activity Code: *5CSM*
Program Name: *CIVIL SERVICES MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$95	$0	$0	$0	$0
Support Services Fund	$163,769	$144,854	$157,342	$142,055	$142,055
Total Requirements	**$163,864**	**$144,854**	**$157,342**	**$142,055**	**$142,055**
Full-Time Equivalents	**2.80**	**2.25**	**2.00**	**2.00**	**2.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Civil Service employee	Efficiency	$76.30	$64.01	$67.10	$60.58	$60.58
Number of valid complaints per Civil Service employee	Result	0.00	0.01	0.00	0.01	0.01
Percentage of valid complaints per Civil Service employee	Result	N/A	1.0%	0%	1.0%	1.0%

Activity History and Description: The Civil Service Management activity is a core service. It is mandated by City Charter. The role of the Human Resources Department historically has been to support the Civil Service Commission by: administering the promotional written examination process, providing staff support at hearings and meetings, and monitoring and ensuring compliance with the provisions of the Texas Local Government Code. The role has expanded as a result of the Meet & Confer negotiations to include: participating in the negotiation process, researching pay and other issues during negotiations, implementing the pay and benefit changes after the agreement has been reached. The Civil Service Commission has been divided into two separate commissions (Police and Fire Civil Service Commissions).

Activity Objective: The purpose of the Civil Service Management activity is to provide support services to City Management so they can effectively comply with state Civil Service law, negotiated Meet & Confer agreements, and local Civil Service Commission rules.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Examinations/Assessment Centers, Civil Service Records Management,		

Human Resources Department-2002-03

Activity: *Civil Service Management*

Activity Code: *5CSM*

Program Name: *CIVIL SERVICES MANAGEMENT*

Meet & Confer Support & Contract Management,
Hearings Administration

Changes in Requirements and Performance Measures: Substantially the same. Net decrease of 0.25 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Terry Powers 512-974-3314

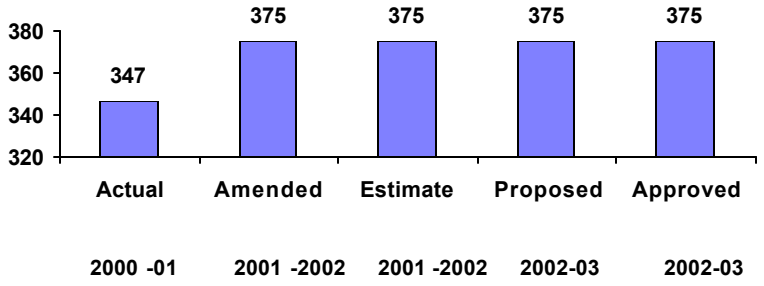
Human Resources Department-2002-03

Program: COMMUNITY SERVICES

Program Objective: The purpose of Community Services program is to provide solutions to City Management so they can respond to specific community issues.

Program Results Measures:

Number of charges resolved



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of charges resolved	347	375	375	375	375
Percent of employees aware of the ADA office	N/A	N/A	52%	54%	54%
Percentage of charges resolved required by contract	N/A	100%	100%	100%	100%
Percentage of Intake Services completed as required by contract	N/A	100%	100%	100%	100%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Americans with Disabilities Act (ADA)	$129,450	1.98	$132,342	2.00	$131,176	2.00	$214,037	3.00	$180,260	3.00
Compliance	$484,374	8.93	$489,620	8.00	$427,868	8.00	$472,401	8.00	$472,401	8.00
Total	$613,824	10.91	$621,962	10.00	$559,044	10.00	$686,438	11.00	$652,661	11.00

Human Resources Department-2002-03

Activity: *Americans with Disabilities Act (ADA)*
Activity Code: *8ADA*
Program Name: *COMMUNITY SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$29	$0	$0	$0	$0
Support Services Fund	$129,421	$132,342	$131,176	$214,037	$180,260
Total Requirements	**$129,450**	**$132,342**	**$131,176**	**$214,037**	**$180,260**
Full-Time Equivalents	**1.98**	**2.00**	**2.00**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per service engagement	Efficiency	N/A	N/A	$217.18	$221.92	$221.92
Percent of employees aware of the ADA office	Result	N/A	N/A	52%	54%	54%

Activity History and Description: The ADA activity is a core service. It is a Federal mandate. ADA was formerly part of the Compliance activity. This activity provides support to the Mayor's Committee for People with Disabilities.

Activity Objective: The purpose of the Americans with Disabilities Act (ADA) activity is to provide technical and administrative support to City management so that the City can comply with the ADA.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Americans with Disabilities Act		

Changes in Requirements and Performance Measures: This Activity, new for FY03, was a part of the Compliance Activity in prior fiscal years and has been restated. By separating Americans with Disabilities administration into a new activity, the department can better measure citywide awareness and compliance with ADA, and its associated cost. In FY03, funding is included for one FTE who will work in the City's Youth Employment Services Program. This person will be dedicated to coordinating youth employment opportunities for children with disabilities.

Responsible Employee: Dolores Gonzalez 512-974-3256

Human Resources Department-2002-03

Activity: *Compliance*
Activity Code: *8CMP*
Program Name: *COMMUNITY SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$8,039	$0	$8,052	$0	$0
Grants	$273,740	$347,000	$326,498	$327,000	$327,000
Support Services Fund	$202,595	$142,620	$93,318	$145,401	$145,401
Total Requirements	**$484,374**	**$489,620**	**$427,868**	**$472,401**	**$472,401**
Full-Time Equivalents	**8.93**	**8.00**	**8.00**	**8.00**	**8.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Charge Resolved	Efficiency	$1,669.21	$720	$710	$716.75	$716.75
Number of charges resolved	Result	347	375	375	375	375
Percentage of charges resolved required by contract	Result	N/A	100%	100%	100%	100%
Percentage of Intake Services completed as required by contract	Result	N/A	100%	100%	100%	100%

Activity History and Description: The Compliance activity is a core service. It is mandated by Federal legislation and City Ordinance. The Compliance Division is charged with the responsibility of investigating and resolving complaints of discrimination in employment filed under federal/state laws and City ordinances. The Division functions as the Austin Human Rights Commission and contracts annually with the U.S. Equal Employment Opportunity Commission (EEOC) to resolve complaints. The Division contracts with the U.S. Department of Housing and Urban Development (HUD) to investigate complaints of discriminatory housing practices.

Activity Objective: The purpose of the Compliance activity is to provide investigations for the COA and Federal Agencies so that they can respond to the needs of the community.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
EEOC Investigations, EEOC Intake Services, HUD Investigations, City Ordinance Investigations		

Human Resources Department-2002-03

Activity: *Compliance*
Activity Code: *8CMP*
Program Name: *COMMUNITY SERVICES*

Changes in Requirements and Performance Measures:	No significant changes.	
Responsible Employee:	Charles Gorham	512-974-3259

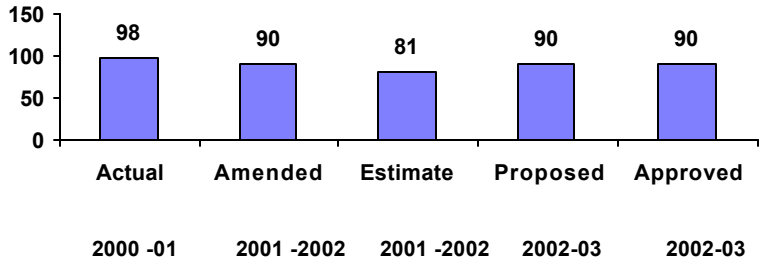
Human Resources Department-2002-03

Program: EMPLOYEE RELATIONS

Program Objective: The purpose of the Employee Relations Program is to provide personnel policies and procedure guidance to City management and employees so that they can fairly and consistently manage within the scope of City policy.

Program Results Measures:

Percent of interventions resulting in resolved issues within defined timeframe



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of interventions resulting in resolved issues within defined timeframe	98%	90%	81%	90%	90%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Personnel Policies and Procedures	$318,449	8.29	$506,833	7.55	$342,209	6.00	$449,938	6.35	$449,938	6.35
Total	$318,449	8.29	$506,833	7.55	$342,209	6.00	$449,938	6.35	$449,938	6.35

Human Resources Department-2002-03

Activity: *Personnel Policies and Procedures*
Activity Code: *1PPP*
Program Name: *EMPLOYEE RELATIONS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$20	$0	$0	$0	$0
Support Services Fund	$318,429	$506,833	$342,209	$449,938	$449,938
Total Requirements	**$318,449**	**$506,833**	**$342,209**	**$449,938**	**$449,938**
Full-Time Equivalents	**8.29**	**7.55**	**6.00**	**6.35**	**6.35**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per intervention	Efficiency	$4,208	$3,904	$3,929	$3,719	$3,719
Percent of interventions resulting in resolved issues within defined timeframe	Result	98%	90%	81%	90%	90%

Activity History and Description: The Personnel Policies and Procedures activity is a core service. It is mandated by City Charter. This is a new activity that includes the primary work of the Employee Relations Division of the Human Resources Department. The activity combines the Conflict Management activity with services provided by Employee Relations in several other activity areas including: the Program Development service (part of the Organization Consulting activity), Procedural Training (Skills Development) activities and HR Direct Services Activity. This change was made in order to simplify the accounting system and to track all costs related to policies and procedures into one activity. All the conflict management activity supports the City's policies and procedures related to employee complaints and grievances. The entire program development and training services offered by Employee Relations supported management of the City's personnel policies and procedures. HR Direct Services offered by Employee Relations includes administration of transactional activity associated with policies and procedures.

Activity Objective: The purpose of the Personnel Policies and Procedure activity is to provide personnel policies and procedure guidance to City management and employees so that they can fairly and consistently manage within the scope of City policy.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Human Resources Department-2002-03

Activity: *Personnel Policies and Procedures*

Activity Code: *1PPP*

Program Name: *EMPLOYEE RELATIONS*

Development,
Administration and Compliance

Changes in Requirements and Performance Measures:

This is a new activity formed by consolidating the Conflict Management activity with several personnel policies and procedures related services from the following activities: Organizational Consulting, Skills Development, and HR Direct Services. Eliminated 1.5 FTEs to meet budget target. Net decrease of 1.20 FTEs due to reallocation of existing HRD staff time. HRD expects there to be fewer interventions in FY03, increasing the cost per intervention.

Responsible Employee: Kim Peterson 512-974-3310

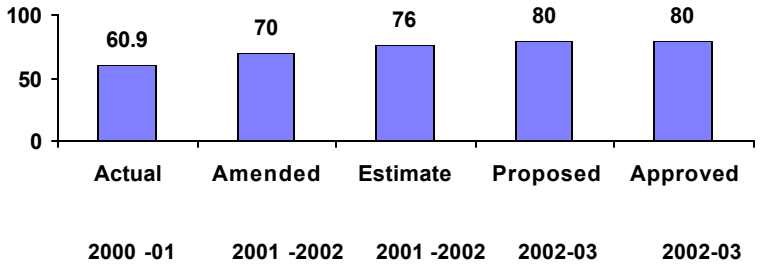
Human Resources Department-2002-03

Program: EMPLOYMENT SERVICES

Program Objective: The purpose of the Employment Services program is to provide employment application and consulting services to management so they can recruit and hire a qualified workforce.

Program Results Measures:

Percent of application packets prepared and/or delivered within 3 days of closing



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of events planned or attended	N/A	N/A	59	59	59
Percent of accurate application packets	99.8%	99%			
Percent of application packets prepared and/or delivered within 3 days of closing	60.9%	70%	76%	80%	80%
Percentage of applicant data maintained accurately	N/A	99.5%	99.0%	99.0%	99.0%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Employment Application Services	$161,728	3.81	$262,302	6.20	$239,894	4.75	$265,732	5.65	$265,732	5.65
Recruitment and Placements	$238,182	5.19	$223,470	2.95	$289,721	4.60	$255,723	3.60	$255,723	3.60
Total	$399,910	9.00	$485,772	9.15	$529,615	9.35	$521,455	9.25	$521,455	9.25

Human Resources Department-2002-03

Activity: *Employment Application Services*
Activity Code: *7EAS*
Program Name: *EMPLOYMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$108	$0	$90	$0	$0
Support Services Fund	$161,620	$262,302	$239,804	$265,732	$265,732
Total Requirements	**$161,728**	**$262,302**	**$239,894**	**$265,732**	**$265,732**
Full-Time Equivalents	**3.81**	**6.20**	**4.75**	**5.65**	**5.65**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per application	Efficiency	$13.85	$13.63	$30.00	$30.00	$30.00
Percent of application packets prepared and/or delivered within 3 days of closing	Result	60.9%	70%	76%	80%	80%
Percentage of applicant data maintained accurately	Result	N/A	99.5%	99.0%	99.0%	99.0%

Activity History and Description: The Employment Application Services activity is a core service. It provides critical indirect support for core service and is an administrative necessity for maintaining City workforce. This activity incorporates activities formerly included in Human Resources Information Management, Employment Outreach and Employment Application Services.

Activity Objective: The purpose of Employment Application Services activity is to provide an applicant selection and hiring process to City management so they can develop an applicant pool.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Application Processing, Job Posting System, Records Management	Applicant Information and Referral, Applicant Tracking, Applicant Screening	

Changes in Requirements and Performance Measures: This is a new activity formed by consolidating two activities, Employment Application Services and Employment Outreach. Net decrease of 0.55 FTE due to reallocation of existing HRD staff time. The Cost per Application is proposed to increase as the number of applications handled by this activity decreases. The City provides applicants the ability to enter their applications on the web, and the applications go directly to the department, streamlining the process. Also, there are fewer positions open than in past years.

Responsible Employee: Roberta Byram 512-974-3423

Human Resources Department-2002-03

Activity: *Recruitment and Placements*
Activity Code: *7RTP*
Program Name: *EMPLOYMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$238,182	$223,470	$289,721	$255,723	$255,723
Total Requirements	**$238,182**	**$223,470**	**$289,721**	**$255,723**	**$255,723**
Full-Time Equivalents	**5.19**	**2.95**	**4.60**	**3.60**	**3.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per event planned or attended	Efficiency	N/A	N/A	$850	$850	$850
Number of events planned or attended	Result	N/A	N/A	59	59	59

Activity History and Description: The Recruitment and Placements activity is a semi-core service. It provides indirect support for a core service. This activity incorporates recruitment and employment consulting activities formerly included in organizational consulting (recruitment consulting; program development and implementation), employment outreach and direct services.

Activity Objective: The purpose of Recruitment and Placements activity is to provide consulting services to City Management so they have strategies for recruiting and hiring an effective workforce.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Recruitment Planning, Policy and Procedure Development, Information and Referral, Project Management, Community Relations	

Changes in Requirements and Performance Measures: This is a new activity formed by consolidating the Placement Services activity with recruiting consulting service and executive recruitment service in Organizational Consulting. Eliminated 0.9 FTE to meet budget target. Net increase of 0.65 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Roberta Byram 512-974-3423

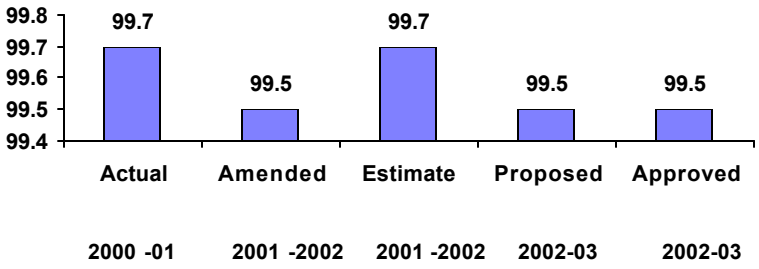
Human Resources Department-2002-03

Program: *HUMAN RESOURCES INFORMATION MANAGEMENT*

Program Objective: The purpose of the Human Resources Information Management program is to process and manage information for city management so that they can have accurate human resources data and transactions.

Program Results Measures:

Percent of employee data maintained accurately



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of employee data maintained accurately	99.7%	99.5%	99.7%	99.5%	99.5%
Percent of reporting timelines met	N/A	N/A	100%	100%	100%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Employee Records	$341,497	8.60	$315,661	7.00	$305,083	7.48	$275,886	6.00	$275,886	6.00
HR Management System Services	$243,122	4.52	$328,559	5.00	$285,985	6.12	$272,704	4.10	$272,704	4.10
Total	$584,619	13.12	$644,220	12.00	$591,068	13.60	$548,590	10.10	$548,590	10.10

Human Resources Department-2002-03

Activity: *Employee Records*
Activity Code: *4ERC*
Program Name: *HUMAN RESOURCES INFORMATION MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$182	$0	$407	$0	$0
Support Services Fund	$341,315	$315,661	$304,676	$275,886	$275,886
Total Requirements	**$341,497**	**$315,661**	**$305,083**	**$275,886**	**$275,886**
Full-Time Equivalents	**8.60**	**7.00**	**7.48**	**6.00**	**6.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per authorized employee	Efficiency	$27.61	$25.95	$25.95	$22.99	$22.99
Percent of employee data maintained accurately	Result	99.7%	99.5%	99.7%	99.5%	99.5%

Activity History and Description: The Employee Records activity is a core service. It is mandated by City Charter. This activity was formerly part of the Human Resources Information Management activity, which has been split between two activities: Employee Records and Human Resources Management System Services. This activity is involved in processing Personnel Action Forms.

Activity Objective: The purpose of the Employee Records activity is to process and maintain employee data for City management so that HR transactions are performed appropriately.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Employee Records		

Changes in Requirements and Performance Measures: This is a new activity which was part of the Human Resources Information Management activity in prior years. By separating into a new activity, the department can reflect the cost for citywide employee record keeping more appropriately. Eliminated 1 FTE to meet budget target.

Responsible Employee: Sue Ann Clendenen 512-974-3307

Human Resources Department-2002-03

Activity: *HR Management System Services*
Activity Code: *4HRM*
Program Name: *HUMAN RESOURCES INFORMATION MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$243,122	$328,559	$285,985	$272,704	$272,704
Total Requirements	**$243,122**	**$328,559**	**$285,985**	**$272,704**	**$272,704**
Full-Time Equivalents	**4.52**	**5.00**	**6.12**	**4.10**	**4.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per authorized employee	Efficiency	N/A	N/A	$23.51	$22.73	$22.73
Percent of reporting timelines met	Result	N/A	N/A	100%	100%	100%

Activity History and Description: The Human Resources Information Management System Services activity is a core service. It is mandated by City Charter. This activity was previously the Human Resources Information Management activity under the Operational Support Program. In the 2002 - 2003 Business Program, this activity was split into two activities: (1) Employee Records, and (2) HR Management System Services (HRMSS). The HRMSS activity is responsible for managing HR data in the Banner system as well as providing reports for city management.

Activity Objective: The purpose of the Human Resources Information Management System Services activity is to manage employee information for city management so they can have accurate human resources data.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
HR Management System Services		

Changes in Requirements and Performance Measures: This is a new activity which was part of the Human Resources Information Management activity in prior years. By separating into a new activity, the department can more accurately reflect the cost for citywide human resources management system and reporting. Net decrease of 0.9 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Perry Perez 512-974-3300

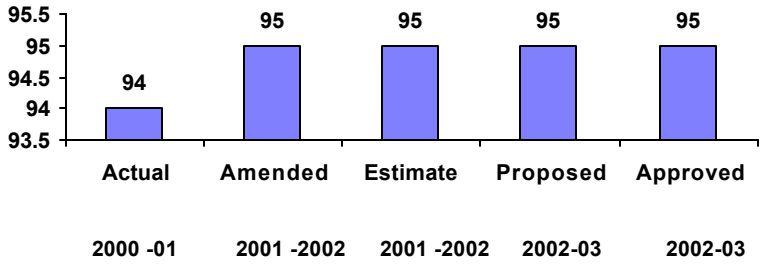
Human Resources Department-2002-03

Program: ORGANIZATION DEVELOPMENT

Program Objective: The purpose of the Organization Development Program is to provide services that improve organizational effectiveness to City management so they can achieve their business objectives.

Program Results Measures:

Percent of employees who report new learning that will help them on the job



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Occupancy rate	72.17%	71%	71%	70%	70%
Overall customer satisfaction with LRC services	N/A	95%	95%	95%	95%
Percent of consulting engagements where previously agreed upon key outcomes were met	99%	95%	95%	95%	95%
Percent of employees who report new learning that will help them on the job	94%	95%	95%	95%	95%
Ratio of the cost of providing an in-house training room compared to that of an outside training room	30.56%	31%	33.26%	33%	33%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Learning Research Center	$394,960	1.02	$409,226	0.90	$382,587	1.23	$411,284	1.15	$411,284	1.15

Human Resources Department-2002-03

Program: ORGANIZATION DEVELOPMENT

Organization Development Consulting	$836,667	9.75	$652,898	10.15	$700,619	13.47	$534,776	8.20	$534,776	8.20
Skills Development	$137,932	1.91	$278,426	3.40	$134,528	1.58	$265,078	2.00	$265,078	2.00
Total	$1,369,559	12.68	$1,340,550	14.45	$1,217,734	16.28	$1,211,138	11.35	$1,211,138	11.35

Human Resources Department-2002-03

Activity: *Learning Research Center*
Activity Code: *2LRC*
Program Name: *ORGANIZATION DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$411,284	$411,284
Support Services Fund	$394,960	$409,226	$382,587	$0	$0
Total Requirements	**$394,960**	**$409,226**	**$382,587**	**$411,284**	**$411,284**
Full-Time Equivalents	**1.02**	**0.90**	**1.23**	**1.15**	**1.15**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per square foot	Efficiency	$18.47	$19.30	$18.04	$19.40	$19.40
Occupancy rate	Result	72.17%	71%	71%	70%	70%
Overall customer satisfaction with LRC services	Result	N/A	95%	95%	95%	95%
Ratio of the cost of providing an in-house training room compared to that of an outside training room	Result	30.56%	31%	33.26%	33%	33%

Activity History and Description: The Learning Research Center is a non-core service. There is no mandate. The Learning Research Center is a cost effective facility where employees can develop the skills they need to serve our citizens. At the Organization Development Administration work site, rooms are available for training, employee meetings, retreats, and other group events. During an average month, over half the City's departments use the LRC. LRC staff manage the day to day operation of the tuition reimbursement process and a database that tracks all Human Resources Department sponsored training, and support the activities of all other program areas especially related to compliance with personnel law.

Activity Objective: The purpose of the Learning Research Center activity is to provide a dedicated meeting facility for City management so they can have a cost effective meeting space available.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		Meeting and Training Space

Human Resources Department-2002-03

Activity: *Learning Research Center*
Activity Code: *2LRC*
Program Name: *ORGANIZATION DEVELOPMENT*

Changes in Requirements and Performance Measures: Activity to be funded by expense refunds. Net increase of 0.45 FTE due to reallocation of existing HRD staff time. Incremental rent increase of $6,882.

Responsible Employee: Ralph Gohring 512-530-8208

Human Resources Department-2002-03

Activity: *Organization Development Consulting*
Activity Code: *2RCS*
Program Name: *ORGANIZATION DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$18,902	$0	$5,700	$534,776	$534,776
Support Services Fund	$817,765	$652,898	$694,919	$0	$0
Total Requirements	**$836,667**	**$652,898**	**$700,619**	**$534,776**	**$534,776**
Full-Time Equivalents	**9.75**	**10.15**	**13.47**	**8.20**	**8.20**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per consultant hour	Efficiency	$30.38	$28.55	$29.00	$31.35	$31.35
Percent of consulting engagements where previously agreed upon key outcomes were met	Result	99%	95%	95%	95%	95%

Activity History and Description: The Organization Development Consulting activity is a semi-core service. It provides indirect support for core service, and supports workforce productivity. The Organization Consulting Activity provides services that improve organizational performance in a changing workplace. HRD provides departments and City management with internal business consulting & process improvement services that are accessible and cost-effective. It also provides program development and implementation of Citywide initiatives. The organization research function provides data collection and analysis of organizational benchmarks and trends.

Activity Objective: The purpose of the Organization Development Consulting Activity is to provide consulting services to improve organizational effectiveness for City management so they can accomplish their business objectives.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Program Development and Implementation, Organization Development Consulting, Organization Research Consulting, Management Consulting	

Changes in Requirements and Performance Measures: Activity to be funded by expense refunds. This activity was named Organizational Consulting in prior fiscal years, and renamed Organization

Human Resources Department-2002-03

Activity: *Organization Development Consulting*
Activity Code: *2RCS*
Program Name: *ORGANIZATION DEVELOPMENT*

Development Consulting to reflect the services provided more precisely. Moved funding and related FTEs of safety consulting service to a new activity named Corporate Safety Office. Transferred employee information and referral service to a new activity named Personnel Policies and Procedures; and recruiting consulting and executive recruitment services to a new activity named Recruiting and Placements. Eliminated funding of $25,000 for citizen survey. Citizen survey will be conducted by the Budget Office. Eliminated 1.85 FTEs to meet budget target. Net decrease of 1.95 FTEs is due to transferred services and reallocation of existing HRD staff time.

Responsible Employee: Ralph Gohring 512-530-8208

Human Resources Department-2002-03

Activity: *Skills Development*
Activity Code: *2SKD*
Program Name: *ORGANIZATION DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$29	$0	$0	$265,078	$265,078
Support Services Fund	$137,903	$278,426	$134,528	$0	$0
Total Requirements	**$137,932**	**$278,426**	**$134,528**	**$265,078**	**$265,078**
Full-Time Equivalents	**1.91**	**3.40**	**1.58**	**2.00**	**2.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per training hour	Efficiency	$39.38	$38.37	$50.00	$35.82	$35.82
Percent of employees who report new learning that will help them on the job	Result	94%	95%	95%	95%	95%

Activity History and Description: The Skills Development activity is a semi-core service. It provides indirect support for core service, and supports workforce productivity. Skills Development includes training programs offered by the Human Resources Department to City employees. HRD staff typically leads the classes. Program offerings are focused on delivering content that is directly applicable to the City workplace to the right people at the right time. New Employee Orientation helps new employees understand the City's service expectations and their benefits. New Supervisor Orientation provides new City supervisors, managers, and executives with the skills and information related to the City's performance management system, personnel management, and policies and procedures. Other training focuses on specific workplace job skills. Tuition Reimbursement funds qualified employees enrolled in college and university programs.

Activity Objective: The purpose of the Skills Development activity is to provide learning programs to City Management so they can provide employees with resources to improve job skills.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	New Employee Orientation, Tuition Reimbursement, Skills Development Training	

Human Resources Department-2002-03

Activity: *Skills Development*

Activity Code: *2SKD*

Program Name: *ORGANIZATION DEVELOPMENT*

Changes in Requirements and Performance Measures: Activity to be funded by expense refunds. Transferred HR procedural training service to the new Personnel Policies and Procedures activity, and safety training to Corporate Safety Office. Eliminated 0.25 FTE to meet budget target. Net decrease of 1.40 FTEs is due to transferred services and reallocation of existing HRD staff time.

Responsible Employee: Ralph Gohring 512-530-8208

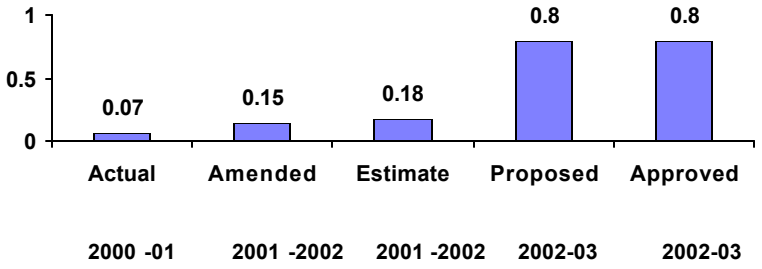
Human Resources Department-2002-03

Program: RISK MANAGEMENT

Program Objective: The purpose of the Risk Management program is to provide systems to reduce losses and human suffering due to accidents, injuries, and catastrophic events for City management so that the costs and lost time do not interfere with the continuity of City services.

Program Results Measures:

Ratio of dollars spent to total value of property



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Lost time injury rate	3.88	4.47	4.47	3.69	3.69
Net cost savings	$201,948	$800,000	$300,000	$100,000	$100,000
Number of fines levied by Texas Workers' Compensation Commission	0	0	0	0	0
Percent of eligible employees receiving benefits correctly	83%	85%	85%	85%	85%
Percent of valid employee tests results indicating no drugs or alcohol	96.9%	97%	95%	92%	92%
Ratio of dollars spent to total value of property	0.07%	0.15%	0.18%	0.8%	0.8%
Value of construction projects participating	$236 Million	$239 Million	$235 Million	$225 Million	$225 Million

Human Resources Department-2002-03

Program: RISK MANAGEMENT

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Corporate Safety Office	$0	0.00	$358,354	3.95	$306,100	2.15	$273,408	3.30	$273,408	3.30
Drug and Alcohol Testing	$74,728	1.29	$63,800	1.20	$48,488	0.50	$47,873	0.60	$47,873	0.60
Injured Workers Assistance	$232,208	4.24	$257,745	4.25	$245,741	4.14	$275,848	4.30	$275,848	4.30
Property and Casualty Insurance Management	$2,151,298	2.65	$2,786,812	1.35	$4,748,350	1.80	$7,825,257	1.10	$7,825,257	1.10
Rolling Owner Controlled Insurance Program	$593,164	1.15	$530,516	1.25	$418,515	1.15	$334,758	1.20	$334,758	1.20
Total	$3,051,398	9.33	$3,997,227	12.00	$5,767,194	9.74	$8,757,144	10.50	$8,757,144	10.50

Human Resources Department-2002-03

Activity: *Corporate Safety Office*
Activity Code: *6CSA*
Program Name: *RISK MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$209,391	$212,935	$159,885	$159,885
Support Services Fund	$0	$148,963	$93,165	$113,523	$113,523
Total Requirements	**$0**	**$358,354**	**$306,100**	**$273,408**	**$273,408**
Full-Time Equivalents	**0.00**	**3.95**	**2.15**	**3.30**	**3.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per authorized employee	Efficiency	N/A	N/A	$25.17	$22.78	$22.78
Lost time injury rate	Result	3.88	4.47	4.47	3.69	3.69

Activity History and Description: The Corporate Safety Office activity is a core service. It is mandated by City Charter. Employee Safety was the subject of a citywide audit conducted by the Office of the City Auditor. The audit, which was completed in April, 2001, recommended the establishment of a corporate safety office to provide oversight for the citywide safety function. The budget for FY 2001-02 provided funding for the creation of the corporate safety office.

Activity Objective: The purpose of the Corporate Safety Office activity is to provide systems to reduce the number and severity of accidents and injuries for City management so that the costs and lost time injuries do not interfere with the continuity of City services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Safety Program Oversight	Safety Training	

Changes in Requirements and Performance Measures: This is a new activity formed by transferring safety related services from Organizational Consulting activity and Skills Development activity. Eliminated 0.35 FTE to meet budget target. Net decrease of 0.65 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Leslie Milvo 512-974-3245

Human Resources Department-2002-03

Activity: *Drug and Alcohol Testing*
Activity Code: *6DAT*
Program Name: *RISK MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$74,728	$63,800	$48,488	$47,873	$47,873
Total Requirements	**$74,728**	**$63,800**	**$48,488**	**$47,873**	**$47,873**
Full-Time Equivalents	**1.29**	**1.20**	**0.50**	**0.60**	**0.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per test	Efficiency	$54.97	$44.35	$45.74	$37.64	$37.64
Percent of valid employee tests results indicating no drugs or alcohol	Result	96.9%	97%	95%	92%	92%

Activity History and Description: The Drug and Alcohol Testing activity is a core service. It is a Federal mandated requirement for commercial drivers. The activity began in FY 1995-96 to implement and administer federally mandated alcohol and drug abuse testing program in compliance with the Department of Transportation (DOT) Alcohol and Drug Testing Requirements for Commercial Driver License (CDL) Holders and City of Austin Policies and Procedures which require pre-employment, post-accident, reasonable suspicion, and random tests for alcohol and drugs.

Activity Objective: The purpose of the Drug and Alcohol Testing activity is to provide valid test results to City management so that they can maintain a drug and alcohol-free workplace.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Employee Drug and Alcohol Testing, Pre-employment Drug Testing		

Changes in Requirements and Performance Measures: Eliminated 0.5 FTE to meet budget target. Net decrease of 0.6 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Leslie Milvo 512-974-3245

Human Resources Department-2002-03

Activity: *Injured Workers Assistance*
Activity Code: *6WAS*
Program Name: *RISK MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$232,208	$257,745	$245,741	$275,848	$275,848
Total Requirements	**$232,208**	**$257,745**	**$245,741**	**$275,848**	**$275,848**
Full-Time Equivalents	**4.24**	**4.25**	**4.14**	**4.30**	**4.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative cost per claim	Efficiency	$458.00	$538.79	$504.16	$548.66	$548.66
Number of fines levied by Texas Workers' Compensation Commission	Result	0	0	0	0	0
Percent of eligible employees receiving benefits correctly	Result	83%	85%	85%	85%	85%

Activity History and Description: The Injured Workers Assistance activity is a core service. It is a State mandate. This activity is a combination of the Workers Compensation and Salary Continuation services from previous years' Injured Workers Assistance activity and the Return to Work service in the Placement Service activity.

Activity Objective: The purpose of the Injured Workers Assistance activity is to implement and administer a Workers' Compensation Program in compliance with the Texas Workers' Compensation Commission (TWCC) rules and regulations; and to administer the City's Limited Salary Supplement Program and Return to Work program in accordance with City Policies and Procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Workers' Compensation	Salary Continuation, Return to Work	

Changes in Requirements and Performance Measures: Eliminated 0.15 FTE to meet budget target. Net increase of 0.05 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Leslie Milvo 512-974-3245

Human Resources Department-2002-03

Activity: *Property and Casualty Insurance Management*
Activity Code: *6PCM*
Program Name: *RISK MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$1,827,760	$2,444,470	$4,327,889	$7,098,396	$7,098,396
Support Services Fund	$323,538	$342,342	$420,461	$726,861	$726,861
Total Requirements	**$2,151,298**	**$2,786,812**	**$4,748,350**	**$7,825,257**	**$7,825,257**
Full-Time Equivalents	**2.65**	**1.35**	**1.80**	**1.10**	**1.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per location	Efficiency	$136.70	$83.14	$143.01	$86.95	$86.95
Ratio of dollars spent to total value of property	Result	0.07%	0.15%	0.18%	0.8%	0.8%

Activity History and Description: The Property and Casualty Insurance Management activity is a core service. It supports business continuity by attempting to mitigate long-term catastrophic effect. This activity assesses the City's exposure to risk, identifies and implements risk transfer and control techniques where appropriate, and procures property and casualty coverage to protect the City from losses which could significantly affect its ability to fulfill its obligations.

Activity Objective: The purpose of the Property & Casualty Insurance Management activity is to provide cost effective, comprehensive coverage to City management so they can have the most coverage at the least cost.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Insurance Administration, Insurance Information & Referral		

Changes in Requirements and Performance Measures: Eliminated 0.5 FTE to meet budget target. Net decrease of 0.25 FTE due to reallocation of existing HRD staff time. Net increase of $392,292 in property and casualty insurance premiums due to the 2001 floods and September 11 terrorist attack.

Responsible Employee: Leslie Milvo 512-974-3245

Human Resources Department-2002-03

Activity: *Rolling Owner Controlled Insurance Program*
Activity Code: *6RCP*
Program Name: *RISK MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$593,164	$530,516	$418,515	$334,758	$334,758
Support Services Fund	$0	$0	$0	$0	$0
Total Requirements	**$593,164**	**$530,516**	**$418,515**	**$334,758**	**$334,758**
Full-Time Equivalents	**1.15**	**1.25**	**1.15**	**1.20**	**1.20**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative cost per project	Efficiency	$5,764	$4,156	$3,789.13	$32,102.38	$32,102.38
Net cost savings	Result	$201,948	$800,000	$300,000	$100,000	$100,000
Value of construction projects participating	Result	$236 Million	$239 Million	$235 Million	$225 Million	$225 Million

Activity History and Description: The ROCIP activity is a semi-core service. It is an indirect support for core service. Begun in FY 1997-98, the 5-year ROCIP provides on-going construction site safety and insurance coverage at reduced costs for contractors working on specific capital projects. This relieves Historically Underutilized Businesses (HUB's) of the burden of acquiring coverage while improving their safety skills and awareness. The current ROCIP program ends in FY 2001-02, and a new ROCIP program is anticipated to begin in FY 2002-03.

Activity Objective: The purpose of the ROCIP is to provide insurance coverage for construction projects to City management so they can reduce the cost of premiums.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Program Design and Administration, Construction Site Safety Inspections	

Changes in Requirements and Performance Measures: Substantially the same. Net decrease of 0.05 FTE due to reallocation of existing HRD staff time. ROCIP II ended in FY 02. The FY 03 administrative cost per project is high due to the small number of projects that will begin in ROCIP III during this fiscal year.

Responsible Employee: Leslie Milvo 512-974-3245

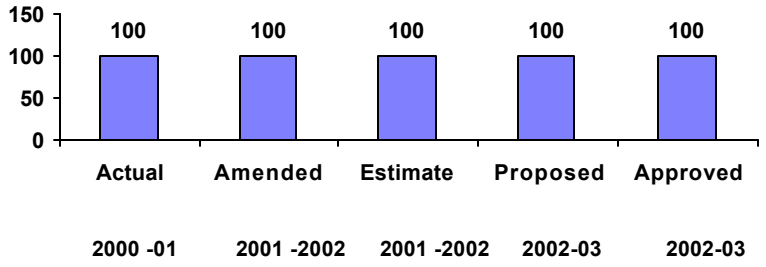
Human Resources Department-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Percent of CAFs submitted within deadline



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	N/A	N/A	N/A	N/A	N/A
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	96%	98%	98%	98%	98%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	MBE:24.81%; WBE:13.71%	MBE:25%WBE: 10%	MBE:25%WBE:10%	MBE:25%WBE:10%	MBE:25%WBE:10%
Percent Variance of CYEs to Actual Expenditures	1%	Q1: 2% Q2: 2% Q3: 1% EOY: 0%	Q1: 2%; Q2: 2%; Q3: 1%; Q4: 0%	Q1: 2%; Q2: 2%; Q3: 1%; Q4: 0%	Q1: 2%; Q2: 2%; Q3: 1%; Q4: 0%
Percent Variance of CYEs to Actual Revenue	N/A	N/A	N/A	N/A	N/A
Personnel Action Form (PAF) error rate	0%	<10%	0%	<10%	<10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	12 days	< 25 days	11 days	<25 days	<25 days

Human Resources Department-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$631,538	9.19	$477,286	7.75	$673,145	7.48	$455,954	5.10	$455,954	5.10
Facility Expenses	$631,222	0.00	$594,773	0.00	$598,007	0.00	$568,327	0.00	$568,327	0.00
Financial Monitoring / Budgeting	$196,937	3.24	$202,118	3.15	$200,968	3.11	$196,774	3.00	$196,774	3.00
Information Technology Support	$291,979	3.46	$310,108	3.00	$284,658	3.42	$267,611	3.00	$267,611	3.00
Personnel / Training	$141,796	2.34	$135,829	1.45	$137,992	1.97	$100,104	1.30	$100,104	1.30
Purchasing / M/WBE	$28,356	0.77	$54,923	1.30	$50,115	1.10	$46,773	1.10	$46,773	1.10
Total	$1,921,828	19.00	$1,775,037	16.65	$1,944,885	17.08	$1,635,543	13.50	$1,635,543	13.50

Human Resources Department-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$294	$0	$163	$0	$0
Support Services Fund	$631,244	$477,286	$672,982	$455,954	$455,954
Total Requirements	**$631,538**	**$477,286**	**$673,145**	**$455,954**	**$455,954**
Full-Time Equivalents	**9.19**	**7.75**	**7.48**	**5.10**	**5.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	0.061	.062	0.052	0.030	0.030
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: None

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff and Council meetings support; Board and Commission support; Business plans and performance measures development; Secretarial/clerical support; Subscriptions and membership processing; Survey development and response; Management including costs associated with City Manager, Assistant City Managers, Department Directors and associated office expenses; Reception-related services; Files and records management; Mail distribution; and CAF processing.		

Changes in Requirements and Performance Measures: Eliminated 2 FTEs to meet budget target. Transferred 1 FTE to Management Services. Net decrease of 2.65 FTE due to reallocation of existing HRD staff time. $43,208 reduction due to Mayor/Council Interns being budgeted in City Clerk beginning in FY2002-03

Responsible Employee: Tommy Tucker 512-974-3220

Human Resources Department-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$0	$0
Support Services Fund	$631,222	$594,773	$598,007	$568,327	$568,327
Total Requirements	**$631,222**	**$594,773**	**$598,007**	**$568,327**	**$568,327**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	N/A	N/A
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$26.88	$25.32	$25.46	$25.65	$25.65
Total square feet of facilities	Output	23,487	23,487	23,487	22,153	22,153
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: None

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities (excluding treatment and generation plants, tennis courts, park shelters/restrooms/parkland, golf courses, swimming pools) for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Minor repairs and remodeling that are not CIP, Minor plumbing, electrical, HVAC, painting, Pest control and locksmith services, Lease processing, Grounds maintenance, Utility processing including telephone, gas, water/wastewater and garbage,		

Human Resources Department-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Building maintenance, Custodial services (City forces or contract), Security services (City forces or contract), Cleaning and security equipment and supplies cost processing, Custodial, security and maintenance clothing and uniform cost processing, Custodial and security contract monitoring costs (if outsourced), Parking-related services, and Office space allocation coordination.

Changes in Requirements and Performance Measures:

Eliminated funding of $28,621 for first floor space in Two Commodore Plaza.
Eliminated funding of $18,540 for visitor parking in Two Commodore Plaza.
Incremental rent increase of $2,075.

Responsible Employee: Tommy Tucker 512-974-3220

Human Resources Department-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$196,937	$202,118	$200,968	$196,774	$196,774
Total Requirements	**$196,937**	**$202,118**	**$200,968**	**$196,774**	**$196,774**
Full-Time Equivalents	**3.24**	**3.15**	**3.11**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	.018	.026	.015	.012	.012
Percent Variance of CYEs to Actual Expenditures	Result	1%	Q1: 2% Q2: 2% Q3: 1% EOY: 0%	Q1: 2%; Q2: 2%; Q3: 1%; Q4: 0%	Q1: 2%; Q2: 2%; Q3: 1%; Q4: 0%	Q1: 2%; Q2: 2%; Q3: 1%; Q4: 0%
Percent Variance of CYEs to Actual Revenue	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: None

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty cash auditing and handling, Performance report development and monitoring, Department budget (operating and CIP) development and monitoring, Revenue and expenditures tracking, CYE development, Accounts receivable, Five year forecast development, TB, RB, EB, AA, and JV processing, Inventory management, and Travel processing.		

Changes in Requirements and Performance Measures: Eliminate 1 FTE to meet budget target. Net decrease of 0.15 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Sarah Chen 512-974-3274

Human Resources Department-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$30,108	$0	$30,000	$0	$0
Support Services Fund	$261,871	$310,108	$254,658	$267,611	$267,611
Total Requirements	**$291,979**	**$310,108**	**$284,658**	**$267,611**	**$267,611**
Full-Time Equivalents	**3.46**	**3.00**	**3.42**	**3.00**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	N/A	N/A	.021	.016	.016
Information technology support costs per workstation	Efficiency	$1,714	$1,912	$2,223.89	$2,097.18	$2,097.18
Percent of information technology problems resolved at time of call	Result	96%	98%	98%	98%	98%

Activity History and Description: None

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Computers repair, maintenance and upgrade; Computer hardware and software support; Programming; LAN maintenance; Software licensing and upgrades; Information systems planning, design, development and implementation; and Telephone support.		

Changes in Requirements and Performance Measures: Eliminated one-time funding of $30,000 for computer hardware replacement. Transferred $5,500 to the Compensation and Classification activity for annual software maintenance.

Responsible Employee: Tommy Tucker 512-974-3220

Human Resources Department-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$105	$0	$0	$0	$0
Support Services Fund	$141,691	$135,829	$137,992	$100,104	$100,104
Total Requirements	**$141,796**	**$135,829**	**$137,992**	**$100,104**	**$100,104**
Full-Time Equivalents	**2.34**	**1.45**	**1.97**	**1.30**	**1.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$755.94	$773.24	$660.53	$577.92	$577.92
Personnel Action Form (PAF) error rate	Result	0%	<10%	0%	<10%	<10%

Activity History and Description: None

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established procedures and policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing, Hiring and recruiting, Workers compensation claim processing, Grievance-related activities, Employee counseling up to and including termination, Pay check/stub distribution and correction, Benefits administration, PAF processing, Providing training and facilitation, Attending outside training and related travel (Training), Safety evaluation, SSPR-related activities, and Conducting exit interviews.		

Changes in Requirements and Performance Measures: Reduced employee training by $32,015.

Responsible Employee: Sarah Chen 512-974-3274

Human Resources Department-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000-01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$28,356	$54,923	$50,115	$46,773	$46,773
Total Requirements	**$28,356**	**$54,923**	**$50,115**	**$46,773**	**$46,773**
Full-Time Equivalents	**0.77**	**1.30**	**1.10**	**1.10**	**1.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$8.98	$14.43	$12.52	$11.69	$11.69
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	MBE:24.81%; WBE:13.71%	MBE:25%WBE: 10%	MBE:25%WBE:10%	MBE:25%WBE:10%	MBE:25%WBE:10%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	12 days	< 25 days	11 days	<25 days	<25 days

Activity History and Description: None

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under $5,000), Contract administration, monitoring and compliance, RCA preparation for contract awards, Coordinating RFQs, Checking under $5,000 guidelines, Technical assistance, Purchase reporting and payment activities, and Payments processing.		

Changes in Requirements and Performance Measures: Substantially the same. Net decrease of 0.20 FTE due to reallocation of existing HRD staff time.

Responsible Employee: Sarah Chen 512-974-3274

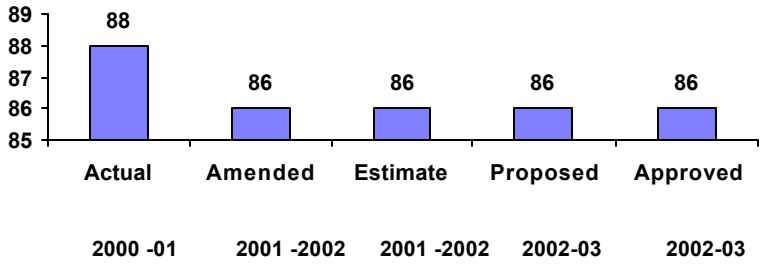
Human Resources Department-2002-03

Program: TOTAL COMPENSATION

Program Objective: The purpose of the Total Compensation program is to provide a market sensitive pay and benefits package for City Management to attract, retain and motivate human resources.

Program Results Measures:

Employee satisfaction with benefits programs (Percent of favorable)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Employee satisfaction with benefits programs (Percent of favorable)	88%	86%	86%	86%	86%
Employee satisfaction with pay (percent favorable)	N/A	N/A	N/A	85%	85%
Increase in average cost per participant in the City Medical Plan is less than or equal to 13%	N/A	N/A	N/A	14%	14%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Benefits Management	$2,106,384	20.00	$2,209,584	20.00	$2,053,077	20.00	$2,138,911	18.00	$2,138,911	18.00
Compensation and Classification	$467,306	7.62	$547,660	7.95	$530,243	7.95	$463,700	6.95	$463,700	6.95
Injured Worker's Assistance	$0	0.00	$205,417	3.45	$0	0.00	$0	0.00	$0	0.00
Total	$2,573,690	27.62	$2,962,661	31.40	$2,583,320	27.95	$2,602,611	24.95	$2,602,611	24.95

Human Resources Department-2002-03

Activity: *Benefits Management*
Activity Code: *3BMS*
Program Name: *TOTAL COMPENSATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$152,590	$164,662	$148,557	$170,757	$170,757
Expense Refunds (Employee Benefits Fund)	$1,100,000	$1,100,000	$1,100,000	$1,100,000	$1,100,000
Support Services Fund	$853,794	$944,922	$804,520	$868,154	$868,154
Total Requirements	**$2,106,384**	**$2,209,584**	**$2,053,077**	**$2,138,911**	**$2,138,911**
Full-Time Equivalents	**20.00**	**20.00**	**20.00**	**18.00**	**18.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per employee - City Medical Plan	Efficiency	$3,709	$3,932	$3,822	$4,342	$4,342
Employee satisfaction with benefits programs (Percent of favorable)	Result	88%	86%	86%	86%	86%
Increase in average cost per participant in the City Medical Plan is less than or equal to 13%	Result	N/A	N/A	N/A	14%	14%

Activity History and Description: The Benefits Management activity is a core service. It is mandated by City Charter Article IX, Section 4. Design. HRD is responsible for implementing and administering a comprehensive, cost-effective benefits program which includes the following: medical (includes a preferred provider network), dental, life insurance, short and long term disability, COBRA, wellness, employee assistance, prepaid legal, educational seminars, FLEXTRA, deferred compensation programs and retiree health care.

Activity Objective: The purpose of Benefits Management is to provide benefits management to City Management so they can provide competitive benefits to eligible employees.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Benefits Design and Administration, Benefits Customer Services, Provider Network Administration		

Changes in Requirements and Performance Measures: Eliminated 2 FTEs to meet budget target.

Responsible Employee: Dee Hernandez 512-974-3409

Human Resources Department-2002-03

Activity: *Compensation and Classification*
Activity Code: *3CCS*
Program Name: *TOTAL COMPENSATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$467,306	$547,660	$530,243	$463,700	$463,700
Total Requirements	**$467,306**	**$547,660**	**$530,243**	**$463,700**	**$463,700**
Full-Time Equivalents	**7.62**	**7.95**	**7.95**	**6.95**	**6.95**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per study	Efficiency	$51.16	$25.54	$4,375.70	$3,477.75	$3,477.75
Employee satisfaction with pay (percent favorable)	Result	N/A	N/A	N/A	85%	85%

Activity History and Description: The Compensation and Classification activity is a core service. It is mandated by City Charter. The City of Austin seeks with its compensation strategy to attract and retain competent employees through market sensitive pay and benefits and reward employees based on individual and team performances in order to achieve our business goals and to provide quality services to our customers. A reduction in resources results in a decreased cost per study for FY03.

Activity Objective: The purpose of Compensation and Classification is to provide equitable salary structures and classify work to enable City management to make pay decisions.

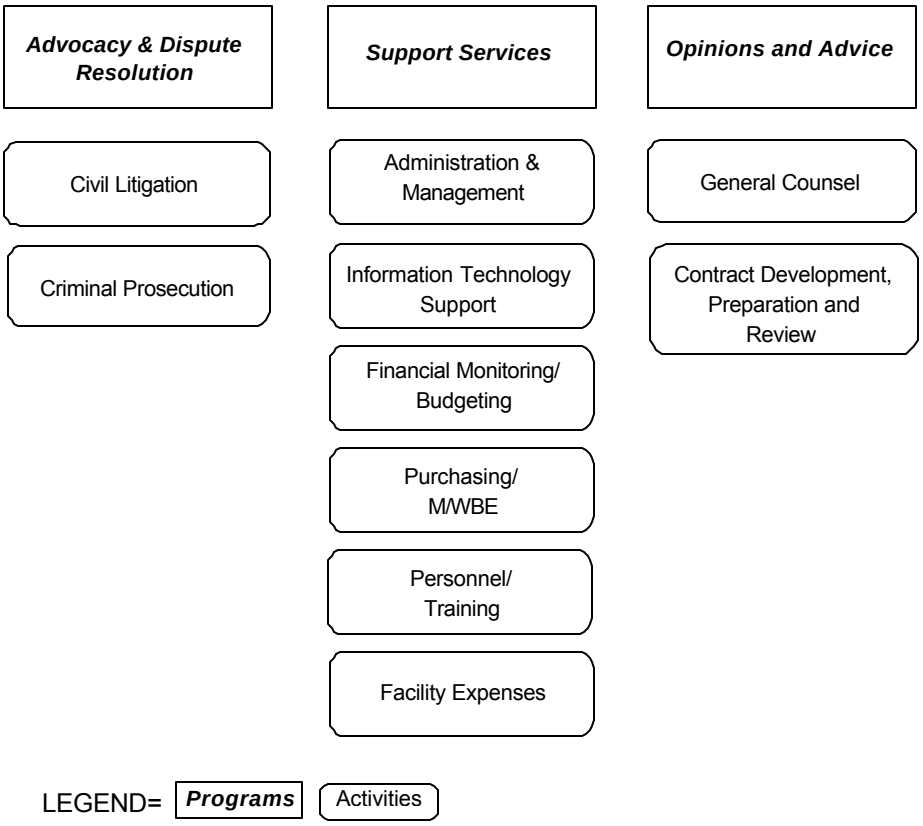
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Classification Studies, Salary Surveys, Pay Plan Development and Maintenance, Compensation Consulting		

Changes in Requirements and Performance Measures: Eliminated 1 FTE to meet budget target. Transferred $5,500 from Information Technology Support activity for annual maintenance of compensation software. During FY02, the definition of a study was narrowed from any request to look at an individual position, to only to studies that looked at city-wide positions. This resulted in a dramatic increase in "Cost per Study." Using the new methodology, the FY01 Actual would have been $3,505 and the FY02 Amended would have been $4,107.

Responsible Employee: Reeta Holmes 512-974-3318

Law Department — 2002-2003



Support Services Fund	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Requirements	$7,350,156	$7,796,694	$7,370,925	$6,902,127	$6,902,127
Full-time Equivalents (FTE's)	90.00	90.00	90.00	79.50	79.50

Law Department — 2002-2003

Mission

The central mission of the Law Department is to provide quality legal services to the City of Austin so that it can govern lawfully and serve the community effectively.

Goals

In order to deliver legal services of the highest quality, the Law Department has adopted the following goals and key strategies:

- Client communication and satisfaction – The Law Department will deliver services that customers find relevant, timely, and useful. Strategies to achieve this goal include:
  - Focus on visibility and accessibility
  - Focus on uniform core competencies
  - Focus on developing new expertise
  - Focus on department infrastructure

- Attracting and retaining a highly qualified staff – The Law Department will attract and retain a highly qualified staff by focusing on increasing employee satisfaction. Strategies to reach this goal include:
  - Focus on salary structure and career ladders
  - Focus on quality work environment

Key Indicators

The Law Department will use the following key indicators to monitor progress in achieving its business plan goals:

- Percent of civil litigation cases resolved in favor of the City or within established settlement range.

- Percent of clients reporting that advice provided by attorneys is clear, relevant, and timely.

- City's average in-house rate per hour (including overhead costs) compared to average hourly rate for Outside Counsel services.

- Employee turnover rate

Law Department — 2002-2003

Business Plan

The Approved Budget contains elements that support the Department's goals.

Hospital Attorney

In 2001-02, the City Council approved an agreement with Seton to operate a separately licensed hospital on one floor of Brackenridge Hospital. A dedicated attorney position with relevant expertise will monitor legal and contractual issues as well as compliance with state and federal regulatory requirements such as patient confidentiality, consent, and Medicare issues. This position is included in the Approved Budget to be reimbursed by the 5th Floor Hospital Fund during 2002-03.

Collections

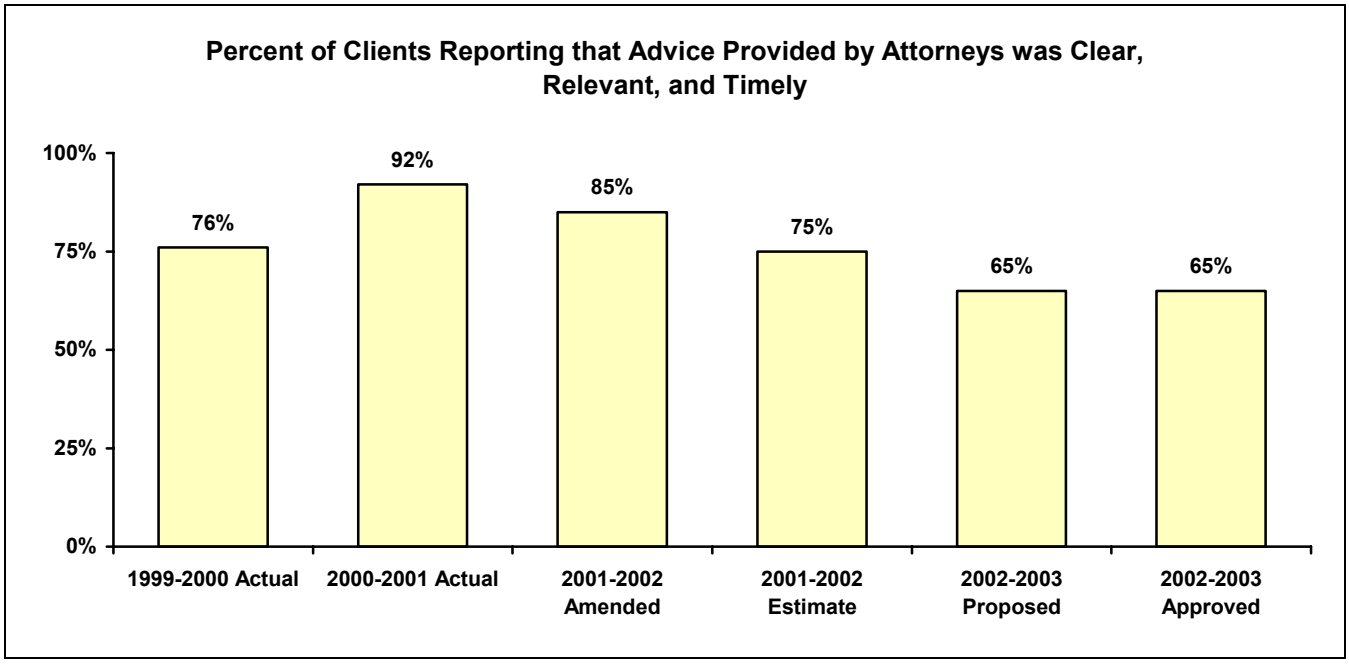
The Financial Services' Telecommunications and Regulatory Affairs Claims Collections section works to collect past due accounts receivable. When those efforts are not successful, the section refers some accounts to the Law Department for legal action. Law Department management compared the cost of providing this service to the amount recovered. Based on that analysis, the Department's cost of service is approximately equal to the revenue collected. In some instances the recovery was less than $50. The Department has implemented a pilot program establishing a minimum claim threshold of $500 before filing a collections lawsuit. This minimum may be lowered at management's discretion. With this change in the collection function, Department staff resources can be shifted to other priorities. One of the two attorneys presently assigned to collection services will continue to handle collection services. The second attorney has been transferred to work as a prosecutor at Municipal Court to fill a critical staffing need there associated with the elimination of two vacant prosecutor positions, and the reassigned attorney will assist the Police Department with its property hearings.

Client Satisfaction

One of the Department's key strategies to meet the business plan goal of maximizing client communication and satisfaction is to focus on uniform core competencies and developing new expertise. A critical element of that strategy is providing training opportunities that are relevant to the issues confronting client departments and city management. Attorneys who practice law in Texas are required to obtain Continuing Legal Education (CLE) hours annually. Budgeted training funds have declined from $60,545 in 2000-2001 to $12,000 in 2001-2002. The 2002-03 Approved Budget includes $35,200 for training on significant legal issues such as design-build project delivery, land use planning, and environmental regulations.

The Department's business plan goal of improving client communication and satisfaction depends upon staff having the necessary resources to do their work. The Department has a substantial capital investment in a law library so attorneys can have ready access to current legal opinions, code updates, and court decisions. This is a requirement for practicing law and enables them to provide high quality and timely advice to clients. The cost of Law library materials has been increasing at a 15% annual inflationary rate. The Approved Budget includes funding to keep pace with the rising costs and maintain the City's investment in this information asset. The legal staff also uses an on-line research service costing up to $40,000 annually. This service is included in the Austin Energy Legal Division's Approved Budget.

Law Department — 2002-2003

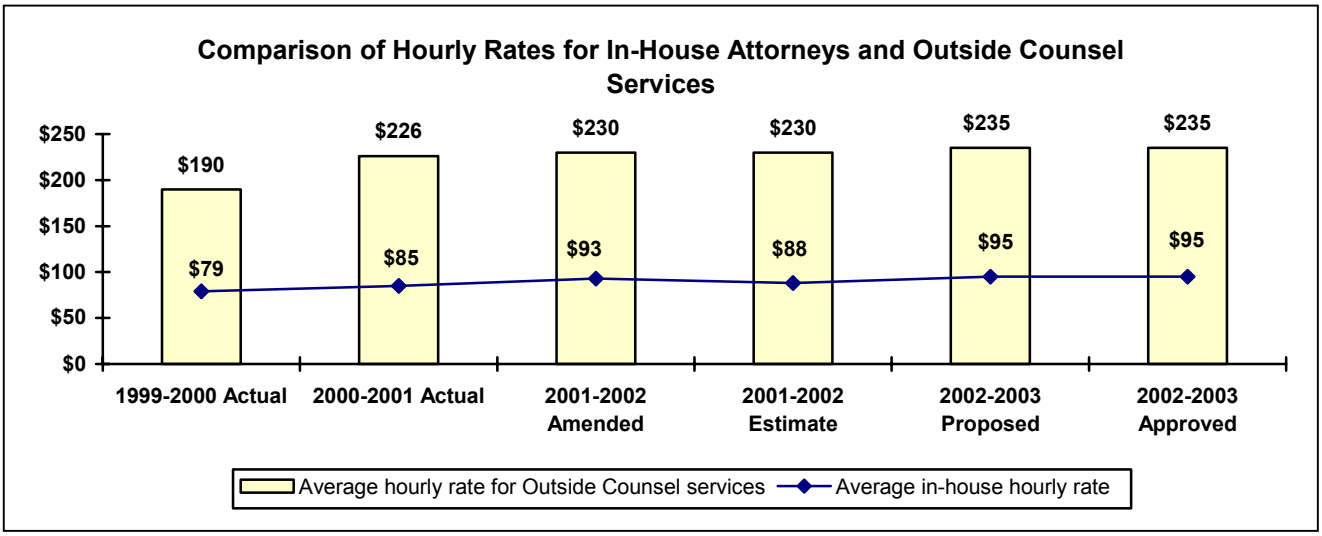


The key indicator above is tracked by an annual survey of the Law Department's clients conducted at the end of the fiscal year. Out of a 44% response rate from client departments, the 2001 survey showed that 92% of client departments that did respond were satisfied with legal services. As the chart above indicates, the Department anticipates that client satisfaction will drop to 65% in 2002-03 as it tries to do more with reduced staff. Financial constraints in the 2001-2002 Approved Budget and subsequent savings initiatives have restricted training, staff hiring and outside legal service contracts. As with all City departments, the challenge for the Law Department is to meet increasing demands for service in spite of decreased resources associated with a declining economy. City departments' expenditure reductions are expected to result in the need for additional legal services particularly in litigation, contract disputes, and employment matters.

Outside Counsel Services

In 2000-01 the City spent $3.2 million dollars from all funding sources for outside legal services. Due to funding restrictions, the Law Department operating budget does not contain an appropriation for outside legal counsel contracts. However, the demand for these services is expected to grow due to growth management, annexation, City Council initiatives and litigation. City-wide from all funding sources, the Approved Budget includes $3.5 million for outside legal services, including $500,000 in estimated expenditures in the Liability Reserve Fund, to meet this growing demand.

Law Department — 2002-2003



One of the Department's key strategies to improve client satisfaction is to develop in-house experts on emerging legal issues so that the City may continue to benefit from the combination of high quality services and affordable rates that only in-house legal counsel can provide. As the key indicator graph above illustrates, in-house attorneys are more cost effective than outside contracts. The Approved Budget eliminates six vacant attorney positions. This reduction is anticipated to impact the range and quantity of legal services required by client departments.

Law Department — 2002-2003

Significant Revenue and Expenditure Changes by Program

Expenditure Changes	**Dollars**	**FTEs**
1. **City-Wide**		
The Approved Budget includes $56,014 for the salary increases associated with Pay for Performance in 2002.	$56,014	
An additional $35,298 has been included in the Approved Budget for anticipated changes in health contributions.	$35,298	
2. **Advocacy and Dispute Resolution**		
The Approved Budget eliminates outside counsel legal services for savings of $500,000.	($500,000)	
The Approved Budget eliminates one vacant staff attorney position, one and one-half vacant legal secretary positions, and two vacant prosecutor positions for a savings of $265,898.	($265,898)	(4.50)
The Approved Budget includes a decrease in budgeted vacancy savings. This decrease increases the program's budget by $47,845.	$47,845	
The Approved Budget decreases court costs and deposition related travel by $6,500.	($6,500)	
3. **Opinions and Advice**		
The Approved Budget eliminates the following vacant positions: Deputy City Attorney (0.75), First Assistant City Attorney (0.62), one-half of a legal secretary position, and an Attorney Senior (0.75). It also reduces three filled, full-time positions where incumbents are actually working part-time to part-time positions for total savings of $310,679.	($310,679)	(3.62)
The Approved Budget decreases budgeted vacancy savings by $157,982.	$157,982	
The Approved Budget includes an increase in reimbursements from Solid Waste Services and Neighborhood Housing for dedicated legal staff and from Austin Energy for training services. The increased reimbursements reduce Law's budget by $18,720.	($18,720)	
The Approved Budget includes an increase of $25,450 for continuing legal education required for attorneys to practice law in Texas.	$25,450	
The Approved Budget adds an attorney position to monitor legal and contractual issues and compliance with regulatory requirements associated with operating a separately licensed hospital on one floor at Brackenridge Hospital. The $97,445 required for this position will be entirely reimbursed by the Hospital Fund so there is no financial impact on the Law Department's budget.	$0	1.00

	Dollars	FTEs
The Approved Budget eliminates funding for temporary law clerks by $5,720.	($5,720)	
The Approved Budget eliminates the budget of the one-time recodification expense.	($40,000)	
The Approved Budget decreases funding for books in this program by $5,917.	($5,917)	
4. **Support Services Program**		
The Approved Budget eliminates the following vacant positions: Deputy City Attorney (0.25), First Assistant City Attorney (0.38), Attorney Senior (0.25), Administrative Associate (0.5), one Staff Attorney and one Contract Compliance Associate for total savings of $230,365.	($230,365)	(3.38)
The Approved Budget decreases vacancy savings by $131,494.	$131,494	
Funding for temporary employees decreases by $8,502.	($8,502)	
The Approved Budget increases the book budget in this program by $15,712 to keep pace with inflationary costs associated with maintaining a current law library.	$15,712	
The Approved Budget includes a $35,432 increase for lease and parking costs at Norwood Towers and the Municipal Court Prosecutors' Office.	$35,432	
The Approved Budget reduces telephone equipment and long distance funding by $4,916.	($4,916)	
The Approved Budget decreases travel and training by $1,400.	($1,400)	

Programs and Activites

Law-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
ADVOCACY & DISPUTE RESOLUTION										
Civil Litigation	$2,289,690	22.30	$2,129,239	23.72	$1,857,907	23.72	$1,578,183	21.22	$1,578,183	21.22
Criminal Prosecution	$594,632	11.90	$656,848	12.75	$603,592	12.75	$628,163	10.75	$628,163	10.75
OPINIONS AND ADVICE										
CAF/Constituent Assistance	$103,740	3.80	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Contract Development, Preparation, and Review	$800,220	10.60	$991,400	10.16	$761,346	10.16	$810,899	9.84	$810,899	9.84
General Counsel	$1,958,011	24.90	$2,059,459	28.91	$2,211,440	28.91	$2,055,923	26.61	$2,055,923	26.61
SUPPORT SERVICES										
Administration and Management	$581,133	9.85	$566,795	8.59	$517,099	8.59	$410,097	5.46	$410,097	5.46
Facility Expenses	$586,155	0.00	$989,700	0.00	$1,001,434	0.00	$1,022,372	0.00	$1,022,372	0.00
Financial Monitoring / Budgeting	$35,998	0.90	$33,099	0.50	$44,728	0.50	$34,530	0.50	$34,530	0.50
Information Technology Support	$261,195	1.95	$189,526	2.50	$211,936	2.50	$222,395	2.50	$222,395	2.50
Personnel / Training	$85,262	2.10	$75,175	0.63	$88,032	0.63	$40,095	0.63	$40,095	0.63
Purchasing / M/WBE	$54,120	1.70	$105,453	2.24	$73,411	2.24	$99,470	1.99	$99,470	1.99
Total	$7,350,156	90.00	$7,796,694	90.00	$7,370,925	90.00	$6,902,127	79.50	$6,902,127	79.50

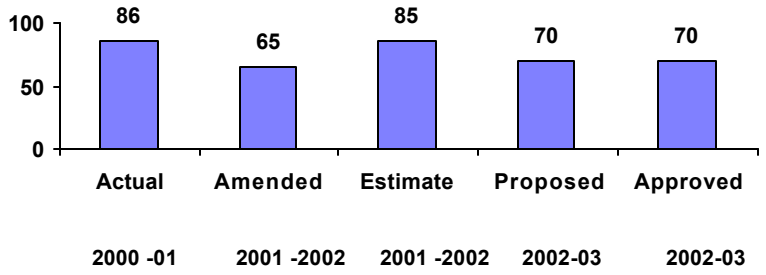
Law-2002-03

Program: *ADVOCACY & DISPUTE RESOLUTION*

Program Objective: The purpose of the Advocacy and Dispute Resolution program is to provide legal representation and prosecution for the City of Austin to resolve lawsuits, claims and cases.

Program Results Measures:

Percent of civil litigation cases that are resolved in favor of the City and/or within settlement range



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of cases resolved after prosecutor action	34,655	37,000	29,450	29,000	29,000
Percent of civil litigation cases that are resolved in favor of the City and/or within settlement range	86%	65%	85%	70%	70%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Civil Litigation	$2,310,731	22.30	$2,151,239	23.72	$1,885,306	23.72	$1,602,183	21.22	$1,602,183	21.22
Criminal Prosecution	$594,632	11.90	$656,848	12.75	$605,492	12.75	$628,163	10.75	$628,163	10.75
Total	$2,905,363	34.20	$2,808,087	36.47	$2,490,798	36.47	$2,230,346	31.97	$2,230,346	31.97

Law-2002-03

Activity: *Civil Litigation*
Activity Code: *5CVL*
Program Name: *ADVOCACY & DISPUTE RESOLUTION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$21,041	$22,000	$27,399	$24,000	$24,000
Support Services Fund	$2,289,690	$2,129,239	$1,857,907	$1,578,183	$1,578,183
Total Requirements	**$2,310,731**	**$2,151,239**	**$1,885,306**	**$1,602,183**	**$1,602,183**
Full-Time Equivalents	**22.30**	**23.72**	**23.72**	**21.22**	**21.22**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost per hour for Outside Counsel services	Efficiency	$226	$230	$230	$235	$235
Average Law Dept. attorney hourly rate including overhead	Efficiency	$85	$93	$88	$95	$95
Percent of civil litigation cases that are resolved in favor of the City and/or within settlement range	Result	86%	65%	85%	70%	70%

Activity History and Description: This is a core activity. The City Charter mandates the Civil Litigation activity. This activity includes representation of the City in all litigation to which the City is a party.

Activity Objective: The objective of the Civil Litigation Activity is to provide legal representation for the City of Austin to resolve lawsuits and claims.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Trial preparation; Trials; Appeals; Arbitration; Mediation; Administrative proceedings;	Claim adjustments	

Changes in Requirements and Performance Measures: The Approved Budget reduces this activity by $549,056 primarily due to the elimination of $500,000 in outside legal counsel contract funding. The Approved Budget of the Economic Development Fund includes $710,000 that the Law Department can use for legal contract services. The Approved Budget eliminates 2.5 attorney and legal assistant positions for total salary savings of $38,000. The salary reductions are offset by a decrease in budgeted vacancy savings. The Approved Budget also includes reductions of $11,000 for books,

Law-2002-03

Activity: *Civil Litigation*
Activity Code: *5CVL*
Program Name: *ADVOCACY & DISPUTE RESOLUTION*

court costs, and trial-related travel. The percentage of litigation cases that are resolved in favor of the city is projected to decrease to 70% from the current year estimate of 85% due to the reduction in resources. However, the goal of 75% is higher than the current target of 65%.

Responsible Employee: David Smith 512-974-2507

Law-2002-03

Activity: *Criminal Prosecution*
Activity Code: *5CRP*
Program Name: *ADVOCACY & DISPUTE RESOLUTION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$1,900	$0	$0
Support Services Fund	$594,632	$656,848	$603,592	$628,163	$628,163
Total Requirements	**$594,632**	**$656,848**	**$605,492**	**$628,163**	**$628,163**
Full-Time Equivalents	**11.90**	**12.75**	**12.75**	**10.75**	**10.75**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per case resolved	Efficiency	$17.16	$17.75	$20.50	$21.66	$21.66
Number of cases resolved after prosecutor action	Result	34,655	37,000	29,450	29,000	29,000

Activity History and Description: This is a core activity. The City Charter mandates the Criminal Prosecution activity. This activity includes the work of the Municipal Court prosecutor's office, which enforces all Class C misdemeanor violations of State law and City ordinances within the incorporated limits of the City and its extraterritorial jurisdiction.

Activity Objective: The objective of the Criminal Prosecution Activity is to provide law enforcement prosecution for the State of Texas and the City of Austin to resolve cases.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Plea bargains; Trial preparation; Trials; Appeals.		

Changes in Requirements and Performance Measures: The Approved Budget decreases this activity by $28,685 primarily due to salary savings associated with the elimination of two vacant prosecutor positions. The number of cases resolved after prosecutor action is projected to decrease to 29,000 due to staff reductions.

Responsible Employee: Sally Henly 512-974-2667

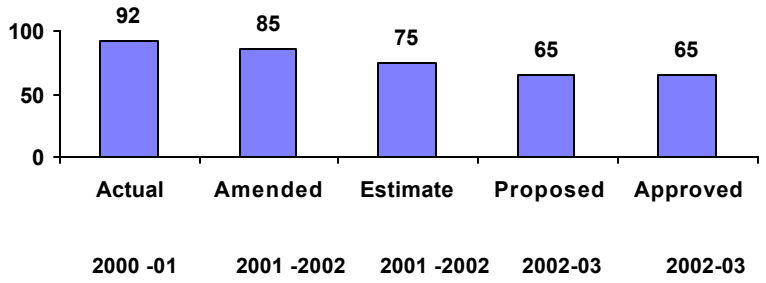
Law-2002-03

Program: OPINIONS AND ADVICE

Program Objective: The purpose of the Opinions and Advice program is to provide advice, documents, and other responses to the City of Austin so that it can engage in the informed decision making required to govern lawfully.

Program Results Measures:

Percent of clients that report advice provided by attorneys was clear, relevant, and timely



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of clients reporting that documents received were timely and accomplished the clients' objectives	92%	85%	75%	65%	65%
Percent of clients that report advice provided by attorneys was clear, relevant, and timely	92%	85%	75%	65%	65%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
CAF/Constituent Assistance	$103,740	3.80	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Contract Development, Preparation, and Review	$866,284	10.60	$1,057,400	10.16	$829,596	10.16	$909,081	9.84	$909,081	9.84
General Counsel	$2,125,279	24.90	$2,299,555	28.91	$2,455,882	28.91	$2,380,002	26.61	$2,380,002	26.61
Total	$3,095,303	39.30	$3,356,955	39.07	$3,285,478	39.07	$3,289,083	36.45	$3,289,083	36.45

Law-2002-03

Activity: *CAF/Constituent Assistance*
Activity Code: *5CCA*
Program Name: *OPINIONS AND ADVICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$103,740	$0	$0	$0	$0
Total Requirements	**$103,740**	**$0**	**$0**	**$0**	**$0**
Full-Time Equivalents	**3.80**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: This activity included work provided in response to Customer Action Forms (CAFs), communications with and education of citizens regarding legal issues, and related requests for information. The revised 2001-2002 business plan deleted this activity as unnecessary. CAF processing is reported under the Administration and Management Activity. Legal services provided in connection with CAF processing are now part of the General Counsel activity.

Activity Objective: The objective of the CAF/Constituent Assistance Activity is to provide timely responses for the City of Austin so that it has the information required to address inquiries.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Not applicable		

Changes in Requirements and Performance Measures: De-activated in 2001-02.

Responsible Employee: Sally Henly 512-974-2051

Law-2002-03

Activity: *Contract Development, Preparation, and Review*
Activity Code: *5CTS*
Program Name: *OPINIONS AND ADVICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$66,064	$66,000	$68,250	$98,182	$98,182
Support Services Fund	$800,220	$991,400	$761,346	$810,899	$810,899
Total Requirements	**$866,284**	**$1,057,400**	**$829,596**	**$909,081**	**$909,081**
Full-Time Equivalents	**10.60**	**10.16**	**10.16**	**9.84**	**9.84**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per document processed	Efficiency	$76	$111	$72	$81	$81
Percent of clients reporting that documents received were timely and accomplished the clients' objectives	Result	92%	85%	75%	65%	65%

Activity History and Description: This is a core activity. The City Charter requires that the City Attorney represent the City in the development, preparation and review of all contracts entered into by the City. This activity includes legal assistance and representation in contractual matters (see list of services below).

Activity Objective: The objective of the Contract Development, Preparation and Review Activity is to provide contracts and related documents to the City of Austin so that it has the documents required to complete transactions.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Real Estate Contracts; Loans; Interlocal Agreements; Purchasing/Service Agreements; Construction Agreements; Public Financing; Franchises.		

Changes in Requirements and Performance Measures: The Approved Budget for this activity decreases by $148,319. This is primarily due to salary savings of $141,000 associated with the elimination of 0.64 vacant positions and a reallocation of staff resources from Contracts to General Counsel to more accurately reflect how actual time is charged. The Approved Budget adds 0.32 FTE for a hospital attorney position that will be dedicated to legal issues associated with operating a separately licensed floor at

Law-2002-03

Activity: *Contract Development, Preparation, and Review*
Activity Code: *5CTS*
Program Name: *OPINIONS AND ADVICE*

Brackenridge in 2003. Expense reimbursements from the 5th Floor Hospital Fund increase to support this new position. The Approved Budget reduces expenditures for books by $7,000. Client department satisfaction with contract legal services is projected to decrease from the current fiscal year goal of 85% to 65% in 2002-2003 as the department responds to increasing demand for legal services with fewer resources.

Responsible Employee: Marty Terry 512-974-2974

Law-2002-03

Activity: *General Counsel*
Activity Code: *5GCS*
Program Name: *OPINIONS AND ADVICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$167,268	$240,096	$244,442	$324,079	$324,079
Support Services Fund	$1,958,011	$2,059,459	$2,211,440	$2,055,923	$2,055,923
Total Requirements	**$2,125,279**	**$2,299,555**	**$2,455,882**	**$2,380,002**	**$2,380,002**
Full-Time Equivalents	**24.90**	**28.91**	**28.91**	**26.61**	**26.61**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Average cost for defined legal services and related documents	Efficiency	$34	$40	$41	$42	$42
Percent of clients that report advice provided by attorneys was clear, relevant, and timely	Result	92%	85%	75%	65%	65%

Activity History and Description: This is a core activity. The City Charter mandates the General Counsel activity as a duty of the City Attorney. The General Counsel Activity consists of legal representation and services for all City business that is not litigation or contract related. Effective in 2001-2002, the activity includes legal services provided in connection with Consumer Action Form (CAF) processing.

Activity Objective: The objective of the General Counsel activity is to provide legal advice and related documents to the City of Austin so that management can make informed decisions.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Legal opinions and advice; Ordinances; Support for sovereign boards: Planning Commission, Board of Adjustment and Urban Renewal Board; Open government services; Election support;	Resolutions; advisory board support; Agenda services; CAF/Constituent Assistance;	Education and training.

Changes in Requirements and Performance Measures: Total Approved Budget requirements increase by $80,447. Salary savings are achieved by eliminating 2.98 vacant positions offset by an additional 0.68 hospital attorney position and reduced vacancy savings for a net increase of $94,000. The one-time recodification expense of $40,000 is deleted. The

Law-2002-03

Activity: *General Counsel*
Activity Code: *5GCS*
Program Name: *OPINIONS AND ADVICE*

Approved Budget for required attorney continuing legal education increases by $26,000. Expense reimbursements increase due to support from the 5th Floor Hospital Fund for the new attorney position. Client department satisfaction with the timeliness, clarity, and relevance of legal services is projected to decrease from 85% to 65%. Client departments' demand for legal services is increasing as departments manage issues related to the economic downturn. The Law Department is responding to that increased demand with fewer resources.

Responsible Employee: Sally Henly 512-974-2667

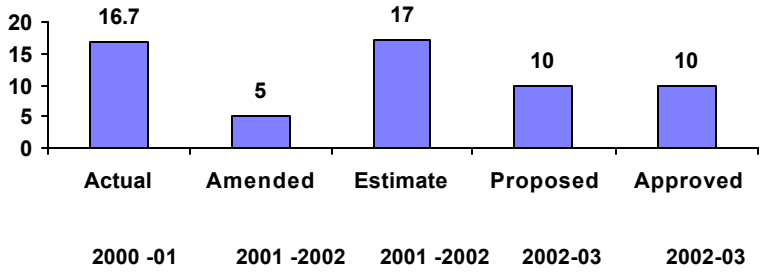
Law-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Employee Turnover Rate



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	N/A	N/A	N/A	N/A	N/A
Employee Turnover Rate	16.70%	5%	17%	10%	10%
Percent of CAFs submitted within deadline	97.92%	95%	95%	85%	85%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	MBE 43.35% WBE 40.52%	MBE: 25% WBE: 10%	MBE:25% WBE: 35%	MBE: 20% WBE: 10%	MBE: 20% WBE: 10%
Percent Variance of CYEs to Actual Expenditures	1stQ 1.2% 2ndQ -0.8% 3rdQ 0.7%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%
Percent Variance of CYEs to Actual Revenue	N/A	N/A	N/A	N/A	N/A
Personnel Action Form (PAF) error rate	1.4%	<10%	0%	0%	0%

Law-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$581,255	9.85	$566,795	8.59	$520,294	8.59	$410,097	5.46	$410,097	5.46
Facility Expenses	$586,155	0.00	$989,700	0.00	$1,001,434	0.00	$1,022,372	0.00	$1,022,372	0.00
Financial Monitoring / Budgeting	$35,998	0.90	$33,099	0.50	$44,728	0.50	$34,530	0.50	$34,530	0.50
Information Technology Support	$261,195	1.95	$189,526	2.50	$211,936	2.50	$222,395	2.50	$222,395	2.50
Personnel / Training	$85,262	2.10	$75,175	0.63	$88,032	0.63	$40,095	0.63	$40,095	0.63
Purchasing / M/WBE	$54,120	1.70	$105,453	2.24	$73,411	2.24	$99,470	1.99	$99,470	1.99
Total	$1,603,985	16.50	$1,959,748	14.46	$1,939,835	14.46	$1,828,959	11.08	$1,828,959	11.08

Law-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$122	$0	$3,195	$0	$0
Support Services Fund	$581,133	$566,795	$517,099	$410,097	$410,097
Total Requirements	**$581,255**	**$566,795**	**$520,294**	**$410,097**	**$410,097**
Full-Time Equivalents	**9.85**	**8.59**	**8.59**	**5.46**	**5.46**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	8%	7%	7%	6%	6%
Employee Turnover Rate	Output	16.70%	5%	17%	10%	10%
Percent of CAFs submitted within deadline	Result	97.92%	95%	95%	85%	85%

Activity History and Description: The Administration and Management Activity captures costs involved in the day-to-day administrative operation of the department including activities of the Office of the Director. Also included are costs associated with activities directly involving administrative functions of the Law Department and requests for general assistance from employees. Effective with the 2001-02 business plan some costs associated with the deleted CAF/Constituent Services activity and the CAF processing performance measure are moved to this activity.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff and Council meetings support; Board and Commission support; Business plans and performance measures development; Secretarial/clerical support; Subscriptions and membership processing; Survey development and		

response; Management including costs associated with Department Director and associated office expenses; Reception-related services; Files and records management; mail distribution; CAF processing.

Changes in Requirements and Performance Measures:

The Approved Budget reduces this activity by $156,798. Eliminating 3.13 vacant positions results in salary savings of $178,000. Book expenditures will increase by $16,000 in this activity to keep pace with inflation in library resources. The department's share of E-Government expense, remote access charges for telecommuting employees and postage will increase $5,000. Given the overall reduction of 10.5 positions, the Department is committed to reducing employee turnover to 10% from the current year estimate of 17%.

Responsible Employee: Sedora Jefferson 512-974-2175

Law-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$586,155	$989,700	$1,001,434	$1,022,372	$1,022,372
Total Requirements	**$586,155**	**$989,700**	**$1,001,434**	**$1,022,372**	**$1,022,372**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	N/A	N/A
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$21.05	$35.55	$35.97	$36.73	$36.73
Total square feet of facilities	Output	27,838 s.f.	27,838 s.f.	27,838 s.f.	27,838 s.f.	27,838 s.f.
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: The Facility Expenses activity tracks costs associated with rental of office space, telephone base, long distance and equipment costs, and costs associated with cellular phone service. Increases in requirements are associated with real estate rental escalation costs built into existing leases and increases in general contractuals and commodities associated with this activity. (There are no FTEs associated with the program.) Custodial and security costs are included in the cost of the lease.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Minor repairs and remodeling that are not CIP; minor plumbing, electrical, HVAC, painting; Pest control and locksmith services; lease processing;		

grounds maintenance; utility processing including telephone, gas, water/wastewater and garbage; building maintenance; custodial services; security services; cleaning and security equipment and supplies cost processing; custodial, security and maintenance clothing and uniform cost processing; custodial and security contract monitoring costs; parking-related services; office space allocation coordination.

Changes in Requirements and Performance Measures: The Approved Budget for this activity increases by $32,672 due to increased lease costs of $25,000 and parking costs of $11,000. The approved telephone expenditure budget decreases by $3,000.

Responsible Employee: Joyce Pulich 512-974-2160

Law-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$35,998	$33,099	$44,728	$34,530	$34,530
Total Requirements	**$35,998**	**$33,099**	**$44,728**	**$34,530**	**$34,530**
Full-Time Equivalents	**0.90**	**0.50**	**0.50**	**0.50**	**0.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	0.5%	0.4%	0.6%	0.5%	0.5%
Percent Variance of CYEs to Actual Expenditures	Result	1stQ 1.2% 2ndQ -0.8% 3rdQ 0.7%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%
Percent Variance of CYEs to Actual Revenue	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: The Financial Monitoring Activity administers and manages the departmental budget to ensure expenses are charged correctly, ensures budget is not exceeded, analyzes departmental expenditures, prepares expenditure estimates, and ensures that reporting deadlines are met.

Activity Objective: The purpose of the Financial Monitoring / Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty cash auditing and handling; Performance report development and monitoring; Department budget (operating and CIP) development and monitoring; Revenue and expenditures tracking; CYE development; Accounts Receivable; Five year forecast development; TB, RB, EB, AA, and JV processing; Inventory management; Travel processing		

Law-2002-03

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: Substantially the same. The Department will continue to meet the goal for accurate expenditure estimates in 2002-2003.

Responsible Employee: Joyce Pulich 512-974-2160

Law-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$261,195	$189,526	$211,936	$222,395	$222,395
Total Requirements	**$261,195**	**$189,526**	**$211,936**	**$222,395**	**$222,395**
Full-Time Equivalents	**1.95**	**2.50**	**2.50**	**2.50**	**2.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	4%	2%	3%	3%	3%
Information technology support costs per workstation	Efficiency	$2,839	$2,060	$2,304	$2,417	$2,417
Percent of information technology problems resolved at time of call	Result	62%	50%	80%	80%	80%

Activity History and Description: The Computer Support Activity manages and supports departmental computer technology at two separate locations, upgrades hardware and software as needed, troubleshoots system problems, ensures daily backups are completed to safeguard critical resources stored in systems, provides training for staff in operation of hardware and utilization of software as needed, and evaluates new hardware and software.

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support, and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Computer repair, maintenance and upgrade; Computer hardware and software support; Programming; LAN maintenance; Software licensing and upgrades; Information systems planning, design, development and implementation; Telephone support		

Law-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: The Approved Budget for this activity increases by $32,869 to adjust for personnel costs that were incorrectly budgeted in the Personnel/Training activity in 2001-2002. Due to prior year purchases of replacement servers and on-going leases of personal computers, 80% of support problems should be resolved at time of call in 2002-2003, an improvement over the 2001-2002 goal of 50%.

Responsible Employee: Sedora Jefferson 512-974-2175

Law-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$85,262	$75,175	$88,032	$40,095	$40,095
Total Requirements	**$85,262**	**$75,175**	**$88,032**	**$40,095**	**$40,095**
Full-Time Equivalents	**2.10**	**0.63**	**0.63**	**0.63**	**0.63**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$653	$835	$978	$504	$504
Personnel Action Form (PAF) error rate	Result	1.4%	<10%	0%	0%	0%

Activity History and Description: Manage day-to-day personnel-related activities such as payroll, employee files, employee evaluations, affirmative action, etc. Total requirements for this activity vary from year to year depending on the level of support provided.

Activity Objective: The purpose of the Personnel/Training Activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing; Hiring and recruiting; Workers compensation claim processing; Grievance-related activities; Employee counseling up to and including termination; Pay check/stub distribution and correction; Benefits administration; PAF processing; Providing training and facilitation; Attending outside training and related travel (Training); Safety evaluation; SSPR-related activities; Conducting exit interviews.		

Changes in Requirements and Performance Measures: The Approved Budget decreases by $35,080 primarily due to salary costs that should have been budgeted in Information Technology Support. The Personnel

Law-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Action Form error rate is projected to remain at 0%.

Responsible Employee: Sedora Jefferson; Joyce Pulich 512-974-2155

Law-2002-03

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$54,120	$105,453	$73,411	$99,470	$99,470
Total Requirements	**$54,120**	**$105,453**	**$73,411**	**$99,470**	**$99,470**
Full-Time Equivalents	**1.70**	**2.24**	**2.24**	**1.99**	**1.99**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Demand	25 days	25 days	25 days	25 days	25 days
Cost per Transaction	Efficiency	$11.95	$26.36	$21.12	$29.26	$29.26
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	MBE 43.35% WBE 40.52%	MBE: 25% WBE: 10%	MBE:25% WBE: 35%	MBE: 20% WBE: 10%	MBE: 20% WBE: 10%

Activity History and Description: The Purchasing Activity for the Law Department pays all invoices for the department as well as payments for claims & damages, court costs and outside legal services.

Activity Objective: The purpose of the Purchasing and M/WBE Activity is to provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under $5,000); Contract administration, monitoring and compliance; RCA preparation for contract awards; Coordinating RFQs; Checking under $5,000 guidelines; Technical assistance; Purchase reporting and payment activities; Payments processing.		

Changes in Requirements and Performance Measures: The Approved Budget eliminates a 0.25 vacant administrative support position for savings of $6,000. The department will work to continue meeting the city-wide 25 day turn around time for accounts payable in spite of the staff

Law-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

reduction.

Responsible Employee: Joyce Pulich 512-974-2160

Management Services — 2002–2003

LEGEND= *Programs* Activities

Support Services Fund	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Requirements	$3,550,399	$4,822,057	$4,822,056	$3,886,295	$3,886,295
Full-time Equivalents (FTE's)	30.00	36.00	36.00	35.00	35.00

Management Services —2002-2003

Mission

The goal of Management Services is to ensure that all City Council priorities, policies, and programs are successfully implemented and effectively managed. Through direction and coordination of City departments, Management Services ensures proper administration of all City functions and responds in a timely fashion to City Council and citizen requests through the following actions:

Goals

- Implementing and executing the policies set by the City Council and performing the duties and responsibilities specified in the City Charter to ensure economic, environmental, and cultural prosperity throughout the community.
- Supporting, promoting, initiating and monitoring legislation that strengthens and protects the City's interests.
- Providing thorough and timely assistance to Mayor and Council including managing agendas for Council work sessions, Council subcommittees, and regular Council meetings.
- Preventing or lessening the loss of life and property from the effects of major emergencies and to help return the community to normal following a major emergency or disaster.
- Informing and interacting with the community to ensure resolution of claims and making policy recommendations for Council action.

To help the department track how well the goals are being met, key indicators have been developed along with appropriate performance measures.

Key Indicators

The key indicators used by the Management Services Department include:

- Percentage of positive outcomes at state and federal levels.
- Timely preparation of Council agenda packet.
- Percentage of survey responses that rate overall Office of Emergency Management services as good or excellent.
- Percentage of complainants who respond that they were satisfied with the results.

Business Plan

The Approved Budget contains a number of actions supporting the goals of the department:

Emergency Management
The Office of Emergency Management (OEM) consists of a single program with three activities that mirror the national model for emergency response, preparedness and mitigation, response and recovery. This budget allows the program to continue to provide a high level of service to the citizens as illustrated by the 97% satisfaction rating on its 2001 annual performance survey. The Department will continue to focus on Homeland Security issues throughout the FY 2003 budget. The only requirement changes to their budget are a small reduction in seminar fees, small tools, minor equipment and food of $15,000 and a reduction of one-time expenses from FY 2002 for purchase directly related to the Homeland Security Emergency Vehicle $635,000. The number of FTE's in OEM will remain the same as FY 2002. OEM will move into the new combined communication center. This Department will receive a grant in FY 2003 that runs through August 2003 for Disaster Mental Health and will support two grant funded FTE positions. This budget does not include continuation of the Project Impact grant past the end date of November 2002. OEM and APD have jointly submitted a grant application to build a volunteer citizen corps.

Management Services —2002-2003

Management Services
The Management Services program consists of four activities, Agenda Preparation, City Management, Governmental Relations, and Police Monitoring. These activities provide the council preparation of the agenda packets and development of the electronic agenda process, governmental relations with other entities and with the State and National legislature and the police oversight board. The Agenda Preparation activity will work with the implementation of the electronic packet process in the FY 2003 fiscal year. The Governmental Relations activity will be actively involved in the 78th Session of the State Legislature that begins in January 2003. Police Monitoring will continue working with the citizens and Austin Police Department to resolve issues and conflicts.

The Agenda Preparation activity will remain substantially the same in funding and FTE's. The Governmental Relations activity will increase $157,098 for temporary staff to support legislative functions and $15,400 for increase to office lease and parking costs. The Police Monitoring activity increases their budget by $53,700 for the addition of two FTE's to complete the contract requirements for staffing.

The program includes transferring one FTE from Human Resources to Management Services.

Support Services
This program provides general administration, financial monitoring and training support for the department. The program includes transferring out one FTE from Management Services to the Finance and Administration Department transferring one FTE to Redevelopment Services and deleting two vacant FTE's. All described personnel changes reflect the City Manager's desired structure of her office to continue providing service at the expected levels for the citizens.

Management Services —2002-2003

Significant Revenue and Expenditure Changes by Program

Expenditure Changes	**Dollars**	**FTEs**
1. City-Wide		
The Approved Budget includes $22,938 for incremental costs of Pay for Performance in 2002.	$22,983	
An additional $15,540 has been included in the Approved Budget for anticipated changes in health benefit contributions.	$15,540	
2. Support Services		
The Approved Budget includes the transfer of one position, Executive Assistant, from the Human Resources Department to the Management Services Department. Funding was previously included in Management Services.	$0	1.00
The Approved Budget includes the transfer of one position, Financial Specialist, to the Finance and Administrative Services Department.	($46,279)	(1.00)
One position will be funded by another City department, $56,346.	($56,346)	
The Approved Budget includes the funding for Sponsorships, increased requirements for photocopying and compensation for executive staff members.	$17,845	
Two positions, City Manager Executive Assistant and Assistant City Manager Executive Secretary, deleted in the FY02-03 Approved Budget.	($106,462)	(2.00)
One position, Dispute Resolution Officer, transferred to Redevelopment Services.	($103,816)	(1.00)
The Approved Budget includes an increase in vacancy savings, $288,262.	($288,262)	
3. Government Relations		
The Approved Budget includes additional funding, $157,098, for temporary staff to monitor Approved legislation.	$157,098	
The Approved Budget includes additional funding for office lease and parking costs for the Government Relations Office.	$15,400	

Management Services —2002-2003

4. Police Oversight Monitoring

The Office of the Police Monitor funding was increased to provide for the hiring rate for two positions and adding two positions to complete the contract requirement.	$53,700	2.00

5. Office of Emergency Management

The funding for printing, software, seminar fees, small tools and minor equipment and food for Response Activities was reduced in the amount of $15,000	($15,000)	
The Approved Budget eliminates funding for one-time capital outlay of $635,000 for the Homeland Security Emergency Vehicle.	($635,000)	

Programs and Activites

Management Services-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
EMERGENCY MANAGEMENT										
Preparedness / Mitigation	$156,467	2.00	$205,579	2.90	$205,579	2.90	$207,023	2.90	$207,023	2.90
Recovery	$1,536	0.00	$3,668	0.00	$3,668	0.00	$3,760	0.00	$3,760	0.00
Response	$108,077	0.50	$746,435	0.50	$746,435	0.50	$99,577	0.50	$99,577	0.50
MANAGEMENT SERVICES										
Agenda Preparation	$102,075	2.00	$97,296	2.00	$97,296	2.00	$100,729	2.00	$100,729	2.00
City Management	$0	0.00	$0	0.00	$0	0.00	$1,069,164	12.00	$1,069,164	12.00
Governmental Relations	$1,178,969	3.40	$1,246,228	3.90	$1,246,228	3.90	$1,386,986	3.90	$1,386,986	3.90
Police Oversight Monitoring	$12,428	0.00	$542,680	5.00	$542,680	5.00	$610,262	7.00	$610,262	7.00
SUPPORT SERVICES										
Administration and Management	$1,861,102	19.70	$1,906,644	20.80	$1,906,643	20.80	$370,085	6.00	$370,085	6.00
Financial Monitoring / Budgeting	$5,307	0.10	$15,639	0.30	$15,639	0.30	$15,994	0.60	$15,994	0.60
Personnel / Training	$118,073	2.00	$57,888	0.60	$57,888	0.60	$22,715	0.10	$22,715	0.10
Purchasing / M/WBE	$6,365	0.30	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Total	$3,550,399	30.00	$4,822,057	36.00	$4,822,056	36.00	$3,886,295	35.00	$3,886,295	35.00

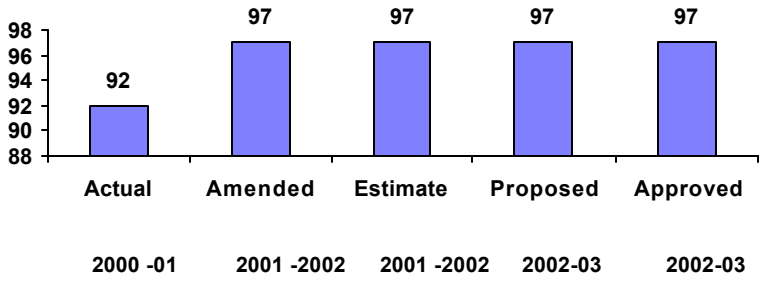
Management Services-2002-03

Program: EMERGENCY MANAGEMENT

Program Objective: The purpose of the Emergency Management Program is to provide coordination and leadership to the City of Austin and other involved agencies so they can mitigate, prepare for, respond to, and recover from major emergencies and disasters.

Program Results Measures:

Percentage of agency representatives that rate EOC operations as good or excellent



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percentage of agency representatives that rate EOC operations as good or excellent	92%	97%	97%	97%	97%
Percentage of agency representatives that rate OEM recovery coordination as good or excellent	N/A	90%	95%	95%	95%
Percentage of the agency representatives who rate OEM planning and coordination services as good or excellent	96.9%	94%	96%	96%	96%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Preparedness / Mitigation	$225,462	2.00	$269,714	2.90	$269,714	2.90	$271,158	2.90	$271,158	2.90
Recovery	$1,969	0.00	$5,754	0.00	$5,754	0.00	$5,846	0.00	$5,846	0.00
Response	$116,494	0.50	$774,186	0.50	$774,186	0.50	$127,328	0.50	$127,328	0.50
Total	$343,925	2.50	$1,049,654	3.40	$1,049,654	3.40	$404,332	3.40	$404,332	3.40

Management Services-2002-03

Program: ***EMERGENCY MANAGEMENT***

Management Services-2002-03

Activity: *Preparedness / Mitigation*
Activity Code: *4PMI*
Program Name: *EMERGENCY MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$68,995	$64,135	$64,135	$64,135	$64,135
Grants	$0	$0	$0	$0	$0
Support Services Fund	$156,467	$205,579	$205,579	$207,023	$207,023
Total Requirements	**$225,462**	**$269,714**	**$269,714**	**$271,158**	**$271,158**
Full-Time Equivalents	**2.00**	**2.90**	**2.90**	**2.90**	**2.90**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per plan or procedure	Efficiency	$3,933.92	$34,263	$2,724	$3,709	$3,709
Percentage of the agency representatives who rate OEM planning and coordination services as good or excellent	Result	96.9%	94%	96%	96%	96%

Activity History and Description: This is a core activity. The legal requirement comes from the U. S. Government and the State of Texas. This activity became part of Management Services in FY 2001.

Activity Objective: The purpose of the mitigation and preparedness activity is to provide information, coordination, communications tools, and planning to City departments, public agencies, news media and the public to prevent or lessen the impact of major emergencies and disasters.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Coordinate the development and implementation of comprehensive plans and procedures; coordinate the development and conduct exercises and training programs; equip and maintain the Emergency Operations Center; manage the AWACS paging team; apply for and manage state and federal grants; coordinate the design and maintenance of the OEM website; ; serve as key member of 911-RDMT;	apply for and manage Project Impact; public outreach; public education calendar;	provide surveys or reviews of facilities

Management Services-2002-03

Activity: *Preparedness / Mitigation*
Activity Code: *4PMI*
Program Name: *EMERGENCY MANAGEMENT*

chair and administer the Interagency Disaster Council and Counter-Terrorism Planning Group; conduct hazard-specific coordination meetings; implement recommendations contained in After Action Reports; provide specific communications tools and systems that enhance the flow of information among agencies.

Changes in Requirements and Performance Measures: The change in cost per plan or procedure from FY 2002 to Proposed FY 2003 is due to a change in the method of calculation for this measure. In 2002 this measure was calculated using the entire allocation for the activity, which includes a public outreach component. In 2003, the measure is calculated using only the amount of the allocation dedicated to planning.

Responsible Employee: Steve Collier 512-370-8861

Management Services-2002-03

Activity: *Recovery*
Activity Code: *4RCV*
Program Name: *EMERGENCY MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$433	$2,086	$2,086	$2,086	$2,086
Grants	$0	$0	$0	$0	$0
Support Services Fund	$1,536	$3,668	$3,668	$3,760	$3,760
Total Requirements	**$1,969**	**$5,754**	**$5,754**	**$5,846**	**$5,846**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per recovery incident	Efficiency	$2,459	$3,668	$1,123	$1,234	$1,234
Percentage of agency representatives that rate OEM recovery coordination as good or excellent	Result	N/A	90%	95%	95%	95%

Activity History and Description: This is a core activity. The legal requirement comes from the U. S. Government and the State of Texas. This activity became part of Management Services in FY 2001.

Activity Objective: The purpose of recovery is to provide coordination and information for City of Austin departments, public agencies, news media, and the public in order to return the community to normal as soon as possible after a major emergency or disaster.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Conduct damage assessments and compile disaster response costs; apply for and manage FEMA disaster relief grants; coordinate establishment of community Disaster Assistance Centers; ; coordinate community mental health debriefings; conduct post-emergency response reviews and develop After Action Reports.	coordinate community economic recovery	

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Steve Collier 512-370-8861

Management Services-2002-03

Activity: *Response*
Activity Code: *4RES*
Program Name: *EMERGENCY MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$8,417	$27,751	$27,751	$27,751	$27,751
Grants	$0	$0	$0	$0	$0
Support Services Fund	$108,077	$746,435	$746,435	$99,577	$99,577
Total Requirements	**$116,494**	**$774,186**	**$774,186**	**$127,328**	**$127,328**
Full-Time Equivalents	**0.50**	**0.50**	**0.50**	**0.50**	**0.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per activation	Efficiency	$3,084.22	$5,065	$7,429	$5,100	$5,100
Percentage of agency representatives that rate EOC operations as good or excellent	Result	92%	97%	97%	97%	97%

Activity History and Description: This is a core activity. The legal requirement comes from the U. S. Government and the State of Texas. This activity became part of Management Services in FY 2001.

Activity Objective: The purpose of response is to provide coordination, emergency information and warning to the public, City departments and public agencies so they can effectively react to emergencies and disasters.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Activate and manage the EOC; monitor potential emergency conditions; provide emergency information and warning to the public directly or through the news media; provide support for special emergency operations.		

Changes in Requirements and Performance Measures: The change from 2002 Amended to 2003 Proposed is due to the addition of the $635,000 in FY 2002 for the response vehicle. Funding was for only one year for the capital purchase.

Responsible Employee: Steve Collier 512-370-8861

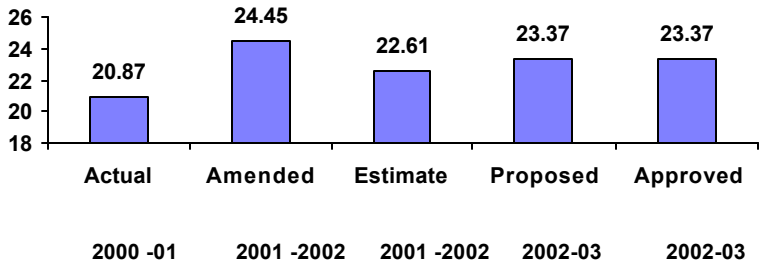
Management Services-2002-03

Program: MANAGEMENT SERVICES

Program Objective: The purpose of the Management Services Program is to ensure responsiveness to City Council and citizens, facilitate improved service delivery and promote the City's interests in legislative affairs.

Program Results Measures:

Cost per labor hour per RCA



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
City has 90% of success rate for key bills during Legislative Session	92%	N/A	90%	88%	88%
Cost per labor hour per RCA	$20.87	$24.45	$22.61	$23.37	$23.37
Percentage of claimants who respond to survey that they were satisfied with the results	N/A	N/A	95%	95%	95%
Percentage of Council Agenda packets prepared on time	99%	N/A	94%	95%	95%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Agenda Preparation	$102,075	2.00	$97,296	2.00	$97,296	2.00	$100,729	2.00	$100,729	2.00
City Management	$0	0.00	$0	0.00	$0	0.00	$1,069,164	12.00	$1,069,164	12.00
Governmental Relations	$1,178,969	3.40	$1,246,228	3.90	$1,246,228	3.90	$1,386,986	3.90	$1,386,986	3.90
Police Oversight Monitoring	$12,428	0.00	$542,680	5.00	$542,680	5.00	$610,262	7.00	$610,262	7.00
Total	$1,293,472	5.40	$1,886,204	10.90	$1,886,204	10.90	$3,167,141	24.90	$3,167,141	24.90

Management Services-2002-03

Program: ***MANAGEMENT SERVICES***

Management Services-2002-03

Activity: *Agenda Preparation*
Activity Code: *4AGF*
Program Name: *MANAGEMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$102,075	$97,296	$97,296	$100,729	$100,729
Total Requirements	**$102,075**	**$97,296**	**$97,296**	**$100,729**	**$100,729**
Full-Time Equivalents	**2.00**	**2.00**	**2.00**	**2.00**	**2.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per labor hour per RCA	Efficiency	$20.87	$24.45	$22.61	$23.37	$23.37
Percentage of Council Agenda packets prepared on time	Result	99%	N/A	94%	95%	95%

Activity History and Description: This is a core activity. The legal requirement comes from the State of Texas. The City Manager and Assistant City Managers have the responsibility to provide assistance to Mayor and Council and citizens in relation to the Agenda process. This includes but not limited to, providing information, promoting communication, and fostering productive working relationships between staff, citizens and Mayor/Council.

Activity Objective: To ensure staff accessibility and responsiveness in relation to agenda items to citizens, Mayor and Council Members and their staff. To communicate clearly and in a timely manner.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Texas Open Meetings Act.		

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Michael McDonald 512-974-2476

Management Services-2002-03

Activity: *City Management*
Activity Code: *4CMO*
Program Name: *MANAGEMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$0	$0	$1,069,164	$1,069,164
Total Requirements	**$0**	**$0**	**$0**	**$1,069,164**	**$1,069,164**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**12.00**	**12.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
To be determined	N/A					

Activity History and Description: This is a core activity. The City Management activity was created in 2002-2003 by transferring personnel from the Administration and Management activity. This reallocation was made to delineate the functions associated with the oversight of City operations from those providing administrative and clerical support.

Activity Objective: The purpose of the City Management activity is to oversee the implementation of City Council policy directives, as well as on-going city operations.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Oversight of Directors by Assistant City Managers and oversight of Assistant City Managers and Directors by the City Manager. Intergovernmental Relations. Constituent Services. Community Relations. Implementation of Council policy directives. Long-term planning and financial oversight.		

Changes in Requirements and Performance Measures: This is a new activity for FY 2002-2003.

Responsible Employee: Joe Canales 512-974-2200

Management Services-2002-03

Activity: *Governmental Relations*
Activity Code: *4GNR*
Program Name: *MANAGEMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$0	$0
Support Services Fund	$1,178,969	$1,246,228	$1,246,228	$1,386,986	$1,386,986
Total Requirements	**$1,178,969**	**$1,246,228**	**$1,246,228**	**$1,386,986**	**$1,386,986**
Full-Time Equivalents	**3.40**	**3.90**	**3.90**	**3.90**	**3.90**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Program per bill	Efficiency	$595.36	N/A	N/A	$715.99	$715.99
City has 90% of success rate for key bills during Legislative Session	Result	92%	N/A	90%	88%	88%

Activity History and Description: This is a core activity. The legal requirement comes from Council ordinance. Government Relations is comprised of three areas:

State Relations - Austin’s lobby team, including contract lobbyists, advances Austin’s interests during legislative sessions, and during the interim as legislative committees develop reports for the coming session. This area also establishes strong relationships within the Legislature, the State and the region to promote Austin's interests. It actively participates in statewide Texas Municipal League (TML) functions and in meetings of a coalition of major Texas cities' staffs during the sessions.

Federal Relations - This area works with our congressional delegation and the Texas Cities Legislative Coalition (TCLC, a coalition of four Texas Cities). Austin and TCLC participate with the National League of Cities and the U.S. Conference of Mayors to influence legislation for Austin's benefit. this area responds to grant opportunities from which the City may benefit, and works for Austin's interest before Federal agencies.

Regional Relationships - This activity develops strong cooperative alliances and coalition building with neighboring jurisdictions and other local government entities to strengthen and protect the region, and thereby, Austin. This area has been actively working with several jurisdictions and institutions over the last few years including TML Region 10 and the Alliance of Mayors. It provides

Management Services-2002-03

Activity: *Governmental Relations*
Activity Code: *4GNR*
Program Name: *MANAGEMENT SERVICES*

administrative support to the City of Austin/Travis County Joint Subcommittee as well as the City of Austin/AISD Joint Subcommittee.

Activity Objective: Promote City's interests at state and federal levels.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Meetings with: Legislators, Council, Management, lobby team, Legislative Committees, Departments, regional groups, other governmental entities, citizen groups, caucuses.		

Changes in Requirements and Performance Measures: The increase in the funding requirement for this activity is due to the convening of the 78th Legislative Session in January, 2003. Includes funding for two temporary research positions for seven months.

Responsible Employee: John Hrncir 512-974-2285

Management Services-2002-03

Activity: *Police Oversight Monitoring*
Activity Code: *4PMM*
Program Name: *MANAGEMENT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$12,428	$542,680	$542,680	$610,262	$610,262
Total Requirements	**$12,428**	**$542,680**	**$542,680**	**$610,262**	**$610,262**
Full-Time Equivalents	**0.00**	**5.00**	**5.00**	**7.00**	**7.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per case reviewed	Efficiency	N/A	N/A	$450.00	$498.24	$498.24
Percentage of claimants who respond to survey that they were satisfied with the results	Result	N/A	N/A	95%	95%	95%

Activity History and Description: This is a core activity. The legal requirement is from Council ordinance. The Police Oversight Monitoring activity was adopted by Council on March 08, 2001.

Activity Objective: The purpose of the Office of the Police monitor is to review complaints within the Police Department and provide recommendations for resolution when applicable.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Council action on March 08, 2001.		

Changes in Requirements and Performance Measures: The funding increase in this activity is due to the addition of two (2) FTEs to complete the personnel positions approved in the Meet and Confer contract.

Responsible Employee: Joe Canales 512-974-2200

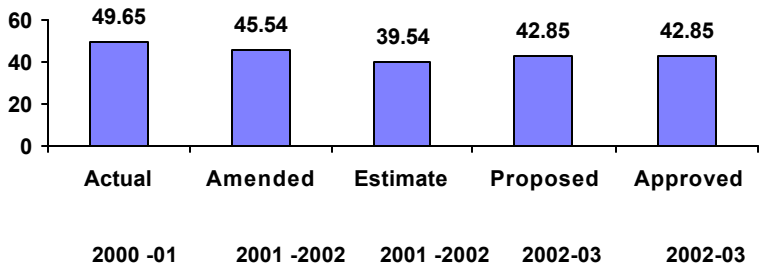
Management Services-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Administrative Cost as a percentage of Total Department Budget



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	49.65%	45.54%	39.54%	42.85%	42.85%
Percent of CAFs submitted within deadline	N/A	100%	100%	100%	100%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	N/A	N/A	N/A	N/A	N/A
Percent Variance of CYEs to Actual Expenditures	2%	2%	2%	2%	2%
Personnel Action Form (PAF) error rate	0%	0%	0%	0%	0%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	N/A	N/A	N/A	N/A	N/A

Management Services-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$1,898,069	19.70	$1,928,951	20.80	$1,928,950	20.80	$448,738	6.00	$448,738	6.00
Financial Monitoring / Budgeting	$7,746	0.10	$21,964	0.30	$21,964	0.30	$22,319	0.60	$22,319	0.60
Personnel / Training	$125,883	2.00	$59,646	0.60	$59,646	0.60	$24,473	0.10	$24,473	0.10
Purchasing / M/WBE	$6,365	0.30	$0	0.00	$0	0.00	$0	0.00	$0	0.00
Total	$2,038,063	22.10	$2,010,561	21.70	$2,010,560	21.70	$495,530	6.70	$495,530	6.70

Management Services-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$36,967	$22,307	$22,307	$78,653	$78,653
Grants	$0	$0	$0	$0	$0
Support Services Fund	$1,861,102	$1,906,644	$1,906,643	$370,085	$370,085
Total Requirements	**$1,898,069**	**$1,928,951**	**$1,928,950**	**$448,738**	**$448,738**
Full-Time Equivalents	**19.70**	**20.80**	**20.80**	**6.00**	**6.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	49.65%	45.54%	39.54%	42.85%	42.85%
Number of RCAs handled	Output	N/A	1,750	800	600	600
Percent of CAFs submitted within deadline	Result	N/A	100%	100%	100%	100%

Activity History and Description: Includes general administration, strategic planning, staff meetings and departmental administration.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff and Council meetings support Board and commission support Business plans and performance measures development Secretarial/clerical support Subscriptions and membership processing Survey development and response		

Management Services-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Management including costs

Changes in Requirements and Performance Measures: This activity includes the transfer of one position from HRD to Management Services. It also includes the elimination of 4.00 FTEs in management support personnel. Includes the reallocation of 11 employees to the new City Management activity.

Responsible Employee: Joe Canales 512-974-2200

Management Services-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$2,439	$6,325	$6,325	$6,325	$6,325
Grants	$0	$0	$0	$0	$0
Support Services Fund	$5,307	$15,639	$15,639	$15,994	$15,994
Total Requirements	**$7,746**	**$21,964**	**$21,964**	**$22,319**	**$22,319**
Full-Time Equivalents	**0.10**	**0.30**	**0.30**	**0.60**	**0.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	.162%	.374%	.324%	.336%	.336%
Percent Variance of CYEs to Actual Expenditures	Result	2%	2%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: Provide for the development of the annual budget and monitoring of expenditures to achieve a balanced budget.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City other financial

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Department budget (operating and CIP) development CYE Development Accounts receivable Five-year forecast development Travel processing		

Changes in Requirements and Performance Measures: Includes an FTE increase from .30 to .60 due to a staff reallocation. Otherwise, substantially the same.

Responsible Employee: Joe Canales 512-974-2200

Management Services-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$7,810	$1,758	$1,758	$1,758	$1,758
Grants	$0	$0	$0	$0	$0
Support Services Fund	$118,073	$57,888	$57,888	$22,715	$22,715
Total Requirements	**$125,883**	**$59,646**	**$59,646**	**$24,473**	**$24,473**
Full-Time Equivalents	**2.00**	**0.60**	**0.60**	**0.10**	**0.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$33.50	$149.11	$188.95	$155.82	$155.82
Personnel Action Form (PAF) error rate	Result	0%	0%	0%	0%	0%

Activity History and Description: This program is in place to train, recruit, hire, compensate and evaluate a diverse workforce.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing		
Hiring and recruiting		
Workers compensation claim processing		
Grievance-related activities		
Employee counseling up to and including termination		
Payroll input		
Pay check/stub distribution and correction		
Benefits administration		
PAF processing		
providing training and facilitation		

Management Services-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Attending outside training and related travel (training)
Safety evaluation
Conducting exit interviews and SSPR related activities.

Changes in Requirements and Performance Measures: Includes a decrease in FTE from .60 to .30 due to staff reallocation. Otherwise, substantially the same.

Responsible Employee: Joe Canales 512-974-2200

Management Services-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$6,365	$0	$0	$0	$0
Total Requirements	**$6,365**	**$0**	**$0**	**$0**	**$0**
Full-Time Equivalents	**0.30**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	N/A	N/A	N/A	N/A	N/A
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	N/A	N/A	N/A	N/A	N/A
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: The activity moved from the Controller's Office upon retirement of one staff member. The Management Services Department now has an Accountant Associate to provide on-site payment processing.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding acquisition and payment for goods, petty cash fund replenishment, approval for other forms for the acquisition of necessary items.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing, technical assistance, purchase order and payment processing.		

Changes in Requirements and Performance Measures: These services will now be provided with staff resources in the Financial and Administrative Services Department.

Responsible Employee: Joe Canales 512-974-2200

Mayor and Council — 2002-2003

Mayor and Council Budget

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Requirements	$1,069,402	$1,147,016	$1,147,016	$1,190,890	$599,511
Full-time Equivalents (FTE's)	16.00	16.00	16.00	16.00	7.00

Mayor and Council Support Funded Through the Office of the City Clerk

	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Requirements	$413,271	$434,223	$434,223	$441,120	$1,068,517
Full-time Equivalents (FTE's)	8.00	8.00	8.00	8.00	18.00

Mayor and Council — 2002-2003

Total for Mayor and Council, including funding from Office of the City Clerk, by place:

Mayor's Office	2002-2003 Approved
Requirements	$375,372
Full-time Equivalents (FTE's)	6.00

Council Place 1	2002-2003 Approved
Requirements	$197,138
Full-time Equivalents (FTE's)	3.00

Council Place 2	2002-2003 Approved
Requirements	$197,138
Full-time Equivalents (FTE's)	3.00

Council Place 3	2002-2003 Approved
Requirements	$197,138
Full-time Equivalents (FTE's)	3.00

Council Place 4	2002-2003 Approved
Requirements	$197,138
Full-time Equivalents (FTE's)	3.00

Council Place 5	2002-2003 Approved
Requirements	$197,138
Full-time Equivalents (FTE's)	3.00

Council Place 6	2002-2003 Approved
Requirements	$197,138
Full-time Equivalents (FTE's)	3.00

Shared Administrative Costs	2002-2003 Approved
Requirements	$109,828
Full-time Equivalents (FTE's)	1.00

Total Requirements	$1,668,028
Total Full-time Equivalents (FTE's)	25.00

Mayor and Council —2002-2003

Mission

By Texas State law and the City of Austin Charter, all powers of the City are vested in and exercised by an elected City Council. The Austin City Council is comprised of the Mayor, Mayor Pro Tem, and five Council Members. As outlined in the City Charter, the Mayor and Council may act to accomplish any lawful purpose for the "advancement of the interest, welfare, health, morals, comfort, safety, and convenience of the City and its inhabitants."

Goals

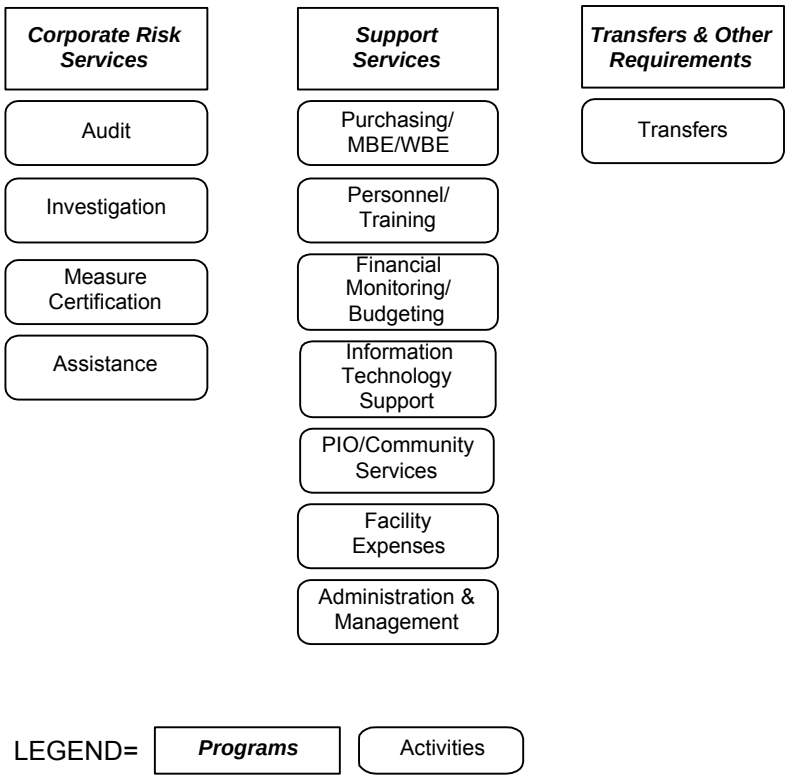
- Govern the City of Austin in the best interest of its citizens, to whom the City Council is directly responsible
- Adopt the annual operating and capital budgets
- Enact legislation to accomplish the lawful purposes outlined in the City Charter
- Appoint the members of public boards and commissions
- Approve changes in City zoning ordinances
- Appoint the City Manager, the person directly responsible for executing the directives and policies of the City Council
- Approve major contracts entered into by the City
- Respond to requests for information and assistance by citizens

Mayor and Council — 2002-2003

Significant Revenue and Expenditure Changes by Program

Expenditure Changes	**Dollars**	**FTEs**
1. **City-Wide** The Approved Budget includes $3,442 for incremental costs of Pay for Performance in 2002.	$3,442	
An additional $7,104 has been included in the Proposed Budget for anticipated changes in health contributions.	$7,104	
The following changes were approved by Council at budget adoption:		
1. Council approved the reduction of the Mayor and Council budget by $70,359.	($70,359)	
2. Council approved the consolidation of Mayor and Council support staff in the Office of the City Clerk.	($536,385)	(9.00)

Office of the City Auditor — 2002-2003



Support Services Fund	2000–2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002–2003 Proposed	2002–2003 Approved
Requirements	$1,864,616	$1,998,956	$1,946,248	$1,227,673	$1,487,426
Full-time Equivalents (FTE's)	30.00	30.00	30.00	18.00	22.00

Office of the City Auditor –2002-2003

Mission

The mission of the Office of the City Auditor is: We make Austin City Government better and more accountable - helping to ensure a City government that is efficient, effective, and ethical and which is accountable to the citizens of Austin.

Goals

To help the department achieve its mission the following goals have been developed:

- City Outcomes: Strengthen the City's performance and accountability to the public in managing resources and achieving outcomes.
- City Planning and Decision Making: Focus City priorities on the most significant current and future challenges.
- Workplace Integrity: Strengthen the ethical work environment and improve public trust in the City.
- Internal Capacity: Sustain and improve our ability to respond to new and existing customer needs.
- OCA Credibility: Sustain and improve our reputation for professional leadership and responsive, high quality service delivery.

Key Indicators

The key indicators used by the Office of the City Auditor are the program results measures for each of the four direct service activities. The key indicators for each activity are:

- Audit: Percent of recommendations from previous three years that were reported implemented
- Investigation: Percentage of cases investigated to completion where accountability action occurs
- Assistance: Customer satisfaction that previously agreed-to results were achieved from assistance projects

Office of the City Auditor –2002-2003

Business Plan

The Approved Budget contains the following items:

Austin Energy Audit Initiative: The Approved Budget includes an increase in funding received from Austin Energy for the Austin Energy Audit Initiative.

Elimination of the Information and Response Activity: The Approved Budget includes the elimination of the Information and Response Activity from the menu of services.

The Proposed Budget included a proposal to reallocate seven Auditors and one Assistant City Auditor, along with $519,506 in personnel and support funding, to the Financial Services Department for the creation of a City Manager Internal Audit division. During budget adoption, the City Council voted to reduce the amount of the reallocation to four Auditors and $259,753 in personnel and support funding. Although the proposal was included in the Transfers activity, the reallocation affected the following activities: Audit, Assistance, Investigation, Administration and Management, Facility Expenses, Financial Monitoring and Budgeting, Information Technology Support, Personnel/Training, PIO/Community Services, and Purchasing/M/WBE. The Approved Budget reflects the changes in these affected activities as a result of the transfer to the Internal Audit division and the corresponding internal reallocation of remaining resources.

The Proposed Budget also included the creation of a new Measure Certification activity, and a new corresponding key indicator "Percentage of measures tested that are certified as reliable." As a result of the internal reallocation of remaining resources, this new activity and corresponding key indicator has been removed from the Office of the City Auditor's Approved Budget. In FY 2003, the measure certification function will be performed by the City Manager's new Internal Audit division.

Office of the City Auditor— 2002-2003

Significant Revenue and Expenditure Changes by Program

Expenditure Changes	**Dollars**	**FTES**
1. **City-Wide**		
The Approved Budget includes $16,610 for the salary increases associated with Pay for Performance in 2002.	$16,610	
An additional $11,544 has been included in the Approved Budget for anticipated changes in health contributions.	$11,544	
2. **Corporate Risk Services**		
The Approved Budget includes an increase in expense refunds from Austin Energy for the Austin Energy Audit Initiative.	($100,000)	
The Approved Budget includes a decrease in expense refunds from the Convention Center in the amount of $50,000.	$50,000	
The Approved Budget includes the elimination of one vacant auditor position.	($51,500)	(1.00)
The Approved Budget includes the elimination of two filled Auditor positions and one filled Audit Investigator position.	($159,776)	(3.00)
The Approved Budget eliminates the department's budgeted vacancy savings.	$47,598	
3. **Support Services**		
The Approved Budget includes a reduction in funding to purchase consulting services in the area of civil/structural engineering, information technology, and quantitative analysis to provide expertise for planned and ongoing projects.	($5,000)	
The Approved Budget eliminates funding for contracted LAN Administration Services from the Human Resources Department.	($30,000)	
The Approved Budget includes decreased funding for parking expenses.	($17,000)	

Office of the City Auditor— 2002-2003

	Dollars	FTES
4. **Department-Wide** The Budget included a proposal to reallocate seven Auditors and one Assistant City Auditor, along with $519,506 in personnel and support funding, to the Financial Services Department for the creation of a City Manager Internal Audit division.	($519,506)	(8.00)
The following changes were approved by Council at Budget Adoption:		
The City Council voted to reduce the amount of the reallocation to four Auditors and $259,753 in personnel and support funding rather than the 8.0 FTEs and $519,506 presented in the Proposed Budget. Although the proposal was included in the Transfers activity, the reallocation affected the following activities: Audit, Assistance, Investigation, Administration and Management, Facility Expenses, Financial Monitoring and Budgeting, Information Technology Support, Personnel/Training, PIO/Community Services, and Purchasing/ M/WBE. The Approved Budget reflects the changes in these affected activities as a result of the transfer to the Internal Audit division and the corresponding internal reallocation of remaining resources.		
During the internal reallocation of remaining resources, the proposed Measure Certification activity was removed from the Approved Budget.	$259,753	4.00

Programs and Activites

Office of the City Auditor-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
CORPORATE RISK SERVICES										
Assistance	$137,055	2.01	$209,642	3.00	$213,756	3.20	$57,648	1.00	$39,353	0.50
Audit	$683,362	15.97	$653,059	14.10	$690,150	14.65	$752,749	14.75	$770,565	14.50
Information & Response	$70,973	0.74	$139,476	2.25	$54,097	0.18	$0	0.00	$0	0.00
Investigation	$197,306	3.43	$207,430	3.00	$196,406	4.32	$148,908	2.15	$205,447	3.00
Measure Certification	$0	0.00	$0	0.00	$0	0.00	$114,782	1.50	$0	0.00
SUPPORT SERVICES										
Administration and Management	$258,405	3.55	$341,351	4.35	$324,113	4.35	$292,182	3.65	$196,796	2.40
Facility Expenses	$167,358	0.04	$168,544	0.00	$155,196	0.00	$155,574	0.00	$150,172	0.00
Financial Monitoring / Budgeting	$22,308	0.29	$23,305	0.30	$19,026	0.30	$18,820	0.25	$8,575	0.10
Information Technology Support	$64,721	0.48	$43,404	0.15	$46,801	0.15	$8,268	0.05	$7,069	0.04
Personnel / Training	$222,159	2.76	$180,091	2.35	$194,028	2.35	$171,113	2.20	$91,404	1.16
PIO/Community Services	$26,815	0.35	$19,563	0.20	$39,290	0.20	$14,285	0.15	$7,317	0.05
Purchasing / M/WBE	$14,154	0.38	$13,091	0.30	$13,385	0.30	$12,850	0.30	$10,728	0.25
TRANSFERS & OTHER REQUIREMENTS										
Transfers	$0	0.00	$0	0.00	$0	0.00	($519,506)	-8.00	$0	0.00
Total	$1,864,616	30.00	$1,998,956	30.00	$1,946,248	30.00	$1,227,673	18.00	$1,487,426	22.00

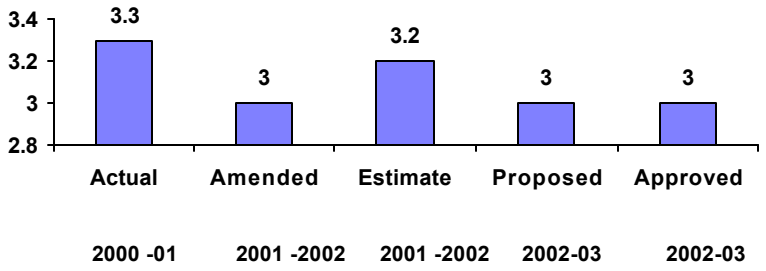
Office of the City Auditor-2002-03

Program: CORPORATE RISK SERVICES

Program Objective: The purpose of Corporate Risk Services is to provide independent and objective information, recommendations, and assistance to Council and Management to improve City services and strengthen accountability to the public.

Program Results Measures:

Council customer satisfaction (Scale: 1=Poor; 4=Excellent)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Council customer satisfaction (Scale: 1=Poor; 4=Excellent)	3.3	3.0	3.2	3.0	3.0
Council customer satisfaction with contribution to improved accountability	3.4	3.0	3.2	3.0	3.0
Council Satisfaction with issued audit reports	N/A	N/A	N/A	3.0	3.0
Customer satisfaction that previously agreed to results were achieved from assistance projects	4.0	3.0	3.0	3.0	3.0
Customer satisfaction with quality of response	3.8	3.0	3.0	N/A	N/A
Dollar impact (savings, recoveries, restitutions, etc.)	$860,841	$300,000	$1,500,000	$175,000	$300,000
Dollar impact per dollar spent (savings, recoveries, restitutions, etc.)	$4.36	$1.45	$7.64	$1.14	$1.46
Percent of cases investigated to completion where accountability action occurs	60.3%	60%	60%	67%	67%

Office of the City Auditor-2002-03

Program: CORPORATE RISK SERVICES

Percent of recommendations tested and status verified as reported by management	N/A	N/A	N/A	80%	80%
Percentage of measures tested that are certified as relevant	N/A	N/A	N/A	67%	N/A
Percentage of measures tested that are certified as reliable	N/A	N/A	N/A	67%	N/A

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Assistance	$137,055	2.01	$209,642	3.00	$214,336	3.20	$57,648	1.00	$39,353	0.50
Audit	$933,362	15.97	$853,059	14.10	$929,365	14.65	$1,002,749	14.75	$1,020,565	14.50
Information & Response	$70,973	0.74	$139,476	2.25	$54,097	0.18	$0	0.00	$0	0.00
Investigation	$197,306	3.43	$207,430	3.00	$196,406	4.32	$148,908	2.15	$205,447	3.00
Measure Certification	$0	0.00	$0	0.00	$0	0.00	$114,782	1.50	$0	0.00
Total	$1,338,696	22.15	$1,409,607	22.35	$1,394,204	22.35	$1,324,087	19.40	$1,265,365	18.00

Office of the City Auditor-2002-03

Activity: *Assistance*
Activity Code: *7AST*
Program Name: *CORPORATE RISK SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$580	$0	$0
Support Services Fund	$137,055	$209,642	$213,756	$57,648	$39,353
Total Requirements	**$137,055**	**$209,642**	**$214,336**	**$57,648**	**$39,353**
Full-Time Equivalents	**2.01**	**3.00**	**3.20**	**1.00**	**0.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per assistance product delivered	Efficiency	$8,566	$13,976	$13,360	$14,481	$19,676
Customer satisfaction that previously agreed to results were achieved from assistance projects	Result	4.0	3.0	3.0	3.0	3.0

Activity History and Description: The Assistance activity is core function consisting of advisory and consulting services that enable OCA to be a City resource for best practices in management systems and service delivery. The City Charter Article VII, Section 17 establishes the legal mandate for the Office of the City Auditor and the services to be provided thereby.

The scale for the customer satisfaction survey is:
1.0 = Poor, 2.0 = Fair, 3.0 = Good, 4.0 = Excellent

Activity Objective: The purpose of the Assistance activity is to provide expertise in best management practices to City departments and Council so that departments can improve management systems that support service delivery and Council can identify criteria against which to judge management's performance.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
The Assistance activity includes the following services: - Consulting and Assistance in identifying and implementing best management practices, - Training (e.g. Ethics, Performance		

Office of the City Auditor-2002-03

Activity: *Assistance*
Activity Code: *7AST*
Program Name: *CORPORATE RISK SERVICES*

Accountability), and
- Proactive assessment and risk identification

Changes in Requirements and Performance Measures:

During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. As a result of the transfer, the remaining resources were reallocated to fund the department's direct service activities.

Approved requirements decrease by $170,284 due to the reallocation of 2.5 FTEs within the department's direct service activities.

Responsible Employee: C'Anne Daugherty 512-974-2552

Office of the City Auditor-2002-03

Activity: *Audit*
Activity Code: *7ADT*
Program Name: *CORPORATE RISK SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$250,000	$200,000	$239,215	$250,000	$250,000
Support Services Fund	$683,362	$653,059	$690,150	$752,749	$770,565
Total Requirements	**$933,362**	**$853,059**	**$929,365**	**$1,002,749**	**$1,020,565**
Full-Time Equivalents	**15.97**	**14.10**	**14.65**	**14.75**	**14.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per audit report	Efficiency	$71,797	$81,632	$98,593	$83,639	$85,618
Cost per recommendation	Efficiency	$7,593	$10,884	$11,503	$10,754	$11,008
Number of audit reports completed	Output	13	8	7	9	9
Number of recommendations published in audit reports	Output	90	60	60	70	70
Council customer satisfaction (Scale: 1=Poor; 4=Excellent)	Result	3.3	3.0	3.2	3.0	3.0
Council customer satisfaction with contribution to improved accountability	Result	3.4	3.0	3.2	3.0	3.0
Council Satisfaction with issued audit reports	Result	N/A	N/A	N/A	3.0	3.0
Percent of recommendations tested and status verified as reported by management	Result	N/A	N/A	N/A	80%	80%

Activity History and Description: Audit is a core function and an ongoing activity that supports our goal to strengthen the city's performance and accountability to the public in managing resources and achieving outcomes. The City Charter Article VII, Section 17 establishes the legal mandate for the Office of the City Auditor and the services to be provided thereby.

OCA will perform audits of major city services or functions identified by the Council and our risk and vulnerability assessment process. Benefits include improved City processes and controls, enhanced City services, cost savings

Office of the City Auditor-2002-03

Activity: *Audit*
Activity Code: *7ADT*
Program Name: *CORPORATE RISK SERVICES*

opportunities, and a generally positive effect on public trust.

Explanation of Measures:
1. The scale for the customer satisfaction survey is:
1.0 = Poor, 2.0 = Fair, 3.0 = Good, 4.0 = Excellent

2. For the Audit activity, total costs used in the unit cost measures are net costs after expense refunds.

Activity Objective: The purpose of conducting audits is to provide independent and objective information and recommendations to City Council and management to improve City services and strengthen accountability for performance.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
The Audit activity includes the following services: - Performing audits resulting from risk assessment - Performing audits to comply with established requirements - Following up on implementation of audit recommendations		

Changes in Requirements and Performance Measures: During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. Staffing levels in the Audit activity were maintained by reallocating departmental resources to this core service.

Total approved requirements increase by $167,506. Expense refunds increase by a net $50,000 due to the increased amount of the Austin Energy Audit Initiative offset by a reduction in funding by the Convention Center. Approved FTEs and personnel expenditures increase a net of 0.4 FTEs due to the reallocation of FTEs from other activities within the department.

Responsible Employee: Page Graves 512-974-2073

Office of the City Auditor-2002-03

Activity: *Information & Response*
Activity Code: *7ANR*
Program Name: *CORPORATE RISK SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$70,973	$139,476	$54,097	$0	$0
Total Requirements	**$70,973**	**$139,476**	**$54,097**	**$0**	**$0**
Full-Time Equivalents	**0.74**	**2.25**	**0.18**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per response	Efficiency	$8,872	$11,623	$6,762	N/A	N/A
Number of information responses provided	Output	8	12	8	N/A	N/A
Customer satisfaction with quality of response	Result	3.8	3.0	3.0	N/A	N/A

Activity History and Description: The Information and Response activity is a service enhancement established to strengthen city planning and decision making and focus city priorities on the most significant current and future challenges by providing timely information to City Council members. The scale for the customer satisfaction survey is: 1.0 = Poor, 2.0 = Fair, 3.0 = Good, and 4.0 = Excellent.

Activity Objective: The purpose of the Information and Response activity is to provide responses to Council and management requestors so that they can make informed decisions.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
		The Information and Response activity includes the following services: - Performing limited-scope requested audits - Responding to Council and management questions with Quick Response projects - Identifying information of immediate Council interest

Changes in Requirements and Performance Measures: This activity will be eliminated in FY 2002-03.

Office of the City Auditor-2002-03

Activity: *Information & Response*
Activity Code: *7ANR*
Program Name: *CORPORATE RISK SERVICES*

Responsible Employee:	Taylor Dudley	512-974-2064

Office of the City Auditor-2002-03

Activity: *Investigation*
Activity Code: *7ANV*
Program Name: *CORPORATE RISK SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$197,306	$207,430	$196,406	$148,908	$205,447
Total Requirements	**$197,306**	**$207,430**	**$196,406**	**$148,908**	**$205,447**
Full-Time Equivalents	**3.43**	**3.00**	**4.32**	**2.15**	**3.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of cases received	Demand	106	75	71	75	75
Cost per case resolved	Efficiency	$1,529	$2,766	$2,766	$1,985	$2,739
Number of cases investigated to completion	Output	63	40	28	30	30
Number of cases resolved	Output	129	75	71	75	75
Dollar impact (savings, recoveries, restitutions, etc.)	Result	$860,841	$300,000	$1,500,000	$175,000	$300,000
Dollar impact per dollar spent (savings, recoveries, restitutions, etc.)	Result	$4.36	$1.45	$7.64	$1.14	$1.46
Percent of cases investigated to completion where accountability action occurs	Result	60.3%	60%	60%	67%	67%

Activity History and Description: The Investigation activity is a core function established to conduct investigations and assist City Management with administrative review of cases involving fraud, waste, and abuse in City programs and activities. The City Charter Article VII, Section 17 establishes the legal mandate for the Office of the City Auditor and the services to be provided thereby. The unit:

1) Has responded to over 600 allegations of fraud, waste, and abuse since its inception,
2) Has maintained a Citywide Hotline for employees to use to report known cases of integrity violations,
3) Has developed effective working relationships with law enforcement agencies such as Austin Police Department, the District Attorney's Office, and federal criminal investigators. These relationships allow the unit to coordinate multi-

Office of the City Auditor-2002-03

Activity: *Investigation*
Activity Code: *7ANV*
Program Name: *CORPORATE RISK SERVICES*

agency efforts against fraud within city programs.

Activity Objective: The purpose of the Investigation activity is to investigate allegations of fraud, waste, and abuse for the City in order to safeguard assets.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
The Investigation activity involves: - Performing investigations - Supporting accountability actions and litigation. (Accountability actions include management, personnel, civil, or criminal actions.)		

Changes in Requirements and Performance Measures: During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. The remaining resources were then reallocated within the department's core activities. As a result of the reallocation from the Proposed to Approved Budgets, approved requirements are substantially the same.

Responsible Employee: Taylor Dudley 512-974-2074

Office of the City Auditor-2002-03

Activity: *Measure Certification*
Activity Code: *7AMC*
Program Name: *CORPORATE RISK SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$0	$0	$114,782	$0
Total Requirements	**$0**	**$0**	**$0**	**$114,782**	**$0**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**1.50**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per measure tested for relevance or reliability	Efficiency	N/A	N/A	N/A	$1,913	N/A
Number of measures tested for relevance	Output	N/A	N/A	N/A	30	N/A
Number of measures tested for reliability	Output	N/A	N/A	N/A	30	N/A
Percentage of measures tested that are certified as relevant	Result	N/A	N/A	N/A	67%	N/A
Percentage of measures tested that are certified as reliable	Result	N/A	N/A	N/A	67%	N/A

Activity History and Description: The Proposed Budget included this as a new semi-core activity to be added to OCA's menu of services. The Approved Budget removes the funding for this activity as a result of the internal reallocation of resources following the Council-approved transfer of four Auditors to the Financial Services Department.

Activity Objective: The purpose of the Measure Certification activity is to determine the relevance and reliability of selected City of Austin performance measures, for Council and management so that they may have sound information for decision making.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	The Measure Certification Activity includes: - Testing the relevance and reliability of key performance indicators contained in City business plans, budget documents, and performance reports	

Office of the City Auditor-2002-03

Activity: *Measure Certification*
Activity Code: *7AMC*
Program Name: *CORPORATE RISK SERVICES*

Changes in Requirements and Performance Measures:

During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. The remaining resources were then reallocated among the department's core activities. As a result, funding for the proposed Measure Certification activity was eliminated.

In FY 2003, the measure certification function will be performed by the City Manager's Internal Audit division.

Responsible Employee: Jack Timmins 512-974-2074

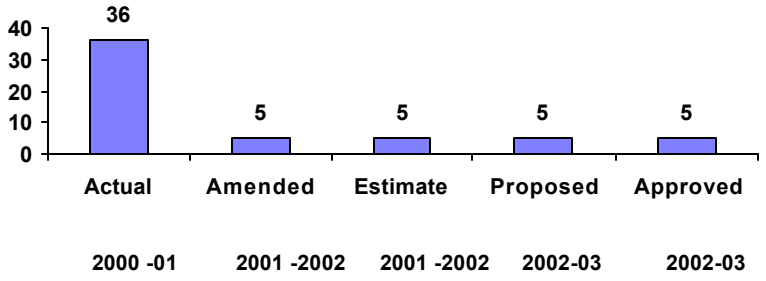
Office of the City Auditor-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so that staff have the necessary tools to perform their jobs.

Program Results Measures:

Personnel Action Form (PAF) error rate



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of CAFs submitted within deadline	N/A	100%	100%	100%	100%
Percent of information technology problems resolved at time of call	75%	75%	75%	75%	75%
Percent of media calls responded to within 15 minutes	N/A	N/A	N/A	100%	100%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	N/A	25%	25%	25%	25%
Percent Variance of CYEs to Actual Expenditures	(0.075%)	0%	0%	0%	0%
Personnel Action Form (PAF) error rate	36%	5%	5%	5%	5%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	N/A	21 days	15 days	21 days	21 days

Office of the City Auditor-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$258,405	3.55	$341,351	4.35	$324,171	4.35	$292,182	3.65	$196,796	2.40
Facility Expenses	$167,358	0.04	$168,544	0.00	$155,196	0.00	$155,574	0.00	$150,172	0.00
Financial Monitoring / Budgeting	$22,308	0.29	$23,305	0.30	$19,026	0.30	$18,820	0.25	$8,575	0.10
Information Technology Support	$64,721	0.48	$43,404	0.15	$46,801	0.15	$8,268	0.05	$7,069	0.04
Personnel / Training	$222,159	2.76	$180,091	2.35	$194,724	2.35	$171,113	2.20	$91,404	1.16
PIO/Community Services	$26,815	0.35	$19,563	0.20	$39,290	0.20	$14,285	0.15	$7,317	0.05
Purchasing / M/WBE	$14,154	0.38	$13,091	0.30	$13,385	0.30	$12,850	0.30	$10,728	0.25
Total	$775,920	7.85	$789,349	7.65	$792,593	7.65	$673,092	6.60	$472,061	4.00

Office of the City Auditor-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$58	$0	$0
Support Services Fund	$258,405	$341,351	$324,113	$292,182	$196,796
Total Requirements	**$258,405**	**$341,351**	**$324,171**	**$292,182**	**$196,796**
Full-Time Equivalents	**3.55**	**4.35**	**4.35**	**3.65**	**2.40**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	13.86%	17.08%	16.21%	24.79%	13.23%
Percent of CAFs submitted within deadline	Result	N/A	100%	100%	100%	100%

Activity History and Description: The Administrative and Management activity captures the cost of oversight, guidance, and administrative support for the Office as a whole. The activity includes a portion of administrative support staff, department management, and other direct staff positions working on services included in the activity.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative support in the most effective and efficient manner while establishing, maintaining, and communicating departmental and City policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
- Office meetings - Business Plan development - Performance Measures development - Clerical support - Office of the Director - Council Meetings - Request for Information - Department Management - Policy Development - Administration and Supervision - Reception - Board and Commission support		

Office of the City Auditor-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

- Audit Committee support
- Citywide issues
- Peer reviews (internal)
- Collecting and monitoring timeliness data
- Assessing and implementing process improvements to increase efficiency
- Collecting and maintaining data on project efficiency
- Developing and updating policies for existing and new services

Changes in Requirements and Performance Measures:

During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. As a result, staffing levels and expenditures in the Administration and Management activity decreased from the Proposed to Approved Budget. In addition, remaining resources were reallocated within the Department's activities.

Total approved requirements decrease by $144,555 due primarily to the staff reductions and a reallocation of departmental resources.

Responsible Employee: Jack Timmins 512-974-2074

Office of the City Auditor-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$167,358	$168,544	$155,196	$155,574	$150,172
Total Requirements	**$167,358**	**$168,544**	**$155,196**	**$155,574**	**$150,172**
Full-Time Equivalents	**0.04**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	N/A	N/A
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$26.79	$25.40	$24.84	$24.90	$24.04
Total square feet of facilities	Output	6,248	6,248	6,248	6,248	6,248
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: To provide activity costs which include office lease, copier usage costs and employee parking costs.

Activity Objective: The purpose of Facility Expenses activity is to provide maintenance, custodial and security of all facilities for the department to ensure an operational, clean, and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
- Facility Expenses - Custodial Services - Security Services		

Changes in Requirements and Performance Measures: During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. As a result of the support transfer, requirements in the Facility Expenses activity decreased by $5,402 from the Proposed to Approved Budget. The approved target for the performance measure “facility expense per square foot” also

changed from the Proposed Budget as a result of the decreased activity requirements.

Total approved requirements decrease by $18,372 due primarily to a reduction in paid parking.

Responsible Employee: Jack Timmins 512-974-2074

Office of the City Auditor-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$22,308	$23,305	$19,026	$18,820	$8,575
Total Requirements	**$22,308**	**$23,305**	**$19,026**	**$18,820**	**$8,575**
Full-Time Equivalents	**0.29**	**0.30**	**0.30**	**0.25**	**0.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	1.20%	1.17%	0.98%	1.60%	0.58%
Percent Variance of CYEs to Actual Expenditures	Result	(0.075%)	0%	0%	0%	0%

Activity History and Description: Provide for the development of the annual budget and monitoring of expenditures to achieve a balanced budget.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
- Budgeting and Financial Monitoring - Performance Measurement and Monitoring		

Changes in Requirements and Performance Measures: During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. As a result, the approved target for the performance measure “cost of financial management as a percent of total department budget” changed from the Proposed Budget.

In addition, the department reallocated remaining resources to its direct service activities. Due to the reallocation, total approved requirements decrease by $14,730 and 0.2 FTEs.

Office of the City Auditor-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Responsible Employee:	Jack Timmins	512-974-2074

Office of the City Auditor-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$64,721	$43,404	$46,801	$8,268	$7,069
Total Requirements	**$64,721**	**$43,404**	**$46,801**	**$8,268**	**$7,069**
Full-Time Equivalents	**0.48**	**0.15**	**0.15**	**0.05**	**0.04**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	3.47%	2.17%	2.40%	0.70%	0.48%
Information technology support costs per workstation	Efficiency	$1,849	$1,240	$1,337	$236	$262
Percent of information technology problems resolved at time of call	Result	75%	75%	75%	75%	75%

Activity History and Description: During 1997-98, OCA had a LAN Administrator on staff within the office. From 1998-99 through 2001-02, LAN Administration was provided by contract with the City's Human Resources Department with support from additional staff on small projects. In 2002-03, limited network support will be provided by the Information Systems Department.

Activity Objective: The purpose of the Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
The information technology support activity includes the following services: - Information systems maintenance and support - Information systems planning, development, and implementation - Monitoring computer purchases and upgrades		

Office of the City Auditor-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures:

During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. As a result of the support transfer, requirements in the Information Technology activity decreased from the Proposed to Approved Budget. The approved targets for the performance measures “information technology support costs as a percentage of total department budget” and “information technology support costs per workstation” also changed from the Proposed Budget as a result of the decreased number of supported workstations.

Total requirements decrease by $36,335, primarily due to the reduction of a $30,000 LAN administration contract with the Human Resources Department. The services will now be provided by the Information Technology Department. FTEs also decrease by 0.11.

Responsible Employee: Jack Timmins 512-974-2074

Office of the City Auditor-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$696	$0	$0
Support Services Fund	$222,159	$180,091	$194,028	$171,113	$91,404
Total Requirements	**$222,159**	**$180,091**	**$194,724**	**$171,113**	**$91,404**
Full-Time Equivalents	**2.76**	**2.35**	**2.35**	**2.20**	**1.16**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$7,405	$6,003	$6,491	$9,506	$4,155
Personnel Action Form (PAF) error rate	Result	36%	5%	5%	5%	5%

Activity History and Description: To recruit and hire qualified personnel and train current staff to meet Auditing Standards and SSPR requirements and enhance abilities to perform duties.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department. Additional services included are to recruit, hire, compensate, and train a skilled, diversified, and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services

- Personnel management
- Time accounting/ payroll
- Managing benefits
- Performance appraisals
- Reward and recognition program
- Internal systems to manage/reward leadership participation
- Training/ staff development
- Training Facilitation
- Hiring, recruiting, and retention process
- Mentoring and orientation processes
- Assessing and addressing KSA gaps

Semi Core Services

Service Enhancements

Office of the City Auditor-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

- Addressing employee grievances
- Counseling and morale
- Evaluating workplace conditions

Changes in Requirements and Performance Measures:

During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. As a result, staffing levels and expenditures in the Personnel / Training activity decreased from the Proposed to Approved Budget. The approved target for the performance measure “cost of personnel activity per budgeted FTE” also changed from the Proposed Budget as a result of the Council vote that reduced the number of positions transferred from eight to four. In addition, remaining resources were reallocated among the Department's activities.

Total approved requirements decrease by $88,687 and 1.19 FTEs due primarily to the staff transfer to Internal Audit and a reallocation of departmental resources.

Responsible Employee: Colleen Waring 512-974-2070

Office of the City Auditor-2002-03

Activity: *PIO/Community Services*
Activity Code: *9SVC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$26,815	$19,563	$39,290	$14,285	$7,317
Total Requirements	**$26,815**	**$19,563**	**$39,290**	**$14,285**	**$7,317**
Full-Time Equivalents	**0.35**	**0.20**	**0.20**	**0.15**	**0.05**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Value of Department-Initiated Media Coverage	Efficiency	N/A	$1,304	N/A	$1,304	TBD
Percent of media calls responded to within 15 minutes	Result	N/A	N/A	N/A	100%	100%

Activity History and Description: This activity provides for communication/education to customers and information about services provided. Also, this action provides results of audits to the media.

Activity Objective: The purpose of the PIO/Community Service/Marketing activity is to provide written and verbal communication to the public about department activities and events so that they can be aware, understand and appreciate the services/events offered.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	- Speaking engagements - Community hotlines - Web site on OCA services and audit results - Submissions to competitions and professional publications - Information/Assistance to other audit offices (including external peer reviews) - Submissions to media on Audit work/ city performance - Report production and distribution	

Changes in Requirements and Performance Measures: During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services

Office of the City Auditor-2002-03

Activity: *PIO/Community Services*
Activity Code: *9SVC*
Program Name: *SUPPORT SERVICES*

Department for the creation of a City Manager Internal Audit Division. As a result of the support transfer, requirements in the PIO/Community Services activity decreased from the Proposed to Approved Budget. In addition, remaining resources were reallocated among the Department's activities.

Total approved requirements decrease by $12,246 and 0.15 FTEs.

Responsible Employee: Jack Timmins 512-974-2074

Office of the City Auditor-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$14,154	$13,091	$13,385	$12,850	$10,728
Total Requirements	**$14,154**	**$13,091**	**$13,385**	**$12,850**	**$10,728**
Full-Time Equivalents	**0.38**	**0.30**	**0.30**	**0.30**	**0.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	N/A	N/A	N/A	N/A	$61.30
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	N/A	25%	25%	25%	25%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	N/A	21 days	15 days	21 days	21 days

Activity History and Description: To obtain bids for supplies and services and pay for items in a timely manner.

Activity Objective: The purpose of the purchasing and M/WBE activity is to provide technical and administrative services for the Office of the City Auditor, which promote accurate, timely, complete and compliant contract-related purchasing in order to conduct office activities in the most efficient, cost effective way possible.

Services of the Activity:

Core Services

- Purchasing/Payments
- Cash handling (petty cash)
- Accounts payable processing
- Acquiring inventory
- Contract administration

MBE/WBE:
- Checking under $5000 guidelines
- Maintain MBE/WBE list
- Outreach and Technical Assistance
- Contract compliance
- Certification/ verification
- Reporting

Semi Core Services

Service Enhancements

Office of the City Auditor-2002-03

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures:

During budget adoption, the City Council voted to reallocate four Auditors and associated personnel and support funding to the Financial Services Department for the creation of a City Manager Internal Audit Division. In addition, the Department reallocated its remaining resources among the activities. As a result of the reallocation, Approved requirements decrease by $2,363 and 0.05 FTEs.

Responsible Employee: Jack Timmins 512-974-2074

Office of the City Auditor-2002-03

Activity: *Transfers*
Activity Code: *9XFR*
Program Name: *TRANSFERS & OTHER REQUIREMENTS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$0	$0	($519,506)	$0
Total Requirements	**$0**	**$0**	**$0**	**($519,506)**	**$0**
Full-Time Equivalents	**0.00**	**0.00**	**0.00**	**-8.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved

Activity History and Description: The Proposed Column shows the transfer of seven Auditors and one Assistant City Auditor, along with $519,506 in personnel and support funding, to the Financial Services Department for the creation of a City Manager Internal Audit division. During budget adoption, the City Council voted to reduce the amount of the reallocation to four Auditors and $259,753 in personnel and support funding. Although the proposal was included in the Transfers activity, the reallocation affected the following activities: Audit, Assistance, Investigation, Administration and Management, Facility Expenses, Financial Monitoring and Budgeting, Information Technology Support, Personnel/Training, PIO/Community Services, and Purchasing/M/WBE. In addition, funding for the proposed Measure Certification activity was removed from the Approved Budget and other internal reallocations were made with remaining funding.

This Approved Budget document reflects the changes in these affected activities. The new amounts have been redistributed from the Transfers activity to the other activities of the Office of the City Auditor.

Activity Objective:

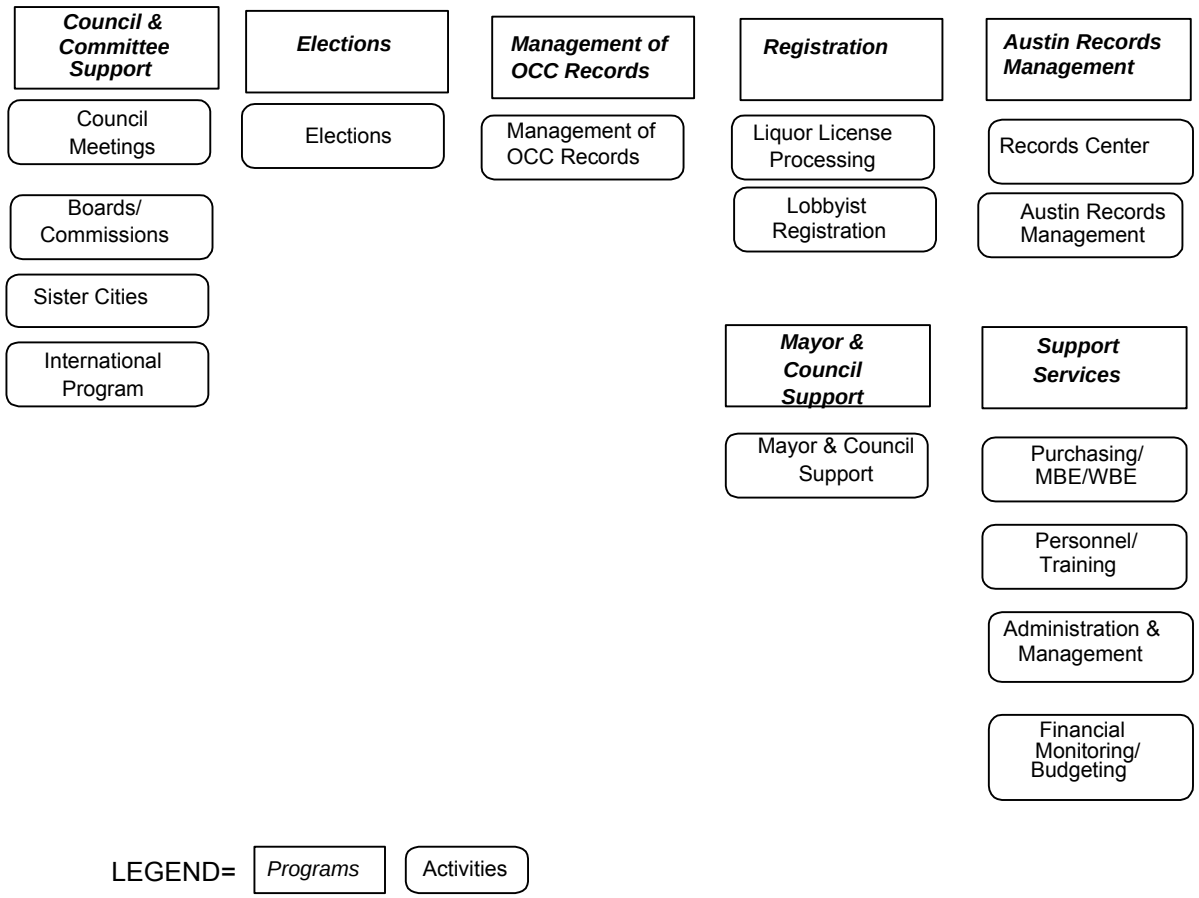
Services of the Activity:

Core Services | **Semi Core Services** | **Service Enhancements**

Changes in Requirements and Performance Measures:

Responsible Employee:

Office of the City Clerk — 2002–2003



	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Revenue	$14,775	$344,565	$344,565	$16,000	$16,000
OCC Requirements	$2,048,644	$2,900,154	$2,863,154	$2,814,639	$2,751,474
OCC Full-time Equivalents (FTE's)	22.00	22.00	22.00	22.00	21.00
Mayor and Council Support	$413,271	$434,223	$434,223	$441,120	$1,068,517
Full-time Equivalents (FTE's)	8.00	8.00	8.00	8.00	18.00
Total Requirements	$2,461,915	$3,334,377	$3,297,377	$3,255,759	$3,819,991
Total Full-time Equivalents (FTE's)	30.00	30.00	30.00	30.00	39.00

Office of the City Clerk — 2002-2003

Mission

To provide information to the City Council, City staff, general public, candidates, voters, and media in order to promote a work environment that leads to compliance with all laws and better decision-making by informed citizens.

Goals

Conduct accessible elections that will be upheld, if contested, and control costs where possible by:

- Using staff time more efficiently
- Eliminating inefficiencies by:
  - Doing tasks correctly every time
  - Training staff and election workers to provide correct information
- Compensating election workers appropriately
- Providing information on election legislation

Gather, file, and preserve Council approved and Office of the City Clerk generated documents in an accurate, timely manner by:

- Following up with departments to get all Council-approved documents on file as quickly as possible
- Updating the municipal code every quarter
- Ensuring records with a permanent retention are placed on microfilm

Disseminate Council-approved and OCC-generated documents within 24 hours in the format the requestor chooses by:

- Ensuring documents are scanned and indexed into the imaging system in a timely manner
- Utilizing technology

Provide City employees with a Records Management System that allows quick access to records they need at a reasonable cost by:

- Maintaining service excellence in the retrieval and pickup of records stored off-site
- Building an effective contractual relationship with the external service provider
- Drafting a City-wide file classification system to improve access to files and documents
- Developing a plan, in conjunction with ISD, for applying records management principles to electronic records
- Making records management training available to City employees

Maintain and improve customer service to OCC's internal and external customers by*:*

<u>Internal Customers</u>

- Finding a way to meet Council needs for internal services in one location
- Seeking Council approval of criteria for the Sister Cites and International Program and develop/improve the programs accordingly
- Assisting Council and other departments with a board and commissions review process
- Assisting ISD in finding a corporate-wide imaging and an electronic agenda solution so information can be provided on the Internet and Intranet.

<u>External Customers</u>

Office of the City Clerk — 2002-2003

Maintaining current level of service while meeting the air quality initiatives through cross training.

To implement a continuous improvement program by focusing on

- Preparing a succession plan
- Enhancing leadership skills through specific training
- Implementing an effective employee recognition program
- Using performance measures to manage resources effectively
- Writing SSPR's to include a minimum of 32 hours training per year focused on, but not limited to, improving technological skills
- Eliminating redundancy in records management for the entire City of Austin
- Developing a network with all City departments to reduce duplication of efforts

Key Indicators

Office of the City Clerk has developed key indicators and performance measures to assist in tracking how well the goals are being met. The approved budget supports the goals.

- Percent of liquor license applicants are notified within one working day after the application has been reviewed by other departments
- Percent of lobbyists registrations processed in one working day
- Reduction in the Office of the City Clerk staff time required per election
- Percent of records requested are available within one working day
- Percent of time there is at least one qualified applicant submitted to Council per vacancy
- Customer satisfaction as determined by surveying Sister Cities' stakeholders
- Percent of time minutes are ready for approval the following meeting and are approved without amendment(s)
- Percent of Records Center service actions completed to customer's satisfaction
- Percent of records management projects, advisories, and training sessions completed to customer's satisfaction
- Number of Elections
- Number of Council Meetings

Business Plan

Council Support

Support for **Council Meetings** is likely to change drastically with the development of the electronic agenda process. It is unclear what role the OCC will have in that process. It is also unclear what the impact the process will have on our efforts to have all Council approved documents in electronic form. Currently, we have to scan in all the documents but they may be available to us in an electronic form in the future.

The **Boards and Commissions** Task Force has been meeting for the past six months and will be making a series of recommendations to the City Council prior to the end of the FY02-03. If Council accepts those recommendations, there could be a substantial change in the OCC's work as it relates to assisting Council make the appointments, helping departmental liaisons with the board members and working with citizens who would like to be appointed. The task has become more than one administrative person can handle since there are now approximately sixty different bodies and over five hundred positions. The OCC has been working with ISD on the creation of a entirely new database that will greatly assist staff in tracking those who want to serve, those who are serving but whose terms expire, and with Council offices in getting appointments made. The quantity has become too large to manage in a paper environment. This database will be operational in next fiscal year.

The **International Program** staff were instrumental in bringing the "Information Technology Olympics" (World Congress on Information Technology) to Austin in 2006. The Congress itself will have a 20 million-dollar

positive impact on Austin's economy. That will translate into about $200,000 dollars in direct city tax revenue. There is the potential for an additional impact as Austin's high tech community uses the Congress to showcase itself. Due to the size of this convention and the complexity in dealing with international visitors, work has to be started now to assure the infrastructure is in place to support it.

There is a proposal to physically relocate the International Program into city-leased space adjacent to the new facilities of the Greater Austin Chamber of Commerce. This will not change reporting relationships; the International Program will remain an integral part of OCC. This will not result in any budget increase; this will be accomplished within the present International Program budget. In addition, this action will make available valuable space in the new city hall. It will also create a de facto international center for Austin since other, non-city, international organizations plan to relocate to the same area.

Elections

Some of the most significant changes in the OCC budget will occur in this category. The County has purchased electronic voting equipment. The City and County are in the preliminary stages of developing an interlocal agreement with all entities in Travis County to determine how elections will be conducted in the future. It is unclear what the overall impact of these negotiations will be. There is the potential for significant reduction in some election costs -- printing of ballots, staff time distributing ballots for early voting, the early voting ballot board, and central counting. However, this may be offset by the County's expectation that the other entities help fund the equipment and reimburse the County for the staff time it will take to program the voting devices. It is too early in the negotiation process to determine if there will be overall savings. If the County manages the bulk of the election process, the OCC could save on the cost of maintaining an election warehouse and the five months of staff time required preparing for an election.

Management of OCC Records

This budget contains funds to start the microfilming of Council-approved, permanent records housed in the Research area. This will eliminate the need for extensive file space in the new City Hall and is the best method for archival preservations of records. Additional funding will be needed in the next several years to complete this project. This budget also contains funding for the OCC to begin publishing quarterly supplements of the Municipal Code. It was previously handled in the Law Department and updates were semi-annual.

Registration

Both the **liquor license** processing and **lobbyist registration** have been so streamlined in the past few years with the aid of technology that they have gone from processes that took 1.5 staff to less than .5 FTE to complete the work. Currently customer service in both areas has been improved significantly and no major changes are anticipated in this upcoming year.

City Records Management Activity

The City of Austin does not have a detailed records control schedule on file with the State. The City's Records Management Committee is reviewing a plan to conduct the necessary records inventory, the foundation for a records control schedule. The plan will be presented to the Executive Team for approval and implementation. The budget covers the increased time and resources needed for staff who provide the consulting and training activities for City departments, so the departments can efficiently manage their records. It includes: wages for the records management function, mileage for visits to the departments and copier rental.

Records Center Activity

The Records Center activity has increased in response to the demand for services from City departments and to provide resources to efficiently and effectively manage the records in storage. The budget includes: providing for an efficient method of destruction of materials that are beyond legal retention requirements and have no further business need.

Office of the City Clerk — 2002-2003

Technology Plan

Currently, 90% of all OCC records are now available electronically to respond to the 13,000 annual requests for information. It will be essential that future budgets include funding for PC replacement.

Staffing

The OCC is facing the loss of another Deputy City Clerk due to retirement. This means that the longest-term manager is less than four years. This loss of expertise causes a problem when a historical perspective is needed; however, it also offers an opportunity to bring fresh ideas to the organization. Hiring the replacement for this Deputy should be done by the beginning of the fiscal year even though the retirement is not schedule until the end of the calendar year so the new person can have adequate training on elections. The new employee will require extensive training with the County to learn about the new electronic voting equipment and to work with the Governmental Relations staff on identifying potential election reforms.

Office of the City Clerk — 2002-2003

Significant Revenue and Expenditure Changes by Program

Revenue Changes	**Dollars**	**FTEs**
1. The Approved Budget includes a reduction of $328,565 for the reimbursement of expenses by Austin Independent School District, Austin Community College, and Barton Springs/Edwards Aquifer Conservation District for the combined election held May 4, 2002.	($328,565)	

Expenditure Changes		
1. City-Wide		
The Approved Budget includes $13,537 for incremental costs of Pay for Performance for 2002.	$13,537	
An additional $13,320 has been included in the Approved Budget for anticipated changes in health contributions.	$13,320	
2. Management of OCC Records		
The Approved Budget provides $36,500 for the initial phase of the micrographics contract to preserve permanent records.	$36,500	
The Approved Budget includes $36,653 for codification of the Municipal Code. This task is transferring from Law to OCC.	$36,653	
The Approved Budget includes a reduction in funding of $5,000 for the purchase of the KOFAX software system.	($5,000)	
3. Council and Committee Support		
The Approved Budget includes funding reductions for the printing of agenda packets, $60,000 based on the implementation of the automated agenda system.	($60,000)	
The Approved Budget includes funding for an intern for the World Congress on Information Technology.	$15,749	
A reduction of $50,000 was made to funds intended for increased office space for the International Program.	($50,000)	

Office of the City Clerk — 2002-2003

4. <u>Elections</u>		
The Approved Budget includes a reduction in General and Run-Off Election costs of $772,512 in FY2001-2002, and the addition of $526,462 for the General Election and $357,462 for the Run-Off Election for FY2002-2003 for a total increase of $111,412.	$111,412	
The Approved Budget also contains a reduction of $125,000 for the budget amendment for the General Election held on May 4, 2002.	($125,000)	
5. <u>Records Management</u>		
The Approved Budget includes a reduction of one-time costs of $90,000 for an upgrade of the current records inventory software purchased in FY 2001-2002.	($90,000)	
The Approved Budget includes funding for the increase in the contract for boxes used by departments to store their records.	$5,920	
Included in the Approved Budget is $27,635 for the projected growth in the Iron Mountain records storage contract; ($6,356) in expense refunds for enterprise departments; $1,725 for the document destruction backlog at the Records Center; and $11,319 for departmental document destruction. The total amount of required funding is $34,323.	$34,323	
6. <u>Support Services</u>		
The Approved Budget reduces seminar fees by $6,277, deletes all $11,170 in City Business in Educational Travel and $500 in subscriptions.	($17,947)	
The Approved Budget reduces $11,152 in funding for scheduled retirement of one of the Deputy City Clerks.	($11,152)	
The following change was approved by Council at budget adoption:		
1. Council approved the consolidation of Mayor and Council support staff in the Office of the City Clerk.	$579,593	9.00

Programs and Activites

Office of the City Clerk-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
AUSTIN RECORDS MANAGEMENT										
Austin Records Management	$95,665	2.00	$147,601	2.40	$147,601	2.40	$150,475	2.60	$150,475	2.60
Records Center	$485,534	2.90	$525,110	3.20	$488,110	3.20	$443,987	2.70	$443,987	2.70
COUNCIL & COMMITTEE SUPPORT										
Board / Commission	$39,856	0.90	$37,258	0.90	$37,258	0.90	$43,771	0.90	$43,771	0.90
Council Meetings	$187,984	1.70	$178,477	1.60	$178,477	1.60	$128,202	1.50	$128,202	1.50
International Program	$87,034	1.00	$150,608	1.40	$150,608	1.40	$110,602	1.25	$60,068	0.45
Sister Cities	$71,198	1.25	$97,456	1.50	$97,456	1.50	$93,403	1.25	$88,350	1.15
ELECTIONS										
Elections	$360,695	1.00	$1,057,241	1.30	$1,057,241	1.30	$1,061,384	1.70	$1,060,121	1.70
MANAGEMENT OF OCC RECORDS										
Management of OCC Records	$235,716	4.25	$262,470	4.10	$262,470	4.10	$347,480	3.80	$347,480	3.80
MAYOR AND COUNCIL SUPPORT										
Mayor and Council Support	$413,271	8.00	$434,223	8.00	$434,223	8.00	$441,120	8.00	$1,068,517	18.00
REGISTRATION										
Liquor License Processing	$7,203	0.10	$7,318	0.10	$7,318	0.10	$6,131	0.15	$6,131	0.15
Lobbyist Registration	$2,375	0.10	$733	0.10	$733	0.10	$743	0.05	$743	0.05
SUPPORT SERVICES										
Administration and Management	$347,058	4.60	$293,053	3.30	$293,053	3.30	$282,475	3.50	$279,317	3.45
Financial Monitoring / Budgeting	$27,844	0.40	$25,515	0.40	$25,515	0.40	$51,063	0.70	$49,169	0.70
Personnel / Training	$69,317	1.00	$97,165	1.30	$97,165	1.30	$60,092	1.00	$58,829	0.95
Purchasing / M/WBE	$31,165	0.80	$20,149	0.40	$20,149	0.40	$34,831	0.90	$34,831	0.90
Total	$2,461,915	30.00	$3,334,377	30.00	$3,297,377	30.00	$3,255,759	30.00	$3,819,991	39.00

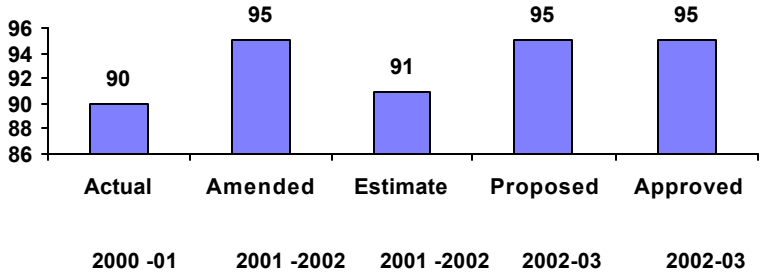
Office of the City Clerk-2002-03

Program: AUSTIN RECORDS MANAGEMENT

Program Objective: The purpose of the Austin Records Management program is to manage City records so that they are accessible and are maintained efficiently and cost-effectively, and so that the City retains records it is required to keep, identifies records with permanent value, and disposes of those with no further value in a secure and timely manner.

Program Results Measures:

Percent of records management projects, advisories, and training sessions completed to customers' satisfaction



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of Records Center service actions completed to customers' satisfaction	N/A	95%	95%	90%	90%
Percent of records management projects, advisories, and training sessions completed to customers' satisfaction	90%	95%	91%	95%	95%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Austin Records Management	$95,665	2.00	$147,601	2.40	$147,601	2.40	$150,475	2.60	$150,475	2.60
Records Center	$562,841	2.90	$606,997	3.20	$569,997	3.20	$536,490	2.70	$536,490	2.70
Total	$658,506	4.90	$754,598	5.60	$717,598	5.60	$686,965	5.30	$686,965	5.30

Office of the City Clerk-2002-03

Activity: *Austin Records Management*
Activity Code: *45RD*
Program Name: *AUSTIN RECORDS MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$95,665	$147,601	$147,601	$150,475	$150,475
Total Requirements	**$95,665**	**$147,601**	**$147,601**	**$150,475**	**$150,475**
Full-Time Equivalents	**2.00**	**2.40**	**2.40**	**2.60**	**2.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per records management project	Efficiency	$106.24	$101.50	$3,886.00	$673.00	$673.00
Percent of records management projects, advisories, and training sessions completed to customers' satisfaction	Result	90%	95%	91%	95%	95%

Activity History and Description: This is a core service. The legal mandate is a state requirement under the Local Government Act. This activity is responsible for providing City departments with records management advice to ensure the City efficiently and effectively manage City records.

Activity Objective: The purpose of the Records Management Activity is to provide a comprehensive records management consulting and training service to City departments so their records are accessible using appropriate technology; managed with due regard for legal requirements, economy, and effectiveness; and controlled for retention and disposition.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Provide consulting services including advice on the design and implementation of records management systems. Develop City records control schedules. Provide records management policies, standards, guidelines and reports to City departments. Support a City-wide network of records management customers and		

Activity: *Austin Records Management*
Activity Code: *45RD*
Program Name: *AUSTIN RECORDS MANAGEMENT*

provide training and advisory services.

Changes in Requirements and Performance Measures: During FY01-02, the Records Management staff focused attention on providing a full-service records management consulting service. The FY01-02 estimate is due to the staff devoting their time to completing major projects including reviewing the retention periods for over 7,500 boxes that were in storage but not identified. The FY02-03 proposed amount is due to Records Management staff devoting 30% of their time towards individual records management projects and continue all other core services.

Responsible Employee: Jannette Goodall 512-974-9045

Office of the City Clerk-2002-03

Activity: *Records Center*
Activity Code: *45RE*
Program Name: *AUSTIN RECORDS MANAGEMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$77,307	$81,887	$81,887	$92,503	$92,503
Support Services Fund	$485,534	$525,110	$488,110	$443,987	$443,987
Total Requirements	**$562,841**	**$606,997**	**$569,997**	**$536,490**	**$536,490**
Full-Time Equivalents	**2.90**	**3.20**	**3.20**	**2.70**	**2.70**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Records Center service action	Efficiency	$0.61	$14.30	$9.63	$11.51	$11.51
Percent of Records Center service actions completed to customers' satisfaction	Result	N/A	95%	95%	90%	90%

Activity History and Description: This is a core service. The legal mandate is a state requirement under the Local Government Records Act. This activity is responsible for providing City departments with a comprehensive off-site storage service to ensure the City efficiently and effectively manages City records.

Activity Objective: The purpose of the Records Center Activity is to provide a comprehensive records center service for City records of all types and media.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Provide a comprehensive off-site storage services including: transferring and storing records, retrieval and delivery service for materials in storage, delivery of necessary supplies and disposing of records in accordance with State approved records schedules.		

Changes in Requirements and Performance Measures: Total requirements decrease by $70,507 due to the reductions of one-time cost budgeted for microfilming, as well as reduction of training and travel funding. Requirements also reduced due to a slight increase in expense refunds.

Responsible Employee: Jannette Goodall 512-974-9045

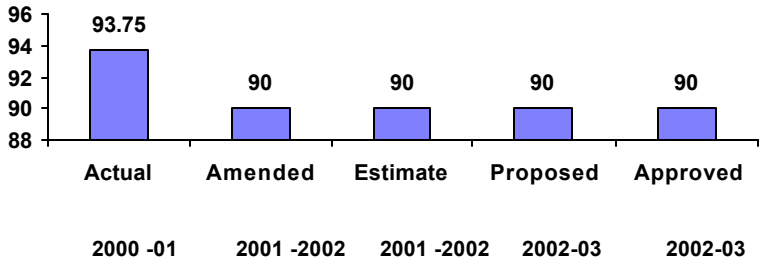
Office of the City Clerk-2002-03

Program: COUNCIL & COMMITTEE SUPPORT

Program Objective: The purpose of the Council and Committee Support program is to provide timely and accurate information and support to the City Council and Committees so they have the resources needed to make decisions.

Program Results Measures:

Percent of the time, minutes are ready for approval the following meeting and are approved without amendment(s)



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer satisfaction as determined by surveying Sister Cities and International Program stakeholders	N/A	Meets Expectation	Meets Expectation	Meets Expectation	Meets Expectation
Percent of the time there is at least one qualified applicant submitted to Council per vacancy	45%	60%	43%	45%	45%
Percent of the time, minutes are ready for approval the following meeting and are approved without amendment(s)	93.75%	90%	90%	90%	90%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Board / Commission	$39,856	0.90	$37,258	0.90	$37,258	0.90	$43,771	0.90	$43,771	0.90
Council Meetings	$187,984	1.70	$178,477	1.60	$178,477	1.60	$128,202	1.50	$128,202	1.50
International Program	$87,034	1.00	$150,608	1.40	$150,608	1.40	$110,602	1.25	$60,068	0.45
Sister Cities	$71,198	1.25	$97,456	1.50	$97,456	1.50	$93,403	1.25	$88,350	1.15
Total	$386,072	4.85	$463,799	5.40	$463,799	5.40	$375,978	4.90	$320,391	4.00

Office of the City Clerk-2002-03

Activity: *Board / Commission*
Activity Code: *45BC*
Program Name: *COUNCIL & COMMITTEE SUPPORT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$39,856	$37,258	$37,258	$43,771	$43,771
Total Requirements	**$39,856**	**$37,258**	**$37,258**	**$43,771**	**$43,771**
Full-Time Equivalents	**0.90**	**0.90**	**0.90**	**0.90**	**0.90**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per appointment	Efficiency	$144.41	$155.24	$119.91	$120.00	$120.00
Percent of the time there is at least one qualified applicant submitted to Council per vacancy	Result	45%	60%	43%	45%	45%

Activity History and Description: This is a semi-core service. The legal mandate is a State requirement and City ordinance. Finds and assists applicants to serve on a board or commission and provides Council aides with information so appointments can be made.

Activity Objective: The purpose of the Boards and Commission Activity is to provide/produce information to City Council so they can have a sufficient pool of qualified applicants to serve on Boards and Commissions and to assist applicants and appointees.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Provide information to aides so they can advise Council on appointments to Boards/Commissions. Track appointments and update the list on the website. Solicit and file Boards and Commissions members' Statements of Financial Disclosures per current laws. Obtain records ascertaining that applicants are eligible to serve. Assist with training for Board/Commission members and support staff. Assist with the board and commission review process by maintaining a database of some of the	

information that will be used to evaluate them.

Changes in Requirements and Performance Measures: The activity increases $6,513 due to the increased cost of staff time allocated to this activity. Percent of the time there is at least one qualified applicant submitted to Council per vacancy changed from an FY 2002 Amended rate of 60% to an FY 2003 Proposed rate of 45% due to a change in the method of calculation used for this measure.

Responsible Employee: Rose Sarrett-Sickel 512-974-2506

Office of the City Clerk-2002-03

Activity: *Council Meetings*
Activity Code: *45CC*
Program Name: *COUNCIL & COMMITTEE SUPPORT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$187,984	$178,477	$178,477	$128,202	$128,202
Total Requirements	**$187,984**	**$178,477**	**$178,477**	**$128,202**	**$128,202**
Full-Time Equivalents	**1.70**	**1.60**	**1.60**	**1.50**	**1.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per citizen recognition prepared	Efficiency	$11.81	$10.78	$14.84	$15.00	$15.00
Cost per packet per person	Efficiency	$663.42	$1,049	$899.00	$428.00	$428.00
Cost per page of minutes produced	Efficiency	$82.50	$110.30	$70.65	$71.00	$71.00
Cost per speaker card processed	Efficiency		$1.42	$2.14	$2.00	$2.00
Percent of the time, minutes are ready for approval the following meeting and are approved without amendment(s)	Result	93.75%	90%	90%	90%	90%

Activity History and Description: Minutes and agenda packets are core services. This activity provides support for Council Meetings related to agenda distribution, minutes, and citizen communication. The legal requirement comes from the State of Texas.

Activity Objective: The purpose of the Council Meetings Activity is to provide meeting coordination and documentation to the City Council so they can have correctly compiled information to conduct their meetings, have assurance of citizen participation, and an accurate, timely record of the meetings.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Printing and distribution of the Council agenda packets and billing/revenue collection for the packets. Comply with the open meetings laws including posting the meeting notices and recording the meeting. Composing and distribution of the minutes. Register speakers at Council meetings.	Compose citizen recognitions.	

Office of the City Clerk-2002-03

Activity: *Council Meetings*
Activity Code: *45CC*
Program Name: *COUNCIL & COMMITTEE SUPPORT*

Changes in Requirements and Performance Measures: The funding decrease is due to the deletion of $60,000 for printing the agenda packets. The electronic agenda packet is scheduled for implementation in October, 2002, resulting in a cost per packet savings. Cost per page of minutes produced is reduced from an Amended level of $110.30 per page of minutes produced to a Proposed level of $71.00 per page of minutes produced due to staff efficiencies.

Responsible Employee: Shirley Brown 512-974-2211

Office of the City Clerk-2002-03

Activity: *International Program*
Activity Code: *45SD*
Program Name: *COUNCIL & COMMITTEE SUPPORT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$87,034	$150,608	$150,608	$110,602	$60,068
Total Requirements	**$87,034**	**$150,608**	**$150,608**	**$110,602**	**$60,068**
Full-Time Equivalents	**1.00**	**1.40**	**1.40**	**1.25**	**0.45**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per stakeholder contacted	Efficiency	N/A	$.20	$.13	$.30	$.30
Customer satisfaction as determined by surveying the Mayor, City Council members, and other stakeholders	Result		Meets Expectation	Meets Expectation	Meets Expectation	Meets Expectation

Activity History and Description: This is a semi-core service. The legal requirement comes from Council. The International Program was created by Council action in September, 2000 during FY00-01 Budget Adoption.

Activity Objective: The purpose of the International Program Activity is to initiate, plan, develop, and implement mutually-beneficial economic, educational, and cultural exchanges between public officials, private organizations, and citizens of the City of Austin and the public officials, private organizations, and citizens of foreign nations.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Assist the Mayor and City Council in preparing Austin to assume its role as a world-class international region. Serve as the primary liaison between the City of Austin and the international community.	

Changes in Requirements and Performance Measures: This activity also shows a reduction of .80 FTE and $50,534 due to the transfer of the International Program Manager to Economic Growth and Redevelopment Services Department. It also decreases by .15 FTE because work will be reallocated to an intern to assist with planning the World Congress on Information Technology.

Responsible Employee: Frank Flauto 512-974-2496

Office of the City Clerk-2002-03

Activity: *Sister Cities*
Activity Code: *45SC*
Program Name: *COUNCIL & COMMITTEE SUPPORT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$71,198	$97,456	$97,456	$93,403	$88,350
Total Requirements	**$71,198**	**$97,456**	**$97,456**	**$93,403**	**$88,350**
Full-Time Equivalents	**1.25**	**1.50**	**1.50**	**1.25**	**1.15**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per member city	Efficiency	$7,182.82	$9,746.00	$2,923.00	$2,802.00	$2,802.00
Customer satisfaction as determined by surveying Sister Cities and International Program stakeholders	Result	N/A	Meets Expectation	Meets Expectation	Meets Expectation	Meets Expectation

Activity History and Description: This is a semi-core service. The activity was created by Council ordinance. Austin's Sister Cities Program was established in 1965 and is designated to promote the City of Austin internationally. In 1990, the Austin City Council adopted formal policies, procedures, and activities. The Executive Committee functions as the general oversight body for the program. Sister Cities has ties with the following foreign countries: Australia, Germany, Lestho, Japan, Nigeria, Peru, Korea, China, Mexico and Taiwan.

Activity Objective: The purpose of Sister Cities activity is to provide information, resources, and coordination to the Council and Sister Cities Committees in order to enhance the cultural, educational, and economic exchanges among Sister Cities.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Explore potential fund raising for the Sister City activity. Provide administrative support for the Sister City Executive Committee. Research and prepare grant proposals. Promote and publicize the activity. Coordinate visits. Preserve and catalog gifts from the Sister Cities. Serve as liaison with Mayor, Council Members, and City of Austin on behalf	

of Sister City Committees and those who manage the activity in the respective Sister Cities.

Changes in Requirements and Performance Measures:

The FY 2001-2002 Amended Budget 'Costs per member city' is shown as $9,746. This efficiency measure was calculated by assigning 100% of the Sister Cities Coordinator's resources to this performance measure. A more accurate allocation of these resources is 30% to incoming and outgoing Sister City delegations, and the balance to other program requirements. The FY2001-2002 Estimate and the FY2002-2003 Proposed figures reflect this more accurate allocation. This activity also shows a reduction of .10 FTE and $5,053 due to the transfer of the International Program Manager to Economic Growth and Redevelopment Services Department.

Responsible Employee: Frank Flauto 512-974-2496

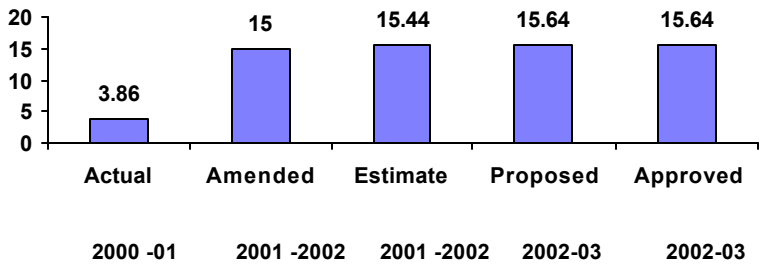
Office of the City Clerk-2002-03

Program: ELECTIONS

Program Objective: The purpose of the Elections program is to provide election services to voters, petitioners, City departments and candidates so they can participate in the election process.

Program Results Measures:

Cost per ballot cast



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per ballot cast	$3.86	$15.00	$15.44	$15.64	$15.64
Reduction in the Office of the City Clerk staff time required per election		No Data	No Data	No Data	No Data

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Elections	$360,695	1.00	$1,057,241	1.30	$1,057,241	1.30	$1,061,384	1.70	$1,060,121	1.70
Total	$360,695	1.00	$1,057,241	1.30	$1,057,241	1.30	$1,061,384	1.70	$1,060,121	1.70

Office of the City Clerk-2002-03

Activity: *Elections*
Activity Code: *45CE*
Program Name: *ELECTIONS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$360,695	$1,057,241	$1,057,241	$1,061,384	$1,060,121
Total Requirements	**$360,695**	**$1,057,241**	**$1,057,241**	**$1,061,384**	**$1,060,121**
Full-Time Equivalents	**1.00**	**1.30**	**1.30**	**1.70**	**1.70**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per average precinct	Efficiency	N/A	$2,500	$3,374	$3,417	$3,417
Cost per ballot cast	Efficiency	$3.86	$15.00	$15.44	$15.64	$15.64
Number of elections held	Output	1	2	2	2	2
Reduction in the Office of the City Clerk staff time required per election	Result		No Data	No Data	No Data	No Data

Activity History and Description: This is a core activity. The legal requirements comes from the State of Texas. The election set up service includes; compiles, reviews and processes candidate applications; gathers and organizes the necessary information required for calling the election; obtains and verifies candidate forms; sets up voting locations; and finds election officials to staff each site. The election day service includes; Early Voting Ballot Board, Central Counting, OCC staff information line, precinct staffing, security. Post election service includes; payment for election workers and voting sites, canvass election, and records management of election results. FY2000-2001 expenditure was due to a bond election which was added to Travis County's November ballot. The FY2001-2002 estimate includes the Mayoral election in November that was added to the County's ballot. The May 4, 2002 Council election was managed by the City and included the Austin Independent School District, Austin Community College and the Barton Springs/Edwards Aquifer Conservation District. The FY 2002-03 elections are for the Mayor and Council Places 2,5, and 6.

Activity Objective: The purpose of the Election Activity is to provide election services to voters, petitioners, City departments and candidates so they can participate in the elections process.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Office of the City Clerk-2002-03

Activity: *Elections*
Activity Code: *45CE*
Program Name: *ELECTIONS*

Election set up services.
Early voting services.
Election day services.
Election wrap-up services.

Changes in Requirements and Performance Measures:

In FY 2002 $897,512 was budgeted for the cost of elections, this included $772,512 for the November Elections and $125,000 for the May Elections. The Proposed Budget includes $883,924 for the November General and Run-Off Elections. This activity also increases by .40 FTE, resulting in a net increase to the activity of $4,143.

Responsible Employee: Rose Sarrett-Sickel 512-974-2506

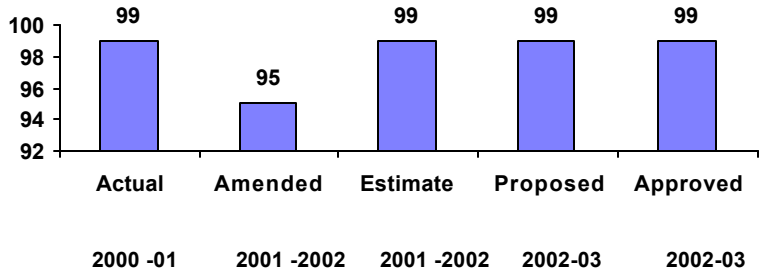
Office of the City Clerk-2002-03

Program: MANAGEMENT OF OCC RECORDS

Program Objective: The purpose of the Management of OCC Records program is to preserve Council-approved and OCC-generated documents and provide information to Council, staff, media, candidates and the public so they can have timely and convenient access to the records held by the Office of the City Clerk.

Program Results Measures:

Percent of records requested are available in one working day



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Budget for traffic information	$19,873	$18,600	$17,524	$18,940	$18,940
Percent of ordinances sent to publisher error free	N/A	N/A	95%	95%	95%
Percent of records requested are available in one working day	99%	95%	99%	99%	99%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Management of OCC Records	$235,716	4.25	$262,470	4.10	$262,470	4.10	$347,480	3.80	$347,480	3.80
Total	$235,716	4.25	$262,470	4.10	$262,470	4.10	$347,480	3.80	$347,480	3.80

Office of the City Clerk-2002-03

Activity: *Management of OCC Records*
Activity Code: *45RC*
Program Name: *MANAGEMENT OF OCC RECORDS*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$235,716	$262,470	$262,470	$347,480	$347,480
Total Requirements	**$235,716**	**$262,470**	**$262,470**	**$347,480**	**$347,480**
Full-Time Equivalents	**4.25**	**4.10**	**4.10**	**3.80**	**3.80**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per request of OCC-generated or Council-approved documents	Efficiency	N/A	$16.26	$13.91	$11.87	$11.87
Number of times information about OCC-generated and Council-approved documents is provided	Output	N/A	15,000	14,000	14,500	14,500
Percent of ordinances sent to publisher error free	Result	N/A	N/A	95%	95%	95%
Percent of records requested are available in one working day	Result	99%	95%	99%	99%	99%

Activity History and Description: This is a core service. This activity involves filing, and preserving Council-approved and OCC-generated records, and responding to customer requests for these records. Most of these records have a permanent retention period and require archival preservation. The legal mandate comes from the State of Texas.

Activity Objective: The purpose of the Management of OCC Records is to preserve Council-approved and OCC-generated records and to provide timely, convenient access to Council approved documents and other information held by the Office of the City Clerk to Council, staff, media, candidates and the public.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Codify the municipal code. Confirm that ordinances, resolutions and minutes reflect Council's action. Preserve archival records. Research information at customer's request.		

Office of the City Clerk-2002-03

Activity: *Management of OCC Records*

Activity Code: *45RC*

Program Name: *MANAGEMENT OF OCC RECORDS*

Maintain the Traffic Register and respond to subpoenas for this information.

Changes in Requirements and Performance Measures:

The activity increases $85,010 providing for the initial costs associated with microfilming of documents in this activity and the addition of funding for the codification process. A new performance measure was added to measure the new codification service. The decrease in the cost per OCC-generated or Council-approved documents is due to the increase in the amount of information available electronically.

Responsible Employee: Yvonne Spence 512-974-2504

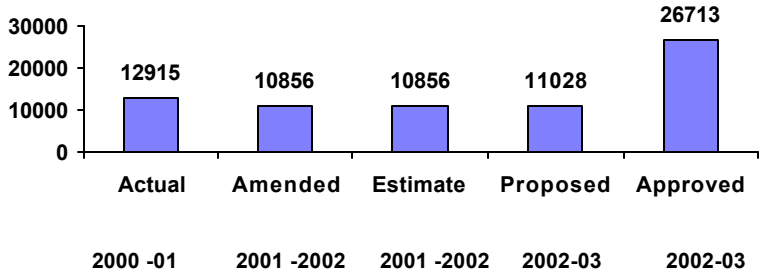
Office of the City Clerk-2002-03

Program: MAYOR AND COUNCIL SUPPORT

Program Objective: The purpose of the Mayor and Council Support program is to provide assistance to the Mayor and Council Members.

Program Results Measures:

Cost Per Meeting



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost Per Meeting	$12,915	$10,856	$10,856	$11,028	$26,713
Number of Meetings	32	40	40	40	40

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Mayor and Council Support	$413,271	8.00	$434,223	8.00	$434,223	8.00	$441,120	8.00	$1,068,517	18.00
Total	$413,271	8.00	$434,223	8.00	$434,223	8.00	$441,120	8.00	$1,068,517	18.00

Office of the City Clerk-2002-03

Activity: *Mayor and Council Support*
Activity Code: *45CA*
Program Name: *MAYOR AND COUNCIL SUPPORT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$413,271	$434,223	$434,223	$441,120	$1,068,517
Total Requirements	**$413,271**	**$434,223**	**$434,223**	**$441,120**	**$1,068,517**
Full-Time Equivalents	**8.00**	**8.00**	**8.00**	**8.00**	**18.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost Per Meeting	Efficiency	$12,915	$10,856	$10,856	$11,028	$26,713
Number of Meetings	Output	32	40	40	40	40

Activity History and Description: This is a core service. The legal mandate was approved by Council by Ordinance creating the positions. Provides funding for Council Aides and administrative staffing for Council Offices.

Activity Objective: The purpose of Council Assistance program is to provide assistance to the Mayor and Council Members.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Provide support to Council Members and Mayor. Attend meetings and meet with public; Provide reception duties at City Hall.		

Changes in Requirements and Performance Measures: This activity includes the transfer of 9 positions and their funding and funding for temporary employees from Mayor and Council in order to consolidate Mayor and Council support staff in the Office of the City Clerk. It also includes the internal reallocation of one position from the Council and Committee Assistance Program.

Responsible Employee: Mayor/Councilmembers 512-974-2000

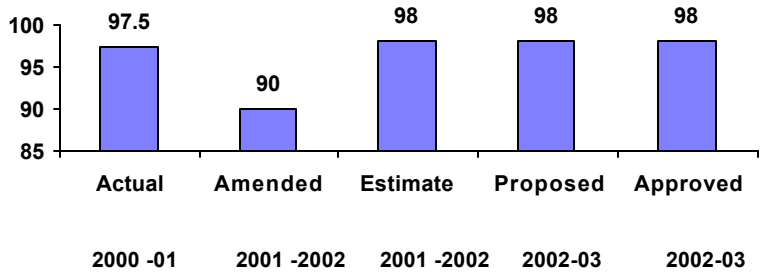
Office of the City Clerk-2002-03

Program: REGISTRATION

Program Objective: The purpose of the Registration program is to register lobbyists and process liquor license applications in accordance with State laws so the affected parties can conduct their respective activities.

Program Results Measures:

Percent of liquor license applicants are notified within one working day after the application has been reviewed by other departments



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of liquor license applicants are notified within one working day after the application has been reviewed by other departments	97.5%	90%	98%	98%	98%
Percent of registrations processed in one working day	Not Available	98%	100%	100%	100%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Liquor License Processing	$7,203	0.10	$7,318	0.10	$7,318	0.10	$6,131	0.15	$6,131	0.15
Lobbyist Registration	$2,375	0.10	$733	0.10	$733	0.10	$743	0.05	$743	0.05
Total	$9,578	0.20	$8,051	0.20	$8,051	0.20	$6,874	0.20	$6,874	0.20

Office of the City Clerk-2002-03

Activity: *Liquor License Processing*
Activity Code: *45PE*
Program Name: *REGISTRATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$7,203	$7,318	$7,318	$6,131	$6,131
Total Requirements	**$7,203**	**$7,318**	**$7,318**	**$6,131**	**$6,131**
Full-Time Equivalents	**0.10**	**0.10**	**0.10**	**0.15**	**0.15**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per liquor license application processed	Efficiency	$43.56	$24.39	$31.55	$32.00	$32.00
Percent of liquor license applicants are notified within one working day after the application has been reviewed by other departments	Result	97.5%	90%	98%	98%	98%

Activity History and Description: This is a core service. The legal requirement comes from the State of Texas. OCC staff receives and processes liquor applications.

Activity Objective: The purpose of the Liquor License Processing Activity is to provide timely processing for liquor license applicants so they can receive their licenses from the Texas Alcoholic Beverage Commission.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Communicate to appropriate departments that a new application has been filed. Collect responses from all departments. Coordinate the liquor license processing after all departments have responded.		

Changes in Requirements and Performance Measures: The reduction indicates efficiency improvements due to the electronic processing of licenses.

Responsible Employee: Rose Sarrett-Sickel 512-974-2506

Office of the City Clerk-2002-03

Activity: *Lobbyist Registration*
Activity Code: *45LR*
Program Name: *REGISTRATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$2,375	$733	$733	$743	$743
Total Requirements	**$2,375**	**$733**	**$733**	**$743**	**$743**
Full-Time Equivalents	**0.10**	**0.10**	**0.10**	**0.05**	**0.05**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per registered lobbyist	Efficiency	$126.29	$24.43	$7.30	$8.00	$8.00
Percent of registrations processed in one working day	Result	Not Available	98%	100%	100%	100%

Activity History and Description: This is a core activity. The legal requirement comes from the Fair Campaign Act approved by Council and the State of Texas. Per ordinance, anyone who is paid to lobby the City Council or board or commission on behalf of a client must register as a lobbyist.

Activity Objective: The purpose of the Lobbyist Registration Activity is to maintain a list of lobbyists for City of Austin decision-makers so they can have information showing those registered to represent each entity and their specific issues.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Process lobbyist's registration forms. Update registered lobbyists' list and make available to all interested parties. Accurately track the revenue received.		

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Rose Sarrett-Sickel 512-974-2506

Office of the City Clerk-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$347,058	4.60	$293,053	3.30	$293,053	3.30	$282,475	3.50	$279,317	3.45
Financial Monitoring / Budgeting	$27,844	0.40	$25,515	0.40	$25,515	0.40	$51,063	0.70	$49,169	0.70
Personnel / Training	$69,317	1.00	$97,165	1.30	$97,165	1.30	$60,092	1.00	$58,829	0.95
Purchasing / M/WBE	$31,165	0.80	$20,149	0.40	$20,149	0.40	$34,831	0.90	$34,831	0.90
Total	$475,384	6.80	$435,882	5.40	$435,882	5.40	$428,461	6.10	$422,146	6.00

Office of the City Clerk-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$347,058	$293,053	$293,053	$282,475	$279,317
Total Requirements	**$347,058**	**$293,053**	**$293,053**	**$282,475**	**$279,317**
Full-Time Equivalents	**4.60**	**3.30**	**3.30**	**3.50**	**3.45**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	N/A	15%	15%	7.22%	7.22%
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: Includes general administration of the department along with strategic planning, staff meetings.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff meetings; Business planning and performance measuring; Secretarial/clerical support; Subscriptions and membership processing.		

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Shirley Brown 512-974-2211

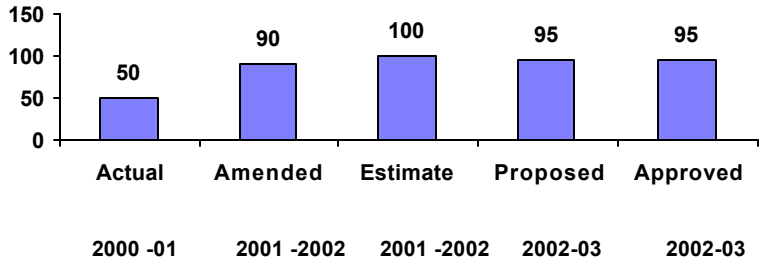
Office of the City Clerk-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Percent of resignations leaving the City that complete exit interview



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of resignations leaving the City that complete exit interview	50%	90%	100%	95%	95%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	N/A	MBE/WBE: 35%	MBE/WBE 33%	MBE/WBE 33%	MBE/WBE 33%
Percent Variance of CYEs to Actual Expenditures	2%	2%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	2%	2%	2%	2%	2%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	N/A	13 days	12 days	12 days	12 days

Office of the City Clerk-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$27,844	$25,515	$25,515	$51,063	$49,169
Total Requirements	**$27,844**	**$25,515**	**$25,515**	**$51,063**	**$49,169**
Full-Time Equivalents	**0.40**	**0.40**	**0.40**	**0.70**	**0.70**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	0.31%	0.76%	0.76%	1.56%	1.56%
Percent Variance of CYEs to Actual Expenditures	Result	2%	2%	2%	2%	2%
Percent Variance of CYEs to Actual Revenue	Result	2%	2%	2%	2%	2%

Activity History and Description: Measures accuracy of staff in monitoring all activity revenue and expenditures.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty cash auditing and handling. Performance report development and monitoring. Department budget (operating and CIP) development and monitoring. Revenue and expenditures tracking. CYE development. Accounts receivable. Five Year Forecast development. TB, RB, EB, AA, and JV processing. Inventory management. Travel processing.		

Changes in Requirements and Performance Measures: The activity increases $24,355 due to additional staff resources necessary for business plan and budget revisions to respond to economic conditions.

Responsible Employee: Shirley Brown 512-974-2211

Office of the City Clerk-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$69,317	$97,165	$97,165	$60,092	$58,829
Total Requirements	**$69,317**	**$97,165**	**$97,165**	**$60,092**	**$58,829**
Full-Time Equivalents	**1.00**	**1.30**	**1.30**	**1.00**	**0.95**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of FTE in department	Demand	30	30	30	30	30
Cost of Personnel Activity per Budgeted FTE	Efficiency	$2,311	$3,239	$3,239	$2,003	$2,003
Personnel cost per FTE	Efficiency	$1,270	$1,371	$1,371	$891	$891
Training cost per FTE	Efficiency	$783.97	$1,137	$1,137	$905	$905
Total cost of personnel administration	Output	$38,095	$41,139	$41,139	$26,759	$26,759
Total training cost	Output	$22,952	$34,102	$34,102	$27,149	$27,149
Lost Time Injury Rate Per the Equivalent of 100 Employees	Result	1.23%	0%	0%	0%	0%
Number of employee injuries	Result	1	0	0	0	0
Payroll error rate	Result	N/A	N/A	2%	2%	2%
Percent of resignations leaving the City that complete exit interview	Result	50%	90%	100%	95%	95%
Personnel Action Form (PAF) error rate	Result	1.85%	10%	6%	6%	6%

Activity History and Description: To recruit and hire qualified personnel.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel safety-related activities and training opportunities; for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements

Office of the City Clerk-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Timesheet completion and processing.
Hiring and recruiting.
Workers compensation claim processing.
Grievance-related activities.
Employee counseling up to and including termination.
Payroll input.
Pay check/stub distribution and correction.
Benefits administration.
PAF processing.
Providing training and facilitation.
Attending outside training and related travel (training).
Safety evaluation. Conducting exit interviews and SSPR related activities.

Changes in Requirements and Performance Measures: The activity decreases by $37,426 due to less travel and seminar fees for training.

Responsible Employee: Rose Sarrett-Sickel 512-974-2506

Office of the City Clerk-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$31,165	$20,149	$20,149	$34,831	$34,831
Total Requirements	**$31,165**	**$20,149**	**$20,149**	**$34,831**	**$34,831**
Full-Time Equivalents	**0.80**	**0.40**	**0.40**	**0.90**	**0.90**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$27.54	$13.43	$20.15	$34.83	$34.83
Number of transactions	Output	1,462	1,500	1,000	1,000	1,000
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	N/A	MBE/WBE: 35%	MBE/WBE 33%	MBE/WBE 33%	MBE/WBE 33%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	N/A	13 days	12 days	12 days	12 days

Activity History and Description: To obtain bids for supplies and services and pay for items in a timely manner.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant purchasing contracts.

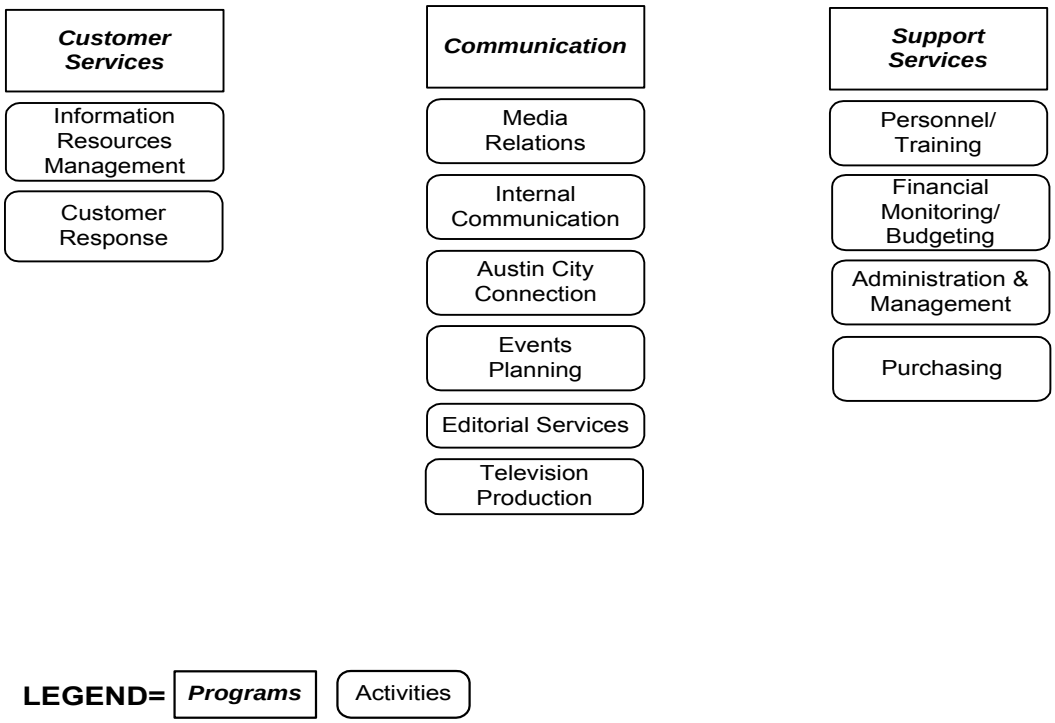
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under $5,000). Contract administration, monitoring and compliance. RCA preparation for contract awards. Coordinating RFQs. Checking under $5,000 guidelines. Technical assistance. Purchasing reporting and payment activities. Payments processing.		

Changes in Requirements and Performance Measures: The activity increases $14,682 due to the reallocation of staff time to draft RFPs, get informal bids, etc.

Responsible Employee: Rose Sarrett-Sickel 512-974-2506

Public Information Office — 2002–2003



	2000-2001 Actual	2001-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
Requirements	$1,823,510	$2,107,940	$1,982,895	$1,849,839	$1,849,839
Full-time Equivalents (FTE's)	27.00	28.00	28.00	24.25	24.25

Public Information Office — 2002-2003

Mission

The mission of the Public Information Office is to create public awareness and understanding about City government as well as serve as an internal communication resource for City employees. To achieve the mission of this Office, the following goals are established:

Goals

- Provide an effective communication system for City employees that will increase their knowledge of City issues in a manner that is satisfactory to them.
- Make the City and its departments more visible to the public by effectively communicating the impact that services and issues have on the community.
- Provide coordinated, accurate material as requested to City personnel, the media and general public so they can have the information they need in a timely manner.

To help track how well the goals are being met, key indicators have been developed along with appropriate performance measures. The approved budget submitted by the Public Information Office supports these goals.

Key Indicators

- Value of Corporate-initiated media coverage.
- Percent of City employees reporting knowledge of specific City issues.
- Number of page views on the Austin City Connection per capita.
- Percent of responses to CAF requests delivered on time.

Business Plan

Through the Business Planning process, the Public Information Office established that the bulk of its activities fall into the category of semi-core, with responses to requests under the Public Information Act categorized as core.

The proposed budget for 2002-2003 strives to maintain resources for PIO to continue in its leadership role in three primary areas: developing and implementing service delivery strategies for the City; serving as the point of contact for public information; and capitalizing on the City's technology assets to implement the City's communication strategies.

Communication Program

The purpose of the Communication Program is to provide and produce information (clear channel of communication) to City of Austin personnel, the general public and the media so they can understand and be aware of City issues, policy decisions and services.

Media Relations/Value of Corporate-initiated media coverage

This key indicator speaks to the goal of being more proactive with story ideas and presenting those ideas to the media on a more frequent basis. Media coverage resulting from an idea initiated by the PIO is monitored and assigned a value, based on what it would have cost to buy advertising with the media outlet for that same coverage.

Public Information Office — 2002-2003

For FY 2002, the PIO anticipates that the value will be right at the approved goal of $900,000. Although the goal will be met, the hope was to match the more than $1 million achieved in FY 2001. However, with the retirement of an FTE in October 2001, who assisted the Office a great deal in initiating coverage with the Downtown Jam project, reaching the more than $1 million mark is simply not possible. The position is being eliminated in FY 2003. As a result, the Value of Corporate Initiated coverage will be maintained at the estimated FY 2002 level of $900,000 for FY 2003. In addition there will be less focus on the Downtown Jam Project during FY 2003.

Internal Communication

Internal communication continues to be a focus for the PIO. Every July, with the assistance of the Human Resources Department, the Public Information Office conducts a survey to help determine the "percentage of City employee respondents reporting knowledge of specific City issues." The survey was first issued in July 2000. Results indicated 75% of City employee respondents knew about specific City issues. For FY 2002, the PIO estimates that the percentage should climb to 82%. For FY 2003, the goal is to raise employees' knowledge of City issues to 85%.

Austin City Connection Services

The increased use of the Internet – and resulting demand for information and interactive services on the City's Official Web site, the Austin City Connection -- will continue to increase the PIO's workload at a rapid pace.

The Department is very proud of the Austin City Connection, the City's official Web site. In fact, the Austin City Connection is the only city site in the United States to be named a "Top Pick" five years in a row by MuniNet. The focus of the Austin City Connection is twofold: provide information and improve access to information. The emphasis on improving access was evident during FY 2002, with staff's focus on posting Web pages completely translated into Spanish as well as pages accessible according to guidelines established by the Americans with Disabilities Act.

As a result of these efforts, the number of page views on the Austin City Connection, one of the Public Information Office's key indicators, has increased despite an ever-increasing growth in population. In FY 2001, the number of page views per capita was 23.18 and the PIO estimates by the end of FY 2002 that will have risen to 37.40. However, the goal for FY 2003 of 36.35 page views per capita is slightly less than the FY 2002 estimate. This is due in large part to the reduction in the number of staff devoted to maintaining the Austin City Connection from five to four members. The elimination of an FTE in that division impacts the staff's ability to meet the growing demand for development of new Web pages, monitor Web pages for problems and translate Web pages into Spanish or make pages accessible according to guidelines established by the Americans with Disabilities Act which is anticipated to affect the page views per capita.

Customer Service Program

The purpose of the Customer Service Program is to provide exemplary information and assistance to City of Austin personnel, the general public and the media so they can get their needs met in a timely manner.

The Public Information arena continues to expand, bringing with it a greater need to keep employees and the public informed, additional services, changing roles and an increased workload. FY 2001 marked the last year of a two-year plan to change the Public Information Office's organizational structure to accommodate this greater breadth of responsibility. During that time frame, CityLink, the Customer Service Unit that answers the main City phone line; Channel 6; and the Austin City Connection all joined the Public Information Office.

The Department is pleased with the successful transition. The additional resources within the Public Information Office have assisted greatly in improving customer service delivery. At the same time, however, the demand on all of our resources has increased dramatically.

Public Information Office — 2002-2003

Customer Response

The Public Information Office has been successful in helping to change the role of City Link (the group of Customer Service Representatives who staff the 974-2000 main City number) to an Information Referral function as opposed to simply a switchboard function. During FY 2003, the four staff members, along with the Customer Service Manager, will focus on establishing a database with a variety of information gathered, based on frequent calls and/or requests that can be accessed Citywide. In addition, the Manager will be responsible for creating a training program that can be utilized by every department in an effort to improve customer service and overall interaction with both internal and external customers.

Customer Response/Automated Customer Assistance Program

Maintenance of the Automated Customer Assistance Program remains a key responsibility for the Public Information Office's Customer Service Division. The measurement for the ACAP program rests with the percentage of responses to Customer Assistance Form (CAF) requests delivered on time. The goal for FY 2002 was to increase the on-time response rate from FY 2001 to 98%, up from 97%. For FY 2003, the goal is to boost that on-time response rate slightly, to 98.5%.

Administrative Support

The elimination of the Financial Manager position will result in reassignment of existing duties to the Budget Office.

Public Information Office —2002-2003

Significant Revenue and Expenditure Changes by Program

Expenditure Changes	**Dollars**	**FTEs**
1. City-Wide		
The Approved Budget includes $13,911 for incremental costs of Pay for Performance in 2002. The Approved Budget also includes $6,157 in compensation funding.	$20,068	
An additional $20,160 has been included in the Approved Budget for anticipated changes in health contributions.	$20,160	
2. Communication and Customer Service		
The Approved Budget deletes previously budgeted one-time capital outlay.	($40,000)	
The Approved Budget eliminates two positions, Public Information Manager and Programmer Analyst C. The Approved Budget also decreases one position, Executive Assistant to the City Manager, from 1.00 FTE to .75 FTE and decreases another position, Administrative Specialist from 1.00 FTE to .50 FTE.	($179,039)	(2.75)
3. Support Services		
The Approved Budget deletes previously budgeted one-time retirement pay.	($4,615)	
The Administrative and Management Activity has a reduction in office supplies, registration fees, travel, training packages and administrative systems development of $13,913.	($13,913)	
The Approved Budget eliminates the Financial Manager position.	($66,229)	(1.00)
The Approved Budget includes $2,000 for leased computers.	$2,000	

Programs and Activites

Public Information Office-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
COMMUNICATION										
Austin City Connection	$293,221	3.50	$398,444	4.20	$398,444	4.20	$399,662	3.20	$399,662	3.20
Editorial Services	$94,327	1.85	$119,173	1.60	$99,173	1.60	$91,084	1.30	$91,084	1.30
Events Planning	$10,379	0.15	$7,754	0.10	$7,754	0.10	$9,560	0.10	$9,560	0.10
Internal Communication	$108,034	1.40	$122,807	1.50	$122,807	1.50	$125,502	1.50	$125,502	1.50
Media Relations	$207,716	2.00	$241,325	2.50	$241,325	2.50	$201,606	1.30	$201,606	1.30
Television Production	$414,028	5.60	$471,563	5.60	$464,563	5.60	$479,648	5.70	$479,648	5.70
CUSTOMER SERVICE										
Customer Response	$334,328	7.70	$357,869	7.70	$307,869	7.60	$310,455	7.05	$310,455	7.05
Information Resources Management	$110,598	1.80	$70,749	1.40	$67,749	1.30	$78,249	1.60	$78,249	1.60
SUPPORT SERVICES										
Administration and Management	$135,766	1.30	$188,711	1.60	$143,666	1.80	$103,028	1.25	$103,028	1.25
Financial Monitoring / Budgeting	$67,282	0.90	$76,584	1.00	$76,584	1.00	$4,616	0.10	$4,616	0.10
Personnel / Training	$41,052	0.60	$45,794	0.60	$45,794	0.60	$39,408	0.95	$39,408	0.95
Purchasing	$6,779	0.20	$7,167	0.20	$7,167	0.20	$7,021	0.20	$7,021	0.20
Total	$1,823,510	27.00	$2,107,940	28.00	$1,982,895	28.00	$1,849,839	24.25	$1,849,839	24.25

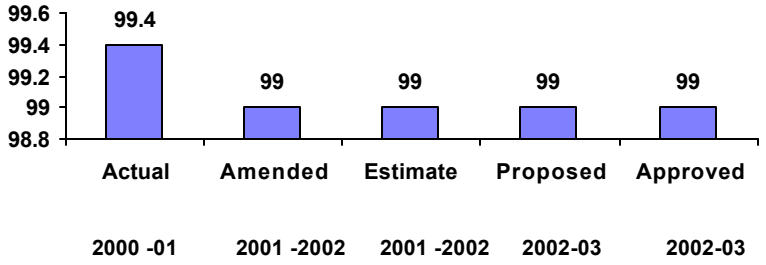
Public Information Office-2002-03

Program: COMMUNICATION

Program Objective: The purpose of the Communication program is to provide information (a clear channel of communication) to City of Austin personnel, the general public and the media so they can understand and be aware of City issues, policy decisions and services.

Program Results Measures:

Percent of media calls responded to within 15 minutes



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of page views on the Austin City Connection per capita	23.18	24.13	37.40	36.35	36.35
Percent of employee respondents reporting knowledge of specific City issues	N/A	80%	82%	85%	85%
Percent of media calls responded to within 15 minutes	99.4%	99%	99%	99%	99%
Percent of planned events that take place on schedule and meet event-specific objectives	95%	95%	98%	98%	98%
Percent of productions covered	97.5%	97%	98%	98%	98%
Percent of respondents who are satisfied with content and presentation of material	100%	95%	99%	99%	99%

Public Information Office-2002-03

Program: ***COMMUNICATION***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Austin City Connection	$293,221	3.50	$398,444	4.20	$398,444	4.20	$399,662	3.20	$399,662	3.20
Editorial Services	$94,327	1.85	$119,173	1.60	$99,173	1.60	$91,084	1.30	$91,084	1.30
Events Planning	$10,379	0.15	$7,754	0.10	$7,754	0.10	$9,560	0.10	$9,560	0.10
Internal Communication	$108,034	1.40	$122,807	1.50	$122,807	1.50	$125,502	1.50	$125,502	1.50
Media Relations	$207,716	2.00	$241,325	2.50	$241,325	2.50	$201,606	1.30	$201,606	1.30
Television Production	$414,028	5.60	$471,563	5.60	$464,563	5.60	$479,648	5.70	$479,648	5.70
Total	$1,127,705	14.50	$1,361,066	15.50	$1,334,066	15.50	$1,307,062	13.10	$1,307,062	13.10

Public Information Office-2002-03

Activity: *Austin City Connection*
Activity Code: *59NS*
Program Name: *COMMUNICATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$293,221	$398,444	$398,444	$399,662	$399,662
Total Requirements	**$293,221**	**$398,444**	**$398,444**	**$399,662**	**$399,662**
Full-Time Equivalents	**3.50**	**4.20**	**4.20**	**3.20**	**3.20**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per page view on Austin City Connection (compared with personnel costs)	Efficiency	$.012736	$0.0242	$0.007986	$0.008416	$0.008416
Number of page views on the Austin City Connection per capita	Result	23.18	24.13	37.40	36.35	36.35

Activity History and Description: This is a semi-core activity. This activity continues to prove an effective and efficient communication tool to provide information to customers about a variety of services offered by the City of Austin.

Activity Objective: The purpose of the Austin City Connection activity is to provide 24-hour access to the public so they can get information about City services/events whenever needed.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Internet research. Create/maintain websites. Assist Departments to establish/create and update websites.	Graphic design for Internet.

Changes in Requirements and Performance Measures: This activity reduces its FTE count by 1.00 FTE. The performance measures decrease as a result. In addition, cost increases are due to a contract for the management of several City domain names and web sites.

Responsible Employee: Tony Mook 512-974-3541

Public Information Office-2002-03

Activity: *Editorial Services*
Activity Code: *59ED*
Program Name: *COMMUNICATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$94,327	$119,173	$99,173	$91,084	$91,084
Total Requirements	**$94,327**	**$119,173**	**$99,173**	**$91,084**	**$91,084**
Full-Time Equivalents	**1.85**	**1.60**	**1.60**	**1.30**	**1.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per item (speeches written, newsletters, products, etc.)	Efficiency	855	$433.36	$604.36	$392.17	$392.17
Percent of respondents who are satisfied with content and presentation of material	Result	100%	95%	99%	99%	99%

Activity History and Description: This is a semi-core activity. This activity provides emphasis on communication with a focus on providing information to registered neighborhood associations about issues which potentially impact a particular neighborhood.

Activity Objective: The purpose of the Editorial Services activity is to provide and produce clear, understandable and professional communication to City of Austin personnel and registered neighborhood associations so that they can provide the public with accurate information about special events, department services and other issues.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Produce brochures and other collateral materials; Photography service; Graphic design (other than Internet); Write/edit/publish monthly neighborhood newsletter, At Your Doorstep. Serve as central editor for City of Austin; write speeches;	

Changes in Requirements and Performance Measures: Funding is reduced by $28,089 as requirements were reallocated from Closed Captioning Services to Television Production and staff reallocated to Media Relations. The cost per item will decrease, but percent satisfied will remain at 99%.

Responsible Employee: David Matustik 512-974-2406

Public Information Office-2002-03

Activity: *Events Planning*
Activity Code: *59EV*
Program Name: *COMMUNICATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$10,379	$7,754	$7,754	$9,560	$9,560
Total Requirements	**$10,379**	**$7,754**	**$7,754**	**$9,560**	**$9,560**
Full-Time Equivalents	**0.15**	**0.10**	**0.10**	**0.10**	**0.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per event	Efficiency	$778	$646	$337	$478	$478
Percent of planned events that take place on schedule and meet event-specific objectives	Result	95%	95%	98%	98%	98%

Activity History and Description: This is a semi-core activity. There is a requirement for elections and the swearing-in events in which PIO participates. In addition, this activity has evolved over several years to require substantial event planning including Library Openings, Recreation Center Openings, and the opening of other major facilities.

Activity Objective: The purpose of the Events planning activity is to produce a seamless, successful event for the City of Austin personnel and the general public so that they can have the opportunity to highlight and celebrate accomplishments.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Special events planning.	Community/Town Hall meetings planning.

Changes in Requirements and Performance Measures: The increased requirement for funding is due to the reallocation of staff time associated with this activity. The cost per event should decrease as more events are anticipated in FY 2003.

Responsible Employee: David Matustik 512-974-2406

Public Information Office-2002-03

Activity: *Internal Communication*
Activity Code: *59NC*
Program Name: *COMMUNICATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$108,034	$122,807	$122,807	$125,502	$125,502
Total Requirements	**$108,034**	**$122,807**	**$122,807**	**$125,502**	**$125,502**
Full-Time Equivalents	**1.40**	**1.50**	**1.50**	**1.50**	**1.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per employee communication product	Efficiency	$657	$856	$1,637	$1,476	$1,476
Percent of employee respondents reporting knowledge of specific City issues	Result	N/A	80%	82%	85%	85%

Activity History and Description: This is a semi-core activity. The Internal Communication activity provides for the distribution of information to employees through various means including newsletters, Town Hall Meetings, etc.

Activity Objective: The purpose of the Internal Communication activity is to provide an effective communication strategy for City of Austin personnel so that they can understand and appreciate City issues and/or policy decisions, particularly those that directly impact them.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Employee communication. Distribution of internal memos/documents.	

Changes in Requirements and Performance Measures: Cost per employee communication product increased from $865 in FY 2002 to $1,476 in FY 2003 because of a decrease in the number of employee communication products.

Responsible Employee: Michele Middlebrook-Gonzalez 512-974-2410

Public Information Office-2002-03

Activity: *Media Relations*
Activity Code: *59MR*
Program Name: *COMMUNICATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$207,716	$241,325	$241,325	$201,606	$201,606
Total Requirements	**$207,716**	**$241,325**	**$241,325**	**$201,606**	**$201,606**
Full-Time Equivalents	**2.00**	**2.50**	**2.50**	**1.30**	**1.30**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Value of Department-Initiated Media Coverage	Efficiency	$2.07:$1.00	$3.73:$1.00	$3.73:$1.00	$4.46:$1.00	$4.46:$1.00
Value of Corporate-initiated media coverage	Output	$1,014,809	$900,000	$900,000	$900,000	$900,000
Percent of media calls responded to within 15 minutes	Result	99.4%	99%	99%	99%	99%

Activity History and Description: This is a semi-core activity. This activity provides media contact/calls to both initiate media coverage and respond to media inquires on City issues ranging from budget to Council Agenda emergency items.

Activity Objective: The purpose of the media relations activity is to provide information to representatives of the media so they can provide a balanced representation of a City issue and/or policy decision.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	News release distribution. News release writing. Media requests and assistance. Setting up/coordinating multi-departmental response. Emergency response to Office of Emergency Management. Media assistance for Council.	Corporate media training.

Changes in Requirements and Performance Measures: The FY 2003 Proposed Budget eliminates 1.00 vacant FTE and reallocates a portion of another FTE. Requirements decrease $40,000. The activity will continue to respond to the media within 15 minutes at a rate of 99%.

Responsible Employee: David Matustik 512-974-2406

Public Information Office-2002-03

Activity: *Television Production*
Activity Code: *59TP*
Program Name: *COMMUNICATION*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$414,028	$471,563	$464,563	$479,648	$479,648
Total Requirements	**$414,028**	**$471,563**	**$464,563**	**$479,648**	**$479,648**
Full-Time Equivalents	**5.60**	**5.60**	**5.60**	**5.70**	**5.70**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity Cost per production covered	Efficiency	$1,508.91	$1,123	$967.84	$999.27	$999.27
Percent of productions covered	Result	97.5%	97%	98%	98%	98%

Activity History and Description: This is a semi-core activity. The Television Production activity was moved from the Financial and Administrative Services Department in FY2000-01. The Television Production activity provides taping of Council Meetings, some Board and Commission Meetings and other special requested tapings. The Television Production activity also includes the funding for the Closed Captioning Services provided for Council Meetings telecast and funding for radio broadcast.

Activity Objective: The purpose of the television production activity is to provide information to the general public about Austin City Council activities, including covering Council meetings, news conferences and other productions.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Requests for coverage-includes City Council Meetings, news conferences, and other production requests. Schedule airing on Channel 6.	

Changes in Requirements and Performance Measures: Closed Captioning funding was moved to this activity.

Responsible Employee: Errol Mortland 512-974-2980

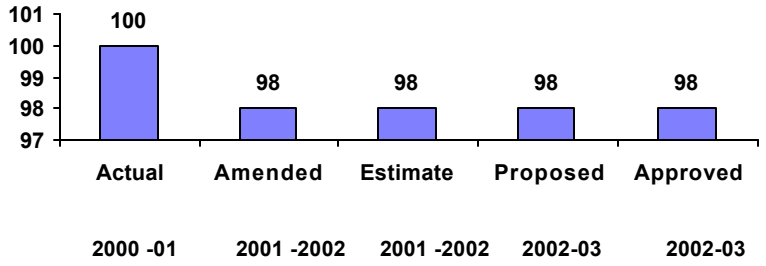
Public Information Office-2002-03

Program: CUSTOMER SERVICE

Program Objective: The purpose of the Customer Service program is to provide exemplary information and assistance to City of Austin personnel, the general public and the media so they can get their information needs met in a timely manner.

Program Results Measures:

Percent of requests delivered within deadlines set



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of requests delivered within deadlines set	100%	98%	98%	98%	98%
Percent of responses to CAF requests delivered on time	97.4%	97%	98%	98.5%	98.5%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Customer Response	$334,328	7.70	$357,869	7.70	$307,869	7.60	$310,455	7.05	$310,455	7.05
Information Resources Management	$110,598	1.80	$70,749	1.40	$67,749	1.30	$78,249	1.60	$78,249	1.60
Total	$444,926	9.50	$428,618	9.10	$375,618	8.90	$388,704	8.65	$388,704	8.65

Public Information Office-2002-03

Activity: *Customer Response*
Activity Code: *59SS*
Program Name: *CUSTOMER SERVICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refunds	$0	$0	$0	$0	$0
Support Services Fund	$334,328	$357,869	$307,869	$310,455	$310,455
Total Requirements	**$334,328**	**$357,869**	**$307,869**	**$310,455**	**$310,455**
Full-Time Equivalents	**7.70**	**7.70**	**7.60**	**7.05**	**7.05**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
ACAP cost per CAF responded to	Efficiency	$21.25	$30.34	$33.90	$19.33	$19.33
Percent of responses to CAF requests delivered on time	Result	97.4%	97%	98%	98.5%	98.5%

Activity History and Description: This is a semi-core activity. The activity has been developed over several years. During FY 1999-2000, City Link joined PIO to focus more attention on this activity.

Activity Objective: The purpose of the Customer Response activity is to provide a coordinated, consistent response from a corporate perspective to the general public so they get the information they've requested in a timely manner.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Maintain ACAP. Provide one-to-one customer service.	

Changes in Requirements and Performance Measures: The Proposed Budget decreases the requirements by $47,000 and .65 FTE. The department expects the number of CAFs to increase while decreasing the cost per CAF and maintaining a high on-time delivery rate.

Responsible Employee: Frances Hargrove 512-974-6302

Public Information Office-2002-03

Activity: *Information Resources Management*
Activity Code: *59RM*
Program Name: *CUSTOMER SERVICE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$110,598	$70,749	$67,749	$78,249	$78,249
Total Requirements	**$110,598**	**$70,749**	**$67,749**	**$78,249**	**$78,249**
Full-Time Equivalents	**1.80**	**1.40**	**1.30**	**1.60**	**1.60**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per response to request	Efficiency	$181.61	$176.87	$129.55	$120.38	$120.38
Percent of requests delivered within deadlines set	Result	100%	98%	98%	98%	98%

Activity History and Description: This is a core activity. The legal requirement is the State of Texas in the case of providing responses to requests under the Public Information Act. This has been an ongoing activity with increases attributed to both personnel and equipment resources necessary for job function.

Activity Objective: The purpose of the Information Resources Management activity is to provide factual, accurate material as requested to City personnel, the media and general public so they can have the information they need in a timely manner.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Process Public Information Act requests (7-10 days)(5/month).	Maintain Community Registry (48 hours). Maintain internal databases (database administration). Maintain video library (72 hours)(12/month). Maintain newspaper article service (48 hrs)(10/month).	

Changes in Requirements and Performance Measures: Substantially the same. As the number of responses to requests increased the cost per response correspondingly decreased.

Responsible Employee: Michele Middlebrook-Gonzalez 512-974-2410

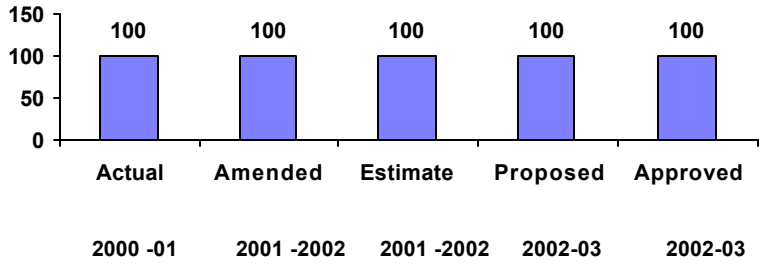
Public Information Office-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Percent of CAFs submitted within deadline



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Percent of CAFs submitted within deadline	100%	100%	100%	100%	100%
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	$28.45%	N/A	25%	25%	25%
Percent Variance of CYEs to Actual Expenditures	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%
Percent Variance of CYEs to Actual Revenue	No revenue	No revenue	No revenue	No revenue	No revenue
Personnel Action Form (PAF) error rate	0%	0%	0%	0%	0%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	27 days	15 days	15 days	35 days	35 days

Public Information Office-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$135,766	1.30	$188,711	1.60	$143,666	1.80	$103,028	1.25	$103,028	1.25
Financial Monitoring / Budgeting	$67,282	0.90	$76,584	1.00	$76,584	1.00	$4,616	0.10	$4,616	0.10
Personnel / Training	$41,052	0.60	$45,794	0.60	$45,794	0.60	$39,408	0.95	$39,408	0.95
Purchasing	$6,779	0.20	$7,167	0.20	$7,167	0.20	$7,021	0.20	$7,021	0.20
Total	$250,879	3.00	$318,256	3.40	$273,211	3.60	$154,073	2.50	$154,073	2.50

Public Information Office-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$135,766	$188,711	$143,666	$103,028	$103,028
Total Requirements	**$135,766**	**$188,711**	**$143,666**	**$103,028**	**$103,028**
Full-Time Equivalents	**1.30**	**1.60**	**1.80**	**1.25**	**1.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	7%	9%	2.31%	1.89%	1.89%
Percent of CAFs submitted within deadline	Result	100%	100%	100%	100%	100%

Activity History and Description: To provide support to all activities including clerical, managerial and attendance at staff meetings, etc.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff and Council meetings support; Business plans and performance measures development; Secretarial/clerical support; Subscriptions and membership processing; Survey development and response; File and records management; Mail distribution.		

Changes in Requirements and Performance Measures: The reduced funding for this activity is due to the emphasis placed upon increased customer and communication programming. It also reflects a decrease in the Executive Assistant to the City Manager position from 1 FTE to .75 FTE.

Responsible Employee: Michele Middlebrook-Gonzalez 512-974-2220

Public Information Office-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$67,282	$76,584	$76,584	$4,616	$4,616
Total Requirements	**$67,282**	**$76,584**	**$76,584**	**$4,616**	**$4,616**
Full-Time Equivalents	**0.90**	**1.00**	**1.00**	**0.10**	**0.10**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	3.17%	$3.63	3.86%	0.22%	0.22%
Percent Variance of CYEs to Actual Expenditures	Result	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%	Q1:2% Q2:2% Q3:1%
Percent Variance of CYEs to Actual Revenue	Result	No revenue	No revenue	No revenue	No revenue	No revenue

Activity History and Description: Provides for the development of the annual budget and monitoring of expenditures to achieve a balanced budget. This activity also provides financial services to Management Services, Mayor and Council and Office of the City Clerk. Combined budgets exceed $10 million.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Petty cash auditing; Performance report development and monitoring; Department budget (operating and CIP) development and monitoring; Revenue and expenditures tracking; CYE development; Accounts receivable; Five-year forecast development; TB, RB, EB, AA, JV processing;		

Public Information Office-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Inventory management;
Travel processing;
RCA preparation.

Changes in Requirements and Performance Measures:

The decrease in the funding requirement is due to the deletion of the Financial Manager position. The Finance and Administrative Services Department is responsible for all aspects of this activity, including providing regularly updated budget information as requested by the Public Information Officer. In addition, the Public Information Officer will give direction during development of the forecast and budget.

Responsible Employee: Michele Middlebrook-Gonzalez 512-974-2220

Public Information Office-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$41,052	$45,794	$45,794	$39,408	$39,408
Total Requirements	**$41,052**	**$45,794**	**$45,794**	**$39,408**	**$39,408**
Full-Time Equivalents	**0.60**	**0.60**	**0.60**	**0.95**	**0.95**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$167.26	$186.56	$169.61	$156.07	$156.07
Personnel Action Form (PAF) error rate	Result	0%	0%	0%	0%	0%

Activity History and Description: To recruit and hire qualified personnel and train current staff to meet SSPR requirements and enhance abilities to perform duties.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workplace in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing; Hiring and recruiting; Workers compensation claim processing; Grievance-related activities; Employee counseling up to and including termination; Pay check/stub distribution and correction; Benefits administration; Personnel Action Forms.		

Changes in Requirements and Performance Measures: This activity is decreased due to the elimination of all training funding with the exception of funding for the highly specialized training required by the Austin City Connection Division.

Responsible Employee: Michele Middlebrook-Gonzalez 512-974-2220

Public Information Office-2002-03

Activity: *Purchasing*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$6,779	$7,167	$7,167	$7,021	$7,021
Total Requirements	**$6,779**	**$7,167**	**$7,167**	**$7,021**	**$7,021**
Full-Time Equivalents	**0.20**	**0.20**	**0.20**	**0.20**	**0.20**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$8.07	$12.82	$17.92	$17.55	$17.55
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	$28.45%	N/A	25%	25%	25%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	27 days	15 days	15 days	35 days	35 days

Activity History and Description: To provide technical assistance for petty cash expenditures and contact with the Accountant in the Controller's Office providing the actual purchasing activities.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant purchasing contracts.

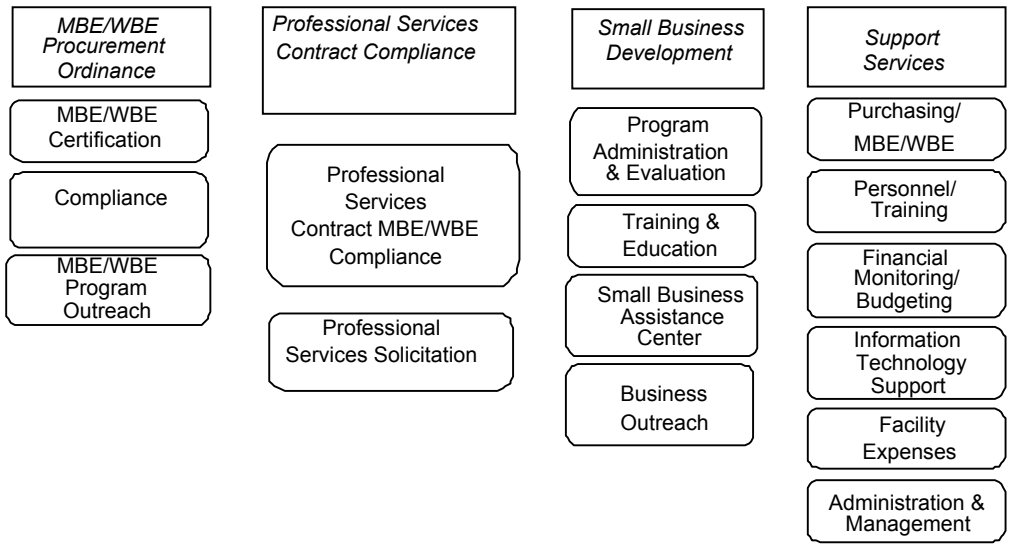
Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under $5,000); Contract administration, monitoring and compliance; Coordinating RFQ's; Checking under $5,000 guidelines; Technical assistance; Purchase reporting and payment activities; Payments processing.		

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Linda Rivera 512-974-3224

Small and Minority Business Resources— 2002–2003



LEGEND= *Programs* Activities

Support Services Fund	2000-2001 Actual	2000-2002 Amended	2001-2002 Estimated	2002-2003 Proposed	2002-2003 Approved
SMBR Economic Development	$339,531	$640,000	$604,449	$440,663	$440,663
Support Sevices Requirements	$2,649,701	$2,709,193	$2,709,193	$2,647,450	$2,647,450
Full-time Equivalents (FTE's)	33.00	33.00	33.00	30.00	30.00

Dept. of Small and Minority Business Resources —2002-2003

Mission

The purpose of the Department of Small and Minority Business Resources is to administer the MBE/WBE Procurement Ordinance and provide development opportunities and resources to small businesses so they can have affirmative access and show productive growth.

Goals

1. Administer the MBE/WBE Procurement Ordinance to ensure that 100% of City-certified MBE/WBE firms meet eligibility requirements, and to ensure that City management upholds 100% of compliance recommendations.

2. DSMBR will incorporate online technologies in order to increase the effectiveness of services and eliminate the MBE/WBE/DBE digital divide.

3. To provide information to internal and external customers necessary to ensure that 100% of bidders/proposers are in compliance with the MBE/WBE Procurement Ordinance.

4. Increase number and capacity of City-certified MBE/WBE businesses to do business as a direct result of resources provided by DSMBR.

Key Indicators

The key indicators used by the Department of Small and Minority Business Resources include:

- Total Dollar Value of City Awards to MBE/WBE Firms
- Percentage of City MBE/WBE Awards Compared to the Annual Goals
- Number of City-certified MBE/WBE businesses enrolled

Dept. of Small and Minority Business Resources —2002-2003

Business Plan

The DSMBR Approved 2002-03 budget supports the goals of the department. DSMBR has reorganized by consolidating the Engineering and Technical Services Program's services into the MBE/WBE Procurement Ordinance Program, and by creating the Professional Services Contract Compliance Program. The main purpose of the new program is to promote and enforce MBE/WBE participation in Professional Services contracts, such as Architecture and Engineering.

DSMBR faces several challenges in 2003 in addition to successfully implementing the Professional Services Contract Compliance Program. For example, a Sunset Review is scheduled for the MBE/WBE Procurement Ordinance by June 30, 2003. The Sunset Review could change the purpose and structure of the MBE/WBE Procurement Ordinance, and DSMBR will be responsible for implementing these changes. Another challenge is for DSMBR to create and implement a comprehensive strategy for delivering small business development services through a competitive process that eliminates duplicated services. DSMBR will be responsible for converting the pending results of the small business services needs assessment study into a viable delivery strategy, and then delivering the services that are most needed by Austin's small businesses. Still another challenge is that DSMBR has relocated to a temporary facility while the Small Business Assistance Center (SBAC) undergoes a mold remediation project. DSMBR is scheduled to return to the SBAC in October, but DSMBR must manage the relocation and return move so as to minimize any service disruptions.

DSMBR's Approved Budget for 2002-03 includes the following programs and activities:

<u>MBE/WBE Procurement Ordinance Program</u>

The purpose of the MBE/WBE Procurement Program is to provide information to the City of Austin necessary to provide equal opportunities to all businesses participating in City contracting. It consists of the MBE/WBE Certification, MBE/WBE Compliance, and MBE/WBE Program Outreach Activities. The program supports DSMBR's goals regarding communicating and enforcing the requirements of the MBE/WBE Procurement Ordinance. For fiscal year 2002-03, this program will assume the field audit and prompt payment responsibilities formerly belonging to the Engineering and Technical Services Program.

As mentioned above, this program may be impacted later in fiscal 2002-03 by changes to the MBE/WBE Procurement Ordinance resulting from the Sunset Review. This program's role will be to communicate any changes resulting from the Sunset Review to bidders/proposers and the MBE/WBE community, and to incorporate these changes into its operational procedures to ensure they are carried out as intended.

The Approved Budget for this program eliminates 2.0 FTEs, DSMBR's file room keeper and a vacant position. These reductions should not impact the accuracy and speed of DSMBR's reviews of Ordinance compliance related documents.

<u>Small Business Development Program</u>

The purpose of DSMBR's Small Business Development Program (SBDP) is to provide development opportunities and resources to small businesses so they may become self-sustaining in a competitive business environment. The SBDP consists of the Program Development and Evaluation, Training and Education, Small Business Assistance Center, and Business Outreach Activities. The SBDP is funded by City funding and Federal Community Development Block Grant (CDBG) funding. The Federal funding pays for the rent, utilities, and equipment leases of the portion of the Small Business Assistance Center dedicated to small business development.

Dept. of Small and Minority Business Resources —2002-2003

As mentioned above, the SBDP will be developing a comprehensive strategy for delivering small business development services that minimizes duplication of services and award contracts competitively. The services to be provided will be based on the findings of the needs assessment study. The goal will be to address gaps between the demand and supply of critical services and the method of delivery. The SBDP will also fund an initiative during fiscal 2003 aimed at strengthening minority ownership in the construction industry. The Construction Contractor Certification Program will provide a curriculum of classes that will prepare small construction contractors to compete for small and medium-sized City construction projects, and then manage those projects successfully and profitably. Funding for these initiatives is included in the City funded portion of DSMBR's Approved Budget. Both these initiatives support DSMBR' goal of increasing the number and capacity of City-certified MBE/WBE businesses to do business as a direct result of resources provided by DSMBR.

The SBDP's Approved Budget also includes funding for initiatives that support DSMBR's goal of incorporating online technologies in order to increase the effectiveness of services and eliminate the MBE/WBE digital divide. The Approved Budget continues funding for DSMBR's On-Line Planroom, which provides small contractors with Internet access to construction plans and specifications. The Online Plan Room introduces small contractors to new technologies that will improve their efficiency and competitiveness. Also, once DSMBR returns to the Small Business Assistance Center, the PC Lab will be used to provide a curriculum of business software classes needed by many small business owners.

Professional Services Contracts Compliance Program

DSMBR has recently undergone a reorganization that created the new Professional Services Contracts Compliance Program. The new program resulted from community concerns over low MBE/WBE participation in Professional Services projects, which follow a different compliance process from other types of contracts. The purpose of the Professional Services Contracts Compliance Program is to provide outreach, solicitation guidance and review, Small & MBE/WBE Compliance, and contract monitoring services for the participants and managers of City Professional Services Contracts to ensure fair participation opportunities and compliance with applicable laws, procedures and policies. The program will consist of the Professional Services MBE/WBE Compliance and Professional Services Solicitation Review Activities. The Approved Budget reallocates 3.0 FTEs to this program.

The program supports DSMBR's goals regarding communicating and enforcing the requirements of the MBE/WBE Procurement Ordinance, and will support projects in each phase. Certain projects will be reviewed prior to solicitation to identify participation opportunities for professional service MBE/WBEs. RFQ documents will also be reviewed prior to issue to ensure they meet professional services procurement criteria not related to MBE/WBE participation. Outreach efforts will be made to encourage professional service MBE/WBEs to pursue major City projects. Project specific and rotational contracts will be monitored after award to ensure that prime consultants meet the MBE/WBE obligations they are committed to by the contract terms. The program's staff will also work to facilitate communications between prime and MBE/WBE subconsultants, and resolve disputes that may impede the MBE/WBE firm's participation in the project.

Support Services Program

The Approved Budget eliminates 1.0 FTE assigned primarily to administrative functions.

Small and Minority Business Resources - 2002-03

Significant Revenue and Expenditure Changes by Program

Expenditure Changes by Program	Dollars	FTEs
City-Wide		
An additional $13,320 has been included for anticipated changes in health contributions.	$13,320	
The Approved Budget includes $19,831 for salary increases associated with Pay for Performance in 2002.	$19,831	
MBE/WBE Procurement Program		
The Approved Budget eliminates an Administrative Senior	($38,973)	(1.00)
The Approved Budget eliminates a Business Development Counselor from MBE/WBE Program Outreach Activity	($56,966)	(1.00)
The Approved Budget reduces vacancy savings by $49,158.	$49,158	
The Approved Budget reallocates 2.0 FTEs to the Professional Services Contract Compliance Program	($159,013)	
Professional Services Contract Compliance Program		
The Approved Budget reallocates 2.0 FTEs from MBE/WBE Procurement Program and makes a salary adjustment	$179,763	
Support Services Program		
The Approved Budget eliminates a Senior Business Development Counselor from MBE/WBE Compliance Activity	($77,238)	(1.00)
The Approved Budget eliminates $15,097 in commodities and contractuals	($15,097)	
The Approved Budget contains $4,148 in extra rent for one month at the Motorola complex.	$4,148	
The Approved budget eliminates $13,811 in vacancy savings	$13,811	
The Approved Budget contains terminal pay for eliminated positions	$8,987	
Small Business Development Program		
SMBR Economic Development Fund		
The Approved Budget eliminates a one-time carry forward from fiscal year 2000-01 for Economic Development purposes.	($140,000)	
The Approved Budget reduces funding for temporary employees.	($59,337)	

Programs and Activites

Small Minority Business Resources-2002-03

Support Services Fund

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
M/WBE PROCUREMENT PROGRAM										
Compliance	$1,008,371	16.15	$1,024,341	16.02	$1,069,189	16.20	$923,677	13.76	$923,677	13.76
MBE-WBE Certification	$231,013	4.50	$276,676	4.50	$279,212	4.50	$282,147	4.76	$282,147	4.76
MBE/WBE Program Outreach	$116,444	2.40	$95,335	2.40	$75,427	2.25	$63,811	0.86	$63,811	0.86
PROFESSIONAL SERVICES CONTRACT COMPLIANCE										
Professional Services Contracts MBE/WBE Compliance	$0	0.00	$54,099	0.65	$54,099	0.65	$204,817	2.62	$204,817	2.62
Professional Services Solicitation Review	$0	0.00	$26,163	0.25	$26,163	0.25	$26,163	0.25	$26,163	0.25
SMALL BUSINESS DEVELOPMENT										
Business Outreach	$13,747	0.20	$9,007	0.10	$17,844	0.20	$18,186	0.23	$18,186	0.23
Program Administration and Evaluation	$249,318	2.75	$184,868	2.25	$287,611	2.90	$274,280	3.29	$274,280	3.29
Small Business Assistance Center	$104,644	1.95	$130,868	2.05	$101,565	1.95	$116,667	1.81	$116,667	1.81
Training and Education	$272,147	0.15	$336,423	0.65	$232,785	0.05	$290,335	0.05	$290,335	0.05
SUPPORT SERVICES										
Administration and Management	$220,481	2.00	$143,187	1.25	$136,873	1.20	$109,289	0.66	$109,289	0.66
Facility Expenses	$229,961	0.10	$215,848	0.00	$241,425	0.20	$204,971	0.00	$204,971	0.00
Financial Monitoring / Budgeting	$28,721	0.45	$30,866	0.45	$39,859	0.55	$36,844	0.53	$36,844	0.53
Information Technology Support	$16,304	0.10	$13,537	0.00	$12,991	0.00	$17,590	0.00	$17,590	0.00
Personnel / Training	$109,003	1.45	$126,204	1.78	$66,259	1.10	$48,644	0.68	$48,644	0.68
Purchasing / M/WBE	$49,547	0.80	$41,771	0.65	$67,891	1.00	$30,029	0.50	$30,029	0.50
Total	$2,649,701	33.00	$2,709,193	33.00	$2,709,193	33.00	$2,647,450	30.00	$2,647,450	30.00

Small Minority Business Resources-2002-03

SMBR Economic Development

	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amended	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002 -03 Proposed	2002 -03 FTE	2002 -03 Approved	2002 -03 FTE
SMALL BUSINESS DEVELOPMENT										
Training and Education	$339,531	0.00	$640,000	0.00	$604,449	0.00	$440,663	0.00	$440,663	0.00
Total	$339,531	0.00	$640,000	0.00	$604,449	0.00	$440,663	0.00	$440,663	0.00

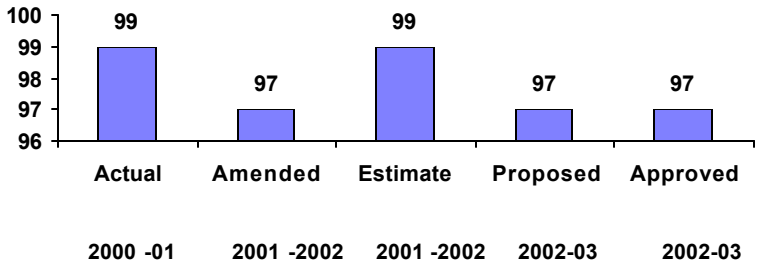
Small Minority Business Resources-2002-03

Program: M/WBE PROCUREMENT PROGRAM

Program Objective: The purpose of the MBE/WBE Procurement program is to provide information to the City of Austin necessary to provide equal opportunities to all businesses participating in City contracting.

Program Results Measures:

Percent of recommendations upheld



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per application processed	$261.00	$354.00	$363.00	$354.00	$354.00
Cost per Compliance Plan Reviewed	$648.00	$650.00	$692.00	$700.00	$700.00
Cost per opportunity notice	$3.78	$5.25	$1.80	$1.60	$1.60
Number of Audits performed annually	196	150			
Percent of businesses certified that meet eligibility requirements	100%	100%	100%	100%	100%
Percent of compliant bidders and proposers	90%	90%	90%	90%	90%
Percent of recommendations upheld	99%	97%	99%	97%	97%
Percentage of discovered compliance discrepancies resolved	90%	95%			
Turn around time for recertification applications	22 days	25 days	25 days	25 days	25 days
Turnaround time for new certification applications	19	27	27	27	27

Small Minority Business Resources-2002-03

Program: M/WBE PROCUREMENT PROGRAM

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Compliance	$1,042,178	17.15	$1,061,619	17.02	$1,106,112	17.20	$961,731	14.76	$961,731	14.76
MBE-WBE Certification	$231,013	4.50	$276,676	4.50	$279,212	4.50	$282,147	4.76	$282,147	4.76
MBE/WBE Program Outreach	$116,444	2.40	$95,335	2.40	$75,427	2.25	$63,811	0.86	$63,811	0.86
Total	$1,389,635	24.05	$1,433,630	23.92	$1,460,751	23.95	$1,307,689	20.38	$1,307,689	20.38

Small Minority Business Resources-2002-03

Activity: *Compliance*
Activity Code: *7CPL*
Program Name: *M/WBE PROCUREMENT PROGRAM*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Expense Refund	$33,807	$37,278	$36,923	$38,054	$38,054
Support Services Fund	$1,008,371	$1,024,341	$1,069,189	$923,677	$923,677
Total Requirements	**$1,042,178**	**$1,061,619**	**$1,106,112**	**$961,731**	**$961,731**
Full-Time Equivalents	**17.15**	**17.02**	**17.20**	**14.76**	**14.76**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Compliance Plan Reviewed	Efficiency	$648.00	$650.00	$692.00	$700.00	$700.00
Percent of Compliance Plans reviewed within 7 business days	Result	88%	96%	90%	90%	90%
Percent of recommendations upheld	Result	99%	97%	99%	97%	97%

Activity History and Description: This program monitors the City's procurement activities to ensure that City departments and vendors/contractors comply with the requirements of the Minority- and Women-Owned Procurement Ordinance, and its operating rules. Services include review and maintenance of vendors/contractors, compliance plans, approval of specific project goals, site audits, review of contract closeout documents, research and planning needed to develop revisions to the Ordinance.

Activity Objective: The purpose of compliance review is to provide valid recommendations of contractor compliance with the Ordinance to City Management so they have the information they need to ensure a fair opportunities for all businesses to participate in the City's procurements.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Pre Award Compliance, Compliance Plan Review and Maintenance, Post Award Monitoring, Site Audits, Protests, Contract Close Outs, Ordinance Revisions		

Changes in Requirements and Performance Measures: Eliminates 1.0 FTE and reallocates 2.0 FTEs to the Professional Services Contract Compliance Program. Also includes a reallocation of 0.54 FTE from MBE/WBE Program Outreach, 0.10 from Personnel/Training and 0.10 from Purchasing MBE/WBE.

Responsible Employee: Jan Lawson 512-974-7607

Small Minority Business Resources-2002-03

Activity: *MBE-WBE Certification*
Activity Code: *7MWE*
Program Name: *M/WBE PROCUREMENT PROGRAM*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$231,013	$276,676	$279,212	$282,147	$282,147
Total Requirements	**$231,013**	**$276,676**	**$279,212**	**$282,147**	**$282,147**
Full-Time Equivalents	**4.50**	**4.50**	**4.50**	**4.76**	**4.76**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per application processed	Efficiency	$261.00	$354.00	$363.00	$354.00	$354.00
Percent of businesses certified that meet eligibility requirements	Result	100%	100%	100%	100%	100%
Turn around time for recertification applications	Result	22 days	25 days	25 days	25 days	25 days
Turnaround time for new certification applications	Result	19	27	27	27	27

Activity History and Description: This activity ensures that all businesses participating in City MBE/WBE procurement opportunities meet the eligibility requirements of the Minority- and Women-owned Business Enterprise Procurement Ordinance and its operating rules. Thorough review of business records, ownership documents and a site audit of facility and equipment, ensures applicant business meet the eligibility requirements for certification as an MBE/WBE and annual recertification is necessary.

Activity Objective: The purpose of MBE/WBE certification is to review and audit applicants for the City of Austin in order to ensure that listed firms meet eligibility requirements.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Initial review, Desk review, Customer Service, Approval, Denial, Appeals, Site audits		

Changes in Requirements and Performance Measures: 0.26 FTE reallocated from Personnel/Training.

Responsible Employee: Jan Lawson 512-974-7607

Small Minority Business Resources-2002-03

Activity: *MBE/WBE Program Outreach*
Activity Code: *7MVD*
Program Name: *M/WBE PROCUREMENT PROGRAM*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$116,444	$95,335	$75,427	$63,811	$63,811
Total Requirements	**$116,444**	**$95,335**	**$75,427**	**$63,811**	**$63,811**
Full-Time Equivalents	**2.40**	**2.40**	**2.25**	**0.86**	**0.86**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per opportunity notice	Efficiency	$3.78	$5.25	$1.80	$1.60	$1.60
Percent of compliant bidders and proposers	Result	90%	90%	90%	90%	90%

Activity History and Description: This activity educates bidders/proposers and contractors on their responsibilities under the Ordinance, and conducts outreach aimed at recruiting and retaining certified MBE/WBE businesses

Activity Objective: The purpose of MBE/WBE Procurement Program Outreach is to provide information and education to the Austin business community in order to heighten awareness of City of Austin procurement opportunities and to cultivate a cooperative business atmosphere.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Opportunity Notices, Networking and Outreach for City opportunities, Program Publicity, Confirmation Notices, Pre-bid Conferences, Pre-construction Conferences	

Changes in Requirements and Performance Measures: Eliminates 1.0 FTE (offset by reduced vacancy savings) and reallocates staff time to other Activities. The 'Cost per Opportunity Notice' decreases notably in FY03 due to increased efficiencies and an improvement in time allocation for the measure.

Responsible Employee: Jan Lawson 512-974-7605

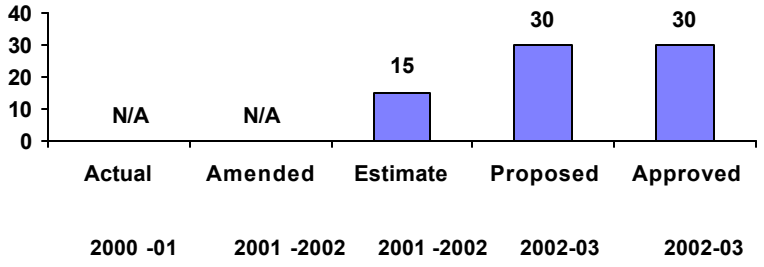
Small Minority Business Resources-2002-03

Program: *PROFESSIONAL SERVICES CONTRACT COMPLIANCE*

Program Objective: The purpose of the Professional Services Contract Compliance Program is to provide outreach, solicitation guidance and review, Small & MBE/WBE Compliance, and contract monitoring services for the participants and managers of City Professional Services Contracts to ensure fair participation opportunities and compliance with applicable laws, procedures, and policies.

Program Results Measures:

Number of RFQs reviewed



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Actual MBE/WBE Participation on RFQs	10.78% MBE; 8.83% WBE	8.6% MBE; 18.2% WBE	12.0% MBE; 18.2% WBE	8.6% MBE; 18.2% WBE	8.6% MBE; 18.2% WBE
Cost per solicitation reviewed	N/A	N/A	N/A	$872.00	$872.00
Number of Professional Services contracts monitored	N/A	N/A	250	250	250
Number of Professional Services contracts that require monitoring	N/A	N/A	250	250	250
Number of proposals submitted for RFQs reviewed	N/A	N/A	300	600	600
Number of RFQs reviewed	N/A	N/A	15	30	30
Number of RFQs that require review	N/A	N/A	15	30	30
Percentage of RFQ selection results in compliance with State and City regulations	N/A	N/A	100%	100%	100%
Percentage of RFQs issued that are in conformance with State regulations	N/A	N/A	100%	100%	100%

Small Minority Business Resources-2002-03

Program: PROFESSIONAL SERVICES CONTRACT COMPLIANCE

Percentage of RFQs reviewed corrected before issue	N/A	N/A	50%	50%	50%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Professional Services Contracts MBE/WBE Compliance	$0	0.00	$54,099	0.65	$54,099	0.65	$204,817	2.62	$204,817	2.62
Professional Services Solicitation Review	$0	0.00	$26,163	0.25	$26,163	0.25	$26,163	0.25	$26,163	0.25
Total	$0	0.00	$80,262	0.90	$80,262	0.90	$230,980	2.87	$230,980	2.87

Small Minority Business Resources-2002-03

Activity: *Professional Services Contracts MBE/WBE Compliance*
Activity Code: *7MBE*
Program Name: *PROFESSIONAL SERVICES CONTRACT COMPLIANCE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$54,099	$54,099	$204,817	$204,817
Total Requirements	**$0**	**$54,099**	**$54,099**	**$204,817**	**$204,817**
Full-Time Equivalents	**0.00**	**0.65**	**0.65**	**2.62**	**2.62**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per Professional Services contracts monitored	Demand	N/A	N/A	N/A	$3,414	$3,414
Number of Professional Services contracts that require monitoring	Demand	N/A	N/A	250	250	250
Number of Professional Services contracts monitored	Output	N/A	N/A	250	250	250
Actual MBE/WBE Participation on RFQs	Result	10.78% MBE; 8.83% WBE	8.6% MBE; 18.2% WBE	12.0% MBE; 18.2% WBE	8.6% MBE; 18.2% WBE	8.6% MBE; 18.2% WBE

Activity History and Description: This activity monitors MBE/WBE compliance in Professional Services contracts.

Activity Objective: The purpose of the Professional Services Contracts MBE/WBE Compliance Activity is to provide outreach, solicitation review, and contract monitoring services to prime consultants, subconsultants, and City staff to ensure they comply with the requirements of the MBE/WBE Procurement Ordinance as it relates to Professional Services contracts.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Identification and review of subconsultant RFQ opportunities; Compliance plan review; Compliance monitoring; RFP review; Dispute mediation; MBE/WBE outreach	

Changes in Requirements and Performance Measures: Reallocates 1.97 FTEs from the MBE/WBE Procurement Program's Compliance Activity.

Responsible Employee: Bhasker Reddi 512-974-7267

Small Minority Business Resources-2002-03

Activity: *Professional Services Solicitation Review*
Activity Code: *7SSR*
Program Name: *PROFESSIONAL SERVICES CONTRACT COMPLIANCE*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$0	$26,163	$26,163	$26,163	$26,163
Total Requirements	**$0**	**$26,163**	**$26,163**	**$26,163**	**$26,163**
Full-Time Equivalents	**0.00**	**0.25**	**0.25**	**0.25**	**0.25**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Number of RFQs that require review	Demand	N/A	N/A	15	30	30
Percentage of RFQs issued that are in conformance with State regulations	Demand	N/A	N/A	100%	100%	100%
Cost per solicitation reviewed	Efficiency	N/A	N/A	N/A	$872.00	$872.00
Number of proposals submitted for RFQs reviewed	Output	N/A	N/A	300	600	600
Number of RFQs reviewed	Output	0	0	15	30	30
Percentage of RFQ selection results in compliance with State and City regulations	Result	N/A	N/A	100%	100%	100%
Percentage of RFQs reviewed corrected before issue	Result	N/A	N/A	50%	50%	50%

Activity History and Description: This activity reviews RFQs and certain RFPs to ensure they comply with the Texas Professional Services & Procurements Act before they are publicly issued.

Activity Objective: The purpose of the Professional Services Solicitation Review is to ensure all City solicitations (RFQs & certain RFPs) meet the standards set by the Texas Professional Services & Procurements Act.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Review RFP & RFQ solicitations; Review/approval of evaluation/selection team qualifications; Selection Commitee support		

Changes in Requirements and Performance Measures: This Activity was started midway through FY02, utilizing existing SMBR resources. The increased performance measures results reflect a full year of operation.

Responsible Employee: Bhasker Reddi 512-974-7267

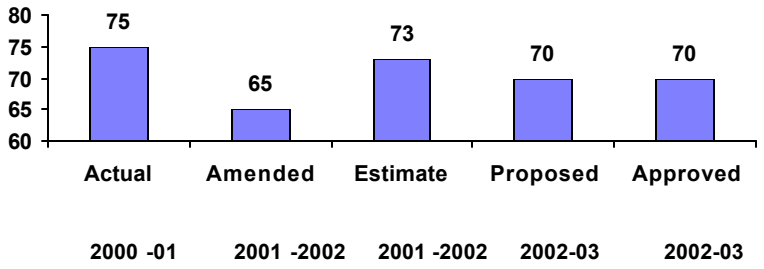
Small Minority Business Resources-2002-03

Program: SMALL BUSINESS DEVELOPMENT

Program Objective: The purpose of the Small Business Development Program is to provide development opportunities and resources to small businesses so they can experience productive growth in a competitive business environment.

Program Results Measures:

SBAC Occupancy Rate



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per hour provided	$99.64	$130.00	$140.00	$140.00	$140.00
Cost per business that demonstrates productive growth while in programs administered by DSMBR	$3,324.00	$3,624.00	$3,835.00	$3,657.00	$3,657.00
Cost per Publication	$480.00	$250.00	$480.00	$500.00	$500.00
Cost per square foot	$18.07	$25.35	$22.32	$23.37	$23.37
Number of bids submitted by Plan Room participants.	not available	120	950	1,200	1,200
Number of businesses that demonstrate growth in one or more growth indicators	N/A	75	75	75	75
Percentage of participants who report they learned something that will assist their business in becoming more competitive	88%	90%	90%	90%	90%
Percentage of participants who report they learned something that will assist their business to become more competitive	90%	90%	95%	95%	95%

Small Minority Business Resources-2002-03

Program: SMALL BUSINESS DEVELOPMENT

Percentage of participants who report they learned something that will help them expand their business	90%	90%	95%	95%	95%
Percentage of participants who report they learned something that will help them start a business	90%	90%	93%	93%	93%
Plan room utilization rate	N/A	75%	65%	75%	75%
SBAC Occupancy Rate	75%	65%	73%	70%	70%

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Business Outreach	$13,747	0.20	$9,007	0.10	$17,844	0.20	$18,186	0.23	$18,186	0.23
Program Administration and Evaluation	$249,318	2.75	$184,868	2.25	$287,611	2.90	$274,280	3.29	$274,280	3.29
Small Business Assistance Center	$104,644	1.95	$130,868	2.05	$101,565	1.95	$116,667	1.81	$116,667	1.81
Training and Education	$611,678	0.15	$976,423	0.65	$837,234	0.05	$730,998	0.05	$730,998	0.05
Total	$979,387	5.05	$1,301,166	5.05	$1,244,254	5.10	$1,140,131	5.38	$1,140,131	5.38

Small Minority Business Resources-2002-03

Activity: *Business Outreach*
Activity Code: *7BOT*
Program Name: *SMALL BUSINESS DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$13,747	$9,007	$17,844	$18,186	$18,186
Total Requirements	**$13,747**	**$9,007**	**$17,844**	**$18,186**	**$18,186**
Full-Time Equivalents	**0.20**	**0.10**	**0.20**	**0.23**	**0.23**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Publication	Efficiency	$480.00	$250.00	$480.00	$500.00	$500.00
Number of participants attending networking events	Output	206	75	430	300	300
Percentage of participants who report they learned something that will assist their business in becoming more competitive	Result	88%	90%	90%	90%	90%

Activity History and Description: This activity was created for FY 2001 as part of DSMBR's reorganization.

Activity Objective: The purpose of Business Outreach is to provide information, sponsor networking events, and form procurement partnerships for established small business owners seeking growth in order to expand their business in a competitive business environment.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Partnership services, Marketing and Publicity Services, Publication Services	

Changes in Requirements and Performance Measures: Reallocates 0.13 additional staff time and requirements from Small Business Assistance Center for publications. The 'Cost per Publication' increases notably in FY03 due to an under-estimation of costs in FY02 Amended and more accurately reflects experiences during the fiscal year.

Responsible Employee: Rosy Jalifi 512-974-7739

Small Minority Business Resources-2002-03

Activity: *Program Administration and Evaluation*
Activity Code: *7PAE*
Program Name: *SMALL BUSINESS DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$249,318	$184,868	$287,611	$274,280	$274,280
Total Requirements	**$249,318**	**$184,868**	**$287,611**	**$274,280**	**$274,280**
Full-Time Equivalents	**2.75**	**2.25**	**2.90**	**3.29**	**3.29**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per business that demonstrates productive growth while in programs administered by DSMBR	Efficiency	$3,324.00	$3,624.00	$3,835.00	$3,657.00	$3,657.00
Number of businesses that demonstrate growth in one or more growth indicators	Result	N/A	75	75	75	75

Activity History and Description: This activity was created for fiscal 2001 as part of DSMBR's reorganization.

Activity Objective: The purpose of Program Administration and Evaluation is to provide business development program management for City Management so they can make informed decisions about the delivery and the effectiveness of business development services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
	Contract Administration, Needs Assessment, Program Development, Program Implementation, Program Evaluation	

Changes in Requirements and Performance Measures: Allocates additional staff time for program development and evaluation, including 0.60 FTE from Training and Education and 0.44 from Administration and Management.

Responsible Employee: Rosy Jalifi 512-974-7739

Small Minority Business Resources-2002-03

Activity: *Small Business Assistance Center*
Activity Code: *7SBC*
Program Name: *SMALL BUSINESS DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$104,644	$130,868	$101,565	$116,667	$116,667
Total Requirements	**$104,644**	**$130,868**	**$101,565**	**$116,667**	**$116,667**
Full-Time Equivalents	**1.95**	**2.05**	**1.95**	**1.81**	**1.81**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per square foot	Efficiency	$18.07	$25.35	$22.32	$23.37	$23.37
Number of new jobs created by SBAC tenant agencies	Output	15	12	12	12	12
Number of bids submitted by Plan Room participants.	Result	not available	120	950	1,200	1,200
Plan room utilization rate	Result	N/A	75%	65%	75%	75%
SBAC Occupancy Rate	Result	75%	65%	73%	70%	70%

Activity History and Description: This activity was created for fiscal 2001 as part of DSMBR's reorganization.

Activity Objective: The purpose of Small Business Assistance Center is to provide a dedicated training and meeting facility and office space to service providers so they can provide technical assistance and training to small businesses.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Facility Services, Computer Lab Services, On-line Plan room services		

Changes in Requirements and Performance Measures: Reallocation of 0.13 FTEs to Business Outreach and 0.11 FTEs to Program Administration and Evaluation. Number of Bids Submitted by Plan Room Participants significantly increased due to the Plan Room being open for a full fiscal year and review of actual data from the first year of operation.

Responsible Employee: Rosy Jalifi 512-974-7739

Small Minority Business Resources-2002-03

Activity: *Training and Education*
Activity Code: *7TED*
Program Name: *SMALL BUSINESS DEVELOPMENT*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
SMBR Economic Development	$339,531	$640,000	$604,449	$440,663	$440,663
Support Services Fund	$272,147	$336,423	$232,785	$290,335	$290,335
Total Requirements	**$611,678**	**$976,423**	**$837,234**	**$730,998**	**$730,998**
Full-Time Equivalents	**0.15**	**0.65**	**0.05**	**0.05**	**0.05**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Activity cost per hour provided	Efficiency	$99.64	$130.00	$140.00	$140.00	$140.00
Number of participants	Output	1,683	1,150	2,200	2,200	
						95%
Percentage of participants who report they learned something that will help them expand their business	Result	90%	90%	95%	95%	95%
Percentage of participants who report they learned something that will help them start a business	Result	90%	90%	93%	93%	93%

Activity History and Description: This activity was created for fiscal 2001 as part of DSMBR's reorganization.

Activity Objective: The purpose of Training and Education is to provide learning programs for small businesses so they can demonstrate productive growth in a competitive business environment.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Needs assessment, Curriculum design, Classroom training, Training Evaluation		

Changes in Requirements and Performance Measures: Eliminates two Temporary employees and reallocates 0.6 FTE to Program Administration & Evaluation. SMBR was able to deliver training to nearly twice as many participants as expected in FY02 with existing resources, and has increased their FY03 performance measure accordingly.

Responsible Employee: Rosy Jalifi 512-974-7739

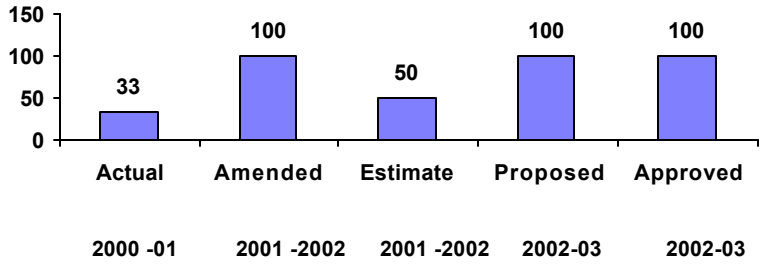
Small Minority Business Resources-2002-03

Program: SUPPORT SERVICES

Program Objective: The purpose of the Support Services program is to provide operational support to the department so they have the necessary tools to perform their jobs.

Program Results Measures:

Percent of CAFs submitted within deadline



Performance Measures:	2000 -01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Customer Satisfaction with Custodial Services	N/A	N/A	N/A	N/A	N/A
Percent of CAFs submitted within deadline	33%	100%	50%	100%	100%
Percent of information technology problems resolved at time of call	N/A	N/A	N/A	N/A	N/A
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	7.54% MBE, 3.95% WBE	25.0% MBE, 10.0% WBE	18% MBE; 1% WBE	25% MBE; 10% WBE	25% MBE; 10% WBE
Percent Variance of CYEs to Actual Expenditures	0.5%	<1.0%	<1.0%	<1.0%	<1.0%
Percent Variance of CYEs to Actual Revenue	N/A	N/A	N/A	N/A	N/A
Personnel Action Form (PAF) error rate	11.43%	3.00%	<1.00%	<3.00%	<3.00%
Turnaround time for accounts payable within the Deadline (in Calendar Days)	18 days	15 days	20 days	20 days	20 days

Small Minority Business Resources-2002-03

Program: ***SUPPORT SERVICES***

List of Activities (Includes all Funding Sources)

Activity Name	2000 -01 Actual	2000 -01 FTE	2001 -2002 Amende	2001 -2002 FTE	2001 -2002 Estimate	2001 -2002 FTE	2002-03 Proposed	2002-03 FTE	2002-03 Approved	2002-03 FTE
Administration and Management	$220,481	2.00	$143,187	1.25	$136,873	1.20	$109,289	0.66	$109,289	0.66
Facility Expenses	$229,961	0.10	$215,848	0.00	$241,425	0.20	$204,971	0.00	$204,971	0.00
Financial Monitoring / Budgeting	$28,721	0.45	$30,866	0.45	$39,859	0.55	$36,844	0.53	$36,844	0.53
Information Technology Support	$16,304	0.10	$13,537	0.00	$12,991	0.00	$17,590	0.00	$17,590	0.00
Personnel / Training	$109,003	1.45	$126,204	1.78	$66,259	1.10	$48,644	0.68	$48,644	0.68
Purchasing / M/WBE	$49,547	0.80	$41,771	0.65	$67,891	1.00	$30,029	0.50	$30,029	0.50
Total	$654,017	4.90	$571,413	4.13	$565,298	4.05	$447,367	2.37	$447,367	2.37

Small Minority Business Resources-2002-03

Activity: *Administration and Management*
Activity Code: *9ADM*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$220,481	$143,187	$136,873	$109,289	$109,289
Total Requirements	**$220,481**	**$143,187**	**$136,873**	**$109,289**	**$109,289**
Full-Time Equivalents	**2.00**	**1.25**	**1.20**	**0.66**	**0.66**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Administrative Cost as a percentage of Total Department Budget	Efficiency	6.83%	5.20%	4.00%	3.38%	3.38%
Percent of CAFs submitted within deadline	Result	33%	100%	50%	100%	100%

Activity History and Description: This activity provides general administration and staff meetings.

Activity Objective: The purpose of the Administration and Management activity is to provide administrative and managerial support to the department in order to produce more effective services.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Staff and Council meetings support Board and commission support Business plans and performance measures development Secretarial/clerical support Subscriptions and membership processing		
Survey development and response Management including costs		

Changes in Requirements and Performance Measures: Reduction of FTEs due to internal reallocation, including 0.44 FTEs to Program Administration & Evaluation.

Responsible Employee: Jan Lawson 512-974-7605

Small Minority Business Resources-2002-03

Activity: *Facility Expenses*
Activity Code: *9FAC*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$229,961	$215,848	$241,425	$204,971	$204,971
Total Requirements	**$229,961**	**$215,848**	**$241,425**	**$204,971**	**$204,971**
Full-Time Equivalents	**0.10**	**0.00**	**0.20**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Custodial cost per square foot by City personnel	Efficiency	N/A	N/A	N/A	N/A	N/A
Custodial cost per square foot by contract	Efficiency	N/A	N/A	N/A	N/A	N/A
Facility expense per square foot (exclude security and custodial)	Efficiency	$10.21	$17.11	$15.55	$16.52	$16.52
Total square feet of facilities	Output	26,094 sq. ft.	26,094 sq. ft	27,556 sq. ft.	27,556 sq. ft.	27,556 sq. ft.
Customer Satisfaction with Custodial Services	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: To provide activity costs which exclude office lease, copier usage and employee costs.

Activity Objective: The purpose of the Facility Expenses activity is to provide maintenance, custodial and security of all facilities for the department to ensure an operational, clean and safe facility.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Lease processing		

Changes in Requirements and Performance Measures: No significant changes.

Responsible Employee: Jan Lawson 512-974-7605

Small Minority Business Resources-2002-03

Activity: *Financial Monitoring / Budgeting*
Activity Code: *9BUD*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$28,721	$30,866	$39,859	$36,844	$36,844
Total Requirements	**$28,721**	**$30,866**	**$39,859**	**$36,844**	**$36,844**
Full-Time Equivalents	**0.45**	**0.45**	**0.55**	**0.53**	**0.53**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Financial Management as a Percent of Total Department Budget	Efficiency	0.96%	0.80%	1.20%	1.17%	1.17%
Percent Variance of CYEs to Actual Expenditures	Result	0.5%	<1.0%	<1.0%	<1.0%	<1.0%
Percent Variance of CYEs to Actual Revenue	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: Measures accuracy of staff in monitoring all expenditures and development.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce financial and budgetary information and reports for the department to ensure appropriate allocation, utilization and control of City resources in compliance with City and other financial policies.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Performance report development and monitoring Department budget (operating and CIP) development and monitoring Revenue and expenditures tracking CYE development Accounts receivable Five year forecast development TB,TB,RB,EB,AA, and JV processing Inventory management and Travel processing.		

Changes in Requirements and Performance Measures: Increase in FTEs due to internal reallocation of 0.05 FTEs from Purchasing and 0.03 from Administration and Management.

Responsible Employee: Jan Lawson 512-974-7605

Small Minority Business Resources-2002-03

Activity: *Information Technology Support*
Activity Code: *9CPU*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$16,304	$13,537	$12,991	$17,590	$17,590
Total Requirements	**$16,304**	**$13,537**	**$12,991**	**$17,590**	**$17,590**
Full-Time Equivalents	**0.10**	**0.00**	**0.00**	**0.00**	**0.00**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Information Technology Support Costs as a percentage of total departmental budget	Efficiency	0.54%	0.40%	0.40%	0.56%	0.56%
Information technology support costs per workstation	Efficiency	$624.00	$338.00	$515.00	$515.00	$515.00
Percent of information technology problems resolved at time of call	Result	N/A	N/A	N/A	N/A	N/A

Activity History and Description: Technical support for SMBR is provided by the technical support staff of the Controller's and Purchasing Offices. Therefore, SMBR has no technology support performance information, other than costs for hardware.

Activity Objective: The purpose of Information Technology Support is to provide network interconnectivity, computer hardware and software support and information technology planning for the department to produce and communicate information.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Computer repair, maintenance and upgrade Computer hardware and software support Programming LAN maintenance Software licensing and upgrades Information systems planning, design, development and implementation telephone support.		

Changes in Requirements and Performance Measures: Changes are net of a decrease in the amount budgeted for PC leases, plus an increase caused by moving the budget for telephone expenses into this Activity.

Responsible Employee: Jan Lawson 512-974-7605

Small Minority Business Resources-2002-03

Activity: *Personnel / Training*
Activity Code: *9TRN*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$109,003	$126,204	$66,259	$48,644	$48,644
Total Requirements	**$109,003**	**$126,204**	**$66,259**	**$48,644**	**$48,644**
Full-Time Equivalents	**1.45**	**1.78**	**1.10**	**0.68**	**0.68**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost of Personnel Activity per Budgeted FTE	Efficiency	$3,303.00	$3,824.00	$2,008.00	$1,614.00	$1,614.00
Personnel Action Form (PAF) error rate	Result	11.43%	3.00%	<1.00%	<3.00%	<3.00%

Activity History and Description: Historically in EMS, the Human Resource responsibilities have been divided among several of the Department's activities. These services are now consolidated under one human Resource Manager.

Activity Objective: The purpose of the Personnel/Training activity is to provide personnel and safety-related activities and training opportunities for the department to recruit, hire, compensate, train and retain a skilled, diversified and safe workforce in compliance with established policies and procedures.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Timesheet completion and processing		
Hiring and recruiting		
Workers compensation claim processing		
Grievance-related activities		
Employee counseling up to and including termination		
Pay check/stub distribution and correction		
Benefits administration		
PAF		

Changes in Requirements and Performance Measures: Decreasing due to the department's elimination of 3.0 FTEs and less staff time spent in training. Includes 0.26 FTEs reallocated to MBE-WBE Certification and 0.10 FTEs reallocated to Compliance and

Responsible Employee: Jan Lawson 512-974-7605

Small Minority Business Resources-2002-03

Activity: *Purchasing / M/WBE*
Activity Code: *9PUR*
Program Name: *SUPPORT SERVICES*

Requirements and FTE	2000 -01 Actual	2001-2002 Amended	2001-2002 Estimate	2002-03 Proposed	2002-03 Approved
Support Services Fund	$49,547	$41,771	$67,891	$30,029	$30,029
Total Requirements	**$49,547**	**$41,771**	**$67,891**	**$30,029**	**$30,029**
Full-Time Equivalents	**0.80**	**0.65**	**1.00**	**0.50**	**0.50**

Activity Performance Measures:

Performance Measures:	Type	2000-01 Actual	2001 -2002 Amended	2001 -2002 Estimate	2002-03 Proposed	2002-03 Approved
Cost per Transaction	Efficiency	$50.00	$13.05	$47.14	$20.92	$20.92
Percent of under $5,000 competitive procurement awards to certified M/WBE vendors	Result	7.54% MBE, 3.95% WBE	25.0% MBE, 10.0% WBE	18% MBE; 1% WBE	25% MBE; 10% WBE	25% MBE; 10% WBE
Turnaround time for accounts payable within the Deadline (in Calendar Days)	Result	18 days	15 days	20 days	20 days	20 days

Activity History and Description: To obtain bids for supplies and services and pay for items in a timely manner.

Activity Objective: The purpose of the Purchasing and M/WBE activity is to provide technical and administrative services regarding purchasing contracts so the department can have accurate and compliant purchasing contracts.

Services of the Activity:

Core Services	Semi Core Services	Service Enhancements
Bid processing (under$5,000)		
Contract administration, monitoring and compliance		
RCA preparation for contract awards		
Coordinating RFQs		
Checking under $5,000 guidelines		
Technical assistance		
Purchase reporting and payment activities		
Payments processing		

Changes in Requirements and Performance Measures: FTE decrease due to internal reallocation of .10 FTEs to Compliance and .05 FTEs to Financial Monitoring/Budgeting. The number of estimated transactions used for the FY02 budget was too high and has been revised downward for FY03, significantly increasing the 'Cost per Transaction' measure.

Responsible Employee: Jan Lawson 512-974-7605

Employee Benefits Fund—2002-03

Purpose and Nature of Fund

The Employee Benefits Fund was established to finance the City's benefits program, which includes: self-funded medical and dental programs, health maintenance organizations (HMOs), retiree medical and dental, basic and supplemental life insurance and accidental death and dismemberment (AD&D) program, a short and long-term disability program, an employee assistance program, a wellness program, a child care program, unemployment and a prepaid legal program.

Factors Affecting Revenue

The programs provided through the Employee Benefits Fund are paid for by contributions from the City, active employees, retirees and COBRA participants. Revenue from participant contributions is determined by the number of participants enrolled and the type of benefits each participant selects. The City's contribution is based on a budgeted amount per eligible position.

The Employee Benefits Fund's approved revenue for 2002-03 is $77.7 million, a $5.9 million increase from the FY 2001-02 Amended Budget. The FY 2002-03 Approved Budget also reflects an $8.8 million beginning balance, a $5.3 million increase from the FY 2001-02 Amended Budget. This is primarily the result of the self-funded stop loss reserve being carried forward. The City of Austin moved to a self-funded stop loss program in FY 2001-2002 due to the increasing cost of premiums for purchasing such a policy.

Factors Affecting Requirements

The Employee Benefits Fund's approved requirements for 2002-03 are $80.4 million, a $9.4 million increase from 2001-2002 amended budget. This increase is primarily the result of increased health care costs and an overall increase in enrollment for all plans.

EMPLOYEE BENEFITS FUND

	2000-2001 ACTUAL	2001-2002 AMENDED	2001-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	1,651,291	3,450,450	4,170,437	8,775,409	8,775,409
REVENUE:					
City Contributions	39,444,283	51,737,916	53,497,895	56,609,588	56,609,588
Employee Medical	10,680,371	10,101,915	10,349,336	10,123,380	10,123,380
Employee Dental	1,609,581	1,678,944	1,682,618	1,720,860	1,720,860
Employee Long Term Disability	1,328,168	1,483,947	1,459,487	1,520,492	1,520,492
Employee Supplemental Life	1,317,238	1,412,371	1,606,391	1,850,930	1,850,930
Employee PrePaid Legal	245,971	268,043	319,303	333,021	333,021
Miscellaneous Revenue	0	0	0	0	0
Retiree Medical	4,363,712	4,388,487	4,431,889	4,747,026	4,747,026
Retiree Dental	437,981	467,109	505,374	544,085	544,085
Cobra Contributions	367,720	260,937	291,192	275,484	275,484
Transfer from General Fund	0	0	0	0	0
TOTAL REVENUE	59,795,025	71,799,669	74,143,485	77,724,867	77,724,867
REQUIREMENTS:					
City Medical Plan	21,969,477	26,792,512	24,736,152	27,549,600	27,549,600
Prescriptions City Plan	5,184,363	6,734,210	6,737,901	7,586,475	7,586,475
Dental Claims	3,082,722	3,060,860	2,861,042	3,961,595	3,961,595
Dental Premiums - Retirees	438,582	467,109	509,438	544,085	544,085
Prudential Premiums	316,330	0	0	0	0
Aetna Premiums	3,708,988	1,220,637	1,226,479	0	0
Humana Premiums	3,164,083	0	0	0	0
Amil Premiums	9,502,170	10,558,758	17,149,138	22,563,135	22,563,135
Blue Cross Blue Shield - Retirees	1,651,410	440,394	398,602	0	0
Seton SeniorCare / Ret Grant	163,092	0	0	0	0
City Medical Plan - Retirees	0	8,254,989	3,560,600	5,625,885	5,625,885
Basic Life Insurance & AD&D	336,129	344,756	349,737	378,242	378,242
Life Insurance - Supp. & Dep.	1,314,843	1,412,371	1,606,168	1,850,930	1,850,930
Stop Loss Premiums - Medical	816,575	740,000	463,725	460,022	460,022
Self Funded Stop Loss Reserve	0	4,337,301	0	2,900,000	2,900,000
Long Term Disability Premiums	1,329,681	1,483,947	1,461,074	1,520,492	1,520,492
Short Term Disability Premiums	401,534	478,354	404,053	411,260	411,260
Employee Assistance Program	152,811	165,120	142,320	145,584	145,584
Wellness Program	160,117	200,000	220,650	250,000	250,000
Child Care	373,139	600,000	600,000	600,000	600,000
Unemployment	137,238	200,000	235,633	275,000	275,000
PrePaid Legal	246,055	268,043	320,268	333,021	333,021
Administration and Other Fees	2,838,992	3,253,840	3,055,532	3,434,102	3,434,102
TOTAL REQUIREMENTS	57,288,331	71,013,201	66,038,513	80,389,429	80,389,429
EXCESS (DEFICIENCY) OF REVENUES OVER TOTAL REQUIREMENTS	2,506,694	786,468	8,104,972	(2,664,563)	(2,664,563)
CLAIMS RESERVE	3,097,898	4,236,918	4,236,918	6,110,847	6,110,847
Self Funded Stop Loss Reserve	0	0	2,900,000	0	0
Adjustments to GAAP	12,452	0	(3,500,000)	0	0
ENDING BALANCE	1,072,539	0	1,638,491	0	0

Liability Reserve Fund – 2002-2003

Purpose and Nature of Fund

The Liability Reserve Fund was established in FY 1984-85 in response to nationwide problems associated with obtaining liability insurance. The fund pays the City's settled claims and losses related to third-party liability for bodily injury and property damage, including contractual and professional liability.

Governmental Accounting Standards Board (GASB) Statement Number 10, which provides accounting standards for risks and insurance, became effective during the City's 1994-95 fiscal year. This statement requires governments to disclose potential losses and explain how they expect to cover them. It is the City's policy to recognize known claims, and fund 75% of the estimated claim liability.

Factors Affecting Revenue

Liability Reserve Fund revenue is comprised of transfers from the General Fund and other operating funds. The transfers in the FY 2002-03 Approved Budget total $4.5 million.

Factors Affecting Requirements

The FY 2002-03 estimates for the Liability Reserve Fund include $12.7 million in outstanding claims. Of this amount, $11.2 million is estimated to be currently funded and the remaining portion (12%) will be ultimately funded by City departments.

Annual costs of the Liability Reserve Fund include small claims and any claims payments that exceed reserved amounts. Total 2002-03 approved requirements are $4.5 million, leaving a budgeted negative fund balance of $0.9 million.

LIABILITY RESERVE FUND

	2000-01 ACTUAL	2001-02 AMENDED	2001-02 ESTIMATED	2002-03 PROPOSED	2002-03 APPROVED
BEGINNING BALANCE	(582,015)	(882,015)	(1,220,420)	(883,164)	(883,164)
FUNDING SOURCES					
General Fund	2,160,000	2,500,000	2,500,000	2,500,000	2,500,000
Support Services Fund	160,000	160,000	160,000	72,000	72,000
Aviation	50,000	36,000	36,000	37,000	37,000
Convention Center	9,000	4,000	4,000	8,000	8,000
Watershed Prot. Drainage Utility	21,000	15,000	15,000	16,000	16,000
Electric Utility	600,000	300,000	300,000	566,000	566,000
PARD - Golf	1,000	1,000	1,000	2,000	2,000
PARD - Recreation	1,000	1,000	1,000	1,000	1,000
Solid Waste Services	197,000	222,000	222,000	214,000	214,000
Transportation Fund	4,000	4,000	4,000	36,000	36,000
Water Fund	285,000	365,000	365,000	519,000	519,000
Wastewater Fund	460,000	328,000	328,000	426,000	426,000
Fleet Maintenance	23,000	25,000	25,000	41,000	41,000
Wireless	1,000	1,000	1,000	1,000	1,000
Information Systems	4,000	4,000	4,000	7,000	7,000
Primary Care FQHC	7,000	7,000	7,000	6,000	6,000
Infrastructure Support Services	3,000	3,000	3,000	0	0
Public Works Capital Proj. Mgmt.	4,000	4,000	4,000	6,000	6,000
Housing	10,000	20,000	20,000	52,000	52,000
Claims Settlements	0	0	80,256	0	0
TOTAL FUNDING SOURCES	4,000,000	4,000,000	4,080,256	4,510,000	4,510,000
REQUIREMENTS					
Claims	4,300,000	3,743,000	3,743,000	4,500,000	4,500,000
TOTAL REQUIREMENTS	4,300,000	3,743,000	3,743,000	4,500,000	4,500,000
EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS	(300,000)	257,000	337,256	10,000	10,000
Adjustment to GAAP	(338,405)	0	0	0	0
ENDING BALANCE	(1,220,420)	(625,015)	(883,164)	(873,164)	(873,164)

Workers' Compensation Fund—2002-03

Purpose and Nature of Fund

The Workers' Compensation Fund provides payments mandated by state law for City employees' medical expenses associated with job-related injuries and illnesses. The fund also compensates eligible individuals with indemnity payments as required by the State of Texas. In addition, the fund supports other related activities such as safety programs and the Return to Work program. Workers' Compensation expenses are funded entirely by transfers from the General Fund and other City of Austin funds.

Factors Affecting Revenue

The Approved 2002-03 Workers' Compensation Fund includes transfers in totaling $11.1 million, a $1.5 million increase from the 2001-02 amended budget. The 2002-03 Approved Budget also reflects a $1.7 million beginning balance, a $0.2 million increase from the 2001-02 Amended Budget. These sources provide sufficient funding to meet projected expenses for 2002-03, and fund a reserve.

Factors Affecting Requirements

Requirements for Approved 2002-03 for the Workers' Compensation Fund are $10.8 million, a $1.4 million increase from the 2001-02 amended budget. Medical expenses are projected to increase $0.8 million due to rising healthcare costs and a projected increase in claims liability. Settlements and Impairment Benefits are projected to increase $0.4 million. Indemnity Payments are projected to increase $0.7 million. A $0.5 million increase in expense refunds will offset some of the additional requirements.

WORKERS' COMPENSATON FUND SUMMARY

	2000-2001 ACTUAL	2001-2002 AMENDED	2000-2002 ESTIMATED	2002-2003 PROPOSED	2002-2003 APPROVED
BEGINNING BALANCE	67,695	1,518,815	1,518,017	1,679,202	1,679,202
TRANSFERS IN					
General Fund	5,659,507	6,121,544	6,121,544	6,861,811	6,861,811
Aviation	92,025	166,895	166,895	305,615	305,615
Convention Center	77,709	71,963	71,963	94,621	94,621
Watershed Protection	87,933	92,570	92,570	53,554	53,554
Electric	792,311	653,233	653,233	673,411	673,411
PARD - Golf	48,352	47,697	47,697	67,319	67,319
PARD - Recreation	2,019	11,512	11,512	26,950	26,950
PARD - Softball	226	288	288	9,074	9,074
Solid Waste Services	643,311	610,917	610,917	834,503	834,503
Transportation	273,563	250,858	250,858	298,229	298,229
Water	493,587	525,308	525,308	609,445	609,445
Wastewater	599,790	563,505	563,505	610,276	610,276
Fleet Maintenance	260,765	311,283	311,283	506,193	506,193
ISS	11,818	15,467	15,467	0	0
Information Systems	62,147	77,402	77,402	93,165	93,165
Capital Projects Management	19,960	16,674	16,674	20,364	20,364
TRANSFERS IN	9,125,023	9,537,116	9,537,116	11,064,530	11,064,530
TOTAL AVAILABLE	9,125,023	9,537,116	9,537,116	11,064,530	11,064,530
REQUIREMENTS:					
Operations & Administration	1,829,694	2,195,931	2,216,776	2,206,695	2,206,695
Settlements & Impairments	1,190,339	1,500,000	1,349,000	1,862,495	1,862,495
Medical Expenses	4,392,583	5,540,000	5,559,985	6,337,650	6,337,650
Indemnity Payments	1,258,291	1,200,000	1,538,541	1,897,440	1,897,440
Court & Legal Fees	23,322	65,000	37,265	65,000	65,000
Interdepartmental & Expense Refunds	(1,020,228)	(1,125,000)	(1,325,636)	(1,611,800)	(1,611,800)
TOTAL REQUIREMENTS	7,674,001	9,375,931	9,375,931	10,757,480	10,757,480
EXCESS (DEFICIENCY) OF REVENUES IN OVER TOTAL REQUIREMENTS	1,451,022	161,185	161,185	307,050	307,050
Reserve Requirements	1,451,120	1,680,000	1,680,000	1,986,252	1,986,252
Adjustments to GAAP	(700)	0	0	0	0
ENDING BALANCE	66,897	0	(798)	0	0

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
AVIATION				
LEOSE	16	0.00	**4**	**0.00**
Operating Security Costs	654	0.00	**0**	**0.00**
AVIATION TOTAL	$670	0.00	**$4**	**0.00**
COMMUNITY CARE				
Reach Out and Read	6	0.00	**6**	**0.00**
Ryan White II (HIV) - Consortium	0	0.00	**0**	**2.00**
Ryan White III (HIV) Early Intervention	0	0.00	**0**	**11.00**
Ryan White Title I HIV Emergency Care	0	0.00	**0**	**10.00**
Section 330 (e) New Start	924	11.50	**617**	**11.50**
Telemed	600	0.00	**0**	**0.00**
Texas Association of Community Health Centers	180	0.00	**0**	**0.00**
Title V Maternal Child Health	265	0.00	**269**	**0.00**
Title XX Family Planning	274	0.00	**286**	**0.00**
COMMUNITY CARE TOTAL	$2,249	11.50	**$1,178**	**34.50**
ELECTRIC UTILITY				
Fuel Cell Power Plant	200	0.00	**0**	**0.00**
Solar Photovoltaic Systems	25	0.00	**0**	**0.00**
ELECTRIC UTILITY TOTAL	$225	0.00	**$0.00**	**0.00**
EMERGENCY MEDICAL SERVICES				
Continuing Education Programs	5	0.00	**25**	**0.00**
County First Responder Subsidy	0	0.00	**68**	**0.00**
EMD Resource Center Pilot Program	150	3.00	**150**	**3.00**
The Arrive Registry (Cardiac Arrest Registry)	18	0.00	**0**	**0.00**
Trauma Care System Grant	45	0.00	**45**	**0.00**
EMERGENCY MEDICAL SERVICES TOTAL	$218	3.00	**$288**	**3.00**
FINANCIAL SERVICES				
Ryan White I (HIV) - Emergency Services	0	1.00	**0**	**1.00**

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
FINANCIAL SERVICES TOTAL	$0	1.00	**$0**	**1.00**
FIRE				
Assistance to Firefighters	73	0.00	**0**	**0.00**
Risk Watch	6	0.00	**0**	**0.00**
FIRE TOTAL	$79	0.00	**$0.00**	**0.00**
HEALTH AND HUMAN SERVICES				
Animal Friendly	20	0.00	**20**	**0.00**
Certification Funds (Formerly Title IV-A)	1,080	0.00	**1,100**	**0.00**
Childhood Lead Poisoning Prevention	80	2.00	**80**	**2.00**
Community Change for Youth Development	0	3.00	**0**	**0.00**
Community Services Block Grant (CSBG)	796	14.00	**796**	**14.00**
Diabetes Awareness and Education in the Community	185	2.00	**0**	**2.00**
Emergency Shelter Grant (ESG)	286	0.00	**290**	**0.00**
HIV Health & Social Services	508	1.00	**350**	**1.00**
HIV HEPATITIS C	18	0.00	**0**	**0.00**
HIV PCPE/HERR	285	7.50	**320**	**8.50**
HIV Surveillance	100	3.00	**100**	**3.00**
Housing Opportunities for Persons with AIDS (HOPWA) - HUD	1,202	0.00	**1,202**	**0.00**
Housing Opportunities for Persons with AIDS (HOPWA) - TDH	30	0.00	**0**	**0.00**
Immunization Outreach	449	11.00	**449**	**11.00**
Maternal and Child Health (Core Public Health)	72	1.00	**68**	**1.00**
Public Health Preparedness and Response for Bioterrorism	1,223	8.50	**978**	**8.50**
Refugee Health Screening	173	2.00	**173**	**2.00**
Regional/Local Health Operations (Formerly ORAS)	219	4.00	**217**	**4.00**
Ryan White II (HIV) - Consortium	898	6.00	**942**	**4.00**
Ryan White III (HIV) Early Intervention	985	11.50	**930**	**0.50**
Ryan White Title I HIV Emergency Care	4,394	15.50	**4,394**	**5.50**
Saint John's - Families Together and Safe Initiative	176	1.00	**176**	**1.00**
Sexually Transmitted Disease Control (STD)	144	4.00	**140**	**4.00**
Southeast Austin Community Youth Development	500	3.00	**500**	**3.00**

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
TB Control and Outreach	162	5.00	**162**	**5.00**
TB Elimination	188	5.00	**188**	**5.00**
Title V - East Austin Youth Charter	0	1.00	**0**	**0.00**
Title V - Juvenile Delinquency Project	250	1.50	**250**	**1.50**
Title X Family Planning	90	3.00	**0**	**0.00**
Traffic Safety Project	76	1.75	**76**	**1.75**
Weed and Seed Project	250	3.50	**250**	**3.50**
WIC Administration/Nutrition	2,470	65.00	**2,600**	**65.00**
WIC Lactation Center Project	182	3.00	**182**	**3.00**
HEALTH AND HUMAN SERVICES TOTAL	$17,491	188.75	**$16,933**	**159.75**
HUMAN RESOURCES				
Equal Employment Opportunity (EEO)	183	3.00	**167**	**3.00**
Fair Housing Act Compliance	164	2.00	**160**	**2.00**
HUMAN RESOURCES TOTAL	$347	5.00	**$327**	**5.00**
LIBRARY				
Central Texas Library System (CTLS)	940	7.00	**900**	**7.00**
Federal Technical Assistance Negotiated Grant (TANG)	90	1.00	**100**	**1.00**
Interlibrary Loan	308	5.00	**305**	**5.00**
Loan Star Libraries	116	1.00	**116**	**1.00**
Telecommunication Infrastructure Board	706	0.00	**0**	**0.00**
LIBRARY TOTAL	$2,160	14.00	**$1,421**	**14.00**
MUNICIPAL COURT				
LEOSE	2	0.00	**2**	**0.00**
MUNICIPAL COURT TOTAL	$2	0.00	**$2**	**0.00**
NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT				
Community Development Block Grant (CDBG)	8,508	48.75	**8,781**	**41.42**
Economic Development Initiative	0	0.00	**100**	**0.00**
HOME Investment Partnership Program	3,499	14.25	**4,001**	**16.58**

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT TOTAL	$12,007	63.00	**$12,882**	**58.00**
OEM/MANAGEMENT SERVICES				
Center for Victims Assistance Preparedness, Response &	78	2.00	**122**	**2.00**
Federal Emergency Management Assistance Program	125	0.00	**125**	**0.00**
Project Impact Program Grant	300	1.00	**0**	**1.00**
OEM/MANAGEMENT SERVICES TOTAL	$503	3.00	**$247**	**3.00**
PARKS AND RECREATION				
AAAS Program	3	0.00	**3**	**0.00**
Austin Community Foundation - DAC School	10	0.00	**30**	**0.00**
Austin Community Foundation - O'Henry Museum	5	0.00	**5**	**0.00**
Austin Convention and Visitors Bureau	0	0.00	**40**	**0.00**
Austin Historic Landmark Commission	37	0.00	**38**	**0.00**
Austin Historic Landmark Commission - Carver	0	0.00	**36**	**0.00**
Austin Historic Landmark Commission - Ney	0	0.00	**37**	**0.00**
Austin Parks Foundation	0	0.00	**3**	**0.00**
Cabot Family Foundation	0	0.00	**25**	**0.00**
Communities Foundation of Texas	30	0.00	**0**	**0.00**
Dell Foundation	15	0.00	**15**	**0.00**
Effie & Wofford Cain Foundation	25	0.00	**0**	**0.00**
For the Good of the Game - Instructional	0	0.00	**50**	**0.00**
For the Good of the Game - Par 3 Training Course	0	0.00	**100**	**0.00**
Hobitzelle Foundation	20	0.00	**0**	**0.00**
Houston Endowment, Inc.	35	0.00	**0**	**0.00**
IMLS General Operating Support (ANSC)	116	0.00	**116**	**0.00**
IMLS General Operating Support (Pioneer Farm)	54	0.00	**54**	**0.00**
Institute of Museum and Library Services	0	0.00	**50**	**0.00**
Lee & Ramona Bass Foundation	40	0.00	**0**	**0.00**
Meadows Foundation - Our New Day	100	0.00	**100**	**0.00**
Moody Foundation	40	0.00	**0**	**0.00**
National Trust for Historic Preservation - Interior Restoration	5	0.00	**0**	**0.00**

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
Private Foundation Grant	0	0.00	**500**	**0.00**
RGK Foundation	35	0.00	**35**	**0.00**
Rockwell Fund Inc.	25	0.00	**0**	**0.00**
Save America's Treasures	0	0.00	**375**	**0.00**
SBC Foundation	30	0.00	**0**	**0.00**
Senior Aides Title V	325	0.00	**350**	**0.00**
Senior Luncheon - USDA	465	8.00	**500**	**8.00**
Senior Transportation	100	4.00	**100**	**4.00**
Shell Oil Company Foundation	30	0.00	**0**	**0.00**
Southeast Austin Community Youth Development	0	1.00	**0**	**1.00**
Summer Food Program	175	0.00	**200**	**0.00**
Swalm Foundation	25	0.00	**25**	**0.00**
TCA Block Grant	159	1.00	**159**	**1.00**
Texas Commission on the Arts - AIPP	5	0.00	**5**	**0.00**
Texas Committee for the Humanities - Lecture Series	1	0.00	**1**	**0.00**
Texas Historical Commission - Carver	0	0.00	**25**	**0.00**
Texas Historical Commission - Ney	0	0.00	**30**	**0.00**
Texas Parks & Wildlife - Community Outdoor	30	0.00	**30**	**0.00**
Texas Recreational Trail Fund	5	0.00	**5**	**0.00**
The Brown Foundation	0	0.00	**5**	**0.00**
The Brown Foundation, Inc.	35	0.00	**0**	**0.00**
The Meadows Foundation	25	0.00	**25**	**0.00**
The Troll Foundation	0	0.00	**15**	**0.00**
Trail Enhancement and Education Grant	1	0.00	**1**	**0.00**
PARKS AND RECREATION TOTAL	$2,006	14.00	**$3,088**	**14.00**
POLICE				
Assistance for Female Victims of Domestic Violence (VAWA)	80	2.00	**140**	**2.00**
Austin Faith Community Network	43	0.00	**43**	**0.00**
Auto Theft Prevention (ATPA)	500	4.00	**525**	**4.00**
BJA Local Law Enforcement Block Grant 2001	600	1.00	**0**	**0.00**
BJA Local Law Enforcement Block Grant 2002	0	0.00	**425**	**0.00**

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
Bulletproof Vest Partnership	50	0.00	**30**	**0.00**
Click-It or Ticket Program	51	0.00	**51**	**0.00**
Comprehensive Selective Traffic Enforcement Project (STEP)	154	0.00	**506**	**0.00**
Comprehensive Victim Services Program (VOCA)	425	10.00	**400**	**10.00**
COPS Universal Hiring VII	4,500	0.00	**0**	**0.00**
Downtown Rangers Program	450	13.50	**475**	**13.50**
Encourage Arrest Policies for Domestic Violence Offenders	500	3.00	**0**	**0.00**
Investigation of Stolen Property (421 Fund)	0	2.00	**0**	**0.00**
Juvenile Accountability Incentive Block Grant Program (JAIBG)	275	0.00	**252**	**0.00**
LEOSE Training Allocation	100	0.00	**100**	**0.00**
Outreach Female Victims Domestic Violence/Stalking (VAWA)	80	2.00	**140**	**2.00**
Outreach to Immigrant Latino Families (421 Fund)	56	1.00	**42**	**1.00**
Promoting Cooperative Strategies to Reduce Racial Profiling	200	0.00	**0**	**0.00**
Sex Offender Apprehension and Registration	89	0.00	**89**	**0.00**
Statewide Tobacco Education and Prevention (STEP)	25	0.00	**25**	**0.00**
Technology Initiative Grant	0	0.00	**750**	**0.00**
Volunteer Programs to Support Homeland Security	0	0.00	**400**	**1.50**
POLICE TOTAL	$8,178	38.50	**$4,393**	**34.00**
SOLID WASTE SERVICES				
Regional Solid Waste - Public Education	0	0.00	**30**	**0.00**
SOLID WASTE SERVICES TOTAL	$0	0.00	**$30**	**0.00**
TRANSPORTATION, PLANNING & SUSTAINABILITY				
Alternative Fuel Vehicles Rebates	30	0.00	**0**	**0.00**
Clean Cities	50	1.00	**25**	**1.00**
Congestion Monitoring & Analysis FY02	80	0.00	**0**	**0.00**
Telework	86	0.00	**0**	**0.00**
TRANSPORTATION, PLANNING & SUSTAINABILITY TOTAL	$246	1.00	**$25**	**1.00**
WATER & WASTEWATER				
High Strength Wastewater	20	0.00	**0**	**0.00**

SUMMARY OF GRANTS — 2002-03

($000s)

	2001-02 Authorization	2001-02 FTEs	2002-03 Approved	2002-03 Approved FTEs
Vulnerability Assessment	115	0.00	**0**	**0.00**
WATER & WASTEWATER TOTAL	$135	0.00	**$0.00**	**0.00**
WATERSHED PROTECTION & DEVELOPMENT REVIEW				
Brownfields Demonstration Pilot	150	0.00	**0**	**0.00**
Federal Emergency Management (FEMA), Digital Flood Map	100	0.00	**8**	**0.00**
WATERSHED PROTECTION & DEVELOPMENT REVIEW TOTAL	$250	0.00	**$8**	**0.00**
TOTAL ALL DEPARTMENTS *	$46,766	342.75	**$40,826**	**327.25**

***These totals do not include amounts awarded and authorized in previous fiscal years through multi-year grant contracts. The "Quarterly Status Report" provides figures for all prior and current fiscal year grants.**

Grants and Trusts — 2002-2003

Department: **AVIATION**

Program: ***LEOSE***

This program provides funding for training of Airport Police Officers

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	16	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**4**	**0.00**
		Total ($000s)	$16	0.00	**$4**	**0.00**

Department: **AVIATION**

Program: ***Operating Security Costs***

Compensation for a portion of the direct costs associated with new, additional, or revised security requirements imposed on or after September 11, 2001.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	654	0.00	0	0.00
		Total ($000s)	$654	0.00	**$0**	**0.00**

Department: **COMMUNITY CARE**

Program: ***Reach Out and Read***

Through the Reach Out and Read program, health center pediatricians, family physicians and nurse practitioners use children books to evaluate a child's physical and mental development.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/00	09/02	Private	6	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**6**	**0.00**
		Total ($000s)	$6	0.00	**$6**	**0.00**

Grants and Trusts — 2002-2003

Department: **COMMUNITY CARE**

Program: ***Ryan White II (HIV) - Consortium***

This program provides outpatient HIV-related health and social support services to individuals with HIV disease and their families. In FY03 funding for the FTEs is included in the Health and Human Services Department's section under the same grant name.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/03	03/04	State	0	0.00	**0**	**2.00**
		Total ($000s)	$0	0.00	**$0**	**2.00**

Department: **COMMUNITY CARE**

Program: ***Ryan White III (HIV) Early Intervention***

This program provides early intervention services to persons living with HIV/AIDS with focus on access to primary care. In FY03 funding for the FTEs is included in the Health and Human Services Department's section under the same grant name.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
01/03	12/03	Federal	0	0.00	**0**	**11.00**
		Total ($000s)	$0	0.00	**$0**	**11.00**

Department: **COMMUNITY CARE**

Program: ***Ryan White Title I HIV Emergency Care***

This grant provides outpatient HIV-related health and social support services to individuals with HIV disease and their families. In FY03 funding for the FTEs is included in the Health and Human Services Department's section under the same grant name.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
03/03	02/04	Federal	0	0.00	**0**	**10.00**
		Total ($000s)	$0	0.00	**$0**	**10.00**

Grants and Trusts — 2002-2003

Department: **COMMUNITY CARE**

Program: ***Section 330 (e) New Start***

This grant expands the public health clinics' patient services in the areas of behavioral health, primary care, and dental. It allows extension of clinic hours for primary care services at the Rosewood-Zaragosa Clinic, RBJ and Northeast Dental Clinics, and provision of mental health counseling by MHMR clinical social workers.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/01	02/03	Federal	924	11.50	0	0.00
03/03	**02/04**	Federal	0	0.00	**617**	**11.50**
		Total ($000s)	$924	11.50	**$617**	**11.50**

Department: **COMMUNITY CARE**

Program: ***Telemed***

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/00	06/01	State	600	0.00	0	0.00
		Total ($000s)	$600	0.00	**$0**	**0.00**

Department: **COMMUNITY CARE**

Program: ***Texas Association of Community Health Centers***

This provides funds to purchase telemedicine and other electronic equipment. This will enhance patient care by adding personal computers and diagnostic equipment at 3 City health clinics and assist Health Information Privacy and Accountability Act (HIPAA) compliance with computer software for medical records tracking. Approved by Council 05/23/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
08/01	07/02	Federal	180	0.00	0	0.00
		Total ($000s)	$180	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **COMMUNITY CARE**

Program: ***Title V Maternal Child Health***

Fee for service.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/01	08/02	State	265	0.00	0	0.00
09/02	**08/03**	State	0	0.00	**269**	**0.00**
		Total ($000s)	$265	0.00	**$269**	**0.00**

Department: **COMMUNITY CARE**

Program: ***Title XX Family Planning***

This grant provides comprehensive family planning through the health centers located in low income geographical areas.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/01	08/02	State	274	0.00	0	0.00
09/02	**08/03**	State	0	0.00	**286**	**0.00**
		Total ($000s)	$274	0.00	**$286**	**0.00**

Department: **ELECTRIC UTILITY**

Program: ***Fuel Cell Power Plant***

Funding for the purchase and installation of an IFC PC25C Fuel Cell Power Plant at the RBJ Health Clinic. Approved by Council 08/08/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	06/02	Federal	200	0.00	0	0.00
		Total ($000s)	$200	0.00	**$0**	**0.00**

Department: **ELECTRIC UTILITY**

Program: ***Solar Photovoltaic Systems***

Funding to allow the Utility to open an institute to train practitioners and trainers regarding solar photovoltaic systems. Approved by Council 08/08/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	06/03	State	25	0.00	0	0.00
		Total ($000s)	$25	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **EMERGENCY MEDICAL SERVICES**

Program: ***Continuing Education Programs***

This program will provide funding for continuing education programs; including a one-day continuing education conference for emergency care providers, and continuing education materials in printed and other formats.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	08/02	State	5	0.00	0	0.00
10/02	**08/03**	State	0	0.00	**25**	**0.00**
		Total ($000s)	$5	0.00	**$25**	**0.00**

Department: **EMERGENCY MEDICAL SERVICES**

Program: ***County First Responder Subsidy***

This program pays for training and ambulance supplies for Travis County First Responders participating in the Austin-Travis County EMS System. Funding comes from Travis County on a reimbursement basis.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	County	0	0.00	**68**	**0.00**
		Total ($000s)	$0	0.00	**$68**	**0.00**

Department: **EMERGENCY MEDICAL SERVICES**

Program: ***EMD Resource Center Pilot Program***

This is a pilot program to establish an EMD (Emergency Medical Dispatch) Resource Center. The Resource Center would provide pre-arrival instructions (CPR, Choking, Childbirth) for 911 centers that are not trained in EMD. Initial pilot program is aimed at servicing approximately 30 calls into the resource center a day. Austin-Travis County EMS is the only accredited center in the State of Texas for EMD. After the pilot period a report will be prepared to the Legislature and a decision made to continue/expand the program. It is anticipated that after the pilot period, the program will be funded at close to 100% by external sources. If approved, EMS will add 3.0 grant funded FTE's.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	06/03	State	150	3.00	0	0.00
10/02	**09/03**	State	0	0.00	**150**	**3.00**
		Total ($000s)	$150	3.00	**$150**	**3.00**

Grants and Trusts — 2002-2003

Department: **EMERGENCY MEDICAL SERVICES**

Program: ***The Arrive Registry (Cardiac Arrest Registry)***

Request to accept $18,000 in funds from the Lewin Group. The funds are being provided to assist in gathering data on the effects of Amiodarone on the survival from cardiac arrest. The funds are to be used to abstract data, purchase resources to facilitate abstraction and presentation, and to cover any personnel costs associated with training and abstraction.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	06/02	Private	18	0.00	0	0.00
		Total ($000s)	$18	0.00	**$0**	**0.00**

Department: **EMERGENCY MEDICAL SERVICES**

Program: ***Trauma Care System Grant***

Accept $45,000 in funds from the Capital Area Regional Advisory Council (CATRAC). The funds are being provided for participating in the Texas Department of Health (TDH) Trauma Care System. The Department will use these funds to purchase new equipment to enhance our delivery of trauma care. The funds will be used to replace the current wood immobilization boards with more durable and fluid resistant plastic boards and to replace current pulse oximetry devices.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	08/02	State	45	0.00	0	0.00
10/02	**08/03**	State	0	0.00	**45**	**0.00**
		Total ($000s)	$45	0.00	**$45**	**0.00**

Department: **FINANCIAL SERVICES**

Program: ***Ryan White I (HIV) - Emergency Services***

This program provides funding for early intervention services to persons living with HIV/AIDS with a focus on access to primary care. Funding for the FTE is included in the Health and Human Services Department's section under the same grant name. This FTE was previously included in the Ryan White I - Formula Grant, which was combined with Ryan White I - Supplemental to form this grant.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
03/02	02/03	Federal	0	1.00	0	0.00
03/03	**02/04**	Federal	0	0.00	**0**	**1.00**
		Total ($000s)	$0	1.00	**$0**	**1.00**

Grants and Trusts — 2002-2003

Department: **FIRE**

Program: ***Assistance to Firefighters***

Funding to provide wildland shirts to AFD personnel, thereby allowing for safer fire operations when fighting fires in wildland/urban areas. The grant will also cover the purchase of firefighting goggles. Approved by Council 09/26/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
08/02	08/03	Federal	73	0.00	0	0.00
		Total ($000s)	$73	0.00	**$0**	**0.00**

Department: **FIRE**

Program: ***Risk Watch***

This grant provides children in preschool through eighth grade with classroom-based injury prevention information they need to make positive choices about their personal safety. Grant acceptance approved by Council on 5/9/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
03/02	02/03	Private	6	0.00	0	0.00
		Total ($000s)	$6	0.00	**$0**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Animal Friendly***

Provides funding for low cost spay/neutering by the EmanciPet project. FY02 amendment approved by Council 09/26/02. FY03 approved as an amendment to the Special Revenue Funds proposed budget. Item One D. 1 on 09/10/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	20	0.00	0	0.00
09/03	**08/04**	State	0	0.00	**20**	**0.00**
		Total ($000s)	$20	0.00	**$20**	**0.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Certification Funds (Formerly Title IV-A)***

Provision of child care services for low income families at registered facilities, and training to improve the quality of child care programs.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	1,080	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**1,100**	**0.00**
		Total ($000s)	$1,080	0.00	**$1,100**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Childhood Lead Poisoning Prevention***

Provides screening, education and case management for children under six years old for the reduction of elevated lead levels.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
07/02	06/03	State	80	2.00	0	0.00
07/03	**06/04**	State	0	0.00	**80**	**2.00**
		Total ($000s)	$80	2.00	**$80**	**2.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Community Change for Youth Development***

This Program reduces barriers to successful youth development so that young people can move through school and into responsible adulthood. (Previously listed as Public/Private Ventures). This grant will end on 12/31/01. However, because this grant overlaps into the 2001-2002 City Fiscal year, the FTEs will be shown in FY01-02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	12/01	Private	0	3.00	0	0.00
		Total ($000s)	$0	3.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Community Services Block Grant (CSBG)***

This program provides a variety of basic needs and case management services to low income persons through neighborhood centers located in low to moderate income areas of Austin and Travis County.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
01/02	12/02	State	796	14.00	0	0.00
01/03	**12/03**	State	0	0.00	**796**	**14.00**
		Total ($000s)	$796	14.00	**$796**	**14.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Diabetes Awareness and Education in the Community***

This project is designed to increase the understanding of diabetes, increase community and organizational capacity, and reduce the burden of diabetes. This grant will be extended until March 31, 2003 and then end. FY02 amendment approved by Council 09/26/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
07/01	03/03	State	185	2.00	0	0.00
07/02	**03/03**	State	0	0.00	**0**	**2.00**
		Total ($000s)	$185	2.00	**$0**	**2.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Emergency Shelter Grant (ESG)***

To operate and maintain existing emergency shelters and transitional housing, and to provide essential services to homeless persons or those who are at risk of becoming homeless.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/03	Federal	286	0.00	0	0.00
10/02	**09/04**	Federal	0	0.00	**290**	**0.00**
		Total ($000s)	$286	0.00	**$290**	**0.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***HIV Health & Social Services***

This program provides outpatient HIV-related health and social support services to individuals affected by HIV disease and their families.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	508	1.00	0	0.00
09/03	**08/04**	State	0	0.00	**350**	**1.00**
		Total ($000s)	$508	1.00	**$350**	**1.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***HIV HEPATITIS C***

This grant provides for prevention activities to reduce infection and transmission of Hepatitis C in Travis County.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	18	0.00	0	0.00
		Total ($000s)	$18	0.00	**$0**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***HIV PCPE/HERR***

Conduct health education, prevention, risk-reduction, counseling, testing, referrals, and partner elicitation activities to help reduce the spread of HIV/AIDS.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
01/02	12/02	State	285	7.50	0	0.00
01/03	**12/03**	State	0	0.00	**320**	**8.50**
		Total ($000s)	$285	7.50	**$320**	**8.50**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***HIV Surveillance***

HIV surveillance activities including tracking and follow-up of HIV infections, epidemiological investigations, and validation studies.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
01/02	12/02	State	100	3.00	0	0.00
01/03	**12/03**	State	0	0.00	**100**	**3.00**
		Total ($000s)	$100	3.00	**$100**	**3.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Housing Opportunities for Persons with AIDS (HOPWA) - HUD***

This program provides housing and utility assistance to persons living with HIV/AIDS at-risk of becoming homeless.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/03	Federal	1,202	0.00	0	0.00
10/02	**09/04**	Federal	0	0.00	**1,202**	**0.00**
		Total ($000s)	$1,202	0.00	**$1,202**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Housing Opportunities for Persons with AIDS (HOPWA) - TDH***

This program provides housing and utility assistance to persons living with HIV/AIDS at-risk of becoming homeless.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	01/03	State	30	0.00	0	0.00
		Total ($000s)	$30	0.00	**$0**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Immunization Outreach***

Provides immunization outreach and services to preschool children in Austin/Travis County.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	449	11.00	0	0.00
09/03	**08/04**	State	0	0.00	**449**	**11.00**
		Total ($000s)	$449	11.00	**$449**	**11.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Maternal and Child Health (Core Public Health)***

Outreach program designed to empower faith congregations to implement specific primary prevention/wellness programs via health ministry teams.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	72	1.00	0	0.00
09/03	**08/04**	State	0	0.00	**68**	**1.00**
		Total ($000s)	$72	1.00	**$68**	**1.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Public Health Preparedness and Response for Bioterrorism***

This project funds public health preparedness planning, disease surveillance, communication, and training.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	08/03	State	1,223	8.50	0	0.00
09/03	**08/04**	State	0	0.00	**978**	**8.50**
		Total ($000s)	$1,223	8.50	**$978**	**8.50**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Refugee Health Screening***

This program funds reimbursement to the City for providing health screening, tuberculosis prevention, and immunization services to newly arrived official refugees.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	173	2.00	0	0.00
10/02	**09/03**	State	0	0.00	**173**	**2.00**
		Total ($000s)	$173	2.00	**$173**	**2.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Regional/Local Health Operations (Formerly ORAS)***

Primary prevention education and activities that reduce the incidence of cardiovascular disease and cancer in the community, as well as essential public health services directed toward high risks in the community.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	219	4.00	0	0.00
09/03	**08/04**	State	0	0.00	**217**	**4.00**
		Total ($000s)	$219	4.00	**$217**	**4.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Ryan White II (HIV) - Consortium***

This program provides outpatient HIV-related health and social support services to individuals with HIV disease and their families. In FY03 2.00 FTE will reside in the Community Care Department.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/02	03/03	State	898	6.00	0	0.00
04/03	**03/04**	State	0	0.00	**942**	**4.00**
		Total ($000s)	$898	6.00	**$942**	**4.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Ryan White III (HIV) Early Intervention***

This program provides early intervention services to persons living with HIV/AIDS with focus on access to primary care. In FY03 11.00 FTE will reside in the Community Care Department.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
01/02	12/02	Federal	985	11.50	0	0.00
01/03	**12/03**	Federal	0	0.00	**930**	**0.50**
		Total ($000s)	$985	11.50	**$930**	**0.50**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Ryan White Title I HIV Emergency Care***

This grant provides outpatient HIV-related health and social support services to individuals with HIV disease and their families. In FY03 10.00 FTE will reside in the Community Care Department.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
03/02	02/03	Federal	4,394	15.50	0	0.00
03/03	**02/04**	Federal	0	0.00	**4,394**	**5.50**
		Total ($000s)	$4,394	15.50	**$4,394**	**5.50**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Saint John's - Families Together and Safe Initiative***

This program in the St. John's Neighborhood supports and strengthens families through an integrated service delivery system.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	176	1.00	0	0.00
09/03	**08/04**	State	0	0.00	**176**	**1.00**
		Total ($000s)	$176	1.00	**$176**	**1.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Sexually Transmitted Disease Control (STD)***

Programs to prevent and/or treat sexually transmitted diseases. FY02 amendment approved by Council 09/26/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	144	4.00	0	0.00
09/03	**08/04**	State	0	0.00	**140**	**4.00**
		Total ($000s)	$144	4.00	**$140**	**4.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Southeast Austin Community Youth Development***

Program will work to prevent Juvenile Crime through positive youth development in the 78744 zip code in S.E. Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	500	3.00	0	0.00
09/03	**08/04**	State	0	0.00	**500**	**3.00**
		Total ($000s)	$500	3.00	**$500**	**3.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***TB Control and Outreach***

Provide basic services for prevention and control of tuberculosis through expanded outreach with a special emphasis on those at high risk of developing tuberculosis.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
01/02	12/02	State	162	5.00	0	0.00
01/03	**12/03**	State	0	0.00	**162**	**5.00**
		Total ($000s)	$162	5.00	**$162**	**5.00**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***TB Elimination***

Provides outreach services and directly observed therapy to individuals of identified sub-groups who have, or are at high risk of developing, tuberculosis.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	188	5.00	0	0.00
09/03	**08/04**	State	0	0.00	**188**	**5.00**
		Total ($000s)	$188	5.00	**$188**	**5.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Title V - East Austin Youth Charter***

Title V East Austin Youth Charter promotes positive youth development in the target neighborhoods. Youth acquire the skills to become healthy, self sufficient adults. These skills enable them to resist juvenile delinquency and other risky behaviors. This contract is expected to end on 5/31/01. Because this grant overlaps into the 2000-2001 City Fiscal year, the FTEs will be shown in FY00-01.

Grant Period	Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
	State	0	1.00	0	0.00
	Total ($000s)	$0	1.00	**$0**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Title V - Juvenile Delinquency Project***

The Title V Delinquency grant will target forty at risk youth and their families for intensive support services and an additional one hundred twenty-five for other less invasive prevention services in the Northeast area.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	Federal	250	1.50	0	0.00
09/03	**08/04**	Federal	0	0.00	**250**	**1.50**
		Total ($000s)	$250	1.50	**$250**	**1.50**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Title X Family Planning***

Provides medical, counseling, client education, referral and community education services for family planning.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	90	3.00	0	0.00
		Total ($000s)	$90	3.00	**$0**	**0.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Traffic Safety Project***

This grant will identify the nature and magnitude of the current traffic safety problems and propose solutions.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	76	1.75	0	0.00
10/02	**09/03**	Federal	0	0.00	**76**	**1.75**
		Total ($000s)	$76	1.75	**$76**	**1.75**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Weed and Seed Project***

The Weed and Seed program supports comprehensive, neighborhood-based crime prevention programs with an equal emphasis on both "weeding out" negative influences through law enforcement and prosecution and "seeding in" positive factors including both social services and neighborhood improvement efforts.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
08/02	07/03	Federal	250	3.50	0	0.00
08/03	**07/04**	Federal	0	0.00	**250**	**3.50**
		Total ($000s)	$250	3.50	**$250**	**3.50**

Grants and Trusts — 2002-2003

Department: **HEALTH AND HUMAN SERVICES**

Program: ***WIC Administration/Nutrition***

This program provides supplemental food instruments, nutrition education, immunization, and health care to low-income pregnant women, infants and children.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	2,470	65.00	0	0.00
10/02	**09/03**	State	0	0.00	**2,600**	**65.00**
		Total ($000s)	$2,470	65.00	**$2,600**	**65.00**

Department: **HEALTH AND HUMAN SERVICES**

Program: ***WIC Lactation Center Project***

This program provides intensive counseling for breast feeding mothers, and specific training to health professionals regarding complicated breast feeding problems.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	182	3.00	0	0.00
10/02	**09/03**	State	0	0.00	**182**	**3.00**
		Total ($000s)	$182	3.00	**$182**	**3.00**

Department: **HUMAN RESOURCES**

Program: ***Equal Employment Opportunity (EEO)***

This program investigates and settles complaints of discrimination in employment in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	183	3.00	0	0.00
10/02	**09/03**	Federal	0	0.00	**167**	**3.00**
		Total ($000s)	$183	3.00	**$167**	**3.00**

Department: **HUMAN RESOURCES**

Program: ***Fair Housing Act Compliance***

This program provides funding to investigate and settle complaints of discrimination in housing in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	164	2.00	0	0.00
10/02	**09/03**	Federal	0	0.00	**160**	**2.00**
		Total ($000s)	$164	2.00	**$160**	**2.00**

Grants and Trusts — 2002-2003

Department: **LIBRARY**

Program: ***Central Texas Library System (CTLS)***

This program provides consulting services, continuing education, and technical services to 68 public libraries in a 30-county region of Central Texas. The Austin Public Library is the major resource center for this region. Note: this grant is loaded into the same fund as the State CTLS grant.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	Federal	940	7.00	0	0.00
09/03	**08/04**	Federal	0	0.00	**900**	**7.00**
		Total ($000s)	$940	7.00	**$900**	**7.00**

Department: **LIBRARY**

Program: ***Federal Technical Assistance Negotiated Grant (TANG)***

This program provides on-site telephone assistance and technical expertise to public library staff in the central Texas region. Assistance in installing and maintaining internal and/or external electronic networks will be provided to the 70 member libraries in the 30 county region.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	Federal	90	1.00	0	0.00
09/03	**08/04**	Federal	0	0.00	**100**	**1.00**
		Total ($000s)	$90	1.00	**$100**	**1.00**

Department: **LIBRARY**

Program: ***Interlibrary Loan***

This program provides interlibrary loan services to the public, academic, and special libraries in the 30-county Central Texas region. The Austin Public Library is the major resource center library for this region. FY02 amendment approved by Council 09/26/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	Federal	308	5.00	0	0.00
09/03	**08/04**	Federal	0	0.00	**305**	**5.00**
		Total ($000s)	$308	5.00	**$305**	**5.00**

Grants and Trusts — 2002-2003

Department: **LIBRARY**

Program: ***Loan Star Libraries***

Grant provides funding to hire a full-time web-master to develop an interactive youth services web page. Grant also provides funding for a comprehensive marketing campaign to advertise our youth web page and all youth programs. Funding is also provided for minor renovations to youth areas so they are more youth friendly. Additional programs will be provided and incentives given out. Goals are to increase effectiveness of Youth Services and to gain new library customers.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/01	08/02	State	116	1.00	0	0.00
09/02	**08/03**	State	0	0.00	**116**	**1.00**
		Total ($000s)	$116	1.00	**$116**	**1.00**

Department: **LIBRARY**

Program: ***Telecommunication Infrastructure Board***

The grant provides funding for telecommunications and ISP connections for five (5) librarys. These locations will also be outfitted with network infrastructure and Ploycom Distance Learning equipment. Funding for 100 computers is included for training and public access to the Internet, outreach and delivery of TexShare State-purchased databases. The grant also funds digital camera, scanner, and video streaming servers and software to capture and facilitate delivery of electronic training and content over the Internet.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/01	08/02	State	706	0.00	0	0.00
		Total ($000s)	$706	0.00	**$0**	**0.00**

Department: **MUNICIPAL COURT**

Program: ***LEOSE***

This grant is an expense refund from the State of Texas for a tax collected by the Municipal Court for the State of Texas. This grant's term is open-ended.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	2	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**2**	**0.00**
		Total ($000s)	$2	0.00	**$2**	**0.00**

Grants and Trusts — 2002-2003

Department: **NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT**

Program: ***Community Development Block Grant (CDBG)***

This grant program of the U.S. Department of Housing & Urban Development provides funding to conduct community development activities which benefit low and moderate income families, aid in the prevention of slums and blight, and provide opportunities for economic development in the CDBG target areas.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	8,508	48.75	0	0.00
10/02	**09/03**	Federal	0	0.00	**8,781**	**41.42**
		Total ($000s)	$8,508	48.75	**$8,781**	**41.42**

Department: **NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT**

Program: ***Economic Development Initiative***

Congress appropriated $100,000 in 2001 for Austin to expand Safe, Mixed-income, Accessible, Reasonably-priced, and Transit-oriented (S.M.A.R.T.) housing locally and across the country. This grant requires the City to use 60% to monitor compliance with S.M.A.R.T. housing standards and to address neighborhood concerns about concentration of poverty and maintenance of "reasonably-price" housing. The balance of funds must be used to organize and promote a national conference in Austin to train other jurisdictions to implement S.M.A.R.T. housing across the country. Approved at budget adoption, Item One D. 3.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Federal	0	0.00	**100**	**0.00**
		Total ($000s)	$0	0.00	**$100**	**0.00**

Department: **NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT**

Program: ***HOME Investment Partnership Program***

This grant program of the U.S. Department of Housing & Urban Development provides affordable housing through acquisition, rehabilitation and new construction of housing units for low and moderate-income families.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	3,499	14.25	0	0.00
10/02	**09/03**	Federal	0	0.00	**4,001**	**16.58**
		Total ($000s)	$3,499	14.25	**$4,001**	**16.58**

Grants and Trusts — 2002-2003

Department: **OEM/MANAGEMENT SERVICES**

Program: ***Center for Victims Assistance Preparedness, Response & Recovery***

The purpose of the grant is to insure immediate and appropriate mental health response and recovery services to victims, survivors, and emergency responders to critical incidents, terrorism incidents and major emergencies.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	08/03	State	78	2.00	0	0.00
10/03	**08/03**	State	0	0.00	**122**	**2.00**
		Total ($000s)	$78	2.00	**$122**	**2.00**

Department: **OEM/MANAGEMENT SERVICES**

Program: ***Federal Emergency Management Assistance Program***

This program provides financial assistance for facilities and coordination of communications between all appropriate departments and agencies during planning of and in response to emergency conditions and/or events.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	125	0.00	0	0.00
10/02	**09/03**	Federal	0	0.00	**125**	**0.00**
		Total ($000s)	$125	0.00	**$125**	**0.00**

Department: **OEM/MANAGEMENT SERVICES**

Program: ***Project Impact Program Grant***

The goal of Project Impact is to reduce the personal and economic costs of disasters by bringing together government, citizens, and community and business leaders in partnerships to prepare for and protect against natural disasters.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	300	1.00	0	0.00
10/02	**11/02**	Federal	0	0.00	**0**	**1.00**
		Total ($000s)	$300	1.00	**$0**	**1.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***AAAS Program***

This program allows Austin Nature and Science Center (ANSC) to participate in a collaborative effort with University of Texas and Zavala Elementary school. The funds will be used for a project for Public Science Day 2002.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	3	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**3**	**0.00**
		Total ($000s)	$3	0.00	**$3**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Austin Community Foundation - DAC School***

Improve Austin's quality of life through targeted arts programming

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	10	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**30**	**0.00**
		Total ($000s)	$10	0.00	**$30**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Austin Community Foundation - O'Henry Museum***

O'Henry Museum's "O'Henry's Pen" writing club education program and exhibit.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	02/03	Local	5	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**5**	**0.00**
		Total ($000s)	$5	0.00	**$5**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Austin Convention and Visitors Bureau***

Funds will help with expenditures related to the replacement of the exterior trim on the George Carver Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Local	0	0.00	**40**	**0.00**
		Total ($000s)	$0	0.00	**$40**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Austin Historic Landmark Commission***

Funds will provide bricks/mortar for Museum roof.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	02/03	Local	37	0.00	0	0.00
10/02	**09/03**	Local	0	0.00	**38**	**0.00**
		Total ($000s)	$37	0.00	**$38**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Austin Historic Landmark Commission - Carver***

Funds will supplement the costs of replacing the wood trim at the George Washington Carver museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Local	0	0.00	**36**	**0.00**
		Total ($000s)	$0	0.00	**$36**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Austin Historic Landmark Commission - Ney***

This grant will help fund the comprehensive restoration of the Elisabet Ney museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Local	0	0.00	**37**	**0.00**
		Total ($000s)	$0	0.00	**$37**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Austin Parks Foundation***

Grant funds will provide supplies for consultant services for art pieces to enhance the park system.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**		0	0.00	**3**	**0.00**
		Total ($000s)	$0	0.00	**$3**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Cabot Family Foundation***

Grant funds will support an education program in association with the St. John's Multi-Purpose Center AIPP project.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Private	0	0.00	**25**	**0.00**
		Total ($000s)	$0	0.00	**$25**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Communities Foundation of Texas***

Provide quality art programming for Austin's youth.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	30	0.00	0	0.00
		Total ($000s)	$30	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Dell Foundation***

Provides funds for the "Smile on my Face" program.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	15	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**15**	**0.00**
		Total ($000s)	$15	0.00	**$15**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Effie & Wofford Cain Foundation***

Expand arts programming to teenagers in and around Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	25	0.00	0	0.00
		Total ($000s)	$25	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***For the Good of the Game - Instructional***

Funds to supplement junior, introductory and persons with disabilities instructional golf program.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Private	0	0.00	**50**	**0.00**
		Total ($000s)	$0	0.00	**$50**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***For the Good of the Game - Par 3 Training Course***

Funds will pay for the construction and design of a Par 3, 9 hole training and teaching golf course.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Private	0	0.00	**100**	**0.00**
		Total ($000s)	$0	0.00	**$100**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Hobitzelle Foundation***

Develop cultural arts services to be implemented in the Austin area.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	20	0.00	0	0.00
		Total ($000s)	$20	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Houston Endowment, Inc.***

Expand arts programming to under-served populations in the Austin area.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/01	08/02	Private	35	0.00	0	0.00
		Total ($000s)	$35	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***IMLS General Operating Support (ANSC)***

This two year grant program provides general operating funds for Austin Nature Science Center.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/03	Federal	116	0.00	0	0.00
10/02	**09/04**	Federal	0	0.00	**116**	**0.00**
		Total ($000s)	$116	0.00	**$116**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***IMLS General Operating Support (Pioneer Farm)***

Funds to increase money available to improve program development and upgrade current curriculum activities and guides for program participants.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/02	04/04	Federal	54	0.00	0	0.00
04/03	**04/05**	Federal	0	0.00	**54**	**0.00**
		Total ($000s)	$54	0.00	**$54**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Institute of Museum and Library Services***

This grant will help fund the comprehensive restoration of the Elisabet Ney Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/04**	Federal	0	0.00	**50**	**0.00**
		Total ($000s)	$0	0.00	**$50**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Lee & Ramona Bass Foundation***

Create community based arts programs in and around Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	40	0.00	0	0.00
		Total ($000s)	$40	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Meadows Foundation - Our New Day***

"Our New Day" is a continuation of a 2000 exhibit of fine arts.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	02/04	Private	100	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**100**	**0.00**
		Total ($000s)	$100	0.00	**$100**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Moody Foundation***

Expand community arts programming to under-served populations in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	40	0.00	0	0.00
		Total ($000s)	$40	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***National Trust for Historic Preservation - Interior Restoration***

Interior restoration of Elisabet Ney Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	5	0.00	0	0.00
		Total ($000s)	$5	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Private Foundation Grant***

Funds will supplement the cost associated with the comprehensive restoration of the buildings, grounds, and collection as well as promote educational programs at the Elisabet Ney Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Private	0	0.00	**500**	**0.00**
		Total ($000s)	$0	0.00	**$500**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***RGK Foundation***

Improve educational experiences through implementation of creative arts for schools and organizations in and around Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	35	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**35**	**0.00**
		Total ($000s)	$35	0.00	**$35**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Rockwell Fund Inc.***

Provide scholarships for arts programs to Austin youth.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	25	0.00	0	0.00
		Total ($000s)	$25	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Save America's Treasures***

This grant from the National Park Service and the National Endowment for the Arts will help fund the comprehensive restoration of the Elisabet Ney Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Federal	0	0.00	**375**	**0.00**
		Total ($000s)	$0	0.00	**$375**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***SBC Foundation***

Expand arts and cultural outreach programs to communities in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	30	0.00	0	0.00
		Total ($000s)	$30	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Senior Aides Title V***

This program provides community service employment opportunities for low-income workers ages 55 and older who receive training and are placed in nonprofit agencies (including the City of Austin,) while simultaneously promoting their transition into unsubsidized employment.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
07/02	06/03	Federal	325	0.00	0	0.00
07/03	**06/04**	Federal	0	0.00	**350**	**0.00**
		Total ($000s)	$325	0.00	**$350**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Senior Luncheon - USDA***

This program provides meals to adults age 60 and over at fifteen locations throughout Austin and Travis County (via an Intergovernmental Agreement with Travis County.) Meals are prepared by AISD (also through an Intergovernmental Agreement) which is reimbursed by a unit rate per meal. Other services include: nutrition education; information assistance; health screenings; volunteer opportunities; and, recreational/educational programs.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	CAPCO	465	8.00	0	0.00
10/02	**09/03**	Federal - State	0	0.00	**500**	**8.00**
		Total ($000s)	$465	8.00	**$500**	**8.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Senior Transportation***

Funded by the "Older Americans Act Title IIIB," this program provides transportation for persons 60 years and older to lunch sites, shopping, social events, rides to non-emergency medical/health care providers, and other non-emergency appointments.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	100	4.00	0	0.00
10/02	**09/03**	Federal	0	0.00	**100**	**4.00**
		Total ($000s)	$100	4.00	**$100**	**4.00**

Department: **PARKS AND RECREATION**

Program: ***Shell Oil Company Foundation***

Provides educational arts experience for communities in and around Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	30	0.00	0	0.00
		Total ($000s)	$30	0.00	**$0**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Southeast Austin Community Youth Development***

This program will work to prevent Juvenile Crime through positive youth development in the 78744 zip code in S.E. Austin. Funding for the FTE is included in the Health and Human Services Department's section under the same grant name.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	0	1.00	0	0.00
09/03	**08/04**	State	0	0.00	**0**	**1.00**
		Total ($000s)	$0	1.00	**$0**	**1.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Summer Food Program***

This program, assisted by the Austin Independent School District, provides hot and cold breakfast and lunches to low-income children ages 1-18 at schools, parks, and activity centers.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	08/02	State - Federal	175	0.00	0	0.00
06/03	**08/03**	State - Federal	0	0.00	**200**	**0.00**
		Total ($000s)	$175	0.00	**$200**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Swalm Foundation***

Expands after school arts programming in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	25	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**25**	**0.00**
		Total ($000s)	$25	0.00	**$25**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***TCA Block Grant***

This grant is part of the Texas Commission on the Arts (TCA) new decentralization process. The guidelines have been developed and applications accepted for review by the Arts Commission. The Parks and Recreation Department uses this grant for sub-granting of Cultural Contracts.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	159	1.00	0	0.00
09/02	**08/03**	State	0	0.00	**159**	**1.00**
		Total ($000s)	$159	1.00	**$159**	**1.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Texas Commission on the Arts - AIPP***

The purpose of this grant is to provide support to educational programs, websites and galleries

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	5	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**5**	**0.00**
		Total ($000s)	$5	0.00	**$5**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Texas Committee for the Humanities - Lecture Series***

This grant will fund lectures by Humanities scholars as a part of a new lecture series

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	1	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**1**	**0.00**
		Total ($000s)	$1	0.00	**$1**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Texas Historical Commission - Carver***

This grant from the Texas Preservation Trust Fund will fund the evaluation of the George Washington Carver Museum as a historic site.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	State	0	0.00	**25**	**0.00**
		Total ($000s)	$0	0.00	**$25**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Texas Historical Commission - Ney***

This grant from the Texas Preservation Trust Fund will help fund the comprehensive restoration of the Elisabet Ney Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	State	0	0.00	**30**	**0.00**
		Total ($000s)	$0	0.00	**$30**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***Texas Parks & Wildlife - Community Outdoor***

Provides funds to supplement outdoor recreational opportunities for special populations.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/03	State	30	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**30**	**0.00**
		Total ($000s)	$30	0.00	**$30**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Texas Recreational Trail Fund***

This grant will be used to maintain the Central and Eastern Preserves trails.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	5	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**5**	**0.00**
		Total ($000s)	$5	0.00	**$5**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***The Brown Foundation***

This grant will help add to the collection at the George Washington Carver Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Private	0	0.00	**5**	**0.00**
		Total ($000s)	$0	0.00	**$5**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***The Brown Foundation, Inc.***

Develop arts programs in collaboration with various community groups in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	35	0.00	0	0.00
		Total ($000s)	$35	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **PARKS AND RECREATION**

Program: ***The Meadows Foundation***

Provides cultural arts programs and workshops for individuals and groups in Austin.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	25	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**25**	**0.00**
		Total ($000s)	$25	0.00	**$25**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***The Troll Foundation***

Funds from this grant will help add to the George Washington Carver Museum.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Private	0	0.00	**15**	**0.00**
		Total ($000s)	$0	0.00	**$15**	**0.00**

Department: **PARKS AND RECREATION**

Program: ***Trail Enhancement and Education Grant***

This grant will be used to maintain the Central and Eastern Preserve Trails, as well as providing for training and educational materials for programs. Funding provided by Samsung Corp.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Private	1	0.00	0	0.00
10/02	**09/03**	Private	0	0.00	**1**	**0.00**
		Total ($000s)	$1	0.00	**$1**	**0.00**

Department: **POLICE**

Program: ***Assistance for Female Victims of Domestic Violence (VAWA)***

This grant provides funding to enhance emergency outreach services to female victims of domestic violence. The grant period will be amended midyear to coincide with the funding period.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	11/02	State	80	2.00	0	0.00
12/02	**08/04**	State	0	0.00	**140**	**2.00**
		Total ($000s)	$80	2.00	**$140**	**2.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***Austin Faith Community Network***

This grant provides funding to increase youth activities and continue hosting a regional conference that encourages other law enforcement agencies to implement faith-based programs.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	43	0.00	0	0.00
09/03	**08/04**	State	0	0.00	**43**	**0.00**
		Total ($000s)	$43	0.00	**$43**	**0.00**

Department: **POLICE**

Program: ***Auto Theft Prevention (ATPA)***

This program funds auto theft enforcement, crime prevention, crime analysis and prosecution to reduce auto thefts. There are 4 civilian FTEs and 3 sworn FTEs. The 3 sworn FTEs are included in the Police Operating Budget.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	500	4.00	0	0.00
09/03	**08/04**	State	0	0.00	**525**	**4.00**
		Total ($000s)	$500	4.00	**$525**	**4.00**

Department: **POLICE**

Program: ***BJA Local Law Enforcement Block Grant 2001***

The Bureau of Justice (BJA) program provides funding to reduce crime and improve public safety. These funds will be used for computer technology, infrastructure improvements and updating law enforcement equipment.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/03	Federal	600	1.00	0	0.00
		Total ($000s)	$600	1.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***BJA Local Law Enforcement Block Grant 2002***

This Bureau of Justice Assistance (BJA) program provides funding to reduce crime and improve public safety. These funds will be used for computer technology, infrastructure improvements and updating law enforcement equipment.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/04**	Federal	0	0.00	**425**	**0.00**
		Total ($000s)	$0	0.00	**$425**	**0.00**

Department: **POLICE**

Program: ***Bulletproof Vest Partnership***

This program protects the lives of law enforcement officers by assisting states and units of governments to equip their officers with armor vests.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/02	03/05	Federal	50	0.00	0	0.00
04/03	**03/06**	Federal	0	0.00	**30**	**0.00**
		Total ($000s)	$50	0.00	**$30**	**0.00**

Department: **POLICE**

Program: ***Click-It or Ticket Program***

The Click-It or Ticket program is a national and statewide campaign. It is designed to enhance the enforcement of seat belt laws and shild safety seat use during increased driving weekends such as Memorial Day and Thanksgiving Day holidays. Grant funding is used for sworn personnel overtime expenses and training costs.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/02	12/02	State	51	0.00	0	0.00
12/02	**03/03**	State	0	0.00	**51**	**0.00**
		Total ($000s)	$51	0.00	**$51**	**0.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***Comprehensive Selective Traffic Enforcement Project (STEP)***

This grant funds a program to reduce motor vehicle crashes, injuries, and fatalities. The program focuses on all drivers and includes the enforcement of all traffic laws as well as public information and education efforts.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	State	154	0.00	0	0.00
10/02	**09/03**	State	0	0.00	**506**	**0.00**
		Total ($000s)	$154	0.00	**$506**	**0.00**

Department: **POLICE**

Program: ***Comprehensive Victim Services Program (VOCA)***

This program works to increase the number of crime victims receiving counseling and referral services during stages of crime and community violence. The Department was awarded an additional 4 FTEs to assist in performing these services.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
07/02	06/03	State	425	10.00	0	0.00
07/03	**06/04**	State	0	0.00	**400**	**10.00**
		Total ($000s)	$425	10.00	**$400**	**10.00**

Department: **POLICE**

Program: ***COPS Universal Hiring VII***

This program provides funding for sixty officers and training. This grant is a three year award. The additional officers were amended into the Police Department's FY 2001-02 Operating Budget. The positions will be filled during FY 2002-03.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
03/02	02/05	Federal	4,500	0.00	0	0.00
		Total ($000s)	$4,500	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***Downtown Rangers Program***

This program provides goodwill ambassadors and enhances security in the downtown Austin area.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
05/02	04/03	Private	450	13.50	0	0.00
05/03	**04/04**	Private	0	0.00	**475**	**13.50**
		Total ($000s)	$450	13.50	**$475**	**13.50**

Department: **POLICE**

Program: ***Encourage Arrest Policies for Domestic Violence Offenders***

This grant funds the development of an Austin/Travis County Family Protection Team and training for police officers, prosecutors and judges regarding the handling of domestic violence cases.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
08/02	12/03	Federal	500	3.00	0	0.00
		Total ($000s)	$500	3.00	**$0**	**0.00**

Department: **POLICE**

Program: ***Investigation of Stolen Property (421 Fund)***

This program funds crime analysis and data entry personnel to increase the recovery of stolen property. FTE positions will be proposed for General Fund conversion in the FY03 Operating Budget.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	10/02	State	0	2.00	0	0.00
		Total ($000s)	$0	2.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***Juvenile Accountability Incentive Block Grant Program (JAIBG)***

This grant provides funding for reducing juvenile delinquency, improving the juvenile justice system, and increasing the accountability for juvenile offenders. The funds are used to support a juvenile intake facility for Class C offenders.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	01/03	State	275	0.00	0	0.00
02/03	**01/04**	State	0	0.00	**252**	**0.00**
		Total ($000s)	$275	0.00	**$252**	**0.00**

Department: **POLICE**

Program: ***LEOSE Training Allocation***

This program provides funding for training of Police officers.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
02/02	01/03	State	100	0.00	0	0.00
02/03	**01/04**	State	0	0.00	**100**	**0.00**
		Total ($000s)	$100	0.00	**$100**	**0.00**

Department: **POLICE**

Program: ***Outreach Female Victims Domestic Violence/Stalking (VAWA)***

This grant provides funding for an outreach program for female victims of domestic violence and stalking.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	11/02	State	80	2.00	0	0.00
12/02	**08/04**	State	0	0.00	**140**	**2.00**
		Total ($000s)	$80	2.00	**$140**	**2.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***Outreach to Immigrant Latino Families (421 Fund)***

This grant provides funding for an outreach program for recently immigrated Latino families residing in Central East Austin. The program will partner with Neighborhood schools and churches to provide civic education and encourage participation in school and police related activities.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	56	1.00	0	0.00
09/03	**08/04**	State	0	0.00	**42**	**1.00**
		Total ($000s)	$56	1.00	**$42**	**1.00**

Department: **POLICE**

Program: ***Promoting Cooperative Strategies to Reduce Racial Profiling***

Funding will be used to purchase approximately 185 wireless personal digital assistants (PDAs) to document and electronically file reports from person and traffic stops. The technology is an important element of the department's larger initiative to study, identify and eliminate the use of racial profiling in APD's officers' interactions with Austin residents.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
08/01	12/02	Federal	200	0.00	0	0.00
		Total ($000s)	$200	0.00	**$0**	**0.00**

Department: **POLICE**

Program: ***Sex Offender Apprehension and Registration***

The SOAR Unit is responsible for the initial registration and ongoing monitoring of convicted sex offenders who reside in the City of Austin. The funding is for one detective position and related equipment.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/03	State	89	0.00	0	0.00
09/03	**08/04**	State	0	0.00	**89**	**0.00**
		Total ($000s)	$89	0.00	**$89**	**0.00**

Grants and Trusts — 2002-2003

Department: **POLICE**

Program: ***Statewide Tobacco Education and Prevention (STEP)***

This program allocates funds for enforcement and compliance activities regarding tobacco sales to minors.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
09/02	08/02	State	25	0.00	0	0.00
09/03	**08/04**	State	0	0.00	**25**	**0.00**
		Total ($000s)	$25	0.00	**$25**	**0.00**

Department: **POLICE**

Program: ***Technology Initiative Grant***

Grant funds will be used to purchase mobile data computers (MDC's) to replace the older Mobile Data Terminals (MDT's) found in patrol vehicles. The MDC's will consist of a computer and radio frequency modem that will link the MCD's to the Computer Aided Dispatch (CAD) system and other officers with similar data computers.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Federal	0	0.00	**750**	**0.00**
		Total ($000s)	$0	0.00	**$750**	**0.00**

Department: **POLICE**

Program: ***Volunteer Programs to Support Homeland Security***

Grant funding from the Corporation for National and Community Services will be used to support this initiative. The grant incorporates the expansion of the Austin Police Department's Civil Defense Battalion and other police volunteer efforts and the implementation of a volunteer program within the Office of Emergency Management. Amended at budget adoption. Item One D. 2.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**09/03**	Federal	0	0.00	**400**	**1.50**
		Total ($000s)	$0	0.00	**$400**	**1.50**

Grants and Trusts — 2002-2003

Department: **SOLID WASTE SERVICES**

Program: ***Regional Solid Waste - Public Education***

This creates a public education campaign addressing the proper manner with which to dispose of hypodermic needles and sharps from home health care. Approved at budget adoption, Item One D. 4.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	**08/03**	State	0	0.00	**30**	**0.00**
		Total ($000s)	$0	0.00	**$30**	**0.00**

Department: **TRANSPORTATION, PLANNING & SUSTAINABILITY**

Program: ***Alternative Fuel Vehicles Rebates***

Pass-through funding to provide fifteen (15) $2,000 rebates for the purchase of alternative fuel vehicles by Central Texas Clean Cities Program stakeholders. Approved by Council 08/22/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
08/02	12/03	Federal	30	0.00	0	0.00
		Total ($000s)	$30	0.00	**$0**	**0.00**

Department: **TRANSPORTATION, PLANNING & SUSTAINABILITY**

Program: ***Clean Cities***

This grant provides funding to promote the use and purchase of alternative fuels by increasing public awareness.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	12/01	Federal	50	1.00	0	0.00
06/02	**08/03**	Federal	0	0.00	**25**	**1.00**
		Total ($000s)	$50	1.00	**$25**	**1.00**

Department: **TRANSPORTATION, PLANNING & SUSTAINABILITY**

Program: ***Congestion Monitoring & Analysis FY02***

This grant provides funding for travel rate data collection and analysis on reliever routes.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	80	0.00	0	0.00
		Total ($000s)	$80	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **TRANSPORTATION, PLANNING & SUSTAINABILITY**

Program: ***Telework***

This grant will be used to implement the infrastructure and program support for the foundation of the Telework program. The end result of reducing the use of energy in the state is improved air quality.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
04/02	08/03	Federal	86	0.00	0	0.00
		Total ($000s)	$86	0.00	**$0**	**0.00**

Department: **WATER & WASTEWATER**

Program: ***High Strength Wastewater***

Funding for the development of data related to high strength wastewater from food service establishments. Approved by Council 08/01/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
06/02	08/02	Private	20	0.00	0	0.00
		Total ($000s)	$20	0.00	**$0**	**0.00**

Department: **WATER & WASTEWATER**

Program: ***Vulnerability Assessment***

Provides funding to complete a vulnerability assessment based on the EPA model and standards. Implement assessment by revising emergency operations plans and designing security enhancements to drinking water facilities. Approved by Council 06/27/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
07/02	06/03	Federal	115	0.00	0	0.00
		Total ($000s)	$115	0.00	**$0**	**0.00**

Grants and Trusts — 2002-2003

Department: **WATERSHED PROTECTION & DEVELOPMENT REVIEW**

Program: ***Brownfields Demonstration Pilot***

Provides funding to create a brownfields inventory along the 11th Street commercial corridor by conducting environmental site assessments. Approved by Council 06/27/02.

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/02	09/04	Federal	150	0.00	0	0.00
		Total ($000s)	$150	0.00	**$0**	**0.00**

Department: **WATERSHED PROTECTION & DEVELOPMENT REVIEW**

Program: ***Federal Emergency Management (FEMA), Digital Flood Map***

Grant Period		Source of Funds	2001-2002 Authorization	Current FTEs	2002-2003 Approved	Approved FTEs
10/01	09/02	Federal	100	0.00	0	0.00
10/02	**09/03**	Federal	0	0.00	**8**	**0.00**
		Total ($000s)	$100	0.00	**$8**	**0.00**

TOTAL, ALL DEPARTMENTS*	**46,766**	**342.75**	**40,826**	**327.25**

***These totals do not include amounts awarded and authorized in previous fiscal years through multi-year grant contracts. The "Quarterly Status Report" provides figures for all prior and current fiscal year grants.**