

**2000-01
APPROVED BUDGET**

VOLUME III

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CITY COUNCIL

Kirk Watson
Mayor

Mayor Pro Tem
Jackie Goodman

Council Members
Danny Thomas
Daryl Slusher
Beverly Griffith
Raul Alvarez
Will Wynn

Jesus Garza
City Manager



**City of Austin, Texas
City Council Priorities
2000–01**

*Youth, Family, and
Neighborhood Vitality*

Public Safety

*Sustainable
Community*

Affordability

The City of Austin Commitment 2000

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

Jesus Garza City Manager

Austin Energy
Chuck Manning, General Manager

Joe Canales Chief of Staff

Government Relations
John Hrcir, Officer

Information Systems Office
Robert Bowmer, Chief Information
Officer

Small and Minority
Business Resources
Lino Rivera, Director

Human Resources Department
Ruth Ann Edwards, Director

Law Department
Andrew Martin, Director

PIO/Customer Service
Michele Middlebrook-Gonzalez

Jim Smith Assistant City Manager

Aviation
Charles E. Griffith, Executive
Director

Austin Convention Center
Robert Hodge, Director

Planning, Environmental &
Conservation Services Dept.
Austin Librach

Economic Development
Sue Edwards, Director

City Council Appointments

City Clerk

Municipal Court Clerk

City Auditor

John Stephens, CPA Director, Financial and Administrative Services

Financial and
Administrative Services
John Stephens, CPA, Director

Betty Dunkerley Interim Assistant City Manager

Health and Human Services
Department
David Lurie, Director

Library Department
Brenda Branch, Director

Neighborhood Housing and
Community Devel. Office
Paul Hilgers, Communtiy
Development Officer

Parks and Recreation Department
Jesus M. Olivares, Director

Toby Futrell Deputy City Manager

Community Court
Stacey Shorter, Officer

Emergency Medical Services
Dr. Edward Racht

Fire Department
Gary Warren, Chief

Office of Emergency Management
Steve Collier, OEM Officer

Police Department
Stanley L. Knee, Chief

Marcia Conner Assistant City Manager

Development Review and
Inspection Department
Alice Glasco, Director

Infrastructure Support Services
Cathy Rodgers, Chief
Administrative Officer
Vickie Schubert, Chief Financial
Officer

Public Works and Transportation
Department
Peter Rieck, Director

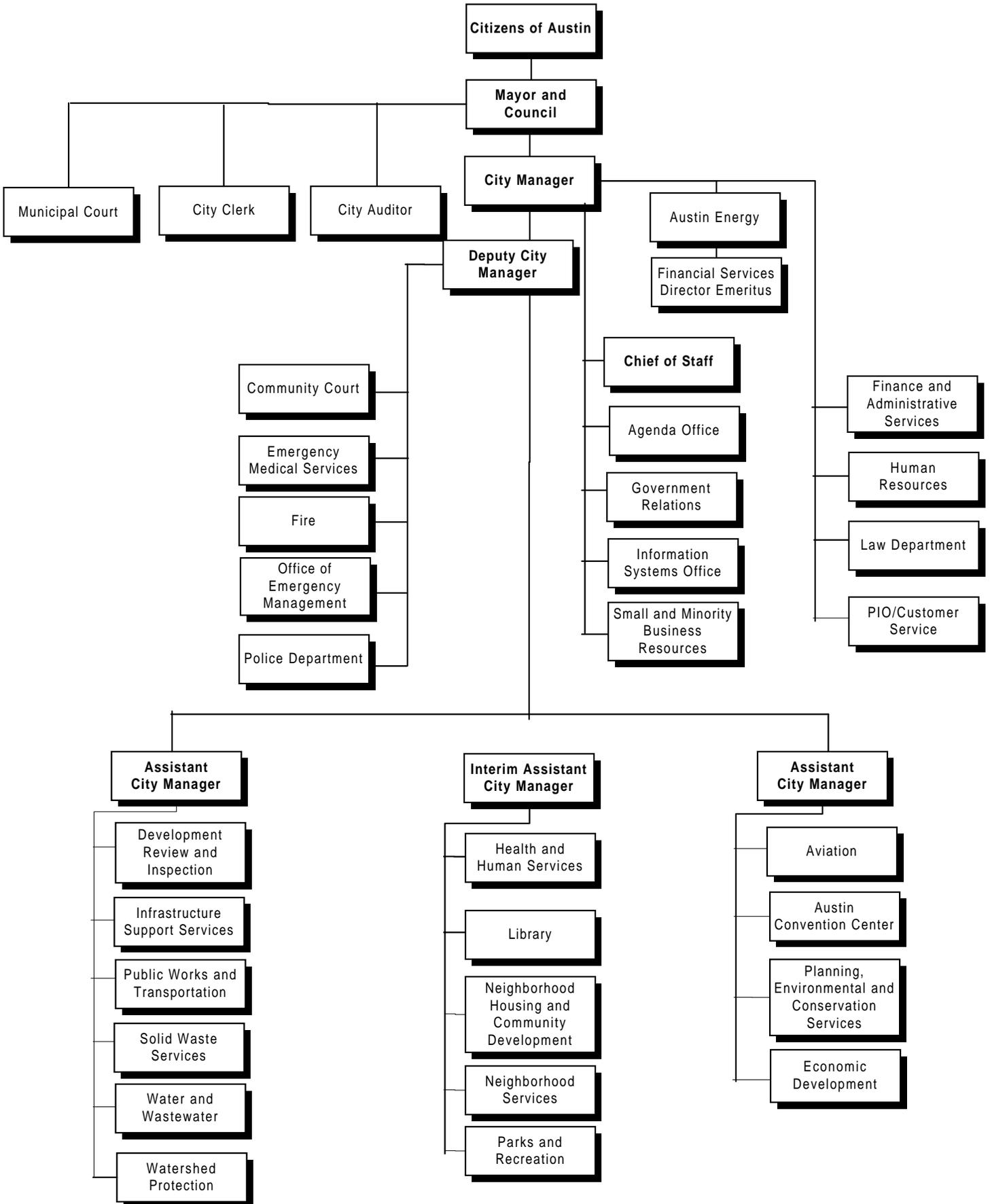
Solid Waste Services Department
Willie Rhodes, Director

Water & Wastewater Department
Chris Lippe, Acting Director

Watershed Protection Department
Mike Heitz, Director

City of Austin, Texas

ORGANIZATIONAL CHART



2000–01 Approved Operating Budget

Acknowledgments

The Budget Office would like to thank the City Council, management and staff for their assistance in preparing the 2000–01 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 Approved 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 499-2610.

Other References

In addition to the Approved 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.

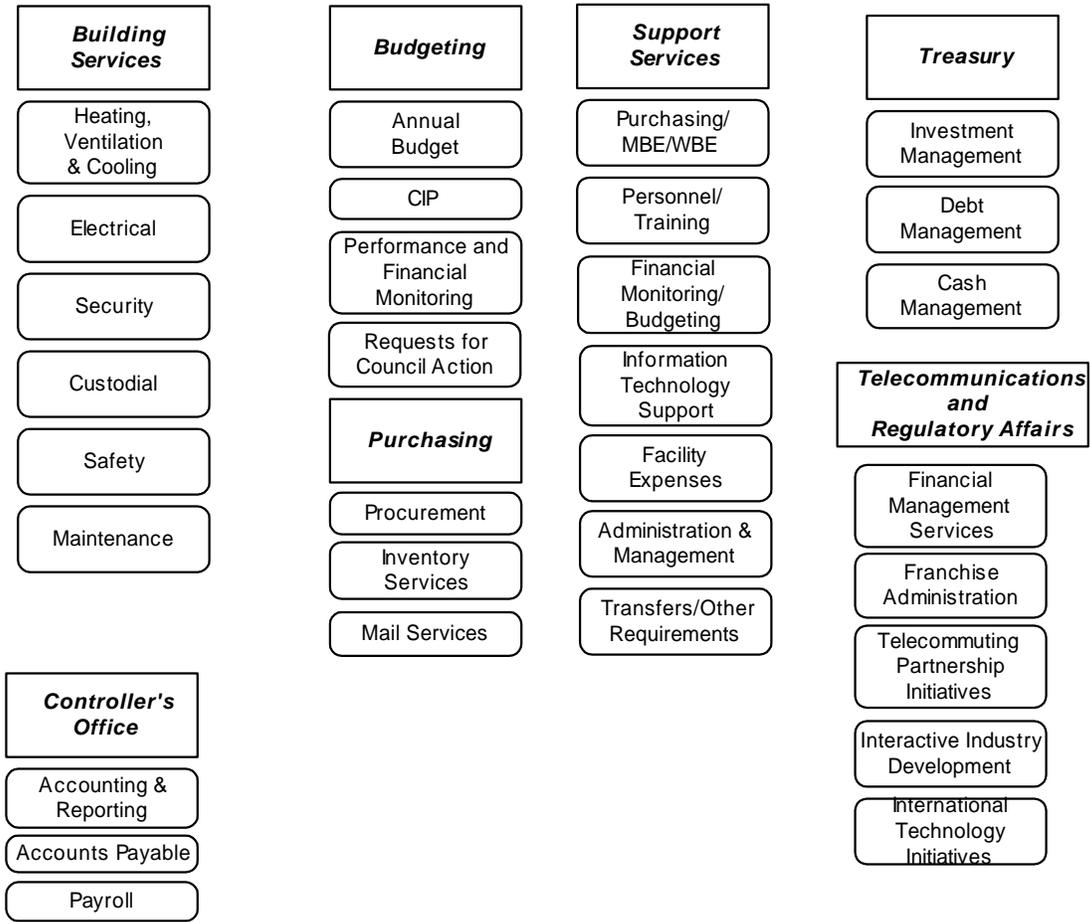
Financial Policies

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 — 2000-01



LEGEND= Programs Activities

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Proposed | 2000-01 Approved |
|-------------------------------|-------------------|----------------------|------------------------|---------------------|---------------------|
| Expenditures | \$18,063,333 | \$20,550,284 | \$20,550,284 | \$21,177,475 | \$21,432,364 |
| Full-time Equivalents (FTE's) | 360.50 | 362.50 | 362.50 | 354.25 | 354.25 |

Financial and Administrative Services —2000-01

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
 - Maintain 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
 - Estimate revenue and expenditure within 1-2% of actual by quarter
 - Deliver reports when scheduled on the corporate calendar
- Ensure the best and most remunerative use of public right-of-way
 - Realize franchise revenue above the average for major Texas cities
- Increase the percentage of private funding for the Austin Music Network Channel

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 30 days
- 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

Financial and Administrative Services —2000-01

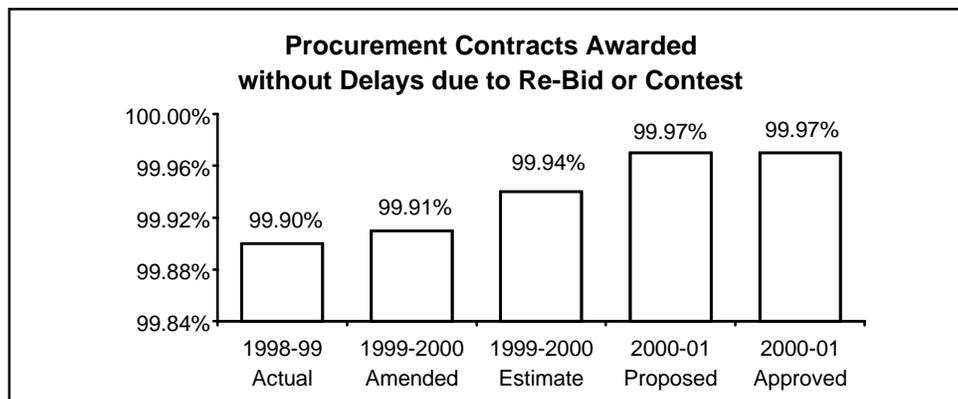
The approved budget for the Financial and Administrative Services Department implements a number of enhancements that support the department's goals:

Business Plan

Purchasing

The approved budget includes two Contract Compliance Specialists \$91,174, to be reimbursed by Austin Energy, to assist Austin Energy in their procurement activities. A Stores Specialist II position is included, at \$29,860 (to be reimbursed from auction sale proceeds), to be responsible for the disposal of surplus inventory and the redistribution of surplus items to other City departments. The Video Archivist FTE, at a cost of \$46,000, is being transferred to Library.

The approved budget is anticipated to increase the percentage of procurement contracts awarded without delay, a key indicator for purchasing, as shown by the chart below.

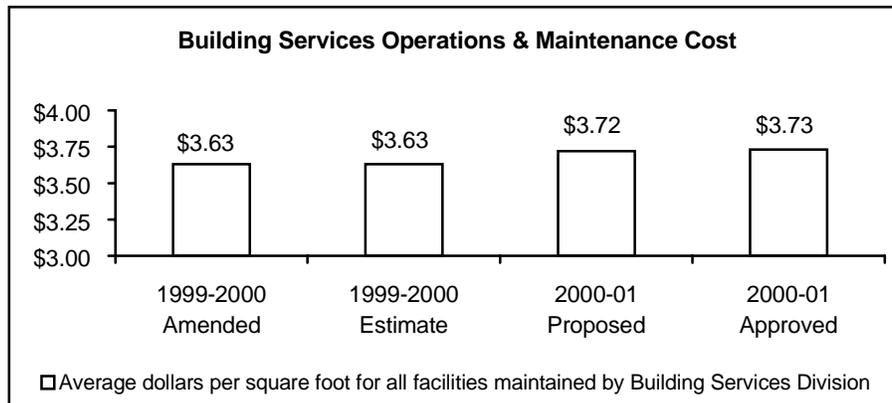


Building Services

\$158,108 is included in the approved budget for Robert Mueller Municipal Airport site to provide maintenance and custodial services for facilities that were previously unoccupied. The budget includes one Building & Grounds Assistant (1 FTE for \$23,004, to be reimbursed by the Health Department) to provide the custodial services for the Town Lake Animal Center at the request of the Health Department. The Water and Wastewater Utility requested that Building Services add a 30-hour position to provide the Utility with custodial services for \$18,610, which will be paid for by the Utility. Also, included in the budget are the transfer of two FTE positions from Fleet Services to Building Services and the transfer of two FTE positions to Information Systems. Funding in the amount of \$58,280 is included for the expenses incurred for conducting our City Council meetings at the LCRA facility. The budget includes a reduction of \$122,704 in rent as a result of the Council approved purchase of the facility on Chicon Street.

In the approved budget, it is projected that the operations and maintenance costs will increase by 2.8% in 2000-01. (See chart on the following page.) The primary reason for the change is due to the increase in employee benefit costs.

Financial and Administrative Services —2000-01



Controller's Office

The approved budget includes the transfer of three FTE positions from Fleet Services to the Controller's Office. In addition, the transfers of three FTE positions are to be transferred to Information Systems. The budget also includes funding of \$60,000 for the replacement of two network printers, one server and sixteen desktop computers, with an additional \$29,600 included for increased software maintenance and license costs.

The key indicators for Controller's Office operations are 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. With the support of the approved funding, the Controller's Office anticipates earning these measures of recognition for the quality of its services in both 2000 and 2001.

Budgeting

With a continued emphasis on performance budgeting, the approved budget includes funding of \$480,954 for database design and two Database Administrator positions to manage the CIP and budget databases. Both of these databases are projected to be operational in the summer of 2000. The budget database will be migrated to a more stable platform that will facilitate webification. The consultant costs for this migration is included in the \$480,954.

The approved budget includes the elimination of Budget Office responsibility for review and for approval of Recommendations for Council Action (RCAs) other than budget amendments. This will allow the Budget Office to devote more resources to its primary goal of providing accurate and timely financial and performance information and analysis to the City Manager, Council and the citizens. Elimination of this service in the Budget Office results in the elimination of two vacant Budget Analyst positions for a savings of \$106,814.

The key indicator of success for the Budgeting Program is receipt of the GFOA Distinguished Budget Presentation Award. With the support of the approved funding, the Budget Office anticipates earning this recognition for the quality of its services in both 2000 and 2001.

Internet Services

The approved budget includes the transfer of Internet Services out of Financial Services - including four Internet Services FTE positions to the Public Information Office and of two Programmer Analyst FTE positions to Information Systems - for a total reduction of \$478,460.

Telecommunications and Regulatory Affairs (TARA)

The approved budget transfers the operation of Channel 6 – the City Government Access Channel – from TARA to the Public Information Office, in the amount of \$401,491 and seven FTEs. \$370,000 provides for Telecommunity Initiative services.

Financial and Administrative Services — 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|--|-------------|--------|
| 1. <u>City-Wide</u> | | |
| An additional \$434,809 has been included in the approved budget for anticipated changes in health contributions and \$68,991 for anticipated changes in retirement contributions. | \$503,800 | |
| The approved budget includes \$505,363 for the salary increases associated with Pay for Performance in 2001, and \$135,000 for incremental costs of Pay for Performance in 2000. The budget also includes wage adjustments of \$55,384. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$84,227 and a reduction on other compensation adjustments of \$29,338. The total increase for compensation adjustments is \$695,747. | \$695,747 | |
| The approved budget includes reductions of \$399,708 for one-time 1999-2000 capital costs. | (\$399,708) | |
| Market Study adjustments to salaries are included in the approved budget, for an increase of \$341,859. | \$341,859 | |
| 2. <u>Budgeting</u> | | |
| An increase of \$480,954 is approved for database design consultation along with two new Database Administrators for the CIP and budget databases. | \$480,954 | 2.00 |
| The approved budget contains a reduction of \$106,814 for the elimination of two vacant Budget Analyst positions. The Budget Office will review only Requests for Council Action required for budget amendments. Each department's financial managers will handle this service. | (\$106,814) | (2.00) |
| Replacement of desktop computers (one-time capital equipment) is included in the approved budget in the amount of \$15,000. | \$15,000 | |
| 3. <u>Building Services</u> | | |
| The approved budget includes an increase of \$158,108 for maintenance and custodial services for City facilities located at the former Robert Mueller Municipal Airport site and \$58,280 for custodial services at LCRA. | \$216,388 | |
| A \$189,959 decrease in rent for Building Services is included in the approved budget. | (\$189,959) | |
| The approved budget includes provision for increased maintenance contractual costs in the amount of \$34,223. | \$34,223 | |

Financial and Administrative Services — 2000-01

| | | |
|---|-------------|----------------|
| <p>The approved budget includes the transfer in of two FTE positions from Fleet Services to Building Services, with an offsetting transfer of two FTE positions from Building Services out to Information Systems. The net effect to Financial Services is \$0.</p> | \$0 | 2.00 (2.00) |
| <p>Included in the approved budget is one new Building and Grounds Assistant to provide in-house custodial service at the Town Lake Animal Center reimbursed by the Health Department in the amount of \$23,004.</p> | \$0 | 1.00 |
| <p>Included in the approved budget is a new 0.75 FTE position to provide in-house custodial services for the Water & Wastewater Utility in the reimbursed amount of \$18,610.</p> | \$0 | 0.75 |
| <p>4. <u>Controller's Office</u></p> | | |
| <p>A \$100,000 increase in reimbursement for services rendered to the Liability Reserve Fund is included in the approved budget.</p> | (\$100,000) | |
| <p>\$60,000 in one-time funding is provided in the approved budget for the scheduled replacement of desktop computers, network printers and a network server and \$29,600 for increases in software maintenance costs.</p> | \$89,600 | |
| <p>The approved budget includes increases in software maintenance costs in the amount of \$29,600.</p> | \$29,600 | |
| <p>The approved budget includes a reimbursement by Austin Transportation Study for work provided.</p> | (\$12,000) | |
| <p>The approved budget includes the transfer in of three FTE positions from Fleet Services to Controller's Office, with an offsetting transfer out of three FTE positions from Controller's Office to Information Systems, for no net effect to FASD.</p> | \$0 | 3.00 (3.00) |
| <p>5. <u>Purchasing</u></p> | | |
| <p>The approved budget provides for the transfer of one Video Archivist FTE position, responsible for Austin Music tapes, to the Library Record Retention Section at \$46,000.</p> | (\$46,000) | (1.00) |
| <p>Replacement of desktop computers (one-time capital equipment) is included in the approved budget in the amount of \$15,000.</p> | \$15,000 | |
| <p>Included in the approved budget are two new Contract Compliance Specialist II FTE positions to provide contract compliance oversight and procurement services reimbursed by Austin Energy in the amount of \$91,174.</p> | \$0 | 2.00 |
| <p>The approved budget provides for the transfer of a Buyer I (1 FTE) from Health-Travis County Reimbursed to Purchasing for procurement activities in the reimbursed amount of \$46,658.</p> | \$0 | 1.00 |
| <p>Included in the approved budget is one Stores Specialist II FTE position to more effectively handle inventory surplus functions (\$29,860 to be reimbursed from inventory surplus auction sales proceeds).</p> | \$0 | 1.00 |

Financial and Administrative Services — 2000-01

| | | | |
|----|---|-------------|--------|
| 6. | <u>Telecommunications and Regulatory Affairs</u> | | |
| | The transfer of Channel Six from FASD to the Public Information Office is included in the approved budget, for a funding reduction in FASD of \$401,491, and a transfer out of seven FTEs. | (\$401,491) | (7.00) |
| | Funding for the Telecommunity Initiative services contract at Travis High School in the amount of \$170,000 in the approved budget. | \$170,000 | |
| | Replacement of desktop computers (one-time capital equipment) is included in the approved budget in the amount of \$8,000. | \$8,000 | |
| | The approved budget includes a decrease for legal service costs. | (\$2,500) | |
| 7. | <u>Internet Services</u> | | |
| | The transfer of Internet Services from FASD to the Public Information Office (four FTE positions) and to Information Systems (two FTE positions) is included in the approved budget, for a funding reduction in FASD of \$478,460 and six FTEs. | (\$478,460) | (6.00) |
| 8. | <u>Other Requirements</u> | | |
| | The approved budget reduces one-time funding for bond and technical assistance in the amount of \$233,000. | (\$233,000) | |
| | Taxation services result in increases of \$163,564 included in the approved budget. | \$163,564 | |
| | Austin Music rental costs result in a decrease of \$39,123 in the approved budget. | (\$39,123) | |
| | The approved budget includes an increase of \$14,500 for City-wide memberships. | \$14,500 | |

The following changes were approved by Council at Budget Adoption:

| | | | |
|----|--|-----------|--|
| 9. | <u>Telecommunications and Regulatory Affairs</u> | | |
| | Funding for the Telecommunity Initiative services contract at Reagan High School in the amount of \$100,000. | \$100,000 | |
| | Funding for "Grant for Technology Opportunities" (GTOPS) will provide money for Austin organizations and citizen groups for a broad array of citizen-driven technology literacy and access programs. | \$100,000 | |

Programs and Activities

Finance & Administrative Services-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|--|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| BUDGET OFFICE | | | | | | | | | | |
| Annual Budget | \$420,650 | 7.50 | \$435,234 | 7.15 | \$422,654 | 7.15 | \$600,693 | 7.40 | \$622,271 | 7.40 |
| CIP Plan | \$147,865 | 3.10 | \$155,233 | 3.10 | \$98,951 | 3.10 | \$219,228 | 3.40 | \$228,254 | 3.40 |
| Performance & Financial Monitoring and Evaluation | \$401,537 | 13.80 | \$448,751 | 8.30 | \$493,684 | 8.30 | \$678,705 | 9.80 | \$703,485 | 9.80 |
| Recommendations for Council Action (RCAs) | \$0 | 0.00 | \$275,000 | 5.50 | \$155,853 | 5.50 | \$205,737 | 3.55 | \$214,885 | 3.55 |
| BUILDING SERVICES | | | | | | | | | | |
| Custodial | \$1,341,815 | 58.50 | \$1,156,671 | 61.50 | \$1,267,828 | 61.50 | \$1,227,212 | 63.25 | \$1,331,012 | 63.25 |
| Electric | \$288,537 | 6.00 | \$346,198 | 7.00 | \$346,316 | 7.00 | \$381,284 | 7.00 | \$396,467 | 7.00 |
| Heating, Ventilation and Air Conditioning | \$481,704 | 10.00 | \$600,720 | 10.00 | \$591,226 | 10.00 | \$588,819 | 10.00 | \$609,514 | 10.00 |
| Maintenance | \$1,007,619 | 20.00 | \$1,164,310 | 18.00 | \$1,128,156 | 18.00 | \$1,463,932 | 18.00 | \$1,501,899 | 18.00 |
| Safety | \$69,686 | 2.00 | \$112,482 | 2.00 | \$69,589 | 2.00 | \$118,760 | 2.00 | \$122,803 | 2.00 |
| Security | \$115,233 | 5.50 | \$185,033 | 5.50 | \$152,605 | 5.50 | \$200,970 | 5.50 | \$208,782 | 5.50 |
| CONTROLLERS OFFICE | | | | | | | | | | |
| Accounting and Reporting | \$2,502,450 | 42.00 | \$2,757,308 | 45.00 | \$2,749,300 | 45.00 | \$2,831,200 | 44.00 | \$2,949,442 | 44.00 |
| Accounts Payable | \$505,000 | 13.00 | \$490,146 | 13.00 | \$534,022 | 13.00 | \$514,948 | 13.00 | \$536,088 | 13.00 |
| Payroll | \$665,235 | 17.00 | \$679,580 | 14.00 | \$621,108 | 14.00 | \$680,205 | 14.00 | \$713,476 | 14.00 |
| INTERNET OFFICE | | | | | | | | | | |
| Austin Free-Net | \$172,201 | 2.25 | \$183,199 | 2.30 | \$198,296 | 2.30 | \$0 | 0.00 | \$0 | 0.00 |
| Internet Support | \$436,253 | 4.50 | \$410,188 | 5.60 | \$399,182 | 5.60 | \$0 | 0.00 | \$0 | 0.00 |
| PURCHASING OFFICE | | | | | | | | | | |

Finance & Administrative Services-2000-01

| | | | | | | | | | | |
|--------------------|-------|-------|---------|------|---------|------|-----|------|-----|------|
| Inventory Services | \$654 | 11.00 | \$7,068 | 9.50 | \$7,068 | 9.50 | \$0 | 7.40 | \$0 | 7.40 |
|--------------------|-------|-------|---------|------|---------|------|-----|------|-----|------|

| | | | | | | | | | | |
|---------------|----------|------|---------|------|---------|------|-----|------|-----|------|
| Mail Services | \$21,006 | 7.00 | \$4,628 | 7.05 | \$4,628 | 7.05 | \$0 | 7.05 | \$0 | 7.05 |
|---------------|----------|------|---------|------|---------|------|-----|------|-----|------|

| | | | | | | | | | | |
|-------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| Procurement | \$2,081,326 | 60.10 | \$2,484,317 | 56.10 | \$2,513,927 | 56.10 | \$2,402,143 | 62.20 | \$2,511,361 | 62.20 |
|-------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|

SUPPORT SERVICES

| | | | | | | | | | | |
|-------------------------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| Administration and Management | \$1,136,820 | 20.30 | \$1,152,543 | 18.95 | \$1,165,494 | 18.95 | \$1,292,619 | 21.90 | \$1,350,547 | 21.90 |
|-------------------------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|

| | | | | | | | | | | |
|-------------------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|
| Facility Expenses | \$1,436,103 | 0.00 | \$1,899,800 | 0.00 | \$1,790,393 | 0.00 | \$1,752,418 | 0.00 | \$1,752,418 | 0.00 |
|-------------------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|

| | | | | | | | | | | |
|----------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| Financial Monitoring / Budgeting | \$154,191 | 3.30 | \$178,417 | 4.10 | \$161,156 | 4.10 | \$226,835 | 4.90 | \$239,694 | 4.90 |
|----------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|

| | | | | | | | | | | |
|--------------------------------|-----------|------|-----------|------|-------------|------|-----------|------|-----------|------|
| Information Technology Support | \$814,953 | 4.00 | \$899,442 | 6.00 | \$1,016,920 | 6.00 | \$872,915 | 5.45 | \$887,297 | 5.45 |
|--------------------------------|-----------|------|-----------|------|-------------|------|-----------|------|-----------|------|

| | | | | | | | | | | |
|----------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| Personnel / Training | \$453,691 | 6.35 | \$636,191 | 9.10 | \$678,541 | 9.10 | \$561,547 | 6.45 | \$577,581 | 6.45 |
|----------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|

| | | | | | | | | | | |
|-------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| Purchasing / M/WBE Compliance | \$115,456 | 2.75 | \$146,610 | 4.50 | \$182,282 | 4.50 | \$182,559 | 4.40 | \$190,344 | 4.40 |
|-------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|

TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

| | | | | | | | | | | |
|-----------|-----------|------|-----------|------|-----------|------|-----|------|-----|------|
| Channel 6 | \$442,002 | 7.00 | \$401,491 | 7.00 | \$464,259 | 7.00 | \$0 | 0.00 | \$0 | 0.00 |
|-----------|-----------|------|-----------|------|-----------|------|-----|------|-----|------|

| | | | | | | | | | | |
|----------------------------------|-----|------|-----|------|-----|------|-----------|------|-----------|------|
| Community Technology Initiatives | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$385,846 | 2.65 | \$559,435 | 2.65 |
|----------------------------------|-----|------|-----|------|-----|------|-----------|------|-----------|------|

| | | | | | | | | | | |
|-------------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|
| Financial Management Services | \$365,258 | 10.95 | \$437,108 | 10.90 | \$345,737 | 10.90 | \$434,384 | 10.55 | \$454,863 | 10.55 |
|-------------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|

| | | | | | | | | | | |
|--------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| Franchise Administration | \$341,040 | 4.45 | \$373,556 | 7.20 | \$366,696 | 7.20 | \$397,317 | 6.90 | \$413,770 | 6.90 |
|--------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|

| | | | | | | | | | | |
|----------------------------------|-----|------|-----|------|-----|------|-----------|------|-----------|------|
| Interactive Industry Development | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$295,995 | 2.25 | \$335,584 | 2.25 |
|----------------------------------|-----|------|-----|------|-----|------|-----------|------|-----------|------|

| | | | | | | | | | | |
|--------------------------------------|-----|------|-----|------|-----|------|----------|------|----------|------|
| International Technology Initiatives | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$21,782 | 0.25 | \$22,528 | 0.25 |
|--------------------------------------|-----|------|-----|------|-----|------|----------|------|----------|------|

| | | | | | | | | | | |
|---------------------|-----------|------|-----------|------|-----------|------|-----|------|-----|------|
| Telecom Partnership | \$295,107 | 2.40 | \$303,772 | 2.40 | \$324,330 | 2.40 | \$0 | 0.00 | \$0 | 0.00 |
|---------------------|-----------|------|-----------|------|-----------|------|-----|------|-----|------|

TRANSFERS AND OTHER REQUIREMENTS

| | | | | | | | | | | |
|--------------------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|
| Other Requirements | \$1,850,001 | 4.00 | \$2,209,123 | 0.00 | \$2,300,083 | 0.00 | \$2,639,422 | 0.00 | \$1,998,564 | 0.00 |
|--------------------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|

TREASURY OFFICE

Finance & Administrative Services-2000-01

| | | | | | | | | | | |
|-----------------------|---------------------|---------------|---------------------|---------------|---------------------|---------------|---------------------|---------------|---------------------|---------------|
| Cash Management | \$0 | 4.75 | \$5,357 | 4.75 | \$0 | 4.75 | \$0 | 4.50 | \$0 | 4.50 |
| Debt Management | \$0 | 3.75 | \$6,016 | 3.75 | \$0 | 3.75 | \$0 | 3.50 | \$0 | 3.50 |
| Investment Management | \$0 | 3.25 | \$4,792 | 3.25 | \$0 | 3.25 | \$0 | 3.00 | \$0 | 3.00 |
| Total | \$18,063,393 | 360.50 | \$20,550,284 | 362.50 | \$20,550,284 | 362.50 | \$21,177,475 | 354.25 | \$21,432,364 | 354.25 |

Finance & Administrative Services-2000-01

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.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|---|------------------------|---------------------------|----------------------------|-------------------------|-------------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Grade from Governing Magazine for the Capital Management section | N/A | A | A | N/A | N/A |
| Percent variance of CYEs to actual expenditures by quarter - General Fund | No data | 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 | No data | 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 audit finding with appropriate funding sources identified by external auditors. | No data | No data | No data | 100% | 100% |
| Receiving Government Finance Officers Association (GFOA) Distinguished budget award | Yes | Yes | Yes | Yes | Yes |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---|-----------------|--------------|--------------------|----------------|---------------------|----------------|------------------|-------------|------------------|-------------|
| Annual Budget | \$420,650 | 7.50 | \$435,234 | 7.15 | \$422,654 | 7.15 | \$600,693 | 7.40 | \$626,547 | 7.40 |
| CIP Plan | \$147,865 | 3.10 | \$155,233 | 3.10 | \$98,951 | 3.10 | \$219,228 | 3.40 | \$230,173 | 3.40 |
| Performance & Financial Monitoring and Evaluation | \$401,537 | 13.80 | \$448,751 | 8.30 | \$493,684 | 8.30 | \$678,705 | 9.80 | \$708,769 | 9.80 |

Finance & Administrative Services-2000-01

Program: *BUDGET OFFICE*

| | | | | | | | | | | |
|---|-----------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| Recommendations for Council Action (RCAs) | \$0 | 0.00 | \$275,000 | 5.50 | \$155,853 | 5.50 | \$205,737 | 3.55 | \$216,836 | 3.55 |
| Total | \$970,052 | 24.40 | \$1,314,218 | 24.05 | \$1,171,142 | 24.05 | \$1,704,363 | 24.15 | \$1,782,325 | 24.15 |

Finance & Administrative Services-2000-01

Activity: Annual Budget

Activity Code: 2BGT

Program Name: BUDGET OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$4,276 |
| Support Services Fund | \$420,650 | \$435,234 | \$422,654 | \$600,693 | \$622,271 |
| Total Requirements | \$420,650 | \$435,234 | \$422,654 | \$600,693 | \$626,547 |
| Full-Time Equivalents | 7.50 | 7.15 | 7.15 | 7.40 | 7.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per annual financial plan (per million dollars) | Efficiency | \$230 | \$205 | \$206 | \$252 | \$262 |
| Annual financial plan (Operating and Capital budgets) | Output | \$1.832 Billion | \$2.122 Billion | \$2.122 Billion | \$2.379Billion | \$2.387Billion |
| Percent of Budget Office deadlines met | Result | Not Available | 100% | 95% | 100% | 100% |
| Percent of on-time department submittals of budget information | Result | Not Available | 100% | 95% | 100% | 100% |
| Receiving Government Finance Officers Association (GFOA) Distinguished budget award | Result | Yes | Yes | Yes | Yes | Yes |

Activity History and Description: 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: Budget development, analysis and production (includes Policy, Operating and Capital budgets); PREP input and monitoring; 5-year forecast development; business plan development and evaluation; budget calendar and work plan development; sales and property tax forecasting; providing economic indicators; and position budget development system (PBDS) review and reconciliation.

Changes in Requirements and Performance Measures: The increase of \$191,313 is due to the allocation of .65 new Database Administrator FTE in the amount of \$43,332. Funding is also included for database design consultation in the amount of \$120,000, along with an increase in salaries and employee benefits costs, including Pay for

Finance & Administrative Services-2000-01

Activity: *Annual Budget*

Activity Code: *2BGT*

Program Name: *BUDGET OFFICE*

Performance in the amount of \$21,578, offset by the reallocation of .35 FTE to the Performance Monitoring activity.

Responsible Employee:

Jaycie Prescott

512-499-2610

Finance & Administrative Services-2000-01

Activity: CIP Plan

Activity Code: 2CAP

Program Name: BUDGET OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$1,919 |
| Support Services Fund | \$147,865 | \$155,233 | \$98,951 | \$219,228 | \$228,254 |
| Total Requirements | \$147,865 | \$155,233 | \$98,951 | \$219,228 | \$230,173 |
| Full-Time Equivalents | 3.10 | 3.10 | 3.10 | 3.40 | 3.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost as a percentage of annual CIP spending plan | Efficiency | .03% | .05% | .03% | .02% | .02% |
| Annual CIP spending plan | Output | \$311.6 Million | \$446.9 Million | \$446.9 Million | \$1,245.4 Million | \$1,245.4 Million |
| Grade from Governing Magazine for the Capital Management section | Result | N/A | A | A | N/A | N/A |
| Percent of Budget Office CIP deadlines met | Result | No data | 100% | 95% | 100% | 100% |
| Percent of department CIP submittals received on time | Result | No data | 80% | 80% | 80% | 80% |
| Percentage of CIP projects on budget | Result | No Data | No Data | No Data | 100% | 100% |
| Percentage of CIP projects on time | Result | No Data | No Data | No Data | 100% | 100% |

Activity History and Description: 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

Finance & Administrative Services-2000-01

Activity: CIP Plan

Activity Code: 2CAP

Program Name: BUDGET OFFICE

Commission so they can have timely information for making informed decisions.

Services of the Activity:

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

Changes in Requirements and Performance Measures:

The increase of \$74,940 is the result of the allocation of a portion a new .60 FTE Database Administrator in the amount of \$43,332, along with increases to higher salaries and employee benefit costs, including \$9,026 for Pay for Performance in 2001, offset by the reallocation of .30 FTE to the Performance Monitoring activity.

Responsible Employee:

Georgia Sanchez

512-499-2610

Finance & Administrative Services-2000-01

Activity: Performance & Financial Monitoring and Evaluation

Activity Code: 2PEF

Program Name: BUDGET OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$5,284 |
| Support Services Fund | \$401,537 | \$448,751 | \$493,684 | \$678,705 | \$703,485 |
| Total Requirements | \$401,537 | \$448,751 | \$493,684 | \$678,705 | \$708,769 |
| Full-Time Equivalents | 13.80 | 8.30 | 8.30 | 9.80 | 9.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Cost per dollars monitored (per million dollars) | Efficiency | \$212 | \$341 | \$341 | \$285 | \$287 |
| Number of performance measures monitored. | Output | No data | 4,698 | 4,698 | 3,496 | 3,496 |
| Average number of days between close and when performance report is delivered | Result | No data | No data | No data | 45 days | 45 days |
| Percent variance of CYEs to actual expenditure by quarter - Enterprise and Other Funds | Result | No data | 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 | No data | 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 | No data | 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 | No data | 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 aware of the performance information that is collected in their work area | Result | No data | No data | No data | 50% | 50% |
| Percentage of employees who find that the performance measurement and reporting system provides accurate and consistent information over time. | Result | No data | No data | No data | 50% | 50% |

Finance & Administrative Services-2000-01

Activity: *Performance & Financial Monitoring and Evaluation*

Activity Code: *2PEF*

Program Name: *BUDGET OFFICE*

| | | | | | | |
|---|--------|---------|---------|---------|-----|-----|
| Percentage of employees who report that they have the performance information they need at the appropriate level of detail to carry out their role or function effectively. | Result | No data | No data | No data | 50% | 50% |
|---|--------|---------|---------|---------|-----|-----|

Activity History and Description: 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.

Services of the Activity: Performance report development and production;
expenditure and revenue monitoring;
budget forms (TBs, EBs, etc.) processing;
RCA development, review and evaluation;
fiscal note preparation;
performance measure monitoring and data collection.

Changes in Requirements and Performance Measures: The increase of \$260,018 is due to the allocation of a new .60 Database Administrator FTE to this activity in the amount of \$43,332 and funding for database design consultation in the amount of \$120,000, along with increase in salaries and employee benefit costs, including Pay for Performance in 2001 for \$24,780 and the reallocation of .90 FTEs from other Budget and administrative activities.

Responsible Employee: Jaycie Prescott 512-499-2610

Finance & Administrative Services-2000-01

Activity: Recommendations for Council Action (RCAs)

Activity Code: 2RCA

Program Name: BUDGET OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$1,951 |
| Support Services Fund | \$0 | \$275,000 | \$155,853 | \$205,737 | \$214,885 |
| Total Requirements | \$0 | \$275,000 | \$155,853 | \$205,737 | \$216,836 |
| Full-Time Equivalents | 0.00 | 5.50 | 5.50 | 3.55 | 3.55 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per RCA | Efficiency | No data | \$138 | No data | \$823 | \$867 |
| Number of fiscal notes | Output | No data | 1,250 | No data | 250 | 250 |
| Number of RCAs | Output | No data | 2,000 | 2,000 | 250 | 250 |
| Percent of Recommendations for Council Action completed in 4 days. | Result | No data | No data | No data | 100% | 100% |
| Percentage of audit finding with appropriate funding sources identified by external auditors. | Result | No data | No data | No data | 100% | 100% |

Activity History and Description: Budget Office financial review of all 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: RCA review;
Fiscal note production;
RCA processing.

Changes in Requirements and Performance Measures: The net decrease of \$58,164 is the result of the elimination of two (2) vacant Budget Analyst FTE positions and a corresponding reduction in the amount of \$106,814, offset by an increase in salaries and benefits for existing staff, including \$9,148 for Pay for Performance in 2001. The Budget Office will review only Recommendations for Council Action requiring a budget amendment.

Each department's financial manager will handle RCA review and approval.

Responsible Employee: Jaycie Prescott 499-2610

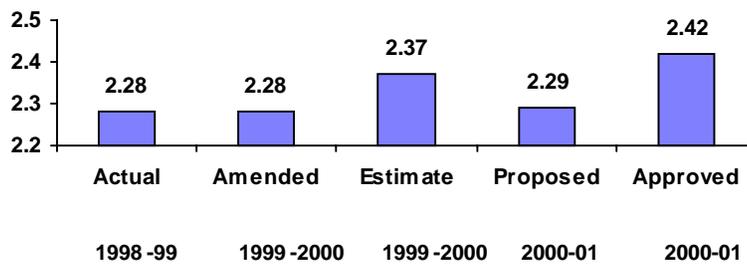
Finance & Administrative Services-2000-01

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:

Custodial cost per square foot by City personnel



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Average cost in workers compensation claims per Financial Services FTE | No Data | \$218 | <\$218 | <\$218 | <\$218 |
| Custodial cost per square foot by City personnel | \$2.28 | \$2.28 | \$2.37 | \$2.29 | \$2.42 |
| Customer satisfaction with services | No data | 95% | 95% | 95% | 95% |
| Customer satisfaction with services - Contracted custodial services | No data | 95% | 95% | 95% | 95% |
| Customer satisfaction with services - In-house custodial services | 89% | 95% | 95% | 95% | 95% |
| Percentage of facility systems passing inspection | No Data | No Data | No Data | 95% | 95% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Custodial | \$1,341,815 | 58.50 | \$2,032,151 | 61.50 | \$2,068,615 | 61.50 | \$2,243,647 | 63.25 | \$2,347,447 | 63.25 |
| Electric | \$288,537 | 6.00 | \$442,198 | 7.00 | \$443,553 | 7.00 | \$477,284 | 7.00 | \$492,467 | 7.00 |

Finance & Administrative Services-2000-01

| | | | | | | | | | | |
|---|--------------------------|---------------|--------------------|---------------|--------------------|---------------|--------------------|---------------|--------------------|---------------|
| Program: | BUILDING SERVICES | | | | | | | | | |
| Heating, Ventilation and Air Conditioning | \$481,704 | 10.00 | \$675,353 | 10.00 | \$679,279 | 10.00 | \$678,819 | 10.00 | \$699,514 | 10.00 |
| Maintenance | \$1,007,619 | 20.00 | \$1,486,310 | 18.00 | \$1,718,236 | 18.00 | \$2,220,402 | 18.00 | \$2,258,369 | 18.00 |
| Safety | \$69,686 | 2.00 | \$112,482 | 2.00 | \$69,589 | 2.00 | \$118,760 | 2.00 | \$122,803 | 2.00 |
| Security | \$115,233 | 5.50 | \$185,033 | 5.50 | \$152,605 | 5.50 | \$200,970 | 5.50 | \$208,782 | 5.50 |
| Total | \$3,304,594 | 102.00 | \$4,933,527 | 104.00 | \$5,131,877 | 104.00 | \$5,939,882 | 105.75 | \$6,129,382 | 105.75 |

Finance & Administrative Services-2000-01

Activity: Custodial

Activity Code: TCUS

Program Name: BUILDING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$875,480 | \$800,787 | \$1,016,435 | \$1,016,435 |
| Support Services Fund | \$1,341,815 | \$1,156,671 | \$1,267,828 | \$1,227,212 | \$1,331,012 |
| Total Requirements | \$1,341,815 | \$2,032,151 | \$2,068,615 | \$2,243,647 | \$2,347,447 |
| Full-Time Equivalents | 58.50 | 61.50 | 61.50 | 63.25 | 63.25 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Custodial cost per square foot by City personnel | Efficiency | \$2.28 | \$2.28 | \$2.37 | \$2.29 | \$2.42 |
| Custodial cost per square foot by contract | Efficiency | \$1.87 | \$1.87 | \$1.97 | \$2.00 | \$2.01 |
| Number of square feet of facilities cleaned - Contracted custodial services | Output | 102,028 | 102,028 | 97,028 | 87,028 | 97,028 |
| Number of square feet of facilities cleaned - In-house custodial services | Output | 785,522 | 785,522 | 790,522 | 903,630 | 903,630 |
| Customer satisfaction with services - Contracted custodial services | Result | No data | 95% | 95% | 95% | 95% |
| Customer satisfaction with services - In-house custodial services | Result | 89% | 95% | 95% | 95% | 95% |

Activity History and Description: 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 in City facilities in order that employees and visitors have a clean and comfortable environment.

Services of the Activity: Cleaning management; integrated pest management; and drink and snack management.

Changes in Requirements and Performance Measures: An increase in the custodial activity of \$315,296 is the result of increases in existing employee salaries and benefits, including \$30,891 for an increase in minimum wage, \$70,416 for Pay for Performance in 2001, a decrease in vacancy savings for a funding increase in the amount of \$55,711, and the addition of 1.75 FTEs to provide in-house custodial services for the Town

Finance & Administrative Services-2000-01

Activity: *Custodial*

Activity Code: *7CUS*

Program Name: *BUILDING SERVICES*

Lake Animal Shelter and Water and Wastewater facilities (for which the Health Department and the Water and Wastewater Utility Department will reimburse FASD in full.)

Responsible Employee:

Jill Horton

512-397-3600

Finance & Administrative Services-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$96,000 | \$97,237 | \$96,000 | \$96,000 |
| Support Services Fund | \$288,537 | \$346,198 | \$346,316 | \$381,284 | \$396,467 |
| Total Requirements | \$288,537 | \$442,198 | \$443,553 | \$477,284 | \$492,467 |
| Full-Time Equivalents | 6.00 | 7.00 | 7.00 | 7.00 | 7.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of workorders requested (including preventative maintenance) | Demand | 1,160 | 1,275 | 1,224 | 1,250 | 1,250 |
| Cost per workorder completed | Efficiency | \$376 | \$348 | \$361 | \$382 | \$394 |
| Number of workorders completed | Output | 1,160 | 1,275 | 1,224 | 1,250 | 1,250 |
| Customer satisfaction with services | Result | No data | 95% | 95% | 95% | 95% |

Activity History and Description: 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 in order to have electrical systems that are operational and safe.

Services of the Activity: Equipment maintenance and repair; new electrical services installations; and generator maintenance.

Changes in Requirements and Performance Measures: The increase of \$50,269 is due to an increase in salaries and employee benefits, including \$15,183 for Pay for Performance.

Responsible Employee: Jill Horton 512-397-3600

Finance & Administrative Services-2000-01

Activity: Heating, Ventilation and Air Conditioning

Activity Code: 7HVA

Program Name: BUILDING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$74,633 | \$88,053 | \$90,000 | \$90,000 |
| Support Services Fund | \$481,704 | \$600,720 | \$591,226 | \$588,819 | \$609,514 |
| Total Requirements | \$481,704 | \$675,353 | \$679,279 | \$678,819 | \$699,514 |
| Full-Time Equivalents | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of workorders requested (including preventative maintenance) | Demand | 1,655 | 1,765 | 1,765 | 1,800 | 1,800 |
| cost per workorder completed | Efficiency | \$225 | \$383 | \$377 | \$377 | \$389 |
| Number of workorders completed | Output | 1,655 | 1,765 | 1,765 | 1,800 | 1,800 |
| Customer satisfaction with services | Result | No data | 95% | 95% | 95% | 95% |

Activity History and Description: Heating, ventilation and air conditioning mechanics repair and maintain 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 in order that occupants have safe and comfortable air to breathe.

Services of the Activity: Equipment maintenance and repair; energy management; new equipment installations; indoor air quality services.

Changes in Requirements and Performance Measures: Includes \$20,695 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Jill Horton

512-397-3600

Finance & Administrative Services-2000-01

Activity: Maintenance

Activity Code: 7MAN

Program Name: BUILDING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$322,000 | \$590,080 | \$756,470 | \$756,470 |
| Support Services Fund | \$1,007,619 | \$1,164,310 | \$1,128,156 | \$1,463,932 | \$1,501,899 |
| Total Requirements | \$1,007,619 | \$1,486,310 | \$1,718,236 | \$2,220,402 | \$2,258,369 |
| Full-Time Equivalents | 20.00 | 18.00 | 18.00 | 18.00 | 18.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of workorders requested (including preventative maintenance) | Demand | 3,842 | 3,893 | 4,000 | 5,000 | 5,000 |
| Cost per workorder completed | Efficiency | \$217 | \$381 | \$397 | \$444 | \$452 |
| Number of workorders completed | Output | 3,842 | 3,893 | 4,000 | 5,000 | 5,000 |
| Customer satisfaction with services | Result | No data | 95% | 95% | 95% | 95% |

Activity History and Description: 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.

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

Services of the Activity: Building and equipment maintenance, repair and remodeling; project management; and graffiti removal.

Changes in Requirements and Performance Measures: The increase of \$772,059 in the maintenance activity is primarily due to adding \$642,488 for management, security, utilities, landscape and building maintenance of City facilities located at the former Robert Mueller Municipal Airport site. Of this amount, \$484,470 will be reimbursed leaving a net increase in support services funding of \$158,018. Also included is \$30,000 increase in funding for market study wage increases for maintenance employees, \$37,967 increase for Pay for Performance in 2001, and \$61,604 increase for contracts, commodities and employee benefits.

Responsible Employee: Jill Horton

512-397-3600

Finance & Administrative Services-2000-01

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

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$69,686 | \$112,482 | \$69,589 | \$118,760 | \$122,803 |
| Total Requirements | \$69,686 | \$112,482 | \$69,589 | \$118,760 | \$122,803 |
| Full-Time Equivalents | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| Cost per employee receiving safety training | Efficiency | No Data | \$153 | <\$153 | <\$153 | <\$153 |
| Number of building safety inspections | Output | No Data | 28 | 25 | 30 | 30 |
| Number of employees receiving safety training per month | Output | No Data | 34 | 34 | 34 | 34 |
| Number of facility systems inspected | Output | No Data | No Data | No Data | 15 | 15 |
| Average cost in workers compensation claims per Financial Services FTE | Result | No Data | \$218 | <\$218 | <\$218 | <\$218 |
| Percentage of facility systems passing inspection | Result | No Data | No Data | No Data | 95% | 95% |

Activity History and Description: Financial Services included a full-time safety specialist to manage department wide safety initiatives 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 in order that employees and facilities are safe.

Services of the Activity: Safety training and development; and building inspections for safety compliance.

Changes in Requirements and Performance Measures: The approved budget includes the transfer in of one FTE position from Fleet Services to Building Services, with an offsetting transfer of one FTE position from Building Services out to Information Systems. The net effect to Financial Services is \$0. Included is \$4,043 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Jill Horton 512-397-3600

Finance & Administrative Services-2000-01

Activity: Security

Activity Code: TSEC

Program Name: BUILDING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$115,233 | \$185,033 | \$152,605 | \$200,970 | \$208,782 |
| Total Requirements | \$115,233 | \$185,033 | \$152,605 | \$200,970 | \$208,782 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 5.50 | 5.50 | 5.50 | 5.50 | 5.50 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-------------------------------------|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per hour of security guards | Efficiency | No data | \$14.72 | \$16.06 | \$20.10 | \$20.88 |
| Number of security hours provided | Output | No data | 9,360 | 9,500 | 10,000 | 10,000 |
| Customer satisfaction with services | Result | No data | 95% | 95% | 95% | 95% |

Activity History and Description: Security guards were added to Building Services by the City Council in 1997-1998, to provide services to the Municipal building and Municipal annex. Services are also provided to boards and commissions.

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

Services of the Activity: Provide security guard services to certain sites; install, maintain, test and certify fire sprinkler and alarm systems.

Changes in Requirements and Performance Measures: The approved budget includes the transfer in of one FTE position from Fleet Services to Building Services, with an offsetting transfer of one FTE position from Building Services out to Information Systems. Included is \$7,812 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Jill Horton 512-397-3600

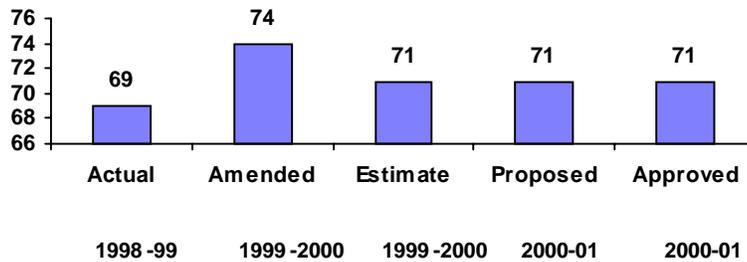
Finance & Administrative Services-2000-01

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:

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Average days between system close and availability of automated report (CD ROM reports 13 times per year) | 4 | 4 | 3 | 3 | 3 |
| 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) | 69 | 74 | 71 | 71 | 71 |
| Number of payrolls not met | 0 | 0 | 0 | 0 | 0 |
| Percent of payroll payments issued without corrections | No Data | 99% | 99% | 99% | 99% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--------------------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Accounting and Reporting | \$2,502,450 | 42.00 | \$2,942,308 | 45.00 | \$2,934,639 | 45.00 | \$3,128,200 | 44.00 | \$3,270,697 | 44.00 |

Finance & Administrative Services-2000-01

Program: CONTROLLERS OFFICE

| | | | | | | | | | | |
|------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Accounts Payable | \$505,000 | 13.00 | \$490,146 | 13.00 | \$534,022 | 13.00 | \$514,948 | 13.00 | \$540,604 | 13.00 |
| Payroll | \$665,235 | 17.00 | \$679,580 | 14.00 | \$621,108 | 14.00 | \$680,205 | 14.00 | \$720,095 | 14.00 |
| Total | \$3,672,685 | 72.00 | \$4,112,034 | 72.00 | \$4,089,769 | 72.00 | \$4,323,353 | 71.00 | \$4,531,396 | 71.00 |

Finance & Administrative Services-2000-01

Activity: Accounting and Reporting

Activity Code: 2ACC

Program Name: CONTROLLERS OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$185,000 | \$185,339 | \$297,000 | \$321,255 |
| Support Services Fund | \$2,502,450 | \$2,757,308 | \$2,749,300 | \$2,831,200 | \$2,949,442 |
| Total Requirements | \$2,502,450 | \$2,942,308 | \$2,934,639 | \$3,128,200 | \$3,270,697 |
| Full-Time Equivalents | 42.00 | 45.00 | 45.00 | 44.00 | 44.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Costs per dollar of City requirements | Efficiency | \$0.00120 | \$0.0012 | \$0.0012 | \$0.0012 | \$0.0013 |
| Actual annual City requirements accounted for (expenses and transfers) | Output | \$2.3 billion | \$2.5 billion | \$2.5 billion | \$2.6 billion | \$2.6 billion |
| Average days between system close and availability of automated report (CD ROM reports 13 times per year) | Result | 4 | 4 | 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 program consists of the General Accounting, Cost Accounting, Utility Accounting, Special Projects, and Accounting System Support sections of the Controller's Office. The Utility Accounting, Special Projects, Accounting System Support are combined with the Accounting and Reporting Activity for FY 1999-00. The accounting sections 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, review their processes and procedures, and prepare financial statements for City funds. The General Accounting section also maintains the City's fixed asset records. The Cost Accounting section also prepares the City's cost allocation plan and the City's major bank reconciliations. The Utility Accounting section prepares monthly financial statements for the utility funds and special financial statements for utility funds' Official Statements. The Accounting System Support section maintains the accounting and purchasing system. This section ensures that the system

Finance & Administrative Services-2000-01

Activity: *Accounting and Reporting*

Activity Code: 2ACC

Program Name: CONTROLLERS OFFICE

maintains its capability to process transactions on a nightly basis, thereby updating the on-line financial information available to departments. This section also works with other divisions of Financial and Administrative Services and with departments to provide enhancements to the system, e.g. for the budget process and the minority purchasing programs. This section also installs major upgrades of the accounting software as released by the software vendor.

- 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:** 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; support City management and departments in accessing and interpreting financial information to City management and departments so that they may manage their business and meet their financial reporting needs.
- Changes in Requirements and Performance Measures:** The increase of \$328,389 is the net result of an increase in salaries and insurance benefits costs, including \$118,242 for Pay for Performance in 2001; offset by the increase in expense refunds of \$100,000 from the Liability Reserve Fund and \$12,000 from Austin Transportation Study. One FTE was reallocated to the Administrative activity.
- Responsible Employee:** Barbara Nickle 512-499-2602

Finance & Administrative Services-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$4,516 |
| Support Services Fund | \$505,000 | \$490,146 | \$534,022 | \$514,948 | \$536,088 |
| Total Requirements | \$505,000 | \$490,146 | \$534,022 | \$514,948 | \$540,604 |
| Full-Time Equivalents | 13.00 | 13.00 | 13.00 | 13.00 | 13.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Dollar cost per Accounts Payable transaction | Efficiency | \$1.94 | \$1.78 | \$1.98 | \$1.91 | \$2.00 |
| Dollar amount of payment transactions processed for departments | Output | \$5.4 billion | \$7.5 billion | \$5.4 billion | \$5.4 billion | \$5.4 billion |
| Number of payment transactions processed for departments | Output | 272,084 | 275,000 | 270,000 | 270,000 | 270,000 |
| Average number of calendar days for A/P to review, approve and pay vouchers for departments | Result | No Data | 5 | 6 | 5 | 5 |
| Dun & Bradstreet Payment Score (median = 74) | Result | 69 | 74 | 71 | 71 | 71 |

Activity History and Description: The Account Payable activity reviews department payment transactions for clerical and accounting accuracy, schedules payments for check generation and provides assistance to departments. The Accounts Payable section is also responsible for payment and accounting document storage. In addition, the Accounts 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.

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.

Services of the Activity: Reviews department payment transactions for compliance with City policy and procedures; schedules payments for check generation; maintains Citywide archive of payment and other accounting transactions; prepares and files year-end tax information returns and assists departments.

Finance & Administrative Services-2000-01

Activity: *Accounts Payable*

Activity Code: *2ACP*

Program Name: *CONTROLLERS OFFICE*

Changes in Requirements and Performance Measures: Includes \$30,458 for increases in salary and insurance benefit costs, and \$21,120 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Lee Kiser 499-2647

Finance & Administrative Services-2000-01

Activity: Payroll

Activity Code: 2PAY

Program Name: CONTROLLERS OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$6,619 |
| Support Services Fund | \$665,235 | \$679,580 | \$621,108 | \$680,205 | \$713,476 |
| Total Requirements | \$665,235 | \$679,580 | \$621,108 | \$680,205 | \$720,095 |
| Full-Time Equivalents | 17.00 | 14.00 | 14.00 | 14.00 | 14.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Costs per payroll payment(annual automated, manual and court ordered deductions) | Efficiency | \$2.87 | \$2.27 | \$2.24 | \$2.26 | \$2.37 |
| Number of annual automated payments per (assigned) payroll FTE | Efficiency | 34,473 (8) | 34,125 (8) | 34,775 (8) | 34,775 (8) | 34,775 (8) |
| Number of annual court ordered garnishments, levies, and bankruptcy deductions per (assigned) payroll FTE | Efficiency | 12,831 (2) | 11,700 (2) | 11,700 (2) | 11,700 (2) | 11,700 (2) |
| Number of annual manual checks per (assigned) payroll FTE | Efficiency | 1,430 (1) | 2,600 (1) | 1,820 (1) | 1,820 (1) | 1,820 (1) |
| Average number of manual payroll checks issued per payperiod | Output | 55 | 100 | 70 | 75 | 75 |
| Average number of payroll payments per payperiod against which a garnishment, levy, or bankruptcy order is in effect | Output | 987 | 900 | 900 | 900 | 900 |
| Average number of regular automated payroll payments per payperiod | Output | 10,607 | 10,500 | 10,700 | 10,600 | 10,600 |
| Number of payrolls not met | Result | 0 | 0 | 0 | 0 | 0 |
| Percent of payroll payments issued without corrections | Result | No Data | 99% | 99% | 99% | 99% |

Activity History and Description: 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

Finance & Administrative Services-2000-01

Activity: *Payroll*

Activity Code: *2PAY*

Program Name: *CONTROLLERS OFFICE*

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: 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: Includes \$33,896 for Pay for Performance in 2001. Three FTEs from Fleet Services transfer to Controller's Office with an offsetting transfer out of 3 FTEs from Controller's Office to Information Systems Department.

Responsible Employee: Lee Kiser 512-499-2647

Finance & Administrative Services-2000-01

Program: *INTERNET OFFICE*

Program Objective: The purpose of the Office of Internet Services is to provide internet based content and services for City departments and community so they have access to information, services and people.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 | |
|--|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|--|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved | |
| # of Austin Free-Net public access stations | 200 | 201 | 201 | transferred to TARA | transferred to TARA | |
| Annual cost per hour of public access usage(City portion) | \$0.79 | \$0.68 | \$0.81 | transferred to TARA | transferred to TARA | |
| Austin Free-Net public access station average monthly usage | 18,251 | 22,356 | 20,285 | transferred to TARA | transferred to TARA | |
| Hours of computer Internet access as a percentage of hours facilities is open (Uptime) | 374 | 372 | 234 | transferred to TARA | transferred to TARA | |
| Number of people trained by Austin Free-Net | 1,416 | 1,488 | 1,102 | transferred to TARA | transferred to TARA | |
| Percent of increase in page views per week in accessing the City's website, the Austin City Connection | 92% | 50% | 30% | transferred to PIO & ISD | transferred to PIO & ISD | |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|----------------|---------------------|----------------|
| Austin Free-Net | \$172,201 | 2.25 | \$183,199 | 2.30 | \$198,296 | 2.30 | \$0 | 0.00 | \$0 | 0.00 |
| Internet Support | \$436,253 | 4.50 | \$410,188 | 5.60 | \$399,182 | 5.60 | \$0 | 0.00 | \$0 | 0.00 |
| Total | \$608,454 | 6.75 | \$593,387 | 7.90 | \$597,478 | 7.90 | \$0 | 0.00 | \$0 | 0.00 |

Finance & Administrative Services-2000-01

Activity: Austin Free-Net

Activity Code: 6FRE

Program Name: INTERNET OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$172,201 | \$183,199 | \$198,296 | \$0 | \$0 |
| Total Requirements | \$172,201 | \$183,199 | \$198,296 | \$0 | \$0 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 2.25 | 2.30 | 2.30 | 0.00 | 0.00 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| % change in monthly volume of public access station usage | Efficiency | 19% | 27% | 11% | transferred to TARA | transferred to TARA |
| % increase in number of Austin Free-Net public access stations | Efficiency | No Data | 32% | 0.05% | transferred to TARA | transferred to TARA |
| % of community population without home access to Internet | Efficiency | 60.50% | 65% | 60.50% | transferred to TARA | transferred to TARA |
| Number of Austin Free-Net volunteer hours | Efficiency | 3,201 | 4,602 | 3,328 | transferred to TARA | transferred to TARA |
| # of Austin Free-Net public access stations | Result | 200 | 201 | 201 | transferred to TARA | transferred to TARA |
| Annual cost per hour of public access usage(City portion) | Result | \$0.79 | \$0.68 | \$0.81 | transferred to TARA | transferred to TARA |
| Austin Free-Net public access station average monthly usage | Result | 18,251 | 22,356 | 20,285 | transferred to TARA | transferred to TARA |
| Hours of computer Internet access as a percentage of hours facilities is open (Uptime) | Result | 374 | 372 | 234 | transferred to TARA | transferred to TARA |
| Number of people trained by Austin Free-Net | Result | 1,416 | 1,488 | 1,102 | transferred to TARA | transferred to TARA |

Activity History and Description: Austin Free-Net provides public access to the Internet and emerging technologies in public places throughout the Austin area. Austin Free-Net currently has 42 Austin locations in youth centers, senior citizen center, community policing centers and all Austin Public Library.

Activity Objective: The purpose of the Austin Free-Net activity is to provide promotion and contract management services to the City of Austin in order to increase the entire community's access to the Internet.

Services of the Activity: Austin Free-Net was incorporated in March 1995 with support from the Austin City Council.

Finance & Administrative Services-2000-01

Activity: *Austin Free-Net*

Activity Code: *6FRE*

Program Name: *INTERNET OFFICE*

Changes in Requirements and Performance Measures: The decrease of \$183,199 is the result of transferring this activity to TARA's Community Technology Initiative activity.

Responsible Employee: Michael Parks 499-6347

Finance & Administrative Services-2000-01

Activity: Internet Support

Activity Code: 6NET

Program Name: INTERNET OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$436,253 | \$410,188 | \$399,182 | \$0 | \$0 |
| Total Requirements | \$436,253 | \$410,188 | \$399,182 | \$0 | \$0 |
| Full-Time Equivalent | 4.50 | 5.60 | 5.60 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|--------------------------|--------------------------|
| Number of request for updating content on Austin City Connection website | Demand | No Data | 1,300 | 1,300 | transferred to PIO & ISD | transferred to PIO & ISD |
| Number of requests for increased development on Austin City Connection website | Demand | No Data | 52 | 64 | transferred to PIO & ISD | transferred to PIO & ISD |
| Annual cost per page view | Efficiency | \$0.07 | \$0.05 | \$0.05 | transferred to PIO & ISD | transferred to PIO & ISD |
| Number of department training sessions held annually | Output | 4 | 6 | 10 | transferred to PIO & ISD | transferred to PIO & ISD |
| Number of files on Austin City Connection website | Output | 3,600 | 4,000 | 4,400 | transferred to PIO & ISD | transferred to PIO & ISD |
| Average Austin City Connection page views per week | Result | 117,191 | 151,000 | 151,000 | transferred to PIO & ISD | transferred to PIO & ISD |
| Customer satisfaction | Result | No Data | 85% | 90% | transferred to PIO & ISD | transferred to PIO & ISD |
| Percent of increase in page views per week in accessing the City's website, the Austin City Connection | Result | 92% | 50% | 30% | transferred to PIO & ISD | transferred to PIO & ISD |

Activity History and Description: This program provides Internet based content and services for City Departments and community so they have access to information, services and people.

Until 1999-2000, the Austin City Connection has provided mostly one-way service information, like an online brochure. With interactive services, people will be able to find more specific information and conduct business via the website. Services will include lookup of crime information by neighborhood, traffic warrant lookup, library book renewal, and others.

Activity Objective: The purpose of the Austin City Connection activity is to provide website

Finance & Administrative Services-2000-01

Activity: *Internet Support*

Activity Code: *6NET*

Program Name: *INTERNET OFFICE*

management for the City of Austin in order to provide convenient access to City information desired by the Internet community.

Services of the Activity:

Educate and encourage departments to develop and maintain their own Internet-based content and services;
develop and maintain the Austin City Connection content;
develop Internet-based applications of City databases.

Changes in Requirements and Performance Measures:

The decrease of \$410,188 is due to the transfer of the Austin City Connection website activity, along with 4 FTEs, to the Public Information Office, and the transfer of 2 FTEs to the Information Systems Department in 2000-01.

Responsible Employee:

Michele Middlebrook-Gonzalez

512-499-2220

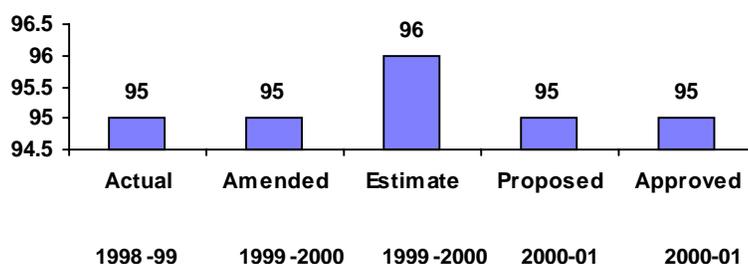
Finance & Administrative Services-2000-01

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 Customer satisfaction



| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000 -01 Proposed | 2000 -01 Approved |
|--|--------------------|-----------------------|------------------------|----------------------|----------------------|
| Percent of Customer satisfaction | 95% | 95% | 96% | 95% | 95% |
| Percent of mail processed daily | 100% | 100% | 100% | 100% | 100% |
| Percent of Vendor Satisfaction | 97% | 97% | 97% | 97% | 97% |
| Percent of vendor solicitations successfully awarded without delay due re-bids or protests | 99.22% | 98.50% | 98.93% | 98.55% | 98.55% |
| Percentage contract utilization on Service and Price Agreements | No Data | 70% | 70% | 70% | 70% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000 -01 Proposed | 2000 -01 FTE | 2000 -01 Approved | 2000 -01 FTE |
|--------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|----------------------|-----------------|----------------------|-----------------|
| Inventory Services | \$524,203 | 11.00 | \$407,967 | 9.50 | \$412,638 | 9.50 | \$322,430 | 7.40 | \$322,430 | 7.40 |
| Mail Services | \$348,158 | 7.00 | \$282,046 | 7.05 | \$250,935 | 7.05 | \$272,761 | 7.05 | \$272,761 | 7.05 |
| Procurement | \$2,731,279 | 60.10 | \$3,351,968 | 56.10 | \$3,265,820 | 56.10 | \$3,527,901 | 62.20 | \$3,659,118 | 62.20 |
| Total | \$3,603,640 | 78.10 | \$4,041,981 | 72.65 | \$3,929,393 | 72.65 | \$4,123,092 | 76.65 | \$4,254,309 | 76.65 |

Finance & Administrative Services-2000-01

Activity: Inventory Services

Activity Code: 3NVS

Program Name: PURCHASING OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$523,549 | \$400,899 | \$405,570 | \$322,430 | \$322,430 |
| Support Services Fund | \$654 | \$7,068 | \$7,068 | \$0 | \$0 |
| Total Requirements | \$524,203 | \$407,967 | \$412,638 | \$322,430 | \$322,430 |
| Full-Time Equivalents | 11.00 | 9.50 | 9.50 | 7.40 | 7.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per piece of clothing altered. | Efficiency | No Data | No Data | \$2.00 | \$2.06 | \$2.06 |
| Items sold through auction | Output | 4,982 | 1,894 | 6,214 | 2,500 | 2,500 |
| Items transferred to other departments | Output | 1,077 | 1,788 | 1,098 | 1,120 | 1,120 |
| Number of commodity transactions | Output | 25,493 | 24,543 | 24,736 | 25,973 | 25,973 |
| Number of pieces of clothing altered | Output | 15,656 | 16,332 | 17,896 | 18,791 | 18,791 |
| Estimated re-sale value of goods re-utilized | Result | \$10,770 | \$19,871 | \$10,985 | \$11,205 | \$11,205 |
| Percent of customer orders filled at time of request | Result | 98% | 96% | 94% | 96% | 96% |
| Percent of customer satisfaction | Result | 100% | 95% | 95% | 95% | 95% |

Activity History and Description: Inventory Services organizes and manages City-Wide stockless Commodity Contracts and provides accounts payable, related accounting functions, and control functions to support the clothing storeroom operations.

Activity Objective: The purpose of the Inventory Services Activity is to provide a means of obtaining and disposing of commodities and inventory items for City of Austin departments in order to help them to maximize their budgets and have the resources to do their jobs.

Services of the Activity: Clothing store and alterations; forms/misc. store; surplus management; and city-wide contract management.

Changes in Requirements and Performance Measures: The decrease of \$85,537 is the net effect of: the reallocation of contract management services and personnel (3.1 FTE) to the Procurement activity; and 1 new Stores Specialist FTE reimbursed by inventory surplus auction

Finance & Administrative Services-2000-01

Activity: *Inventory Services*

Activity Code: *3NVS*

Program Name: *PURCHASING OFFICE*

sales proceeds.

Responsible Employee:

Sam Dominguez

512-707-5906

Finance & Administrative Services-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$327,152 | \$277,418 | \$246,307 | \$272,761 | \$272,761 |
| Support Services Fund | \$21,006 | \$4,628 | \$4,628 | \$0 | \$0 |
| Total Requirements | \$348,158 | \$282,046 | \$250,935 | \$272,761 | \$272,761 |
| Full-Time Equivalents | 7.00 | 7.05 | 7.05 | 7.05 | 7.05 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of delivery locations requested | Demand | No Data | No Data | No Data | No Data | No Data |
| Cost per unit of mail processed (metered and interoffice) | Efficiency | \$0.0542 | \$0.0427 | \$0.1141 | \$0.1066 | \$0.1066 |
| Number of delivery locations serviced | Output | 49 | 49 | 51 | 51 | 51 |
| Number of units of metered mail | Output | 5,881,742 | 5,750,000 | 1,348,438 | 1,415,860 | 1,415,860 |
| Total number of units processed (metered & interoffice) | Output | 6,752,222 | 6,610,000 | 2,435,888 | 2,557,683 | 2,557,683 |
| Percent of Customer satisfaction | Result | 95% | 95% | 95% | 95% | 95% |
| Percent of mail processed daily | Result | 100% | 100% | 100% | 100% | 100% |

Activity History and Description: Mail Services provides timely and professional services to all City departments. A centralized service to enable the City to send and receive mail in the most cost effective manner while satisfying the postal needs 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: Internal mail collection; processing and distribution; external mail collection and processing; and accounting for and billing of costs to departments.

Changes in Requirements and Performance Measures: The decrease of \$9,285 is due to the reduction of funding for the maintenance of the mail insert machine as a result of Austin Energy contracting the utility

Finance & Administrative Services-2000-01

Activity: *Mail Services*

Activity Code: *3MAL*

Program Name: *PURCHASING OFFICE*

bills printing to a private contractor.

The total number of units processed has drastically decreased due to utility bills being processed by private contractors.

Responsible Employee:

Sam Dominguez

512-707-5906

Finance & Administrative Services-2000-01

Activity: Procurement

Activity Code: 3PRC

Program Name: PURCHASING OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$649,953 | \$867,651 | \$751,893 | \$1,125,758 | \$1,147,757 |
| Support Services Fund | \$2,081,326 | \$2,484,317 | \$2,513,927 | \$2,402,143 | \$2,511,361 |
| Total Requirements | \$2,731,279 | \$3,351,968 | \$3,265,820 | \$3,527,901 | \$3,659,118 |
| Full-Time Equivalents | 60.10 | 56.10 | 56.10 | 62.20 | 62.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of contracts referred for dispute resolution | Demand | 75 | No Data | 95 | 95 | 95 |
| Number of purchasing requests to Central Purchasing Office | Demand | 7,067 | 38,972 | 6,994 | 6,990 | 6,990 |
| Contract administration cost for all City contracts per contract dollar managed | Efficiency | .00051 | .00064 | .00040 | .00046 | .00046 |
| Cost per Purchase Order issued by Central Purchasing Office | Efficiency | \$503.46 | \$34.94 | \$502.14 | \$495.87 | \$514.31 |
| Dollar amount of purchases made by Central Purchasing Office per Central Purchasing Office Buyer | Efficiency | \$23,446,802 | No Data | \$29,237,095 | \$30,312,500 | \$30,312,500 |
| Dollar value of contract awards made by Central Purchasing Office | Output | \$375,149,000 | \$485,423,912 | \$467,793,000 | \$485,000,000 | \$485,000,000 |
| Number of contract disputes resolved | Output | 74 | No Data | 75 | 75 | 75 |
| Number of Purchases made City-wide by Central Purchasing Office | Output | 5,422 | 71,101 | 5,916 | 6,764 | 6,764 |
| Average dollar value per Central Purchasing Office purchase order | Result | \$69,190 | No Data | \$79,073 | \$71,704 | \$71,704 |
| Average number of calendar days from receipt of contract dispute to resolution | Result | No Data | No Data | 45 | 40 | 40 |
| Average Number of calendar days from receipt of RX to Purchase Order Issue for Formal bids (over \$15,000) | Result | 65.82 | 60.0 | 62 | 60 | 60 |

Finance & Administrative Services-2000-01

Activity: Procurement

Activity Code: 3PRC

Program Name: PURCHASING OFFICE

| | | | | | | |
|---|--------|-----------|-----------|-----------|-----------|-----------|
| Average Number of calendar days from receipt of RX to Purchase Order Issue for Informal bids (under \$15,000) | Result | 9.28 | 11.0 | 13 | 11 | 11 |
| Cost savings from contract utilization | Result | \$319,850 | \$330,907 | \$293,400 | \$308,700 | \$308,700 |
| Percent of Customer satisfaction | Result | 95% | 95% | 96% | 95% | 95% |
| Percent of Vendor Satisfaction | Result | 97% | 97% | 97% | 97% | 97% |
| Percent of vendor solicitations successfully awarded without delay due re-bids or protests | Result | 99.22% | 98.50% | 98.93% | 98.55% | 98.55% |
| Percentage contract utilization on Service and Price Agreements | Result | No Data | 70% | 70% | 70% | 70% |

Activity History and Description: 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 is to be added to the Procurement Activity.

Activity Objective: The purpose of the procurement activity is to provide goods and services, within legal requirements and good business practices, to the departments so that they can have resources available in a timely and cost effective manner as needed to do their jobs.

Services of the Activity: Purchasing Office Buying
Austin Energy Buying
Training/Technical Support
Contract Management
MBE/WBE Reporting
Vehicle and Equipment Acquisition
RCA Process
Management of Bid Protests
Advisory Center for procedural and policy issues

Changes in Requirements and Performance Measures: An increase of \$307,150 is the result of allocating contract management services to the Procurement activity in the amount of \$131,610 and an increase of \$41,000 due to the reduction of backcharges to the Aviation Department for the services of a Senior Buyer position. The approved budget includes \$109,218 for Pay for Performance in 2001. Included in the approved budget are two new Contract Compliance Specialist II FTE positions to provide contract compliance oversight and procurement services reimbursed by Austin Energy in the amount of \$91,174. The approved budget also provides for the transfer of a Buyer I (1 FTE) from Health-Travis County Reimbursed to Purchasing for Primary Care procurement activities in the reimbursed amount of \$46,658.

The "cost per purchase order issued by Central Purchasing Office and "number of purchases made by Central Purchasing Office" performance measures previously included the number of PG's (Releases against Price Agreements) but has been changed to reflect the number of PC's, Austin Energy's PD's only , and the number of Price Agreements. Also, the "Number of Purchasing Requests to the Central Purchasing Office" performance measure was changed to reflect the number of Austin Energy's PD's only.

Finance & Administrative Services-2000-01

Activity: *Procurement*

Activity Code: *3PRC*

Program Name: *PURCHASING OFFICE*

Responsible Employee:

Sue Brubaker

512-499-2050

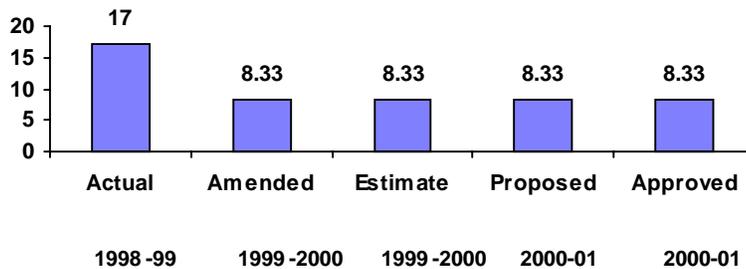
Finance & Administrative Services-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------------|--------------------------|---------------------------|---------------------------|---------------------------|
| Employee turnover rate | 17.00% | 8.33% | 8.33% | 8.33% | 8.33% |
| Information technology support costs per workstation | \$2,699 | \$3,034 | \$3,423 | \$2,925 | \$2,982 |
| Lost time rate | No data | 3.0% | 4.6% | 3.5% | 3.5% |
| Percent of information technology problems resolved at time of call | 85.50% | 90% | 90% | 90% | 90% |
| Percent of reporting deadlines met | No Data | 100% | 98% | 100% | 100% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | MBE: 19.02%, WBE: 16.27% | MBE: 25%, WBE: 10% | MBE: 21%, WBE: 18% | MBE: 25%, WBE: 10% | MBE: 25%, WBE: 10% |
| Percent variance of CYEs to actual expenditures | No Data | 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 | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Turnaround time for accounts payable within the Department | Not Available | 25 days | 28 days | 25 days | 25 days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|

Finance & Administrative Services-2000-01

| Program: SUPPORT SERVICES | | | | | | | | | | |
|----------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Administration and Management | \$1,136,820 | 20.30 | \$1,375,299 | 18.95 | \$1,446,176 | 18.95 | \$2,045,700 | 21.90 | \$2,114,066 | 21.90 |
| Facility Expenses | \$1,436,103 | 0.00 | \$2,162,459 | 0.00 | \$2,045,803 | 0.00 | \$1,911,368 | 0.00 | \$1,911,368 | 0.00 |
| Financial Monitoring / Budgeting | \$154,191 | 3.30 | \$198,238 | 4.10 | \$180,977 | 4.10 | \$248,817 | 4.90 | \$263,263 | 4.90 |
| Information Technology Support | \$814,953 | 4.00 | \$916,334 | 6.00 | \$1,033,812 | 6.00 | \$883,307 | 5.45 | \$897,689 | 5.45 |
| Personnel / Training | \$453,691 | 6.35 | \$915,820 | 9.10 | \$1,009,363 | 9.10 | \$641,815 | 6.45 | \$657,849 | 6.45 |
| Purchasing / M/WBE Compliance | \$115,456 | 2.75 | \$154,662 | 4.50 | \$190,334 | 4.50 | \$191,944 | 4.40 | \$200,594 | 4.40 |
| Total | \$4,111,214 | 36.70 | \$5,722,812 | 42.65 | \$5,906,465 | 42.65 | \$5,922,951 | 43.10 | \$6,044,829 | 43.10 |

Finance & Administrative Services-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$222,756 | \$280,682 | \$753,081 | \$763,519 |
| Support Services Fund | \$1,136,820 | \$1,152,543 | \$1,165,494 | \$1,292,619 | \$1,350,547 |
| Total Requirements | \$1,136,820 | \$1,375,299 | \$1,446,176 | \$2,045,700 | \$2,114,066 |
| Full-Time Equivalents | 20.30 | 18.95 | 18.95 | 21.90 | 21.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total administrative and management dollars as a percent of total budget | Efficiency | 6.29% | 6.69% | 7.04% | 9.66% | 9.86% |
| Number of grievances and appeals per 100 employees | Output | No Data | 3 | 2 | 2 | 2 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | No Data | 32.98 | 36.48 | 32.98 | 32.98 |
| Total departmental budget | Output | \$18,063,339 | \$20,550,284 | \$20,550,284 | \$21,177,475 | \$21,432,364 |
| Employee turnover rate | Result | 17.00% | 8.33% | 8.33% | 8.33% | 8.33% |
| Percent of CAFs submitted within deadline | Result | 86% | 100% | 93% | 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: 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: An increase of \$738,767 is the net result of a decrease of \$46,000 due to the transfer of the Video Archivist from the Purchasing Program administrative

Finance & Administrative Services-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

activity to the Library Department, and the increase in allocating FTEs to this administrative activity in the Budget Program, reallocating one FTE from Accounting and Reporting activity in the Controller's Office Program, reallocating the existing Building Services Officer FTE to the Administration activity in the Building Services Program, reallocating one FTE from the Personnel activity in the Treasury Program, and reallocating interdepartmental charges of \$365,350 from the Personnel activity to the Administrative activity in the Treasury Program, along with increase in salaries and benefit costs for employees in this activity, including \$57,928 for Pay for Performance in 2001.

Responsible Employee:

Gloria Aguilera

512-499-2450

Finance & Administrative Services-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$262,659 | \$255,410 | \$158,950 | \$158,950 |
| Support Services Fund | \$1,436,103 | \$1,899,800 | \$1,790,393 | \$1,752,418 | \$1,752,418 |
| Total Requirements | \$1,436,103 | \$2,162,459 | \$2,045,803 | \$1,911,368 | \$1,911,368 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Custodial cost per square foot by City personnel | Efficiency | None | None | None | None | None |
| Facility expense per square foot (exclude security and custodial) | Efficiency | No data | \$2.51 | \$2.47 | \$2.31 | \$2.31 |
| Security cost per square foot | Efficiency | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Custodial cost per square foot by contract | N/A | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Total square feet of facilities | Output | 860,418 | 860,418 | 827,918 | 827,918 | 827,918 |
| Number of emergency calls | Result | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable |
| Overtime as a percent of total salary costs | Result | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable |

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: Leases;
Telephones;
Gas;
Water/Wastewater;

Finance & Administrative Services-2000-01

Activity: *Facility Expenses*

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

Garbage;
building maintenance;
minor repairs; and
minor modifications.

**Changes in Requirements and
Performance Measures:**

The net decrease of \$251,091 is the result of a decrease in rent for the Building Services Office in the amount of \$189,959, a reduction of \$71,726 for the transfer of Internet Services and Channel 6 to the Public Information Office, and a reduction of \$108,000 in rent at the St. Elmo facility for Mail Services and Inventory Services, offset by an increase in maintenance costs for the use of the LCRA facility by the City Council in the amount of \$58,280 and an increase in rental costs for office space at Two Commodore Plaza building in the amount of \$51,339.

Responsible Employee:

Jill Horton

512-476-2272

Finance & Administrative Services-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$19,821 | \$19,821 | \$21,982 | \$23,569 |
| Support Services Fund | \$154,191 | \$178,417 | \$161,156 | \$226,835 | \$239,694 |
| Total Requirements | \$154,191 | \$198,238 | \$180,977 | \$248,817 | \$263,263 |
| Full-Time Equivalents | 3.30 | 4.10 | 4.10 | 4.90 | 4.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$117 | \$104 | \$112 | \$84 | \$81 |
| Total financial monitoring expense | Output | \$154,191 | \$198,238 | \$180,977 | \$248,817 | \$263,263 |
| Percent of reporting deadlines met | Result | No Data | 100% | 98% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | No Data | 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 | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable |

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: 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.

Changes in Requirements and Performance Measures: The net increase of \$62,864 is due to the allocation of an additional .80 FTE to this activity in the Building Services Program, a decrease in vacancy savings in the Purchasing Program, and the increase in salaries and

Finance & Administrative Services-2000-01

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *SUPPORT SERVICES*

employee benefits, including \$12,859 for Pay for Performance in 2001.

Responsible Employee:

Janet Bartles

512-499-2020

Finance & Administrative Services-2000-01

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$16,892 | \$16,892 | \$10,392 | \$10,392 |
| Support Services Fund | \$814,953 | \$899,442 | \$1,016,920 | \$872,915 | \$887,297 |
| Total Requirements | \$814,953 | \$916,334 | \$1,033,812 | \$883,307 | \$897,689 |
| Full-Time Equivalents | 4.00 | 6.00 | 6.00 | 5.45 | 5.45 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | \$2,699 | \$3,034 | \$3,423 | \$2,925 | \$2,982 |
| Total number of workstations supported | Output | 302 | 302 | 302 | 302 | 302 |
| Percent of information technology problems resolved at time of call | Result | 85.50% | 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: 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: The net decrease of \$15,744 is the result of: the allocation of a new .20 Database Administrator FTE in the amount of \$10,958; an increase in funding for database design consultation in the amount of \$100,000 in the Budget Program; an increase in the maintenance of computer software in the amount of \$29,600; an increase in funding for one-time capital replacement computer equipment in the Controller's Office Program in the amount of \$60,000; a decrease from reallocating .75 FTE in the Building Services Program;

Finance & Administrative Services-2000-01

Activity: *Information Technology Support*

Activity Code: *9CPU*

Program Name: *SUPPORT SERVICES*

reduction in one-time FY1999-2000 capital costs; a funding decrease for increased vacancy savings; and \$17,282 for Pay for Performance in 2001.

Responsible Employee:

John Stephens

512-499-2601

Finance & Administrative Services-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$279,629 | \$330,822 | \$80,268 | \$80,268 |
| Support Services Fund | \$453,691 | \$636,191 | \$678,541 | \$561,547 | \$577,581 |
| Total Requirements | \$453,691 | \$915,820 | \$1,009,363 | \$641,815 | \$657,849 |
| Full-Time Equivalents | 6.35 | 9.10 | 9.10 | 6.45 | 6.45 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | No Data | \$1,719 | \$1,839 | \$766 | \$789 |
| Training cost per FTE | Efficiency | No Data | \$808 | \$945 | \$1,046 | \$1,068 |
| Number of employee injuries | Output | 16 | 0 | 25 | 15 | 15 |
| Total cost of personnel administration | Output | No Data | \$623,098 | \$666,670 | \$271,330 | \$279,347 |
| Total training cost | Output | No Data | \$292,722 | \$342,693 | \$370,485 | \$378,502 |
| Lost time rate | Result | No data | 3.0% | 4.6% | 3.5% | 3.5% |
| Payroll error rate | Result | No Data | <1% | <1% | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | No Data | 90% | 50% | 80% | 80% |
| Personnel Action Form (PAF) error rate | Result | No Data | 10% | 14.22% | 10% | 10% |

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: Timesheet completion and processing;
hiring and recruiting;
workers compensation claim processing;
grievance-related activities;

Finance & Administrative Services-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

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 net decrease of \$257,981 is due to reallocation of 2.65 FTEs to other activities within FASD and an increase of \$16,034 for Pay for Performance in 2001.

Responsible Employee:

Sharon Huckabee

512-499-2381

Finance & Administrative Services-2000-01

Activity: Purchasing / M/WBE Compliance

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$8,052 | \$8,052 | \$9,385 | \$10,250 |
| Support Services Fund | \$115,456 | \$146,610 | \$182,282 | \$182,559 | \$190,344 |
| Total Requirements | \$115,456 | \$154,662 | \$190,334 | \$191,944 | \$200,594 |
| Full-Time Equivalents | 2.75 | 4.50 | 4.50 | 4.40 | 4.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Internal time from submittal of RX to the Purchasing Office (for over \$5,000 purchases) | Efficiency | Not Available | 8 days | 8 days | 8 days | 8 days |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | No Data | 4 days | 4 days | 4 days | 4 days |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | \$0.11 | \$0.29 | \$0.18 | \$0.17 | \$0.17 |
| Number of specifications issued * | Output | No Data | 295 | No Data | N/A | N/A |
| Number of transactions | Output | 31,544 | 25,000 | 27,000 | 28,500 | 28,500 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | MBE: 19.02%, WBE: 16.27% | MBE: 25%, WBE: 10% | MBE: 21%, WBE: 18% | MBE: 25%, WBE: 10% | MBE: 25%, WBE: 10% |
| Turnaround time for accounts payable within the Department | Result | Not Available | 25 days | 28 days | 25 days | 25 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: 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;

Finance & Administrative Services-2000-01

Activity: *Purchasing / M/WBE Compliance*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

purchase reporting and payment activities; payments processing; acquiring inventory; contract compliance; A/P processing; contract administration; vehicle purchasing; equipment purchasing; and RFQs.

Changes in Requirements and Performance Measures:

The formulation for the "number of specifications issued" included an estimation for Fleet Acquisition and Austin Energy Procurement specifications in the 1999-2000 Amended Budget performance goal. In practice, Fleet Acquisition and Austin Energy Procurement specifications are no longer included in this measurement.

The increase of \$44,599 is due to a reallocation of Budget Program and Building Services administrative staff (for a net .10 FTE decrease) as well as higher salaries and employee benefit costs, including \$7,785 for Pay for Performance in 2001.

Responsible Employee:

Eddie Clark

512-499-2050

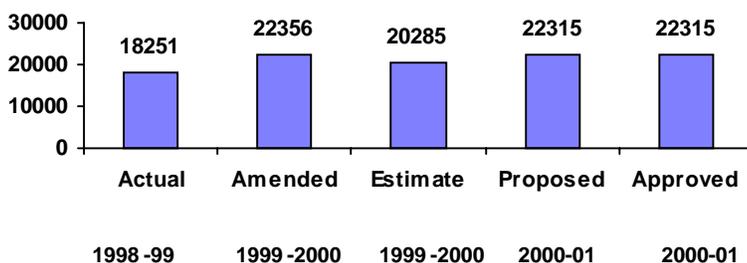
Finance & Administrative Services-2000-01

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, exposure to City proceedings, and economic development opportunities to client City departments and the City of Austin in order to maximize collected and available funds and inform and enhance Austin's residential and business community.

Program Results Measures:

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



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Austin Free-Net public access station average monthly usage in hours. | 18,251 | 22,356 | 20,285 | 22,315 | 22,315 |
| Percent of assisted interactive industry companies in business after Year 1 | No Data | No Data | No Data | 10% | 10% |
| Percent of City-wide cash handlers certified | No Data | 90% | 90% | 90% | 90% |
| Percentage change in number of public internet access stations | 19% | 27% | 11% | 10% | 10% |
| Percentage of international trade in Austin that increased in percentage of overseas partnerships | No Data | No Data | No Data | No Data | No Data |
| Percentage ratio of in-kind donation to City contribution. | No Data | No Data | No Data | 1:1 | 1:1 |
| R-O-W based revenue | \$19,216,595 | \$19,487,000 | \$20,237,000 | \$20,000,000 | \$20,000,000 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|

Finance & Administrative Services-2000-01

| <i>Program:</i> | <i>TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)</i> | | | | | | | | | |
|--------------------------------------|---|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Channel 6 | \$442,002 | 7.00 | \$401,491 | 7.00 | \$464,259 | 7.00 | \$0 | 0.00 | \$0 | 0.00 |
| Community Technology Initiatives | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$385,846 | 2.65 | \$560,537 | 2.65 |
| Financial Management Services | \$365,258 | 10.95 | \$509,935 | 10.90 | \$418,564 | 10.90 | \$511,258 | 10.55 | \$535,947 | 10.55 |
| Franchise Administration | \$341,040 | 4.45 | \$373,556 | 7.20 | \$366,696 | 7.20 | \$397,317 | 6.90 | \$417,275 | 6.90 |
| Interactive Industry Development | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$295,995 | 2.25 | \$337,284 | 2.25 |
| International Technology Initiatives | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$21,782 | 0.25 | \$22,686 | 0.25 |
| Telecom Partnership | \$295,107 | 2.40 | \$303,772 | 2.40 | \$324,330 | 2.40 | \$0 | 0.00 | \$0 | 0.00 |
| Total | \$1,443,407 | 24.80 | \$1,588,754 | 27.50 | \$1,573,849 | 27.50 | \$1,612,198 | 22.60 | \$1,873,729 | 22.60 |

Finance & Administrative Services-2000-01

Activity: Channel 6

Activity Code: TCHA

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$442,002 | \$401,491 | \$464,259 | \$0 | \$0 |
| Total Requirements | \$442,002 | \$401,491 | \$464,259 | \$0 | \$0 |
| Full-Time Equivalents | 7.00 | 7.00 | 7.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|-----------------------|-----------------------|
| Number of dub requests per year | Demand | Not Available | 960 | 425 | transferred to PIO | transferred to PIO |
| Number of programming requests per year | Demand | Not Available | 480 | 300 | transferred to PIO | transferred to PIO |
| Channel 6 cost per minute for original broadcast on air time | Efficiency | Not Available | \$4.01 | \$7.74 | transferred to PIO | transferred to PIO |
| Number of dubs made per year | Output | Not Available | 960 | 425 | transferred to PIO | transferred to PIO |
| Number of minutes of original broadcast airtime per year | Output | Not Available | 100,080 | 60,000 | transferred to PIO | transferred to PIO |
| Number of programs produced per year | Output | Not Available | 480 | 300 | transferred to PIO | transferred to PIO |
| Number of times we do not meet scheduled drop off for airing | Result | Not Available | 0 | 0 | transferred to PIO | transferred to PIO |

Activity History and Description: Channel 6 provides citizen access to City government proceedings through television. The station televises weekly meetings of City Council, the Planning Commission, board and commission meetings and other events.

Activity Objective: The purpose of the City Government Access Channel activity known as Channel 6 is to provide televised City meetings to City departments and residents so they can have access to City proceedings via the television.

Services of the Activity: Provide videotaping of City proceedings; archiving City proceedings via video; and schedule airing.

Changes in Requirements and Performance Measures: The decrease of \$401,491 is due to the transfer of Channel 6 to the Public Information Office in 2000-01.

Responsible Employee: Errol Mortland 512-499-2980

Finance & Administrative Services-2000-01

Activity: Community Technology Initiatives

Activity Code: TCTI

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$1,102 |
| Support Services Fund | \$0 | \$0 | \$0 | \$385,846 | \$559,435 |
| Total Requirements | \$0 | \$0 | \$0 | \$385,846 | \$560,537 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 2.65 | 2.65 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Contract management cost per contract dollar managed | Efficiency | No Data | No Data | No Data | 1.5% | 2.3% |
| Amount of in-kind contributions collected | Output | No Data | No Data | No Data | \$194,000 | \$194,000 |
| Austin Free-Net public access station average monthly usage in hours. | Output | 18,251 | 22,356 | 20,285 | 22,315 | 22,315 |
| Value of contracts | Output | No Data | No Data | No Data | \$237,000 | \$337,000 |
| Percentage change in number of public internet access stations | Result | 19% | 27% | 11% | 10% | 10% |
| Percentage ratio of in-kind donation to City contribution. | Result | No Data | No Data | No Data | 1:1 | 1:1 |

Activity History and Description: Telecom Partnership and Austin Free-Net is combined under this new 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 in 2000-01.

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, and educating and encouraging local agencies to develop and maintain their own internet based content and services.

Services of the Activity: 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; assess the current state of the digital divide in Austin; establish partnerships with organizations and companies to gain financial and in-kind contributions; public

Finance & Administrative Services-2000-01

Activity: *Community Technology Initiatives*

Activity Code: *7CTI*

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

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:

New activity for FY 2000-01. Includes funding in the amount of \$270,000 for the Telecommunity services contract \$100,000 for "Grant for Technology Opportunities" (GTOPS) which will provide money to organizations and citizen's groups for a broad array of citizen-driven technology literacy and access programs, and \$6,491 for Pay for Performance in 2001.

Responsible Employee:

Michael Parks

499-6347

Finance & Administrative Services-2000-01

Activity: Financial Management Services

Activity Code: 7FMS

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$72,827 | \$72,827 | \$76,874 | \$81,084 |
| Support Services Fund | \$365,258 | \$437,108 | \$345,737 | \$434,384 | \$454,863 |
| Total Requirements | \$365,258 | \$509,935 | \$418,564 | \$511,258 | \$535,947 |
| Full-Time Equivalents | 10.95 | 10.90 | 10.90 | 10.55 | 10.55 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Dollar amount claims referred for collection per year | Demand | \$2,703,147 | \$2,100,000 | \$2,081,136 | \$2,100,000 | \$2,100,000 |
| Number of claims referred for collection per year | Demand | 3,597 | 3,000 | 2,500 | 2,500 | 2,500 |
| Cost of claims collections per dollar amount collected | Efficiency | 18% | 20% | 20% | 20% | 20% |
| Dollar amount of claims collected | Output | \$2,025,617 | \$1,600,000 | \$1,600,000 | \$1,600,000 | \$1,600,000 |
| Number of Hotel Occupancy Tax refunds processed per year | Output | 20 | 48 | 16 | 30 | 30 |
| Number of Neighborhood Housing and Community Development loans serviced | Output | 176 | 176 | 174 | 175 | 175 |
| Percent of City-wide cash handlers certified | Result | No Data | 90% | 90% | 90% | 90% |
| Percent of current fiscal year referral claims collected in current fiscal year | Result | No Data | 25% | 25% | 25% | 25% |

Activity History and Description: Financial Regulatory Services includes Claims Collections, Loan Servicing 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. Since 1998/99, staff have provided loan servicing activities for Neighborhood Housing and Conservation Services.

Activity Objective: The purpose of the Financial Regulatory Services activity is to provide

Finance & Administrative Services-2000-01

Activity: *Financial Management Services*

Activity Code: 7FMS

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

assistance in safeguarding and recovering City funds in order to maximize collected and available funds for client City departments.

Services of the Activity: Collection activities for client departments; and internal financial control reviews.

Changes in Requirements and Performance Measures: Included is funding in the amount of \$19,672 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Michael Parks 512-499-6347

Finance & Administrative Services-2000-01

Activity: Franchise Administration

Activity Code: 7FRA

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$3,505 |
| Support Services Fund | \$341,040 | \$373,556 | \$366,696 | \$397,317 | \$413,770 |
| Total Requirements | \$341,040 | \$373,556 | \$366,696 | \$397,317 | \$417,275 |
| Full-Time Equivalents | 4.45 | 7.20 | 7.20 | 6.90 | 6.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of consumer complaints | Demand | 72 | 180 | 54 | 100 | 100 |
| Cost as a percentage of revenue collected | Efficiency | 1.8% | 2% | 1.8% | 2% | 2% |
| Revenue dollars divided by cost of franchise activity | Efficiency | \$47.25 | \$52.17 | \$55.19 | \$50.34 | \$47.93 |
| Number of consent agreements | Output | 12 | 8 | 12 | 12 | 12 |
| Number of consumer complaints resolved | Output | 72 | 180 | 84 | 100 | 100 |
| Number of complaints of interruption of service due to inadvertent line cuts | Result | No Data | 0 | 0 | 0 | 0 |
| R-O-W based revenue | Result | \$19,216,595 | \$19,487,000 | \$20,237,000 | \$20,000,000 | \$20,000,000 |

Activity History and Description: 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 Services 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.

Services of the Activity: Cable TV and telecommunication franchising/right-of-way management; staff support to board, commission and Council committees; contract negotiation and administration; and franchise fee audits.

Finance & Administrative Services-2000-01

Activity: *Franchise Administration*

Activity Code: 7FRA

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

Changes in Requirements and Performance Measures: Funding in the amount of \$16,453 is included for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Michael Parks 512-499-6347

Finance & Administrative Services-2000-01

Activity: *Interactive Industry Development*

Activity Code: *7IID*

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$1,700 |
| Support Services Fund | \$0 | \$0 | \$0 | \$295,995 | \$335,584 |
| Total Requirements | \$0 | \$0 | \$0 | \$295,995 | \$337,284 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 2.25 | 2.25 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|--------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of interactive industries requesting City of Austin assistance | Demand | No Data | No Data | No Data | 20 | 20 |
| Number of interactive industry partnerships developed | Output | No Data | No Data | No Data | 12 | 12 |
| Percent of assisted interactive industry companies in business after Year 1 | Result | No Data | No Data | No Data | 10% | 10% |

Activity History and Description: Interactive Industry Development is 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 is to provide technical assistance and facilitate services to the governmental and business community in order to promote the development and growth of the interactive industry in the Austin area.

Services of the Activity: 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 to maximize the Interactive Industry Development program and eliminate program duplication.

Changes in Requirements and Performance Measures: Reorganization transfers services, FTEs and funding from former Telecom Partnership activity. Includes \$39,589 for Pay for Performance in 2001.

Responsible Employee: Michael Parks 499-6347

Finance & Administrative Services-2000-01

Activity: *International Technology Initiatives*

Activity Code: *7ITI*

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$0 | \$158 |
| Support Services Fund | \$0 | \$0 | \$0 | \$21,782 | \$22,528 |
| Total Requirements | \$0 | \$0 | \$0 | \$21,782 | \$22,686 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.25 | 0.25 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per international contact | Efficiency | No Data | No Data | No Data | \$3340 | \$3781 |
| Number of international contacts | Output | No Data | No Data | No Data | 6 | 6 |
| Number of international materials produced | Output | No Data | No Data | No Data | 1 | 1 |
| Percentage of international trade in Austin that increased in percentage of overseas partnerships | Result | No Data | No Data | No Data | No Data | No Data |

Activity History and Description: The International Technology Initiatives activity is a joint project between TARA and the Mayor's office, with the Mayor's office taking the lead. As this is a new activity for fiscal year 2000-01, baseline statistics will be gathered to use as a basis for measuring future changes. Consequently, measures for fiscal year 2000-01 are output and efficiency oriented.

Activity Objective: The purpose of International Technology Initiatives is to provide support to small and medium sized technology businesses in their efforts to enter the global market, to facilitate international trade both into and out of the Austin area, and to promote Austin internationally.

Services of the Activity: Promote international trade and tourism and develop promotional materials and act as a resource for small and medium sized businesses in their attempts to locate overseas partners.

Changes in Requirements and Performance Measures: New activity for FY 2000-01. Includes \$746 for Pay for Performance is 2001.

Responsible Employee: Michael Parks 499-6347

Finance & Administrative Services-2000-01

Activity: Telecom Partnership

Activity Code: 7TEL

Program Name: TELECOMMUNICATIONS AND REGULATORY AFFAIRS (TARA)

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$295,107 | \$303,772 | \$324,330 | \$0 | \$0 |
| Total Requirements | \$295,107 | \$303,772 | \$324,330 | \$0 | \$0 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 2.40 | 2.40 | 2.40 | 0.00 | 0.00 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of request for assistance from start-up multimedia companies per year | Demand | No Data | 20 | 20 | 0 | 0 |
| Number of requests for computer classes per year | Demand | No Data | 185 | 300 | 0 | 0 |
| City of Austin cost as a percent of total telecommunity program cost | Efficiency | 80% | 65% | 65% | 0% | 0% |
| Costs per participant trained (City's portion) | Efficiency | \$660 | \$500 | \$463 | \$0 | \$0 |
| Number of multimedia companies served per budgeted funding | Efficiency | No Data | 60 | 60 | 0 | 0 |
| Number of computer training classes offered per year | Output | 30 | 25 | 30 | 0 | 0 |
| Number of partnerships developed | Output | No Data | 12 | 12 | 0 | 0 |
| Customer satisfaction with training | Result | No Data | 90% | 90% | 0% | 0% |
| Percent of class participants who complete computer course | Result | No Data | 80% | 80% | 0% | 0% |

Activity History and Description: The Telecommunity partnership was created by the Telecommunications Commission who identified a need to implement a program to help assure that the entire Austin community will benefit from new technology and the new economy that technology brings with it. The City Council approved initial funding in FY 97/98.

Activity Objective: The purpose of the Telecommunity Partnership activity is to provide a conduit through which multimedia economic development can occur for the community.

Services of the Activity: Liaison between the City and community based organizations, technology, software, computer companies, non-profits, and chambers of commerce;

Finance & Administrative Services-2000-01

Activity: *Telecom Partnership*

Activity Code: *TTEL*

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

promotion of the technology industry;
provide community partnerships for computer training programs.

**Changes in Requirements and
Performance Measures:**

This activity and its services are absorbed into other TARA activities
(Interactive Industry Development and Community Technology Initiatives) in
2000-01.

Responsible Employee:

Rondella Pugh

512-499-2422

Finance & Administrative Services-2000-01

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS AND OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$1,850,001 | \$2,209,123 | \$2,300,083 | \$2,639,422 | \$1,998,564 |
| Total Requirements | \$1,850,001 | \$2,209,123 | \$2,300,083 | \$2,639,422 | \$1,998,564 |

| Full-Time Equivalents | 4.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|-----------------------|------|------|------|------|------|
| | | | | | |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| | | | | | | |

Activity History and Description: Other requirements include payment of assessment property values, collection of taxes, management of Austin Music Network 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, tax collection and management of Austin Music Network.

Services of the Activity: Assessment of property values; collection of property taxes; management of Austin Music Network; and corporate memberships.

Changes in Requirements and Performance Measures: A net decrease of \$210,559 is the net result of an increase of \$118,000 for appraisal of property values, an increase of \$45,564 for the collection of the taxes by Travis County, an increase of \$14,500 for general memberships and a decrease in bonding and technical assistance costs in the amount of \$233,000.

Responsible Employee: Janet Bartles 499-2020

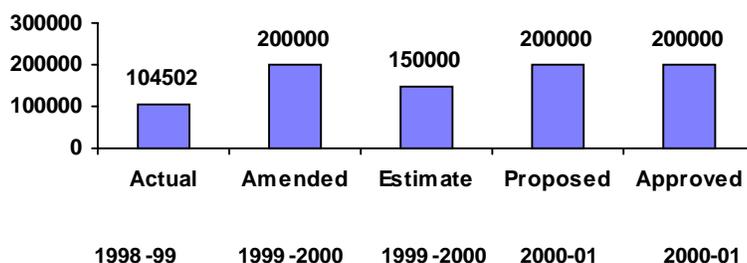
Finance & Administrative Services-2000-01

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:

Investment Pool daily average bank balance



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|---|----------------------|---|---------------------|---------------------|
| Financing rates of individual transactions General Obligation >94, Combined Utility System Revenue >90 | G.O. = 98 | G.O. = 98 | G.O. = 96 | G.O. = 96 | G.O. = 96 |
| Investment Pool daily average bank balance | \$104,502 | \$200,000 | \$150,000 | \$200,000 | \$200,000 |
| Investment pool yield comparable to other Texas Cities | Austin 5.39%, Houston 5.53%, Ft.Worth 5.61% | No data | Austin 5.43%, Houston 5.53%, Ft.Worth 5.67% | No data | No data |
| Investment Pool yield equal to or exceeds the 1-Year Treasury Bill yield | 5.393% | 5.25% | 5.391% | 5.25% | 5.25% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-----------------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Cash Management | \$174,544 | 4.75 | \$284,695 | 4.75 | \$264,324 | 4.75 | \$254,051 | 4.50 | \$256,284 | 4.50 |
| Debt Management | \$187,012 | 3.75 | \$316,567 | 3.75 | \$327,730 | 3.75 | \$259,810 | 3.50 | \$262,110 | 3.50 |
| Investment Management | \$261,816 | 3.25 | \$299,254 | 3.25 | \$260,875 | 3.25 | \$268,421 | 3.00 | \$270,422 | 3.00 |
| Total | \$623,372 | 11.75 | \$900,516 | 11.75 | \$852,929 | 11.75 | \$782,282 | 11.00 | \$788,816 | 11.00 |

Finance & Administrative Services-2000-01

Activity: Cash Management

Activity Code: 6CAS

Program Name: TREASURY OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$174,544 | \$279,338 | \$264,324 | \$254,051 | \$256,284 |
| Support Services Fund | \$0 | \$5,357 | \$0 | \$0 | \$0 |
| Total Requirements | \$174,544 | \$284,695 | \$264,324 | \$254,051 | \$256,284 |
| Full-Time Equivalents | 4.75 | 4.75 | 4.75 | 4.50 | 4.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cash Management cost divided into portfolio size as a percentage. | Efficiency | 0.0150% | 0.0207% | 0.0181% | 0.0171% | 0.0177% |
| Portfolio size | Output | \$1,321.0 million | \$1,353.0 million | \$1,448.7 million | \$1,448.7 million | \$1,448.7 million |
| Investment Pool daily average bank balance | Result | \$104,502 | \$200,000 | \$150,000 | \$200,000 | \$200,000 |
| Percent of wire transfers processed on the manual warrant date or within 24 hours of receipt by Treasury | Result | 100% | 100% | 100% | 100% | 100% |

Activity History and Description: 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 review of the month account analyses provided from the depository bank and is responsible for assuring contract compliance on behalf of the depository bank. The program also provides cashiering services for City departments through a centralized cash collection site located at City Hall Annex.

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

Services of the Activity: Cash position management; petty cash program; bank service management; credit card acceptance program; and cashier operations.

Changes in Requirements and Performance Measures: A decrease of \$28,411 is a result of the reallocation of .25 FTE to other activities within the Financial and Administrative Services Department.

Finance & Administrative Services-2000-01

Activity: *Cash Management*

Activity Code: 6CAS

Program Name: *TREASURY OFFICE*

Responsible Employee: Marion Raley

512-370-3826

Finance & Administrative Services-2000-01

Activity: Debt Management

Activity Code: 6DEB

Program Name: TREASURY OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$187,012 | \$310,551 | \$327,730 | \$259,810 | \$262,110 |
| Support Services Fund | \$0 | \$6,016 | \$0 | \$0 | \$0 |
| Total Requirements | \$187,012 | \$316,567 | \$327,730 | \$259,810 | \$262,110 |
| Full-Time Equivalents | 3.75 | 3.75 | 3.75 | 3.50 | 3.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Debt Management cost divided into debt outstanding as a percentage | Efficiency | 0.0112% | 0.0073% | 0.0079% | 0.0065% | 0.0065% |
| Capital Improvement Projects financed through bond proceeds | Output | \$13,430,000 | \$67,000,000 | \$51,100,000 | \$60,000,000 | \$60,000,000 |
| City of Austin's Combined Utility System Revenue bond rating | Output | A | A | A | A | A |
| City of Austin's G.O. bond rating | Output | Aa2 | Aa2 | Aa2 | Aa2 | Aa2 |
| Debt Outstanding | Output | \$3,992.8 million | \$3,900.0 million | \$4,121.0 million | \$4,033.8 million | \$4,033.8 million |
| Financing rates of individual transactions General Obligation >94, Combined Utility System Revenue >90 | Result | G.O. = 98 | G.O. = 98 | G.O. = 96 | G.O. = 96 | G.O. = 96 |

Activity History and Description: 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. New to this program is responsibility for administrating the new State Law requiring municipalities to report and remit abandoned property valued at \$100 or less to the City Treasurer. The law further requires the City Treasurer to develop an unclaimed property program for the reporting, delivery, public notification, claims processing, enforcement, and accounting of this locally-reported abandoned property.

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: Assist departments with financing requirements; coordinate debt issuance;

Finance & Administrative Services-2000-01

Activity: *Debt Management*

Activity Code: *6DEB*

Program Name: *TREASURY OFFICE*

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

**Changes in Requirements and
Performance Measures:**

The result measure, "Financing rates of individual transactions for general obligation and combined utility system revenue" will be compared to the Delphis Hanover Index. The Delphis Hanover Index is a municipal bond matrix which has been published since 1963. A score of "90" on this index indicates a bond rating of "A" and a score of "94" on this index indicates an "AA" bond rating, which effects the financing rates of bond issues.

A decrease of \$54,457 is for the reallocation of .25 FTEs to other activities within the Financial and Administrative Services Department and the retirement of personnel.

Responsible Employee:

Art Alfaro

512-370-3822

Finance & Administrative Services-2000-01

Activity: *Investment Management*

Activity Code: 6NVM

Program Name: TREASURY OFFICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$261,816 | \$294,462 | \$260,875 | \$268,421 | \$270,422 |
| Support Services Fund | \$0 | \$4,792 | \$0 | \$0 | \$0 |
| Total Requirements | \$261,816 | \$299,254 | \$260,875 | \$268,421 | \$270,422 |
| Full-Time Equivalents | 3.25 | 3.25 | 3.25 | 3.00 | 3.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|---|----------------------|---|---------------------|---------------------|
| Investment management cost divided into portfolio size as a percentage. | Efficiency | 0.0194% | 0.0218% | 0.0178% | 0.0181% | 0.0187% |
| Investment Pool income (in dollars) | Output | \$37,679,875 | \$34,613,000 | \$43,309,030 | \$44,870,850 | \$44,870,850 |
| Portfolio size | Output | \$1,321.0 million | \$1,353.0 million | \$1,448.7 million | \$1,448.7 million | \$1,448.7 million |
| Investment pool yield comparable to other Texas Cities | Result | Austin 5.39%, Houston 5.53%, Ft.Worth 5.61% | No data | Austin 5.43%, Houston 5.53%, Ft.Worth 5.67% | No data | No data |
| Investment Pool yield equal to or exceeds the 1-Year Treasury Bill yield | Result | 5.393% | 5.25% | 5.391% | 5.25% | 5.25% |

Activity History and Description: 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 program are included those personnel who are directly involved with investment strategy and portfolio structuring responsibilities, trading, portfolio record keeping and maintenance systems, transaction interface with accounting systems and arbitrage reporting. Goals are set to minimize risk while maximizing return and performance is reviewed quarterly by an Investment Committee. The investment portfolio currently totals approximately \$1.2 billion.

Activity Objective: The purpose of Investment Management is to provide investment services to City Departments in order to maximize their resources.

Services of the Activity: Portfolio management; compliance with Public Funds Investment Act and COA Investment Policy; and report income for distribution.

Finance & Administrative Services-2000-01

Activity: *Investment Management*

Activity Code: *6NVM*

Program Name: *TREASURY OFFICE*

**Changes in Requirements and
Performance Measures:**

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. The City of Houston has a maximum average maturity requirement of 2.6 years. The City of Fort Worth has a maximum average maturity requirement of 2.0 years. Hence, the City of Austin's return will be lower due to the restricted duration.

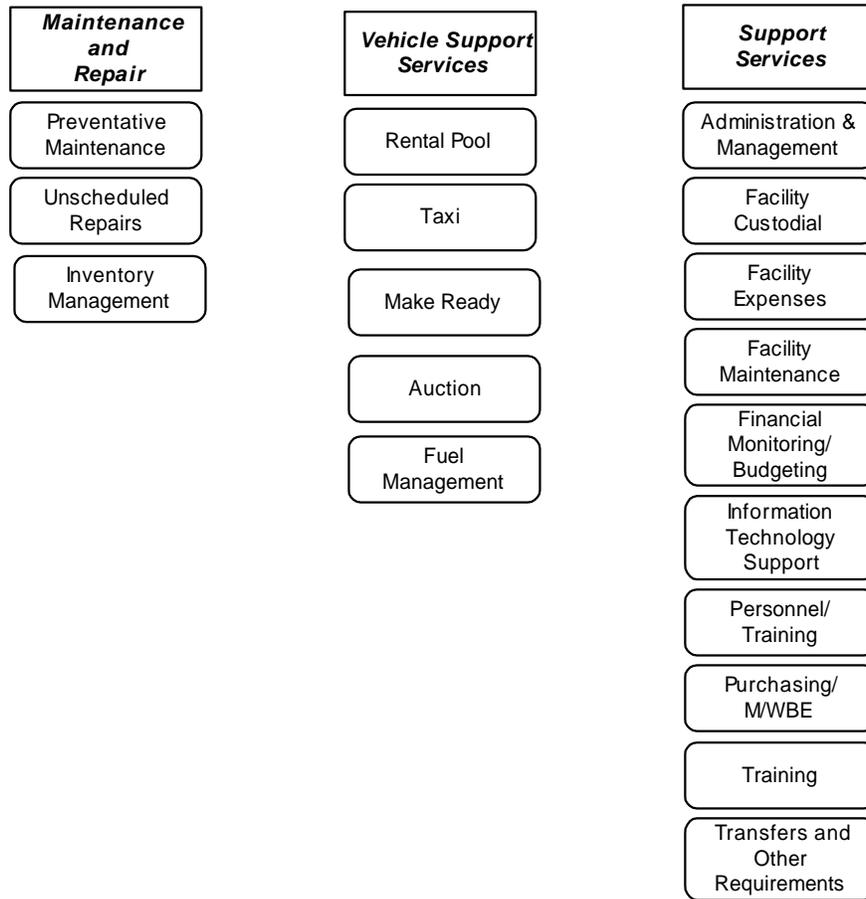
A decrease of \$28,832 is due to the reallocation of .25 FTE to another activity within the Financial and Administrative Services Department.

Responsible Employee:

Bob Butler

512-370-3830

Fleet Maintenance Fund — 2000–01



LEGEND= Programs Activities

| | 1998-1999 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|
| | Actual | Amended | Estimated | Proposed | Approved |
| Revenue | \$16,480,253 | \$15,794,408 | \$16,137,332 | \$22,850,100 | \$22,850,100 |
| Transfers In | \$2,109,362 | \$186,371 | \$186,371 | \$186,371 | \$186,371 |
| Requirements | \$15,325,380 | \$15,728,461 | \$14,814,919 | \$21,621,321 | \$21,663,725 |
| Full-time Equivalents (FTE's) | 218.10 | 215.10 | 215.10 | 210.10 | 210.10 |

Fleet Maintenance — 2000-01

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 \$15.5 million. The scrap sale revenue is budgeted at \$4,500. Rental, Scrap Sales and Auction revenue is budgeted at \$1,126,500. A budgeted fuel price of \$1.52 per gallon includes an upcharge of \$.41 per gallon which will generate \$1.6 million. These funds will be used for Fuel Management and administration, a fuel price hedge of approximately \$300,000 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 \$250,000. The General Fund transfer of \$186,371 covers more than seventy-five percent of total Taxi costs provided on behalf of city departments.

Factors Affecting Requirements

Fleet's Business Support Services group requirements will increase approximately \$.6 million because of the Gems 2000 upgrade and the transfer of Accounts Payable and Central Warehouse/Purchasing (M/WBE) personnel to Business Support Services. Vehicle Support Services has increased due to the purchase of fifteen 15-passenger vans for long-term lease to PARD and the purchase of five replacement vehicles for the Rental Pool. Fleet Service Center expenditures will increase by \$2.5 million due in large part to the elimination of the expense refund methodology (\$1.825 million) and the direct appropriation of Commercial Charges revenue.

Fleet has a tremendous challenge keeping qualified mechanics because of the market cost of mechanics. The approved reclassification of mechanics will invest approximately \$650,000 in wage adjustments and the creation of a "super tech" position. The super tech will serve in a lead capacity and will be the top gun in terms of mechanical experience and certification. Fleet Service Center increases also include the purchase of two more road call trucks and upgrades of the radio dispatch systems upgrades in all five service centers. Fleet's Scheduled Maintenance program is in the pilot stage at two Service Centers and is anticipated to go live at all five service centers at the beginning of the new fiscal year.

FLEET MAINTENANCE FUND SUMMARY

| | 1998-99 ACTUAL | 1999-2000 AMENDED | 1999-2000 ESTIMATED | 2000-01 PROPOSED | 2000-01 APPROVED |
|--|-------------------|----------------------|------------------------|---------------------|---------------------|
| BEGINNING BALANCE | (863,007) | 1,183,181 | 2,109,721 | 3,618,505 | 3,618,505 |
| REVENUE | | | | | |
| Fleet Maintenance Revenue | 13,239,139 | 13,517,310 | 13,869,427 | 15,500,000 | 15,500,000 |
| Interlocal Maintenance Revenue | 3,624 | 0 | 0 | 0 | 0 |
| Fleet Service Fees | 39,926 | 0 | 0 | 0 | 0 |
| Fleet Scrap Sales | 2,607 | 10,000 | 5,760 | 4,500 | 4,500 |
| Auction Revenue | 984,423 | 414,872 | 344,853 | 600,000 | 600,000 |
| Rental Revenue | 283,695 | 318,000 | 369,230 | 522,000 | 522,000 |
| Fuel Surcharge | 1,620,308 | 1,025,000 | 737,044 | 5,973,600 | 5,973,600 |
| Payroll Accrual | 0 | 309,226 | 309,226 | 0 | 0 |
| Interest Earnings | 306,531 | 200,000 | 501,792 | 250,000 | 250,000 |
| TOTAL REVENUE | 16,480,253 | 15,794,408 | 16,137,332 | 22,850,100 | 22,850,100 |
| TRANSFERS IN | | | | | |
| Transfer from General Fund | 1,561,062 | 186,371 | 186,371 | 186,371 | 186,371 |
| Transfer from Austin Energy | 210,800 | 0 | 0 | 0 | 0 |
| Transfer from Wastewater | 170,400 | 0 | 0 | 0 | 0 |
| Transfer from Water | 88,000 | 0 | 0 | 0 | 0 |
| Transfer from Drainage Utility | 56,900 | 0 | 0 | 0 | 0 |
| Transfer from Aviation | 8,900 | 0 | 0 | 0 | 0 |
| Transfer from Convention Center | 6,800 | 0 | 0 | 0 | 0 |
| Transfer from Other Enterprises | 3,600 | 0 | 0 | 0 | 0 |
| Transfer from PECSD | 600 | 0 | 0 | 0 | 0 |
| Transfer from PARD Golf | 2,300 | 0 | 0 | 0 | 0 |
| TOTAL TRANSFERS IN | 2,109,362 | 186,371 | 186,371 | 186,371 | 186,371 |
| TOTAL AVAILABLE FUNDS | 18,589,615 | 15,980,779 | 16,323,703 | 23,036,471 | 23,036,471 |
| EXPENSES | | | | | |
| Business Support Group | 1,011,635 | 1,110,167 | 969,958 | 1,642,866 | 1,679,170 |
| Vehicle Support Services | 2,479,390 | 2,136,038 | 1,892,198 | 5,772,210 | 5,791,860 |
| Service Centers | 10,372,431 | 10,788,121 | 10,258,628 | 12,936,342 | 13,411,394 |
| Year 2 K Fleet and Radio | 52,829 | 0 | 0 | 0 | 0 |
| TOTAL EXPENSES | 13,916,285 | 14,034,326 | 13,120,784 | 20,351,418 | 20,882,424 |
| TRANSFERS OUT | | | | | |
| Transfer to Information Systems Fund | 218,208 | 234,080 | 234,080 | 230,246 | 230,246 |
| Transfer to Workers Compensation Fund | 129,671 | 181,355 | 181,355 | 260,765 | 260,765 |
| Transfer to Environmental Remediation Func | 625,000 | 0 | 0 | 0 | 0 |
| Transfer to Capital budget | 0 | 511,000 | 511,000 | 0 | 0 |
| Transfer to G.O. Debt Service | 451,778 | 376,044 | 376,044 | 231,290 | 231,290 |
| Transfer to Liability Reserve Fund | 4,000 | 22,000 | 22,000 | 23,000 | 23,000 |
| TOTAL TRANSFERS OUT | 1,428,657 | 1,324,479 | 1,324,479 | 745,301 | 745,301 |

FLEET MAINTENANCE FUND SUMMARY

| | 1998-99 ACTUAL | 1999-2000 AMENDED | 1999-2000 ESTIMATED | 2000-01 PROPOSED | 2000-01 APPROVED |
|--|-------------------|----------------------|------------------------|---------------------|---------------------|
| OTHER REQUIREMENTS | | | | | |
| Capital Lease Obligation | 0 | 25,330 | 25,330 | 0 | 0 |
| Wage and Benefits Package | 0 | 0 | 0 | 0 | 0 |
| Accrued Payroll | (19,562) | 35,100 | 35,100 | 36,000 | 36,000 |
| Auction Proceeds Distribution | 0 | 0 | 0 | 0 | 0 |
| 27th Pay-Period | | 309,226 | 309,226 | 0 | 0 |
| Compensation Adjustment | 0 | 0 | 0 | 488,602 | 0 |
| TOTAL OTHER REQUIREMENTS | (19,562) | 369,656 | 369,656 | 524,602 | 36,000 |
| TOTAL REQUIREMENTS | 15,325,380 | 15,728,461 | 14,814,919 | 21,621,321 | 21,663,725 |
| EXCESS (DEFICIENCY) OF TOTAL AVAILABLE FUNDS OVER REQUIREMENTS | 3,264,235 | 252,318 | 1,508,784 | 1,415,150 | 1,372,746 |
| Adjustment to GAAP | (291,507) | 0 | 0 | 0 | 0 |
| ENDING BALANCE | 2,109,721 | 1,435,499 | 3,618,505 | 5,033,655 | 4,991,251 |

VEHICLE ACQUISITION FUND SUMMARY

| | 1998-99 ACTUAL | 1999-2000 AMENDED | 1999-2000 ESTIMATED | 2000-01 PROPOSED | 2000-01 APPROVED |
|---|-----------------------|----------------------|------------------------|---------------------|---------------------|
| BEGINNING BALANCE | 6,894 | 496,700 | 976,271 | 751,571 | 751,571 |
| TRANSFERS IN | | | | | |
| Transfer from General Fund | 7,200,000 | 6,776,000 | 6,776,000 | 3,731,704 | 3,731,704 |
| CIP Interest Earnings | 0 | 0 | 0 | 0 | 0 |
| Miscellaneous Revenues | 45,568 | 0 | 272,000 | 0 | 0 |
| TOTAL TRANSFERS IN | <u>7,245,568</u> | <u>6,776,000</u> | <u>7,048,000</u> | <u>3,731,704</u> | <u>3,731,704</u> |
| REQUIREMENTS | | | | | |
| Vehicle Purchases | 6,344,551 | 7,272,700 | 7,272,700 | 4,483,275 | 4,483,275 |
| TOTAL REQUIREMENTS | <u>6,344,551</u> | <u>7,272,700</u> | <u>7,272,700</u> | <u>4,483,275</u> | <u>4,483,275</u> |
| EXCESS (DEFICIT) OF TRANSFERS IN OVER REQUIREMENTS | <u>901,017</u> | <u>(496,700.00)</u> | <u>(224,700.00)</u> | <u>(751,571.00)</u> | <u>(751,571.00)</u> |
| Adjustment to GAAP | 68,360 | 0 | 0 | 0 | 0 |
| ENDING BALANCE | <u><u>976,271</u></u> | <u><u>0</u></u> | <u><u>751,571</u></u> | <u><u>0</u></u> | <u><u>0</u></u> |

Fleet Maintenance — 2000-01

Mission

The purpose of Fleet Services is to provide maintenance, operations and support services to City Departments so they can do their jobs.

Goals

Fleet Services goals include:

- Achieving an overall average daily OOS (Out of Service) rate of 2.5%.
- Averaging less than one customer business day OOS for PMs.
- Maintaining a 95% or higher combined “Excellent” or “Good” customer satisfaction rating.
- Reducing the time to fill posted position to no more than 8 weeks.

Key Indicators

The key indicators used by Fleet Services includes:

- Number of vehicle and equipment work orders initiated.
- Fleet size: number of units of vehicles and equipment maintained.

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, aligning mechanics wages with our competitors and seeking efficiencies in parts and fuel inventory purchasing, management and contracting. The approved budget includes several plans to streamline operations and to challenge conventional Fleet Services policy and practice.

Mechanics Reclassification. Fleet has difficulty recruiting and maintaining a trained, responsible cadre of mechanics and helpers. We’re planning a market adjustment and a career ladder for mechanics that evens out inequities and creates long-term incentives for the best qualified mechanics and supervisors. The creation of a “super tech” job classification will allow Fleet to acknowledge those mechanics with the most useful experience and training, and more importantly the abilities to teach and lead.

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 finally, 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 a 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 pilot testing a scheduled maintenance program that will minimize the financial impact of dispersed fleet ownership and control.

Fleet Maintenance — 2000-01

Information Automation. Fleet is upgrading its Service Center work order and inventory management system to keep pace with system innovations, operating system compatibility and to ensure vendor support. The Gems 2000 system is old and has been left without vendor support because of their movement to more modern systems with more robust capabilities. Coming soon is the creation of a web page or web access to out-of-service profiles and schedules as well as, departmental maintenance records.

Facilities Upgrades and Construction. Service Center 3 is in the heart of East Austin. It is the largest fleet maintenance facility in the City, but is not currently being used. Fleet's plans include refurbishing this Service Center and re-opening it to service emergency vehicles. The community dividend of having uniformed police officers, fire fighters and EMTs constantly moving through the neighborhood is incalculable. Fleet is also co-sponsoring the construction of a multipurpose Service Center in North Austin. Because Austin is growing so rapidly toward the north and west, we need to increase our capabilities in this part of town. The new North Service Center will replace the much smaller service center on Kramer Lane. The modern facility located at Braker and McKalla will significantly increase our heavy equipment repair ability.

Billing Change. Fleet has successfully integrated a 1/12th transfer program to fund maintenance and repair services. We will extend that practice to the commercial charges transfers which we currently recover using the expense refund methodology. Fleet can manage the commercial charges program as a component of the maintenance and repair program. Commercial charges are highly volatile, but through judicious contracting and proactive management, we believe that commercial charges can be managed and possibly even reduced overall. Our plan eliminates the (\$1.825) million expense refund offset and allows us to transfer the 1/12th budget into the Fleet Maintenance Fund each month and offset it directly against the repair expense. This is another proactive step in integrating an overall, City-wide Fleet Management Program.

Fleet Maintenance - 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Revenue Changes</u> | Dollars | FTEs |
|---|----------------|-------------|
| 1. Maintenance Revenue is expected to increase due to a change in appropriation method of commercial charges. Previously Commercial Charges were appropriated using the expense refund methodology; this direct appropriation to Fleet Maintenance Revenue will make Fleet more accountable for funds received for out-sourced costs. | \$ 1,982,690 | |
| 2. Fleet Scrap Sales Revenue was reduced to CYE amount due to lower volume. | \$ (5,500) | |
| 3. Auction Revenue (net of auction costs and enterprise fund reimbursements) will rise slightly due to the size of recent auctions and the fact that Fleet is holding three auctions per year. | \$ 185,128 | |
| 4. Fuel Revenue will be accumulated on Fleet's Fund Summary to include the actual billed gallons at the \$1.52 per gallon price. This will allow Fleet to capture total costs of Fuel in one fund summary. | \$ 4,948,600 | |
| 5. Rental (Pool) Revenue will increase due to a five-year lease agreement with PARD for fifteen 15-passenger vans. | \$ 204,000 | |
| 6. An increase in interest on Investments is projected due to larger cash balances held to cover one month's operating cost, a fuel price increase hedge and transfers to Fuel Operations if City reaches EPA designated "non-attainment" status. | \$ 50,000 | |
| 7. The 1999-2000 Budget included an expense for the 27th payroll which only occurs every eleven years and is partially funded by accruals from the years with only 26 payrolls. The 2000-2001 Approved Budget does not include this expense fo \$309,226. | \$ (309,226) | |
| <u>Expenditure Changes</u> | | |
| 1. <u>City-wide</u> | | |
| The 1999-2000 Budget included an expense for the 27th payroll which only occurs every eleven years. The 2000-01 Approved Budget does not include this funding source of \$309,226. | \$ (309,226) | |
| The Approved Budget includes an increase for health insurance benefits for all City Employees. | \$ 253,173 | |
| The Approved Budget includes \$234,034 for the cost of market adjustments. Additionally, the Approved Budget includes \$225,654 for salary increases in Pay for Performance in 2001. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$42,404. The total increase for compensation adjustments is \$502,092. | \$ 502,092 | |
| The Approved Budget includes a decrease in vacancy savings of \$541,742. | \$ 541,742 | |

Fleet Maintenance - 2000-01

2. Support Services

| | | |
|--|-------------|--------|
| Transfer position from Fleet Budget/Financial monitoring to FASD. | \$ (30,866) | (1.00) |
| Increase in Facilities Expenses. | \$ 14,088 | |
| Increase workplace safety initiatives and programs. | \$ 25,000 | |
| Capital outlay for upgrade of Gems 2000 inventory management system. | \$ 140,000 | |

3. Vehicle Support Services

| | | |
|---|--------------|--|
| Add expense line for fuel purchases which will be billed back to user departments on a monthly basis. This will accumulate the fuel revenue (billings) and the contract price of fuel used on one Division fund summary. The aim here is to show the net loss or gain of Fleet managing the purchase and distribution of fuel to City vehicles. | \$ 4,362,300 | |
| Capital outlay of \$375,000 for purchase of fifteen 15-passenger vans for long-term lease to PADRE and \$110,000 for the replacement of three sedans and two vans in the Rental Pool. | \$ 485,000 | |

4. Service Centers

| | | |
|---|--------------|--------|
| Reduction in shop equipment for service center. | \$ (262,000) | |
| Remove Expense Refunds entirely from Fleet budget. The purpose here is to simplify accounting for charges paid on other Departments' behalf. Since Fleet receives a 1/12th transfer of the Departments Commercial Charges budget automatically each month, this will allow Fleet to accumulate the revenue on our fund summary and the expenses by the Service Center that incurs the cost. The increase in maintenance costs will offset by the increase in department revenue maintenance for commercial charges which are currently billed to departments. | \$ 1,444,072 | |
| Actual replacement parts are proposed to be reduced by \$516,982 as emphasis on preventive maintenance will save on parts costs. | \$ (516,982) | |
| Hazardous Materials Disposal contractual services are proposed to be decreased by \$108,961 due to provision of service by employees. | \$ (108,961) | |
| Transfer positions from Central Warehouse to Finance and Administrative Services. | \$ (102,228) | (4.00) |

5. Transfers and Other Requirements

| | | |
|---|--------------|--|
| Increase of \$116,674 in Workers compensation Fund transfers and a reduction of \$144,754 for debt service payments due and a \$511,000 reduction in transfer to CIP. | \$ (539,080) | |
|---|--------------|--|

Programs and Activities

FSD - Fleet-2000-01

Fleet Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000 -01 Proposed | 2000 -01 FTE | 2000 -01 Approved | 2000 -01 FTE |
|---|---------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|----------------------|-----------------|----------------------|-----------------|
| Service Centers | | | | | | | | | | |
| Inventory Control | \$1,303,257 | 38.00 | \$1,097,271 | 33.00 | \$999,710 | 33.00 | \$947,636 | 22.00 | \$979,567 | 22.00 |
| Scheduled Maintenance | \$3,955,286 | 83.00 | \$5,981,247 | 83.00 | \$5,642,245 | 83.00 | \$7,037,468 | 83.00 | \$7,480,589 | 83.00 |
| Unscheduled Repairs | \$6,417,145 | 68.00 | \$4,789,260 | 68.00 | \$4,616,383 | 68.00 | \$4,951,238 | 68.00 | \$4,951,238 | 68.00 |
| Support Services | | | | | | | | | | |
| Administration and Management | \$157,437 | 4.00 | \$315,066 | 4.50 | \$217,908 | 4.50 | \$332,080 | 4.50 | \$341,555 | 4.50 |
| Facility Expenses | \$31,445 | 0.00 | \$99,313 | 0.00 | \$195,364 | 0.00 | \$110,035 | 0.00 | \$110,035 | 0.00 |
| Financial Monitoring / Budgeting | \$202,926 | 5.00 | \$208,276 | 5.00 | \$174,358 | 5.00 | \$442,490 | 10.00 | \$456,526 | 10.00 |
| Information Technology Support | \$429,678 | 3.00 | \$256,258 | 3.00 | \$130,560 | 3.00 | \$433,838 | 3.00 | \$439,772 | 3.00 |
| Personnel / Training | \$183,062 | 4.00 | \$171,253 | 4.50 | \$193,016 | 4.50 | \$324,423 | 5.50 | \$331,282 | 5.50 |
| Purchasing / M/WBE | \$59,916 | 0.00 | \$60,000 | 0.00 | \$58,752 | 0.00 | \$0 | 0.00 | \$0 | 0.00 |
| Transfers and Other Requirements | | | | | | | | | | |
| Transfers and Other Requirements | \$1,409,095 | 0.00 | \$1,694,135 | 0.00 | \$1,694,135 | 0.00 | \$1,269,903 | 0.00 | \$781,301 | 0.00 |
| Vehicle Support Services | | | | | | | | | | |
| Auction | \$219,672 | 3.00 | \$187,013 | 1.30 | \$136,998 | 1.30 | \$129,341 | 1.30 | \$131,257 | 1.30 |
| Fuel Management | \$230,334 | 3.00 | \$254,592 | 3.00 | \$215,148 | 3.00 | \$4,586,497 | 3.00 | \$4,592,396 | 3.00 |
| Make Ready | \$195,587 | 2.00 | \$195,833 | 4.50 | \$217,466 | 4.50 | \$279,997 | 4.50 | \$285,071 | 4.50 |
| Rental Pool | \$372,500 | 1.00 | \$261,255 | 1.15 | \$140,286 | 1.15 | \$618,226 | 1.15 | \$620,115 | 1.15 |
| Taxi | \$158,040 | 4.10 | \$157,688 | 4.15 | \$182,590 | 4.15 | \$158,149 | 4.15 | \$163,021 | 4.15 |
| Total | \$15,325,380 | 218.10 | \$15,728,460 | 215.10 | \$14,814,919 | 215.10 | \$21,621,321 | 210.10 | \$21,663,725 | 210.10 |

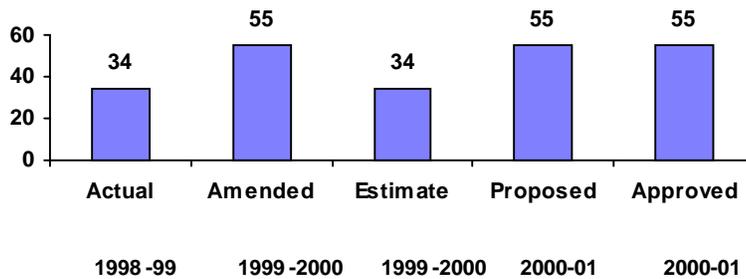
FSD - Fleet-2000-01

Program: 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 percent of total maintenance.



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Average daily number of units out of service due to parts | No Data | No Data | No Data | .01 | .01 |
| Average overall daily out of service | No Data | No Data | No Data | .06 | .06 |
| Number of unscheduled work orders completed | 28,619 | N/A | 30,767 | 25,000 | 25,000 |
| Number of unscheduled work orders opened | 28,528 | N/A | 30,384 | 25,000 | 25,000 |
| Preventive maintenance as percent of total maintenance. | 34% | 55% | 34% | 55% | 55% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Inventory Control | \$1,303,257 | 38.00 | \$1,097,271 | 33.00 | \$999,710 | 33.00 | \$947,636 | 22.00 | \$979,567 | 22.00 |
| Scheduled Maintenance | \$4,765,433 | 83.00 | \$6,971,247 | 83.00 | \$6,632,245 | 83.00 | \$7,037,468 | 83.00 | \$7,480,589 | 83.00 |
| Unscheduled Repairs | \$7,079,992 | 68.00 | \$5,599,260 | 68.00 | \$5,426,383 | 68.00 | \$4,951,238 | 68.00 | \$4,951,238 | 68.00 |
| Total | \$13,148,682 | 189.00 | \$13,667,778 | 184.00 | \$13,058,338 | 184.00 | 12,936,342 | 173.00 | 13,411,394 | 173.00 |

FSD - Fleet-2000-01

Activity: *Inventory Control*

Activity Code: *7PRT*

Program Name: *Service Centers*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$1,303,257 | \$1,097,271 | \$999,710 | \$947,636 | \$979,567 |
| Total Requirements | \$1,303,257 | \$1,097,271 | \$999,710 | \$947,636 | \$979,567 |
| Full-Time Equivalents | 38.00 | 33.00 | 33.00 | 22.00 | 22.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of parts or service purchase orders requested | Demand | No Data | N/A | No Data | 19,602 | 19,602 |
| Revenues per dollar of expense | Efficiency | \$12.65 | N/A | \$16.14 | \$24.11 | \$23.32 |
| Number of parts or service purchase orders completed | Output | No Data | N/A | No Data | 18,957 | 18,957 |
| Average daily number of units out of service due to parts | Result | No Data | No Data | No Data | .01 | .01 |
| Customer satisfaction rating | Result | N/A | N/A | N/A | 95% | 95% |

Activity History and Description: Inventory control has the responsibility for ordering, purchasing, receiving, storing and issuing all automotive parts, supplies, and tires needed by all service centers. For FY00-01, tires will be segregated from parts.

- Activity Objective:**
- (1) To decrease the annual parts inventory adjustment to no more than 2% of average inventory
 - (2) To increase the productivity of store keepers
 - (3) To decrease inventory of items that turn less than four times per year.

Services of the Activity:

- Issue parts and supplies
- Purchase parts, services, and supplies
- Receive parts and supplies
- Maintain, control and account for inventories
- Pay for parts, services and supplies.

Changes in Requirements and Performance Measures: Reductions were implemented to improve controls, productivity and reduce cost for inventory operations. Four FTE's were transferred to Financial and Administrative Services Department. Six Inventory Control FTE positions are internally transferred to Financial Monitoring/Budgeting, and 1 FTE is internally reallocated to the Personnel/Training activity. Better management of inventory to minimize stock-piling of under-used parts results in a greater

FSD - Fleet-2000-01

Activity: *Inventory Control*

Activity Code: *7PRT*

Program Name: *Service Centers*

percentage of high volume use parts. Fewer employees assigned to issuing and receiving parts results in a greater number of inventory transactions handled per FTE, as the overall number of inventory transactions remains relatively constant. Performance measure levels increase as the number of inventory transactions increases, the number of FTE's assigned to issuing and receiving parts decreases, and the inventory of low volume items decreases. The \$31,931 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Bobby Campbell

512-927-3322

FSD - Fleet-2000-01

Activity: *Scheduled Maintenance*

Activity Code: *7PPM*

Program Name: *Service Centers*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$810,147 | \$990,000 | \$990,000 | \$0 | \$0 |
| Fleet Fund | \$3,955,286 | \$5,981,247 | \$5,642,245 | \$7,037,468 | \$7,480,589 |
| Total Requirements | \$4,765,433 | \$6,971,247 | \$6,632,245 | \$7,037,468 | \$7,480,589 |
| Full-Time Equivalents | 83.00 | 83.00 | 83.00 | 83.00 | 83.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Operating costs per unit mile | Efficiency | .42 | .49 | .42 | .49 | .51 |
| Operating costs per workorder | Efficiency | \$219.27 | \$238.43 | \$219.27 | \$171.80 | \$182.62 |
| Number of preventative maintenance orders completed | Result | 17,324 | N/A | 16,431 | 16,430 | 16,430 |
| Preventive maintenance as percent of total maintenance. | Result | 34% | 55% | 34% | 55% | 55% |

Activity History and Description: The Preventive Maintenance group provides preventive and predictive maintenance (PM) for all vehicles maintained by all 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. PM's are efficient because they can be scheduled for times when customer's don't 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: To increase Preventive Maintenance (PM) as a percent of total maintenance in order to achieve the lowest possible total maintenance costs.

Services of the Activity: Oil & Filter Changes, lubrication, & 21 Point Checks.
Perform manufacturers recommended PM services.
Replace Tires at 4/32nds with new tires or recaps.
Stock and issue tires, PM parts & supplies.

Changes in Requirements and Performance Measures: Increases in this activity result from an anticipated position upgrade for mechanics. Salaries for Unscheduled Repairs are also included in this activity and will be added back to Unscheduled Repairs on a monthly basis allocated by workorder completion. Additionally, Fleet will be charging departments directly for items previously backcharged through expense refunds. Thereby

FSD - Fleet-2000-01

Activity: *Scheduled Maintenance*

Activity Code: *7PPM*

Program Name: *Service Centers*

eliminating expense refunds of \$990,000 for Scheduled Maintenance. The \$443,121 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Paul Kronbergs

512-927-3385

FSD - Fleet-2000-01

Activity: *Unscheduled Repairs*

Activity Code: *7URP*

Program Name: *Service Centers*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$662,847 | \$810,000 | \$810,000 | \$0 | \$0 |
| Fleet Fund | \$6,417,145 | \$4,789,260 | \$4,616,383 | \$4,951,238 | \$4,951,238 |
| Total Requirements | \$7,079,992 | \$5,599,260 | \$5,426,383 | \$4,951,238 | \$4,951,238 |
| Full-Time Equivalents | 68.00 | 68.00 | 68.00 | 68.00 | 68.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of unscheduled work orders opened | Demand | 28,528 | N/A | 30,384 | 25,000 | 25,000 |
| Unscheduled maintenance cost per total cost | Efficiency | 64% | N/A | 64% | 45% | 45% |
| Number of unscheduled work orders completed | Output | 28,619 | N/A | 30,767 | 25,000 | 25,000 |
| Average overall daily out of service | Result | No Data | No Data | No Data | .06 | .06 |
| Fleet availability | Result | 90% | 90% | 94% | 90% | 90% |

Activity History and Description: 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 one's who can decrease them. Fleet's goal is to emphasize PM's with ultimate goal of zero need for unscheduled repairs between scheduled PM's.

Activity Objective: To provide timely, quality repairs and to maintain a vehicle and equipment availability rate that exceeds 90%.

The purpose of unscheduled repairs is to expedite unforeseen repairs so that customer's vehicles quickly return to service.

Services of the Activity:
 Road Service
 Flat Tire Repairs
 Mechanical diagnosis and repair
 Accident repairs
 Warranty repairs.

FSD - Fleet-2000-01

Activity: *Unscheduled Repairs*

Activity Code: *7URP*

Program Name: *Service Centers*

**Changes in Requirements and
Performance Measures:**

The Approved Budget is decreased because the Department is anticipating an increased emphasis on preventative maintenance. Additionally, Fleet will be charging departments directly for items previously backcharged through expense refunds. Thereby eliminating expense refunds of approximately \$892,211 for Unscheduled Repairs.

Responsible Employee:

Paul Kronbergs

512-927-3385

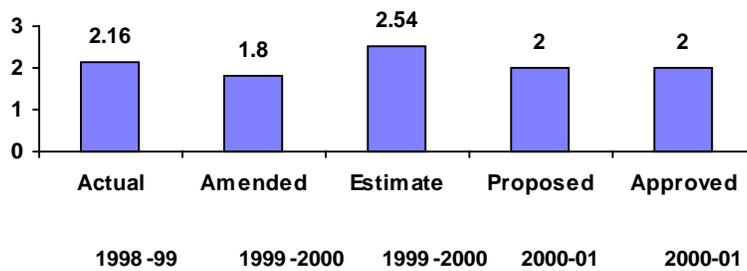
FSD - Fleet-2000-01

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:

Labor vs. total department



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------|-------------------|--------------------|------------------|------------------|
| Employee turnover rate | N/A | N/A | N/A | N/A | N/A |
| Labor vs. total department | 2.16% | 1.8% | 2.54% | 2.0% | 2.0% |
| Late RCAs | 0 | 0 | 0 | 0 | 0 |
| Percent of RFA responses submitted within the deadline. | 100% | 100% | 100% | 100% | 100% |
| Success strategy compliance | 95.3% | 100% | 88% | 100% | 100% |
| Total administrative cost as a percent of total budget | 6.18% | 7.1% | 6.18% | 6.18% | 7.0% |
| Total administrative FTEs as a percent of total department FTEs | 1.8% | 2.1% | 2.09% | 2.14% | 2.14% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Administration and Management | \$157,437 | 4.00 | \$315,066 | 4.50 | \$217,908 | 4.50 | \$332,080 | 4.50 | \$341,555 | 4.50 |
| Facility Expenses | \$31,445 | 0.00 | \$99,313 | 0.00 | \$195,364 | 0.00 | \$110,035 | 0.00 | \$110,035 | 0.00 |
| Financial Monitoring / Budgeting | \$202,926 | 5.00 | \$208,276 | 5.00 | \$174,358 | 5.00 | \$442,490 | 10.00 | \$456,526 | 10.00 |

FSD - Fleet-2000-01

| <i>Program:</i> | <i>Support Services</i> | | | | | | | | | |
|--------------------------------|--------------------------------|--------------|--------------------|--------------|------------------|--------------|--------------------|--------------|--------------------|--------------|
| Information Technology Support | \$429,678 | 3.00 | \$256,258 | 3.00 | \$130,560 | 3.00 | \$433,838 | 3.00 | \$439,772 | 3.00 |
| Personnel / Training | \$183,062 | 4.00 | \$171,253 | 4.50 | \$193,016 | 4.50 | \$324,423 | 5.50 | \$331,282 | 5.50 |
| Purchasing / M/WBE | \$59,916 | 0.00 | \$60,000 | 0.00 | \$58,752 | 0.00 | \$0 | 0.00 | \$0 | 0.00 |
| Total | \$1,064,464 | 16.00 | \$1,110,166 | 17.00 | \$969,958 | 17.00 | \$1,642,866 | 23.00 | \$1,679,170 | 23.00 |

FSD - Fleet-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$157,437 | \$315,066 | \$217,908 | \$332,080 | \$341,555 |
| Total Requirements | \$157,437 | \$315,066 | \$217,908 | \$332,080 | \$341,555 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 4.00 | 4.50 | 4.50 | 4.50 | 4.50 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per total department budget | Efficiency | N/A | N/A | N/A | 7% | 7% |
| Labor vs. total department | Efficiency | 2.16% | 1.8% | 2.54% | 2.0% | 2.0% |
| Total administrative cost as a percent of total budget | Efficiency | 6.18% | 7.1% | 6.18% | 6.18% | 7.0% |
| Total administrative FTEs as a percent of total department FTEs | Efficiency | 1.8% | 2.1% | 2.09% | 2.14% | 2.14% |
| Late RCAs | N/A | 0 | 0 | 0 | 0 | 0 |
| Success strategy compliance | N/A | 95.3% | 100% | 88% | 100% | 100% |
| Number of grievances and appeals per 100 employees | Output | N/A | N/A | N/A | N/A | N/A |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | N/A | N/A | N/A | 62.84 | 62.84 |
| Total department budget | Output | \$15,525,380 | \$15,728,461 | \$14,814,919 | \$21,621,321 | \$21,663,725 |
| Employee turnover rate | Result | N/A | N/A | N/A | N/A | N/A |
| Percent of CAFs submitted within deadline | Result | N/A | N/A | N/A | 100% | 100% |
| Percent of RFA responses submitted within the deadline. | Result | 100% | 100% | 100% | 100% | 100% |

Activity History and Description: 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.

FSD - Fleet-2000-01

Activity: *Administration and Management*

Activity Code: 9ADM

Program Name: *Support Services*

Services of the Activity:

Staff meetings
Board and commission support
Developing business plans and performance measures
Secretarial/clerical support
Request for information
Files and Record Management.
Mail Distribution.

Changes in Requirements and Performance Measures:

Substantially the same. The increase of \$9,475 from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Paul Kronbergs

512-927-3385

FSD - Fleet-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$31,445 | \$99,313 | \$195,364 | \$110,035 | \$110,035 |
| Total Requirements | \$31,445 | \$99,313 | \$195,364 | \$110,035 | \$110,035 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Custodial cost per square foot by City personnel | Efficiency | N/A | N/A | N/A | \$9.28 | \$9.28 |
| Custodial cost per square foot by contract | Efficiency | N/A | N/A | N/A | \$9.28 | \$9.28 |
| Facility expense per square foot (exclude security and custodial) | Efficiency | N/A | N/A | N/A | \$9.28 | \$9.28 |
| Security cost per square foot | Efficiency | \$2.65 | \$8.37 | \$16.47 | \$9.28 | \$9.28 |
| Space per workstation | N/A | 741.25 sq.ft. | 565 sq.ft. | 741.25 sq.ft. | 741.25 sq.ft. | 741.25 sq.ft. |
| Number of emergency calls | Output | N/A | N/A | N/A | 2 | 2 |
| Total square feet of facilities | Output | N/A | N/A | N/A | 11,860 | 11,860 |
| Overtime as a percent of total salary costs | Result | N/A | N/A | N/A | N/A | N/A |

Activity History and Description: 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: All utilities, Telephones, Gas, Water/Wastewater, garbage, building maintenance, grounds maintenance, minor plumbing, electrical, HVAC and painting.

Changes in Requirements and Performance Measures: Substantially the same.

FSD - Fleet-2000-01

Activity: *Facility Expenses*

Activity Code: *9FAC*

Program Name: *Support Services*

Responsible Employee: Paul Kronbergs

512-927-3385

FSD - Fleet-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$202,926 | \$208,276 | \$174,358 | \$442,490 | \$456,526 |
| Total Requirements | \$202,926 | \$208,276 | \$174,358 | \$442,490 | \$456,526 |
| Full-Time Equivalent | 5.00 | 5.00 | 5.00 | 10.00 | 10.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$163.53 | \$169.80 | \$209.31 | \$169.80 | \$97.38 |
| Total financial monitoring expense | Output | N/A | N/A | N/A | \$442,490 | \$456,526 |
| Percent of reporting deadlines met | Result | N/A | N/A | N/A | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | N/A | N/A | N/A | 3% | 3% |
| Percent variance of CYEs to actual revenue | Result | N/A | N/A | N/A | 3% | 3% |

Activity History and Description: 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: Auditing petty cash,
Developing CIP,
Department budgeting - development
In-house tracking of revenues and expenditures
CYE development
Accounts receivable
Developing 5-year forecast
TB's, RBs, EBs, AAs, JVs, and org updates.

Changes in Requirements and Performance Measures: The accounts payable function was transferred to Financial Monitoring/Budgeting from Inventory. This action resulted in the internal transfer of six FTEs and personnel costs in this activity of \$215,770. Additionally, one FTE in the amount of \$30,866, was transferred from the activity to the Financial and Administrative Services Department. The \$14,036 increase from the Proposed to the Approved is due to wage adjustments.

FSD - Fleet-2000-01

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *Support Services*

Responsible Employee:

Michael Hendon

927-3355

FSD - Fleet-2000-01

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$429,678 | \$256,258 | \$130,560 | \$433,838 | \$439,772 |
| Total Requirements | \$429,678 | \$256,258 | \$130,560 | \$433,838 | \$439,772 |
| Full-Time Equivalent | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | \$4,297 | \$2,583 | \$1,306 | \$4,338 | \$4,397 |
| Total number of workstations supported | Output | N/A | N/A | N/A | 100 | 100 |
| 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: The Fleet Automation team supports the GEMS (General Equipment Management System) 2000, the E. J. Ward Automated Fueling System, and three LAN (Local Area Network) servers. They also provide services to the Radio Communications workorder and inventory systems. Fleet Automation is also involved with connectivity for five Service Centers, the Fleet Operations and Radio Building. Fleet Automation also 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: Repair, maintain, upgrade computers
Computer hardware and software support
Programming
LAN Maintenance
Software Licenses and upgrades
Information systems planning design, development and implementation.

Changes in Requirements and Performance Measures: The Approved Budget includes an increase of \$140,000 for a GEMS upgrade. The \$5,934 increase from the Proposed to the Approved is due to wage adjustments.

FSD - Fleet-2000-01

Activity: *Information Technology Support*

Activity Code: *9CPU*

Program Name: *Support Services*

Responsible Employee:

Paul Kronbergs

512-927-3385

FSD - Fleet-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$183,062 | \$171,253 | \$193,016 | \$324,423 | \$331,282 |
| Total Requirements | \$183,062 | \$171,253 | \$193,016 | \$324,423 | \$331,282 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 4.00 | 4.50 | 4.50 | 5.50 | 5.50 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$839.35 | \$750.00 | \$897.33 | \$1,544.13 | \$1,577.53 |
| Training cost per FTE | Efficiency | N/A | N/A | N/A | \$219.00 | \$219.00 |
| Number of employee injuries | Output | N/A | N/A | N/A | 1 | 1 |
| Total cost of personnel administration | Output | N/A | N/A | N/A | \$331,882 | \$331,882 |
| Total training cost | Output | N/A | N/A | N/A | \$46,000 | \$46,000 |
| Lost time rate | Result | N/A | N/A | N/A | N/A | N/A |
| Payroll error rate | Result | 0 | .25 | 0 | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | N/A | N/A | N/A | N/A | N/A |
| Personnel Action Form (PAF) error rate | Result | N/A | N/A | N/A | 11% | 11% |

Activity History and Description: 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: Timesheet completion and processing.
Hiring and recruiting.
SSPRs.
Addressing grievances.
Paycheck/stub distribution and corrections.
Benefits administration.
PAFs.

FSD - Fleet-2000-01

Activity: *Personnel / Training*

Activity Code: 9TRN

Program Name: *Support Services*

Providing training.
Reward and recognition.
Safety Training.

Changes in Requirements and Performance Measures:

The Approved Budget reallocates one FTE into this activity and includes an increase of \$155,164 associated with the cost of personnel and commodities. The \$6,859 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Bob Garcia

512-927-3370

FSD - Fleet-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$59,916 | \$60,000 | \$58,752 | \$0 | \$0 |
| Total Requirements | \$59,916 | \$60,000 | \$58,752 | \$0 | \$0 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|----------------------|----------------------|
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | N/A | N/A | N/A | 1 Day | 1 Day |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Purchasing cost per transaction | Efficiency | N/A | N/A | N/A | No Data | No Data |
| Number of solicitations | Output | N/A | N/A | N/A | N/A | N/A |
| Number of transactions | Output | N/A | N/A | N/A | 24,000 | 24,000 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | N/A | N/A | N/A | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% |
| Turnaround time for accounts payable within the Department | Result | N/A | N/A | N/A | 20 Days | 20 Days |

Activity History and Description: This activity includes only contract management and other purchasing support. Contract management services are centrally provided for by the City's Purchasing office and backcharged to the Fleet Division. Fleet acquires goods and services in accordance with State Laws and established City purchasing policies and procedures.

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: Bid Processing.
Contract monitoring.
Preparing RCA's for contract awards.
Preparing specs.
Checking under \$5,000 guidelines.
A/P processing.
Equipment purchasing.

FSD - Fleet-2000-01

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *Support Services*

RFQ's.

**Changes in Requirements and
Performance Measures:**

\$61,468 has been allocated from this activity to other activities in Fleet.
These costs will be moved back into this activity in FY 2002.

Responsible Employee:

Bobby Campbell

512-927-3322

FSD - Fleet-2000-01

Program: *Transfers and Other Requirements*

Program Objective:

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

Performance Measures: 1998 -99 1999 -2000 1999 -2000 2000-01 2000-01
 Actual Amended Estimate Proposed Approved

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|----------------|---------------------|----------------|
| Transfers and Other Requirements | \$1,409,095 | 0.00 | \$1,694,135 | 0.00 | \$1,694,135 | 0.00 | \$1,269,903 | 0.00 | \$781,301 | 0.00 |
| Total | \$1,409,095 | 0.00 | \$1,694,135 | 0.00 | \$1,694,135 | 0.00 | \$1,269,903 | 0.00 | \$781,301 | 0.00 |

FSD - Fleet-2000-01

Activity: *Transfers and Other Requirements*

Activity Code: 9998

Program Name: *Transfers and Other Requirements*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$1,409,095 | \$1,694,135 | \$1,694,135 | \$1,269,903 | \$781,301 |
| Total Requirements | \$1,409,095 | \$1,694,135 | \$1,694,135 | \$1,269,903 | \$781,301 |

| | | | | | |
|-----------------------|------|------|------|------|------|
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|-----------------------|------|------|------|------|------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description:

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

Services of the Activity:

Changes in Requirements and Performance Measures: The Approved Budget includes an increase of \$260,765 for Workers' Compensation adjustment and an increase of \$230,246 in transfers to the ISO Fund. There is an increase in the transfer to the Liability Reserve Fund of \$23,000. Included is a decrease in the transfers to the G.O. Debt Service Fund of \$231,290. Additional requirements include an increase in accrued payroll to \$36,000. The wage adjustments for FY 2000-01 included in the Proposed Budget was distributed to various activities in the Approved Budget.

Responsible Employee:

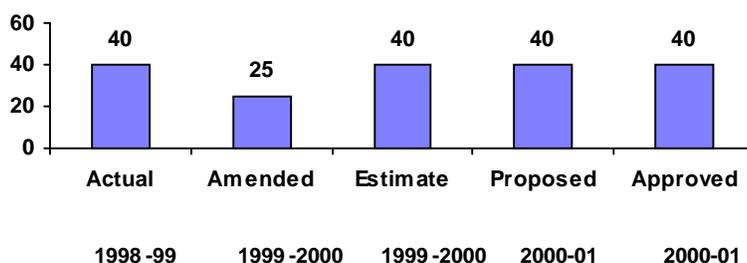
FSD - Fleet-2000-01

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:

Percent of savings using city vehicles vs. commercial rental companies



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Customer satisfaction rate for taxi services | 95% | No Data | 95% | 95% | 95% |
| Customer satisfaction with Auction Services | 95% | No Data | 95% | 95% | 95% |
| Fuel Economy (MPG) | 8.01 | 8.1 | 8.1 | 8.1 | 8.1 |
| Percent of savings using city vehicles vs. commercial rental companies | 40% | 25% | 40% | 40% | 40% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Auction | \$219,672 | 3.00 | \$187,013 | 1.30 | \$136,998 | 1.30 | \$129,341 | 1.30 | \$131,257 | 1.30 |
| Fuel Management | \$230,334 | 3.00 | \$4,616,892 | 3.00 | \$4,577,448 | 3.00 | \$4,586,497 | 3.00 | \$4,592,396 | 3.00 |
| Make Ready | \$195,587 | 2.00 | \$195,833 | 4.50 | \$217,466 | 4.50 | \$279,997 | 4.50 | \$285,071 | 4.50 |
| Rental Pool | \$372,500 | 1.00 | \$261,255 | 1.15 | \$140,286 | 1.15 | \$618,226 | 1.15 | \$620,115 | 1.15 |
| Taxi | \$158,040 | 4.10 | \$157,688 | 4.15 | \$182,590 | 4.15 | \$158,149 | 4.15 | \$163,021 | 4.15 |
| Total | \$1,176,133 | 13.10 | \$5,418,681 | 14.10 | \$5,254,788 | 14.10 | \$5,772,210 | 14.10 | \$5,791,860 | 14.10 |

FSD - Fleet-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$219,672 | \$187,013 | \$136,998 | \$129,341 | \$131,257 |
| Total Requirements | \$219,672 | \$187,013 | \$136,998 | \$129,341 | \$131,257 |
| Full-Time Equivalents | 3.00 | 1.30 | 1.30 | 1.30 | 1.30 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Average cost of disposal per vehicle | Efficiency | \$749.73 | \$490.43 | \$393.67 | \$329.76 | \$317.04 |
| Number of auctions per year | Output | 3 | 3 | 3 | 3 | 3 |
| Number of vehicles per units sold per year | Output | 293 | 400 | 348 | 414 | 414 |
| Customer satisfaction with Auction Services | Result | 95% | No Data | 95% | 95% | 95% |

Activity History and Description: 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's Support Services and Other requirements.

Activity Objective: To prepare City units for auction so that we receive the best possible dollar value on used and wrecked City vehicles/equipment through public auctions.

Services of the Activity:
 Clean and prepare units for auction.
 Prepare auction lists, brochures, and the web site.
 Prepare the auction facility and make required arrangements.
 Assist during the auction and also assist the vehicle and equipment purchasers.
 Update vehicle inventory to reflect sold units.

Changes in Requirements and Performance Measures: This program decreased activity costs due to a reduction in contractuals and commodities, \$59,930. The \$1,916 increase from Proposed to the Approved is due to wage adjustments.

Responsible Employee: Irvin Schmidt 512-927-3285

FSD - Fleet-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$4,362,300 | \$4,362,300 | \$0 | \$0 |
| Fleet Fund | \$230,334 | \$254,592 | \$215,148 | \$4,586,497 | \$4,592,396 |
| Total Requirements | \$230,334 | \$4,616,892 | \$4,577,448 | \$4,586,497 | \$4,592,396 |
| Full-Time Equivalents | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fuel cost per mile | Efficiency | \$.127 | \$.12 | \$.12 | \$.12 | \$.12 |
| Management costs per 1000 gallons pumped | Efficiency | \$59.10 | \$55.00 | \$56.00 | \$55.00 | \$55.00 |
| Fuel Economy (MPG) | Result | 8.01 | 8.1 | 8.1 | 8.1 | 8.1 |

Activity History and Description: 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 two AFV (Alternative Fuel Vehicle) sites constructed for refueling propane vehicles. Fuel Support is also responsible for monitoring all Fleet CIP's (Capital Improvement Projects).

Activity Objective: To provide fuel services to city departments and other area governmental entities through interlocal agreements.

To raise sufficient funds for capital improvements, fuel site maintenance, and program management.

Services of the Activity: 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: The Approved Budget includes \$4,362,300 for fuel purchases which will be billed back to user departments on a monthly basis. The \$5,899 increase from the Proposed to the Approved is due to wage adjustments.

FSD - Fleet-2000-01

Activity: *Fuel Management*

Activity Code: *8FUL*

Program Name: *Vehicle Support Services*

Responsible Employee: Marc Childers

512-927-3266

FSD - Fleet-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$195,587 | \$195,833 | \$217,466 | \$279,997 | \$285,071 |
| Total Requirements | \$195,587 | \$195,833 | \$217,466 | \$279,997 | \$285,071 |
| Full-Time Equivalent | 2.00 | 4.50 | 4.50 | 4.50 | 4.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of vehicles per units made ready per employee | Efficiency | 266.5 | 250 | 191 | 194.5 | 194.5 |
| Number of vehicles made ready per year | Output | 533 | 500 | 382 | 389 | 389 |
| Average time to process a new vehicle | Result | 2.5 | 2.5 | 2.5 | 2.5 | 2.5 |

Activity History and Description: This program is responsible for obtaining titles and license plates and entering new units into GEMS. Make Ready costs are recovered by charging for labor on workorders which are billed to City Departments.

Activity Objective:
 To inspect newly arrived units and ensure that they meet specifications.
 To obtain titles, license plates, apply decals, and take other actions needed to place units in-service.
 To create complete unit records in GEMS (General Equipment Management System).

Services of the Activity:
 Receive new units and check them against specifications.
 Prepare title applications and license documents and create inventory records in GEMS2000.
 Decal the new units and prepare them for service.
 Arrange operator training as required.
 Issue the units to the customer and in GEMS2000.

Changes in Requirements and Performance Measures: The Approved Budget is increased due to salary reclassifications approved in FY2000-01. The \$5,074 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Irvin Schmidt 512-927-3285

FSD - Fleet-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$372,500 | \$261,255 | \$140,286 | \$618,226 | \$620,115 |
| Total Requirements | \$372,500 | \$261,255 | \$140,286 | \$618,226 | \$620,115 |
| Full-Time Equivalents | 1.00 | 1.15 | 1.15 | 1.15 | 1.15 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|--------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of rental units requested | Demand | 2,856 | N/A | 2,713 | 2,800 | 2,800 |
| Average time a vehicle is rented out per year | Output | 89% | 90% | 87% | 84% | 84% |
| Number of rental agreements processed | Output | 2,856 | N/A | 2,713 | 2,800 | 2,800 |
| Percent of savings using city vehicles vs. commercial rental companies | Result | 40% | 25% | 40% | 40% | 40% |

Activity History and Description: This program provides various types of vehicles and equipment to customer departments during increased workloads or 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 the units washed when required. They also ensure that PM's are performed when required.

Activity Objective: To provide rental units at reasonable rates to city departments.

Services of the Activity: Receive requests for rental units & schedule units.
 Prepare rental vehicles for service.
 Prepare rental agreements.
 Obtain signed Preauthorized Vehicle Departmental Charge Forms.
 Issue the rental unit to the customer.
 Process rental return vehicles and paperwork.

Changes in Requirements and Performance Measures: Increase in activity costs, totaling \$356,971, are due to the purchase of twenty vehicles. Five vehicles are replacements. The remaining fifteen are being purchased for anticipated long-term rental to PARD. The \$1,889 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Irvin Schmidt 512-927-3285

FSD - Fleet-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Fleet Fund | \$158,040 | \$157,688 | \$182,590 | \$158,149 | \$163,021 |
| Total Requirements | \$158,040 | \$157,688 | \$182,590 | \$158,149 | \$163,021 |
| Full-Time Equivalents | 4.10 | 4.15 | 4.15 | 4.15 | 4.15 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of service requests | Demand | No Data | No Data | No Data | 1,000 | 1,000 |
| Taxi cost per total number of service requests filled | Efficiency | No Data | No Data | No Data | \$181.13 | \$181.13 |
| Number of service requests filled | Output | No Data | No Data | No Data | 950 | 950 |
| Customer satisfaction rate for taxi services | Result | 95% | No Data | 95% | 95% | 95% |

Activity History and Description: The Taxi section transports members of the Mayor's and City Council Member's staffs 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 safe and expedient transportation for city officials and official guests of the city as well as mail delivery between city departments.

Services of the Activity: Receive requests for taxi and other services, dispatch section personnel, or personally provide the service.

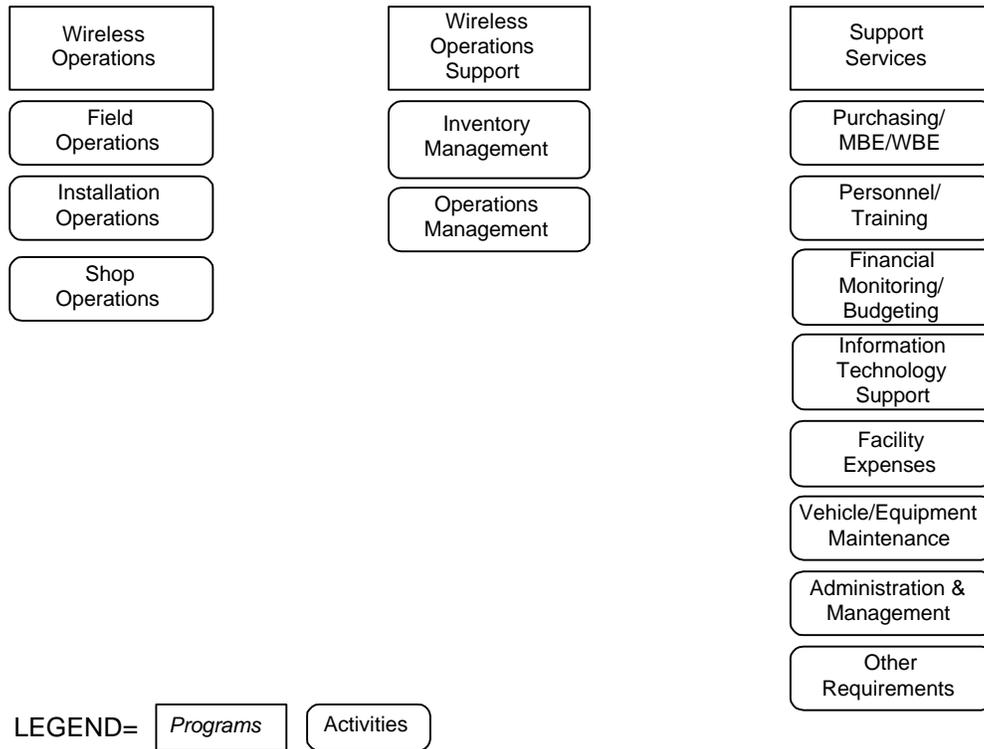
Manage all city Hall parking spaces and provide parking assistance to visitors.

Provide backup support to Rental pool, assist with auctions, and other support services.

Changes in Requirements and Performance Measures: Substantially the same. The \$3,872 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Irvin Schmidt 512-927-3285

Wireless Communication Services Office — 2000–01



| Wireless Communication Fund | 1998-99 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|-------------------------------|-------------|-------------|-------------|-------------|-------------|
| | Actual | Amended | Estimated | Proposed | Approved |
| Revenue | \$2,217,652 | \$1,978,950 | \$1,842,957 | \$2,010,443 | \$2,010,443 |
| Expenditures | \$1,877,117 | \$1,996,018 | \$1,890,963 | \$2,013,549 | \$2,017,249 |
| Full-time Equivalents (FTE's) | 24.00 | 24.00 | 24.00 | 25.00 | 25.00 |

Wireless Communication Services Office — 2000-01

Purpose and Nature of Fund

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

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. To cover projected costs for FY 2001, a 10% “regular” hourly billing increase (rate will go from \$50/hour to \$55/hour), the first hourly increase in two years. The revised rate is 34.7% below the average hourly maintenance rate of \$76.67 charged by Austin area private radio vendors. Based on the ongoing effort to improve work processes, overall efficiency will continue to improve. Operating revenue will total \$2.01 million, an increase of \$31,493 over 1999-2000.

Factors Affecting Requirements

Total requirements for FY2000-01 are \$2.02 million, an increase of \$19,308. The increase is due to expenditure increases that include a new FTE for equipment maintenance inventory in the amount of \$33,000 and an increase in wage adjustments of \$76,202. A reduction in capital expenditures of \$80,200 and a reduction of \$17,000 in building rent offset some of these increases.

WIRELESS COMMUNICATION SERVICES FUND

(Formerly Radio Communications Fund)

| | <u>1998-99 ACTUAL</u> | <u>1999-2000 AMENDED</u> | <u>1999-2000 ESTIMATED</u> | <u>2000-01 PROPOSED</u> | <u>2000-01 APPROVED</u> |
|--|---------------------------|------------------------------|--------------------------------|-----------------------------|-----------------------------|
| BEGINNING BALANCE | <u>(279,963)</u> | <u>42,449</u> | <u>67,988</u> | <u>19,982</u> | <u>19,982</u> |
| REVENUE: | | | | | |
| Wireless Communication Services | 1,814,617 | 1,938,750 | 1,806,914 | 2,010,443 | 2,010,443 |
| Payroll Accrual | 0 | 40,200 | 36,043 | 0 | 0 |
| TOTAL REVENUE | <u>1,814,617</u> | <u>1,978,950</u> | <u>1,842,957</u> | <u>2,010,443</u> | <u>2,010,443</u> |
| TRANSFERS-IN | | | | | |
| Transfer-In from General Fund | 342,035 | 0 | 0 | 0 | 0 |
| Transfer-In from Austin Energy | 15,100 | 0 | 0 | 0 | 0 |
| Transfer-In from Water | 22,000 | 0 | 0 | 0 | 0 |
| Transfer-In from Solid Waste Services | 6,700 | 0 | 0 | 0 | 0 |
| Transfer-In from Convention Center | 3,900 | 0 | 0 | 0 | 0 |
| Transfer-In from Aviation | 4,300 | 0 | 0 | 0 | 0 |
| Transfer-In from Drainage Utility | 2,900 | 0 | 0 | 0 | 0 |
| Transfer-In from Public Works Trans (5' | 4,300 | 0 | 0 | 0 | 0 |
| Transfer-In from Public Works Trans (5' | 1,800 | 0 | 0 | 0 | 0 |
| TOTAL TRANSFERS-IN | <u>403,035</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| TOTAL FUNDS AVAILABLE | <u>2,217,652</u> | <u>1,978,950</u> | <u>1,842,957</u> | <u>2,010,443</u> | <u>2,010,443</u> |
| EXPENDITURES | | | | | |
| Operations | 1,135,616 | 1,281,085 | 1,195,031 | 1,191,864 | 1,238,892 |
| Operations Support | 166,372 | 137,024 | 155,663 | 234,818 | 248,590 |
| Support Services | 582,642 | 532,109 | 493,503 | 508,365 | 523,767 |
| TOTAL EXPENDITURES | <u>1,884,630</u> | <u>1,950,218</u> | <u>1,844,197</u> | <u>1,935,047</u> | <u>2,011,249</u> |
| OTHER REQUIREMENTS | | | | | |
| Liability Reserve | 600 | 1,000 | 1,000 | 1,000 | 1,000 |
| Accrued Payroll | (8,113) | 4,600 | 4,600 | 5,000 | 5,000 |
| 27th Pay-period | 0 | 40,200 | 41,166 | 0 | 0 |
| Wage Adjustments | 0 | 0 | 0 | 72,502 | 0 |
| TOTAL OTHER REQUIREMENTS | <u>(7,513)</u> | <u>45,800</u> | <u>46,766</u> | <u>78,502</u> | <u>6,000</u> |
| TOTAL REQUIREMENTS | <u>1,877,117</u> | <u>1,996,018</u> | <u>1,890,963</u> | <u>2,013,549</u> | <u>2,017,249</u> |
| EXCESS (DEFICIT) OF REVENUE OVER REQUIREMENTS | <u>340,535</u> | <u>(17,068)</u> | <u>(48,006)</u> | <u>(3,106)</u> | <u>(6,806)</u> |
| Adjustments to GAAP | <u>7,415</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| ENDING BALANCE | <u>67,987</u> | <u>25,381</u> | <u>19,982</u> | <u>16,876</u> | <u>13,176</u> |

Wireless Communication Services Office — 2000-01

Mission

The purpose of Wireless Communication Services Office is to provide timely, quality and cost-effective service in support of radio communications users needs in an environment that fosters safety, high morale and job fulfillment for all members of the Wireless Communication Services Office team. The office has developed the following goals in order to achieve its mission:

Goals

- Be accountable to our customers for demonstrable results.
- Improve communications with our customers.
- Attract and retain a quality workforce.
- Improve facilities and equipment.
- Be the provider of choice for operations services.

Key Indicators

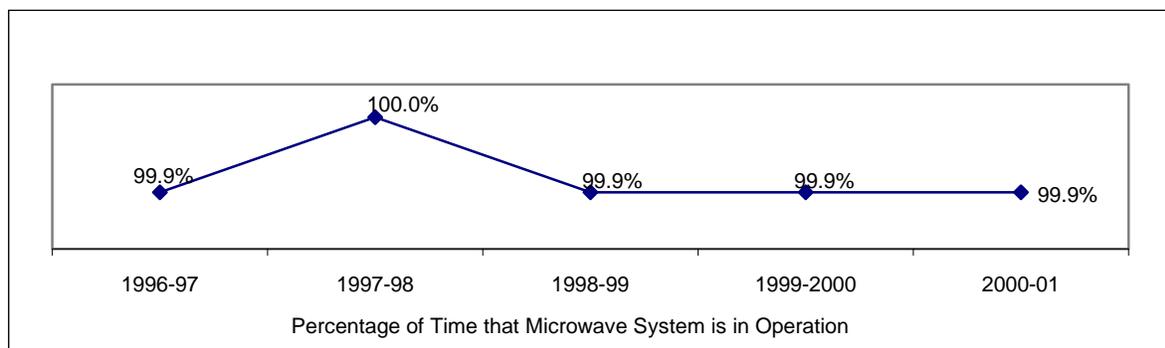
The Wireless Communication Services Office will use the following indicators to monitor the fund's progress in achieving business plan goals:

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

Business Plan

Aggressive Preventive Maintenance Program

In FY 2000-01, the Wireless Communication Services Office 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.



Wireless Communication Services Office — 2000-01

Personnel Issues

To improve accountability to customers concerning equipment inventory, the Wireless Communication Services Office will hire a Stores Leader FTE. Consolidation of all major customer radio equipment assets into a centralized secured storage area will add to such accountability.

“CommAnywhere” Software Implementation

This radio maintenance agency management, billing, and asset tracking software should be fully implemented by the time the new fiscal year begins. This software will greatly 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.

Customer Advisory Teams

The City’s “Radio Users’ Group” has been revived, and a Coalition “Trunked Radio Maintenance Advisory Team” has been formed. These two groups, along with the “Travis County Radio Users’ Committee,” will be meeting regularly with the Wireless Communications Services Officer to provide needed customer advice and feedback.

Training and Technology

The Wireless Communications Services Office will continue its cross training and formal technical training of Installers and Technicians to keep pace with the ever-changing technology of wireless communications.

Technical Employee Time-Tracking and Job Performance

A new process is being implemented to better monitor technical staff productivity and job performance. New time-tracking and repair part controls will help Wireless Communication Services Office management and supervisory staff stay on top of customer maintenance and repair costs.

Revised Radio Equipment Specifications and Streamlined Purchasing Procedures

Following an exhaustive analysis of current radio equipment product specifications by the Wireless Communication Services Office, customers will see a wider range of quality products being supported by this office. Working with the Purchasing Office, a more streamlined procurement process is being developed to provide more timely delivery of new radio equipment items to customers.

Wireless Communication Services — 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Revenue Changes</u> | Dollars | FTEs |
|--|------------|------|
| 1. An increase in revenue due to a \$5.00 per hour increase in the billing rate. | \$71,693 | |
| 2. The FY1999-2000 Budget included an expense for a 27th payroll which only occurs every 11 years and is partially funded by accruals from the years with only 26 payrolls. The Approved Budget does not include this funding source. | (\$40,200) | |
| <u>Expenditure Changes</u> | | |
| 1. <u>City-wide</u> The approved budget includes \$45,656 for salary increases associated with Pay for Performance in 2001, and \$20,469 for incremental costs of Pay for Performance in 2000. The budget also includes wage adjustments of \$6,377. During Budget adoption, council approved an increase in Pay for Performance in 2001 of \$3,700. The total increase for compensation adjustments is \$76,202. | \$76,202 | |
| An additional \$42,161 has been included in the approved budget for changes in health and retirement benefit contributions. | \$42,161 | |
| The FY1999-2000 Budget included an expense for a 27th payroll, \$40,200 which only occurs every 11 years and is partially funded by accruals from the years with only 26 payrolls. The Approved Budget does not include this expense. | (\$40,200) | |
| 2. <u>Operations</u> A new stores supervisor for equipment inventory, is included in the Approved Budget. | \$33,766 | 1.00 |
| A decrease in one-time capital expenditures is included. | (\$69,200) | |
| 3. <u>Support Services</u> The Approved Budget includes a decrease in capital for air conditioners. | (\$11,000) | |
| A decrease in facility expenses is requested as a result of purchasing the Bolm Road facility. | (\$17,000) | |
| 4. <u>Transfers and Other Requirements</u> Miscellaneous decreases division-wide. | (\$41,003) | |

Programs and Activities

FSD - Wireless Communication Services Office-2000-01

Wireless Communication Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| OPERATION - WIRELESS | | | | | | | | | | |
| Field Operations | \$329,399 | 6.00 | \$496,216 | 6.00 | \$329,801 | 6.00 | \$418,563 | 6.00 | \$439,393 | 6.00 |
| Install Operations | \$187,370 | 6.00 | \$204,155 | 5.00 | \$186,296 | 4.00 | \$177,752 | 4.00 | \$186,366 | 4.00 |
| Shop Operations | \$618,847 | 5.00 | \$580,714 | 5.00 | \$678,934 | 6.00 | \$595,549 | 6.00 | \$613,133 | 6.00 |
| OPERATIONS SUPPORT - WIRELESS | | | | | | | | | | |
| Inventory Management | \$35,480 | 1.00 | \$38,089 | 1.00 | \$36,553 | 1.00 | \$73,656 | 2.00 | \$77,857 | 2.00 |
| Operations Management | \$130,892 | 2.00 | \$98,935 | 2.00 | \$119,110 | 3.00 | \$161,162 | 3.00 | \$170,733 | 3.00 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$101,737 | 2.00 | \$118,297 | 2.00 | \$96,376 | 1.00 | \$106,539 | 1.00 | \$112,293 | 1.00 |
| Facility Expenses | \$176,024 | 0.00 | \$185,556 | 0.00 | \$184,922 | 0.00 | \$163,987 | 0.00 | \$163,987 | 0.00 |
| Financial Monitoring / Budgeting | \$74,403 | 1.00 | \$55,264 | 1.00 | \$51,229 | 1.00 | \$57,240 | 1.00 | \$60,701 | 1.00 |
| Information Technology Services | \$139,982 | 0.00 | \$81,366 | 1.00 | \$74,418 | 1.00 | \$105,120 | 1.00 | \$109,038 | 1.00 |
| Personnel / Training | \$20,917 | 0.25 | \$33,382 | 0.25 | \$34,736 | 0.00 | \$28,795 | 0.25 | \$29,362 | 0.25 |
| Purchasing / M/WBE | \$62,387 | 0.75 | \$44,744 | 0.75 | \$46,069 | 1.00 | \$30,684 | 0.75 | \$32,386 | 0.75 |
| Vehicle Maintenance | \$7,192 | 0.00 | \$13,500 | 0.00 | \$5,753 | 0.00 | \$16,000 | 0.00 | \$16,000 | 0.00 |
| TRANSFERS & OTHER REQUIREMENTS | | | | | | | | | | |
| Other Requirements | (\$7,513) | 0.00 | \$45,800 | 0.00 | \$46,766 | 0.00 | \$78,502 | 0.00 | \$6,000 | 0.00 |
| Total | \$1,877,117 | 24.00 | \$1,996,018 | 24.00 | \$1,890,963 | 24.00 | \$2,013,549 | 25.00 | \$2,017,249 | 25.00 |

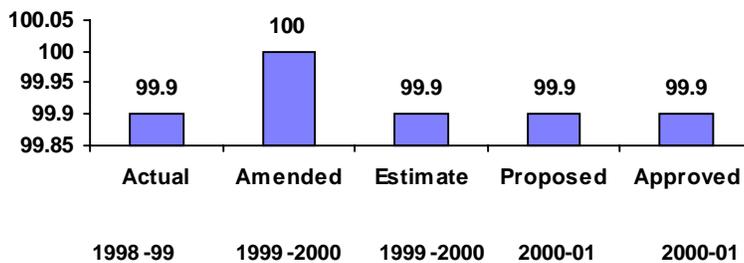
FSD - Wireless Communication Services Office-200

Program: OPERATION - WIRELESS

Program Objective: The purpose of the Radio Operations program is to provide cost effective proactive maintenance services in support of communications user needs so they will continue to have reliable communication.

Program Results Measures:

Percent of time microwave system in operation



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------|-------------------|--------------------|------------------|------------------|
| Mean-time to repair | N/A | <12 Hours | 3 Days | <4 Days | <4 Days |
| Percent of Returns Due to Improper Installation per Removal | N/A | <5% | .6% | <5% | <5% |
| Percent of time microwave system in operation | 99.9% | 100.0% | 99.9% | 99.9% | 99.9% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Field Operations | \$329,399 | 6.00 | \$496,216 | 6.00 | \$329,801 | 6.00 | \$418,563 | 6.00 | \$439,393 | 6.00 |
| Install Operations | \$187,370 | 6.00 | \$204,155 | 5.00 | \$186,296 | 4.00 | \$177,752 | 4.00 | \$186,366 | 4.00 |
| Shop Operations | \$618,847 | 5.00 | \$580,714 | 5.00 | \$678,934 | 6.00 | \$595,549 | 6.00 | \$613,133 | 6.00 |
| Total | \$1,135,616 | 17.00 | \$1,281,085 | 16.00 | \$1,195,031 | 16.00 | \$1,191,864 | 16.00 | \$1,238,892 | 16.00 |

FSD - Wireless Communication Services Office-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$329,399 | \$496,216 | \$329,801 | \$418,563 | \$439,393 |
| Total Requirements | \$329,399 | \$496,216 | \$329,801 | \$418,563 | \$439,393 |
| Full-Time Equivalents | 6.00 | 6.00 | 6.00 | 6.00 | 6.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per # of Field Workorders | Efficiency | \$100.52 | \$116.21 | \$68.88 | \$87.20 | \$91.54 |
| Total # of Field Workorders | Efficiency | 3,277 | 4,270 | 4,788 | 4,800 | 4,800 |
| Number of after hours service calls responded to | Output | NAV | 208 | 313 | 313 | 313 |
| Number of PM's performed | Output | 391 | 1350 | 556 | 556 | 556 |
| Percent of time microwave system in operation | Result | 99.9% | 100.0% | 99.9% | 99.9% | 99.9% |

Activity History and Description: 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 maintenance service to radio user groups so they can have reliable total area communications.

Services of the Activity: 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: Increase in salary savings in the amount of \$50,932. Decrease in MPE (Maximum Permissible Exposure) equipment in the amount of \$25,000. The \$20,830 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$187,370 | \$204,155 | \$186,296 | \$177,752 | \$186,366 |
| Total Requirements | \$187,370 | \$204,155 | \$186,296 | \$177,752 | \$186,366 |
| Full-Time Equivalents | 6.00 | 5.00 | 4.00 | 4.00 | 4.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per installation or removal | Efficiency | \$64.04 | \$59.02 | \$59.77 | \$56.97 | \$59.73 |
| Number of installations and removals completed | Output | 2,926 | 3,350 | 3,117 | 3,120 | 3,120 |
| Percent of Returns Due to Improper Installation per Removal | Result | N/A | <5% | .6% | <5% | <5% |

Activity History and Description: Provide services for the installation and removal of wireless communication equipment.

Activity Objective: To provide installation and removal services to wireless user groups so that they can have access to the wireless communication network.

Services of the Activity: Fabrication.
 Equipment programming.
 Installation and removal of equipment.
 Planning installations and removals.

Changes in Requirements and Performance Measures: The Approved Budget is decreased by \$26,403 for the reallocation of 1 FTE to the Shop Operations activity. The \$8,614 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$618,847 | \$580,714 | \$678,934 | \$595,549 | \$613,133 |
| Total Requirements | \$618,847 | \$580,714 | \$678,934 | \$595,549 | \$613,133 |
| Full-Time Equivalents | 5.00 | 5.00 | 6.00 | 6.00 | 6.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Shop operations cost per number of repairs completed | Efficiency | \$69.32 | \$72.59 | \$78.64 | \$69.25 | \$71.29 |
| Number of repairs completed | Output | 8,928 | 8,000 | 8,633 | 8,600 | 8,600 |
| Mean-time to repair | Result | N/A | <12 Hours | 3 Days | <4 Days | <4 Days |

Activity History and Description: Provide preventive, scheduled and unscheduled corrective maintenance services for portable and mobile radio equipment, mobile data units, and auxiliary electronic equipment.

Activity Objective: To provide proactive maintenance service to radio user groups so they can have reliable unit communications.

Services of the Activity: Corrective and preventive maintenance.
 Equipment programming and alignment.
 User operational training and computer support.

Changes in Requirements and Performance Measures: One FTE reallocated from the Install Operations activity. The \$17,584 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-200

Program: OPERATIONS SUPPORT - WIRELESS

Program Objective: The purpose of the Wireless Operations Support program is to support the Wireless Operations program by providing parts, scheduling, and operations management support so they can provide proactive service to wireless user groups in order to have reliable and total

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------------|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Cost of Shrinkage (Percent of) | 0% | <6% | <6% | <6% | <6% |
| Percent of customer satisfaction | N/A | >95% | >95% | >95% | >95% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-----------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Inventory Management | \$35,480 | 1.00 | \$38,089 | 1.00 | \$36,553 | 1.00 | \$73,656 | 2.00 | \$77,857 | 2.00 |
| Operations Management | \$130,892 | 2.00 | \$98,935 | 2.00 | \$119,110 | 3.00 | \$161,162 | 3.00 | \$170,733 | 3.00 |
| Total | \$166,372 | 3.00 | \$137,024 | 3.00 | \$155,663 | 4.00 | \$234,818 | 5.00 | \$248,590 | 5.00 |

FSD - Wireless Communication Services Office-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$35,480 | \$38,089 | \$36,553 | \$73,656 | \$77,857 |
| Total Requirements | \$35,480 | \$38,089 | \$36,553 | \$73,656 | \$77,857 |
| Full-Time Equivalents | 1.00 | 1.00 | 1.00 | 2.00 | 2.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per part issued | Efficiency | N/A | \$15.55 | \$3.19 | \$6.40 | \$6.77 |
| Number of parts issued | Output | N/A | 2,450 | 11,461 | 11,500 | 11,500 |
| Cost of Shrinkage (Percent of) | Result | 0% | <6% | <6% | <6% | <6% |

Activity History and Description: Provide inventory management services and ensure that an adequate inventory of spare parts is available to support the Wireless Operation Program activities.

Activity Objective: To provide parts research, availability, and accountability to staff and wireless users so they will have the parts necessary to repair equipment.

Services of the Activity: Inventory management.
Parts research, availability and internal control.

Changes in Requirements and Performance Measures: The Approved Budget is increased by \$33,766 for 1 new FTE that will maintain equipment inventory. The \$4,201 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$130,892 | \$98,935 | \$119,110 | \$161,162 | \$170,733 |
| Total Requirements | \$130,892 | \$98,935 | \$119,110 | \$161,162 | \$170,733 |
| Full-Time Equivalents | 2.00 | 2.00 | 3.00 | 3.00 | 3.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Operations Management cost per work order | Efficiency | \$8.65 | \$6.51 | \$7.20 | \$10.33 | \$10.94 |
| Number of specifications written | Output | N/A | 60 | 71 | 50 | 50 |
| Number of work orders completed | Output | 15,131 | 15,200 | 16,545 | 15,600 | 15,600 |
| Percent of customer satisfaction | Result | N/A | >95% | >95% | >95% | >95% |

Activity History and Description: 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:
 Service Writing.
 Equipment inventory.
 FCC licensing.
 Systems design, R&D and consultations.
 Scheduling.
 Battery recycling.

Changes in Requirements and Performance Measures: The Approved Budget includes the reallocation of 1 FTE from Administration and Management activity at a cost of \$57,812. The \$9,571 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

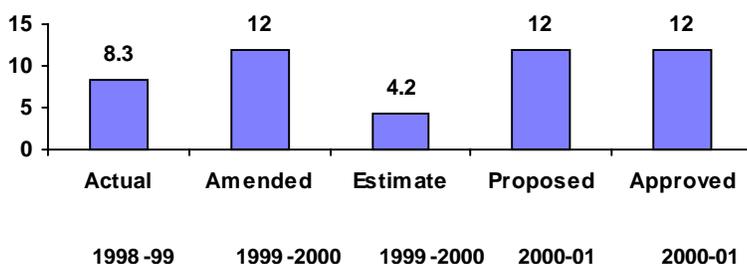
FSD - Wireless Communication Services Office-200

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 Employee turnover rate



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Information technology support costs per workstation | \$8,234.24 | \$4,282.42 | \$3,720.90 | \$5,256.00 | \$5,451.90 |
| Lost time rate | N/A | < 5% | N/A | < 5% | < 5% |
| Percent average daily out of service | N/A | N/A | N/A | N/A | N/A |
| Percent of Employee turnover rate | 8.3% | 12.0% | 4.2% | 12.0% | 12.0% |
| Percent of reporting deadlines met | 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 | N/A | Q1: <2% Q2: <2% Q3: <1% |
| Percent variance of CYEs to actual revenue | N/A | Q1: <2% Q2: <2% Q3: <1% |
| Turnaround time for accounts payable within the Department | N/A | < 25 days | < 25 days | < 25 days | < 25 days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
|---------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|

FSD - Wireless Communication Services Office-200

| Program: SUPPORT SERVICES | | | | | | | | | | |
|----------------------------------|------------------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|
| Administration and Management | \$101,737 | 2.00 | \$118,297 | 2.00 | \$96,376 | 1.00 | \$106,539 | 1.00 | \$112,293 | 1.00 |
| Facility Expenses | \$176,024 | 0.00 | \$185,556 | 0.00 | \$184,922 | 0.00 | \$163,987 | 0.00 | \$163,987 | 0.00 |
| Financial Monitoring / Budgeting | \$74,403 | 1.00 | \$55,264 | 1.00 | \$51,229 | 1.00 | \$57,240 | 1.00 | \$60,701 | 1.00 |
| Information Technology Services | \$139,982 | 0.00 | \$81,366 | 1.00 | \$74,418 | 1.00 | \$105,120 | 1.00 | \$109,038 | 1.00 |
| Personnel / Training | \$20,917 | 0.25 | \$33,382 | 0.25 | \$34,736 | 0.00 | \$28,795 | 0.25 | \$29,362 | 0.25 |
| Purchasing / M/WBE | \$62,387 | 0.75 | \$44,744 | 0.75 | \$46,069 | 1.00 | \$30,684 | 0.75 | \$32,386 | 0.75 |
| Vehicle Maintenance | \$7,192 | 0.00 | \$13,500 | 0.00 | \$5,753 | 0.00 | \$16,000 | 0.00 | \$16,000 | 0.00 |
| Total | \$582,642 | 4.00 | \$532,109 | 5.00 | \$493,503 | 4.00 | \$508,365 | 4.00 | \$523,767 | 4.00 |

FSD - Wireless Communication Services Office-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$101,737 | \$118,297 | \$96,376 | \$106,539 | \$112,293 |
| Total Requirements | \$101,737 | \$118,297 | \$96,376 | \$106,539 | \$112,293 |
| Full-Time Equivalents | 2.00 | 2.00 | 1.00 | 1.00 | 1.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per total department budget | Efficiency | 5.4% | 5.9% | 4.8% | 5.3% | 5.6% |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Efficiency | N/A | 15 | 26 | 15 | 15 |
| Number of grievances and appeals per 100 employees | Output | N/A | 0 | 0 | 0 | 0 |
| Total department budget | Output | \$1,885,230 | \$1,991,418 | \$1,991,418 | \$2,008,549 | \$2,012,249 |
| Percent of Employee turnover rate | Result | 8.3% | 12.0% | 4.2% | 12.0% | 12.0% |

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: Staff meetings, business plan development, performance measure development, policy development, etc.

Changes in Requirements and Performance Measures: The Approved Budget includes 1 FTE reallocated to the Operations Management activity at a cost of \$15,000. The \$5,754 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$176,024 | \$185,556 | \$184,922 | \$163,987 | \$163,987 |
| Total Requirements | \$176,024 | \$185,556 | \$184,922 | \$163,987 | \$163,987 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Custodial cost per square foot by City personnel | Efficiency | \$0.24 | \$0.53 | \$0.48 | \$0.64 | \$0.64 |
| 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 | \$10.57 | \$10.46 | \$9.76 | \$8.16 | \$8.16 |
| Security cost per square foot | Efficiency | \$0.04 | \$0.04 | \$0.03 | \$0.03 | \$0.03 |
| Number of emergency calls | Output | 0 | 0 | 1 | 0 | 0 |
| Total square feet of facilities | Output | 16,250 | 16,250 | 18,000 | 18,500 | 18,500 |
| Overtime as a percent of total salary costs | Result | N/A | N/A | N/A | N/A | N/A |

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: All utilities, leases, telephones, grounds maintenance, building maintenance, custodial services, security, and clothing.

Changes in Requirements and Performance Measures: The Approved Budget includes a \$17,000 decrease in rent due to the purchase of the Bolm Road building by the City of Austin.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$74,403 | \$55,264 | \$51,229 | \$57,240 | \$60,701 |
| Total Requirements | \$74,403 | \$55,264 | \$51,229 | \$57,240 | \$60,701 |
| Full-Time Equivalents | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | 4% | 3% | 2.6% | 2.8% | 3.0% |
| Total financial monitoring expense | Output | 74,403 | 55,264 | 51,229 | 57,239 | 60,700 |
| Percent of reporting deadlines met | Result | N/A | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | N/A | Q1: <2% Q2: <2% Q3: <1% |
| Percent variance of CYEs to actual revenue | Result | N/A | 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: 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. The \$3,461 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson 512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Information Technology Services

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$139,982 | \$81,366 | \$74,418 | \$105,120 | \$109,038 |
| Total Requirements | \$139,982 | \$81,366 | \$74,418 | \$105,120 | \$109,038 |
| Full-Time Equivalents | 0.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|--------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | N/A | \$8,234.24 | \$4,282.42 | \$3,720.90 | \$5,256.00 | \$5,451.90 |
| Total number of workstations supported | N/A | 17 | 19 | 20 | 20 | 20 |
| Percent of information technology problems resolved at time of call | Result | N/A | 95% | N/A | 95% | 95% |

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: Programming, data conversion, and software implementation.

Changes in Requirements and Performance Measures: Historically, some costs for this activity were included in an inter-departmental transfer paid to Fleet Services by the Wireless Communication Services Office. ISD provided a map of nodes for department services. Fleet agreed with the calculations and methodology which increased by \$27,500 the charge from ISD. The \$3,918 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson

512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$20,917 | \$33,382 | \$34,736 | \$28,795 | \$29,362 |
| Total Requirements | \$20,917 | \$33,382 | \$34,736 | \$28,795 | \$29,362 |
| Full-Time Equivalents | 0.25 | 0.25 | 0.00 | 0.25 | 0.25 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$834.08 | \$807.58 | \$1,049.58 | \$616.46 | \$614.48 |
| Training cost per FTE | Efficiency | \$37.46 | \$583.33 | \$397.75 | \$583.33 | \$560.00 |
| Number of employee injuries | Output | 1 | 0 | 1 | 0 | 0 |
| Total cost of personnel administration | Output | \$20,018 | \$19,382 | \$25,190 | \$14,795 | \$15,362 |
| Total training cost | Output | \$899 | \$14,000 | \$9,546 | \$14,000 | \$14,000 |
| Lost time rate | Result | N/A | < 5% | N/A | < 5% | < 5% |
| Payroll error rate | Result | N/A | < 1% | < 1% | < 1% | < 1% |
| Percent of resignations leaving the City that complete exit interview | Result | N/A | 90% | N/A | 90% | 90% |
| Personnel Action Form (PAF) error rate | Result | N/A | 10% | 0% | 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: Training, payroll, and personnel services to employees.

Changes in Requirements and Performance Measures: In 1999-2000, \$10,000 was allocated for human resources provided by Fleet Services. Most of these services will be handled internally in 2000-01. The \$567 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Mike Simpson

512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$62,387 | \$44,744 | \$46,069 | \$30,684 | \$32,386 |
| Total Requirements | \$62,387 | \$44,744 | \$46,069 | \$30,684 | \$32,386 |
| Full-Time Equivalents | 0.75 | 0.75 | 1.00 | 0.75 | 0.75 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | N/A | < 5days | < 5days | < 5days | < 5days |
| Internal time to Purchasing (for over \$5,000 purchases) | Efficiency | N/A | < 5days | < 5days | < 5days | < 5days |
| Percent of CAFs submitted within deadline | Efficiency | N/A | N/A | N/A | 100% | 100% |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of specifications prepared | Output | N/A | 60 | 71 | 50 | 50 |
| Number of transactions | Output | N/A | 2,000 | 2,661 | 2,200 | 2,200 |
| 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 Department | Result | N/A | < 25 days | < 25 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: Contract administration, monitoring and compliance; purchase reporting and payment activities; and payment processing.

Changes in Requirements and Performance Measures: In 1999-00, \$15,000 was allocated for purchasing and contract compliance services provided by Fleet Services. These services will be handled internally in 2000-2001. The \$1,702 increase from the Proposed to the Approved is due to wage adjustments.

FSD - Wireless Communication Services Office-2000-01

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

Responsible Employee:

Mike Simpson

512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Vehicle Maintenance

Activity Code: 9VEH

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | \$7,192 | \$13,500 | \$5,753 | \$16,000 | \$16,000 |
| Total Requirements | \$7,192 | \$13,500 | \$5,753 | \$16,000 | \$16,000 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total department maintenance cost per piece of equipment (includes charges from inside per outside repair centers) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Total department maintenance cost per radio (includes charges from inside per outside repair centers) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of pieces of vehicular equipment | Output | 5 | 5 | 5 | 5 | 5 |
| Number of radios | Output | N/A | N/A | N/A | N/A | N/A |
| Percent average daily out of service | Result | N/A | N/A | N/A | N/A | N/A |
| Percent of units scheduled for preventive maintenance delivered to Fleet on schedule (before the service becomes overdue) | Result | N/A | N/A | N/A | N/A | N/A |

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: None.

Changes in Requirements and Performance Measures: The Approved Budget includes an additional \$2,500 for increased charges from Fleet.

Responsible Employee: Mike Simpson

512-927-3209

FSD - Wireless Communication Services Office-2000-01

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Wireless Communication Services Fund | (\$7,513) | \$45,800 | \$46,766 | \$78,502 | \$6,000 |
| Total Requirements | (\$7,513) | \$45,800 | \$46,766 | \$78,502 | \$6,000 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description:

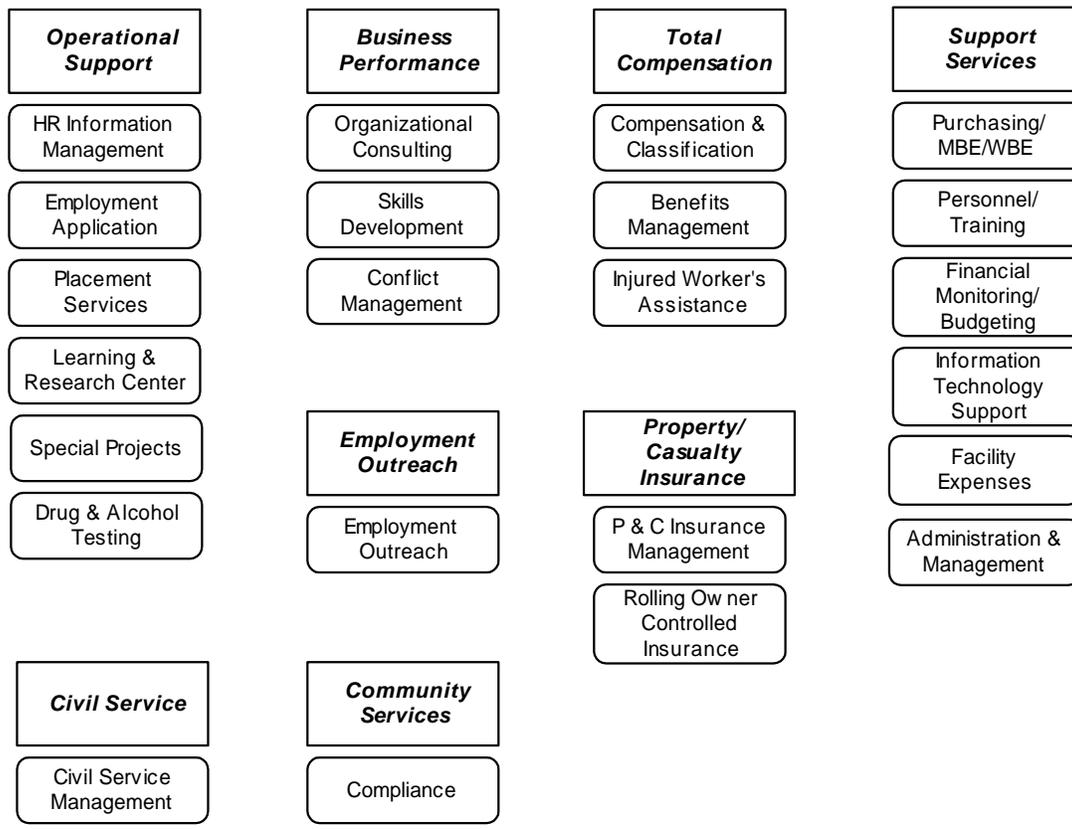
Activity Objective: To account for transfers at the fund level.

Services of the Activity:

Changes in Requirements and Performance Measures: Accrued payroll increases by \$400 from 1999-2000 amended. Wage compensation of \$72,502, approved pay for performance of \$66,125 and wage enhancements of \$6,377 has been allocated to various activities in addition to the \$3,700 PFP approved during Council hearings.

Responsible Employee: Mike Simpson 512-927-3209

Human Resources Department — 2000-01



LEGEND= Programs Activities

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Approved |
|---|-------------------|----------------------|------------------------|---------------------|
| Support Services Fund Expenditures | \$6,611,548 | \$6,995,544 | \$6,995,544 | \$7,640,783 |
| Full-time Equivalent (FTE's) | 109.75 | 105.75 | 105.75 | 107.75 |

Human Resources — 2000-01

Mission

The purpose of the Human Resources Department is to provide systems and solutions to City Management so they can effectively conduct the City's business.

Goals

- HRD will consult with City departments to solve human resources issues in order to improve the availability and quality of human capital needed to conduct the City's business.
 - Maintain the employee turnover rate at 12% or less.
 - Decrease average time to complete the recruitment process from 27 to 24 days.
 - Increase the percentage of employees who report new learning that will help them on the job from 82% to 85%.
 - Increase employee ratings of overall job satisfaction from 81% to 85%.
- HRD will direct the management of human resources in the City in order to strengthen the safeguards covering the use of resources and ensure compliance with legal requirements.
 - Decrease sick leave utilization per 1,000 hours worked from 29.5 to 28.2 hours.
 - Increase employee ratings of procedural fairness from 40% to 50%.
 - Increase the percentage of interventions that resolve employee issues from 87% to 90%.
 - Ensure annual performance evaluations are conducted for at least 98% of the employees.
- HRD will provide a market sensitive pay and benefits package for City employees.
 - Pay structure is competitive within 5% of market average.
 - Benefits package is competitive within 3% of industry average.
 - Percentage increases in average cost per participant in the City Medical Plan are less than or equal to the national average percentage increases in health care costs.

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
- Elapsed Time to Fill a Vacant Position
- Sick Leave Usage per 1,000 hours
- Lost Time Rate

Human Resources — 2000-01

Business Plan

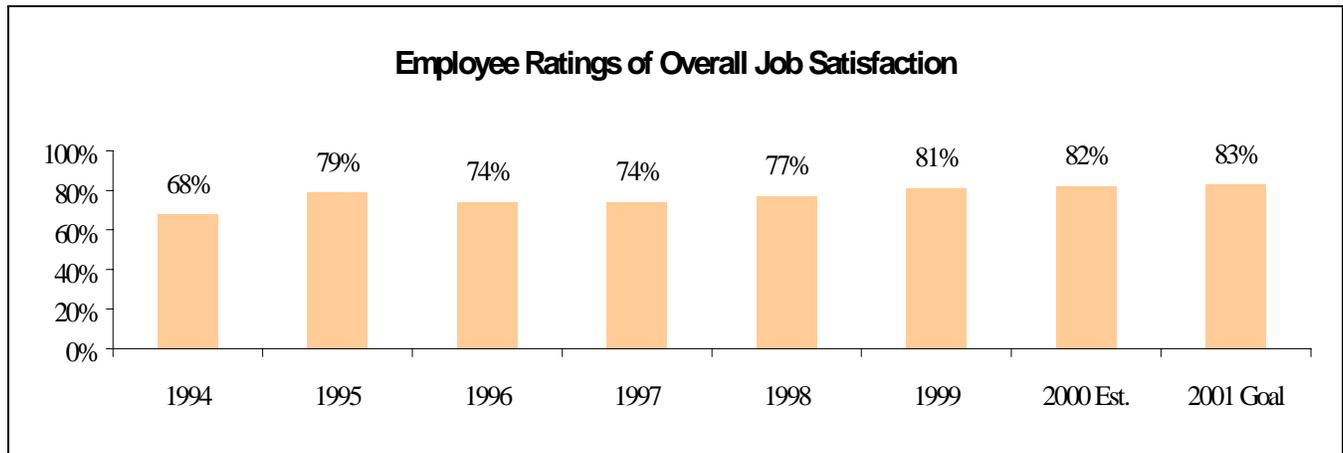
Committed Salary and Office Rent Increases – The approved budget includes a number of significant increases necessary to maintain the current service level. Funding in the amount of \$436,064 is included for personnel cost increases associated with Pay for Performance, employee benefits, and retirement.

Management of the Human Resources Service Delivery System – The approved budget includes funding to support a program directed at improvement of the City’s HR service delivery system. The primary purpose of this program is to facilitate measurable improvements in this system by assessing the level, scope, quality and continuity of HR services provided both in HRD and at the department level. This will ensure that deficiencies identified through assessments, performance measures, or management feedback are corrected. Additional purposes include facilitating the development of an effective City-wide HR network and identification of areas for possible shared utilization of HR resources and activities. This program aligns directly with the department’s business goals to ensure consistent and reliable HR services to employees by directing the delivery of HR services City-wide and to create systems that foster a positive and productive workplace.

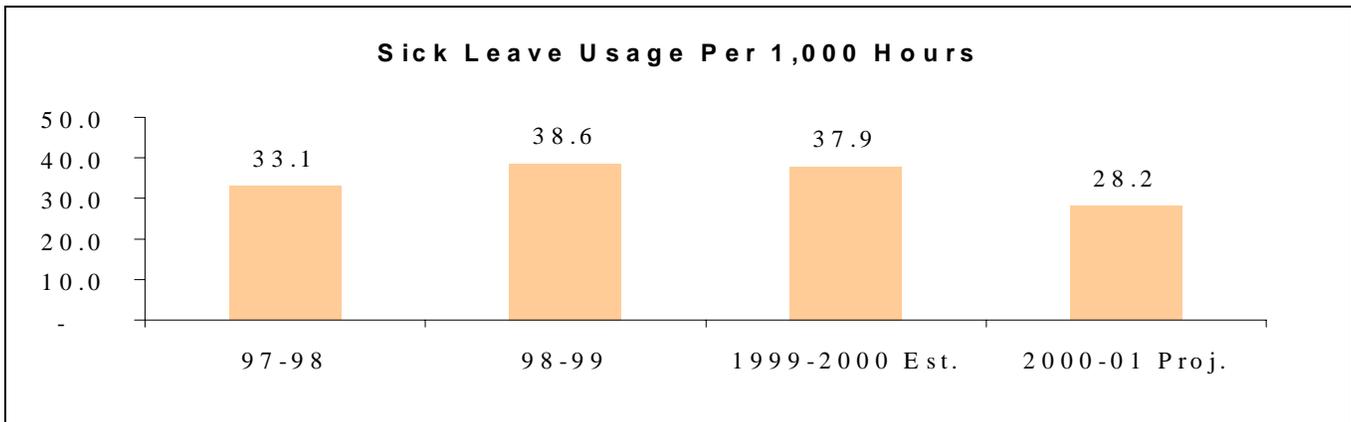
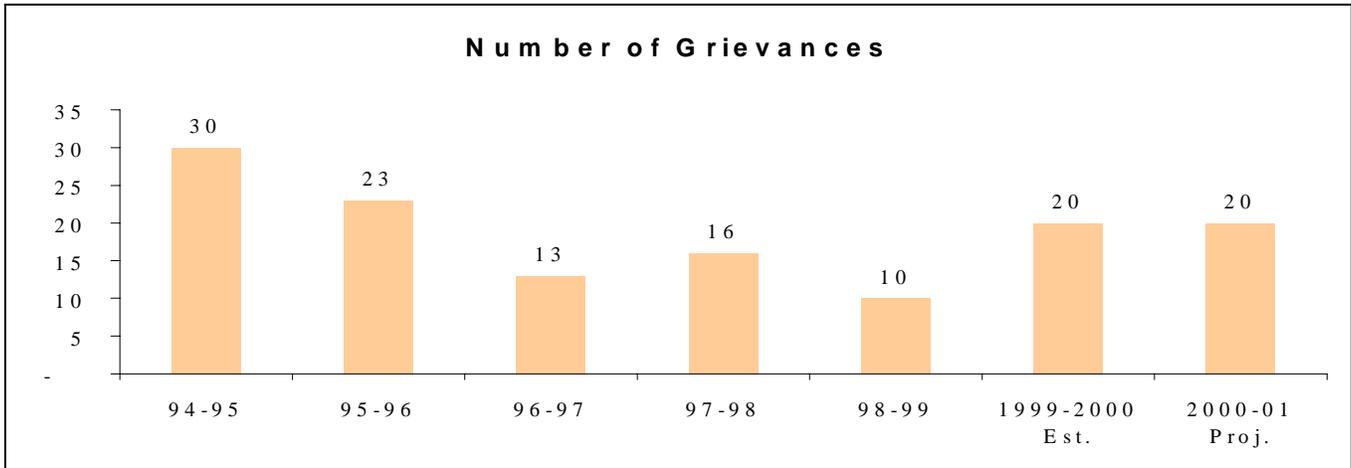
As a result, the Department anticipates a reduction in sick leave usage per 1,000 hours and an increase in the employee ratings of overall job satisfaction over 1999 levels. The Department anticipates that an increasingly open and accessible grievance process will increase the number of grievances in FY 2001 over FY 1999 levels.

This approved budget directly supports the following HRD goals:

- HRD will consult with City departments to solve human resources issues in order to improve the availability and quality of human capital needed to conduct the City’s business.
- HRD will direct the management of human resources in the City in order to strengthen the safeguards covering the use of resources and ensure compliance with legal requirements.



Human Resources — 2000-01



Maintenance of the Compensation and Classification System – In order to balance external competitiveness and internal equity, the FY 2001 budget includes an additional \$50,000 for the implementation of the Compensation Maintenance System, which was started in FY 2000, and associated software.

The approved budget directly supports the following HRD goal:

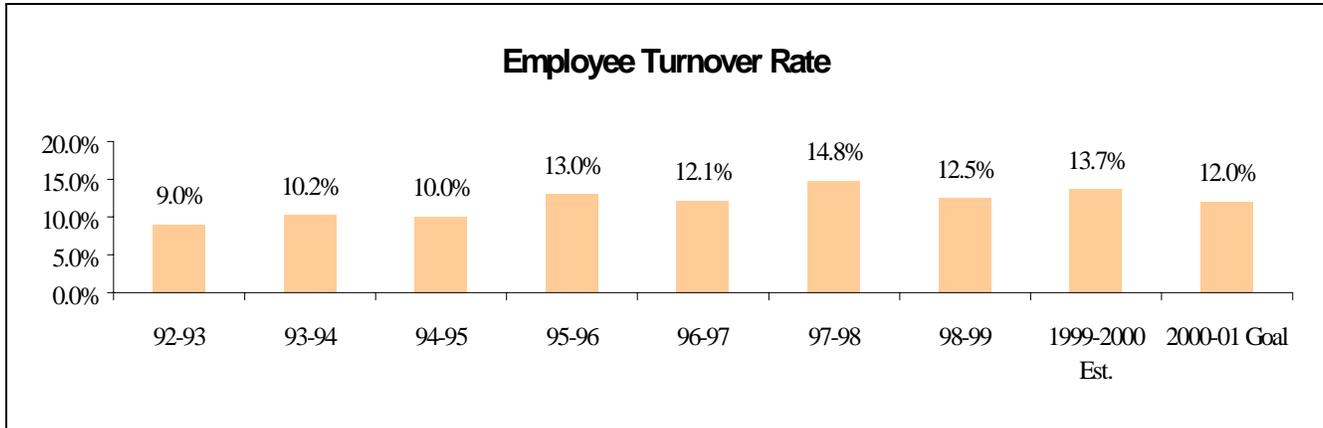
- HRD will provide a market sensitive pay and benefits package for City employees.

In order to achieve our business goals and to provide quality services to our customers, this approved budget supports the City's compensation philosophy to:

- Attract and retain competent employees through market sensitive pay and benefits, reward employees based on individual and team performance.

Human Resources — 2000-01

Although employee turnover is affected by a variety of factors, a lack of clearly defined career progressions and external equity have been identified as problem areas. The following graph shows the goal is to achieve a City-wide employee turnover rate of 12%.



Management of Employee Benefits – The health care industry is changing due to mergers, the rapid changes in 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. As a result of these changes, costs are increasing for employers and their employees.

The Health Maintenance Organization (HMO) options available to City employees have had double digit rate increases since 1999. In addition, their physician networks have not been stable due to dissatisfaction with reimbursement schedules and other managed care service requirements. Under the City Medical Plan, rates have been lower than those for HMOs and the provider network continues to be stable. Even though it is getting harder to minimize increases with the changes in the industry, 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 increases are likely for the next few years.

In support of the City Council initiated employee childcare program, one new position is included in the approved budget. This position is fully funded by the Employee Benefits Fund. The position administers the services provided through the program and assists employees in finding affordable childcare.

The approved budget directly supports the following HRD goal:

- HRD will provide a market sensitive pay and benefits package for City employees.

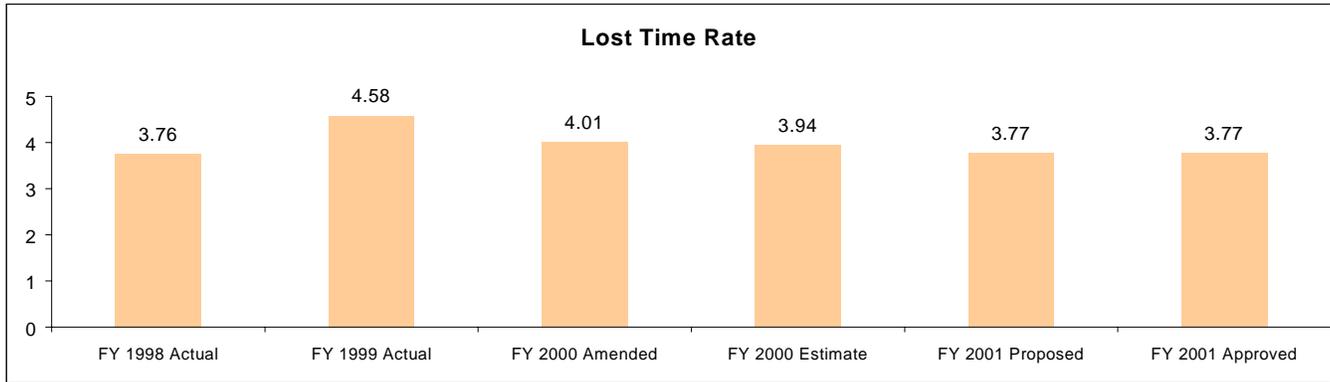
Management of Workers Compensation - The Lost Time Injury Rate measures the rate of lost time injuries per the equivalent of 100 employees. The approved budget projection indicates a 4.31% reduction in the Lost Time Injury Rate from an estimate of 3.94 per 100 employees for FY 2000 to a proposed rate of 3.77 for FY 2001. This trend represents significant improvements in the reduction of lost time injuries in both the Police department and EMS and an overall projected decrease in the number of lost time injuries citywide from 418 to 400.

While Lost Time Injuries are expected to decrease, total Workers' Compensation costs will not reflect an immediate decrease. This is due to costs that are incurred in the current year which are associated with injuries that occurred in prior years. Additionally, the City of Austin has experienced three catastrophic incidents during FY 2000 resulting in unanticipated extraordinary expenses.

Human Resources — 2000-01

The approved budget directly supports the following HRD goal:

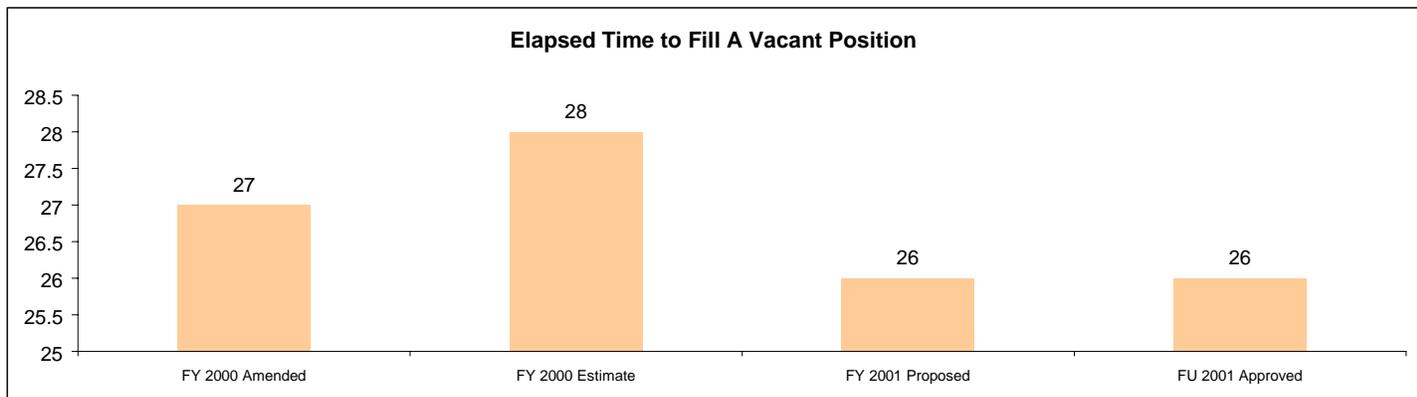
- HRD will direct the management of human resources in the City in order to strengthen the safeguards covering the use of resources and ensure compliance with legal requirements.



Recruitment Services – The approved budget for 2000-01 includes \$70,000 and 1 FTE for recruitment services. In response to the tight labor market, these resources will be used to enhance the effectiveness of the recruiting process including an emphasis on diversity. The department will revise diversity goals based on current population data. Additionally, the department will develop and implement a diversity awareness strategy including a delivery model for diversity training of hiring managers and supervisors. The department will develop and implement recruiting strategies including e-recruiting methodologies (accept applications on-line, electronically screen for qualified applicants, use web recruiters) that will reduce the amount of processing time from an estimated 28 days in FY 2000 to 26 days in FY 2001 required before hiring supervisors receive applications and allow shared applicant pools between departments to be developed. Finally, this initiative will enhance the marketing of the City of Austin as an attractive employer and increase our ability to sponsor and participate in job fairs.

The approved budget directly supports the following HRD goal:

- HRD will consult with City departments to solve human resources issues in order to improve the availability and quality of human capital needed to conduct the City's business.



Human Resources—2000-01

Significant Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|--|------------|------|
| <p>1. <u>City-Wide</u> The approved budget includes \$129,988 for salary increases associated with Pay for Performance in 2001, and \$54,876 for incremental costs of Pay for Performance in 2000. The budget also includes an increase for wage compensation of \$39,809. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$65,840. The total increase for compensation adjustments is \$290,513.</p> <p>An additional \$123,624 has been included in the approved budget for anticipated changes in health insurance and \$21,927 added for General Fund retirement increase.</p> | \$290,513 | |
| <p>2. <u>Business Performance</u> One FTE and related expenditures for recruitment services is approved in the amount of \$70,000.</p> | \$70,000 | 1.00 |
| <p>3. <u>Total Compensation</u> The Approved Budget includes an increase of \$50,000 toward a new compensation system.</p> <p>One new FTE to administer the child care initiative. The costs of this initiative are included in the Employee Benefits Fund.</p> | \$50,000 | |
| <p>4. <u>Property and Casualty Insurance</u> An increase in property and boiler insurance is included.</p> | \$0 | 1.00 |
| <p>5. <u>Administrative Services</u> Funding for replacement of obsolete computer hardware and upgrades to software in the amount of \$79,481 is included.</p> <p>One-time capital costs required for Year 2000 compliance is eliminated, resulting in reduction of \$42,792.</p> | \$79,481 | |
| | (\$42,792) | |

Programs and Activities

Human Resources Department-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|--|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| BUSINESS PERFORMANCE | | | | | | | | | | |
| Conflict Management | \$215,239 | 3.83 | \$230,243 | 3.83 | \$267,178 | 4.76 | \$276,197 | 4.30 | \$284,065 | 4.30 |
| Organizational Consulting | \$612,567 | 10.27 | \$543,760 | 8.27 | \$754,007 | 14.14 | \$959,830 | 15.15 | \$989,803 | 15.15 |
| Skills Development | \$368,458 | 6.26 | \$361,091 | 6.26 | \$231,071 | 5.05 | \$227,706 | 4.60 | \$235,535 | 4.60 |
| CIVIL SERVICES MANAGEMENT | | | | | | | | | | |
| Civil Service Management | \$119,104 | 2.75 | \$115,861 | 2.75 | \$145,584 | 2.75 | \$144,728 | 2.75 | \$152,123 | 2.75 |
| COMMUNITY SERVICES | | | | | | | | | | |
| Compliance | \$253,968 | 6.00 | \$291,802 | 6.00 | \$231,747 | 5.00 | \$260,169 | 5.00 | \$267,233 | 5.00 |
| EMPLOYMENT OUTREACH | | | | | | | | | | |
| Employment Outreach | \$133,704 | 4.00 | \$83,688 | 3.00 | \$46,881 | 0.60 | \$29,903 | 0.60 | \$30,642 | 0.60 |
| OPERATIONAL SUPPORT | | | | | | | | | | |
| Drug & Alcohol Testing | \$122,437 | 2.00 | \$109,856 | 2.00 | \$112,474 | 1.06 | \$58,199 | 1.30 | \$59,640 | 1.30 |
| Employment Application | \$179,472 | 3.33 | \$111,682 | 2.33 | \$148,450 | 3.80 | \$165,408 | 3.80 | \$170,150 | 3.80 |
| Human Resources Information Management | \$569,368 | 13.33 | \$605,643 | 13.33 | \$603,491 | 15.00 | \$696,654 | 14.95 | \$719,208 | 14.95 |
| Learning Research Center | \$423,949 | 2.25 | \$413,891 | 2.25 | \$382,185 | 1.10 | \$377,209 | 1.10 | \$378,420 | 1.10 |
| Placement Services | \$49,077 | 1.00 | \$56,314 | 1.00 | \$58,504 | 1.09 | \$61,908 | 1.00 | \$63,960 | 1.00 |
| Special Projects | \$202,274 | 3.64 | \$230,951 | 3.64 | \$85,163 | 1.55 | \$132,101 | 2.30 | \$136,514 | 2.30 |
| PROPERTY & CASUALTY INSURANCE | | | | | | | | | | |
| Property and Casualty Insurance Management | \$535,612 | 2.80 | \$552,783 | 2.80 | \$483,564 | 2.00 | \$532,111 | 1.90 | \$538,700 | 1.90 |
| Rolling Owner Controlled Insurance Program | \$0 | 1.20 | \$0 | 1.20 | \$0 | 1.15 | \$0 | 1.25 | \$0 | 1.25 |

Human Resources Department-2000-01

SUPPORT SERVICES

| | | | | | | | | | | |
|----------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| Administration and Management | \$508,369 | 8.09 | \$543,162 | 8.09 | \$681,823 | 6.67 | \$631,139 | 6.87 | \$561,207 | 6.87 |
| Facility Expenses | \$384,499 | 0.00 | \$589,568 | 0.00 | \$622,314 | 0.00 | \$595,175 | 0.00 | \$595,175 | 0.00 |
| Financial Monitoring / Budgeting | \$165,708 | 4.25 | \$213,946 | 4.25 | \$177,660 | 4.23 | \$238,153 | 4.23 | \$246,046 | 4.23 |
| Information Technology Support | \$246,529 | 3.50 | \$262,276 | 3.50 | \$282,461 | 3.50 | \$313,042 | 3.50 | \$319,466 | 3.50 |
| Personnel / Training | \$149,036 | 1.50 | \$109,970 | 1.50 | \$157,975 | 1.93 | \$141,019 | 1.93 | \$143,915 | 1.93 |
| Purchasing / M/WBE | \$20,914 | 0.50 | \$23,453 | 0.50 | \$32,418 | 0.74 | \$29,050 | 0.74 | \$29,971 | 0.74 |

TOTAL COMPENSATION

| | | | | | | | | | | |
|------------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|
| Benefits Management | \$879,165 | 19.00 | \$892,843 | 19.00 | \$851,744 | 19.00 | \$917,347 | 20.00 | \$951,459 | 20.00 |
| Compensation/ Classification | \$374,454 | 8.00 | \$546,654 | 8.00 | \$496,067 | 7.88 | \$593,913 | 7.88 | \$608,263 | 7.88 |
| Injured Worker's Assistance | \$97,645 | 2.25 | \$106,107 | 2.25 | \$142,783 | 2.75 | \$154,173 | 2.60 | \$159,288 | 2.60 |

TRANSFERS & OTHER REQUIREMENTS

| | | | | | | | | | | |
|--------------------|-----|------|-----|------|-----|------|----------|------|-----|------|
| Other Requirements | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$39,809 | 0.00 | \$0 | 0.00 |
|--------------------|-----|------|-----|------|-----|------|----------|------|-----|------|

| | | | | | | | | | | |
|--------------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|
| Total | \$6,611,548 | 109.75 | \$6,995,544 | 105.75 | \$6,995,544 | 105.75 | \$7,574,943 | 107.75 | \$7,640,783 | 107.75 |
|--------------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|

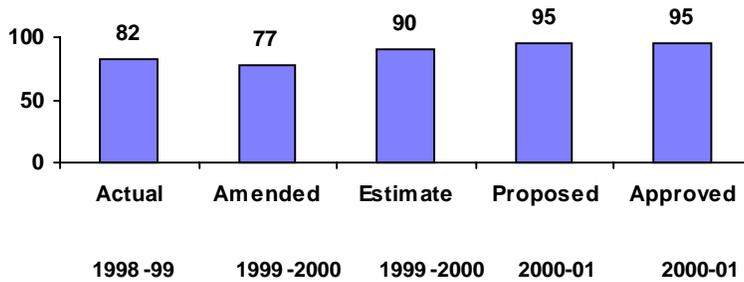
Human Resources Department-2000-01

Program: BUSINESS PERFORMANCE

Program Objective: The purpose of the Business Performance program is to provide human resources solutions to City Management so they can improve organizational effectiveness.

Program Results Measures:

Percent of employees who report new learning that will help them on the job



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|----------------|-------------------|--------------------|------------------|------------------|
| Percent of consulting engagements where previously agreed upon key outcomes were met | No Data | 90% | 95% | 95% | 95% |
| Percent of employees who report new learning that will help them on the job | 82% | 77% | 90% | 95% | 95% |
| Percent of interventions resulting in resolved issues within defined timeframe | No Data | 90% | 75% | 90% | 90% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------------|--------------------|--------------|--------------------|---------------|--------------------|---------------|--------------------|--------------|--------------------|--------------|
| Conflict Management | \$215,239 | 3.83 | \$230,243 | 3.83 | \$267,178 | 4.76 | \$276,197 | 4.30 | \$284,065 | 4.30 |
| Organizational Consulting | \$612,567 | 10.27 | \$543,760 | 8.27 | \$754,007 | 14.14 | \$959,830 | 15.15 | \$989,803 | 15.15 |
| Skills Development | \$486,318 | 6.26 | \$466,579 | 6.26 | \$318,071 | 5.05 | \$319,297 | 4.60 | \$327,126 | 4.60 |
| Total | \$1,314,124 | 20.36 | \$1,240,582 | 18.36 | \$1,339,256 | 23.95 | \$1,555,324 | 24.05 | \$1,600,994 | 24.05 |

Human Resources Department-2000-01

Activity: *Conflict Management*

Activity Code: 2CMS

Program Name: BUSINESS PERFORMANCE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$215,239 | \$230,243 | \$267,178 | \$276,197 | \$284,065 |
| Total Requirements | \$215,239 | \$230,243 | \$267,178 | \$276,197 | \$284,065 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 3.83 | 3.83 | 4.76 | 4.30 | 4.30 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of interventions | Demand | No Data | 375 | 60 | 75 | 75 |
| Cost per intervention | Efficiency | No Data | \$614 | \$4,453 | \$3,683 | \$3,788 |
| Actual number of interventions | Output | No Data | 375 | 60 | 75 | 75 |
| Percent of interventions resulting in resolved issues within defined timeframe | Result | No Data | 90% | 75% | 90% | 90% |

Activity History and Description: The Conflict Management Program provides leadership and guidance in promoting a healthy work environment. The role has changed over the past year from simply conducting investigations to taking a proactive role in the creation, design and implementation of key initiatives which add to the organizational health of the City of Austin.

Activity Objective: The purpose of Conflict Management is to provide interventions to City Management so they can resolve employee issues within defined timeframe.

Services of the Activity: Grievances, Mediation, Investigations, and Employee Information and Referral.

Changes in Requirements and Performance Measures: Funding for printing of personnel policies in the amount of \$20,500 is reallocated from Activity 4PSV, Special Projects. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net increase of 0.47 FTE totaling \$25,351. The \$7,868 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Kim Peterson

512-499-3310

Human Resources Department-2000-01

Activity: Organizational Consulting

Activity Code: 2RCS

Program Name: BUSINESS PERFORMANCE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$612,567 | \$543,760 | \$754,007 | \$959,830 | \$989,803 |
| Total Requirements | \$612,567 | \$543,760 | \$754,007 | \$959,830 | \$989,803 |
| Full-Time Equivalents | 10.27 | 8.27 | 14.14 | 15.15 | 15.15 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of consulting engagements | Demand | No Data | 16,144 | 400 | 400 | 400 |
| Cost per consultant hour | Efficiency | No Data | \$31.61 | \$25.64 | \$30.46 | \$31.41 |
| Actual number of consulting engagements | Output | No Data | 16,144 | 400 | 400 | 400 |
| Percent of consulting engagements where previously agreed upon key outcomes were met | Result | No Data | 90% | 95% | 95% | 95% |

Activity History and Description: This activity is a combination of services being provided by the department, developed during the FY 1999-2000 business planning process.

Activity Objective: The purpose of Organizational Consulting is to provide consulting services to City Management so they can have systems and solutions to achieve their business needs.

Services of the Activity: Program Development & Implementation, Organizational Development Consulting, Safety Consulting, Recruiting Consulting, Organization Research Consulting, Management Consulting, Executive Recruitment, and Facilitation.

Changes in Requirements and Performance Measures: One position with associated expenses for a total of \$70,000 is included in the Approved Budget for recruitment services. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the amended FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net increase of 5.88 FTEs totaling \$345,556. The \$29,973 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Dorinda Pulliam 512-499-3225

Human Resources Department-2000-01

Activity: Skills Development

Activity Code: 2SKD

Program Name: BUSINESS PERFORMANCE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$117,860 | \$105,488 | \$87,000 | \$91,591 | \$91,591 |
| Support Services Fund | \$368,458 | \$361,091 | \$231,071 | \$227,706 | \$235,535 |
| Total Requirements | \$486,318 | \$466,579 | \$318,071 | \$319,297 | \$327,126 |
| Full-Time Equivalents | 6.26 | 6.26 | 5.05 | 4.60 | 4.60 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of training hours | Demand | No Data | 13,021 | 10,504 | 9,568 | 9,568 |
| Cost per training hour | Efficiency | No Data | \$27.73 | \$22.00 | \$23.80 | \$24.62 |
| Actual number of training hours | Output | No Data | 13,021 | 10,504 | 9,568 | 9,568 |
| Percent of employees who report new learning that will help them on the job | Result | 82% | 77% | 90% | 95% | 95% |

Activity History and Description: This activity is a combination of services being provided by the department, developed during the FY 1999-2000 business planning process.

Activity Objective: The purpose of Skills Development program is to provide learning programs to City Management so they can provide employees with resources to improve job skills.

Services of the Activity: New Employee Orientation, Employee Learning Program, Tuition Reimbursement, Skills Development Training, Human Resources Procedural Training, Calendar Offered Training, and Safety Training.

Changes in Requirements and Performance Measures: Rental of computer hardware in the amount of \$19,500 is transferred to activity 4LRC, Learning and Research Center. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the amended FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 1.66 FTEs totaling \$98,123.

Responsible Employee: Ralph Gohring 512-503-8208

Human Resources Department-2000-01

Program: *CIVIL SERVICES MANAGEMENT*

Program Objective: The purpose of the Civil Service program is to provide support services to City Management so they can comply in the implementation of Chapter 143.

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Cost per Civil Service employee | No Data | \$54.68 | \$71.93 | \$71.51 | \$75.16 |
| Number of valid complaints per Civil Service employee | No Data | 0.01 | 0.00 | 0.01 | 0.01 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--------------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Civil Service Management | \$119,104 | 2.75 | \$115,861 | 2.75 | \$145,584 | 2.75 | \$144,728 | 2.75 | \$152,123 | 2.75 |
| Total | \$119,104 | 2.75 | \$115,861 | 2.75 | \$145,584 | 2.75 | \$144,728 | 2.75 | \$152,123 | 2.75 |

Human Resources Department-2000-01

Activity: Civil Service Management

Activity Code: 5CSM

Program Name: CIVIL SERVICES MANAGEMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$119,104 | \$115,861 | \$145,584 | \$144,728 | \$152,123 |
| Total Requirements | \$119,104 | \$115,861 | \$145,584 | \$144,728 | \$152,123 |
| Full-Time Equivalents | 2.75 | 2.75 | 2.75 | 2.75 | 2.75 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per Civil Service employee | Efficiency | No Data | \$54.68 | \$71.93 | \$71.51 | \$75.16 |
| Actual number of contract provisions implemented | Output | No Data | 16 | 50 | 50 | 50 |
| Number of valid complaints per Civil Service employee | Results | No Data | 0.01 | 0.00 | 0.01 | 0.01 |

Activity History and Description: 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: To provide support services to City Management so they can comply in the implementation of Chapter 143 of the Texas Local Government Code.

Services of the Activity: Examinations, Civil Service Records Management, Contract Management, and Hearings Administration.

Changes in Requirements and Performance Measures: Eliminate vacancy savings in the amount of \$28,561. The \$7,395 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Terry Powers 512-499-3314

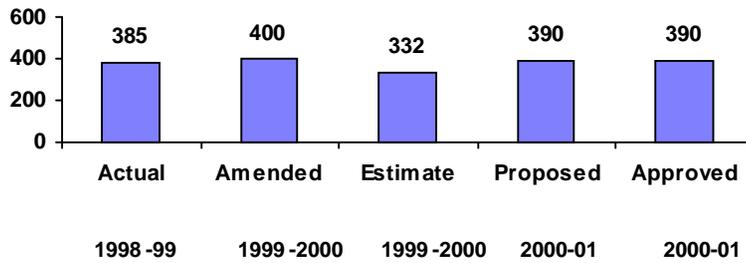
Human Resources Department-2000-01

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: | 1998-99 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|----------------------------|---------|-----------|-----------|----------|----------|
| | Actual | Amended | Estimate | Proposed | Approved |
| Number of charges resolved | 385 | 400 | 332 | 390 | 390 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 | 1998-99 | 1999-2000 | 1999-2000 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 | 2000-01 | 2000-01 |
|---------------|-----------|---------|-----------|-----------|-----------|-----------|-----------|---------|-----------|---------|
| | Actual | FTE | Amended | FTE | Estimate | FTE | Proposed | FTE | Approved | FTE |
| Compliance | \$524,968 | 6.00 | \$542,802 | 6.00 | \$451,197 | 5.00 | \$547,619 | 5.00 | \$554,683 | 5.00 |
| Total | \$524,968 | 6.00 | \$542,802 | 6.00 | \$451,197 | 5.00 | \$547,619 | 5.00 | \$554,683 | 5.00 |

Human Resources Department-2000-01

Activity: Compliance
Activity Code: 8CMP
Program Name: COMMUNITY SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Grants | \$271,000 | \$251,000 | \$219,450 | \$287,450 | \$287,450 |
| Support Services Fund | \$253,968 | \$291,802 | \$231,747 | \$260,169 | \$267,233 |
| Total Requirements | \$524,968 | \$542,802 | \$451,197 | \$547,619 | \$554,683 |
| Full-Time Equivalents | 6.00 | 6.00 | 5.00 | 5.00 | 5.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Projected number of charges | Demand | 355 | 634 | 551 | 609 | 609 |
| Cost per Charge Resolved | Efficiency | \$1,300 | \$1,357 | \$1,359.23 | \$1,404.15 | \$1,422.00 |
| Actual Number of Charges | Output | 355 | 619 | 551 | 609 | 609 |
| Number of charges resolved | Result | 385 | 400 | 332 | 390 | 390 |
| Percent of Contract Requirements Fulfilled | Result | 100% | 100% | 100% | 100% | 100% |

Activity History and Description: 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 Compliance is to provide investigations for agencies in order to fulfill contract requirements.

Services of the Activity: EEO Investigations, HUD Investigations, City Ordinance investigations, and ADA Program (non-City of Austin).

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Charles Gorham 512-499-3259

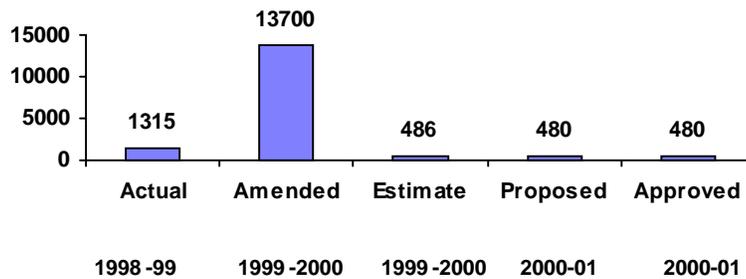
Human Resources Department-2000-01

Program: *EMPLOYMENT OUTREACH*

Program Objective: The purpose of the Employment Outreach program is to provide job readiness services to participants so they can get jobs.

Program Results Measures:

Actual number of participants assisted



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Actual number of participants assisted | 1,315 | 13,700 | 486 | 480 | 480 |
| Percent of referred participants resulting in employment | No Data | 8% | 12.6% | 12.5% | 12.5% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Employment Outreach | \$133,704 | 4.00 | \$83,688 | 3.00 | \$46,881 | 0.60 | \$29,903 | 0.60 | \$30,642 | 0.60 |
| Total | \$133,704 | 4.00 | \$83,688 | 3.00 | \$46,881 | 0.60 | \$29,903 | 0.60 | \$30,642 | 0.60 |

Human Resources Department-2000-01

Activity: *Employment Outreach*
Activity Code: *7EMS*
Program Name: *EMPLOYMENT OUTREACH*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$133,704 | \$83,688 | \$46,881 | \$29,903 | \$30,642 |
| Total Requirements | \$133,704 | \$83,688 | \$46,881 | \$29,903 | \$30,642 |
| Full-Time Equivalents | 4.00 | 3.00 | 0.60 | 0.60 | 0.60 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of participants assisted | Demand | N/A | 13,700 | 486 | 480 | 480 |
| Cost per participant assisted | Efficiency | \$101.37 | \$6.11 | \$96.46 | \$62.30 | \$63.84 |
| Actual number of participants assisted | Output | 1,315 | 13,700 | 486 | 480 | 480 |
| Percent of referred participants resulting in employment | Result | No Data | 8% | 12.6% | 12.5% | 12.5% |

Activity History and Description: Promote employment and job skills of applicants for City of Austin vacancies by providing accessible job postings, employment seminars, job readiness training and job skills training. Provide employment assistance and training through collaboration at the DeWitty Job Training and Employment Center.

Activity Objective: The purpose of Employment Outreach is to provide job readiness services to participants so they can get jobs.

Services of the Activity: Job Referrals and Job Readiness.

Changes in Requirements and Performance Measures: The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the estimated FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 2.40 FTEs totaling \$49,422. The large decrease in the "Number of Participants Assisted (Actual and Estimated)" performance is due to incorrectly including the number of applications received in the 1999-2000 Amended amount. That amount should be 500 instead of 13,700. The \$739 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Roberta Byram 512-499-3423

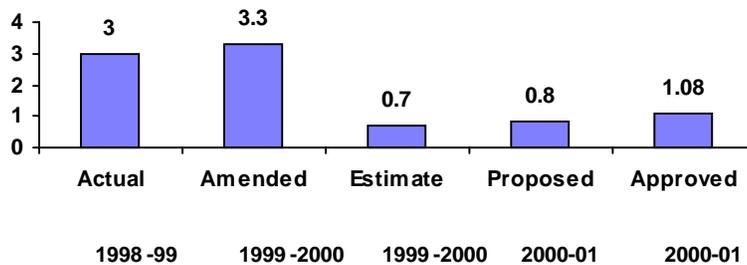
Human Resources Department-2000-01

Program: OPERATIONAL SUPPORT

Program Objective: The purpose of the Operational Support program is to provide human resource systems to City Management so they can effectively conduct the City's business.

Program Results Measures:

Percent of total department operating budget



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Occupancy rate | 70% | 70% | 70% | 70% | 70% |
| Percent of application packets prepared and per or delivered within 3 days of closing | No Data | 90% | 71% | 70% | 70% |
| Percent of eligible individuals placed | No Data | 75% | 76% | 76% | 76% |
| Percent of employee data maintained accurately | No Data | 99.5% | 95.4% | 99.5% | 99.5% |
| Percent of total department operating budget | 3.0% | 3.3% | 0.7% | 0.8% | 1.08% |
| Percent of valid pre-employment test results indicating no drugs or alcohol use | 97% | 97% | 97% | 97% | 97% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|------------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Drug & Alcohol Testing | \$146,115 | 2.00 | \$132,138 | 2.00 | \$130,704 | 1.06 | \$78,297 | 1.30 | \$79,738 | 1.30 |
| Employment Application | \$179,472 | 3.33 | \$111,682 | 2.33 | \$148,450 | 3.80 | \$165,408 | 3.80 | \$170,150 | 3.80 |

Human Resources Department-2000-01

| <i>Program:</i> | <i>OPERATIONAL SUPPORT</i> | | | | | | | | | |
|--|----------------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Human Resources Information Management | \$569,368 | 13.33 | \$605,643 | 13.33 | \$603,491 | 15.00 | \$696,654 | 14.95 | \$719,208 | 14.95 |
| Learning Research Center | \$423,949 | 2.25 | \$413,891 | 2.25 | \$382,185 | 1.10 | \$377,209 | 1.10 | \$378,420 | 1.10 |
| Placement Services | \$49,077 | 1.00 | \$56,314 | 1.00 | \$58,504 | 1.09 | \$61,908 | 1.00 | \$63,960 | 1.00 |
| Special Projects | \$202,274 | 3.64 | \$230,951 | 3.64 | \$85,163 | 1.55 | \$132,101 | 2.30 | \$136,514 | 2.30 |
| Total | \$1,570,255 | 25.55 | \$1,550,619 | 24.55 | \$1,408,497 | 23.60 | \$1,511,577 | 24.45 | \$1,547,990 | 24.45 |

Human Resources Department-2000-01

Activity: Drug & Alcohol Testing

Activity Code: 4DAT

Program Name: OPERATIONAL SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$23,678 | \$22,282 | \$18,230 | \$20,098 | \$20,098 |
| Support Services Fund | \$122,437 | \$109,856 | \$112,474 | \$58,199 | \$59,640 |
| Total Requirements | \$146,115 | \$132,138 | \$130,704 | \$78,297 | \$79,738 |
| Full-Time Equivalents | 2.00 | 2.00 | 1.06 | 1.30 | 1.30 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Projected number of drug and alcohol tests managed | Demand | 1,077 | 1,002 | 932 | 1,025 | 1,025 |
| Cost per test | Efficiency | \$113.00 | \$132.00 | \$121.00 | \$76.00 | \$77.79 |
| Number of drug and alcohol tests managed | Output | 1,077 | 1,002 | 932 | 1,025 | 1,025 |
| Percent of valid employee test results indicating no drugs or alcohol | Result | 97% | 98% | 98% | 98% | 98% |
| Percent of valid pre-employment test results indicating no drugs or alcohol use | Result | 97% | 97% | 97% | 97% | 97% |

Activity History and Description: 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 program is to provide valid test results to City management so that they can maintain a drug and alcohol-free workplace.

Services of the Activity: Employee Drug & Alcohol Testing and Pre-employment Drug & Alcohol Testing.

Changes in Requirements and Performance Measures: The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the estimated FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 0.70 FTE totaling \$53,314.

Human Resources Department-2000-01

Activity: *Drug & Alcohol Testing*

Activity Code: *4DAT*

Program Name: *OPERATIONAL SUPPORT*

Responsible Employee:

Kim Peterson

512-499-3310

Human Resources Department-2000-01

Activity: *Employment Application*

Activity Code: 4EAS

Program Name: OPERATIONAL SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$179,472 | \$111,682 | \$148,450 | \$165,408 | \$170,150 |
| Total Requirements | \$179,472 | \$111,682 | \$148,450 | \$165,408 | \$170,150 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 3.33 | 2.33 | 3.80 | 3.80 | 3.80 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of application packets | Demand | No Data | 4,160 | 3,120 | 3,000 | 3,000 |
| Cost per application | Efficiency | No Data | \$2.19 | \$7.66 | \$6.89 | \$7.09 |
| Cost per packet | Efficiency | No Data | \$19.15 | \$47.58 | \$55.14 | \$56.72 |
| Number of applications | Output | 24,362 | 36,400 | 19,376 | 24,000 | 24,000 |
| Number of jobs posted | Output | 2,049 | 1,648 | 2,368 | 1,632 | 1,632 |
| Number of packets produces | Output | No Data | 4,160 | 3,120 | 3,000 | 3,000 |
| Percent of accurate application packets | Result | No Data | 90% | 97% | 96% | 96% |
| Percent of application packets prepared and per or delivered within 3 days of closing | Result | No Data | 90% | 71% | 70% | 70% |

Activity History and Description: Promote employment for City of Austin vacancies by providing accessible job postings.

Activity Objective: The purpose of the Employment Application Services is to provide application packets to Human Resource Liaisons so they can develop an applicant pool.

Services of the Activity: Application Processing, Job Vacancy Postings, Employment Web Page Maintenance, Job Line, and Employment Lobby.

Changes in Requirements and Performance Measures: The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net increase of 1.47 FTEs totaling \$54,870. The \$4,742 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Roberta Byram

512-499-3423

Human Resources Department-2000-01

Activity: Human Resources Information Management

Activity Code: 4HRM

Program Name: OPERATIONAL SUPPORT

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$569,368 | \$605,643 | \$603,491 | \$696,654 | \$719,208 |
| Total Requirements | \$569,368 | \$605,643 | \$603,491 | \$696,654 | \$719,208 |
| Full-Time Equivalents | 13.33 | 13.33 | 15.00 | 14.95 | 14.95 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| Estimated number of employees | Demand | 11,595 | 11,000 | 11,902 | 12,000 | 12,000 |
| Cost per authorized employee | Efficiency | \$49.10 | \$55.06 | \$50.71 | \$58.05 | \$59.93 |
| Actual number of employees | Output | 11,595 | 11,000 | 11,902 | 12,000 | 12,000 |
| Percent of employee data maintained accurately | Result | No Data | 99.5% | 95.4% | 99.5% | 99.5% |

Activity History and Description: This activity is a combination of services being provided by the department, developed during the FY 1999-2000 business planning process.

Activity Objective: The purpose of Human Resources Information Management is to manage employee information for City Management so they can have accurate human resources data.

Services of the Activity: Data Services, Information Services, and Safety Information Services.

Changes in Requirements and Performance Measures: The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net increase of 1.62 FTEs totaling \$56,927. The \$22,554 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Sue Ann Esquivel

512-499-3307

Human Resources Department-2000-01

Activity: Learning Research Center

Activity Code: 4LRC

Program Name: OPERATIONAL SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$423,949 | \$413,891 | \$382,185 | \$377,209 | \$378,420 |
| Total Requirements | \$423,949 | \$413,891 | \$382,185 | \$377,209 | \$378,420 |
| Full-Time Equivalent | 2.25 | 2.25 | 1.10 | 1.10 | 1.10 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimate usage | Demand | N/A | 1,400 | 1,300 | 1,300 | 1,300 |
| Cost per square foot | Efficiency | \$19.69 | \$13.30 | \$18.06 | \$17.82 | \$17.88 |
| Actual usage | Output | 1,229 | 1,400 | 1,300 | 1,300 | 1,300 |
| Occupancy rate | Result | 70% | 70% | 70% | 70% | 70% |
| Ratio of the cost of providing an in-house training room compared to that of an outside training room | Result | No Data | 33% | 33% | 33% | 33% |

Activity History and Description: The Learning and 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 and Research Center is to provide a dedicated meeting facility for City management so they can have a cost effective meeting space available.

Services of the Activity: Meeting and Training Space.

Changes in Requirements and Performance Measures: An increase in lease costs for the Learning and Research Center is included at \$9,092. Expenses for deferred loan and lease payments for the Learning and Research Center are eliminated at \$23,954. Rental of computer hardware in the amount of \$19,500 is transferred to activity 2SKD, Skills Development. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the estimated FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net

Human Resources Department-2000-01

Activity: *Learning Research Center*

Activity Code: 4LRC

Program Name: OPERATIONAL SUPPORT

decrease of 1.15 FTEs totaling \$37,847. The \$1,211 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Ralph Gohring

512-503-8208

Human Resources Department-2000-01

Activity: Placement Services

Activity Code: 4PSS

Program Name: OPERATIONAL SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$49,077 | \$56,314 | \$58,504 | \$61,908 | \$63,960 |
| Total Requirements | \$49,077 | \$56,314 | \$58,504 | \$61,908 | \$63,960 |
| Full-Time Equivalents | 1.00 | 1.00 | 1.09 | 1.00 | 1.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of eligible individuals | Demand | No Data | 100 | 66 | 66 | 66 |
| Cost per placement | Efficiency | No Data | \$569 | \$1,170 | \$1,238 | \$1,279 |
| Number of referrals | Output | No Data | 400 | 66 | 66 | 66 |
| Percent of eligible individuals placed | Result | No Data | 75% | 76% | 76% | 76% |

Activity History and Description: To implement and administer a Return to Work program for injured workers that will focus on early intervention in order to minimize the time it takes to return an injured employee to productive work and that complies with City of Austin Policies and Procedures.

Activity Objective: The purpose of Placement Services is to provide priority referrals to eligible individuals so they can be employed.

Services of the Activity: Return to Work, Lay-offs, Management Placements, and ADA Reasonable Accommodations.

Changes in Requirements and Performance Measures: Substantially the same. The \$2,052 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Kim Peterson 512-499-3310

Human Resources Department-2000-01

Activity: Special Projects
Activity Code: 4PSV
Program Name: OPERATIONAL SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$202,274 | \$230,951 | \$85,163 | \$132,101 | \$136,514 |
| Total Requirements | \$202,274 | \$230,951 | \$85,163 | \$132,101 | \$136,514 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 3.64 | 3.64 | 1.55 | 2.30 | 2.30 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of projects | Demand | No Data | 100 | 927 | 972 | 972 |
| Cost per project | Efficiency | No Data | \$2,310 | \$92 | \$101 | \$101 |
| Actual number of projects | Output | No Data | 100 | 927 | 972 | 972 |
| Percent of total department operating budget | Result | 3.0% | 3.3% | 0.7% | 0.8% | 1.08% |

Activity History and Description: This activity is a combination of services being provided by the department, developed during the FY 1999-2000 business planning process.

Activity Objective: The purpose of the Special Projects is to provide program services to City management in order to effectively execute specific programs.

Services of the Activity: Special Projects and Direct Services.

Changes in Requirements and Performance Measures: Funding for printing of personnel policies in the amount of \$20,500 is transferred to Activity 2CMS, Conflict Management. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 1.34 FTEs totaling \$78,354. The large increase in the "Number of Projects (Actual and Estimated)" performance is due to substantially underestimating the 1999-2000 Amended amount because this information had not been tracked previously. The \$4,413 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Dorinda Pulliam 512-499-3225

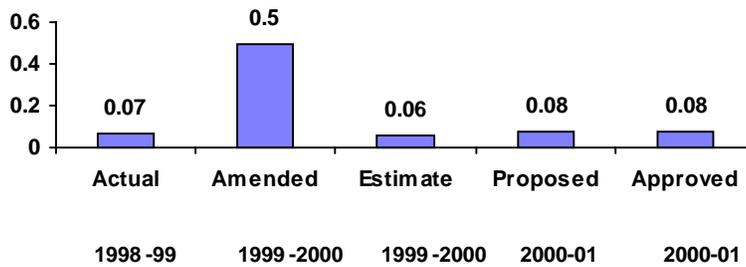
Human Resources Department-2000-01

Program: PROPERTY & CASUALTY INSURANCE

Program Objective: The purpose of Property & Casualty Insurance program is to provide risk management and insurance services for City Management so they can protect the City's assets.

Program Results Measures:

Ratio of dollars spent to total value of property



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------|-------------------|--------------------|------------------|------------------|
| Net cost savings | No Data | \$450,000 | \$4,992 | \$50,000 | \$50,000 |
| Ratio of dollars spent to total value of property | 0.07% | 0.5% | 0.06% | 0.08% | 0.08% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--|--------------------|-------------|--------------------|---------------|--------------------|---------------|--------------------|-------------|--------------------|-------------|
| Property and Casualty Insurance Management | \$1,876,041 | 2.80 | \$2,138,621 | 2.80 | \$1,954,859 | 2.00 | \$2,289,585 | 1.90 | \$2,296,174 | 1.90 |
| Rolling Owner Controlled Insurance Program | \$715,837 | 1.20 | \$2,500,539 | 1.20 | \$1,934,403 | 1.15 | \$1,732,128 | 1.25 | \$1,732,128 | 1.25 |
| Total | \$2,591,878 | 4.00 | \$4,639,160 | 4.00 | \$3,889,262 | 3.15 | \$4,021,713 | 3.15 | \$4,028,302 | 3.15 |

Human Resources Department-2000-01

Activity: *Property and Casualty Insurance Management*

Activity Code: *6PCM*

Program Name: *PROPERTY & CASUALTY INSURANCE*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$1,340,429 | \$1,585,838 | \$1,471,295 | \$1,757,474 | \$1,757,474 |
| Support Services Fund | \$535,612 | \$552,783 | \$483,564 | \$532,111 | \$538,700 |
| Total Requirements | \$1,876,041 | \$2,138,621 | \$1,954,859 | \$2,289,585 | \$2,296,174 |
| Full-Time Equivalents | 2.80 | 2.80 | 2.00 | 1.90 | 1.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of locations covered | Demand | 1,011 | 1,053 | 1,070 | 1,076 | 1,076 |
| Cost per location | Efficiency | \$221 | \$189 | \$139 | \$124 | \$130 |
| Number of locations covered | Output | 1,011 | 1,053 | 1,070 | 1,076 | 1,076 |
| Ratio of dollars spent to total value of property | Result | 0.07% | 0.5% | 0.06% | 0.08% | 0.08% |

Activity History and Description: To assess the City's exposure to risk, identify and implement risk transfer and control techniques where appropriate, and procure 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 Property & Casualty Insurance Management 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: Insurance Administration and Insurance Information & Referral.

Changes in Requirements and Performance Measures: The increase of \$55,026 for property, machinery, and boiler insurance reflects the increase in the number of locations covered and an increase in property values. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the estimated FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 0.90 FTE totaling \$73,656. The increase in proposed property and boiler insurance premiums on average of 10 to 15% amounts to an increase in expense refunds to departments in FY2000-01 of \$171,636.

Responsible Employee: Leslie Milvo

512-499-3245

Human Resources Department-2000-01

Activity: Rolling Owner Controlled Insurance Program

Activity Code: 6RCP

Program Name: PROPERTY & CASUALTY INSURANCE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$715,837 | \$2,500,539 | \$1,934,403 | \$1,732,128 | \$1,732,128 |
| Support Services Fund | \$0 | \$0 | \$0 | \$0 | \$0 |
| Total Requirements | \$715,837 | \$2,500,539 | \$1,934,403 | \$1,732,128 | \$1,732,128 |
| Full-Time Equivalents | 1.20 | 1.20 | 1.15 | 1.25 | 1.25 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Projected number of projects | Demand | 68 | 99 | 61 | 95 | 95 |
| Administrative cost per project | Efficiency | \$11,509 | \$7,343 | \$9,956 | \$10,000 | \$10,000 |
| Number of projects covered | Output | 68 | 99 | 61 | 95 | 95 |
| Net cost savings | Result | No Data | \$450,000 | \$4,992 | \$50,000 | \$50,000 |
| Value of construction projects participating | Result | \$204 Million | \$195 Million | \$233.5 Million | \$233.5 Million | \$233.5 Million |

Activity History and Description: 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.

Activity Objective: The purpose of Property & Casualty Insurance Management 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: Program Design and Administration and Construction Site Safety Inspections.

Changes in Requirements and Performance Measures: The reduction in CIP expense refunds is proposed as this program is projected to end in FY2000-01, as stated total project costs are reached at \$233.5m. Due to losses/injuries on project sites, the total program cost savings is going from \$450,000 to \$50,000.

Responsible Employee: Leslie Milvo 512-499-3245

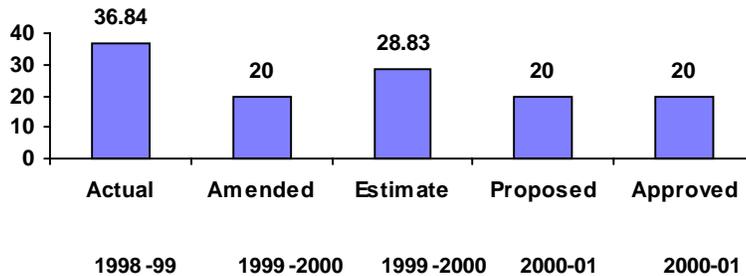
Human Resources Department-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|--------------------------|---------------------------|------------------------------|------------------------------|------------------------------|
| Employee turnover rate | 36.84% | 20.00% | 28.83% | 20.00% | 20.00% |
| Lost time injury rate per 100 employees | 0.00 | <1.00 | 0.00 | <1.00 | <1.00 |
| Percent of information technology problems resolved at time of call | No Data | >90% | 94% | 94% | 94% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | MBE:40.06% WBE:22.32% | MBE:25% WB E:10% | MBE: 42.8% WBE: 25.72% | MBE:25% W BE:10% | MBE:25% W BE:10% |
| Percent variance of CYEs to actual expenditures | No Data | Q1:2%Q2:2% Q3:1%EOY:0% | Q1: 2%Q2: 2% Q3: 2%EOY:0% | Q1: 2%Q2: 2% Q3: 2%EOY:0% | Q1: 2%Q2: 2% Q3: 2%EOY:0% |
| Turnaround time for accounts payable within the Department | No Data | <25 Days | <25 Days | <25 Days | <25 Days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-------------------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Administration and Management | \$508,369 | 8.09 | \$543,162 | 8.09 | \$681,823 | 6.67 | \$631,139 | 6.87 | \$561,207 | 6.87 |
| Facility Expenses | \$384,499 | 0.00 | \$589,568 | 0.00 | \$622,314 | 0.00 | \$595,175 | 0.00 | \$595,175 | 0.00 |

Human Resources Department-2000-01

| | | | | | | | | | | |
|----------------------------------|-------------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Program: | SUPPORT SERVICES | | | | | | | | | |
| Financial Monitoring / Budgeting | \$165,708 | 4.25 | \$213,946 | 4.25 | \$177,660 | 4.23 | \$238,153 | 4.23 | \$246,046 | 4.23 |
| Information Technology Support | \$246,529 | 3.50 | \$262,276 | 3.50 | \$282,461 | 3.50 | \$313,042 | 3.50 | \$319,466 | 3.50 |
| Personnel / Training | \$149,036 | 1.50 | \$109,970 | 1.50 | \$157,975 | 1.93 | \$141,019 | 1.93 | \$143,915 | 1.93 |
| Purchasing / M/WBE | \$20,914 | 0.50 | \$23,453 | 0.50 | \$32,418 | 0.74 | \$29,050 | 0.74 | \$29,971 | 0.74 |
| Total | \$1,475,055 | 17.84 | \$1,742,375 | 17.84 | \$1,954,651 | 17.07 | \$1,947,578 | 17.27 | \$1,895,780 | 17.27 |

Human Resources Department-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$508,369 | \$543,162 | \$681,823 | \$631,139 | \$561,207 |
| Total Requirements | \$508,369 | \$543,162 | \$681,823 | \$631,139 | \$561,207 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 8.09 | 8.09 | 6.67 | 6.87 | 6.87 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per total department budget | Efficiency | \$0.0499 | \$0.0432 | \$0.0577 | \$0.0502 | \$0.0444 |
| Number of grievances and appeals per 100 employees | Output | 0 | 0 | 0 | 0 | 0 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | 35.85 | 28.20 | 35.87 | 28.20 | 28.20 |
| Total department budget | Output | \$10,180,353 | \$62,739,547 | \$11,825,922 | \$12,563,684 | \$12,629,524 |
| Employee turnover rate | Result | 36.84% | 20.00% | 28.83% | 20.00% | 20.00% |
| Percent of CAFs submitted within deadline | Result | 93.75% | 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: 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: The approved budget adds funding for Pay for Performance in the amount of \$57,778. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 1.22 FTEs totaling \$37,948. The large decrease in the "Total Department Budget" performance measure is due to the Employee Benefits Fund amount

Human Resources Department-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

being incorrectly included in the 1999-2000 Amended amount. That amount should be \$12,560,691 instead of \$62,739,547.

Responsible Employee:

Tommy Tucker

512-499-3220

Human Resources Department-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$165,708 | \$213,946 | \$177,660 | \$238,153 | \$246,046 |
| Total Requirements | \$165,708 | \$213,946 | \$177,660 | \$238,153 | \$246,046 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 4.25 | 4.25 | 4.23 | 4.23 | 4.23 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|--------------------------|--------------------------|--------------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$61.00 | \$290.00 | \$67.00 | \$52.75 | \$51.00 |
| Total financial monitoring expense | Output | \$165,708 | \$213,946 | \$177,660 | \$238,152 | \$246,046 |
| Percent of reporting deadlines met | Result | No Data | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | No Data | Q1:2%Q2:2%Q3:1%EOY:0% | Q1: 2%Q2: 2%Q3: 1%EOY:0% | Q1: 2%Q2: 2%Q3: 1%EOY:0% | Q1: 2%Q2: 2%Q3: 1%EOY: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: 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: Substantially the same. The \$7,893 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Sarah Chen 512-499-3274

Human Resources Department-2000-01

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$246,529 | \$262,276 | \$282,461 | \$313,042 | \$319,466 |
| Total Requirements | \$246,529 | \$262,276 | \$282,461 | \$313,042 | \$319,466 |
| Full-Time Equivalent | 3.50 | 3.50 | 3.50 | 3.50 | 3.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | \$1,572 | \$1,714 | \$1,799 | \$1,994 | \$2,035 |
| Total number of workstations supported | Output | 154 | 154 | 157 | 157 | 157 |
| Percent of information technology problems resolved at time of call | Result | No Data | >90% | 94% | 94% | 94% |

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: 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: The approved budget eliminates the one-time capital expenditures for Year 2000 compliance in the amount of \$42,792. Funding is added in the amount of \$79,781 for the replacement of obsolete computer hardware and software. The \$6,424 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Tommy Tucker 512-499-3220

Human Resources Department-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$384,499 | \$589,568 | \$622,314 | \$595,175 | \$595,175 |
| Total Requirements | \$384,499 | \$589,568 | \$622,314 | \$595,175 | \$595,175 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 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 | \$16.30 | \$25.10 | \$26.50 | \$25.34 | \$25.34 |
| Security cost per square foot | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of emergency calls | Output | N/A | N/A | N/A | N/A | N/A |
| Total square feet of facilities | Output | 23,487 | 23,487 | 23,487 | 23,487 | 23,487 |

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: 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 (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: Substantially the same.

Responsible Employee: Tommy Tucker 512-499-3220

Human Resources Department-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$149,036 | \$109,970 | \$157,975 | \$141,019 | \$143,915 |
| Total Requirements | \$149,036 | \$109,970 | \$157,975 | \$141,019 | \$143,915 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 1.50 | 1.50 | 1.93 | 1.93 | 1.93 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$655 | \$584 | \$1,123 | \$849 | \$829 |
| Training cost per FTE | Efficiency | \$546.00 | \$409.00 | \$451.00 | \$485.00 | \$458.61 |
| Number of employee injuries | Output | 5 | 2 | 2 | 2 | 2 |
| Total cost of personnel administration | Output | \$63,377 | \$64,720 | \$112,725 | \$89,769 | \$92,665 |
| Total training cost | Output | \$52,842 | \$45,250 | \$45,250 | \$51,250 | \$51,250 |
| Lost time injury rate per 100 employees | Result | 0.00 | <1.00 | 0.00 | <1.00 | <1.00 |
| Payroll error rate | Result | No Data | <1% | 0 | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | No Data | 95% | 83% | 95% | 95% |
| Personnel Action Form (PAF) error rate | Result | No Data | 10% | 1.2% | <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: 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: The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be

Human Resources Department-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net increase of 0.43 FTE totaling \$24,737. The \$2,896 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Tommy Tucker

512-499-3220

Human Resources Department-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$20,914 | \$23,453 | \$32,418 | \$29,050 | \$29,971 |
| Total Requirements | \$20,914 | \$23,453 | \$32,418 | \$29,050 | \$29,971 |
| Full-Time Equivalent | 0.50 | 0.50 | 0.74 | 0.74 | 0.74 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|--------------------------|----------------------|-----------------------|---------------------|---------------------|
| Internal time from submittal of RX to purchasing (for over \$5,000 purchases) | Efficiency | No Data | <5 Days | 2.32 Days | <5 Days | <5 Days |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | No Data | <5 Days | 0.35 Days | <5 Days | <5 Days |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | No Data | \$0.069 | No Data | No Data | No Data |
| Number of solicitations | Output | No Data | 10 | No Data | No Data | No Data |
| Number of transactions | Output | No Data | 4,672 | No Data | No Data | No Data |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | MBE:40.06% WBE:22.32% | MBE:25% WBE:10% | 42.8% WBE:25.72% | MBE:25% WBE:10% | MBE:25% WBE:10% |
| Turnaround time for accounts payable within the Department | Result | No Data | <25 Days | <25 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: 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. The \$921 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Tommy Tucker

512-499-3220

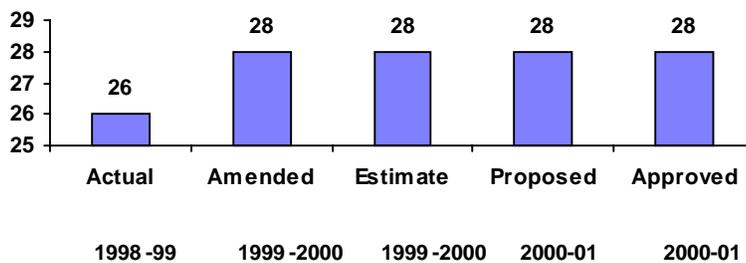
Human Resources Department-2000-01

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:

Benefits package is competitive within 3 Percent of industry standard



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Benefits package is competitive within 3 Percent of industry standard | 26% | 28% | 28% | 28% | 28% |
| Pay structure within established percent of defined market | No Data | 95% | 95% | 100% | 100% |
| Percent of eligible employees receiving benefits correctly | No Data | 98% | 80% | 87% | 87% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|------------------------------|--------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Benefits Management | \$1,979,165 | 19.00 | \$1,992,843 | 19.00 | \$1,951,744 | 19.00 | \$2,072,487 | 20.00 | \$2,106,599 | 20.00 |
| Compensation/ Classification | \$374,454 | 8.00 | \$546,654 | 8.00 | \$496,067 | 7.88 | \$593,913 | 7.88 | \$608,263 | 7.88 |
| Injured Worker's Assistance | \$97,645 | 2.25 | \$106,107 | 2.25 | \$142,783 | 2.75 | \$154,173 | 2.60 | \$159,288 | 2.60 |
| Total | \$2,451,264 | 29.25 | \$2,645,604 | 29.25 | \$2,590,594 | 29.63 | \$2,820,573 | 30.48 | \$2,874,150 | 30.48 |

Human Resources Department-2000-01

Activity: *Benefits Management*

Activity Code: 3BMS

Program Name: TOTAL COMPENSATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$55,140 | \$55,140 |
| Expense Refunds (Employee Benefits Fund) | \$1,100,000 | \$1,100,000 | \$1,100,000 | \$1,100,000 | \$1,100,000 |
| Support Services Fund | \$879,165 | \$892,843 | \$851,744 | \$917,347 | \$951,459 |
| Total Requirements | \$1,979,165 | \$1,992,843 | \$1,951,744 | \$2,072,487 | \$2,106,599 |
| Full-Time Equivalents | 19.00 | 19.00 | 19.00 | 20.00 | 20.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expected number of eligible FTEs | Demand | 9,756 | 9,756 | 9,161 | 10,449 | 10,449 |
| Cost per eligible FTE | Efficiency | \$2,764 | \$2,995 | \$3,305 | \$4,177 | \$4,177 |
| Actual number of eligible FTEs | Output | 9,072 | 9,100 | 9,339 | 9,550 | 9,550 |
| Benefits package is competitive within 3 Percent of industry standard | Result | 26% | 28% | 28% | 28% | 28% |
| Employee satisfaction with benefits programs (Percent of favorable) | Result | 86% | 90% | 90% | 86% | 86% |

Activity History and Description: Design, implement and administer 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: Benefits Design and Administration, Benefits Customer Services, Provider Network Administration, and Benefits Package.

Changes in Requirements and Performance Measures: One new FTE is approved to administer the Child Care Initiative. The costs associated with this initiative are included in the Employee Benefits Fund.

Responsible Employee: Dee Hernandez 512-499-3409

Human Resources Department-2000-01

Activity: Compensation/ Classification

Activity Code: 3CCS

Program Name: TOTAL COMPENSATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$374,454 | \$546,654 | \$496,067 | \$593,913 | \$608,263 |
| Total Requirements | \$374,454 | \$546,654 | \$496,067 | \$593,913 | \$608,263 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 8.00 | 8.00 | 7.88 | 7.88 | 7.88 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of studies requested | Demand | 207 | 132 | 212 | 132 | 132 |
| Number of surveys planned | Demand | 55 | 45 | 93 | 100 | 100 |
| Cost per study | Efficiency | No Data | \$52 | \$25 | \$15 | \$15 |
| Cost per survey | Efficiency | No Data | \$271 | \$300 | \$225 | \$225 |
| Number of studies completed | Output | 207 | 132 | 212 | 132 | 132 |
| Number of survey completed | Output | 49 | 45 | 88 | 100 | 100 |
| Classification change requests as a percent of the total number of non-civil service employees | Result | No Data | <10% | 16% | <15% | <15% |
| Pay structure within established percent of defined market | Result | No Data | 95% | 95% | 100% | 100% |

Activity History and Description: The City of Austin seeks with its compensation strategy to attract and retain competent employees through market sensitive pay and benefits; reward employees based on individual and team performance; in order to achieve our business goals and to provide quality services to our customers.

Activity Objective: The purpose of Compensation and Classification is to provide equitable salary structures to City management so they can make pay decisions within a salary structure that provides equity.

Services of the Activity: Classification Studies, Salary Surveys, Pay Plan Development and Maintenance, and Compensation Consulting.

Changes in Requirements and Performance Measures: The Approved Budget increases funding from \$100,000 to \$150,000 for implementation of a new compensation system. The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the amended FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net decrease of 0.12 FTE totaling \$2,560. The

Human Resources Department-2000-01

Activity: *Compensation/ Classification*

Activity Code: 3CCS

Program Name: TOTAL COMPENSATION

\$14,350 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Kevin Russell

512-499-2631

Human Resources Department-2000-01

Activity: *Injured Worker's Assistance*

Activity Code: 3WAS

Program Name: TOTAL COMPENSATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$97,645 | \$106,107 | \$142,783 | \$154,173 | \$159,288 |
| Total Requirements | \$97,645 | \$106,107 | \$142,783 | \$154,173 | \$159,288 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 2.25 | 2.25 | 2.75 | 2.60 | 2.60 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of claims | Demand | No Data | 6,900 | 2,842 | 2,840 | 2,840 |
| Administrative cost per claim | Efficiency | \$213.91 | \$158.71 | \$393.80 | \$429.74 | \$429.74 |
| Actual number of claims | Output | 4,479 | 6,900 | 2,842 | 2,840 | 2,840 |
| Number of fines levied by Texas Workers Compensation Commission | Result | 0 | 0 | 0 | 0 | 0 |
| Percent of eligible employees receiving benefits correctly | Result | No Data | 98% | 80% | 87% | 87% |

Activity History and Description: To implement and administer a Workers' Compensation Program in compliance with the Texas Workers' Compensation Commission (TWCC) Rules and Regulations and City of Austin Policies and Procedures.

Activity Objective: The purpose of Injured Workers Assistance is to provide program administration to City Management so they can control costs.

Services of the Activity: Workers' Compensation, Wage Continuation, and Serious Injury Supplement (SIS).

Changes in Requirements and Performance Measures: The allocation of staff time in the 2000-2001 approved budget is based upon actual experience during 1999-2000 and is a better reflection of the time to be dedicated to this activity than the FTE amount used in the 1999-2000 amended budget. This revised allocation represents a net increase of 0.35 FTE totaling \$37,694. The \$5,115 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Leslie Milvo

512-499-3245

Human Resources Department-2000-01

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$39,809 | \$0 |
| Total Requirements | \$0 | \$0 | \$0 | \$39,809 | \$0 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|-----------------------|------------------------|---------------------|---------------------|
|-----------------------|------|-------------------|-----------------------|------------------------|---------------------|---------------------|

Activity History and Description:

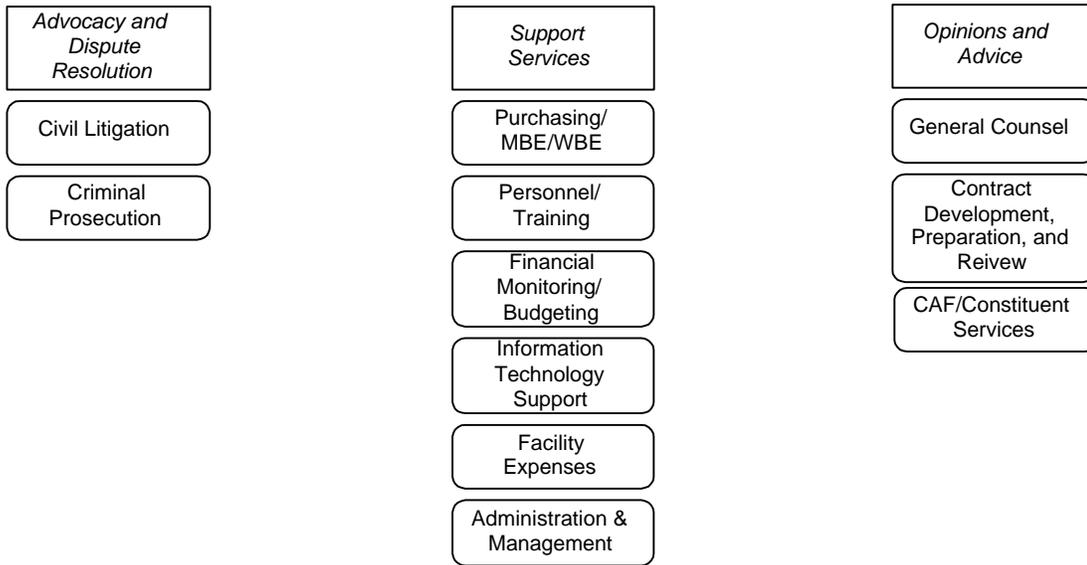
Activity Objective: To account for transfers at the fund level.

Services of the Activity:

Changes in Requirements and Performance Measures: The wage adjustments for FY 2000-01 included in the Proposed Budget were distributed to various activities in the Approved Budget.

Responsible Employee:

Law Department — 2000–01



LEGEND= Programs Activities

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|------------------------|---------------------|---------------------|
| Requirements | \$6,571,534 | \$6,229,474 | \$6,229,474 | \$7,404,317 | \$7,425,514 |
| Full-time Equivalents (FTE's) | 89.00 | 90.00 | 90.00 | 90.00 | 90.00 |

Law Department– 2000-01

Mission

The 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

The Law Department fulfills its mission by achieving two major goals, with associated key strategies.

Client Communication and Satisfaction

The Law Department will focus on providing legal services that are responsive to the City's rapidly evolving business needs by delivering services that our customers report are relevant, timely, and useful. Customer satisfaction will increase annually from 80% for FY 2000 – 2001. Key strategies for achieving this goal include:

- Focus on Department Infrastructure
- Focus on Uniform Core Competencies

Attracting and Retaining a Highly Qualified Staff

The Law Department will focus on attracting and retaining a highly qualified staff by reducing the rate of employee turnover. Key strategies for achieving this goal include:

- Focus on Recruiting
- Focus on Employee Recognition
- Focus on Salary Structure and Career Ladders

The Department will track its performance in achieving these goals through key indicators and related performance measures.

Key Indicators

The Law Department will use the following key indicators to monitor progress in achieving business plan goals:

- Percent of civil litigation cases that are resolved in favor of the City or within established settlement range.
- Percent of clients reporting that advice provided by attorneys was clear, relevant, and timely.

The Approved Budget is anticipated to keep the percentage of cases resolved in favor of the City or within settlement range at 60% and the percentage of clients reporting that legal advice was clear, relevant and timely at 75%, the same levels estimated for FY 2000.

Law Department– 2000-01

Business Plan

Addressing City's Land and Water Use Needs

Increased development pressures in the Austin area have created several high profile matters which have consumed a significant amount of legal resources, both in-house and through outside counsel. For example, the Bradley settlement involved three significant lawsuits addressing issues related to annexation and water quality protection. Although the lion's share of the Bradley-related disputes are over, work remains to implement the settlement agreements and to address similar issues raised by other major landowners.

In addition to ongoing litigation, the Law Department has provided intensive analysis and advice on significant legislation that addresses the City's efforts to guide and regulate land development. The department has provided and will continue to provide focused attention to the implementation and construction of Texas Local Gov't Code Chapter 245 (limiting the City's power to impose new regulations on ongoing projects) and Chapter 43 (relating to annexation).

Another high profile City initiative is Smart Growth. The Law Department has provided extensive legal advice and assistance in the redevelopment of downtown Austin with projects such as CSC, Intel, Lamar Sixth (at 6th and Lamar), NL-6 Partners (at 6th and Lamar), the Convention Center expansion, and the Town Lake Arts Complex. Land Development Code amendments to implement Smart Growth policies and other code amendments (such as the Town Lake Waterfront Overlay revisions) have and will continue to consume significant legal resources.

As the City wrestles with preserving water supply and quality, the demand for legal resources associated with that effort has dramatically increased. The Law Department assisted with the negotiation and execution of the LCRA water deal, which assures Austin's water supply for the next 50 years. The Law Department also provides significant resources in the review of numerous wastewater disposal permits and applications to create or expand private certificates of convenience and necessity (CCN's) for water or wastewater service filed with state regulatory authorities.

Improving Core Services

A strong local economy, low unemployment, and increasing demand for legal services have challenged the Law Department to enhance employee job satisfaction that will retain our experienced and highly qualified staff. During this past fiscal year, turnover in the Law Department was 20%. The Law Department is scheduled for a market review this fiscal year, with a January 2001 implementation date for adjustments supported by market data for the salary ranges for attorneys, paralegals, and legal secretaries.

The Law Department's Approved Budget is increasing funding for continuing legal education and other staff training by \$38,000, in order to develop skill and expertise, to respond to the City's evolving needs for legal services and to increase the depth of expertise within the department. In addition the Approved Budget contains a \$30,000 increase for law books, newspapers and journals and technology resources such as CD-ROMs and on-line resources, as well as \$22,500 to implement the first phase of an integrated file/case management system.

Planning for Outside Counsel

Outside legal counsel is needed when a particular expertise does not exist in house, when anticipated workloads exceed available in-house resources, or when conflicts or other ethical considerations dictate the need for hiring an outside attorney. The Approved Budget includes \$705,000 for outside legal counsel. Additional funding for legal fees related to development plans are included in the Economic Development Fund.

Law Department – 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|--|------------|------|
| 1. <u>City-Wide</u> | | |
| The Approved Budget includes \$130,135 for salary increases associated with Pay for Performance in 2001, and \$57,539 for incremental costs of Pay for Performance in 2000. This budget also includes wage adjustments of \$37,367. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$21,197. The total increase for compensation adjustments is \$246,238. | \$246,238 | |
| An additional \$129,966 has been included in the Approved Budget for anticipated changes in insurance and retirement benefit contributions. | \$129,966 | |
| 2. <u>Support Services</u> | | |
| The Approved Budget includes \$22,500 for a file management/case management system, \$38,000 for continuing legal education and support staff training, \$30,000 for law books and research resources. The total increase for these items is \$90,500. | \$90,500 | |
| The Approved Budget includes a total of \$97,165 for anticipated increases in costs for office space rent and employee parking. | \$97,165 | |
| The Approved Budget includes \$105,000 for the first year of a 3-year cycle of funding for replacement capital equipment, including microcomputers and related items. | \$105,000 | |
| 3. <u>Advocacy and Dispute Resolution</u> | | |
| The Approved Budget includes an additional \$705,000 for legal service contracts. | \$705,000 | |
| 4. <u>Opinions and Advice</u> | | |
| The Approved Budget requires a reduction in funding for temporary employees (Law Clerks) by \$14,962. | (\$14,962) | |
| Vacancy savings are increased by \$44,085 in the Approved Budget. | (\$44,085) | |

Programs and Activities

Law-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| ADVOCACY & DISPUTE RESOLUTION | | | | | | | | | | |
| Civil Litigation | \$2,076,749 | 23.00 | \$1,416,145 | 23.30 | \$1,507,533 | 22.00 | \$2,197,278 | 22.30 | \$2,264,125 | 22.30 |
| Criminal Prosecution | \$527,752 | 10.90 | \$549,111 | 11.80 | \$554,423 | 12.00 | \$579,452 | 11.90 | \$590,455 | 11.90 |
| OPINIONS AND ADVICE | | | | | | | | | | |
| CAF/Constituent Assistance | \$207,543 | 4.80 | \$311,879 | 4.80 | \$218,032 | 4.00 | \$290,426 | 3.80 | \$311,574 | 3.80 |
| Contract Development, Preparation, and Review | \$759,014 | 11.50 | \$834,686 | 11.50 | \$797,373 | 11.00 | \$836,186 | 10.60 | \$847,569 | 10.60 |
| General Counsel | \$1,695,922 | 25.00 | \$1,851,116 | 25.00 | \$1,781,630 | 24.00 | \$1,771,377 | 24.90 | \$1,799,453 | 24.90 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$527,752 | 6.60 | \$375,580 | 6.60 | \$554,423 | 10.00 | \$399,886 | 9.85 | \$416,395 | 9.85 |
| Facility Expenses | \$468,454 | 0.50 | \$502,319 | 0.00 | \$492,128 | 0.00 | \$636,523 | 0.00 | \$636,523 | 0.00 |
| Financial Monitoring / Budgeting | \$41,508 | 1.00 | \$42,670 | 1.00 | \$43,606 | 1.00 | \$55,194 | 0.90 | \$56,094 | 0.90 |
| Information Technology Services | \$136,385 | 2.00 | \$113,593 | 2.00 | \$143,278 | 2.00 | \$247,269 | 1.95 | \$273,161 | 1.95 |
| Personnel / Training | \$77,087 | 2.40 | \$180,439 | 2.00 | \$80,983 | 2.00 | \$168,383 | 2.10 | \$172,436 | 2.10 |
| Purchasing / M/WBE | \$53,368 | 1.30 | \$51,936 | 2.00 | \$56,065 | 2.00 | \$54,841 | 1.70 | \$57,729 | 1.70 |
| TRANSFERS AND OTHER REQUIREMENTS | | | | | | | | | | |
| Transfers and Other Requirements | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$167,502 | 0.00 | \$0 | 0.00 |
| Total | \$6,571,534 | 89.00 | \$6,229,474 | 90.00 | \$6,229,474 | 90.00 | \$7,404,317 | 90.00 | \$7,425,514 | 90.00 |

Law-2000-01

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.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|--|--------------------------------|-----------------------|------------------------|---------------------|---------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Number of cases resolved after prosecutor action | 1,080 (est.) | 1,080 | 1,080 | 1,080 | 1,080 |
| Number of cases resolved in favor of the City or within established settlement range | No Data - New Measure for FY99 | 650 | 650 | 650 | 650 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|----------------|---------------------|----------------|
| Civil Litigation | \$2,076,749 | 23.00 | \$1,416,145 | 23.30 | \$1,507,533 | 22.00 | \$2,197,278 | 22.30 | \$2,264,125 | 22.30 |
| Criminal Prosecution | \$527,752 | 10.90 | \$549,111 | 11.80 | \$554,423 | 12.00 | \$579,452 | 11.90 | \$590,455 | 11.90 |
| Total | \$2,604,501 | 33.90 | \$1,965,256 | 35.10 | \$2,061,956 | 34.00 | \$2,776,730 | 34.20 | \$2,854,580 | 34.20 |

Law-2000-01

Activity: Criminal Prosecution

Activity Code: 5CRP

Program Name: ADVOCACY & DISPUTE RESOLUTION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$527,752 | \$549,111 | \$554,423 | \$579,452 | \$590,455 |
| Total Requirements | \$527,752 | \$549,111 | \$554,423 | \$579,452 | \$590,455 |
| Full-Time Equivalents | 10.90 | 11.80 | 12.00 | 11.90 | 11.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|--------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of cases received | Demand | No Data - New Measure for FY99 | 1,300 | 1,300 | 1,300 | 1,300 |
| Cost per case resolved | Efficiency | No Data - New Measure for FY99 | \$458 | \$458 | \$458 | \$458 |
| Number of cases resolved | Output | No Data - New Measure for FY99 | 1,200 | 1,200 | 1,200 | 1,200 |
| Number of cases resolved after prosecutor action | Result | 1,080 (est.) | 1,080 | 1,080 | 1,080 | 1,080 |

Activity History and Description: 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: Plea bargains; Trial preparation; Trials; Appeals.

Changes in Requirements and Performance Measures: Substantially the same. The \$11,003 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Sally Henly 512-499-2051

Law-2000-01

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.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|---|--------------------------------|---------------------------|----------------------------|-------------------------|-------------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Percent of clients reporting that documents received were timely and accomplished the clients' objectives | No Data - New Measure for FY99 | at least 75% | at least 75% | at least 75% | at least 75% |
| Percent of clients that report advice provided by attorneys was clear, relevant, and timely | No Data - New Measure for FY99 | at least 75% | at least 75% | at least 75% | at least 75% |
| Percent of responses submitted within established deadlines | No Data - New Measure for FY99 | 95% | 95% | 95% | 95% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---|------------------------|---------------------|---------------------------|-----------------------|----------------------------|-----------------------|-------------------------|--------------------|-------------------------|--------------------|
| CAF/Constituent Assistance | \$207,543 | 4.80 | \$311,879 | 4.80 | \$218,032 | 4.00 | \$290,426 | 3.80 | \$311,574 | 3.80 |
| Contract Development, Preparation, and Review | \$759,014 | 11.50 | \$834,686 | 11.50 | \$797,373 | 11.00 | \$836,186 | 10.60 | \$847,569 | 10.60 |
| General Counsel | \$1,695,922 | 25.00 | \$1,851,116 | 25.00 | \$1,781,630 | 24.00 | \$1,771,377 | 24.90 | \$1,799,453 | 24.90 |
| Total | \$2,662,479 | 41.30 | \$2,997,681 | 41.30 | \$2,797,035 | 39.00 | \$2,897,989 | 39.30 | \$2,958,596 | 39.30 |

Law-2000-01

Activity: CAF/Constituent Assistance

Activity Code: 5CCA

Program Name: OPINIONS AND ADVICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$207,543 | \$311,879 | \$218,032 | \$290,426 | \$311,574 |
| Total Requirements | \$207,543 | \$311,879 | \$218,032 | \$290,426 | \$311,574 |
| Full-Time Equivalents | 4.80 | 4.80 | 4.00 | 3.80 | 3.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|--------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of requests requiring responses | Demand | No Data - New Measure for FY99 | 150 | 150 | 150 | 150 |
| Cost per response | Efficiency | No Data - New Measure for FY99 | \$240 | \$240 | \$240 | \$240 |
| Number of completed responses | Output | No Data - New Measure for FY99 | 150 | 150 | 150 | 150 |
| Percent of responses submitted within established deadlines | Result | No Data - New Measure for FY99 | 95% | 95% | 95% | 95% |

Activity History and Description: This activity includes work provided in response to Customer Action Forms, communications with and education of citizens regarding legal issues, and related requests for information.

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: Fact finding; Information and referral; Correspondence.

Changes in Requirements and Performance Measures: Temporary employee funding is reduced by \$14,962. Otherwise substantially the same. The \$21,148 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Sally Henly

512-499-2051

Law-2000-01

Activity: Contract Development, Preparation, and Review

Activity Code: 5CTS

Program Name: OPINIONS AND ADVICE

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$759,014 | \$834,686 | \$797,373 | \$836,186 | \$847,569 |
| Total Requirements | \$759,014 | \$834,686 | \$797,373 | \$836,186 | \$847,569 |
| Full-Time Equivalent | 11.50 | 11.50 | 11.00 | 10.60 | 10.60 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|--------------------------------|-----------------------|------------------------|---------------------|---------------------|
| Number of requests for contracts and related documents | Demand | No Data - New Measure for FY99 | 290 | 290 | 290 | 290 |
| Cost per document processed | Efficiency | No Data - New Measure for FY99 | \$650 | \$650 | \$650 | \$650 |
| Number of contracts and related documents produced | Output | 250 (est.) | 250 | 250 | 250 | 250 |
| Percent of clients reporting that documents received were timely and accomplished the clients' objectives | Result | No Data - New Measure for FY99 | at least 75% | at least 75% | at least 75% | at least 75% |

Activity History and Description: This activity provides legal assistance, representation, and specialization in contracts, construction law, transportation and real estate matters; staff members also draft and review City contracts and many other related documents.

Activity Objective: The objective of the Contractual Services 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: Real Estate Contracts; Loans; Interlocal Agreements; Purchasing/Service Agreements; Construction Agreements; Public Financing; Franchises.

Changes in Requirements and Performance Measures: Substantially the same. The \$11,383 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Marty Terry 512-499-2986

Law-2000-01

Activity: General Counsel
Activity Code: 5GCS
Program Name: OPINIONS AND ADVICE

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$1,695,922 | \$1,851,116 | \$1,781,630 | \$1,771,377 | \$1,799,453 |
| Total Requirements | \$1,695,922 | \$1,851,116 | \$1,781,630 | \$1,771,377 | \$1,799,453 |
| Full-Time Equivalents | 25.00 | 25.00 | 24.00 | 24.90 | 24.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|--------------------------------|-----------------------|------------------------|---------------------|---------------------|
| Number of requests for defined legal services and related documents | Demand | No Data - New Measure for FY99 | 330 | 330 | 330 | 330 |
| Average cost per hour for defined legal services and related documents | Efficiency | No Data - New Measure for FY99 | \$61 | \$61 | \$61 | \$61 |
| Number of defined legal services and related documents provided | Output | No Data - New Measure for FY99 | 300 | 300 | 300 | 300 |
| Percent of clients that report advice provided by attorneys was clear, relevant, and timely | Result | No Data - New Measure for FY99 | at least 75% | at least 75% | at least 75% | at least 75% |

Activity History and Description: The General Counsel Activity provides legal representation and services for all General Fund departments including, but not limited to, Police, Fire and Human Resources; drafts ordinances, resolutions, and other documents; provides legal research and performs many other critical legal services. It provides assistance and counsel to other department attorneys as required by the City Attorney in matters in which individual general counsel section attorneys have expertise.

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: Legal opinions and advice; Resolutions/Ordinances; Board & Commission support; Open government services; Election support; Agenda services; Education and training.

Changes in Requirements and Performance Measures: Vacancy savings are increased. Otherwise, substantially the same. The \$28,076 increase from the Proposed to the Approved is due to wage adjustments.

Law-2000-01

Activity: *General Counsel*

Activity Code: 5GCS

Program Name: *OPINIONS AND ADVICE*

Responsible Employee: Sally Henly

512-499-2051

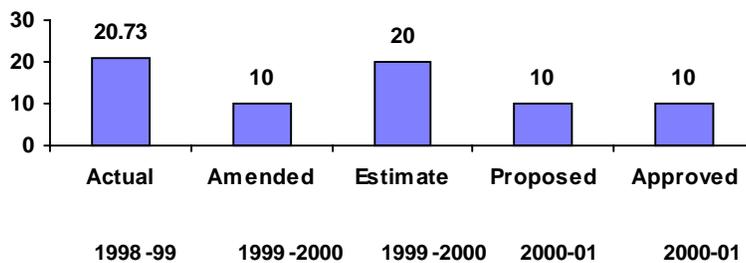
Law-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|--------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Employee turnover rate | 20.73% | 10% | 20% | 10% | 10% |
| Lost time rate | No Data | No Data | No Data | No Data | No Data |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Last Report recvd. from Purcha | MBE: 25% WBE: 10% | MBE: 15% WBE: 40% | MBE: 15% WBE: 40% | MBE: 15% WBE: 40% |
| Percent variance of CYEs to actual expenditures | No Data - New Measure for FY99 | Q1: 2% Q2: 2% Q3: 1% Q4: 0% |
| Turnaround time for accounts payable within the Department | (to be provided by Controller) | 25 working days | 25 working days | 25 working days | 25 working days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Administration and Management | \$527,752 | 6.60 | \$375,580 | 6.60 | \$554,423 | 10.00 | \$399,886 | 9.85 | \$416,395 | 9.85 |
| Facility Expenses | \$468,454 | 0.50 | \$502,319 | 0.00 | \$492,128 | 0.00 | \$636,523 | 0.00 | \$636,523 | 0.00 |
| Financial Monitoring / Budgeting | \$41,508 | 1.00 | \$42,670 | 1.00 | \$43,606 | 1.00 | \$55,194 | 0.90 | \$56,094 | 0.90 |

Law-2000-01

| | | | | | | | | | | |
|---------------------------------|-------------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Program: | SUPPORT SERVICES | | | | | | | | | |
| Information Technology Services | \$136,385 | 2.00 | \$113,593 | 2.00 | \$143,278 | 2.00 | \$247,269 | 1.95 | \$273,161 | 1.95 |
| Personnel / Training | \$77,087 | 2.40 | \$180,439 | 2.00 | \$80,983 | 2.00 | \$168,383 | 2.10 | \$172,436 | 2.10 |
| Purchasing / M/WBE | \$53,368 | 1.30 | \$51,936 | 2.00 | \$56,065 | 2.00 | \$54,841 | 1.70 | \$57,729 | 1.70 |
| Total | \$1,304,554 | 13.80 | \$1,266,537 | 13.60 | \$1,370,483 | 17.00 | \$1,562,096 | 16.50 | \$1,612,338 | 16.50 |

Law-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$527,752 | \$375,580 | \$554,423 | \$399,886 | \$416,395 |
| Total Requirements | \$527,752 | \$375,580 | \$554,423 | \$399,886 | \$416,395 |
| Full-Time Equivalent | 6.60 | 6.60 | 10.00 | 9.85 | 9.85 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|--------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Percent of CAFs submitted within deadline | Efficiency | No Data - New Measure for FY99 | 100% | 100% | 100% | 100% |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Efficiency | 38.80 | <40.0 | <40.0 | <40.0 | <40.0 |
| Total department budget | Output | \$6,571,835 | \$6,229,474 | \$6,229,474 | \$7,404,317 | \$7,425,514 |
| Employee turnover rate | Result | 20.73% | 10% | 20% | 10% | 10% |
| Number of grievances and appeals per 100 employees | Result | 0.0 | <3 | <3 | <3 | <3 |

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 those activities directly involving the administrative functions of the Law Department and requests for general assistance from employees.

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: 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 expenses; Reception-related services; Files and records management; mail distribution.

Changes in Requirements and Performance Measures: Substantially the same. The 3.25 FTE increase from the Amended to the Proposed is the result of support positions internally reallocated from other activities to Administration and Management for reception area and contract monitoring purposes. The \$16,509 increase from the Proposed to the

Law-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

Approved is due to wage adjustments.

Responsible Employee:

Sedora Jefferson

512-499-2175

Law-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$468,454 | \$502,319 | \$492,128 | \$636,523 | \$636,523 |
| Total Requirements | \$468,454 | \$502,319 | \$492,128 | \$636,523 | \$636,523 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.50 | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Custodial cost per square foot by City personnel | Efficiency | No Data | No Data | No Data | N/A | N/A |
| Custodial cost per square foot by contract | Efficiency | No Data | No Data | No Data | N/A | N/A |
| Facility expense per square foot (exclude security and custodial) | Efficiency | No Data | No Data | No Data | \$14.47 | \$14.47 |
| Security cost per square foot | Efficiency | No Data | No Data | No Data | N/A | N/A |
| Number of emergency calls | Output | No Data | No Data | No Data | No Data | No Data |
| Total square feet of facilities | Output | No Data | No Data | No Data | 27,838 s.f. | 27,838 s.f. |
| Overtime as a percent of total salary costs | Result | No Data | No Data | No Data | No Data | No Data |
| Space Per Usable Workstation (Average) | Result | 150 sq. ft.(est.) | 150 s.f. | 150 s.f. | 150 s.f. | 150 s.f. |

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 cost are included in the cost of the lease.

Activity Objective: The purpose of the Facility Expense 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: Work space configuration; Facility expense; Parking expense; Copier expense.

Law-2000-01

Activity: *Facility Expenses*

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

Changes in Requirements and Performance Measures: Funding for the increased costs of leasing office space and parking in the amount of \$97,165 is included in the Approved Budget.

Responsible Employee: Sedora Jefferson 512-499-2175

Law-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$41,508 | \$42,670 | \$43,606 | \$55,194 | \$56,094 |
| Total Requirements | \$41,508 | \$42,670 | \$43,606 | \$55,194 | \$56,094 |
| Full-Time Equivalent | 1.00 | 1.00 | 1.00 | 0.90 | 0.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|--------------------------------|--------------------------------|----------------------------|----------------------------|-------------------------------|
| Total department dollars managed per dollar of financial monitoring expense | Efficiency | \$158.00 | \$145.00 | \$143.00 | \$134.15 | \$132.38 |
| Total financial monitoring expense | Output | \$41,509 | \$42,670 | \$43,606 | \$55,194 | \$56,094 |
| Percent of reporting deadlines met | Result | No Data - New Measure for FY99 | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | No Data - New Measure for FY99 | Q1: 2% Q2:2% Q3:1% Q4:0% | Q1:2% Q2:2% Q3:1% Q4:0% | Q1:2% Q2:2% Q3:1% Q4:0% | Q1:2% Q2:2% Q3:1% Q4:0% |

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: 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; processing all financial documents.

Changes in Requirements and Performance Measures: Substantially the same. The \$900 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Sedora Jefferson 512-499-2175

Law-2000-01

Activity: Information Technology Services

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$136,385 | \$113,593 | \$143,278 | \$247,269 | \$273,161 |
| Total Requirements | \$136,385 | \$113,593 | \$143,278 | \$247,269 | \$273,161 |
| Full-Time Equivalent | 2.00 | 2.00 | 2.00 | 1.95 | 1.95 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|--------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | \$1,482 | \$1,235 | \$1,557 | \$2,688 | \$2,969 |
| Total number of workstations supported | Output | 92 | 92 | 92 | 92 | 92 |
| Percent of information technology problems resolved at time of call | Result | No Data - New Measure for FY99 | 30% | >30% | >30% | >30% |
| Average time lapsed before initial response to Help requests. | Result. | <0.5 hr. | <0.5 hr. | <0.5 hr. | <0.5 hr. | <0.5 hr. |

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 Services 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: 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: \$105,000 for the first year of a three year cycle of funding for replacement equipment is included in the Approved Budget.

Responsible Employee: Sedora Jefferson 512-499-2175

Law-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$77,087 | \$180,439 | \$80,983 | \$168,383 | \$172,436 |
| Total Requirements | \$77,087 | \$180,439 | \$80,983 | \$168,383 | \$172,436 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 2.40 | 2.00 | 2.00 | 2.10 | 2.10 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-----------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$307 | \$188 | \$315 | \$439 | \$434 |
| Training cost per FTE | Efficiency | \$560 | \$1,799 | \$585 | \$815 | \$815 |
| Number of employee injuries | Output | No Data | No Data | No Data | No Data | No Data |
| Payroll error rate | Output | (to be provided by Controller) | <1% | <1% | <1% | <1% |
| Total cost of personnel administration | Output | \$27,284 | \$18,539 | \$28,344 | \$58,934 | \$59,325 |
| Total training cost | Output | \$49,803 | \$161,900 | \$52,639 | \$109,449 | \$113,111 |
| Lost time rate | Result | No Data | No Data | No Data | No Data | No Data |
| Percent of resignations leaving the City that complete exit interview | Result | No Data - New Measure for FY99 | 90% | >90% | >90% | >90% |
| Personnel Action Form (PAF) error rate | Result | No Data - New Measure for FY99 | 10% | <10% | <10% | <10% |

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: 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 administrative; PAF processing; Providing training and facilitation; Attending outside training and related travel (Training); Safety

Law-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

evaluation; SSPR-related activities; Conducting exit interviews.

Changes in Requirements and Performance Measures:

Substantially the same. The \$4,053 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Sedora Jefferson

512-499-2155

Law-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$53,368 | \$51,936 | \$56,065 | \$54,841 | \$57,729 |
| Total Requirements | \$53,368 | \$51,936 | \$56,065 | \$54,841 | \$57,729 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 1.30 | 2.00 | 2.00 | 1.70 | 1.70 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|--------------------------------|----------------------|-----------------------|----------------------|----------------------|
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | No Data | No Data | No Data | <2 Days | <2 Days |
| Purchasing cost per transaction | Efficiency | (to be provided by Purchasing) | \$2.75 | \$2.75 | \$2.75 | \$2.75 |
| Number of solicitations | Output | No Data | No Data | No Data | 2 | 2 |
| Number of transactions | Output | No Data | No Data | No Data | No Data | No Data |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | Last Report recvd. from Purcha | MBE: 25% WBE: 10% | MBE: 15% WBE: 40% | MBE: 15% WBE: 40% | MBE: 15% WBE: 40% |
| Turnaround time for accounts payable within the Department | Result | (to be provided by Controller) | 25 working days | 25 working days | 25 working days | 25 working days |

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: 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: Substantially the same. The \$2,888 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Sedora Jefferson 512-499-2175

Law-2000-01

Program: *TRANSFERS AND OTHER REQUIREMENTS*

Program Objective:

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

Performance Measures: 1998 -99 1999 -2000 1999 -2000 2000-01 2000-01
 Actual Amended Estimate Proposed Approved

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|----------------|---------------------|----------------|
| Transfers and Other Requirements | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$167,502 | 0.00 | \$0 | 0.00 |
| Total | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$167,502 | 0.00 | \$0 | 0.00 |

Law-2000-01

Activity: *Transfers and Other Requirements*

Activity Code: 9REQ

Program Name: TRANSFERS AND OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$167,502 | \$0 |
| Total Requirements | \$0 | \$0 | \$0 | \$167,502 | \$0 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description:

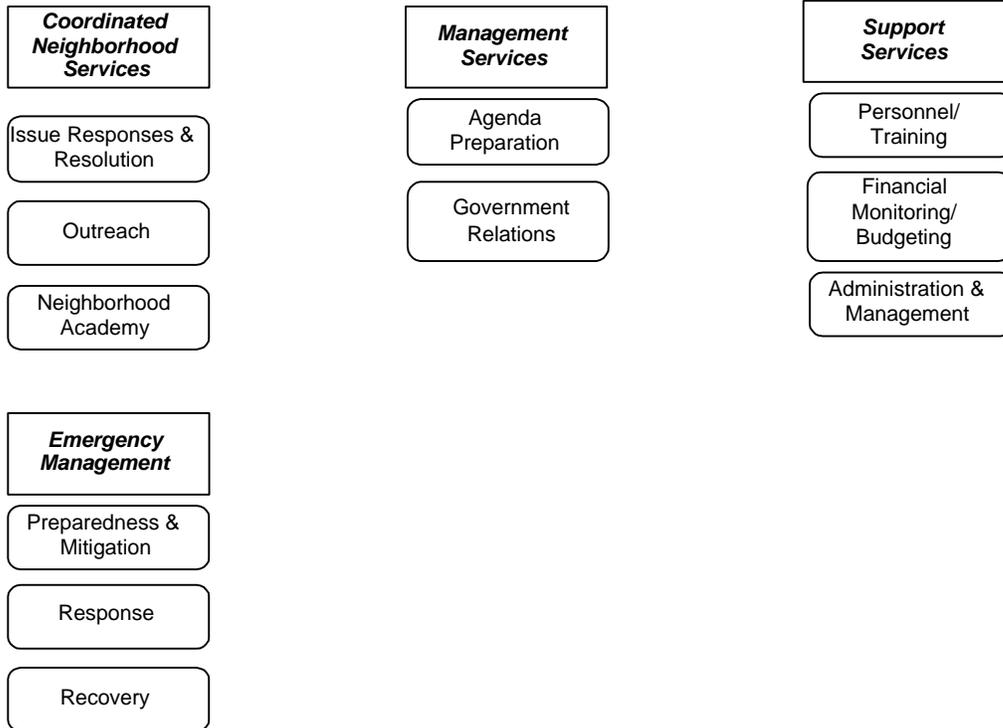
Activity Objective: To account for transfers at the fund level.

Services of the Activity:

Changes in Requirements and Performance Measures: The wage adjustments for FY 2000-01 included in the Proposed Budget were distributed to various activities in the Approved Budget.

Responsible Employee:

Management Services — 2000-01



LEGEND= *Programs* Activities

| | 1998-1999 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|
| | Actual | Amended | Estimated | Proposed | Approved |
| Support Services Fund Requirements | \$2,255,665 | \$3,219,787 | \$3,219,787 | \$4,612,119 | \$4,623,993 |
| Full-time Equivalents (FTE's) | 21.50 | 32.00 | 32.00 | 43.00 | 43.00 |

Management Services —2000-01

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.
- Resolve neighborhood issues/concerns.
- Improve the City's ability to meet neighborhood service needs.
- Improve the timeliness of the City's response to neighborhoods.
- Provide accurate and relevant information to citizens.
- Provide citizen education and knowledge of how to access basic City services.
- Prevent or lessen the loss of life and property from the effects of major emergencies and disasters.
- Return the community to normal following a major emergency or disaster by restoring utilities, removing debris, and moving displaced people from emergency shelters to long-term housing as quickly as possible.

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 as good or excellent.
- Percent of customers satisfied with response of the Office of Neighborhood Services.
- Timely response to neighborhood concerns.
- Number of negative neighborhood conditions resolved.

Business Plan

The approved budget contains a number of actions supporting the goals of the department:

Salary Increases for Personnel

The continuation of the Pay for Performance Program and increased benefit contribution is included in the amount of \$122,597 in the approved budget. These increases maintain the current service levels and support each of the departmental goals.

Management Services —2000-01

Neighborhood Development

The approved budget provides funding to establish two Neighborhood Support Offices located in the priority areas will significantly increase staff ability to become more accessible to citizens, identify, respond and address neighborhood concerns and substandard conditions. Staff has identified two existing City-owned facilities located in the City Council designated priority areas for reuse. One facility located in Central East Austin (a PARD-owned facility) will require substantial rehabilitation but is an excellent location for neighborhood-based support services. The second approved site will be designated as the Northeast Neighborhood Support Office and is located on the old Robert Mueller Airport property. The approved budget includes funding of \$53,800 for operations and maintenance of the two neighborhood-based sites.

The approved budget transfers one (1) FTE from Solid Waste Services. This position will provide marketing support, including assistance in evaluating customer needs and satisfaction at a cost of \$45,023. The approved budget also adds two (2) FTE positions to assist in the operation of the neighborhood assessments, profiles, issue response and resolution and outreach activities at a cost of \$136,575.

Emergency Management

The approved budget completes the re-organization provided by the City Manager in February 2000, by moving the Office of Emergency Management (OEM) from the Fire Department into the Support Services Fund, Management Services Department. The approved budget transfers a total of five (5) FTEs (one in the Support Services Fund and four in the Special Revenue Grant Fund) to the Support Services fund along with operational costs including grant funding for OEM and the Emergency Operations Center (EOC), which directs emergency resources for up to one hundred emergency response providers during emergency activation operations.

Governmental Relations

During the 77th Legislature of the State of Texas convening January 2001, the Governmental Relations office will monitor legislation that may impact the City of Austin and analyze in accordance with the City of Austin's Legislative Program. To assist City staff in the review and monitoring of proposed legislation, an additional \$313,758 is included in the approved FY 2000-2001 budget. This program will continue to enhance working relationships with state and federal legislative decision-makers and to participate in interim legislative studies and committee hearings.

The department anticipates legislative activity in the following priority areas of the City in the 77th Session:

- Land Development Regulation
- Electric Utility Deregulation
- Water Rights
- TNRCC Sunset Legislation
- Telecommunications/Franchise Fees
- Annexation/ETJ Legislation
- Revenue Issues

Support Services

This program provides general administration, financial monitoring and training support for the department. Included in the approved budget is the funding to provide for the Assistant City Manager position, support staff, and office requirements, \$330,436. The creation of this function was implemented in the City Manager's re-organization plan effective February 28, 2000.

Management Services —2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|--|------------|------|
| 1. City-Wide | | |
| The Approved Budget includes \$46,236 for salary increases associated with Pay for Performance in 2001, and \$16,306 for incremental costs of Pay for Performance in 2000. The approved funding also includes an increase for wage compensation of \$2,500. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$15,748 and a reduction on other compensation adjustments of \$3,874. The total increase for compensation adjustments is \$80,790. | \$80,790 | |
| An additional \$16,830 has been included in the Approved Budget for anticipated changes in health benefit contributions and \$8,170 for anticipated changes in retirement contributions. | \$25,000 | |
| 2. Support Services | | |
| The Approved Budget provides for a continuation of the City Hall Technology Plan for the Management Services Department and the Municipal Building in the amount of \$52,932. | \$52,932 | |
| The Approved Budget provides for the new Deputy Assistant City Manager position provided in the reorganizational effective 2/28/00 and the accompanying support staff of Executive Assistant and Executive Secretary and contractuels and commodities associated with an office. | \$330,436 | 3.00 |
| 3. Management Services | | |
| The Approved Budget contains \$313,758 for increases associated with the convening of the 77th Legislative Session of the State of Texas. | \$313,758 | |
| 4. Emergency Management | | |
| The Approved Budget transfers the Office of Emergency management from the Fire Department, including five FTEs (one from Fire, General Fund and four from Fire Special Revenue Fund). | \$400,239 | 5.00 |
| The Approved Budget contains a \$6,503 reduction in printing costs for the Austin Home Safe Calendar, eliminating 1,625 calendar copies. | (\$6,503) | |
| The Approved Budget contains a \$18,000 reduction which eliminates the weather radar service previously subscribed to in 1999-2000. The impact on service delivery has been minimized by partnering with Watershed Protection to enhance the radar service currently in use. | (\$18,000) | |

Management Services —2000-01

5. Coordinated Neighborhood Services

| | | |
|---|-----------|------|
| \$53,800 is included for the costs associated with opening and operating two neighborhood sites, Northeast and Central East Austin. | \$53,800 | |
| The Approved Budget transfers one FTE position from Solid Waste Services at a cost of \$45,023 to provide marketing support and evaluation of customer needs and service for the Office of Neighborhood Services. | \$45,023 | 1.00 |
| Two FTE positions at a cost of \$136,575 are approved to provide additional neighborhood assistance. | \$136,575 | 2.00 |

Programs and Activities

Management Services-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| COORDINATED NEIGHBORHOOD SERVICES | | | | | | | | | | |
| Issue Response and Resolution | \$46,929 | 1.00 | \$256,248 | 2.60 | \$210,742 | 2.60 | \$238,925 | 3.40 | \$247,209 | 3.40 |
| Neighborhood Academy | \$0 | 0.00 | \$94,407 | 2.20 | \$75,987 | 2.20 | \$165,915 | 2.40 | \$170,359 | 2.40 |
| Outreach Services | \$0 | 0.00 | \$323,683 | 2.10 | \$267,737 | 2.10 | \$321,282 | 2.30 | \$327,124 | 2.30 |
| EMERGENCY MANAGEMENT | | | | | | | | | | |
| Preparedness / Mitigation | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$206,409 | 2.40 | \$212,657 | 2.40 |
| Recovery | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$6,714 | 0.10 | \$6,973 | 0.10 |
| Response | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$89,313 | 0.60 | \$90,581 | 0.60 |
| MANAGEMENT SERVICES | | | | | | | | | | |
| Agenda Preparation | \$33,479 | 0.90 | \$102,933 | 1.20 | \$45,427 | 0.90 | \$46,970 | 0.90 | \$48,315 | 0.90 |
| Governmental Relations | \$799,943 | 3.90 | \$1,010,601 | 3.70 | \$932,704 | 4.00 | \$1,342,935 | 3.60 | \$1,351,852 | 3.60 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$1,338,762 | 15.20 | \$1,360,317 | 19.00 | \$1,645,820 | 19.60 | \$2,000,226 | 26.30 | \$2,057,861 | 26.30 |
| Financial Monitoring / Budgeting | \$1,161 | 0.00 | \$1,197 | 0.00 | \$1,170 | 0.00 | \$21,556 | 0.40 | \$22,397 | 0.40 |
| Personnel / Training | \$35,391 | 0.50 | \$70,401 | 1.20 | \$40,200 | 0.60 | \$87,294 | 0.60 | \$88,665 | 0.60 |
| TRANSFERS & OTHER REQUIREMENTS | | | | | | | | | | |
| Other Requirements | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$84,580 | 0.00 | \$0 | 0.00 |
| Total | \$2,255,665 | 21.50 | \$3,219,787 | 32.00 | \$3,219,787 | 32.00 | \$4,612,119 | 43.00 | \$4,623,993 | 43.00 |

Management Services-2000-01

Program: *COORDINATED NEIGHBORHOOD SERVICES*

Program Objective: The purpose of the Corodinated Services Program is to facilitate on-going coordination of City services to citizens so they can improve the quality of life at the neighborhood level.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|---|--------------------|-----------------------|------------------------|---------------------|---------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Number of cooperative service methods implemented | N/A | N/A | 6 | 15 | 15 |
| Number of neighborhoods participating in decision-making process | N/A | N/A | 6 | 15 | 15 |
| Percent of Neighborhood Academy participants demonstrating increased understanding and knowledge of the curriculum area | N/A | 90% | 90% | 90% | 90% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-------------------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|----------------|---------------------|----------------|
| Issue Response and Resolution | \$46,929 | 1.00 | \$256,248 | 2.60 | \$210,742 | 2.60 | \$238,925 | 3.40 | \$247,209 | 3.40 |
| Neighborhood Academy | \$0 | 0.00 | \$94,407 | 2.20 | \$75,987 | 2.20 | \$165,915 | 2.40 | \$170,359 | 2.40 |
| Outreach Services | \$0 | 0.00 | \$323,683 | 2.10 | \$267,737 | 2.10 | \$321,282 | 2.30 | \$327,124 | 2.30 |
| Total | \$46,929 | 1.00 | \$674,338 | 6.90 | \$554,466 | 6.90 | \$726,122 | 8.10 | \$744,692 | 8.10 |

Management Services-2000-01

Activity: *Issue Response and Resolution*

Activity Code: 4IRR

Program Name: COORDINATED NEIGHBORHOOD SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$46,929 | \$256,248 | \$210,742 | \$238,925 | \$247,209 |
| Total Requirements | \$46,929 | \$256,248 | \$210,742 | \$238,925 | \$247,209 |
| Full-Time Equivalents | 1.00 | 2.60 | 2.60 | 3.40 | 3.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per response | Efficiency | N/A | N/A | N/A | \$159.28 | \$164.81 |
| Number of cross-departmental interactions | Output | N/A | N/A | 1,200 | 1,500 | 1,500 |
| Percent of customer requests responded to | Output | N/A | N/A | 85 | 90 | 90 |
| Number of cooperative service methods implemented | Result | N/A | N/A | 6 | 15 | 15 |
| Number of customer requests, complaints resolved | Result | N/A | N/A | 190 | 325 | 325 |
| Number of negative conditions addressed | Result | N/A | N/A | 175 | 325 | 325 |
| Number of negative neighborhood conditions reversed | Result | N/A | N/A | 360 | 425 | 425 |

Activity History and Description: The Office of Neighborhood Services (ONS) was established in FY 1999-2000 to enhance the City of Austin's ability to comprehensively assess and respond to the service needs of neighborhoods. The mission of this office is to facilitate the delivery of timely coordinated neighborhood-focused City services and build neighborhood capacity for leadership through citizen education and technical assistance.

Neighborhood Support Teams are assigned to Northeast and Central East Austin districts (priority area for Year 1) and are responsible for providing neighborhood-based "hands-on" assistance to individual residents who voice concerns about their neighborhood. Neighborhood Improvement Initiatives are strategies implemented by these teams that result in identifying and addressing long-standing, substandard neighborhood-wide conditions. This requires working with residents to prioritize neighborhood service needs, plan and implement neighborhood projects, and coordinating cross-department action that result in resolving neighborhood problems.

Management Services-2000-01

Activity: *Issue Response and Resolution*

Activity Code: 4IRR

Program Name: COORDINATED NEIGHBORHOOD SERVICES

The ONS provides periodic reports to the City Manager and department directors including type and frequency of complaints received, timeliness of response to neighborhoods, trends in chronic/recurring complaints and related issues, complaints resolution data and recommendations for improved service delivery.

Activity Objective: The purpose of Issue Response and Resolution is to provide timely and effective response to citizens so they can resolve issues impacting their neighborhood.

Services of the Activity: Problem Solving; Complaint Resolution; Cross Departmental Planning; Facilitate Cross-departmental Service Delivery; Service Level Recommendation; Information Resource for City Staff

Changes in Requirements and Performance Measures: The decrease in this activity is due to the reallocation of staff time to match the FY2001 Business Plan along with the addition of \$4,626 in Pay for Performance for FY2001.

Responsible Employee: Cora Wright 512-499-7674

Management Services-2000-01

Activity: Neighborhood Academy

Activity Code: 4ACD

Program Name: COORDINATED NEIGHBORHOOD SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$94,407 | \$75,987 | \$165,915 | \$170,359 |
| Total Requirements | \$0 | \$94,407 | \$75,987 | \$165,915 | \$170,359 |
| Full-Time Equivalents | 0.00 | 2.20 | 2.20 | 2.40 | 2.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per participants trained | Efficiency | N/A | N/A | N/A | \$331.83 | \$340.72 |
| Number of participants trained | Output | N/A | N/A | 225 | 500 | 500 |
| Percent of Neighborhood Academy participants demonstrating increased understanding and knowledge of the curriculum area | Result | N/A | 90% | 90% | 90% | 90% |

Activity History and Description: The City of Austin is committed to building strong leadership at the neighborhood level. Strong leadership skills are learned. The Neighborhood Academy was created in FY 1999-2000 as a neighborhood-based classroom designed to provide Austin neighborhood groups, neighborhood leaders and interested citizens with an opportunity to learn and participate in a variety of free mini-classes relevant to building and sustaining neighborhoods. During the first year of operations, the Office of Neighborhood Services established a partnership with Austin Community College (ACC). As a result of this very successful partnership the ACC Eastview Campus now serves as the central classroom/training facility, with additional rooms to available as needed, to provide developmentally appropriate activities for children while their parents are in class. This partnerships can potentially support access to additional classrooms in other parts of Austin (need already identified via customer feedback) as the program grows over time.

The Neighborhood Academy also provides a series of classes "on-the-road". The "On-The-Road" classes are logistically adapted and the content is modified to meet the needs of neighborhood groups whose learning needs are best met out in their neighborhood (i.e. during association meetings, at churches, and school facilities, etc.). This very popular outreach approach allows staff to adapt the classroom learning experience to meet the unique accessibility and learning needs of a group of residents from the same neighborhood.

Some examples of Neighborhood Academy classes conducted in FY 1999-

Management Services-2000-01

Activity: *Neighborhood Academy*

Activity Code: 4ACD

Program Name: COORDINATED NEIGHBORHOOD SERVICES

2000 include:

- * "Neighborhood Organizing: Developing a Sense of Community"
- * "How To Get Complaints Resolved: Those Old Junk Cars"
- * "Your Neighborhood Library: Beyond The Books"
- * "How To Get Complaints Resolved"
- * "Substandard and Dangerous Housing"
- * "Neighborhood Planning: What It is and Isn't"
- * "Zoning 101"

Keeping in touch with the learning needs of citizens is critical to the success of the Neighborhood Academy. Initially, the Neighborhood Academy curriculum was developed utilizing input from citizens through a variety of sources, including input from citizens that participated in the neighborhood planning process, the "Neighborhood By Neighborhood Workshop", review of citizen communications with City Council, and commissions, and through City staff. Additionally, the Neighborhood Academy program staff established and organized the Association of Neighborhood Training Strategists ("ANTS") comprised of representatives from neighborhoods associations. This group of volunteer representatives provides quarterly input to staff on specific topics that meet the specific learning needs and interests of their neighborhood. They also are encouraged and often take advantage of the ability to reserve class slots for their neighborhood area, as needed.

Activity Objective:

The purpose of the Neighborhood Academy is to provide education to citizens and neighborhood groups so they can be more knowledgeable of City Services and other factors affecting their neighborhood.

Services of the Activity:

Educational services; Leadership development; Technical assistance; Information and referral

Changes in Requirements and Performance Measures:

The approved increases in this activity are due to an increase of \$4,444 for Pay for Performance in 2001, and the reallocation of staff time to match the FY2001 Business Plan and having full staffing for the activity, including new staff to provide marketing of the programs offered at the Academy.

Responsible Employee:

Donna Jackson

512-499-7670

Management Services-2000-01

Activity: Outreach Services

Activity Code: 4OUT

Program Name: COORDINATED NEIGHBORHOOD SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$323,683 | \$267,737 | \$321,282 | \$327,124 |
| Total Requirements | \$0 | \$323,683 | \$267,737 | \$321,282 | \$327,124 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.00 | 2.10 | 2.10 | 2.30 | 2.30 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of assessments | Efficiency | N/A | N/A | N/A | \$13,227 | \$13,586 |
| Cost of profiles | Efficiency | N/A | N/A | N/A | \$3,858 | \$3,728 |
| Budget for Assessments | Output | N/A | N/A | N/A | \$163,031 | \$158,735 |
| Budget for Profiles | Output | N/A | N/A | N/A | \$46,293 | \$44,746 |
| Number of neighborhood assessments (analysis) | Output | N/A | N/A | 6 | 12 | 12 |
| Number of neighborhood profiles (data) | Output | N/A | N/A | 6 | 12 | 12 |
| Number of neighborhoods participating in decision-making process | Result | N/A | N/A | 6 | 15 | 15 |

Activity History and Description: Improving neighborhoods requires a thorough understanding of neighborhood conditions from the perspective of those who live there. It requires reaching out to the neighborhoods that we serve to assess neighborhood assets, needs and trends. It requires engaging and organizing neighborhood involvement, prioritizing concerns, providing information and technical assistance to neighborhoods, building neighborhood capacity (i.e. leadership skills, improving problem-solving skills and tools, etc.) setting short/long term goals with specific action steps to accomplish them and neighborhood advocacy. These action steps delineate the role that residents, City departments, community based organizations, and other agencies must take to achieve measurable neighborhood improvements.

The Office of Neighborhood Services (ONS) Neighborhood Support Teams provide outreach to their respective neighborhood areas. In the first year of operations ONS established a Neighborhood Support Office in Northeast Austin, and is now working to open the second Neighborhood Support Office in Central East Austin, pending rehabilitation efforts on a facility that is well known to this area. The Neighborhood Support Offices will serve as central

Management Services-2000-01

Activity: Outreach Services
Activity Code: 4OUT
Program Name: COORDINATED NEIGHBORHOOD SERVICES

meeting places for residents to voice concerns, seek hands-on assistance and work through issues with department staff. Residents are encouraged to also make suggestions on how to improve neighborhood services for their area. This information is shared with appropriate City staff.

The overall goal is to shift the neighborhood service problem-solving and complaints resolution process from City Hall back to the neighborhood level. On a daily basis, staff are out in the neighborhoods listening, observing, gathering information, educating neighborhoods about how the City operates, linking neighborhoods with City and other community services, tracking progress, and assisting residents with problem-solving their service issues.

Where necessary, staff assist with basic neighborhood organizing as the first step to building a neighborhood vision, consensus and citizen participation in decision-making that affect the quality of life in their neighborhoods. Improving neighborhoods requires a thorough understanding of neighborhood conditions from the perspective of those who live there. It requires reaching out to the neighborhoods that we serve to assess neighborhood assets, needs and trends. It requires engaging and organizing neighborhood involvement, prioritizing concerns, providing information and technical assistance to neighborhoods, building neighborhood capacity (i.e. leadership skills, improving problem-solving skills and tools, etc.) setting short/long term goals with specific action steps to accomplish them and neighborhood advocacy. These action steps delineate the role that residents, City departments, community based organizations, and other agencies must take to achieve measurable neighborhood improvements.

Activity Objective: The purpose of Outreach is to provide resources and assistance to citizens and neighborhood groups so they can effectively participate in the decisions affecting their neighborhood.

Services of the Activity: Capacity building; Organizing; Coordination; Resource linking, Information; Referral, Neighborhood Assessment; Service Planning

Changes in Requirements and Performance Measures: The approved increases in this activity are due to an increase of \$5,842 for Pay for Performance in 2001, the reallocation of staff time to match the FY2001 Business Plan and having full staffing for the activity which includes new positions in FY2001.

Responsible Employee: Cora Wright 512-499-7674

Management Services-2000-01

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.

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Percentage of agency representatives that rate OEM recovery coordination as good or excellent | N/A | N/A | N/A | 90% | 90% |
| Percentage of the public that know what to do to preserve their lives and property during major emergencies | N/A | N/A | N/A | 70% | 70% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Preparedness / Mitigation | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$206,409 | 2.40 | \$212,657 | 2.40 |
| Recovery | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$6,714 | 0.10 | \$6,973 | 0.10 |
| Response | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$89,313 | 0.60 | \$90,581 | 0.60 |
| Total | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$302,436 | 3.10 | \$310,211 | 3.10 |

Management Services-2000-01

Activity: Preparedness / Mitigation

Activity Code: 4PMI

Program Name: EMERGENCY MANAGEMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$206,409 | \$212,657 |
| Total Requirements | \$0 | \$0 | \$0 | \$206,409 | \$212,657 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 2.40 | 2.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of public outreach service per person reached | Efficiency | N/A | N/A | N/A | \$20.61 | \$20.61 |
| Cost per plan or procedure | Efficiency | N/A | N/A | N/A | \$26,614 | \$28,182 |
| Number of individual plans or procedures developed | Output | N/A | N/A | N/A | 4 | 4 |
| Number of people reached by the OEM public outreach program or the calendar | Output | 7,600 | 7,000 | 6,200 | 4,850 | 4,850 |
| Percentage of agency representatives who rate the EOC facility and systems as good or excellent | Result | 92.7% | 93% | 93% | 94% | 94% |
| Percentage of the agency representatives who rate OEM planning and coordination services as good or excellent | Result | 89.7% | 90% | 90% | 91% | 91% |
| Percentage of the public that know what to do to preserve their lives and property during major emergencies | Result | N/A | N/A | N/A | 70% | 70% |

Activity History and Description: This activity was located prior to FY00-01 in the Austin Fire Department.

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: 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; apply

Management Services-2000-01

Activity: *Preparedness / Mitigation*

Activity Code: *4PMI*

Program Name: *EMERGENCY MANAGEMENT*

for and manage Project Impact; coordinate the design and maintenance of the OEM website; public outreach; public calendar; provide surveys or reviews of facilities; serve as key member of 911-RDMT; 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:

This new activity results from the transfer of the Office of Emergency Management (OEM) from the Fire Department and development of the OEM FY2001 Business Plan. Included is \$6,248 for Pay for Performance in 2001. Additionally, there is a reduction of expenditures for printing of the Austin Home Safe Calendar (eliminating 1,625 copies) and for changing the weather radar service by partnering with Watershed Protection to enhance the radar service currently in use.

Responsible Employee:

Steve Collier

512-370-8861

Management Services-2000-01

Activity: Recovery

Activity Code: 4RCV

Program Name: EMERGENCY MANAGEMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$6,714 | \$6,973 |
| Total Requirements | \$0 | \$0 | \$0 | \$6,714 | \$6,973 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.10 | 0.10 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per recovery incident | Efficiency | N/A | N/A | N/A | \$6,714 | \$6,973 |
| Actual number of incidents that result in a significant recovery effort | Output | 1 | 1 | 1 | 1 | 1 |
| Percentage of agency representatives that rate OEM recovery coordination as good or excellent | Result | N/A | N/A | N/A | 90% | 90% |

Activity History and Description: This activity was located prior to FY00-01 in the Austin Fire Department.

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: Conduct damage assessments and compile disaster response costs; coordinate debris removal; apply for and manage FEMA disaster relief grants; coordinate establishment of community Disaster Assistance Centers; coordinate community economic recovery; coordinate community mental health debriefings; conduct post-emergency response reviews and develop After Action Reports.

Changes in Requirements and Performance Measures: This new activity results from the transfer of the Office of Emergency Management (OEM) from the Fire Department and the development of the OEM FY2001 Business Plan. Included is \$259 for Pay for Performance in 2001.

Responsible Employee: Steve Collier 512-370-8861

Management Services-2000-01

Activity: Response

Activity Code: 4RES

Program Name: EMERGENCY MANAGEMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$89,313 | \$90,581 |
| Total Requirements | \$0 | \$0 | \$0 | \$89,313 | \$90,581 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.60 | 0.60 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Average cost per activation | Efficiency | N/A | N/A | N/A | \$4,060 | \$4,117 |
| Actual number of EOC activations | Output | 19 | 20 | 14 | 22 | 22 |
| Percentage of agency representatives that rate OEM recovery coordination as good or excellent | Result | N/A | N/A | N/A | 90% | 90% |

Activity History and Description: This activity was located prior to FY00-01 in the Austin Fire Department.

Activity Objective: The purpose of response is to provide 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: 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: This new activity results from the transfer of the Office of Emergency Management (OEM) from the Fire Department and the development of the OEM FY2001 Business Plan. Included is \$1,268 for Pay for Performance in 2001.

Responsible Employee: Steve Collier 512-370-8861

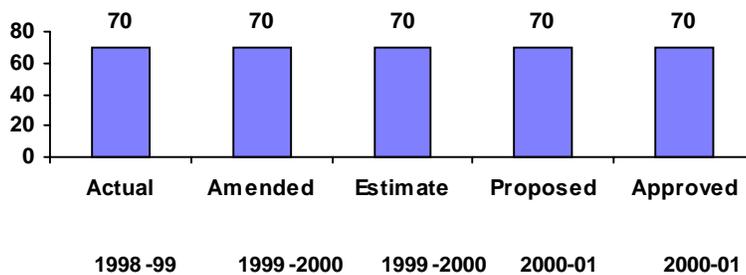
Management Services-2000-01

Program: *MANAGEMENT SERVICES*

Program Objective: To ensure responsiveness to City Council and citizens, facilitate improved service delivery and promote the City's interests in legislative affairs.

Program Results Measures:

Favorable responses on the Management Services Customer Service Report regarding satisfaction with the agenda process



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| City has 90% of success rate for key bills during Legislative Session | 92% | N/A | N/A | 90% | 90% |
| Favorable responses on the Management Services Customer Service Report regarding satisfaction with the agenda process | 70% | 70% | 70% | 70% | 70% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|------------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Agenda Preparation | \$33,479 | 0.90 | \$102,933 | 1.20 | \$45,427 | 0.90 | \$46,970 | 0.90 | \$48,315 | 0.90 |
| Governmental Relations | \$799,943 | 3.90 | \$1,010,601 | 3.70 | \$932,704 | 4.00 | \$1,342,935 | 3.60 | \$1,351,852 | 3.60 |
| Total | \$833,422 | 4.80 | \$1,113,534 | 4.90 | \$978,131 | 4.90 | \$1,389,905 | 4.50 | \$1,400,167 | 4.50 |

Management Services-2000-01

Activity: *Agenda Preparation*
Activity Code: 4AGF
Program Name: MANAGEMENT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$33,479 | \$102,933 | \$45,427 | \$46,970 | \$48,315 |
| Total Requirements | \$33,479 | \$102,933 | \$45,427 | \$46,970 | \$48,315 |
| Full-Time Equivalent | 0.90 | 1.20 | 0.90 | 0.90 | 0.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per labor hour per week | Efficiency | \$18.40 | \$37.35 | \$22.99 | \$23.77 | \$24.45 |
| Labor hours per week devoted to agenda process | Output | 35 | 53 | 38 | 38 | 38 |
| Favorable responses on the Management Services Customer Service Report regarding satisfaction with the agenda process | Result | 70% | 70% | 70% | 70% | 70% |

Activity History and Description: The City Manager and Assistant City Manager 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 through an attitude of helpfulness. To communicate in a timely manner.

Services of the Activity: Texas Open Meetings Act.

Changes in Requirements and Performance Measures: The net decrease in the funding requirement for this activity is due to the reallocation of staff time to the administrative function of the department, offset by an increase of \$1,345 for Pay for Performance in 2001.

Responsible Employee: Joe Canales 512-499-2200

Management Services-2000-01

Activity: Governmental Relations

Activity Code: 4GNR

Program Name: MANAGEMENT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$799,943 | \$1,010,601 | \$932,704 | \$1,342,935 | \$1,351,852 |
| Total Requirements | \$799,943 | \$1,010,601 | \$932,704 | \$1,342,935 | \$1,351,852 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 3.90 | 3.70 | 4.00 | 3.60 | 3.60 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of key bills during legislative session | Demand | 116 | N/A | N/A | 100 | 100 |
| Cost of Program per bill | Efficiency | \$334.70 | N/A | N/A | \$559.56 | \$563.27 |
| Number of bills | Output | 2,330 | N/A | N/A | 2,400 | 2,400 |
| Percent of outcome of priority bills for the City is positive | Output | 92% | 90% | 90% | 90% | 90% |
| City has 90% of success rate for key bills during Legislative Session | Result | 92% | N/A | N/A | 90% | 90% |

Activity History and Description: 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

Management Services-2000-01

Activity: *Governmental Relations*

Activity Code: 4GNR

Program Name: MANAGEMENT SERVICES

provides 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: 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 approved budget includes an additional \$332,334 for lobbyist contracts and other legislative requirement session beginning January 1, 2001 and ending August 31, 2001. The legislative workload, while increasing significantly during the session, continues with Committee work and Travis County Delegation worksessions. The increase in Governmental Relations also adds temporary assistance for research and analysis. Included is \$18,172 for Pay for Performance in 2001.

Responsible Employee: John Hrcir 512-499-2285

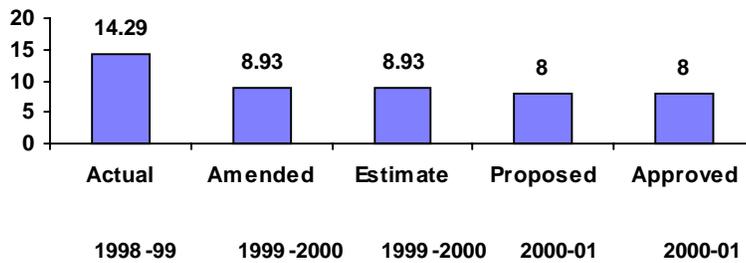
Management Services-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------------|-------------------|--------------------|------------------|------------------|
| Employee turnover rate | 14.29% | 8.93% | 8.93% | 8% | 8% |
| Lost time rate | 0% | 0% | 0% | 0% | 0% |
| Percent of reporting deadlines met | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | N/A | N/A | N/A | N/A | N/A |
| Percent variance of CYEs to actual revenue | N/A | N/A | N/A | N/A | N/A |
| Personnel Action Form (PAF) error rate | Data Not Tracked | 10% | 10% | 10% | 10% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Administration and Management | \$1,338,762 | 15.20 | \$1,360,317 | 19.00 | \$1,645,820 | 19.60 | \$2,000,226 | 26.30 | \$2,057,861 | 26.30 |
| Financial Monitoring / Budgeting | \$1,161 | 0.00 | \$1,197 | 0.00 | \$1,170 | 0.00 | \$21,556 | 0.40 | \$22,397 | 0.40 |
| Personnel / Training | \$35,391 | 0.50 | \$70,401 | 1.20 | \$40,200 | 0.60 | \$87,294 | 0.60 | \$88,665 | 0.60 |

Management Services-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$1,338,762 | \$1,360,317 | \$1,645,820 | \$2,000,226 | \$2,057,861 |
| Total Requirements | \$1,338,762 | \$1,360,317 | \$1,645,820 | \$2,000,226 | \$2,057,861 |

| | | | | | |
|------------------------------|--------------|--------------|--------------|--------------|--------------|
| Full-Time Equivalents | 15.20 | 19.00 | 19.60 | 26.30 | 26.30 |
|------------------------------|--------------|--------------|--------------|--------------|--------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Percent of total department budget | Efficiency | 59% | 49% | 51% | 44.50% | 44.50% |
| Number of CAFs handled | Output | 3 | 7 | 7 | 7 | 7 |
| Number of grievances and appeals per 100 employees | Output | 0 | 0 | 0 | 0 | 0 |
| Number of RCAs handled | Output | N/A | 1,500 | 1,500 | 1,500 | 1,500 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | Data Not Tracked | 20 | 20 | 20 | 20 |
| Total department budget | Output | \$2,255,669 | \$3,219,787 | \$3,219,787 | \$4,612,119 | \$4,623,993 |
| Employee turnover rate | Result | 14.29% | 8.93% | 8.93% | 8% | 8% |
| Percent of CAFs submitted within deadline | Result | 100% | 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: 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

Management Services-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

**Changes in Requirements and
Performance Measures:**

The increase in the funding requirement is due to the addition of an Assistant City Manager, office staff and expenses, movement of the Office of Emergency Management from the Fire Department to the Management Services Department, a reallocation and addition of staff time to the administration of the Office of Neighborhood Services, and an increase of \$57,635 for Pay for Performance in 2001.

Responsible Employee:

Joe Canales

512-499-2200

Management Services-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$1,161 | \$1,197 | \$1,170 | \$21,556 | \$22,397 |
| Total Requirements | \$1,161 | \$1,197 | \$1,170 | \$21,556 | \$22,397 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.40 | 0.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | 0.03% | 0.03% | 0.03% | 0.02% | 0.02% |
| Total financial monitoring expense | Output | \$1,161 | \$1,197 | \$1,190 | \$21,556 | \$22,397 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | N/A | N/A | N/A | N/A | N/A |
| 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: Department budget (operating and CIP) development
 CYE Development
 Accounts receivable
 Five-year forecast development
 Travel processing

Changes in Requirements and Performance Measures: The increase in this activity is due \$841 for Pay for Performance in 2001 and to the movement of the Office of Emergency Management to the Management Services Department from the Fire Department. The OEM Plans Officer spends approximately 40% of their time providing grant monitoring.

Responsible Employee: Joe Canales 512-499-2200

Management Services-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$35,391 | \$70,401 | \$40,200 | \$87,294 | \$88,665 |
| Total Requirements | \$35,391 | \$70,401 | \$40,200 | \$87,294 | \$88,665 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.50 | 1.20 | 0.60 | 0.60 | 0.60 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$65.86 | \$83.41 | \$88.00 | \$185.46 | \$179.81 |
| Training cost per FTE | Efficiency | \$1,580 | \$2,117 | \$2,112 | \$1,944 | \$1,882 |
| Number of employee injuries | Output | 0% | 0% | 0% | 0% | 0% |
| Total cost of personnel administration | Output | \$1,416 | \$2,669 | \$1,672 | \$7,604 | \$7,732 |
| Total training cost | Output | \$33,975 | \$67,732 | 67,585 | \$79,689 | \$80,933 |
| Lost time rate | Result | 0% | 0% | 0% | 0% | 0% |
| Payroll error rate | Result | Data Not Tracked | <1% | <1% | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | Data Not Tracked | 90% | 90% | 90% | 90% |
| Personnel Action Form (PAF) error rate | Result | Data Not Tracked | 10% | 10% | 10% | 10% |

Activity History and Description: This program is in place to recruit and hire qualified personnel and train current staff to meet SSPR requirements.

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:

- 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

Management Services-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

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:

Included is \$2,337 for Pay for Performance in 2001. Additional increase of \$16,893 is due to the movement of the Office of Emergency Management to Management Services and new staffing for the Office of Neighborhood Services.

Responsible Employee:

Joe Canales

512-499-2200

Mayor and Council — 2000-01

| | 1998-99 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|--------------------------------------|----------------|------------------|------------------|-----------------|-----------------|
| | Actual | Amended | Estimated | Proposed | Approved |
| Expenditures | \$785,706 | \$939,981 | \$939,981 | \$1,079,921 | \$1,082,178 |
| Full-time Equivalents (FTE's) | 16.00 | 16.00 | 16.00 | 16.00 | 16.00 |

Mayor and Council —2000-01

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

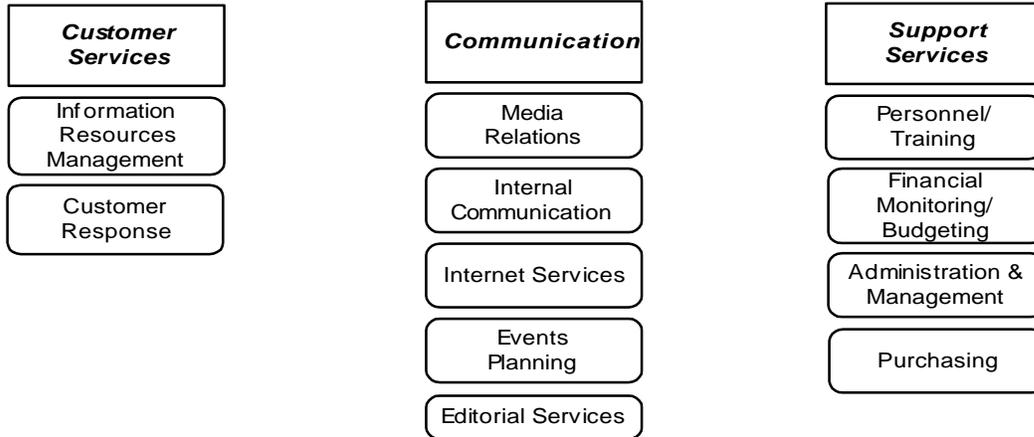
- Govern the City of Austin in the best interest of its citizens, to whom the City Council is directly responsible
- Adopt the annual operating and capital budgets
- Enact legislation to accomplish the lawful purposes outlined in the City Charter
- Appoint the members of public boards and commissions
- 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 — 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|---|------------|------|
| 1. City-Wide | | |
| An additional \$19,011 has been included in the Approved Budget for anticipated changes in health contributions and \$1,452 for anticipated changes in retirement contributions. | \$20,463 | |
| The Approved Budget includes \$18,374 for salary increases associated with Pay for Performance in 2001, and \$3,828 for incremental costs of Pay for Performance in 2000. The budget also includes wage adjustments of \$500. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$3,062 and a reduction in other compensation adjustments of \$805. The total increase for compensation adjustments is \$22,702. | \$22,702 | |
| The Approved Budget includes reductions of \$11,304 for one-time 1999-2000 capital costs. | (\$11,304) | |
| The Approved Budget includes full-year funding of \$83,432 for Council member salary and car allowance increases approved in 2000. | \$83,432 | |
| 2. City Hall Technology Plan | | |
| The City Hall Technology Plan includes funding of \$26,904 for scheduled computer hardware and software replacement in the Approved Budget. | \$26,904 | |

Public Information Office — 2000-01



LEGEND= Programs Activities

| | 1998-1999 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Proposed | 2000-01 Approved |
|-------------------------------|---------------------|----------------------|------------------------|---------------------|---------------------|
| Requirements | \$458,043 | \$884,100 | \$884,100 | \$2,111,212 | \$2,117,581 |
| Full-time Equivalents (FTE's) | 8.00 | 15.00 | 15.00 | 27.00 | 27.00 |

Public Information Office —2000-01

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

- Percent of presentations from Corporate PIO interaction with the media that result in the City's position on an issue being reported.
- Percent of City employees reporting knowledge of specific City issues
- Number of page views on the Internet per capita.
- Percent of planned events that take place on schedule and meet event-specific objectives.
- Percent of City departments who are satisfied with content and presentation of material.

Business Plan

The approved budget for 2000-01 provides resources for PIO to enhance 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

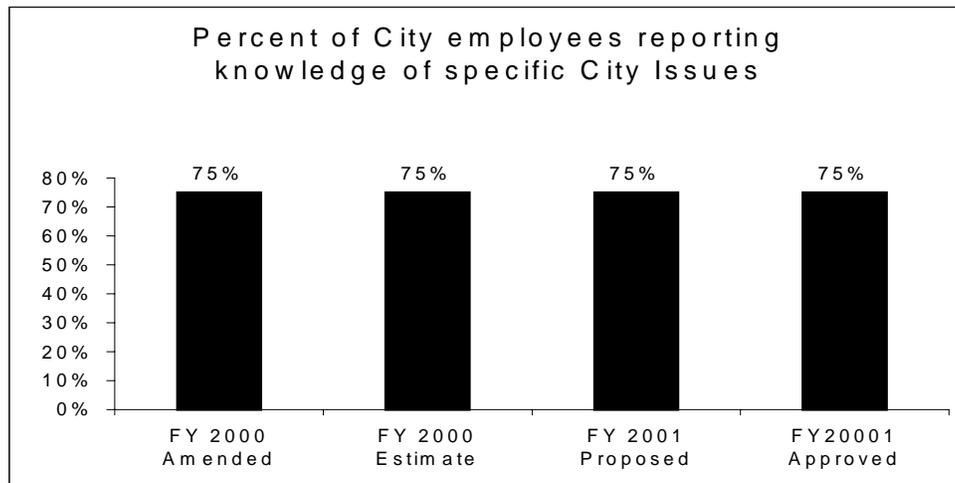
Both PIO's attention to service delivery and PIO's efforts to serve as a primary point of contact for all aspects of public information are further enhanced in the approved budget with the transfer of both Channel 6 and Internet Services personnel to the Public Information Office. These transfers allow for the creation of a one-stop shop under the Public Information umbrella.

The approved budget includes the transfer of Channel 6 from the Financial and Administrative Services Department to Public Information, in keeping with the PIO's organizational vision. This transfer will increase PIO's budget by \$536,815 and 7.0 FTEs, along with an increase in funding for the closed captioning usage at City Council Meetings.

Public Information Office —2000-01

The approved budget also allows for the addition of a Special Projects Public Information Manager position at a cost of \$71,151. This position is essential to ensuring that the Austin City Council's goal of keeping the public informed about downtown revitalization is met. This Public Information Manager will be focused specifically on the City's Downtown Jam Campaign, which requires a significant amount of resources in terms of time and coordinated attention for the next two to three years. A Web site, a 24-hour information line, planning numerous special events, presentations and partnerships with other downtown organizations are all part of the responsibilities of this new manager position.

To focus on internal communication, PIO has developed a survey that will help determine the "percentage of City employee respondents reporting knowledge of specific City issues." PIO estimates that 75% of City employees who respond to the survey will report knowledge of a particular issue and will retain that 75% goal for 2000-01.



To further enhance efforts to communicate with City employees, this Office is planning to design and implement an Employee Newsletter online for the Intranet during FY2001. Although this newsletter will not be able to reach every City employee, the efficiency of providing access to this information on the Intranet will alleviate the need for additional resources that would otherwise be necessary for printing and distribution.

Internet Services

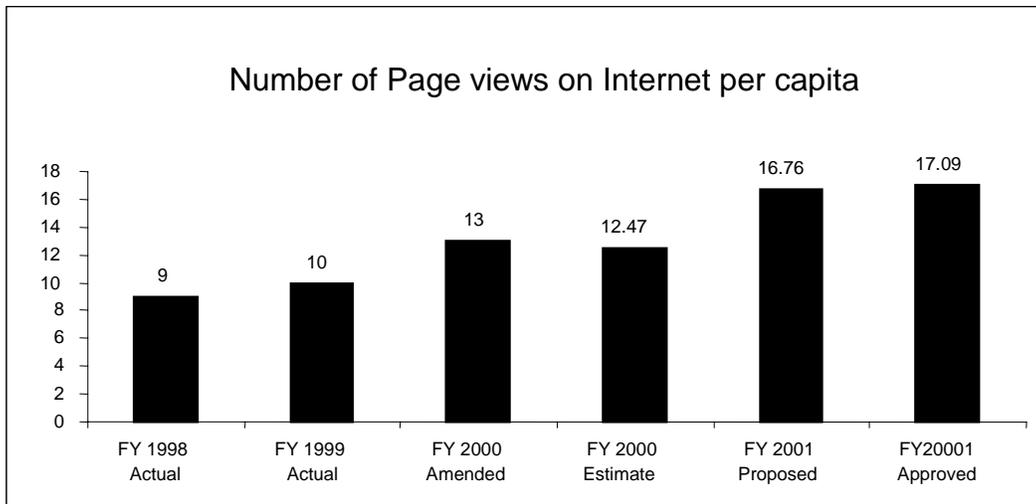
The continued increase in use and demand for availability of information on the Internet, as well as the move to provide on-line transactions, are all critical issues to be addressed during 2000-01 and coming years. City staff must ensure that there is some uniformity with which all of City services are offered to the general public, particularly as it relates to the Internet. To that end, the approved budget includes the transfer of Internet Services from Financial and Administrative Services to PIO. This will increase PIO's budget by \$453,000 and includes 4.00 FTEs.

During 1999-2000, the Public Information Office partnered with Information Systems to develop a new automated 24-hour, 7-day a week phone system. PIO will bring the automated phone system online during 2000-01. Part of that implementation will allow PIO to develop a mechanism to get feedback from users of the system as to what information is accessed and what we can do to improve it. PIO will continue to serve as the manager of the automated phone system. In addition, the approved budget includes funding in the amount of \$2,000 for software that will allow the phone system to interface with the Internet.

Usage of the Internet as a primary communication tool for PIO has also increased. PIO posted 375 documents to the Internet in 1998-99. In 1999-2000, the goal was 400 documents, and staff estimates that, at year's end, PIO had surpassed that figure by 130, reaching 530. As a result, the approved budget includes a higher goal to post

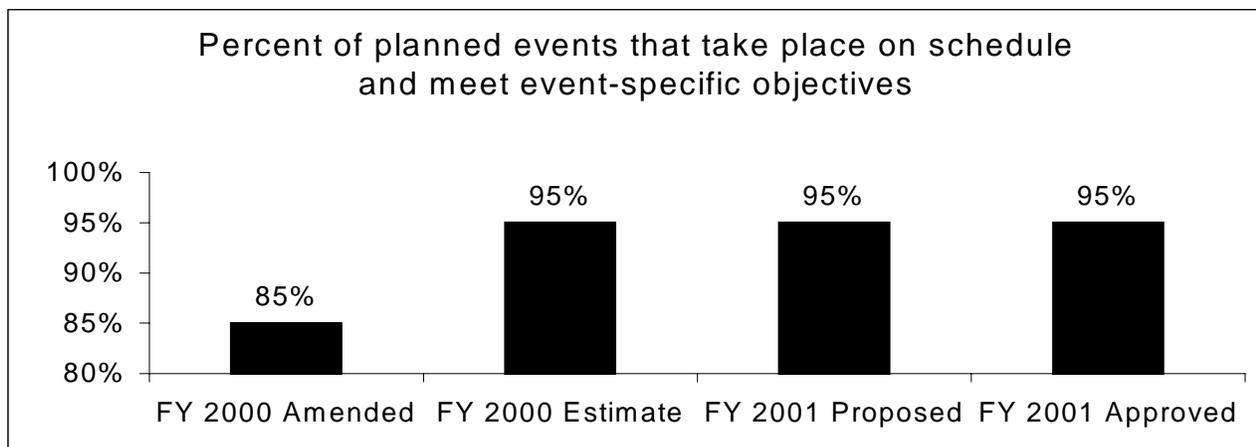
Public Information Office —2000-01

600 file documents to the City's website. PIO also anticipates that the number of page views on the Internet will increase by 40% over 1999-2000 levels, to an estimated 211,400 per week, while maintaining a relatively constant "page views per capita" as the population increases.



Events Planning

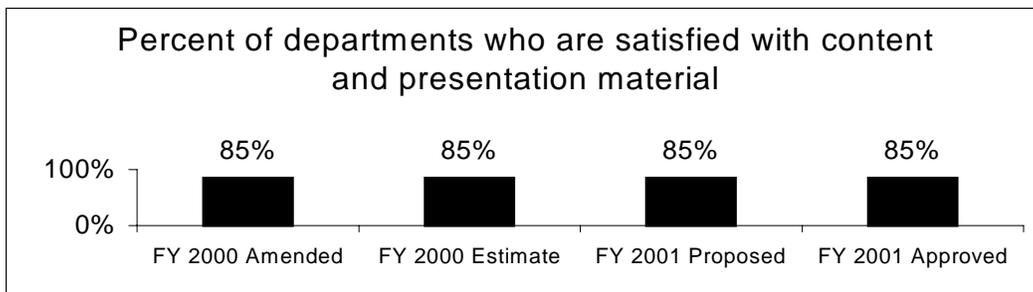
The Public Information Office planned numerous successful special events during 1999-2000, including: Y2K/A2K media briefing in preparation for the City's activation on Dec. 31, 1999; Longhorn Pipeline Town Hall meeting/public hearing; announcement on Tivoli; Greater Austin at Work job fair; annexation demolition; CSC groundbreaking; kickoff of Downtown Jam; a news conference announcing Austin as the second best managed City in the Country (Governing magazine); a news conference to recognize Austin as the 4th most wired City in the Country (Yahoo); the City Council election and run-off; and many more. A key indicator for events planning is the percentage of planned events that take place on schedule and that meet event-specific objectives, estimated at 95% for 1999-2000. The approved goal for FY2001 is also 95%, since this is a relatively new measure.



Editorial Services

During FY 2000, PIO created a survey to determine a measurable satisfaction level of all of customers of PIO's editorial services. PIO staff estimates that the survey results will demonstrate a customer satisfaction level at 85% for 1999-2000, with an approved goal at a constant 85% for this relatively new and untested measure.

Public Information Office —2000-01



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.

A concerted effort has been underway to help change the role of City Link (the group of Customer Service Representatives who staff the 499-2000 main City number) to an Information Referral function as opposed to simply a switchboard function. Thus far, staff has been very successful in accomplishing this goal. Further, the Customer Service Manager for City Link will help create a training program that can be utilized by every department to improve customer service and overall interaction. That training program will be established and implemented during 2000-01.

Another overall goal for this program was to complete 95% of requests within deadlines set. This program includes processing Open Records requests within 7 to 10 days. PIO staff strives to expedite the requests and make the information available in a timely manner. Through September 2000, PIO has processed approximately 98% within that time frame. The approved budget includes resources to match this high level of service again next year.

Another key service is the maintenance of the Automated Customer Assistance Program. The goal for 1999-2000 of 92% of Council Action Forms (CAF) completed on time is being exceeded, with 97% completed on time through September 2000, and an approved target of 96% completed on time during 2000-01.

Public Information Office —2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|---|-----------|------|
| 1. City-Wide | | |
| The Approved Budget includes \$25,476 for salary increases associated with Pay for Performance in 2001, and \$5,560 for incremental costs of Pay for Performance in 2000. The approved funding also includes an increase for wage compensation of \$500. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$6369 and a reduction on other compensation adjustments of \$1,322. The total increase for compensation adjustments is \$31,536. | \$31,536 | |
| An additional \$19,890 has been included in the Approved Budget for anticipated changes in health benefit contributions and \$3,178 for anticipated changes in retirement benefit contributions. | \$23,068 | |
| 2. Communication and Customer Service | | |
| The 2000-2001 Approved Budget provides for the transfer of the Channel 6 and Internet Services units from Financial and Administrative Services Department to the Public Information Office. The eleven associated positions are primarily assigned to Communication and Customer Service to focus on providing information to employees and the public and better utilize the internet as a communications device at a cost of \$813,588. | \$813,588 | 9.95 |
| The additional cost of \$80,000 of closed captioning contract services for the expanded Thursday Council session is funded in the Approved Budget. | \$80,000 | |
| Also, included in the 2000-2001 Approved Budget is the addition of one (1) FTE Public Information Manager position for Special Projects who is essential to ensuring that the Austin City Council's goal of keeping the public informed about downtown revitalization is met. | \$69,494 | 0.97 |
| The Approved Budget contains funding of \$2,000 for the addition of Web interface to provide the public with another way to access information and provide invaluable feedback. | \$2,000 | |
| 3. Support Services | | |
| An additional administrative cost of \$58,245 is included in the Approved Budget as a result of the transfer and additions of positions. | \$58,245 | 1.08 |
| City Hall Technology Plan includes the Public Information continuation of hardware and software replacement. The merging of Channel 6 and Internet has increased the need for replacement funding. | \$53,791 | |
| A plan for the replacement of camera/cameral control units and recording decks for use in Channel 6 at \$70,000 as well as replacement of the server and software tools for Internet Services is approved. | \$82,000 | |
| The planned retirement of one staff member has resulted in the funding of \$21,806 in terminal pay benefits. | \$21,806 | |

Programs and Activities

Public Information Office-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| COMMUNICATION | | | | | | | | | | |
| Editorial Services | \$64,126 | 0.90 | \$112,118 | 1.50 | \$93,700 | 1.30 | \$92,271 | 1.35 | \$94,182 | 1.35 |
| Events Planning | \$9,161 | 0.20 | \$33,553 | 0.60 | \$17,300 | 0.10 | \$24,058 | 0.40 | \$25,010 | 0.40 |
| Internal Communication | \$13,741 | 0.50 | \$81,406 | 1.40 | \$41,895 | 0.80 | \$128,962 | 2.20 | \$132,277 | 2.20 |
| Internet Services | \$32,063 | 0.70 | \$66,286 | 1.20 | \$65,440 | 1.00 | \$363,418 | 3.30 | \$368,764 | 3.30 |
| Media Relations | \$137,413 | 1.50 | \$130,972 | 1.50 | \$182,618 | 2.00 | \$450,771 | 5.60 | \$460,026 | 5.60 |
| CUSTOMER SERVICE | | | | | | | | | | |
| Customer Response | \$105,350 | 2.40 | \$303,717 | 6.10 | \$249,025 | 5.30 | \$483,615 | 7.80 | \$493,988 | 7.80 |
| Information Resources Management | \$32,063 | 1.40 | \$58,554 | 1.40 | \$52,652 | 1.30 | \$136,575 | 4.00 | \$139,786 | 4.00 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$50,385 | 0.10 | \$12,097 | 0.10 | \$96,772 | 2.00 | \$267,994 | 0.90 | \$269,433 | 0.90 |
| Financial Monitoring / Budgeting | \$4,580 | 0.10 | \$66,295 | 1.00 | \$53,890 | 0.90 | \$78,320 | 1.00 | \$79,724 | 1.00 |
| Personnel / Training | \$9,161 | 0.10 | \$13,666 | 0.10 | \$28,525 | 0.20 | \$51,624 | 0.40 | \$52,243 | 0.40 |
| Purchasing | \$0 | 0.10 | \$5,436 | 0.10 | \$2,283 | 0.10 | \$2,096 | 0.05 | \$2,148 | 0.05 |
| TRANSFERS & OTHER REQUIREMENTS | | | | | | | | | | |
| Other Requirements | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$31,508 | 0.00 | \$0 | 0.00 |
| Total | \$458,043 | 8.00 | \$884,100 | 15.00 | \$884,100 | 15.00 | \$2,111,212 | 27.00 | \$2,117,581 | 27.00 |

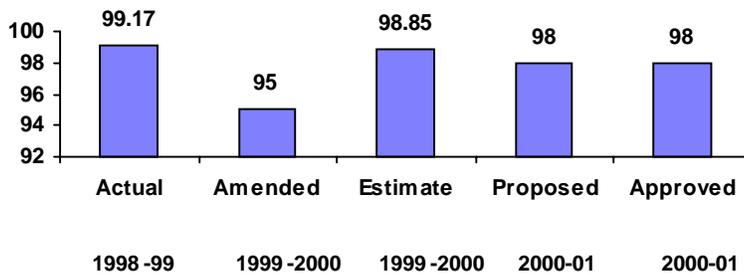
Public Information Office-2000-01

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:

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|----------------|-------------------|--------------------|------------------|------------------|
| Number of page views on the Internet per capita | 10 | 13 | 12.47 | 16.76 | 17.09 |
| Percent of media calls responded to within 15 minutes | 99.17% | 95% | 98.85% | 98% | 98% |
| Percent of planned events that take place on schedule and meet event-specific objectives | No data | 85% | 95% | 95% | 95% |
| Percent of respondents reporting knowledge of specific City issues | No data | 75% | 75% | 75% | 75% |
| Percent of respondents who are satisfied with content and presentation of material | No data | 85% | 85% | 85% | 85% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|------------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Editorial Services | \$64,126 | 0.90 | \$112,118 | 1.50 | \$93,700 | 1.30 | \$92,271 | 1.35 | \$94,182 | 1.35 |
| Events Planning | \$9,161 | 0.20 | \$33,553 | 0.60 | \$17,300 | 0.10 | \$24,058 | 0.40 | \$25,010 | 0.40 |
| Internal Communication | \$13,741 | 0.50 | \$81,406 | 1.40 | \$41,895 | 0.80 | \$128,962 | 2.20 | \$132,277 | 2.20 |
| Internet Services | \$32,063 | 0.70 | \$66,286 | 1.20 | \$65,440 | 1.00 | \$363,418 | 3.30 | \$368,764 | 3.30 |

Public Information Office-2000-01

Program: COMMUNICATION

| | | | | | | | | | | |
|-----------------|-----------|------|-----------|------|-----------|------|-------------|-------|-------------|-------|
| Media Relations | \$137,413 | 1.50 | \$130,972 | 1.50 | \$182,618 | 2.00 | \$450,771 | 5.60 | \$460,026 | 5.60 |
| Total | \$256,504 | 3.80 | \$424,335 | 6.20 | \$400,953 | 5.20 | \$1,059,480 | 12.85 | \$1,080,259 | 12.85 |

Public Information Office-2000-01

Activity: *Editorial Services*

Activity Code: *59ED*

Program Name: *COMMUNICATION*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$64,126 | \$112,118 | \$93,700 | \$92,271 | \$94,182 |
| Total Requirements | \$64,126 | \$112,118 | \$93,700 | \$92,271 | \$94,182 |
| Full-Time Equivalents | 0.90 | 1.50 | 1.30 | 1.35 | 1.35 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of requests received per scheduled | Demand | No data | 250 | 271 | 300 | 300 |
| Cost per item (speeches written, newsletters, products, etc.) | Efficiency | No data | \$187 | \$346 | \$308 | \$314 |
| Percentage of requests responded to | Output | No data | 100% | 100% | 100% | 100% |
| Percent of respondents who are satisfied with content and presentation of material | Result | No data | 85% | 85% | 85% | 85% |

Activity History and Description: This program 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: Produce brochures and other collateral materials; Write speeches; Serve as central editor for City of Austin; Photography service; Graphic design (other than Internet); Write/edit/publish monthly neighborhood newsletter.

Changes in Requirements and Performance Measures: Substantially the same as compared to CYE. Compared to Amended, the decrease is due to less than anticipated time providing editorial services. Included is \$1,911 for Pay for Performance in 2001.

Responsible Employee: David Matustik 512-499-2406

Public Information Office-2000-01

Activity: *Events Planning*

Activity Code: 59EV

Program Name: COMMUNICATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$9,161 | \$33,553 | \$17,300 | \$24,058 | \$25,010 |
| Total Requirements | \$9,161 | \$33,553 | \$17,300 | \$24,058 | \$25,010 |
| Full-Time Equivalent | 0.20 | 0.60 | 0.10 | 0.40 | 0.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of special events expected annually | Demand | No data | 10 | 24 | 24 | 24 |
| Cost per event | Efficiency | No data | \$958.66 | \$596.55 | \$668.28 | \$694.72 |
| Number of planned events | Output | No data | 25 | 29 | 36 | 36 |
| Percent of planned events that take place on schedule and meet event-specific objectives | Result | No data | 85% | 95% | 95% | 95% |

Activity History and Description: Program has evolved over several years to require substantial planning for events including Council elections, Council Swearing In ceremonies, Library Openings, Recreation Center Openings, and the opening of the Austin-Bergstrom International Airport.

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: Special events planning;
Community/Town Hall meetings planning.

Changes in Requirements and Performance Measures: Increase in funding requirement due to the movement of Channel 6 from Financial and Administrative Services to PIO and the number of planned events. Included is \$952 for Pay for Performance in 2001.

Responsible Employee: David Matustik 512-499-2406

Public Information Office-2000-01

Activity: Internal Communication

Activity Code: 59NC

Program Name: COMMUNICATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$13,741 | \$81,406 | \$41,895 | \$128,962 | \$132,277 |
| Total Requirements | \$13,741 | \$81,406 | \$41,895 | \$128,962 | \$132,277 |
| Full-Time Equivalents | 0.50 | 1.40 | 0.80 | 2.20 | 2.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of requests for corporate communication | Demand | No data | 25 | 167 | 150 | 150 |
| Cost per employee communication product | Efficiency | \$137 | \$233 | \$319.81 | \$859.75 | \$881.85 |
| Number of employee communication products written | Output | 100 | 350 | 131 | 150 | 150 |
| Percent of respondents reporting knowledge of specific City issues | Result | No data | 75% | 75% | 75% | 75% |

Activity History and Description: The Internal Communication program distributes 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: Employee communication;
Distribution of internal memos/documents.

Changes in Requirements and Performance Measures: The number of employee communications products written has been revised based on actual tracking. The increase in funding requirements and staffing in this activity is due to the transfer of Internet Services from the Financial and Administrative Services Department. Included is \$3,315 for Pay for Performance in 2001.

Responsible Employee: Michele Middlebrook-Gonzalez 512-499-2410

Public Information Office-2000-01

Activity: *Internet Services*

Activity Code: 59NS

Program Name: COMMUNICATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$32,063 | \$66,286 | \$65,440 | \$363,418 | \$368,764 |
| Total Requirements | \$32,063 | \$66,286 | \$65,440 | \$363,418 | \$368,764 |
| Full-Time Equivalents | 0.70 | 1.20 | 1.00 | 3.30 | 3.30 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of page views on the Internet | Demand | 122,728/wk | 156,000/wk | 151,000/wk | 211,400/wk | 211,400/wk |
| Cost per page view on Internet (compared with personnel costs) | Efficiency | \$0.0050 | \$0.0081 | \$0.0068 | \$0.033 | \$0.034 |
| Number of file documents put up on the Internet | Output | 375 | 400 | 530 | 600 | 600 |
| Number of page views on the Internet per capita | Result | 10 | 13 | 12.47 | 16.76 | 17.09 |

Activity History and Description: This program is an emerging communications method used by the City of Austin to provide information to customers of various aspects of City government.

Activity Objective: The purpose of the Internet Services 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: Internet research;
Create/maintain websites;
Internet communications;
Assist Departments to establish/create and update websites;
Graphic design for Internet.

Changes in Requirements and Performance Measures: Increase in funding requirement and staffing due to the movement of Internet Services from Financial and Administrative Services to PIO. Includes \$5,346 for Pay for Performance in 2001.

Responsible Employee: Austin City Connection Manager 512-499-2220

Public Information Office-2000-01

Activity: *Media Relations*

Activity Code: 59MR

Program Name: COMMUNICATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$137,413 | \$130,972 | \$182,618 | \$450,771 | \$460,026 |
| Total Requirements | \$137,413 | \$130,972 | \$182,618 | \$450,771 | \$460,026 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 1.50 | 1.50 | 2.00 | 5.60 | 5.60 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|--------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of media contacts | Demand | No data | 500 | 1,821 | 2,000 | 2,000 |
| Number of issues covered | Output | 140 | 90 | 800 | 850 | 850 |
| Number of media calls | Output | 1,398 | 1,400 | 1,622 | 1,700 | 1,700 |
| Value of Corporate-initiated media coverage | Output | \$875,000 | \$750,000 | \$853,695 | \$950,000 | \$950,000 |
| Cost per value of department-initiated media coverage | Result | \$6.36:\$1.00 | \$5.73:\$1.00 | \$4.67:\$1.00 | \$2.10:\$1.00 | \$2.07:\$1.00 |
| Percent of media calls responded to within 15 minutes | Result | 99.17% | 95% | 98.85% | 98% | 98% |
| Percent of presentations from Corporate PIO interaction with the media that incorporate the City's position | Result | No data | 90% | 90% | 93% | 93% |

Activity History and Description: This program provides media contact/calls to both initiate media coverage and respond to media inquires on City issues ranging from budget to 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 fair representation of a City issue and/or policy decision.

Services of the Activity: Media requests and assistance;
News release distribution;
News release writing;
Setting up/coordinating multi-departmental response;
Emergency response to Office of Emergency Management;
Media assistance for Council;
Corporate media training.

Public Information Office-2000-01

Activity: *Media Relations*

Activity Code: *59MR*

Program Name: *COMMUNICATION*

Changes in Requirements and Performance Measures: Increase due to the addition of the Public Information Manager for Special Projects.

Responsible Employee: David Matustik 512-499-2406

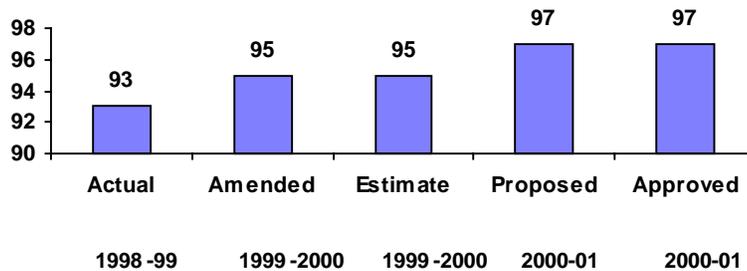
Public Information Office-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|----------------|-------------------|--------------------|------------------|------------------|
| Percent CAF of requests delivered on time | 92% | 92% | 95% | 96% | 96% |
| Percent of requests delivered within deadlines set | 93% | 95% | 95% | 97% | 97% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|------------------|-------------|-------------------|---------------|--------------------|---------------|------------------|--------------|------------------|--------------|
| Customer Response | \$105,350 | 2.40 | \$303,717 | 6.10 | \$249,025 | 5.30 | \$483,615 | 7.80 | \$493,988 | 7.80 |
| Information Resources Management | \$32,063 | 1.40 | \$58,554 | 1.40 | \$52,652 | 1.30 | \$136,575 | 4.00 | \$139,786 | 4.00 |
| Total | \$137,413 | 3.80 | \$362,271 | 7.50 | \$301,677 | 6.60 | \$620,190 | 11.80 | \$633,774 | 11.80 |

Public Information Office-2000-01

Activity: Customer Response

Activity Code: 59SS

Program Name: CUSTOMER SERVICE

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$105,350 | \$303,717 | \$249,025 | \$483,615 | \$493,988 |
| Total Requirements | \$105,350 | \$303,717 | \$249,025 | \$483,615 | \$493,988 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 2.40 | 6.10 | 5.30 | 7.80 | 7.80 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| ACAP cost per CAF responded to | Efficiency | \$43.93 | \$33.50 | \$31.66 | \$20.38 | \$21.54 |
| ACAP funding Expenditures | Output | N/A | \$107,208 | \$79,160 | \$50,771 | \$53,845 |
| Average number of calls per day per representative | Output | 238 | 238 | 238 | 260 | 260 |
| Information Referral Expenditures | Output | N/A | \$196,509 | \$169,866 | \$432,844 | \$440,143 |
| Number CAF of requests responded to | Output | 2,398 | 3,200 | 2,500 | 2,500 | 2,500 |
| Average number of abandoned calls per day per customer service representative | Result | 22 | 22 | 25 | 30 | 30 |
| Percent CAF of requests delivered on time | Result | 92% | 92% | 95% | 96% | 96% |

Activity History and Description: The program 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: Maintain ACAP; Serve as Council's service representative to resolve citizen complaints (as it relates to departmental/Citywide issues); provide one-to-one customer service; schedule airing on Channel 6; and archive City proceedings on video.

Changes in Requirements and Performance Measures: The increase in funding requirements is due to the movement of Channel 6 from Financial and Administrative Services to PIO along with the addition of one FTE for Special Projects. Includes \$10,373 for Pay for Performance in 2001.

Public Information Office-2000-01

Activity: *Customer Response*

Activity Code: *59SS*

Program Name: *CUSTOMER SERVICE*

Responsible Employee: Frances Hargrove

512-499-6302

Public Information Office-2000-01

Activity: Information Resources Management

Activity Code: 59RM

Program Name: CUSTOMER SERVICE

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$32,063 | \$58,554 | \$52,652 | \$136,575 | \$139,786 |
| Total Requirements | \$32,063 | \$58,554 | \$52,652 | \$136,575 | \$139,786 |
| Full-Time Equivalent | 1.40 | 1.40 | 1.30 | 4.00 | 4.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| Cost per response to request | Efficiency | \$83.93 | \$146.38 | \$131.63 | \$303.50 | \$310.64 |
| Number of requests responded to | Output | 382 | 400 | 400 | 450 | 450 |
| Percent of requests delivered within deadlines set | Result | 93% | 95% | 95% | 97% | 97% |

Activity History and Description: This has been an ongoing program 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: Process Open Records 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: The increase for FY2001 funding requirement and staffing is due to the movement of Channel 6 from Financial and Administrative Services Department to PIO. Included is \$3,211 for Pay for Performance in 2001.

Responsible Employee: Michele Middlebrook-Gonzalez 512-499-2410

Public Information Office-2000-01

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.

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|----------------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Employee turnover rate | Reported In Mgmt. Services | 13% | 20% | 13% | 13% |
| Percent of reporting deadlines met | 100% | 100% | 100% | 100% | 100% |
| Percent of resignations leaving the City that complete exit interview | Reported In Mgmt. Services | 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 | N/A | N/A | Q1: 2% Q2: 2% | Q1: 2% Q2: 2% | Q1: 2% Q2: 2% |
| Percent variance of CYEs to actual revenue | N/A | N/A | N/A | N/A | N/A |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Administration and Management | \$50,385 | 0.10 | \$12,097 | 0.10 | \$96,772 | 2.00 | \$267,994 | 0.90 | \$269,433 | 0.90 |
| Financial Monitoring / Budgeting | \$4,580 | 0.10 | \$66,295 | 1.00 | \$53,890 | 0.90 | \$78,320 | 1.00 | \$79,724 | 1.00 |

Public Information Office-2000-01

| | | | | | | | | | | |
|----------------------|-------------------------|-------------|-----------------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|
| Program: | SUPPORT SERVICES | | | | | | | | | |
| Personnel / Training | \$9,161 | 0.10 | \$13,666 | 0.10 | \$28,525 | 0.20 | \$51,624 | 0.40 | \$52,243 | 0.40 |
| Purchasing | \$0 | 0.10 | \$5,436 | 0.10 | \$2,283 | 0.10 | \$2,096 | 0.05 | \$2,148 | 0.05 |
| Total | \$64,126 | 0.40 | \$97,494 | 1.30 | \$181,470 | 3.20 | \$400,034 | 2.35 | \$403,548 | 2.35 |

Public Information Office-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$50,385 | \$12,097 | \$96,772 | \$267,994 | \$269,433 |
| Total Requirements | \$50,385 | \$12,097 | \$96,772 | \$267,994 | \$269,433 |
| Full-Time Equivalent | 0.10 | 0.10 | 2.00 | 0.90 | 0.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Percent of total department budget | Efficiency | 11% | 1.30% | 14.76% | 12.69% | 12.72% |
| Number of grievances and appeals per 100 employees | Output | Reported In Mgmt. Services | 0 | 0 | 0 | 0 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | Reported In Mgmt. Services | 3.80 | 3.80 | 3.80 | 3.80 |
| Total department budget | Output | \$458,043 | \$884,100 | \$884,100 | \$2,111,212 | \$2,117,581 |
| Employee turnover rate | Result | Reported In Mgmt. Services | 13% | 20% | 13% | 13% |

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: 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: Addition of Pay for Performance \$36,736. The increase in funding is due to the movement of Internet Services and Channel 6 from Financial and Administrative Services to PIO; the addition of the Public Information Manager for Special Projects to PIO; and contractual commodity funding previously in other activities being moved to General Administration.

Responsible Employee: Michele Middlebrook-Gonzalez 512-499-2220

Public Information Office-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$4,580 | \$66,295 | \$53,890 | \$78,320 | \$79,724 |
| Total Requirements | \$4,580 | \$66,295 | \$53,890 | \$78,320 | \$79,724 |
| Full-Time Equivalent | 0.10 | 1.00 | 0.90 | 1.00 | 1.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$100.00 : \$1.00 | \$13.34 : \$1.00 | \$16.40 : \$1.00 | \$26.96 : \$1.00 | \$27.31 : \$1.00 |
| Total financial monitoring expense | Output | \$4,580 | \$66,295 | \$53,890 | \$78,320 | \$79,724 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | N/A | N/A | Q1: 2% Q2: 2% | Q1: 2% Q2: 2% | Q1: 2% Q2: 2% |
| Percent variance of CYEs to actual revenue | Result | N/A | N/A | N/A | N/A | N/A |

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: 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;
Travel processing.

Changes in Requirements and Performance Measures: The increase in funding requirement is due to the anticipated retirement of the financial analyst. Included is \$1,404 for Pay for Performance in 2001.

Public Information Office-2000-01

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *SUPPORT SERVICES*

Responsible Employee:

Lynn Sissney

512-499-2619

Public Information Office-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$9,161 | \$13,666 | \$28,525 | \$51,624 | \$52,243 |
| Total Requirements | \$9,161 | \$13,666 | \$28,525 | \$51,624 | \$52,243 |
| Full-Time Equivalents | 0.10 | 0.10 | 0.20 | 0.40 | 0.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$69 | \$103 | \$209 | \$211 | \$213 |
| Training cost per FTE | Efficiency | \$542 | \$808 | \$1,692 | \$1,701 | \$1,722 |
| Number of employee injuries | Output | Reported In Mgmt. Services | 0 | 0 | 0 | 0 |
| Total cost of personnel administration | Output | \$1,035 | \$1,540 | \$3,138 | \$5,691 | \$5,747 |
| Total training cost | Output | \$8,126 | \$12,126 | \$25,387 | \$45,932 | \$46,496 |
| Lost time rate | Result | Reported In Mgmt. Services | 0% | 0% | 0% | 0% |
| Payroll error rate | Result | Reported In Mgmt. Services | <1% | <1% | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | Reported In Mgmt. Services | 100% | 100% | 100% | 100% |
| Personnel Action Form (PAF) error rate | Result | Reported In Mgmt. Services | 10% | 10% | 5% | 5% |

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: 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;

Public Information Office-2000-01

Activity: *Personnel / Training*

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

Benefits administration;
Personnel Action Forms.

**Changes in Requirements and
Performance Measures:**

Includes \$619 for Pay for Performance in 2001. The Approved Budget includes an increase of \$30,729 due to training allocations for the addition of 1 new FTE and 11 FTEs transferred from another City department.

Responsible Employee:

Michele Middlebrook-Gonzalez

512-499-2220

Public Information Office-2000-01

Activity: Purchasing

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$5,436 | \$2,283 | \$2,096 | \$2,148 |
| Total Requirements | \$0 | \$5,436 | \$2,283 | \$2,096 | \$2,148 |
| Full-Time Equivalents | 0.10 | 0.10 | 0.10 | 0.05 | 0.05 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Internal time from submittal of RX to purchasing (for over \$5,000 purchases) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | N/A | 25 days | 25 days | 25 days | 25 days |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of specifications prepared | Output | N/A | N/A | N/A | N/A | N/A |
| Number of transactions | Output | 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 Department | Result | N/A | N/A | N/A | N/A | N/A |

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: 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;

Public Information Office-2000-01

Activity: *Purchasing*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

Payments processing.

**Changes in Requirements and
Performance Measures:**

Included is \$52 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee:

Linda Rivera

512-499-3224

Public Information Office-2000-01

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$31,508 | \$0 |
| Total Requirements | \$0 | \$0 | \$0 | \$31,508 | \$0 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description: This activity was established in FY 1998-99 to segregate funds allocated for the Pay for Performance Programs in the proposed budget. Pay for Performance will be distributed to activities by position.

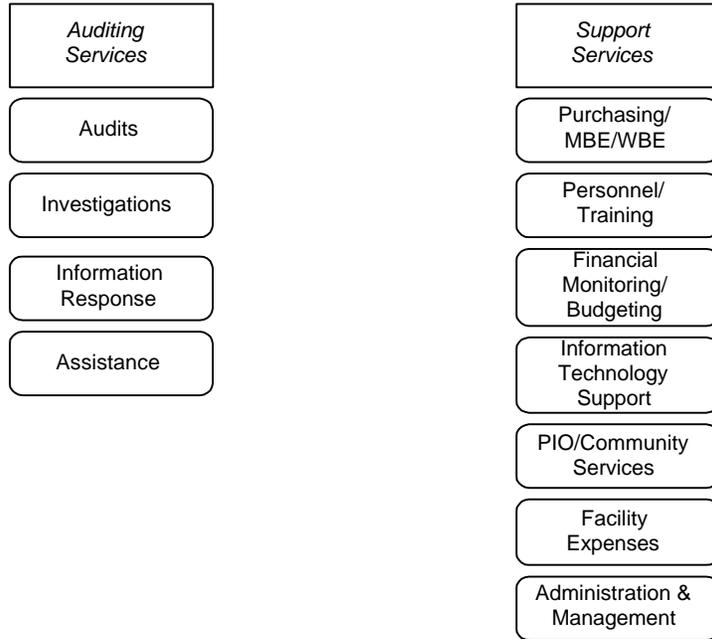
Activity Objective: The purpose of the Other Requirements activity is to account for other departmental requirements that occur at the fund level including Pay for Performance.

Services of the Activity:

Changes in Requirements and Performance Measures: The approved budget distributes an increase for Pay for Performance wage adjustments from this activity to those activities with eligible staff.

Responsible Employee: Michele Middlebrook-Gonzalez 499-2220

Office of the City Auditor — 2000-01



LEGEND= Programs Activities

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Proposed | 2000-01 Approved |
|-------------------------------------|-------------------|----------------------|------------------------|---------------------|---------------------|
| Requirements | \$1,437,581 | \$1,911,529 | \$1,911,529 | \$1,878,284 | \$1,884,275 |
| Full-time Equivalent (FTE's) | 29.00 | 30.00 | 30.00 | 30.00 | 30.00 |

Office of the City Auditor – 2000-01

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. To help the department achieve its mission the following goals have been developed:

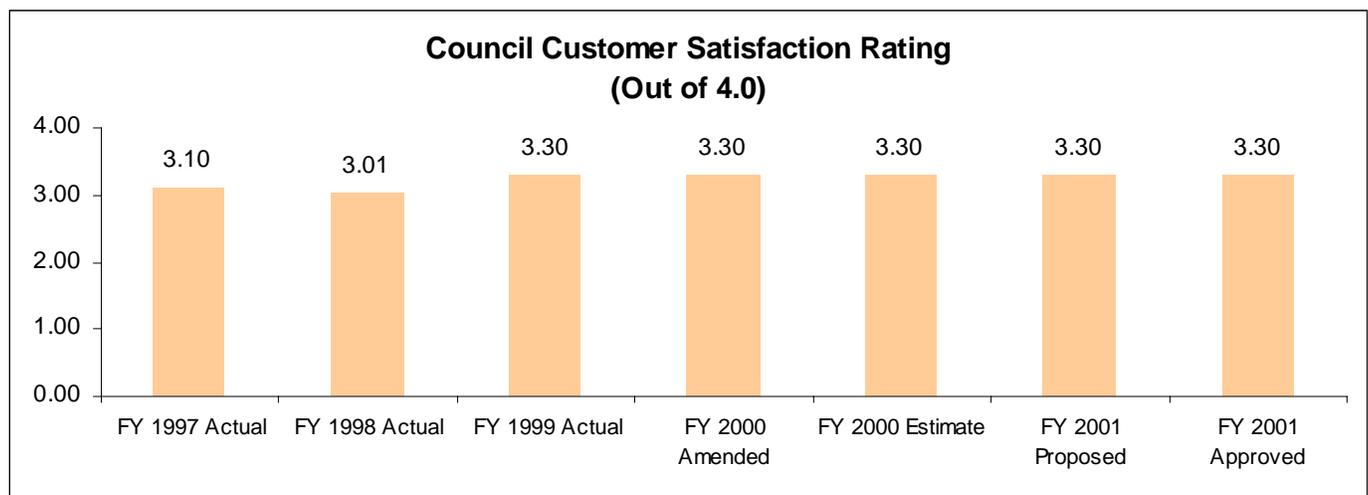
Goals

- 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
- Information Response: Customer satisfaction with quality of response
- Assistance: Customer satisfaction that previously agreed-to results were achieved from assistance projects



Office of the City Auditor – 2000-01

Business Plan

The approved budget contains a number of plans which support the goals of the department:

Capital Expenditure Reduction: The approved budget includes a reduction of the one-time capital costs of \$93,600 from FY 2000 associated with replacing the departments existing workstations.

Compensation Adjustments - The approved budget includes funding for salary increases associated with Pay for Performance in FY 1999-2000 in the amount of \$59,665. These adjustments support each of the departmental goals by helping to recruit and retain a workforce with the skills and experience needed to achieve the mission. The approved budget also includes an increase in funding for the increased costs associated with employee benefits in the amount of \$35,460 and wage compensation of \$11,698.

Office of the Auditor – 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes</u> | Dollars | FTEs |
|---|------------|------|
| 1. City-Wide | | |
| The Approved Budget includes \$16,515 for salary increases associated with Pay for Performance in 2000, and \$37,159 for incremental costs of Pay for Performance in 2001 for a total cost of \$53,674. This budget also includes an increase for wage compensation of \$11,698. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$5,991. The total increase for compensation adjustments is \$71,363. | \$71,363 | |
| The Approved Budget also includes an increase in funding in the amount of \$7,023 for retirement increases and \$35,460 for additional employee benefits. | \$42,483 | |
| The Approved Budget includes a decrease in educational travel by \$15,000 and miscellaneous decreases of \$32,500 in contractual services. | (\$47,500) | |
| Expenditure decreases of \$93,600 for one-time capital costs are included in the Approved Budget. | (\$93,600) | |

Programs and Activities

Office of the City Auditor-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| AUDITING SERVICES | | | | | | | | | | |
| Assistance | \$96,566 | 1.80 | \$197,561 | 3.00 | \$197,561 | 1.43 | \$160,283 | 3.00 | \$161,941 | 3.00 |
| Audit | \$478,631 | 14.60 | \$585,592 | 13.94 | \$585,592 | 15.00 | \$501,870 | 12.96 | \$509,060 | 12.96 |
| Information & Response | \$51,714 | 1.00 | \$147,957 | 2.30 | \$147,957 | 1.96 | \$239,090 | 3.35 | \$240,955 | 3.35 |
| Investigation | \$163,995 | 3.40 | \$199,644 | 3.00 | \$199,644 | 2.93 | \$182,912 | 2.85 | \$184,504 | 2.85 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$183,413 | 3.00 | \$337,282 | 4.30 | \$337,282 | 3.59 | \$309,178 | 4.50 | \$313,275 | 4.50 |
| Facility Expenses | \$114,941 | 0.00 | \$169,242 | 0.00 | \$169,242 | 0.00 | \$171,050 | 0.00 | \$171,050 | 0.00 |
| Financial Monitoring / Budgeting | \$25,520 | 0.50 | \$31,577 | 0.60 | \$31,577 | 0.27 | \$43,313 | 0.52 | \$43,313 | 0.52 |
| Information Technology Support | \$80,424 | 1.00 | \$35,853 | 0.10 | \$35,853 | 0.97 | \$47,074 | 0.10 | \$47,074 | 0.10 |
| Personnel / Training | \$199,525 | 3.00 | \$180,146 | 2.36 | \$180,146 | 2.94 | \$184,081 | 2.34 | \$185,368 | 2.34 |
| PIO/Community Services | \$32,807 | 0.50 | \$19,176 | 0.20 | \$19,176 | 0.61 | \$19,716 | 0.17 | \$19,716 | 0.17 |
| Purchasing / M/WBE | \$10,045 | 0.20 | \$7,499 | 0.20 | \$7,499 | 0.30 | \$8,019 | 0.21 | \$8,019 | 0.21 |
| TRANSFERS & OTHER REQUIREMENTS | | | | | | | | | | |
| Transfers | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$11,698 | 0.00 | \$0 | 0.00 |
| Total | \$1,437,581 | 29.00 | \$1,911,529 | 30.00 | \$1,911,529 | 30.00 | \$1,878,284 | 30.00 | \$1,884,275 | 30.00 |

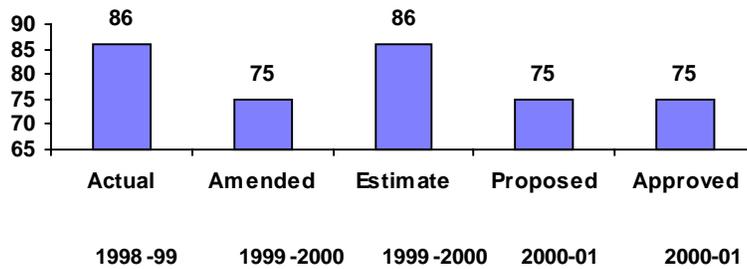
Office of the City Auditor-2000-01

Program: AUDITING SERVICES

Program Objective: The purpose of Audit 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:

Percent of recommendations from previous three years that were reported implemented



Performance Measures:

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|----------------|-------------------|--------------------|------------------|------------------|
| Customer satisfaction that previously agreed to results were achieved from assistance projects | N/A | 3.0 | 3.0 | 3.0 | 3.0 |
| Customer satisfaction with quality of response | N/A | 3.0 | 3.0 | 3.0 | 3.0 |
| Number of cases resolved where accountability action occurs | 17 | 35 | 18 | 18 | 18 |
| Percent of recommendations from previous three years that were reported implemented | 86% | 75% | 86% | 75% | 75% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|------------------------|------------------|--------------|--------------------|---------------|--------------------|---------------|--------------------|--------------|--------------------|--------------|
| Assistance | \$96,566 | 1.80 | \$197,561 | 3.00 | \$197,561 | 1.43 | \$160,283 | 3.00 | \$161,941 | 3.00 |
| Audit | \$478,631 | 14.60 | \$585,592 | 13.94 | \$585,592 | 15.00 | \$501,870 | 12.96 | \$509,060 | 12.96 |
| Information & Response | \$51,714 | 1.00 | \$147,957 | 2.30 | \$147,957 | 1.96 | \$239,090 | 3.35 | \$240,955 | 3.35 |
| Investigation | \$163,995 | 3.40 | \$199,644 | 3.00 | \$199,644 | 2.93 | \$182,912 | 2.85 | \$184,504 | 2.85 |
| Total | \$790,906 | 20.80 | \$1,130,754 | 22.24 | \$1,130,754 | 21.32 | \$1,084,155 | 22.16 | \$1,096,460 | 22.16 |

Office of the City Auditor-2000-01

Activity: Assistance
Activity Code: 7AST
Program Name: AUDITING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$96,566 | \$197,561 | \$197,561 | \$160,283 | \$161,941 |
| Total Requirements | \$96,566 | \$197,561 | \$197,561 | \$160,283 | \$161,941 |
| Full-Time Equivalents | 1.80 | 3.00 | 1.43 | 3.00 | 3.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per assistance product delivered | Efficiency | \$8,779 | \$12,348 | \$8,539 | \$13,164 | \$13,164 |
| Number of assistance products delivered as specified in assistance agreements | Output | 11 | 16 | 15 | 15 | 15 |
| Customer satisfaction that previously agreed to results were achieved from assistance projects | Result | N/A | 3.0 | 3.0 | 3.0 | 3.0 |

Activity History and Description: During FY 1999 the Office of the City Auditor restructured its programs and activities to reflect new services and approaches defined in its 1998 Strategic Plan. Assistance was a new activity resulting from this restructuring. The Assistance activity is an assistance and consulting service that enables OCA to be a City resource for management to use in developing improved management systems.

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 help City departments improve their management systems.

Services of the Activity: The Assistance activity includes the following services:
 - Consulting and Assistance in identifying and implementing best management practices,
 - Training (e.g. Ethics, Performance Accountability, Control Self Assessment), and
 - Proactive assessment and risk identification

Changes in Requirements and Performance Measures: Substantially the same. The \$1,658 increase from the Proposed to the Approved is due to wage adjustments.

Office of the City Auditor-2000-01

Activity: Assistance

Activity Code: 7AST

Program Name: AUDITING SERVICES

Responsible Employee: C'Anne Daugherty

512-499-2552

Office of the City Auditor-2000-01

Activity: *Audit*

Activity Code: *TADT*

Program Name: *AUDITING SERVICES*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$478,631 | \$585,592 | \$585,592 | \$501,870 | \$509,060 |
| Total Requirements | \$478,631 | \$585,592 | \$585,592 | \$501,870 | \$509,060 |
| Full-Time Equivalents | 14.60 | 13.94 | 15.00 | 12.96 | 12.96 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of required audits | Demand | 6 | 5 | 3 | 3 | 3 |
| Cost per audit report | Efficiency | \$48,664 | \$69,633 | \$87,363 | \$62,974 | \$62,974 |
| Cost per recommendation | Efficiency | \$16,567 | \$10,445 | \$23,826 | \$18,892 | \$18,892 |
| Percent of recommendations management agrees to implement | N/A | 100% | 95% | 95% | 95% | 95% |
| Number of audit reports completed from risk assessment | Output | 5 | 7 | 6 | 7 | 7 |
| Number of recommendations published in audit reports | Output | 47 | 80 | 33 | 40 | 40 |
| Number of required audit reports completed (includes followup) | Output | 11 | 5 | 3 | 5 | 5 |
| Council customer satisfaction | Result | 3.3 | 3.3 | 3.3 | 3.3 | 3.3 |
| Council customer satisfaction with contribution to improved accountability | Result | 3.3 | 3.0 | 3.0 | 3.0 | 3.0 |
| Percent of recommendations from previous three years that were reported implemented | Result | 86% | 75% | 86% | 75% | 75% |

Activity History and Description: Audit is a core function and an ongoing activity which has been renamed from the previous Scheduled Audits and Annual Requirements activity. Some enhancements have been made to the activity, in support of our goal to strengthen the city's performance and accountability to the public in managing resources and achieving outcomes.

In addition to required audits, OCA will perform audits of major city services or functions identified in the new risk and vulnerability assessment process. Benefits include improved City processes and controls, enhanced City services, cost savings opportunities, and a generally positive effect on public

Office of the City Auditor-2000-01

Activity: *Audit*

Activity Code: *TADT*

Program Name: *AUDITING SERVICES*

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. Recommendations are tracked as "actionable items." An actionable item is a recommendation or a component of a multi-part recommendation that can be implemented independently of other recommendation components and still be considered complete.

3. For the Audit activity, total costs used in the unit cost measures are gross costs before expense refunds. The net activity cost displayed above includes a credit for expense refunds from enterprise departments of: \$300,000 for FY 1998-99 and \$250,000 for FY 1999-2000 and approved FY 2001.

4. A number of new measures are being established to measure impact and are currently under development. As a result, data are not yet available for establishing reliable values for these measures. These measures include:

- Number of auditable units improved,
- Number of auditable units audited, and
- Cost per auditable unit audited.

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:

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:

One-time capital expenditures have been reduced. The \$7,190 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Page Graves

512-499-2073

Office of the City Auditor-2000-01

Activity: Information & Response

Activity Code: TANR

Program Name: AUDITING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$51,714 | \$147,957 | \$147,957 | \$239,090 | \$240,955 |
| Total Requirements | \$51,714 | \$147,957 | \$147,957 | \$239,090 | \$240,955 |
| Full-Time Equivalents | 1.00 | 2.30 | 1.96 | 3.35 | 3.35 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of requests for information | Demand | 11 | 18 | 12 | 24 | 24 |
| Cost per response | Efficiency | \$5,171 | \$9,864 | \$8,930 | \$10,419 | \$10,419 |
| Number of information responses provided | Output | 10 | 15 | 10 | 20 | 20 |
| Customer satisfaction with quality of response | Result | N/A | 3.0 | 3.0 | 3.0 | 3.0 |

Activity History and Description: During the 1999 business planning process, the Office of the City Auditor restructured its programs and activities to reflect new services and approaches defined in its 1998 Strategic Plan. Information and Response was a new activity resulting from this restructuring. The Information and Response activity was 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: 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: Substantially the same. The \$1,865 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee: Taylor Dudley 512-499-2064

Office of the City Auditor-2000-01

Activity: Investigation

Activity Code: TANV

Program Name: AUDITING SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$163,995 | \$199,644 | \$199,644 | \$182,912 | \$184,504 |
| Total Requirements | \$163,995 | \$199,644 | \$199,644 | \$182,912 | \$184,504 |
| Full-Time Equivalent | 3.40 | 3.00 | 2.93 | 2.85 | 2.85 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of cases received | Demand | 73 | 70 | 64 | 60 | 60 |
| Cost per case resolved | Efficiency | \$2,247 | \$2,852 | \$3,087 | \$3,049 | \$3,075 |
| Number of cases resolved | Output | 73 | 70 | 65 | 60 | 60 |
| Number of cases resolved where accountability action occurs | Output | 17 | 35 | 18 | 18 | 18 |
| Dollar impact (savings, recoveries, restitutions, etc.) | Result | \$225,300 | \$500,000 | \$200,000 | \$260,000 | \$260,000 |
| Dollar impact per dollar spent (savings, recoveries, restitutions, etc.) | Result | \$1.4 | \$2.5 | \$1.2 | \$1.4 | \$1.4 |
| Percent of cases resolved where accountability action occurs | Result | 23% | 50% | 28% | 30% | 30% |

Activity History and Description: The City Auditor's Integrity Unit was established in January 1993. Members of the unit conduct investigations and assist City Management with administrative review of cases involving fraud, waste, and abuse in City programs and activities. The unit:

- 1) Has responded to approximately 450 allegations of fraud, waste, and abuse since its inception,
- 2) Has instituted 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-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: The Investigation activity involves:

Office of the City Auditor-2000-01

Activity: *Investigation*

Activity Code: *TANV*

Program Name: *AUDITING SERVICES*

- Performing investigations
- Supporting accountability actions and litigation

Changes in Requirements and Performance Measures:

Substantially the same. The \$1,592 increase from the Proposed to the Approved is due to wage adjustments.

Explanation of Measures:

1. The Dollar Impact measure is the amortized value of actions. The value in some instances is determined using cost avoidance in non-criminal actions.

2. Changes to existing measures include:

- The Number of Cases Reported has been renamed and replaced with The Number of Cases Received
- The Percent of Reported Cases Where Management Action Occurs will be replaced with the Key Results Measure, Percent of Cases Resolved where Accountability Action Occurs.
- The Outcome Value per Integrity Unit's cost has been revised and replaced with the new efficiency measure, Dollar Impact per Dollar Spent. The old measure calculation methodology included full costs based on an allocation of department indirect costs to direct service hours, whereas the new methodology includes only activity direct costs without an allocation of department indirect costs. This is in accordance with City guidelines to segregate and not allocate indirect costs.

3. Accountability actions include management, personnel, civil, or criminal actions.

Responsible Employee:

Taylor Dudley

512-499-2074

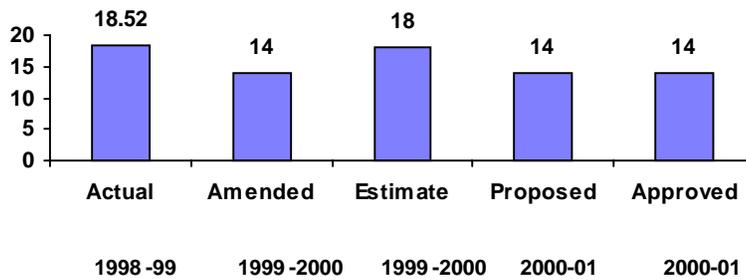
Office of the City Auditor-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Employee turnover rate | 18.52% | 14% | 18% | 14% | 14% |
| Information technology support costs per workstation | \$2,298 | \$1,024 | \$2,840 | \$1,345 | \$1,345 |
| Lost time rate | 0% | 0% | 0% | 0% | 0% |
| Percent of information technology problems resolved at time of call | No Data | 75% | 75% | 75% | 75% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | 61% | 25% | 25% | 25% | 25% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | 0% | 10% | 10% | 10% | 10% |
| Percent variance of CYEs to actual expenditures | -2.50% | 0% | 0% | 0% | 0% |
| Turnaround time for accounts payable within the Department | 18 | 25 | 18 | 21 | 21 |
| Turnaround time for accounts payable within the Department | 18 | 25 | 18 | 21 | 21 |

Office of the City Auditor-2000-01

Program: SUPPORT SERVICES

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Administration and Management | \$183,413 | 3.00 | \$337,282 | 4.30 | \$337,282 | 3.59 | \$309,178 | 4.50 | \$313,275 | 4.50 |
| Facility Expenses | \$114,941 | 0.00 | \$169,242 | 0.00 | \$169,242 | 0.00 | \$171,050 | 0.00 | \$171,050 | 0.00 |
| Financial Monitoring / Budgeting | \$25,520 | 0.50 | \$31,577 | 0.60 | \$31,577 | 0.27 | \$43,313 | 0.52 | \$43,313 | 0.52 |
| Information Technology Support | \$80,424 | 1.00 | \$35,853 | 0.10 | \$35,853 | 0.97 | \$47,074 | 0.10 | \$47,074 | 0.10 |
| Personnel / Training | \$199,525 | 3.00 | \$180,146 | 2.36 | \$180,146 | 2.94 | \$184,081 | 2.34 | \$185,368 | 2.34 |
| PIO/Community Services | \$32,807 | 0.50 | \$19,176 | 0.20 | \$19,176 | 0.61 | \$19,716 | 0.17 | \$19,716 | 0.17 |
| Purchasing / M/WBE | \$10,045 | 0.20 | \$7,499 | 0.20 | \$7,499 | 0.30 | \$8,019 | 0.21 | \$8,019 | 0.21 |
| Total | \$646,675 | 8.20 | \$780,775 | 7.76 | \$780,775 | 8.68 | \$782,431 | 7.84 | \$787,815 | 7.84 |

Office of the City Auditor-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$183,413 | \$337,282 | \$337,282 | \$309,178 | \$313,275 |
| Total Requirements | \$183,413 | \$337,282 | \$337,282 | \$309,178 | \$313,275 |
| Full-Time Equivalents | 3.00 | 4.30 | 3.59 | 4.50 | 4.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per total department budget | Efficiency | 12.76% | 17.64% | 17.64% | 16.46% | 16.63% |
| Administrative and Management FTEs as a percent of total department FTEs | N/A | 10.80% | 14.50% | 12% | 15% | 15% |
| Computer help requests responsiveness within 24 hours. | N/A | No Data | No Data | No Data | No Data | No Data |
| Turnaround time for accounts payable within the Department | N/A | 18 | 25 | 18 | 21 | 21 |
| Number of grievances and appeals per 100 employees | Output | 0 | 0 | 0 | 0 | 0 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | 38.05 | 32.00 | 35.00 | 32.00 | 32.00 |
| Total department budget | Output | \$1,437,502 | \$1,911,529 | \$1,911,529 | \$1,878,284 | \$1,884,275 |
| Employee turnover rate | Result | 18.52% | 14% | 18% | 14% | 14% |
| Percent of CAFs submitted within deadline | Result | 100% | 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:

- Office meetings
- Business Plan development
- Performance Measures development

Office of the City Auditor-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

- Clerical support
- Office of the Director
- Council Meetings
- Request for Information
- Department Management
- Policy Development
- Administration and Supervision
- Reception
- Board and Commission support
- 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:

Substantially the same. The \$4,097 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Jack Timmins

512-499-2074

Office of the City Auditor-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$114,941 | \$169,242 | \$169,242 | \$171,050 | \$171,050 |
| Total Requirements | \$114,941 | \$169,242 | \$169,242 | \$171,050 | \$171,050 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 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 | \$17.24 | \$25.51 | \$28.82 | \$25.78 | \$25.78 |
| Security cost per square foot | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of emergency calls | Output | N/A | N/A | N/A | N/A | N/A |
| Total square feet of facilities | Output | 6,635 | 6,635 | 6,635 | 6,635 | 6,635 |
| Overtime as a percent of total salary costs | 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:

- Facility Expenses
- Custodial Services
- Security Services

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Jack Timmins

512-499-2074

Office of the City Auditor-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$25,520 | \$31,577 | \$31,577 | \$43,313 | \$43,313 |
| Total Requirements | \$25,520 | \$31,577 | \$31,577 | \$43,313 | \$43,313 |
| Full-Time Equivalents | 0.50 | 0.60 | 0.27 | 0.52 | 0.52 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$56.31 | \$60.54 | \$80.47 | \$59.44 | \$59.44 |
| Total financial monitoring expense | Output | \$25,520 | \$31,577 | \$23,620 | \$31,401 | \$31,401 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | -2.50% | 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:
 - Budgeting and Financial Monitoring
 - Performance Measurement and Monitoring

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Jack Timmins 512-499-2074

Office of the City Auditor-2000-01

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$80,424 | \$35,853 | \$35,853 | \$47,074 | \$47,074 |
| Total Requirements | \$80,424 | \$35,853 | \$35,853 | \$47,074 | \$47,074 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 1.00 | 0.10 | 0.97 | 0.10 | 0.10 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | \$2,298 | \$1,024 | \$2,840 | \$1,345 | \$1,345 |
| Total number of workstations supported | Output | 35 | 35 | 35 | 35 | 35 |
| Percent of information technology problems resolved at time of call | Result | No Data | 75% | 75% | 75% | 75% |

Activity History and Description: During 1997-98, OCA had a LAN Administrator on staff within the office. For 1998-99 and 1999-2000, LAN Administration is provided by contract with the City's Human Resources Department at with support from additional staff on small projects.

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: 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

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Jack Timmins 512-499-2074

Office of the City Auditor-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$199,525 | \$180,146 | \$180,146 | \$184,081 | \$185,368 |
| Total Requirements | \$199,525 | \$180,146 | \$180,146 | \$184,081 | \$185,368 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 3.00 | 2.36 | 2.94 | 2.34 | 2.34 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$3,337 | \$2,916 | \$3,581 | \$2,924 | \$2,924 |
| Training cost per FTE | Efficiency | \$3,543 | \$3,215 | \$4,954 | \$3,231 | \$3,231 |
| Number of employee injuries | Output | 0 | 0 | 0 | 0 | 0 |
| Total cost of personnel administration | Output | \$96,770 | \$84,555 | \$107,434 | \$87,729 | \$87,729 |
| Total training cost | Output | \$102,755 | \$93,241 | \$148,362 | \$96,963 | \$96,963 |
| Lost time rate | Result | 0% | 0% | 0% | 0% | 0% |
| Payroll error rate | Result | No Data | <1% | 0% | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | No Data | 100% | 75% | 100% | 100% |
| Personnel Action Form (PAF) error rate | Result | No Data | 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:

- Personnel management
- Time accounting/ payroll
- Managing benefits
- Performance appraisals
- Reward and recognition program
- Internal systems to manage/reward leadership participation
- Training/ staff development

Office of the City Auditor-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

- Training Facilitation
- Hiring, recruiting, and retention process
- Mentoring and orientation processes
- Assessing and addressing KSA gaps
- Addressing employee grievances
- Counseling and morale
- Evaluating workplace conditions

Changes in Requirements and Performance Measures:

Substantially the same. The \$1,287 increase from the Proposed to the Approved is due to wage adjustments.

Responsible Employee:

Jack Timmins

512-499-2074

Office of the City Auditor-2000-01

Activity: *PIO/Community Services*

Activity Code: *9SVC*

Program Name: *SUPPORT SERVICES*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$32,807 | \$19,176 | \$19,176 | \$19,716 | \$19,716 |
| Total Requirements | \$32,807 | \$19,176 | \$19,176 | \$19,716 | \$19,716 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.50 | 0.20 | 0.61 | 0.17 | 0.17 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of media contacts | Demand | No Data | 15 | 15 | 15 | 15 |
| Cost per value of department-initiated media coverage | Efficiency | No Data | \$1,278 | \$3,364 | \$1,314 | \$1,314 |
| Number of media calls per requests responded to | Output | No Data | 15 | 15 | 15 | 15 |
| Percent of media calls per request responded to | Result | 100% | 100% | 100% | 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:

- 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: Substantially the same.

Responsible Employee: Jack Timmins 512-499-2074

Office of the City Auditor-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$10,045 | \$7,499 | \$7,499 | \$8,019 | \$8,019 |
| Total Requirements | \$10,045 | \$7,499 | \$7,499 | \$8,019 | \$8,019 |
| Full-Time Equivalents | 0.20 | 0.20 | 0.30 | 0.21 | 0.21 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Internal time from submittal of RX to purchasing (for over \$5,000 purchases) | Efficiency | 7 (estimate) | 7 | 7 | 7 | 7 |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | No Data | 4 | 4 | 4 | 4 |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | \$3.21 | \$2.74 | No Data | No Data | No Data |
| Number of specifications prepared | Output | N/A | 3 | 3 | 3 | 3 |
| Number of transactions | Output | No Data | 612 | N/A | N/A | N/A |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | 0% | 10% | 10% | 10% | 10% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | 61% | 25% | 25% | 25% | 25% |
| Turnaround time for accounts payable within the Department | Result | 18 | 25 | 18 | 21 | 21 |

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:

- Purchasing/Payments
- Cash handling (petty cash)
- Accounts payable processing
- Acquiring inventory
- Contract administration

Office of the City Auditor-2000-01

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

MBE/WBE:

- Checking under \$5000 guidelines
- Maintain MBE/WBE list
- Outreach and Technical Assistance
- Contract compliance
- Certification/ verification
- Reporting

Changes in Requirements and Performance Measures: Substantially the same.

Responsible Employee: Jack Timmins

512-499-2074

Office of the City Auditor-2000-01

Activity: Transfers

Activity Code: 9XFR

Program Name: TRANSFERS & OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$11,698 | \$0 |
| Total Requirements | \$0 | \$0 | \$0 | \$11,698 | \$0 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description:

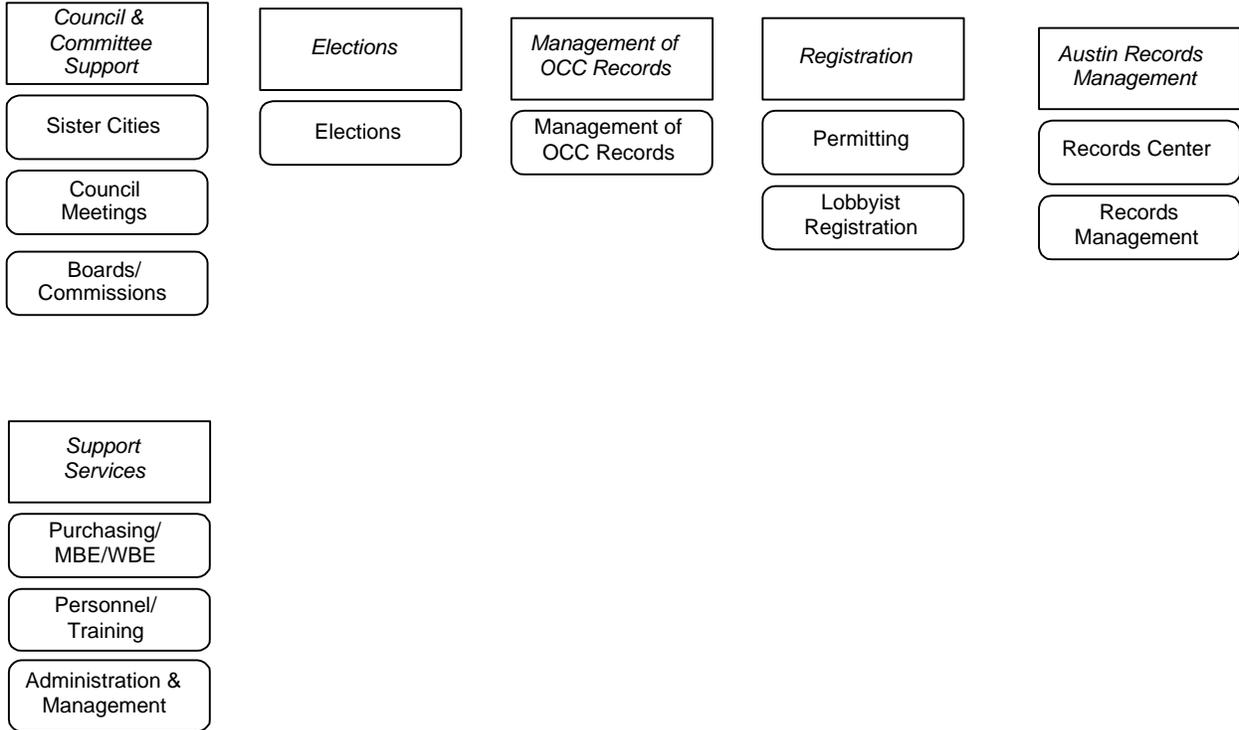
Activity Objective: To account for transfers at the fund level.

Services of the Activity:

Changes in Requirements and Performance Measures: The wage adjustments for FY 2000-01 included in the Proposed Budget were distributed to various activities in the Approved Budget.

Responsible Employee:

Office of the City Clerk — 2000-01



LEGEND= Programs Activities

| | 1998-1999 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|-------------------------------|-------------|-------------|-------------|-------------|-------------|
| | Actual | Amended | Estimated | Proposed | Approved |
| Revenue | \$82,964 | \$508,514 | \$430,447 | \$16,000 | \$16,000 |
| Requirements | \$1,738,313 | \$2,141,611 | \$2,141,611 | \$2,597,850 | \$2,741,661 |
| Full-time Equivalents (FTE's) | 23.50 | 24.00 | 24.00 | 30.00 | 30.00 |

Office of the City Clerk — 2000-01

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 uncontested, accessible elections while reducing the number of valid complaints and improving relative costs compared to other Texas cities by:
 - Reducing staff hours worked
 - Eliminating inefficiencies by
 - Doing tasks correctly the first time
 - Training staff and election workers to provide correct information
 - Utilizing the most cost-effective election workers
 - Reducing the cost per voted ballot compared to similar elections
 - Reducing the number of complaints determined to be valid, i.e., where the OCC staff were either inappropriate in how they dealt with the customer, wrong information is given, etc. Does not include complaints where the provisions of the law are enforced and someone does not like that.
- Gather, file and disseminate official Council documents in an accurate, timely and readily accessible method (in whatever manner the customer wants) within 24 hours by Fiscal Year 2004.
 - 100% of the documents should be in an electronic format by Fiscal Year 2001.
- Improve customer service for lobbyists, liquor license applicants, and Boards and Commissions applicants by:
 - Giving lobbyists the ability to register electronically by Fiscal Year 2002.
 - Allowing applicants to boards/commissions to apply online in Fiscal Year 2001.
 - Continuing to expedite liquor license processing by getting approvals from other departments electronically.
- Improve records management services for City departments by:
 - Establishing inventory control over the holdings of the Austin Records Center, moving the records to the contractor storage and providing services through the contract.
 - Providing records management consulting and training.

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.

- Customer satisfaction with services provided by the Office of the City Clerk
- Liquor licenses processing
- Cost of conducting elections per voted ballot cast
- Percent of records requested available within two days
- Percent of backlog converted to the imaging system
- Percent of pages in packets compiled correctly
- Percent of time minutes are ready for approval the following week without amendment
- Percent of items requested by departments located by the Austin Records Center and delivered within 24 hours
- Cost per Records Center service action
- Customer satisfaction with records management consulting and training

Office of the City Clerk — 2000-01

Business Plan

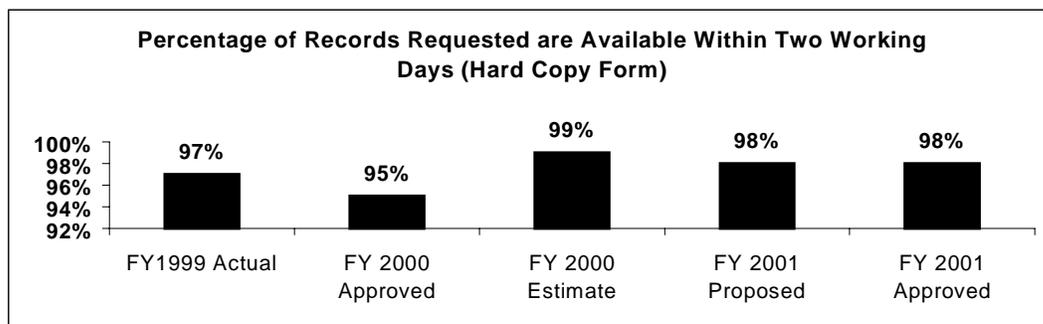
City of Austin Records Management Program

The approved budget transfers the records management activity from Library to the Office of the City Clerk at a cost of \$499,310 and 5.0 FTEs.

The Austin Records Management Program consists of two activities: Records Management Services and Records Center Services. The Records Management Services activity provides consulting services for departments on the design and implementation of records management systems; provides policies, standards, guidelines and records control schedules and records management reports; advises a city-wide network of records management customers; and provides training. The Records Center Services activity provides records pickup, transfer, storage, retrieval and disposal services to all City departments. Beginning in FY2000-01, these services will be performed through a contract. Records will be brought under full inventory control and moved to the contractor's facilities. A Help Desk assists departments, processes requests, and monitors completion and customer satisfaction.

Management of OCC Records

The document imaging system, funded in 1997-98, allows backup of City records housed in the Office of the City Clerk. It is designed to make the records available to customers on the Intranet and Internet. While backfile conversion ceased due to technology problems, staff will continue to prepare documents in the event that a corporate-wide Electronic Data Management System (EDMS) is acquired.



Solicitation Permitting Process

The City Council voted to discontinue the licensing of charitable solicitors. A voluntary registration program with the Better Business Bureau will replace the City's program. This budget reflects the loss of revenue, but retains the clerical position to provide assistance to the Management of OCC Records Program.

Elections

The approved budget includes \$299,658 to cover the costs of the charter revision election anticipated in FY 2001 and \$260,000 for an anticipated bond election in FY2001.

Sister Cities/International Program

The approved budget includes \$90,220 to add one (1) FTE for the International Program Manager and the reclassification of the Administrative Specialist for the Sister Cities Program to the Sister Cities Program Manager.

Technology Plan

\$16,128 is included for the maintenance and upgrade of technology.

Office of the City Clerk — 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Revenue Changes</u> | Dollars | FTEs |
|--|-------------|------|
| 1. The Solicitation Permitting, formerly provided by the Office of the City Clerk, was discontinued during FY1999-2000. Revenue is reduced by the elimination of solicitation permit fees. | (\$60,000) | |
| 2. FY1999-2000 one-time election participation revenue, generated from other political entities involved in the elections, is eliminated in the approved budget in the amount of \$433,000 for contributions negotiated in FY2000 interlocal agreements for shared elections. | (\$433,414) | |
| <u>Expenditure Changes</u> | | |
| 1. City-Wide | | |
| The approved budget includes \$75,314 for salary increases associated with Pay for Performance in 2001, and \$12,869 for incremental costs of Pay for Performance in 2000. The budget also includes an increase for wage compensation of \$1,203. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$45,438 (of which, \$38,500 was intended for personnel costs associated with increasing the number of scheduled work hours per Council Intern from 20 to 30 hours per week) and a reduction on other compensation adjustments of \$1,627. The total increase for compensation adjustments is \$89,386. | \$89,386 | |
| An additional \$28,368 has been included in the approved budget for anticipated changes in health benefits. | \$28,368 | |
| The approved budget also includes \$4,128 for the increase in retirement benefits from 7.5% to 8.0% | \$4,128 | |
| 2. Management of OCC Records | | |
| Temporary assistance for the Document Imaging back-file conversion was eliminated. | (\$30,057) | |
| 3. Council & Committee Support | | |
| The funding for the Police Oversight Focus Group was eliminated because their final report has been issued. | (\$46,200) | |
| The FY2000-01 approved budget contains funding for the addition of one (1) FTE for the Internation Program Manager and funding for the reclassification of the Administrative Specialist in the Sister Cities Program to the Sister Cities Program Manager. The cost is \$90,220. | \$99,220 | 1.00 |

Office of the City Clerk — 2000-01

4. Elections

Reduction of General Election costs in the amount of \$388,114, along with \$260,081 for the Run-off Election is eliminated from the approved budget. The approved budget includes \$299,658 for the anticipated Charter Election and \$260,000 for the anticipated Bond Election. (\$88,537)

5. Records Management

The FY2000-01 approved budget contains \$448,864 for the movement of the City of Austin Records Management function from the Library Department to the Office of the City Clerk. Transfers 4.0 FTEs from the Library Department and adds one (1.0) FTE. \$448,864 5.00

The following changes were approved by Council at Budget Adoption:

6. Council's Committee Support

The Approved Budget includes \$50,000 for the Sister Cities activity. \$50,000

7. Elections

The Approved Budget includes \$50,000 for additional anticipated election costs. \$50,000

Programs and Activities

Office of the City Clerk-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| AUSTIN RECORDS MANAGEMENT | | | | | | | | | | |
| Austin Records Management | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$106,171 | 2.00 | \$109,317 | 2.00 |
| Records Center | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$342,693 | 2.00 | \$346,965 | 2.00 |
| COUNCIL & COMMITTEE SUPPORT | | | | | | | | | | |
| Board / Commission | \$22,759 | 0.80 | \$90,780 | 0.90 | \$62,669 | 0.50 | \$37,192 | 0.80 | \$38,288 | 0.80 |
| Council Assistance | \$310,665 | 8.00 | \$362,104 | 7.50 | \$372,491 | 8.00 | \$380,419 | 8.00 | \$432,260 | 8.00 |
| Council Meetings | \$198,155 | 2.10 | \$225,819 | 2.50 | \$135,262 | 2.10 | \$163,463 | 2.30 | \$166,061 | 2.30 |
| Sister Cities and International Program | \$12,356 | 0.50 | \$58,047 | 0.80 | \$57,900 | 0.80 | \$153,230 | 2.00 | \$206,977 | 2.00 |
| ELECTIONS | | | | | | | | | | |
| Elections | \$524,714 | 1.70 | \$701,195 | 2.40 | \$700,894 | 2.20 | \$559,658 | 1.80 | \$612,886 | 1.80 |
| MANAGEMENT OF OCC RECORDS | | | | | | | | | | |
| Management of OCC Records | \$251,003 | 3.20 | \$338,193 | 4.00 | \$318,622 | 3.90 | \$334,877 | 4.30 | \$341,131 | 4.30 |
| REGISTRATION | | | | | | | | | | |
| Lobbyist Registration | \$8,522 | 0.10 | \$11,829 | 0.20 | \$11,504 | 0.20 | \$7,435 | 0.10 | \$7,633 | 0.10 |
| Permitting | \$123,735 | 1.40 | \$70,997 | 1.30 | \$47,970 | 0.40 | \$16,500 | 0.30 | \$17,053 | 0.30 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$186,436 | 3.50 | \$167,690 | 2.00 | \$355,752 | 4.40 | \$332,700 | 4.20 | \$341,401 | 4.20 |
| Financial Monitoring / Budgeting | \$9,522 | 0.30 | \$14,172 | 0.40 | \$10,832 | 0.30 | \$14,970 | 0.40 | \$15,507 | 0.40 |
| Personnel / Training | \$65,333 | 1.40 | \$70,678 | 1.40 | \$46,565 | 0.70 | \$76,305 | 1.20 | \$78,642 | 1.20 |
| Purchasing / M/WBE | \$25,113 | 0.50 | \$30,107 | 0.60 | \$21,150 | 0.50 | \$26,662 | 0.60 | \$27,540 | 0.60 |
| TRANSFERS & OTHER REQUIREMENTS | | | | | | | | | | |

Office of the City Clerk-2000-01

Other
Requirements

\$0 0.00 \$0 0.00 \$0 0.00 \$45,575 0.00 \$0 0.00

Total \$1,738,313 23.50 \$2,141,611 24.00 \$2,141,611 24.00 \$2,597,850 30.00 \$2,741,661 30.00

Office of the City Clerk-2000-01

Program: *AUSTIN RECORDS MANAGEMENT*

Program Objective: The purpose of the Austin Records Management program is to manage City records (including legal compliance) so that the City employees can find the records they need, when they need them, and at the most cost-effective price.

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Percent of all items requested are located and delivered to requesting department within 24 hours | N/A | 95% | 90% | 95% | 95% |
| Percent of records management projects and requests completed to customers' satisfaction | N/A | N/A | N/A | 95% | 95% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Austin Records Management | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$106,171 | 2.00 | \$109,317 | 2.00 |
| Records Center | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$342,693 | 2.00 | \$346,965 | 2.00 |
| Total | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$448,864 | 4.00 | \$456,282 | 4.00 |

Office of the City Clerk-2000-01

Activity: *Austin Records Management*

Activity Code: *45RD*

Program Name: *AUSTIN RECORDS MANAGEMENT*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$106,171 | \$109,317 |
| Total Requirements | \$0 | \$0 | \$0 | \$106,171 | \$109,317 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 2.00 | 2.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per records management project | Efficiency | N/A | N/A | N/A | \$265 | \$273 |
| Number of records management projects, advisories, and requests | Output | N/A | N/A | N/A | 400 | 400 |
| Total records management dollar savings implemented | Output | N/A | N/A | N/A | \$142,000 | \$142,000 |
| Training hours provided | Output | N/A | N/A | N/A | 80 | 80 |
| Training sessions provided | Output | N/A | N/A | N/A | 4 | 4 |
| Percent of records management projects and requests completed to customers' satisfaction | Result | N/A | N/A | N/A | 95% | 95% |

Activity History and Description: The Records Management Program moved from the Library Department to the Office of the City Clerk in February 2000. The outsourcing of the records storage in FY 01 will allow the Office of the City Clerk to provide reclassification of positions to fulfill the role of training other City employees to file documents, to reduce the duplication of documents stored, and to provide analysis on future document requirements. Staff will serve as liaison with the Contractor.

Activity Objective: The purpose of the Records Management activity is to provide a comprehensive records management consulting service to City departments so (1) their records are accessible using appropriate technology; managed with due regard for legal requirements, risk, probity, continuity, economy, and effective; and controlled for retention and disposition, and (2) City staff are trained on these requirements.

Services of the Activity: Provide consulting services on the design and implementation of records management systems; Provide policies, standards, guidelines, records control schedules, and records management reports; advise a City-wide network of records management customers; and provide training and advisory services.

Office of the City Clerk-2000-01

Activity: *Austin Records Management*

Activity Code: *45RD*

Program Name: *AUSTIN RECORDS MANAGEMENT*

Changes in Requirements and Performance Measures: Includes \$3,145 for Pay for Performance in 2001. This activity was transferred from the Library Department in February 2000, to consolidate records management for the City of Austin in the Office of the City Clerk. This activity, while not new, will provide consulting service and records management training to all city departments.

Responsible Employee:

Reuben Ware

512-440-0331

Office of the City Clerk-2000-01

Activity: *Records Center*

Activity Code: *45RE*

Program Name: *AUSTIN RECORDS MANAGEMENT*

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$342,693 | \$346,965 |
| Total Requirements | \$0 | \$0 | \$0 | \$342,693 | \$346,965 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 2.00 | 2.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| Cost per records center service action | Efficiency | N/A | N/A | N/A | \$3.55 | \$3.59 |
| Percent of all items requested are located and delivered to requesting department within 24 hours | Result | N/A | 95% | 90% | 95% | 95% |
| Percent of records transferred from City offices within one week of request | Result | N/A | N/A | N/A | 100% | 100% |

Activity History and Description: The Records Center moved from the Library Department to the Office of the City Clerk in February, 2000. The records are currently stored in a leased facility which is not climate controlled and has reached capacity. The City will outsource this activity beginning in September, 2000.

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: Provide records pick-up, transfer, storage, retrieval and disposal services to all City departments.

Changes in Requirements and Performance Measures: Includes \$4,272 for Pay for Performance in 2001. This activity was transferred from the Library Department in February, 2000, to consolidate records management for the City of Austin in the Office of the City Clerk. This activity provides for the outsourcing of City records storage.

Responsible Employee: Reuben Ware 512-440-0331

Office of the City Clerk-2000-01

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.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|---|------------------------|---------------------------|----------------------------|-------------------------|-------------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Customer Satisfaction as determined by surveying Council and Committee members. | No Data | Meets Expectation | Meets Expectation | Meets Expectation | Meets Expectation |
| Percent of the time there is at least one qualified applicant submitted to Council per vacancy | Data Not Tracked | 90% | 60% | 55% | 55% |
| Percent of the time, minutes are ready for approval the following week and are approved without amendment(s). | No Data | 90% | 88% | 90% | 90% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---|------------------------|---------------------|---------------------------|-----------------------|----------------------------|-----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Board / Commission | \$22,759 | 0.80 | \$90,780 | 0.90 | \$62,669 | 0.50 | \$37,192 | 0.80 | \$38,288 | 0.80 |
| Council Assistance | \$310,665 | 8.00 | \$362,104 | 7.50 | \$372,491 | 8.00 | \$380,419 | 8.00 | \$432,260 | 8.00 |
| Council Meetings | \$198,155 | 2.10 | \$225,819 | 2.50 | \$135,262 | 2.10 | \$163,463 | 2.30 | \$166,061 | 2.30 |
| Sister Cities and International Program | \$12,356 | 0.50 | \$58,047 | 0.80 | \$57,900 | 0.80 | \$153,230 | 2.00 | \$206,977 | 2.00 |
| Total | \$543,935 | 11.40 | \$736,750 | 11.70 | \$628,322 | 11.40 | \$734,304 | 13.10 | \$843,586 | 13.10 |

Office of the City Clerk-2000-01

Activity: Board / Commission
Activity Code: 45BC
Program Name: COUNCIL & COMMITTEE SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$22,759 | \$90,780 | \$62,669 | \$37,192 | \$38,288 |
| Total Requirements | \$22,759 | \$90,780 | \$62,669 | \$37,192 | \$38,288 |
| Full-Time Equivalents | 0.80 | 0.90 | 0.50 | 0.80 | 0.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per appointment | Efficiency | \$24.45 | \$148.60 | \$160.00 | \$158.26 | \$162.93 |
| Complete at least two marketing tasks per year that promote the opportunity to apply for vacancies on the boards and Commissions | Output | N/A | N/A | N/A | 2 | 4 |
| Number of Appointments Made | Output | 235 | 300 | 200 | 235 | 235 |
| Percent of the time there is at least one qualified applicant submitted to Council per vacancy | Result | Data Not Tracked | 90% | 60% | 55% | 55% |

Activity History and Description: 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 make appointments to Boards and Commissions.

Services of the Activity: Provide information to aides so they can advise Council on appointments to Boards/Commissions. Track appointments and update the list on the website. Mail forms and file Boards and Commissions members' statements of Financial Disclosures per the law. Maintain records ascertaining the members are eligible to serve. Make sure the Boards and Commissions comply with the open meetings act.

Changes in Requirements and Performance Measures: Included is \$1,095 for Pay for Performance in 2001. The Approved Budget eliminates funding in the amount of \$46,200 associated with the Police Oversight Focus Group (POFG). The POFG was completed in FY 1999-2000.

Responsible Employee: Candy Parham 512-499-2497

Office of the City Clerk-2000-01

Activity: Council Assistance
Activity Code: 45CA
Program Name: COUNCIL & COMMITTEE SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$310,665 | \$362,104 | \$372,491 | \$380,419 | \$432,260 |
| Total Requirements | \$310,665 | \$362,104 | \$372,491 | \$380,419 | \$432,260 |
| Full-Time Equivalents | 8.00 | 7.50 | 8.00 | 8.00 | 8.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost Per Meeting | Efficiency | \$5,648.45 | \$6,583.70 | \$9,802.37 | \$10,867 | \$12,350 |
| Number of Meetings | Output | 55 | 55 | 38 | 35 | 35 |

Activity History and Description: Provides funding for Council Aides and backup administrative staffing to Council Offices.

Activity Objective: The purpose of Council Assistance program is to provide assistance to the Mayor and Council Members in matters on Council agendas and other items.

Services of the Activity: 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: Included is \$11,254 for Pay for Performance in 2001. Additionally, funding of \$38,500 for 10 hours per intern for all Council and Mayor's Office was included.

Responsible Employee: Shirley Brown 512-499-2211

Office of the City Clerk-2000-01

Activity: Council Meetings

Activity Code: 45CC

Program Name: COUNCIL & COMMITTEE SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$198,155 | \$225,819 | \$135,262 | \$163,463 | \$166,061 |
| Total Requirements | \$198,155 | \$225,819 | \$135,262 | \$163,463 | \$166,061 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 2.10 | 2.50 | 2.10 | 2.30 | 2.30 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per citizen recognition prepared | Efficiency | No Data | \$11.81 | \$15.77 | \$16.00 | \$16.00 |
| Cost per packet per year per person | Efficiency | No Data | New | \$747 | \$750 | \$750 |
| Cost per page of minutes produced | Efficiency | No Data | \$134.34 | \$65.36 | \$66.00 | \$66.00 |
| Number of Citizen Recognitions | Output | 1591 | 1700 | 1,900 | 2,000 | 2,000 |
| Number of pages compiled in packets | Output | No Data | 2,297,860 | 2,543,311 | 2,300,000 | 2,300,000 |
| Number of pages of minutes | Output | No Data | 750 | 600 | 600 | 600 |
| Percent of pages in the packets are compiled correctly | Result | No Data | 90% | 98% | 98% | 98% |
| Percent of the time, minutes are ready for approval the following week and are approved without amendment(s). | Result | No Data | 90% | 88% | 90% | 90% |

Activity History and Description: Provide support for Council Meetings related to agenda distribution, minutes, and citizen communication.

Activity Objective: The purpose of the Council Meetings Activity is to provide meeting coordination and documentation to City Council so they can have correctly compiled information needed to conduct the meetings and have an accurate, timely record of the meetings.

Services of the Activity: Prepare Council information including printing, distribution, and billing/revenue collection for the packets; coordinate Citizen recognition and speaker registrations. Comply with the opening meeting laws including posting of the proper notices and recording the meetings.

Changes in Requirements and Performance Measures: Included is \$2,598 for Pay for Performance in 2001. Substantial reduction in costs due to the usage of contractual services for printing and less overtime required due to use of flex time.

Office of the City Clerk-2000-01

Activity: *Council Meetings*

Activity Code: 45CC

Program Name: COUNCIL & COMMITTEE SUPPORT

Responsible Employee: Shirley Brown

512-499-2211

Office of the City Clerk-2000-01

Activity: *Sister Cities and International Program*

Activity Code: 45SC

Program Name: COUNCIL & COMMITTEE SUPPORT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$12,356 | \$58,047 | \$57,900 | \$153,230 | \$206,977 |
| Total Requirements | \$12,356 | \$58,047 | \$57,900 | \$153,230 | \$206,977 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 0.50 | 0.80 | 0.80 | 2.00 | 2.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| # Volunteer Hours | Demand | N/A | N/A | 7,000 | 7,500 | 7,500 |
| Costs per member city | Efficiency | \$1,545 | \$7,256 | \$7,237 | \$8,096 | \$11,490 |
| No. of trips abroad by City officials or visits from international visitors to Austin that are coordinated/supported by the International Program Manager. | Output | N/A | N/A | N/A | 40 | 40 |
| Number of committee meetings held | Output | 5 | 53 | 8 | 10 | 10 |
| Number of Contracts made | Output | No Data | 500 | 1,700 | 1,700 | 1,700 |
| Number of exchanges with the current Sister City | Output | 11 | 25 | 51 | 50 | 50 |
| Number of hours spent supporting the International Infrastructure Task Force | Output | N/A | N/A | N/A | 500 | 500 |
| Number of recognized Sister Cities | Output | 8 | 8 | 8 | 9 | 9 |
| Number of visits to the website | Output | No Data | 500/Mo | 1,200/Mo | 1,200/Mo | 1,200/Mo |
| Customer Satisfaction as determined by surveying Council and Committee members. | Results | No Data | Meets Expectation | Meets Expectation | Meets Expectation | Meets Expectation |
| Recognition for Sister City's website | Results | No | No | No | Yes | Yes |
| Recognition of the program by Sister City International organization | Results | Yes | Yes | Yes | Yes | Yes |

Activity History and Description: 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,

Office of the City Clerk-2000-01

Activity: *Sister Cities and International Program*

Activity Code: 45SC

Program Name: COUNCIL & COMMITTEE SUPPORT

Nigeria, Peru, China, Mexico and Taiwan. The International Program provides assistance to City officials visiting abroad and to international travelers traveling Austin.

Activity Objective:

The purpose of Sister Cities/International Program is to provide information and coordination to the Council and Sister Cities Committees to enhance the cultural, educational, and economic exchanges among Sister Cities and other countries.

Services of the Activity:

Promote and publicize the program; Coordinate visits; Preserve and catalog gifts from the Sister Cities; Explore potential fund raising activities; Provide administrative support for the Executive Committee; Research and prepare grant proposals; Serve as liaison with Mayor, Council Members, and the Sister City Executive Committee and Sister Cities Committees.

Changes in Requirements and Performance Measures:

Includes \$3,748 for Pay for Performance in 2001. The approved budget adds an International Program Manager and reclassifies the Sister Cities Administrative Specialist to the Sister Cities Program Manager at a cost of \$99,220, to provide staffing and funding for this activity. During budget adoption, an increase of \$50,000 was added for Sister Cities for the Mayor's Infrastructure Task Force.

Responsible Employee:

Sarah Wimer

512-499-3485

Office of the City Clerk-2000-01

Activity: Elections

Activity Code: 45CE

Program Name: ELECTIONS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$524,714 | \$701,195 | \$700,894 | \$559,658 | \$612,886 |
| Total Requirements | \$524,714 | \$701,195 | \$700,894 | \$559,658 | \$612,886 |
| Full-Time Equivalents | 1.70 | 2.40 | 2.20 | 1.80 | 1.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------------|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Anticipated number of elections | Demand | 2 | 2 | 2 | 2 | 2 |
| Anticipated staffing per election | Demand | 750 | 750 | 750 | 750 | 750 |
| Staff labor costs per election | Efficiency | \$61,957 | \$98,107 | \$86,789 | \$97,728 | \$100,956 |
| Number of elections held | Output | 2 | 2 | 2 | 2 | 2 |
| Number of trained staff available | Output | 756 | 950 | 900 | 950 | 950 |

Activity History and Description: The election set up service 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.

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 convenient, cost-effective elections.

Services of the Activity: Training election officials; Election set up services; Early voting services; Election day services; Election wrap-up services.

Changes in Requirements and Performance Measures: Included is \$3,228 for Pay for Performance in 2001. The reduction of election costs is due to no Council elections scheduled in FY 2000-01. The Approved Budget does include funding for the anticipated Bond Election in November, 2000 and a Charter Election in 2001. The reduction in the allocation of staff time is due to the contracting of the November election with Travis County. During budget adoption, an increase of \$50,000 was included for additional anticipated election costs in 2000-01 for the November, 2000 Bond Election.

Responsible Employee: Betty Brown

512-499-2498

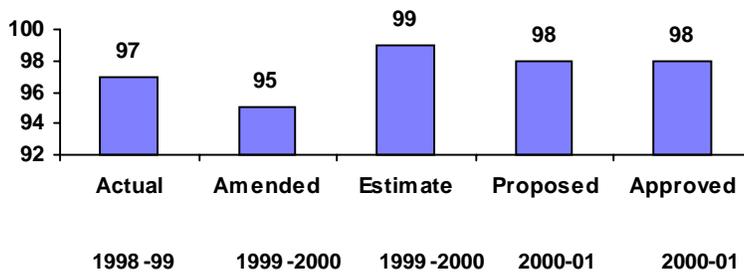
Office of the City Clerk-2000-01

Program: *MANAGEMENT OF OCC RECORDS*

Program Objective: The purpose of the Management of OCC Records program is to preserve 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 that are available within two working days



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Percent of records made available through electronic distribution | No Data | 60% | 40% | 60% | 60% |
| Percent of records requested that are available within two working days | 97% | 95% | 99% | 98% | 98% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Management of OCC Records | \$251,003 | 3.20 | \$338,193 | 4.00 | \$318,622 | 3.90 | \$334,877 | 4.30 | \$341,131 | 4.30 |
| Total | \$251,003 | 3.20 | \$338,193 | 4.00 | \$318,622 | 3.90 | \$334,877 | 4.30 | \$341,131 | 4.30 |

Office of the City Clerk-2000-01

Activity: Management of OCC Records

Activity Code: 45RC

Program Name: MANAGEMENT OF OCC RECORDS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$251,003 | \$338,193 | \$318,622 | \$334,877 | \$341,131 |
| Total Requirements | \$251,003 | \$338,193 | \$318,622 | \$334,877 | \$341,131 |
| Full-Time Equivalents | 3.20 | 4.00 | 3.90 | 4.30 | 4.30 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of request for information | Demand | 22,192 | 22,500 | 10,000 | 11,000 | 11,000 |
| Cost per response | Efficiency | \$11.31 | \$15.03 | \$31.86 | \$30.44 | \$31.01 |
| Percent of records requested are available in one working day (for those records that are electronically available) | Output | 97% | 95% | 98% | 98% | 98% |
| Percent of records made available through electronic distribution | Result | No Data | 60% | 40% | 60% | 60% |
| Percent of records requested that are available within two working days | Result | 97% | 95% | 99% | 98% | 98% |

Activity History and Description: File appropriate council records of the City and answer requests on these records from customers.

Activity Objective: The purpose of the Management of OCC Records Activity is to preserve 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 City Clerk's Office.

Services of the Activity: Confirm that ordinances, resolutions and minutes reflect Council's action. Archival preservation of records; provide ready access to records. Research customers' requests for information.

Changes in Requirements and Performance Measures: Includes \$6,254 for Pay for Performance in 2001, and reallocation of staff time to more accurately reflect current operations. Otherwise, substantially the same.

Responsible Employee: Rose Sarrett-Sickel 512-499-2506

Office of the City Clerk-2000-01

Program: **REGISTRATION**

Program Objective: The purposes of the Registration program are to register lobbyists and to give City approval to liquor license holders so they can conduct their respective activities in compliance with the laws.

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Percent of liquor license applications will be notified within two working days after receipt of approval from other departments | No Data | 90% | 100% | 100% | 100% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-----------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Lobbyist Registration | \$8,522 | 0.10 | \$11,829 | 0.20 | \$11,504 | 0.20 | \$7,435 | 0.10 | \$7,633 | 0.10 |
| Permitting | \$123,735 | 1.40 | \$70,997 | 1.30 | \$47,970 | 0.40 | \$16,500 | 0.30 | \$17,053 | 0.30 |
| Total | \$132,257 | 1.50 | \$82,826 | 1.50 | \$59,474 | 0.60 | \$23,935 | 0.40 | \$24,686 | 0.40 |

Office of the City Clerk-2000-01

Activity: Lobbyist Registration

Activity Code: 45LR

Program Name: REGISTRATION

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$8,522 | \$11,829 | \$11,504 | \$7,435 | \$7,633 |
| Total Requirements | \$8,522 | \$11,829 | \$11,504 | \$7,435 | \$7,633 |
| Full-Time Equivalents | 0.10 | 0.20 | 0.20 | 0.10 | 0.10 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per registered lobbyist | Efficiency | \$236.72 | \$236.58 | \$319.55 | \$206.53 | \$212.03 |
| Number registered lobbyists | Output | 36 | 50 | 36 | 36 | 36 |
| Information about registered lobbyists is available in two working days on the Internet | Result | 50% | 90% | 90% | 90% | 90% |

Activity History and Description: 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 on specific issues.

Services of the Activity: Process lobbyist's registration forms; Update registered lobbyists' list and make available to all interested parties.

Changes in Requirements and Performance Measures: Includes \$198 for Pay for Performance in 2001. Otherwise, substantially the same. Staff time requirements reduced due to efficient use of electronic databases and reduction in number of lobbyist registrations.

Responsible Employee: Betty Brown 512-499-2498

Office of the City Clerk-2000-01

Activity: *Permitting*

Activity Code: *45PE*

Program Name: *REGISTRATION*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$123,735 | \$70,997 | \$47,970 | \$16,500 | \$17,053 |
| Total Requirements | \$123,735 | \$70,997 | \$47,970 | \$16,500 | \$17,053 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 1.40 | 1.30 | 0.40 | 0.30 | 0.30 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| # Approved Licences | Demand | 485 | 2,182 | 225 | 225 | 308 |
| Cost per approval of liquor license applicants | Efficiency | \$254.60 | \$32.53 | \$72.34 | \$72.44 | \$55.37 |
| Percent of liquor license applications will be notified within two working days after receipt of approval from other departments | Result | No Data | 90% | 100% | 100% | 100% |

Activity History and Description: Receives and processes liquor applications.

Activity Objective: The purpose of the Permitting activity is to provide timely approval to liquor license applicants so they can receive their license from the Texas Alcoholic Beverage Commission.

Services of the Activity: Coordinate the liquor application process after all departments have responded.

Changes in Requirements and Performance Measures: Includes \$554 for Pay for Performance in 2001. The solicitation permitting was discontinued in April 2000, reducing the funding requirements for this activity.

Responsible Employee: Betty Brown 512-499-2498

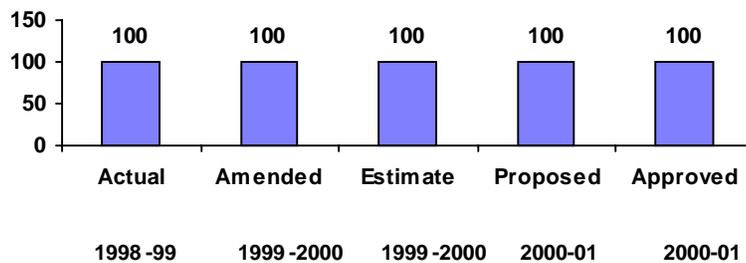
Office of the City Clerk-2000-01

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 reporting deadlines met



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------|--------------------------|---------------------------|--------------------------|--------------------------|
| Employee turnover rate | 16.67% | 5% | 5% | 5% | 5% |
| Percent of reporting deadlines met | 100% | 100% | 100% | 100% | 100% |
| Percent of resignations leaving the City that complete exit interview | No Data | 90% | 90% | 90% | 90% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | No Data | MBE: - 25% WBE: - 10% | MBE: - 25% WBE: - 10% | MBE: - 25% WBE: - 10% | MBE: - 25% WBE: - 10% |
| Percent variance of CYEs to actual expenditures | No Data | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual revenue | No Data | Q1&2:2% Q3:1% | Q1&2:2% Q3:1% | Q1&2:2% Q3:1% | Q1&2:2% Q3:1% |
| Turnaround time for accounts payable within the Department | No Data | 25 | 25 Days | 25 days | 25 days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-------------------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Administration and Management | \$186,436 | 3.50 | \$167,690 | 2.00 | \$355,752 | 4.40 | \$332,700 | 4.20 | \$341,401 | 4.20 |

Office of the City Clerk-2000-01

| | | | | | | | | | | |
|----------------------------------|-------------------------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|
| Program: | SUPPORT SERVICES | | | | | | | | | |
| Financial Monitoring / Budgeting | \$9,522 | 0.30 | \$14,172 | 0.40 | \$10,832 | 0.30 | \$14,970 | 0.40 | \$15,507 | 0.40 |
| Personnel / Training | \$65,333 | 1.40 | \$70,678 | 1.40 | \$46,565 | 0.70 | \$76,305 | 1.20 | \$78,642 | 1.20 |
| Purchasing / M/WBE | \$25,113 | 0.50 | \$30,107 | 0.60 | \$21,150 | 0.50 | \$26,662 | 0.60 | \$27,540 | 0.60 |
| Total | \$286,404 | 5.70 | \$282,647 | 4.40 | \$434,299 | 5.90 | \$450,637 | 6.40 | \$463,090 | 6.40 |

Office of the City Clerk-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$186,436 | \$167,690 | \$355,752 | \$332,700 | \$341,401 |
| Total Requirements | \$186,436 | \$167,690 | \$355,752 | \$332,700 | \$341,401 |
| Full-Time Equivalent | 3.50 | 2.00 | 4.40 | 4.20 | 4.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per total department budget | Efficiency | 10% | 7% | 12.93% | 12.8% | 12.5% |
| Administrative FTEs as a percent of total department FTEs | Output | 1.70% | 0.08% | 16.97% | 14.48% | 14.00% |
| Number of grievances and appeals per 100 employees | Output | 0 | 0 | 0 | 0 | 0 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | Data Not Tracked | 30 | 30 | 30 | 26.89 |
| Success strategy compliance | Output | 100% | 100% | 100% | 100% | 100% |
| Total department budget | Output | \$1,738,313 | \$2,141,611 | \$2,141,611 | \$2,597,850 | \$2,741,661 |
| Employee turnover rate | Result | 16.67% | 5% | 5% | 5% | 5% |
| Percent of CAFs submitted within deadline | Result | 100% | 100% | 100% | 100% | 100% |

Activity History and Description: To provide information to customers in a timely manner.

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: Staff meetings; Business planning and performance measuring; Secretarial/clerical support; Subscriptions and membership processing.

Changes in Requirements and Performance Measures: Includes \$7,909 for Pay for Performance in 2001. One third of the OCC staff retired; therefore, substantial time has been spent recruiting, hiring, and cross training staff. Administrative costs for the Records Management Program are included. Contract funding for items such as telephone charges, and also copy machine rental, among others, were moved from the other activities to the Administration and Management Activity. This results in a substantial increase in this activity compared to FY 1999-2000 Amended Budget.

Office of the City Clerk-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

Responsible Employee:

Shirley Brown

512-499-2211

Office of the City Clerk-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$9,522 | \$14,172 | \$10,832 | \$14,970 | \$15,507 |
| Total Requirements | \$9,522 | \$14,172 | \$10,832 | \$14,970 | \$15,507 |
| Full-Time Equivalents | 0.30 | 0.40 | 0.30 | 0.40 | 0.40 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | No Data | \$147.23 | \$351.03:\$1:00 | \$173.53:\$1:00 | \$176.80:\$1:00 |
| Total financial monitoring expense | Output | \$9,522 | \$14,172 | \$10,832 | \$14,970 | \$15,507 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | No Data | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual revenue | Result | No Data | Q1&2:2% Q3:1% | Q1&2:2% Q3:1% | Q1&2:2% Q3:1% | Q1&2:2% Q3:1% |

Activity History and Description: Measures accuracy of staff in monitoring all project revenue and expenditures.

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: 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: Includes \$537 for Pay for Performance in 2001. The allocation of additional staff time resulted in a higher funding requirement in this activity.

Responsible Employee: Shirley Brown 512-499-2211

Office of the City Clerk-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$65,333 | \$70,678 | \$46,565 | \$76,305 | \$78,642 |
| Total Requirements | \$65,333 | \$70,678 | \$46,565 | \$76,305 | \$78,642 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 1.40 | 1.40 | 0.70 | 1.20 | 1.20 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of FTE in department | Demand | 22.5 | 24 | 24 | 30 | 30 |
| Personnel cost per FTE | Efficiency | \$834 | \$867 | \$1,161 | \$1,790 | \$1,856 |
| Training cost per FTE | Efficiency | \$1,946 | \$2,077 | \$346.37 | \$779.66 | \$765 |
| Number of employee injuries | Output | 2 | 0 | 0 | 0 | 0 |
| Total cost of personnel administration | Output | \$19,600 | \$20,809 | \$27,853 | \$53,695 | \$55,690 |
| Total training cost | Output | \$45,733 | \$49,869 | \$18,712 | \$22,610 | \$22,952 |
| Lost time rate | Result | No Data | 0% | 0% | 0% | 0% |
| Payroll error rate | Result | No Data | <1% | <1% | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | No Data | 90% | 90% | 90% | 90% |
| Personnel Action Form (PAF) error rate | Result | Data Not Tracked | 10% | 10% | 10% | 10% |

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: 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.

Office of the City Clerk-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: Includes \$2,337 for Pay for Performance in 2001. Increase in funding attributed to increased emphasis on SSPR evaluation.

Responsible Employee: Betty Brown 512-499-2498

Office of the City Clerk-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$25,113 | \$30,107 | \$21,150 | \$26,662 | \$27,540 |
| Total Requirements | \$25,113 | \$30,107 | \$21,150 | \$26,662 | \$27,540 |
| Full-Time Equivalents | 0.50 | 0.60 | 0.50 | 0.60 | 0.60 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Internal time from submittal of RX to purchasing (for over \$5,000 purchases) | Efficiency | No Data | 1 day | 1 day | 1 day | 1 day |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | No Data | 1 day | 1 day | 1 day | 1 day |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | No Data | \$50,000 | \$50,000 | \$50,000 | \$50,000 |
| Purchasing cost per transaction | Efficiency | No Data | \$20.07 | \$14.10 | \$26.66 | \$27.54 |
| Number of specifications prepared. | Output | No Data | 2 | 2 | 1 | 1 |
| Number of transactions | Output | No Data | 1,500 | 1,500 | 1,000 | 1,000 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | No Data | MBE: - 25% WBE: - 10% |
| Turnaround time for accounts payable within the Department | Result | No Data | 25 | 25 Days | 25 days | 25 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: 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: Includes \$878 for Pay for Performance in 2001. Otherwise, substantially the same.

Office of the City Clerk-2000-01

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

Responsible Employee: Betty Brown

512-499-2498

Office of the City Clerk-2000-01

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$45,575 | \$0 |
| Total Requirements | \$0 | \$0 | \$0 | \$45,575 | \$0 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description: This activity was established in FY 1998-99 to segregate funds allocated for the Pay for Performance Programs in the proposed budget. Pay for Performance will be distributed to activities by position.

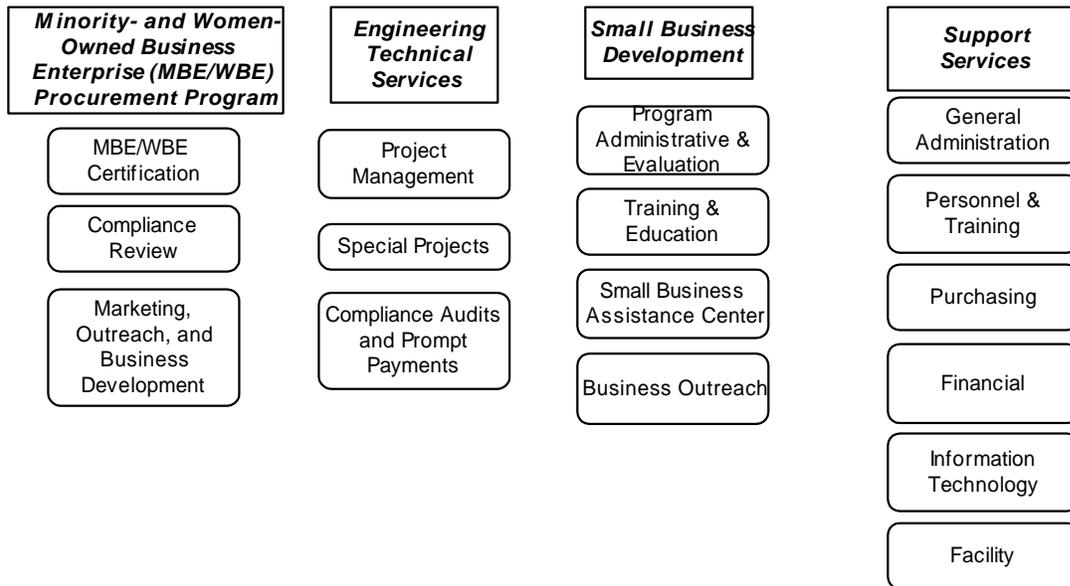
Activity Objective: To account for other departmental requirements that occur at the fund level including Pay for Performance.

Services of the Activity:

Changes in Requirements and Performance Measures: \$45,575 was included for Pay for Performance and increased stability pay. This amount has been distributed to other activities with eligible employees as part of the approved budget.

Responsible Employee: Shirley Brown 512-499-2211

Small and Minority Business Resources — 2000-01



LEGEND= Programs Activities

| | 1998-99 | 1999-2000 | 1999-2000 | 2000-01 | 2000-01 |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|
| | Actual | Amended | Estimated | Proposed | Approved |
| Support Services Fund Expenditure | \$1,732,358 | \$2,862,500 | \$2,932,500 | \$2,503,177 | \$2,686,661 |
| Full-time Equivalents (FTE's) | 30.00 | 31.00 | 31.00 | 30.00 | 33.00 |

Small and Minority Business Resources – 2000-01

Mission

The mission of the Department of Small and Minority Business Resources (DSMBR) is to successfully administer the MBE/WBE Procurement Program's requirements for vendors and City departments so that all business enterprises have equal access to the City's procurement opportunities and to ensure City departments are in compliance with the Ordinance. In pursuit of this mission, the following goals have been established:

Goals

- Administer the MBE/WBE Procurement Ordinance to ensure that 100% of City-certified MBE/WBE firms meet eligibility requirements, and to ensure that 100% of compliance recommendations are upheld by City management.
- Provide a comprehensive staff training program to ensure that 100% of compliance plans are reviewed accurately within 5 days, that 100% of certification applications are reviewed accurately within 60 days, and to ensure that new program directives arising from proposed Ordinance revisions and the Sunset Review process are incorporated into staff decisions.
- 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.
- Increase the capacity of City-certified MBE/WBE businesses to do business as a direct result of resources provided by DSMBR.

The Approved budget for 2000-01 submitted by DSMBR supports these goals.

Key Indicators

The key indicators used by DSMBR include:

- Total Dollar Value of City Awards to MBE/WBE Firms
- Percentage of City MBE/WBE Awards Compared to the Annual Goals
- Percentage Increase in Gross Revenue Reported by MBE/WBE Firms

Business Plan

MBE/WBE Procurement Ordinance Program

DSMBR MBE/WBE procurement ordinance program includes \$1,313,795 million and 21.85 FTEs. The purpose of this program is to provide information to the City of Austin necessary to provide equal opportunities to all businesses participating in City contracting. The MBE/WBE Procurement Ordinance Program consists of DSMBR's MBE/WBE Certification activity, Contract Compliance activity, and the MBE/WBE Procurement Program Outreach activity.

DSMBR's MBE/WBE Certification activity determines the eligibility for MBE/WBE status of applicant firms by thorough review and research of business records, and by conducting business location site audits. DSMBR expects to maintain the accuracy of MBE/WBE certification status recommendations at near 100%.

DSMBR's Contract Compliance activity monitors City-wide compliance with the MBE/WBE Procurement Ordinance. This activity will be impacted in 2000-01. The completion of Austin-Bergstrom International Airport will reduce this activity by \$191,000 and four FTEs that were used to monitor contractor compliance with the Federal Disadvantaged Business Enterprise program during the airport's construction. During the budget adoption process, council approved \$108,901 and two FTEs to this activity to support contractor compliance caused by the changes in the City's MBE/WBE Procurement Ordinance recently approved by council.

Small and Minority Business Resources – 2000-01

Through the MBE/WBE Procurement Outreach, DSMBR educates parties engaged in City contracting on the program. The information conveyed through presentations given at pre-bid and pre-construction conferences and by direct communications with prime contractors, certified MBE/WBE firms, and City staff.

This proposal directly supports the following goals:

- Administer the MBE/WBE Procurement Ordinance to ensure that 100% of City-certified MBE/WBE firms meet eligibility requirements, and to ensure that 100% of compliance recommendations are upheld by City management.
- 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.

Small Business Development Program

The SMBR small business development includes \$538,413 in City funding, \$265,000 in Community Development Block Grant Federal funding (CDBG), and 3.75 FTEs for the new Small Business Development Program. The program will provide administration and evaluation; training and education; a Small Business Assistance Center; and Business Outreach Services to make available opportunities for businesses to become self-sustaining in a competitive business environment.

The Approved Budget includes one FTE, an Assistant Director, and an increase of \$80,350, to coordinate the Small Business Assistance Center. This program provides administration and evaluation that will design, deliver, and appraise small business development programs. Council approved the addition of one FTE and \$70,000 to this activity to provide the necessary resources needed for small business development.

SMBR also will provide classroom and one-on-one training to small business owners and/or their key employees, including an assessment of the small business owner's needs and a design of a curriculum to meet their needs. Funding for service providers such as the Texas Center for Women's Business Enterprise, Development Assistance Services, and the Community Mentor-Protégé Initiative are included in this activity. The Small Business Assistance Center activity will provide dedicated meeting and training facilities for service providers that assist small businesses. The Small Business Assistance Center will occupy about half the 27,500-sq. ft. facility located at 4100 Ed Bluestein Blvd. The facility will offer abundant training and meeting room space, a computer lab, and a proposed on-line plan room. The facility will also house several Austin-area non-profit agencies that provide services to small businesses. This activity is funded by City and Federal funding. DSMBR will fund the personnel costs.

This proposal directly supports the following goals:

- Increase the capacity of City-certified MBE/WBE businesses to do business as a direct result of resources provided by DSMBR.

Support Services

The Support Services program includes additional funding for lease and facility costs related to the establishment of the Business Assistance Center, as well as added funding for replacement computers. The Personnel/Training activity contains an additional allocation of personnel funding to train DSMBR staff on the recently approved revision to the MBE/WBE Ordinance.

Small and Minority Business Resources – 2000-01

This proposal directly supports the following goals:

- Provide a comprehensive staff training program to ensure that 100% of compliance plans are reviewed accurately within 5 days, that 100% of certification applications are reviewed accurately within 60 days, and to ensure that new program directives arising from proposed Ordinance revisions and the Sunset Review process are incorporated into staff decisions.

Engineering and Technical Support

The Engineering and Technical Support program includes Compliance Audit and Prompt payments, Special Projects and Project management activities for MBE/WBE firms and small businesses. These activities were designed to ensure compliance, diversity, and contractual obligations to MBE/WBE firms.

The Approved Budget includes the reallocation of 2.70 FTEs for the Engineering and Technical Support program and \$178,404 in requirements. The Engineering Technical program will provide contract administration, field and phone audits on construction projects for MBE/WBE Ordinance and research and planning.

This proposal directly supports the following goals:

- 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.

Small and Minority Business Resources - 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Expenditure Changes by Program</u> | Dollars | FTEs |
|--|-------------|--------|
| <u>City-Wide</u> | | |
| The Approved Budget includes \$40,684 in salary increases associated with Pay for Performance in 2000-01 and \$14,684 is included in the proposed for Pay for Performance in 1999-2000 along with \$3,554 for other wage compensation. During budget adoption, council approved an increase in pay for performance in 2001 of \$8,137 and a reduction to other compensation adjustment of \$3,554. The total increase for compensation adjustment is \$63,505. | \$63,505 | |
| An additional \$35,460 has been included in the approved budget for health benefits increases and \$7,069 for incremental costs in retirement changes from 1999-2000. | \$42,529 | |
| 1. <u>MBE/WBE Procurement Program</u> | | |
| The Approved Budget eliminates four FTEs and \$191,000 from the DBE compliance activity with the completion of Austin-Bergstrom International Airport. | (\$191,000) | (4.00) |
| Increased salary and benefits costs associated with a management reorganization of \$60,000 is included in the approved budget. | \$60,000 | |
| The 2000-01 Approved Budget eliminates the consultant cost for the MBE/WBE availability study completed in 1999-2000 at a reduction of \$500,000. | (\$500,000) | |
| The Approved Budget adds one FTE to coordinate MBE/WBE procurement activities. Funding will come from the Austin Bergstrom Airport as a backcharge. | \$0 | 1.00 |
| 2. <u>Small Business Development Program</u> | | |
| The Approved Budget includes one new FTE and \$80,350 for an Assistant Director to coordinate the Small Business Development Center added in 1999-2000. | \$80,350 | 1.00 |
| The Approved Budget includes one new FTE and \$47,000 for administrative support for the Small Business Assistance Center. | \$47,000 | 1.00 |
| The Approved Budget includes the full year costs of the new Small Business Assistance Center added in 1999-2000 of \$ 37,373. | \$37,373 | |

Small and Minority Business Resources - 2000-01

3. **Support Services Program**

The Approved Budget includes funding of \$26,000 for replacement computers. \$26,000

The Approved Budget eliminates the one time costs of Y2K overtime and network upgrades totalling \$21,000 (\$21,000)

The following changes were approved by Council at Budget Adoption:

4. **Council Restores Two Positions**

City Council restored two filled positions that were eliminated in the Proposed Budget . \$108,901 2.00

5. **Add FTE to Small Business Assistance Center**

City Council added one FTE to support Small Business activities and development. \$70,000 1.00

Programs and Activities

Small Minority Business Resources-2000-01

Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000 -01 Proposed | 2000 -01 FTE | 2000 -01 Approved | 2000 -01 FTE |
|---|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|----------------------|-----------------|----------------------|-----------------|
| ENGINEERING AND TECHNICAL SERVICES | | | | | | | | | | |
| Compliance Audits and Prompt Payments | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$65,097 | 1.10 | \$68,324 | 1.10 |
| Project Management | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$53,546 | 0.80 | \$55,040 | 0.80 |
| Special Projects | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$53,546 | 0.80 | \$55,040 | 0.80 |
| M/WBE PROCUREMENT PROGRAM | | | | | | | | | | |
| Compliance | \$559,450 | 16.75 | \$1,226,694 | 14.55 | \$1,262,240 | 17.60 | \$757,796 | 12.80 | \$882,680 | 14.80 |
| MBE-WBE Certification | \$136,212 | 2.50 | \$152,058 | 2.27 | \$151,792 | 4.10 | \$221,044 | 4.10 | \$227,196 | 4.10 |
| MBE/WBE Program Outreach | \$513,522 | 4.50 | \$683,785 | 6.13 | \$628,007 | 4.70 | \$198,354 | 2.95 | \$203,919 | 2.95 |
| SMALL BUSINESS DEVELOPMENT | | | | | | | | | | |
| Business Outreach | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$13,008 | 0.20 | \$13,375 | 0.20 |
| Program Administration and Evaluation | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$64,780 | 0.80 | \$66,590 | 0.80 |
| Small Business Assistance Center | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$39,790 | 0.80 | \$63,404 | 1.20 |
| Training and Education | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$358,722 | 0.95 | \$395,044 | 1.55 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$266,858 | 4.00 | \$307,875 | 6.35 | \$347,669 | 2.15 | \$163,386 | 2.30 | \$169,960 | 2.30 |
| Facility Expenses | \$100,865 | 0.00 | \$355,758 | 0.00 | \$339,571 | 0.00 | \$243,900 | 0.00 | \$243,940 | 0.00 |
| Financial Monitoring/Budgeting | \$7,806 | 0.20 | \$29,964 | 0.49 | \$13,427 | 0.20 | \$12,669 | 0.20 | \$13,026 | 0.20 |
| Information Technology Support | \$9,655 | 0.00 | \$10,000 | 0.00 | \$40,324 | 0.00 | \$32,000 | 0.00 | \$56,000 | 0.00 |
| Personnel / Training | \$124,980 | 1.75 | \$80,297 | 0.91 | \$127,531 | 1.75 | \$150,516 | 1.90 | \$153,958 | 1.90 |
| Purchasing/ M/WBE | \$13,010 | 0.30 | \$16,069 | 0.30 | \$21,939 | 0.50 | \$18,640 | 0.30 | \$19,165 | 0.30 |

Small Minority Business Resources-2000-01

TRANSFER AND OTHER REQUIREMENTS

| | | | | | | | | | | |
|---------------------------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| Transfer and other requirements | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$56,383 | 0.00 | \$0 | 0.00 |
| Total | \$1,732,358 | 30.00 | \$2,862,500 | 31.00 | \$2,932,500 | 31.00 | \$2,503,177 | 30.00 | \$2,686,661 | 33.00 |

Small Minority Business Resources-2000-01

Program: *ENGINEERING AND TECHNICAL SERVICES*

Program Objective: Review contracts and work to implement procedures for untraditional/special projects. Increase M/WBE participation on these projects that are not owned by the COA but which the COA is indirectly involved or has allowed for special incentives.

1998 -99 1999 -2000 1999 -2000 2000-01 2000-01

| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Number of Audits performed annually | N/A | N/A | N/A | 100 | 100 |
| Percentage of discovered compliance discrepancies resolved. | N/A | N/A | N/A | 90% | 90% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Compliance Audits and Prompt Payments | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$65,097 | 1.10 | \$68,324 | 1.10 |
| Project Management | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$53,546 | 0.80 | \$55,040 | 0.80 |
| Special Projects | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$53,546 | 0.80 | \$55,040 | 0.80 |
| Total | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$172,189 | 2.70 | \$178,404 | 2.70 |

Small Minority Business Resources-2000-01

Activity: Compliance Audits and Prompt Payments

Activity Code: 7CAP

Program Name: ENGINEERING AND TECHNICAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$65,097 | \$68,324 |
| Total Requirements | \$0 | \$0 | \$0 | \$65,097 | \$68,324 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 1.10 | 1.10 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of brokering encounters anticipated | Demand | N/A | N/A | N/A | 1 ea/5 audits | 1 ea/5 audits |
| Number of ordinance violations expected. | Demand | N/A | N/A | N/A | 1 ea/5 audits | 1 ea/5 audits |
| Cost per audit | Efficiency | N/A | N/A | N/A | \$650.00 | \$683.00 |
| Number of Audits performed annually | Output | N/A | N/A | N/A | 100 | 100 |
| Diminish brokering on COA projects | Result | N/A | N/A | N/A | 25% | 25% |
| Incentive for subs to bid on COA projects | Result | N/A | N/A | N/A | 20% | 20% |
| Percentage of discovered compliance discrepancies resolved. | Result | N/A | N/A | N/A | 90% | 90% |
| Percentage of payment issues resolved | Result | N/A | N/A | N/A | 90% | 90% |
| Reduce percentage of ordinance violations | Result | N/A | N/A | N/A | 25% | 25% |

Activity History and Description: Three FTEs were added to the MBE/WBE Compliance activity in fiscal 2000 to perform site and phone audits on construction projects, managed by Public Works, to ensure prime contractor compliance with the MBE/WBE Ordinance.

Activity Objective: Conduct field and phone audits to assure post award construction compliance with Good Faith Effort program and ordinance. Work to ensure timely payments to contractors & subcontractors, is an incentive for them to continue bidding with the COA and help increase diversity within the procurement process

Services of the Activity: Collecting data, entering & updating data on forms and in database, visiting sites, calling contractors, meetings, working with project managers, contract administration and payroll, generating appropriate correspondence

Small Minority Business Resources-2000-01

Activity: *Compliance Audits and Prompt Payments*

Activity Code: *7CAP*

Program Name: *ENGINEERING AND TECHNICAL SERVICES*

Changes in Requirements and Performance Measures: Reallocate staff resources from MBE/WBE Compliance activity to this activity to perform audits. The Approved Budget increased pay for performance to \$3,227, Otherwise, substantially the same.

Responsible Employee: Michael Curtis 499-7056

Small Minority Business Resources-2000-01

Activity: Project Management

Activity Code: 7PMG

Program Name: ENGINEERING AND TECHNICAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$53,546 | \$55,040 |
| Total Requirements | \$0 | \$0 | \$0 | \$53,546 | \$55,040 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.80 | 0.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of incentive projects anticipated in 2001. | Demand | N/A | N/A | N/A | 10-15/ yr | 10-15/ yr |
| Cost per tracking of MBE/WBE participation | Efficiency | N/A | N/A | N/A | \$300.00 | \$300.00 |
| Cost per assistance on each project | Output | N/A | N/A | N/A | \$1000.00 | \$1000.00 |
| Involvement in various types of incentives projects | Output | N/A | N/A | N/A | 90% | 90% |
| Number of incentive projects team involved in. | Result | N/A | N/A | N/A | 10-15/yr | 10-15/yr |
| Percentage of MBE/WBE participation | Result | N/A | N/A | N/A | 21% | 21% |

Activity History and Description: New activity for fiscal year 2000-2001.

Activity Objective: Promote City involvement in incentive projects to help increase awareness of activities relating to the MBE/WBE ordinance and to help enhance minority participation on these projects.

Services of the Activity: Liaison between COA and Owners. Create policies, procedures and reports that will allow for implementation and tracking of these projects. Meetings with owners, contractors, subcontractors and City officials.

Changes in Requirements and Performance Measures: The Approved Budget, reallocates 0.8 FTE from MBE/WBE compliance activity to this particular activity along with \$53,546 in requirements and an increase in pay for performance distribution of \$1,494

Responsible Employee: Michael Curtis 499-7056

Small Minority Business Resources-2000-01

Activity: Special Projects

Activity Code: TSPA

Program Name: ENGINEERING AND TECHNICAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$53,546 | \$55,040 |
| Total Requirements | \$0 | \$0 | \$0 | \$53,546 | \$55,040 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.80 | 0.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Anticipated number of companies with specific contractual obligations as they relate to the MBE/WBE ordinance. | Demand | N/A | N/A | N/A | 100% | 100% |
| Cost per involvement in each project | Efficiency | N/A | N/A | N/A | \$500/project-avg. | \$500/project-avg. |
| Notification of MBE/WBE firms and Associations on special project related opportunities | Output | N/A | N/A | N/A | 90% | 90% |
| Special project contract reviewed | Output | N/A | N/A | N/A | 90% | 90% |
| Team involvement in the implementation of ordinance obligations as they pertain to specific projects. | Output | N/A | N/A | N/A | 90% | 90% |
| Team participation in outreach activities for special projects | Output | N/A | N/A | N/A | 90% | 90% |
| Development of policies and procedures for special projects. | Result | N/A | N/A | N/A | 90% | 90% |
| Percent of MBE/WBE participation | Result | N/A | N/A | N/A | 21% | 21% |

Activity History and Description: New activity for fiscal year 2000-2001.

Activity Objective: Provide project specific representation for DSMBR on large or unique projects(i.e Land Lease Partnering with COA)

Services of the Activity: Review contractual requirements contracted by the involved owners & contractor & assist facilitating these obligations. Coordinate with Trade Associations and provide information on special trade events to businesses and accept appropriate input & outreach for special projects.

Changes in Requirements and Performance Measures: Reallocate 0.8 FTE and \$53,546 from MBE/WBE Compliance activity to create new activity and increase pay for performance distribution by \$1,494

Small Minority Business Resources-2000-01

Activity: *Special Projects*

Activity Code: *TSPA*

Program Name: *ENGINEERING AND TECHNICAL SERVICES*

for FY 2000-01.

Responsible Employee:

Michael Curtis

499-7056

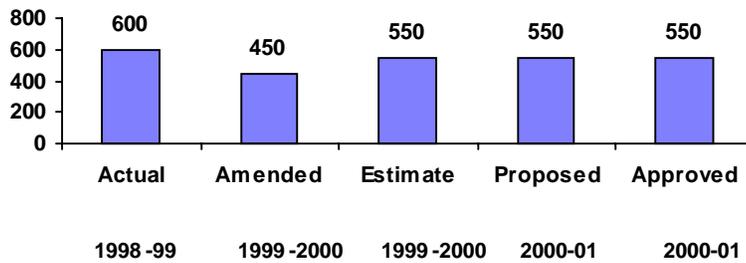
Small Minority Business Resources-2000-01

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:

Number of Compliance Plans reviewed



Performance Measures:

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of Compliance Plans reviewed | 600 | 450 | 550 | 550 | 550 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--------------------------|--------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Compliance | \$559,450 | 16.75 | \$1,226,694 | 14.55 | \$1,262,240 | 17.60 | \$757,796 | 12.80 | \$882,680 | 14.80 |
| MBE-WBE Certification | \$136,212 | 2.50 | \$152,058 | 2.27 | \$151,792 | 4.10 | \$221,044 | 4.10 | \$227,196 | 4.10 |
| MBE/WBE Program Outreach | \$513,522 | 4.50 | \$683,785 | 6.13 | \$628,007 | 4.70 | \$198,354 | 2.95 | \$203,919 | 2.95 |
| Total | \$1,209,184 | 23.75 | \$2,062,537 | 22.95 | \$2,042,039 | 26.40 | \$1,177,194 | 19.85 | \$1,313,795 | 21.85 |

Small Minority Business Resources-2000-01

Activity: Compliance

Activity Code: TCPL

Program Name: M/WBE PROCUREMENT PROGRAM

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$37,278 | \$37,278 |
| Support Services Fund | \$559,450 | \$1,226,694 | \$1,262,240 | \$757,796 | \$882,680 |
| Total Requirements | \$559,450 | \$1,226,694 | \$1,262,240 | \$795,074 | \$919,958 |
| Full-Time Equivalents | 16.75 | 14.55 | 17.60 | 12.80 | 14.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|--------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of Compliance documents received | Demand | 990 | 900 | 950 | 950 | 950 |
| Number of Compliance Plans received | Demand | 600 | 450 | 550 | 550 | 550 |
| Number of Compliance documents reviewed | Output | 990 | 450 | 950 | 950 | 950 |
| Number of Compliance Plans reviewed | Output | 600 | 450 | 550 | 550 | 550 |
| Number of compliance review errors | Result | N/A | N/A | 0 | 0 | |
| Percent of Compliance Plans reviewed within 5 days | Result | 84% | 85% | 90% | 85% | 85% |
| Percent of recommendation upheld | Result | 98% | 97% | 99% | 99% | 99% |

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 a valid recommendation of contractor compliance with the Ordinance to the City Management so they have the information they need in order to assure a fair opportunity for all businesses to participate in the

Services of the Activity: Austin City Code, Chapter 5-7, Minority- and Women-Owned Business Enterprise Procurement Ordinance.

Small Minority Business Resources-2000-01

Activity: *Compliance*

Activity Code: *7CPL*

Program Name: *M/WBE PROCUREMENT PROGRAM*

**Changes in Requirements and
Performance Measures:**

Decrease one time funding for MBE/WBE availability study of \$400,000. Reallocate 3.0 FTEs to the Engineering Technical Services program in the amount of \$172,189 and eliminate 4.0 FTEs due to the completion of the new airport in the amount of \$191,000. Add one FTE funded by Airport in the amount of \$37,278. Reallocate 3.95 FTEs from other activities and \$269,489. The Approved Budget includes an increase in pay for performance of \$15,983 and restores two FTE's and \$108,901 to this activity which were approved by council during budget adoption.

Responsible Employee:

Jan Lawson

512-499-7607

Small Minority Business Resources-2000-01

Activity: MBE-WBE Certification

Activity Code: 7MWE

Program Name: M/WBE PROCUREMENT PROGRAM

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$136,212 | \$152,058 | \$151,792 | \$221,044 | \$227,196 |
| Total Requirements | \$136,212 | \$152,058 | \$151,792 | \$221,044 | \$227,196 |
| Full-Time Equivalent | 2.50 | 2.27 | 4.10 | 4.10 | 4.10 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of application requests | Demand | 900 | 1000 | 950 | 1000 | 1000 |
| Number of new and recertification applications received | Demand | 820 | 930 | 800 | 810 | 810 |
| Cost per application processed | Efficiency | \$166 | \$164 | \$190 | \$276 | \$280 |
| Number of applications denied | Output | 20 | 20 | 10 | 10 | 10 |
| Number of new and recertification applications approved by SMBR | Output | 800 | 910 | 790 | 800 | 800 |
| Number of Certification errors | Result | N/A | N/A | N/A | 0 | 0 |
| Percent of applications processed within 60 days | Result | 90% | 92% | 97% | 95% | 95% |
| Percent of businesses certified that meet eligibility requirements | Result | 100% | 100% | 100% | 100% | 100% |
| Turn around time - recertification applications | Result | 22 | 20 | 28 | 28 | 28 |
| Turnaround time for new certifications | Result | 38 | 40 | 30 | 30 | 30 |

Activity History and Description: This program ensures that all businesses participating in City MBE/WBE procurement opportunities meet the eligibility requirements of the Minority- and Women-owned Business Enterprise Procurement Program 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 produce a list of MBE/WBE certified firms that meet eligibility requirements.

Small Minority Business Resources-2000-01

Activity: *MBE-WBE Certification*

Activity Code: *7MWE*

Program Name: *M/WBE PROCUREMENT PROGRAM*

Services of the Activity: Austin City Code, Chapter 5-7, Minority-owned and Women-owned Business Enterprise Procurement Program

Changes in Requirements and Performance Measures: The reallocation of one FTE from Administration and Management activity to supervise MBE/WBE certification activities is approved for \$70,000 and an increase in pay for performance of \$6,152 is also included in the approved.

Responsible Employee: Jan Lawson 512-499-7607

Small Minority Business Resources-2000-01

Activity: MBE/WBE Program Outreach

Activity Code: 7MVD

Program Name: M/WBE PROCUREMENT PROGRAM

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$513,522 | \$683,785 | \$628,007 | \$198,354 | \$203,919 |
| Total Requirements | \$513,522 | \$683,785 | \$628,007 | \$198,354 | \$203,919 |
| Full-Time Equivalents | 4.50 | 6.13 | 4.70 | 2.95 | 2.95 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per opportunity notice | Efficiency | unknown | \$.50 | \$.75 | \$.75 | \$.75 |
| Number of business opportunity notices | Output | unknown | 2000 | 2400 | 2000 | 2000 |
| Percent of compliant bidders per proposers | Result | 85% | 80% | 85% | 85% | 85% |

- Activity History and Description:** This activity includes efforts to raise public awareness of the benefits and requirements of the MBE/WBE Procurement Ordinance; provides educational opportunities for small businesses; and works on various projects that benefit small minority- and women-owned businesses.
- Activity Objective:** The purpose of Marketing, Outreach, and Business Development is to provide information to the Austin business community in order to heighten awareness of procurement opportunities and to cultivate a cooperative business atmosphere.
- Services of the Activity:** Austin City Code, Chapter 5-7, Minority-owned and Women-owned Business Enterprise Procurement Program.
- Changes in Requirements and Performance Measures:** Reallocate small business training contracts to the Training and Education activity with \$290,000 and .95 FTE to develop and deliver training programs for small business (\$67,000). Reallocate staff time to MBE/WBE Compliance activity (\$125,000) and 2.23 FTEs. An increase in the distribution of pay for performance of \$5,565 is also included in the FY 2000-01 budget.
- Responsible Employee:** Jan Lawson 512-499-7605

Small Minority Business Resources-2000-01

Program: *SMALL BUSINESS DEVELOPMENT*

Program Objective: The purpose of the Small Business Development Program is to provide program administration & evaluation; training and education; a Small Business Assistance Center; and, business outreach Services for City Management so they can make available opportuniti

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|--|------------------------|---------------------------|----------------------------|-------------------------|-------------------------|
| Performance Measures: | | | | | |
| | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Number of businesses that demonstrate growth in one or more growth indicators. | N/A | N/A | N/A | 50 | 50 |
| Number of contacts as recorded by DSMBR and service providers. | N/A | N/A | N/A | 500 | 500 |
| Percentage of Plan Room/PC Lab service calls resolved in established timeframe | N/A | N/A | N/A | 80% | 80% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------------------------|-----------------|--------------|--------------------|----------------|---------------------|----------------|------------------|-------------|------------------|-------------|
| Business Outreach | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$13,008 | 0.20 | \$13,375 | 0.20 |
| Program Administration and Evaluation | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$64,780 | 0.80 | \$66,590 | 0.80 |
| Small Business Assistance Center | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$39,790 | 0.80 | \$63,404 | 1.20 |
| Training and Education | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$358,722 | 0.95 | \$395,044 | 1.55 |
| Total | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$476,300 | 2.75 | \$538,413 | 3.75 |

Small Minority Business Resources-2000-01

Activity: *Business Outreach*

Activity Code: 7BOT

Program Name: SMALL BUSINESS DEVELOPMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$13,008 | \$13,375 |
| Total Requirements | \$0 | \$0 | \$0 | \$13,008 | \$13,375 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.20 | 0.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per dollar value of procurement contract | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of participants attending networking events | Output | N/A | N/A | N/A | 100 | 100 |
| Number of publications | Output | N/A | N/A | N/A | 20 | 20 |
| Number of non-City procurement contacts SBAC participants obtained | Result | N/A | N/A | N/A | 25 | 25 |
| Percentage of participants who report they learned something that will assist their business in becoming more competitive. | Result | N/A | N/A | N/A | 75% | 75% |

Activity History and Description: New activity for fiscal year 2000-2001.

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: Marketing/Networking Event, Community/Business Events, Procurement Partnerships with Non-City agencies and the Private sector, Publications

Changes in Requirements and Performance Measures: Allocation of 0.20 new FTEs and \$13,008 to conduct outreach and partnership activities along with \$367 in pay for performance distribution is approved for FY 2000-01 budget.

Responsible Employee: Rosy Jalifi 499-7739

Small Minority Business Resources-2000-01

Activity: Program Administration and Evaluation

Activity Code: 7PAE

Program Name: SMALL BUSINESS DEVELOPMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$64,780 | \$66,590 |
| Total Requirements | \$0 | \$0 | \$0 | \$64,780 | \$66,590 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.80 | 0.80 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per business that demonstrates productive growth while in programs administered by DSMBR | Efficiency | N/A | N/A | N/A | \$1,296 | \$1,332 |
| Cost per contact as recorded by DSMBR and service providers. | Efficiency | N/A | N/A | N/A | 93 | 95 |
| Number of contract managed | Output | N/A | N/A | N/A | 14 | 14 |
| Number of small business development programs developed | Output | N/A | N/A | N/A | 3 | 3 |
| Number of small business development programs implemented | Output | N/A | N/A | N/A | 3 | 3 |
| Number of businesses that demonstrate growth in one or more growth indicators. | Result | N/A | N/A | N/A | 50 | 50 |
| Percent of management information requests meeting pre-determined requirements | Result | N/A | N/A | N/A | 90% | 90% |

Activity History and Description: New activity for fiscal year 2000-2001.

Activity Objective: The purpose of Program Administration and Evaluation is to provide business development program management for City Management and contracted service providers so they can make informed decisions about the delivery and the effectiveness of business development services.

Services of the Activity: Need Assessment, Program Development, Program Implementation, Program Evaluation.

Changes in Requirements and Performance Measures: Add Assistant Director to coordinate city funded Small Business development activities and \$64,780 in requirements and increase pay for performance distribution by \$1,810.

Small Minority Business Resources-2000-01

Activity: Small Business Assistance Center

Activity Code: 7SBC

Program Name: SMALL BUSINESS DEVELOPMENT

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$39,790 | \$63,404 |
| Total Requirements | \$0 | \$0 | \$0 | \$39,790 | \$63,404 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.80 | 1.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of new jobs created per SBAC tenant agency | Demand | N/A | N/A | N/A | 2 | 2 |
| Projected number of events | Demand | N/A | N/A | N/A | 75% | 75% |
| Projected occupancy rate | Demand | N/A | N/A | N/A | 75 | 75 |
| Cost per square foot | Efficiency | N/A | N/A | N/A | \$15.43 | \$15.43 |
| Cost per workstation | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of contacts as recorded by DSMBR and service providers. | Output | N/A | N/A | N/A | 500 | 500 |
| Number of events | Output | N/A | N/A | N/A | 75 | 75 |
| Number of bids submitted by participants using the On-Line Plan Room. | Result | N/A | N/A | N/A | 150 | 150 |
| Occupancy rate | Result | N/A | N/A | N/A | 65% | 65% |
| Percentage of Plan Room/PC Lab service calls resolved in established timeframe | Result | N/A | N/A | N/A | 80% | 80% |
| Plan room utilization rate | Result | N/A | N/A | N/A | 75% | 75% |

Activity History and Description: New activity for fiscal year 2000-2001.

Activity Objective: The purpose of Small Business Assistance Center is to provide a dedicated training and meeting facility, office space, and technical support for service providers that assist small businesses.

Services of the Activity: Training and Meeting Space, PC Lab Services, On-Line Plan Room Services, Information Technology Support

Changes in Requirements and Performance Measures: Adds .80 FTE to provide staff support for the Small Business Assistance Center at \$39,790 and .40 FTE and \$21,877 as approved by Council during

Small Minority Business Resources-2000-01

Activity: *Small Business Assistance Center*

Activity Code: *7SBC*

Program Name: *SMALL BUSINESS DEVELOPMENT*

Budget Adoption. The approved also increased pay for performance distribution by \$1,737.

Responsible Employee:

Rosy Jalifi

499-7739

Small Minority Business Resources-2000-01

Activity: *Training and Education*

Activity Code: *7TED*

Program Name: *SMALL BUSINESS DEVELOPMENT*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$0 | \$0 | \$0 | \$358,722 | \$395,044 |
| Total Requirements | \$0 | \$0 | \$0 | \$358,722 | \$395,044 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.95 | 1.55 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Percentage of participants who report they learned something that will assist their business become more competitive. | Demand | N/A | N/A | N/A | 85% | 85% |
| Activity cost per hours provided | Efficiency | N/A | N/A | N/A | \$72 | \$79 |
| Activity cost per participants | Efficiency | N/A | N/A | N/A | \$564 | \$513 |
| Number of businesses represented | Output | N/A | N/A | N/A | 150 | 150 |
| Number of participants | Output | N/A | N/A | N/A | 700 | 700 |
| Number of training hours provided | Output | N/A | N/A | N/A | 5,000 | 5,000 |
| Percentage of participants who report they learned something that will help them start a business. | Result | N/A | N/A | N/A | 85% | 85% |
| Percentage of participants who report they learned something that will help them expand their business | Result | N/A | N/A | N/A | 85% | 85% |

Activity History and Description: New activity for fiscal year 2000-2001.

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: Need Assessment, Curriculum Design, Classroom Training, Training and Evaluation

Changes in Requirements and Performance Measures: Reallocate funding of \$290,000 in small business training contracts and .95 FTE for MBE/WBE Program Outreach activity and .60 FTE and \$34,584 to support this activity as approved by Council during Budget Adoption. The Approved Budget includes an increase in pay for performance distribution by \$1,738.

Small Minority Business Resources-2000-01

Activity: *Training and Education*

Activity Code: *7TED*

Program Name: *SMALL BUSINESS DEVELOPMENT*

Responsible Employee:

Rosy Jalifi

499-7739

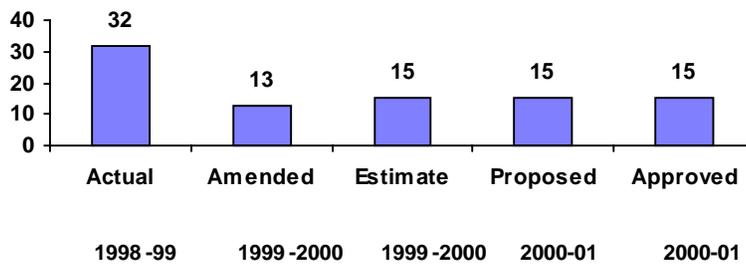
Small Minority Business Resources-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Employee turnover rate | 32 | 13 | 15 | 15 | 15 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|--------------------------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| Administration and Management | \$266,858 | 4.00 | \$307,875 | 6.35 | \$347,669 | 2.15 | \$163,386 | 2.30 | \$169,960 | 2.30 |
| Facility Expenses | \$100,865 | 0.00 | \$355,758 | 0.00 | \$339,571 | 0.00 | \$243,900 | 0.00 | \$243,940 | 0.00 |
| Financial Monitoring/Budgeting | \$7,806 | 0.20 | \$29,964 | 0.49 | \$13,427 | 0.20 | \$12,669 | 0.20 | \$13,026 | 0.20 |
| Information Technology Support | \$9,655 | 0.00 | \$10,000 | 0.00 | \$40,324 | 0.00 | \$32,000 | 0.00 | \$56,000 | 0.00 |
| Personnel / Training | \$124,980 | 1.75 | \$80,297 | 0.91 | \$127,531 | 1.75 | \$150,516 | 1.90 | \$153,958 | 1.90 |
| Purchasing/ M/ WBE | \$13,010 | 0.30 | \$16,069 | 0.30 | \$21,939 | 0.50 | \$18,640 | 0.30 | \$19,165 | 0.30 |
| Total | \$523,174 | 6.25 | \$799,963 | 8.05 | \$890,461 | 4.60 | \$621,111 | 4.70 | \$656,049 | 4.70 |

Small Minority Business Resources-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$266,858 | \$307,875 | \$347,669 | \$163,386 | \$169,960 |
| Total Requirements | \$266,858 | \$307,875 | \$347,669 | \$163,386 | \$169,960 |
| Full-Time Equivalent | 4.00 | 6.35 | 2.15 | 2.30 | 2.30 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|------------------------|------------------------|-----------------------|------------------------|------------------------|
| Cost per total department budget | Efficiency | 15.34 | 10.76 | 12.00 | 8.13 | 8.13 |
| Number of grievances and appeals per 100 employees | Output | 0 | 0 | 0 | 0 | 0 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | 39.8% | 39% | 36% | 36% | 36% |
| Total department budget | Output | \$1,734,388 | \$2,862,500 | \$2,932,500 | \$2,491,532 | \$2,686,661 |
| Employee turnover rate | Result | 32 | 13 | 15 | 15 | 15 |
| Percent of CAFs submitted within deadline | Result | 100 | 100 | 100 | 100 | 100 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | 15.4% MBE 15.7% WBE | 25.0% MBE 10.0% WBE | 6.5% MBE 15.6% WBE | 25.0% MBE 10.0% WBE | 25.0% MBE 10.0% WBE |
| Percent variance of CYEs to actual expenditures | Result | | | | | |

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: 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

Small Minority Business Resources-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

Management including costs

Changes in Requirements and Performance Measures:

Reallocated 4.05 FTEs and \$144,489 to other departmental activities. 1.0 FTE was allocated to the MBE/WBE Certification activity to perform supervisory duties and 3.05 FTEs were allocated to the Compliance activity. The Approved Budget includes \$3,493 in pay for performance distribution and \$3,081 in administrative support to support this activity.

Responsible Employee:

Blake Smith

512-499-7618

Small Minority Business Resources-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$100,865 | \$355,758 | \$339,571 | \$243,900 | \$243,940 |
| Total Requirements | \$100,865 | \$355,758 | \$339,571 | \$243,900 | \$243,940 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 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 | 20.81 | 16.05 | 16.00 | 16.05 | 16.05 |
| Security cost per square foot | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of emergency calls | Output | N/A | N/A | N/A | N/A | N/A |
| Total square feet of facilities | Output | N/A | N/A | N/A | N/A | 27,556 total sq.ft (12,772 DSMBR, 14,784 SBAC) |
| Overtime as a percent of total salary costs | 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: Lease processing

Changes in Requirements and Performance Measures: Increase in rent and utilities related to moving to the new Small business assistance center; \$31,000. Eliminate one time costs associated with the move to the Small Business Assistance center of \$140,000.

Responsible Employee: Blake Smith 512-499-7618

Small Minority Business Resources-2000-01

Activity: Financial Monitoring/Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$7,806 | \$29,964 | \$13,427 | \$12,669 | \$13,026 |
| Total Requirements | \$7,806 | \$29,964 | \$13,427 | \$12,669 | \$13,026 |
| Full-Time Equivalents | 0.20 | 0.49 | 0.20 | 0.20 | 0.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------------|-----------------------|---------------------|---------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$223.00 | \$96.00 | \$225.00 | \$197.00 | \$206.00 |
| Total financial monitoring expense | Output | \$7,806 | \$29,964 | \$13,048 | \$12,688 | \$13,026 |
| Percent of reporting deadlines met | Result | N/A | N/A | N/A | N/A | N/A |
| Percent variance of CYEs to actual expenditures | Result | No Data | 1st Qtr: 2% 2nd Qtr: 2% | 3rd Qtr: 1% | 4th Qtr: 0% | 4th Qtr: 0% |
| Percent variance of CYEs to actual revenue | Result | No Data | 1st Qtr: 2% 2nd Qtr: 2% | 3rd Qtr: 1% | 4th Qtr: 0% | 4th Qtr: 0% |

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: 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,TB,RB,EB,AA, and JV processing Inventory management and Travel processing.

Changes in Requirements and Performance Measures: The Approved Budget seeks allocating .29 FTE to other activities. Otherwise, substantially the same.

Responsible Employee: Blake Smith 512-499-7618

Small Minority Business Resources-2000-01

Activity: Information Technology Support

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$9,655 | \$10,000 | \$40,324 | \$32,000 | \$56,000 |
| Total Requirements | \$9,655 | \$10,000 | \$40,324 | \$32,000 | \$56,000 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Total number of workstations supported | Output | N/A | N/A | 32 | 50 | 50 |
| 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: 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: Increase the Approved Budget by \$24,000 for replacement computers. Otherwise, substantially the same.

Responsible Employee: Blake Smith 512-499-7618

Small Minority Business Resources-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$124,980 | \$80,297 | \$127,531 | \$150,516 | \$153,958 |
| Total Requirements | \$124,980 | \$80,297 | \$127,531 | \$150,516 | \$153,958 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 1.75 | 0.91 | 1.75 | 1.90 | 1.90 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$4,167 | \$2,581 | \$4,097 | \$4,665 | \$5,017 |
| Training cost per FTE | Efficiency | unknown | \$871 | \$2,581 | \$3,333 | \$3,030 |
| Number of employee injuries | Output | 0.00 | 0.00 | 1.00 | 0.00 | 0.00 |
| Total cost of personnel administration | Output | unknown | \$53,000 | \$47,000 | \$50,000 | \$50,000 |
| Total training cost | Output | unknown | \$27,000 | \$80,000 | \$100,000 | \$100,000 |
| Lost time rate | Result | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Payroll error rate | Result | .50 | <1% | .25 | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | 0.0 | 0.0 | 50% | 100% | 100% |
| Personnel Action Form (PAF) error rate | Result | 0.00 | 10% | 4% | 0.00 | 0.00 |

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:
 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

Small Minority Business Resources-2000-01

Activity: *Personnel / Training*

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

PAF

Changes in Requirements and Performance Measures:

The Approved Budget seeks to reallocate staff time, 1.0 FTE and \$70,219, to the Personnel/Training activity to provide training and procedure development related to the recent revision to the MBE/WBE Ordinance and an increase in the distribution of pay for performance by \$3,442.

Responsible Employee:

Jan Lawson

512-499-7605

Small Minority Business Resources-2000-01

Activity: Purchasing/ M/ WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Support Services Fund | \$13,010 | \$16,069 | \$21,939 | \$18,640 | \$19,165 |
| Total Requirements | \$13,010 | \$16,069 | \$21,939 | \$18,640 | \$19,165 |
| Full-Time Equivalent | 0.30 | 0.30 | 0.50 | 0.30 | 0.30 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|------------------------|----------------------|-----------------------|---------------------|---------------------|
| Internal time from submittal of RX to purchasing (for over \$5,000 purchases) | Efficiency | 2 Days | 2 Days | 2 Days | 2 Days | 2 Days |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | 2 Days | 2 Days | 2 Days | 2 Days | 2 Days |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | .50 | .50 | .33 | .50 | .52 |
| Number of solicitations | Output | 5 | 5 | 5 | 5 | 5 |
| Number of transactions | Output | 800 | 800 | 800 | 800 | 800 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | 15.4% MBE 15.7% WBE | 25% MBE 10% WBE | 6.5% MBE 15.6% WBE | 25% MBE 10% WBE | 25% MBE 10% WBE |
| Turnaround time for accounts payable within the Department | Result | 15 Days | 25 Days | 15 Days | 15 Days | 15 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:

- 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

Small Minority Business Resources-2000-01

Activity: *Purchasing/ M/ WBE*

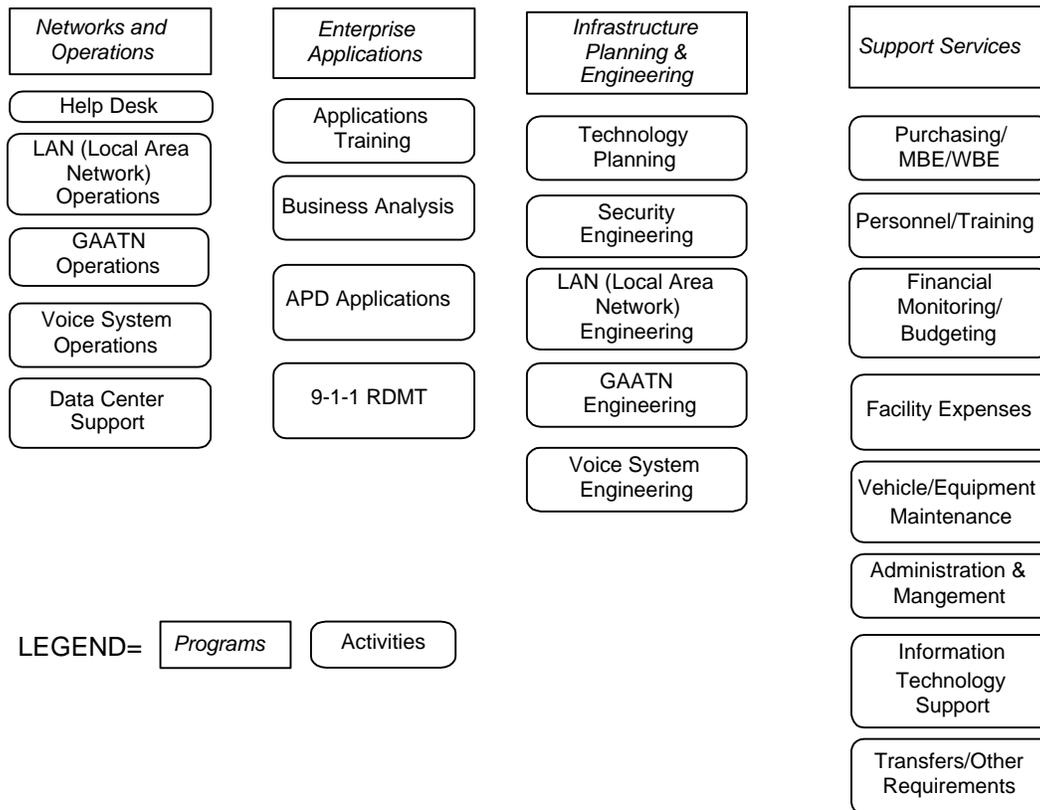
Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

Changes in Requirements and Performance Measures: Substantially the same

Responsible Employee: Blake Smith 512-499-7618

Information Systems Department — 2000-01



| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Proposed | 2000-01 Approved |
|-------------------------------|-------------------|----------------------|------------------------|---------------------|---------------------|
| Revenue | \$16,252,529 | \$17,429,696 | \$17,584,294 | \$19,377,252 | \$19,415,188 |
| Requirements | \$16,907,190 | \$17,334,624 | \$17,342,401 | \$19,115,434 | \$19,153,370 |
| Full-time Equivalents (FTE's) | 161.00 | 163.00 | 163.00 | 184.00 | 184.00 |

Information Systems Department — 2000-01

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, and citizens expect more web-enabled access to City information and services, the requirements for technology systems and networks increase. The transfers must provide funding to match the requirements. Current operating revenue is \$19.1 million.

Factors Affecting Requirements

The approved total requirements for 2000-2001 are \$19.2 million. The increase from 1999-2000 is primarily due to:

- an increase in staffing to manage the implementation of a multi-governmental, integrated, regional public safety and public service emergency communications center,
- the expansion of remote access infrastructure for departments to access city resources,
- the implementation of e-government (city services on the internet),
- the continuing expansion of the Greater Austin Area Telecommunication Network (GAATN),
- staffing and equipment for the increasing demand for voice systems and mainframe and mid-range computer systems.

INFORMATION SYSTEMS FUND SUMMARY

| | <u>1998-99 ACTUAL</u> | <u>1999-2000 AMENDED</u> | <u>1999-2000 ESTIMATED</u> | <u>2000-01 PROPOSED</u> | <u>2000-01 APPROVED</u> |
|--|---------------------------|------------------------------|--------------------------------|-----------------------------|-----------------------------|
| BEGINNING BALANCE | (68,949) | 8,230 | 49 | 241,942 | 241,942 |
| REVENUE: | | | | | |
| Payroll Accrual | 0 | 365,304 | 379,902 | 0 | 0 |
| Interest Income | 137,509 | 140,000 | 280,000 | 280,000 | 280,000 |
| TOTAL REVENUE | <u>137,509</u> | <u>505,304</u> | <u>659,902</u> | <u>280,000</u> | <u>280,000</u> |
| TRANSFERS IN: | | | | | |
| Transfer from General Fund | 9,264,520 | 9,575,591 | 9,575,591 | 12,690,548 | 12,728,484 |
| Transfer from Enterprise Funds | 6,850,500 | 7,348,801 | 7,348,801 | 6,406,704 | 6,406,704 |
| Total Transfers In | <u>16,115,020</u> | <u>16,924,392</u> | <u>16,924,392</u> | <u>19,097,252</u> | <u>19,135,188</u> |
| TOTAL FUNDS AVAILABLE | <u>16,252,529</u> | <u>17,429,696</u> | <u>17,584,294</u> | <u>19,377,252</u> | <u>19,415,188</u> |
| EXPENDITURES | | | | | |
| Networks and Operations | 8,584,427 | 8,339,922 | 8,567,589 | 9,307,188 | 9,454,753 |
| Enterprise Applications | 3,261,448 | 2,160,591 | 2,304,844 | 2,344,659 | 2,429,497 |
| Infrastructure Planning and Engineerin | 1,642,405 | 2,341,801 | 2,352,528 | 2,965,324 | 3,044,564 |
| Support Services | 1,506,347 | 2,585,799 | 2,203,152 | 2,925,728 | 2,955,382 |
| City Switchboard | 92,819 | 0 | 0 | 0 | 0 |
| LIS Systems Support | 306,433 | 0 | 0 | 0 | 0 |
| TOTAL EXPENDITURES | <u>15,393,878</u> | <u>15,428,113</u> | <u>15,428,113</u> | <u>17,542,899</u> | <u>17,884,196</u> |
| TRANSFERS OUT | | | | | |
| GO Debt Service Fund | 1,328,304 | 1,487,586 | 1,487,586 | 1,157,027 | 1,157,027 |
| TOTAL TRANSFERS OUT | <u>1,328,304</u> | <u>1,487,586</u> | <u>1,487,586</u> | <u>1,157,027</u> | <u>1,157,027</u> |
| OTHER REQUIREMENTS | | | | | |
| Liability Reserve | 6,000 | 3,000 | 3,000 | 4,000 | 4,000 |
| Workers' Compensation | 0 | 0 | 0 | 62,147 | 62,147 |
| 27th Pay Period | 0 | 372,125 | 379,902 | 0 | 0 |
| Accrued Payroll | 179,008 | 43,800 | 43,800 | 46,000 | 46,000 |
| General Wage & Benefits Package/PF | 0 | 0 | 0 | 303,361 | 0 |
| TOTAL OTHER REQUIREMENTS | <u>185,008</u> | <u>418,925</u> | <u>426,702</u> | <u>415,508</u> | <u>112,147</u> |
| TOTAL REQUIREMENTS | <u>16,907,190</u> | <u>17,334,624</u> | <u>17,342,401</u> | <u>19,115,434</u> | <u>19,153,370</u> |
| EXCESS (DEFICIT) OF REVENUE OVER REQUIREMENTS | <u>(654,661)</u> | <u>95,072</u> | <u>241,893</u> | <u>261,818</u> | <u>261,818</u> |
| Adjustments to GAAP | <u>723,659</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| ENDING BALANCE | <u><u>49</u></u> | <u><u>103,302</u></u> | <u><u>241,942</u></u> | <u><u>503,760</u></u> | <u><u>503,760</u></u> |

Information Systems Department —2000-01

Mission

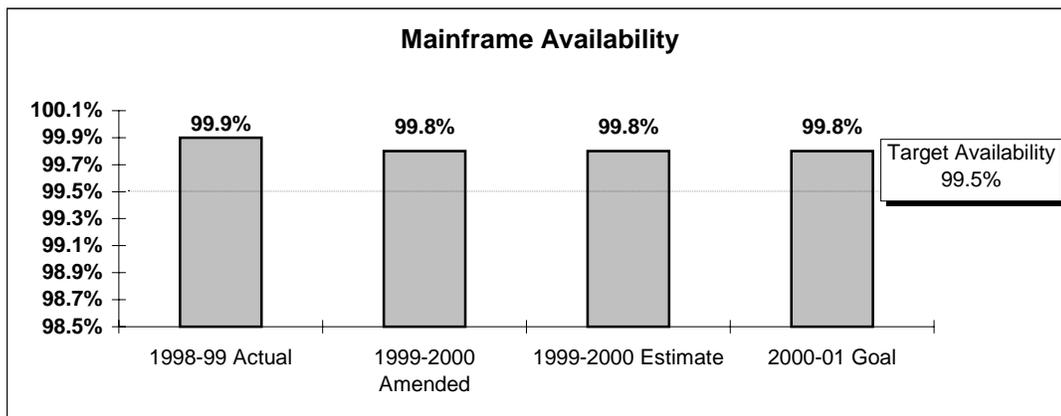
The purpose of the Information Systems Department is to provide information technology services to City departments and other customers, so that they can accomplish their mission.

Goals

- Minimize the total cost of providing information technology while meeting corporate business objectives by developing a citywide strategic information technology plan.
 - ISD's target is to maintain the cost of information technology as a constant percentage of the total operating budget and capital spending plan.
- Collaborate with the City Manager's Information Technology (IT) Committee to develop and implement policies and procedures that ensure a reliable and secure IT Infrastructure.
 - ISD's target is to maintain data network availability at 99.9%.

Key Indicator

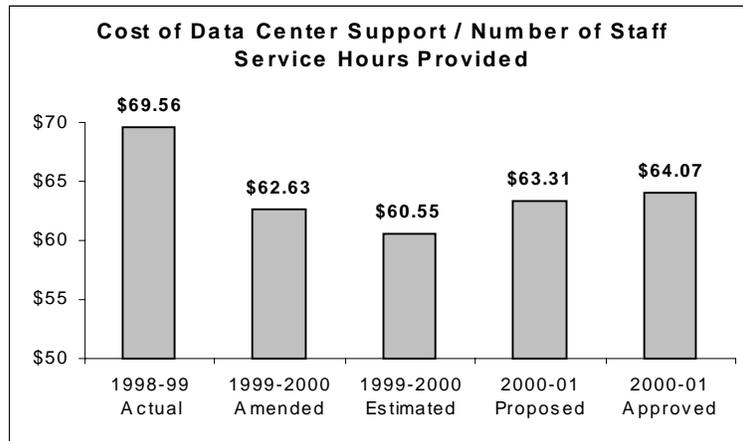
- Percentage of time mainframe systems is available



Information Systems Department —2000-01

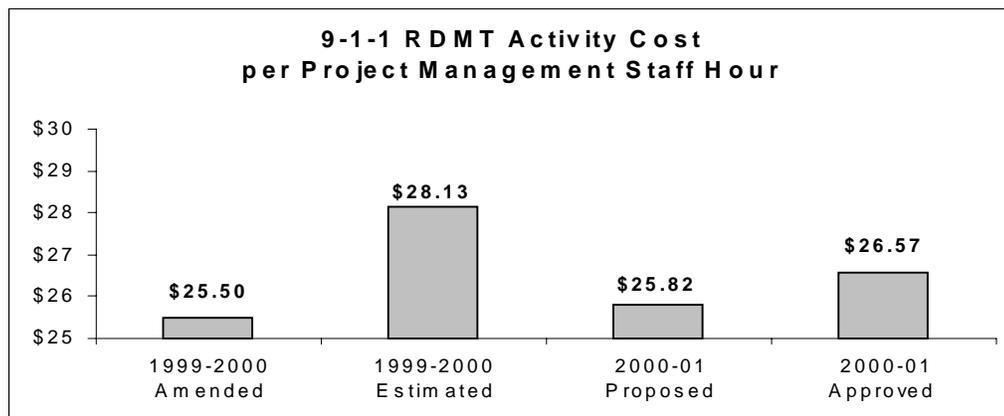
Business Plan

Networks and Operations The Approved Budget includes enhancements to operational support for the Data Center. The Data Center provides technical computer support for City departments, so these departments have access to the City's mainframe and mid-range computer systems. Specific enhancements include increases of \$449,645 for hardware and software maintenance and \$366,042 for replacement of critical network electronics. Four additional FTE positions are included in the approved budget to provide technical support for GAATN/SONET expansions, for voice communications systems, and for disaster recovery at a cost of \$245,928. This is expected to keep the cost of data center support per number of staff service hours provided below 1998-99 levels as shown below:



The Proposed Budget also includes \$355,000 for software and hardware.

Enterprise Applications To ensure projects are completed on time and within budget, \$722,360 is included in the approved budget for twelve FTE positions (five transferred FTE positions from Financial and Administrative Services, and seven new FTE positions) for a Information Technology Project Management Office. There are currently six multi-governmental, combined, integrated, regional public safety and public emergency service projects being managed by the newly forming Information Technology Project Management Office of the Information Systems Department. The projects are expected to increase to meet the growing needs of the City of Austin. By applying project management techniques and skills, City of Austin citizens, elected officials and management team members are reducing the risk of cost and/or schedule over-runs with projects. The focus of the Project Management Office is project management in reporting and documentation of projects and quality assurance to ensure standards are met. This plan will help achieve the desired result of maintaining the managing of the 9-1-1 RDMT activity, as illustrated below:



Information Systems Department —2000-01

Infrastructure Planning and Engineering The Approved Budget includes funding of \$229,217 and 1 new FTE for implementation of an infrastructure for City workers to remotely access their City of Austin technology resources. Increasing the ability of employees to work remotely complements the Air Quality Initiative by reducing the need to drive to the various city sites.

As e-government is implemented, the City is faced with providing other agencies, businesses, and the general public wide-scale access to City information. Reliance on technology (i.e. the Internet) to deliver services is increasing. This creates enormous demand on the capacity of the City's computing resources. The City owns a large capacity mainframe computer which can be adapted to be a "super server" in the Unix environment to address this demand. The Approved Budget provides two new FTEs to maximize the computer, adapt it to a Unix environment client server configuration, and to develop additional WEB applications. In addition, the Approved Budget includes FTEs transferred from Financial and Administrative Services Department to Information Systems for Infrastructure Security Engineering.

Information Systems — 2000-01

Significant Revenue and Expenditure Changes by Program

| <u>Revenue Changes</u> | Dollars | FTEs |
|--|-------------|------|
| 1. The 1999-2000 Budget included an expense for the 27th payroll which only occurs every eleven years and is partially funded by accruals from the years with only 26 payrolls. The 2000-01 Approved Budget does not include this funding source of \$365,304. | (\$365,304) | |
| 2. An increase of \$140,000 is estimated for interest income in the approved budget. | \$140,000 | |
| 3. A decrease of \$942,097 in transfers from Enterprise Funds is included in the approved budget. | (\$942,097) | |
| 4. General Fund transfer increases in the amount of \$3,152,893 in the approved budget. | \$3,152,893 | |
| <u>Expenditure Changes</u> | | |
| 1. City-Wide An additional \$280,383 has been included in the Approved Budget for anticipated changes in health contributions and \$41,752 for anticipated changes in retirement contributions. | \$322,135 | |
| The Approved Budget includes \$331,847 for salary increases associated with Pay for Performance in 2001, and \$117,437 for incremental costs of Pay for Performance in 2000. The budget also includes an increase for wage compensation of \$9,450. During budget adoption, council approved an increase in Pay for Performance in 2001 of \$37,936 and a reduction on other compensation adjustments of \$17,372. The total increase for compensation adjustments is \$458,734. | \$458,734 | |
| The Approved Budget includes reductions of \$455,273 for one-time 1999-2000 capital costs. | (\$455,273) | |
| The 1999-2000 Budget included an expense for the 27th payroll which only occurs every eleven years and is partially funded by accruals from the years with only 26 payrolls. The 2000-01 Approved Budget does not include this amount of \$372,125. | (\$372,125) | |
| A decrease in General Obligation Debt Service Fund payments is included in the amount of \$330,559. | (\$330,559) | |
| A decrease in the proposed budget for contractual temporary staffing is included in the amount of \$246,644. | (\$246,644) | |
| The approved budget includes an increase of \$154,362 for a lower rate of personnel vacancy savings. | \$154,362 | |

Information Systems — 2000-01

| | | |
|--|-------------|------|
| The approved budget includes \$62,147 for increased workers' compensation costs. | \$62,147 | |
| Miscellaneous increases amount to \$12,270 department-wide. | \$12,270 | |
| The approved budget includes increases of \$2,200 for Accrued Payroll and of \$1,000 for Liability Reserve. | \$3,200 | |
| 2. Networks and Operations | | |
| Increases totaling \$449,645 in ongoing hardware and software maintenance contract costs and in maintenance costs for additional equipment purchased in recent years are included in the approved budget. | \$449,645 | |
| \$366,042 is provided in the approved budget for the scheduled replacement of obsolete non-routing network electronics with network routing electronic equipment. | \$366,042 | |
| The approved budget includes cost savings of \$186,000 from the mainframe lease discontinuation when the City bought the Mainframe computer in 1999-2000. | (\$186,000) | |
| Funding is included for 18 laptop computers for remote access hardware enhancements in the amount of \$160,000. | \$160,000 | |
| Funding of \$128,222 for two new FTE positions is included in the approved budget to provide technical support for GAATN/SONET expansions. | \$128,222 | 2.00 |
| \$110,000 for software is approved to provide "redundant fail-safe" RS/6000 systems to prevent loss of data and services. | \$110,000 | |
| Funding in the amount of \$85,000 is included in the approved budget to maximize the use of the mainframe as a UNIX "super" server to help handle high volume of system transactions generated by e-government applications. | \$85,000 | |
| One conversion from a temporary position to an FTE position is included in the approved budget to provide staff support for disaster recovery and an increase of \$62,092 for benefits, training and support materials. | \$62,092 | 1.00 |
| One new FTE position to support Emergency 9-1-1 systems for Lucent Definity G3r PBX telephone switch is included in the approved budget for the amount of \$55,668. | \$55,668 | 1.00 |

Information Systems — 2000-01

| | | |
|---|---|-------------------------|
| <p>3. Enterprise Applications</p> <p>Five FTE positions, transferred from Financial and Administrative Services Department, and 7 new FTE positions are included in the approved budget at a cost of \$722,360 to implement multi-governmental, integrated, regional public safety and public service emergency communications center.</p> <p>An increase in expense refunds from CIPs, to reimburse for CAD/RDMT/Combined Emergency Center personnel expenditures related to capital projects, is included in the approved budget in the amount of \$388,920.</p> | <p>\$722,360</p> <p>(\$388,920)</p> | <p>12.00</p> |
| <p>4. Infrastructure Planning and Engineering</p> <p>The transfer of two FTE positions from Financial and Administrative Services Department for infrastructure security engineering is included in the approved budget for \$159,104.</p> <p>An additional two new FTEs are approved to develop WEB applications and administer 18 servers for WEB services at a cost of \$113,737.</p> <p>Funding in the amount of \$128,700 is included in the approved budget for internet and intranet development for basic HTML publishing and content maintenance.</p> <p>\$100,000 is included in the approved budget for a test lab to test the products and their compatibility with each other before actual deployment.</p> <p>The approved budget includes voice systems upgrades for \$98,000 to support video-conferencing citywide.</p> <p>The approved budget includes \$73,549 for one new FTE position to provide LAN engineering for remote access.</p> | <p>\$159,104</p> <p>\$113,737</p> <p>\$128,700</p> <p>\$100,000</p> <p>\$98,000</p> <p>\$73,549</p> | <p>2.00</p> <p>2.00</p> |

Programs and Activities

Information Systems Department-2000-01

Is-Information System Oper

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|--|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| Enterprise Applications | | | | | | | | | | |
| 9-1-1 RDMT | \$1,210,910 | 0.00 | \$808,895 | 12.00 | \$892,440 | 12.00 | \$908,731 | 23.90 | \$955,969 | 23.90 |
| APD Applications | \$705,318 | 6.00 | \$443,076 | 6.00 | \$469,801 | 6.00 | \$456,440 | 6.45 | \$471,397 | 6.45 |
| Applications Training | \$688,284 | 4.00 | \$264,130 | 4.00 | \$271,380 | 4.00 | \$310,211 | 4.20 | \$316,873 | 4.20 |
| Business Analysis | \$656,936 | 8.00 | \$644,490 | 8.00 | \$671,223 | 8.00 | \$669,277 | 8.40 | \$685,258 | 8.40 |
| Infrastructure Planning & Engineering | | | | | | | | | | |
| GAATN Engineering | \$464,846 | 10.00 | \$711,910 | 10.00 | \$732,346 | 10.00 | \$834,057 | 9.75 | \$857,164 | 9.75 |
| LAN (Local Area Network) Engineering | \$501,150 | 4.00 | \$312,365 | 4.00 | \$355,307 | 4.00 | \$381,180 | 5.20 | \$392,181 | 5.20 |
| Security Engineering | \$288,943 | 6.00 | \$606,607 | 7.00 | \$550,078 | 7.00 | \$882,564 | 11.20 | \$904,439 | 11.20 |
| Technology Planning | \$171,425 | 5.00 | \$400,841 | 5.00 | \$389,104 | 5.00 | \$478,138 | 4.63 | \$489,747 | 4.63 |
| Voice System Engineering | \$216,041 | 5.00 | \$310,078 | 5.00 | \$325,693 | 5.00 | \$389,385 | 6.10 | \$401,033 | 6.10 |
| Networks and Operations | | | | | | | | | | |
| Data Center Support | \$4,629,943 | 32.00 | \$4,138,981 | 32.00 | \$4,030,222 | 32.00 | \$4,284,692 | 32.54 | \$4,336,793 | 32.54 |
| GAATN Operations | \$330,569 | 11.00 | \$1,514,012 | 11.00 | \$1,496,900 | 11.00 | \$2,004,104 | 12.53 | \$2,025,857 | 12.53 |
| Help Desk | \$685,436 | 7.00 | \$392,054 | 7.00 | \$414,727 | 7.00 | \$400,982 | 7.26 | \$413,184 | 7.26 |
| LAN (Local Area Network) Operations | \$2,341,918 | 27.00 | \$1,650,855 | 27.00 | \$1,911,444 | 27.00 | \$1,894,591 | 26.52 | \$1,939,748 | 26.52 |
| Voice System Operations | \$596,561 | 9.00 | \$644,020 | 9.00 | \$714,296 | 9.00 | \$722,819 | 9.27 | \$739,171 | 9.27 |
| Support Services | | | | | | | | | | |
| Administration and Management | \$538,975 | 7.00 | \$935,740 | 7.00 | \$554,689 | 7.00 | \$1,181,243 | 6.65 | \$1,194,891 | 6.65 |
| Facility Expenses | \$627,980 | 0.00 | \$1,073,284 | 0.00 | \$1,072,747 | 0.00 | \$1,135,717 | 0.00 | \$1,135,717 | 0.00 |

Information Systems Department-2000-01

| | | | | | | | | | | |
|---|---------------------|---------------|---------------------|---------------|---------------------|---------------|---------------------|---------------|---------------------|---------------|
| Financial Monitoring / Budgeting | \$117,313 | 3.00 | \$170,672 | 3.00 | \$180,633 | 3.00 | \$182,088 | 2.80 | \$187,435 | 2.80 |
| Personnel / Training | \$52,026 | 1.00 | \$115,978 | 1.00 | \$91,050 | 1.00 | \$146,707 | 1.45 | \$148,840 | 1.45 |
| Purchasing / M/WBE | \$167,049 | 5.00 | \$270,039 | 5.00 | \$293,810 | 5.00 | \$266,567 | 5.15 | \$275,093 | 5.15 |
| Vehicle / Equipment Maintenance | \$3,004 | 0.00 | \$20,086 | 0.00 | \$10,223 | 0.00 | \$13,406 | 0.00 | \$13,406 | 0.00 |
| Transfers and Other Requirements | | | | | | | | | | |
| Transfers and Other Requirements | \$1,912,563 | 11.00 | \$1,906,511 | 0.00 | \$1,914,288 | 0.00 | \$1,572,535 | 0.00 | \$1,269,174 | 0.00 |
| Total | \$16,907,190 | 161.00 | \$17,334,624 | 163.00 | \$17,342,401 | 163.00 | \$19,115,434 | 184.00 | \$19,153,370 | 184.00 |

Information Systems Department-2000-01

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.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|--|--------------------|-----------------------|------------------------|---------------------|---------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Availability of existing public safety applications | 98.89% | 99.90% | 99.90% | 99.90% | 99.90% |
| Percentage of CIP benchmarks completed on schedule and within budget each fiscal year | N/A | 95.00% | 95.00% | 95.00% | 95.00% |
| Percentage of employees reporting improvements in use of technology tools as measured by the training survey | N/A | 87.00% | 87.00% | 87.00% | 87.00% |
| Percentage of technology recommendations accepted by departments | N/A | 95.00% | 95.00% | 95.00% | 95.00% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-----------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|----------------|---------------------|----------------|
| 9-1-1 RDMT | \$1,210,910 | 0.00 | \$808,895 | 12.00 | \$892,440 | 12.00 | \$1,631,091 | 23.90 | \$1,678,329 | 23.90 |
| APD Applications | \$705,318 | 6.00 | \$443,076 | 6.00 | \$469,801 | 6.00 | \$456,440 | 6.45 | \$471,397 | 6.45 |
| Applications Training | \$688,284 | 4.00 | \$264,130 | 4.00 | \$271,380 | 4.00 | \$310,211 | 4.20 | \$316,873 | 4.20 |
| Business Analysis | \$656,936 | 8.00 | \$644,490 | 8.00 | \$671,223 | 8.00 | \$669,277 | 8.40 | \$685,258 | 8.40 |
| Total | \$3,261,448 | 18.00 | \$2,160,591 | 30.00 | \$2,304,844 | 30.00 | \$3,067,019 | 42.95 | \$3,151,857 | 42.95 |

Information Systems Department-2000-01

Activity: 9-1-1 RDMT

Activity Code: 5PRJ

Program Name: Enterprise Applications

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$0 | \$0 | \$0 | \$722,360 | \$722,360 |
| Is-Information System Oper | \$1,210,910 | \$808,895 | \$892,440 | \$908,731 | \$955,969 |
| Total Requirements | \$1,210,910 | \$808,895 | \$892,440 | \$1,631,091 | \$1,678,329 |
| Full-Time Equivalents | 0.00 | 12.00 | 12.00 | 23.90 | 23.90 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| 9-1-1 RDMT activity costs / Number of project management staff hours | Efficiency | N/A | \$25.50 | \$28.13 | \$25.82 | \$26.57 |
| Number of project management staff hours | Output | N/A | 31,720 | 31,720 | 63,176 | 63,176 |
| Percentage of CIP benchmarks completed on schedule and within budget each fiscal year | Result | N/A | 95.00% | 95.00% | 95.00% | 95.00% |

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 desirig 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: Project management;
Reporting and documentation;
Quality assurance.

Changes in Requirements and Performance Measures: Includes \$47,238 for Pay for Performance in 2001.

The Approved Budget includes 5 FTEs transferred from Financial and Administrative Services and 7 new FTEs, at a cost of \$722,360, to implement multi-governmental, integrated regional public safety and public service emergency communications center. The Department anticipates a doubling of project management staff hours in FY2000-01.

The Approved Budget also includes an increase of \$88,504 due to anticipated increases to retirement and health benefit contributions.

Information Systems Department-2000-01

Activity: 9-1-1 RDMT

Activity Code: 5PRJ

Program Name: Enterprise Applications

Responsible Employee:

Peter Collins

512-974-2344

Information Systems Department-2000-01

Activity: APD Applications

Activity Code: 5APD

Program Name: Enterprise Applications

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$705,318 | \$443,076 | \$469,801 | \$456,440 | \$471,397 |
| Total Requirements | \$705,318 | \$443,076 | \$469,801 | \$456,440 | \$471,397 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 6.00 | 6.00 | 6.00 | 6.45 | 6.45 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of Help Desk requests for work on existing public safety applications | Demand | 522 | 932 | 932 | 975 | 975 |
| Cost of APD Applications / Number of Help Desk requests for work on existing public safety applications completed | Efficiency | \$1,354.19 | \$461.54 | \$489.38 | \$456.44 | \$471.40 |
| Number of Help Desk requests for work on existing public safety applications completed | Output | 522 | 960 | 960 | 1000 | 1000 |
| Availability of existing public safety applications | Result | 98.89% | 99.90% | 99.90% | 99.90% | 99.90% |

Activity History and Description: Provides technical assistance to the Austin Police Department in managing information technology resources.

Activity Objective: The purpose of the APD Applications activity is to provide support of existing public safety information software systems for the City of Austin Police Department in order to provide law enforcement and emergency information.

Services of the Activity: Computer programming - legacy public safety software.

Changes in Requirements and Performance Measures: Includes \$14,957 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Sue Oliver 512-499-1484

Information Systems Department-2000-01

Activity: Applications Training

Activity Code: 5TRN

Program Name: Enterprise Applications

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$688,284 | \$264,130 | \$271,380 | \$310,211 | \$316,873 |
| Total Requirements | \$688,284 | \$264,130 | \$271,380 | \$310,211 | \$316,873 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 4.00 | 4.00 | 4.00 | 4.20 | 4.20 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of students requesting training | Demand | 2,507 | 2,200 | 2,200 | 2,700 | 2,700 |
| Cost of Applications Training / Number of training hours provided | Efficiency | \$68.88 | \$6.86 | \$7.05 | \$6.60 | \$6.74 |
| Number of training hours provided | Output | 9,993 | 38,500 | 38,500 | 47,000 | 47,000 |
| Percentage of employees reporting improvements in use of technology tools as measured by the training survey | Result | N/A | 87.00% | 87.00% | 87.00% | 87.00% |

Activity History and Description: The staff in this program provides personal computer training and advanced software support particularly customized for City of Austin end users.

Activity Objective: The purpose of Applications Training is to provide training in the use of installed PC applications to City employees so they can use technology to do their jobs.

Services of the Activity: Instructor-led training on desktop productivity tools;
Advanced support on Microsoft Office products;
Computer Based Training;
Customized technology curriculum development.

Changes in Requirements and Performance Measures: Includes \$6,662 for Pay for Performance in 2001. The Approved Budget is increased by \$19,992 for documentation and courseware for training classes; and by \$26,089 for anticipated increases to retirement and health benefit contributions, and a reduction in personnel vacancy savings.

Responsible Employee: Susan Brown 512-499-2284

Information Systems Department-2000-01

Activity: *Business Analysis*

Activity Code: *5BUS*

Program Name: *Enterprise Applications*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$656,936 | \$644,490 | \$671,223 | \$669,277 | \$685,258 |
| Total Requirements | \$656,936 | \$644,490 | \$671,223 | \$669,277 | \$685,258 |

| | | | | | |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalents | 8.00 | 8.00 | 8.00 | 8.40 | 8.40 |
|------------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of Business Analysis / Number of recommendations reports provided to customer departments | Efficiency | N/A | \$92,070 | \$95,889 | \$83,660 | \$85,657 |
| Number of recommendations reports provided to customer departments | Output | N/A | 7 | 7 | 8 | 8 |
| Percentage of technology recommendations accepted by departments | Result | N/A | 95.00% | 95.00% | 95.00% | 95.00% |

Activity History and Description: The business analysts provide consulting services to all City departments. The business analysts help City departments assess their business needs, streamline their business practices and procure and implement automated solutions.

Activity Objective: The purpose of Business Analysis is develop automated systems for City departments so they can have technology that matches their business requirements.

Services of the Activity: User needs assessment;
Business analysis;
Project planning for departmental systems;
Technical systems evaluation;
Database management.

Changes in Requirements and Performance Measures: Includes \$15,981 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee: Sue Oliver 512-499-1484

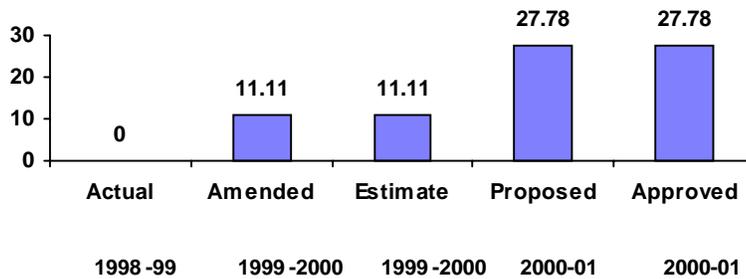
Information Systems Department-2000-01

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 City wide technology plan developed



Performance Measures:

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Maintain the cost of information technology as a constant percentage of the total operating budget and capital spending plan | N/A | N/A | N/A | N/A | N/A |
| Percentage of City telephones on SONET | N/A | 51.21% | 51.21% | 58.60% | 58.60% |
| Percentage of City wide technology plan developed | 0.00% | 11.11% | 11.11% | 27.78% | 27.78% |
| Percentage of new LAN's implemented which meet specifications | N/A | 80.00% | 80.00% | 90.00% | 90.00% |
| Percentage of time GAATN data network is available | N/A | 99.90% | 99.90% | 99.90% | 99.90% |
| Percentage of unsuccessful attempts to breach firewall | N/A | 99.00% | 99.00% | 99.00% | 99.00% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-------------------|-------------------|----------------|----------------------|------------------|-----------------------|------------------|---------------------|----------------|---------------------|----------------|
| GAATN Engineering | \$464,846 | 10.00 | \$711,910 | 10.00 | \$732,346 | 10.00 | \$834,057 | 9.75 | \$857,164 | 9.75 |

Information Systems Department-2000-01

| Program: Infrastructure Planning & Engineering | | | | | | | | | | |
|---|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| LAN (Local Area Network) Engineering | \$501,150 | 4.00 | \$312,365 | 4.00 | \$355,307 | 4.00 | \$381,180 | 5.20 | \$392,181 | 5.20 |
| Security Engineering | \$288,943 | 6.00 | \$606,607 | 7.00 | \$550,078 | 7.00 | \$882,564 | 11.20 | \$904,439 | 11.20 |
| Technology Planning | \$171,425 | 5.00 | \$400,841 | 5.00 | \$389,104 | 5.00 | \$478,138 | 4.63 | \$489,747 | 4.63 |
| Voice System Engineering | \$216,041 | 5.00 | \$310,078 | 5.00 | \$325,693 | 5.00 | \$389,385 | 6.10 | \$401,033 | 6.10 |
| Total | \$1,642,405 | 30.00 | \$2,341,801 | 31.00 | \$2,352,528 | 31.00 | \$2,965,324 | 36.88 | \$3,044,564 | 36.88 |

Information Systems Department-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$464,846 | \$711,910 | \$732,346 | \$834,057 | \$857,164 |
| Total Requirements | \$464,846 | \$711,910 | \$732,346 | \$834,057 | \$857,164 |
| Full-Time Equivalent | 10.00 | 10.00 | 10.00 | 9.75 | 9.75 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of GAATN Engineering / New connection | Efficiency | \$16,602 | \$16,556 | \$17,031 | \$16,681 | \$17,143 |
| Number of new GAATN connections on the network | Output | 28 | 43 | 43 | 50 | 50 |
| Percentage of time GAATN data network is available | Result | N/A | 99.90% | 99.90% | 99.90% | 99.90% |

Activity History and Description: This activity was initiated with the FY2000-2001 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 the networks, which include 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: Design specifications for GAATN connections;
 SONET integration and configuration;
 FDDI (Fiber Distributed Data Interface) integration and configuration.

Changes in Requirements and Performance Measures: Includes \$23,107 for Pay for Performance in 2001. The approved budget includes \$98,000 to support video-conferencing citywide, as well as an increase of \$10,084 due to a reduction in vacancy savings. In addition, \$14,063 is included for increases to retirement and health benefits contributions.

Responsible Employee: Dale Van Blokland 512-499-2455

Information Systems Department-2000-01

Activity: LAN (Local Area Network) Engineering

Activity Code: 7LAN

Program Name: Infrastructure Planning & Engineering

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$501,150 | \$312,365 | \$355,307 | \$381,180 | \$392,181 |
| Total Requirements | \$501,150 | \$312,365 | \$355,307 | \$381,180 | \$392,181 |
| Full-Time Equivalent | 4.00 | 4.00 | 4.00 | 5.20 | 5.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of LAN Engineering per new LAN's implemented | Efficiency | N/A | \$31,237 | \$35,531 | \$38,118 | \$39,218 |
| Number of new LAN's implemented | Output | N/A | 10 | 10 | 10 | 10 |
| Percentage of new LAN's implemented which meet specifications | Result | N/A | 80.00% | 80.00% | 90.00% | 90.00% |

Activity History and Description: 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: Specifications for servers;
Server integration and configuration.

Changes in Requirements and Performance Measures: Includes \$11,001 for Pay for Performance in 2001. Hard Drives for HRMS payroll system, \$2,000; one new FTE to provide LAN engineering for remote access, \$73,549; increase of \$6,956 due to anticipated increases to retirement and health benefits contributions, and a reduction in personnel vacancy savings.

Responsible Employee: Dale Van Blokland 512-499-2455

Information Systems Department-2000-01

Activity: Security Engineering
Activity Code: TSEC
Program Name: Infrastructure Planning & Engineering

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$288,943 | \$606,607 | \$550,078 | \$882,564 | \$904,439 |
| Total Requirements | \$288,943 | \$606,607 | \$550,078 | \$882,564 | \$904,439 |
| Full-Time Equivalent | 6.00 | 7.00 | 7.00 | 11.20 | 11.20 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of Security Engineering / Number of Workstations installed in City departments | Efficiency | \$49.82 | \$94.21 | \$78.50 | \$119.27 | \$122.22 |
| Number of security alerts sent out to City staff | Output | N/A | 15 | 15 | 20 | 20 |
| Percentage of unsuccessful attempts to breach firewall | Result | N/A | 99.00% | 99.00% | 99.00% | 99.00% |

Activity History and Description: 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: Risk analysis;
Security recommendations;
Security alerts.

Changes in Requirements and Performance Measures: Includes \$21,875 for Pay for Performance in 2001. The Approved Budget transfers two FTEs from Financial and Administrative Services, at a cost of \$15,104, for infrastructure security engineering. In addition, 2 new FTEs and \$113,737 are included to develop Web applications and administer 18 Web servers. \$128,700 is also included for internet and intranet development for basic HTML publishing and content maintenance.

Responsible Employee: Dale Van Blokland 512-499-2455

Information Systems Department-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$171,425 | \$400,841 | \$389,104 | \$478,138 | \$489,747 |
| Total Requirements | \$171,425 | \$400,841 | \$389,104 | \$478,138 | \$489,747 |
| Full-Time Equivalent | 5.00 | 5.00 | 5.00 | 4.63 | 4.63 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of Technology Planning / Total City information technology budget (ratio) | Efficiency | \$0.002562 | N/A | N/A | N/A | N/A |
| Total amount of City information technology budget | Output | \$66,910,916 | N/A | N/A | N/A | N/A |
| Maintain the cost of information technology as a constant percentage of the total operating budget and capital spending plan | Result | N/A | N/A | N/A | N/A | N/A |
| Percentage of City wide technology plan developed | Result | 0.00% | 11.11% | 11.11% | 27.78% | 27.78% |
| Percentage of City wide technology plan implemented | Result | 0.00% | 0.00% | 0.00% | 20.00% | 20.00% |

Activity History and Description: Plan for the use of Information Technology in order 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: Strategic Planning;
Information technology research.

Changes in Requirements and Performance Measures: Includes \$11,609 for Pay for Performance in 2001. The Approved Budget includes \$100,000 for a test lab to test products and their compatibility with each other before actual deployment.

Responsible Employee: Dick Reid 512-499-2517

Information Systems Department-2000-01

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

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$216,041 | \$310,078 | \$325,693 | \$389,385 | \$401,033 |
| Total Requirements | \$216,041 | \$310,078 | \$325,693 | \$389,385 | \$401,033 |
| Full-Time Equivalent | 5.00 | 5.00 | 5.00 | 6.10 | 6.10 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Potential number of City telephones on GAATN SONET (Greater Austin Area Telecommunications Network Synchronous Optical Network) | Demand | N/A | 11,548 | 11,548 | 12,125 | 12,125 |
| Cost of Voice Systems Engineering / New Telephone installed | Efficiency | N/A | \$22.92 | \$24.08 | \$28.79 | \$29.65 |
| Number of telephones installed in City departments | Output | N/A | 13,526 | 13,526 | 13,526 | 13,526 |
| Percentage of City telephones on SONET | Result | N/A | 51.21% | 51.21% | 58.60% | 58.60% |

Activity History and Description: Designs technical framework, layout, and integration for voice systems.

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

Services of the Activity: Specifications for telephone systems;
Implementation of telephone systems.

Changes in Requirements and Performance Measures: Includes \$11,648 for Pay for Performance in 2001. The Approved Budget includes \$73,549 and 1 new FTE to provide LAN engineering for remote access.

It is anticipated that the percentage of City telephones on SONET will increase from 51.2% to 58.6%.

Responsible Employee: Dale Van Blokland 512-499-2455

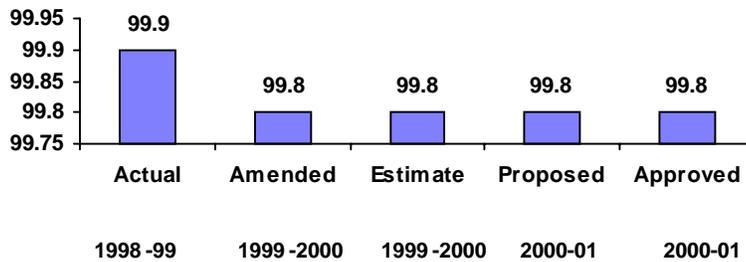
Information Systems Department-2000-01

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 mainframe systems are available (Finance)



Performance Measures:

| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|----------------|-------------------|--------------------|------------------|------------------|
| Number of Help Desk calls closed within one day | 21,660 | 21,778 | 21,778 | 23,955 | 23,955 |
| Percentage of time GAATN data network is available | N/A | 99.90% | 99.90% | 99.90% | 99.90% |
| Percentage of time ISD-supported servers are available | N/A | 97.00% | 97.00% | 97.00% | 97.00% |
| Percentage of time ISD-supported telephone systems are available | N/A | 97.00% | 97.00% | 97.00% | 97.00% |
| Percentage of time mainframe computer system is available (CAD - Computer Aided Dispatch) | 99.89% | 99.90% | 99.90% | 99.90% | 99.90% |
| Percentage of time mainframe systems are available (Finance) | 99.90% | 99.80% | 99.80% | 99.80% | 99.80% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|---------------------|----------------|-------------|-------------------|---------------|--------------------|---------------|------------------|-------------|------------------|-------------|
| Data Center Support | \$4,629,943 | 32.00 | \$4,138,981 | 32.00 | \$4,030,222 | 32.00 | \$4,284,692 | 32.54 | \$4,336,793 | 32.54 |
| GAATN Operations | \$330,569 | 11.00 | \$1,514,012 | 11.00 | \$1,496,900 | 11.00 | \$2,004,104 | 12.53 | \$2,025,857 | 12.53 |

Information Systems Department-2000-01

| <i>Program:</i> | <i>Networks and Operations</i> | | | | | | | | | |
|-------------------------------------|---------------------------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| Help Desk | \$685,436 | 7.00 | \$392,054 | 7.00 | \$414,727 | 7.00 | \$400,982 | 7.26 | \$413,184 | 7.26 |
| LAN (Local Area Network) Operations | \$2,341,918 | 27.00 | \$1,650,855 | 27.00 | \$1,911,444 | 27.00 | \$1,894,591 | 26.52 | \$1,939,748 | 26.52 |
| Voice System Operations | \$596,561 | 9.00 | \$644,020 | 9.00 | \$714,296 | 9.00 | \$722,819 | 9.27 | \$739,171 | 9.27 |
| Total | \$8,584,427 | 86.00 | \$8,339,922 | 86.00 | \$8,567,589 | 86.00 | \$9,307,188 | 88.12 | \$9,454,753 | 88.12 |

Information Systems Department-2000-01

Activity: Data Center Support

Activity Code: 3DAT

Program Name: Networks and Operations

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$4,629,943 | \$4,138,981 | \$4,030,222 | \$4,284,692 | \$4,336,793 |
| Total Requirements | \$4,629,943 | \$4,138,981 | \$4,030,222 | \$4,284,692 | \$4,336,793 |

| | | | | | |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| Full-Time Equivalent | 32.00 | 32.00 | 32.00 | 32.54 | 32.54 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of data center support / Number of staff service hours provided | Efficiency | \$69.56 | \$62.63 | \$60.55 | \$63.31 | \$64.07 |
| Number of staff service hours provided | Output | 66,560 | 66,560 | 66,560 | 67,683 | 67,683 |
| Percentage of time mainframe computer system is available (CAD - Computer Aided Dispatch) | Result | 99.89% | 99.90% | 99.90% | 99.90% | 99.90% |
| Percentage of time mainframe systems are available (Finance) | Result | 99.90% | 99.80% | 99.80% | 99.80% | 99.80% |
| Percentage of time mid-range systems are available | Result | N/A | 99.90% | 99.90% | 99.90% | 99.90% |

Activity History and Description: 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: 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: Includes \$52,101 for Pay for Performance in 2001. The Approved Budget includes cost savings of \$186,000 from the mainframe lease discontinuation during Fiscal Year 2000; a \$110,000 increase for RS/6000 Migration; funding of \$85,000 to maximize the use of the mainframe; one FTE conversion from a temporary position to provide support for disaster recovery, \$18,000; reduction of \$75,824 in discontinuation of maintenance on obsolete equipment; an increase of \$12,887 due to anticipated increases to retirement and health benefit contributions, and a reduction in personnel vacancy savings.

Information Systems Department-2000-01

Activity: *Data Center Support*

Activity Code: *3DAT*

Program Name: *Networks and Operations*

Responsible Employee:

Bill Underhill

512-499-2351

Information Systems Department-2000-01

Activity: GAATN Operations

Activity Code: 3GTN

Program Name: Networks and Operations

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$330,569 | \$1,514,012 | \$1,496,900 | \$2,004,104 | \$2,025,857 |
| Total Requirements | \$330,569 | \$1,514,012 | \$1,496,900 | \$2,004,104 | \$2,025,857 |

| | | | | | |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| Full-Time Equivalent | 11.00 | 11.00 | 11.00 | 12.53 | 12.53 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of GAATN Operations / Number of network-attached end- use devices | Efficiency | N/A | \$81.10 | \$80.19 | \$107.35 | \$108.52 |
| Number of network access devices connected to GAATN network (routers, hubs, switches) | Output | 173 | 200 | 200 | 225 | 225 |
| Number of network attached end- use devices (all devices: computers, phones, dumb terminals) | Output | N/A | 18,668 | 18,668 | 18,668 | 18,668 |
| Percentage of time GAATN data network is available | Result | N/A | 99.90% | 99.90% | 99.90% | 99.90% |

Activity History and Description: GAATN fiber optic rings are constructed and over 200 sites were operational by the end of FY99.

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: Network activity monitoring;
Network repair.

Changes in Requirements and Performance Measures: Includes \$21,753 for Pay for Performance in 2001. Funding of \$128,222 for two new FTEs to provide technical support is included in the approved budget; as is funding of \$100,000 for 18 laptop computers for remote access; increases totaling \$196,657 in ongoing hardware and software maintenance contract costs; increases of \$65,435 due to anticipated increases to retirement and health benefit contributions, and a reduction in personnel vacancy savings.

Responsible Employee: Bill Underhill

512-499-2351

Information Systems Department-2000-01

Activity: Help Desk

Activity Code: 3HLP

Program Name: Networks and Operations

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$685,436 | \$392,054 | \$414,727 | \$400,982 | \$413,184 |
| Total Requirements | \$685,436 | \$392,054 | \$414,727 | \$400,982 | \$413,184 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 7.00 | 7.00 | 7.00 | 7.26 | 7.26 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of Help Desk / Number of Help Desk calls processed | Efficiency | \$20.61 | \$12.08 | \$12.78 | \$11.23 | \$11.57 |
| Number of Help Desk calls processed | Output | 33,264 | 32,458 | 32,458 | 35,703 | 35,703 |
| Number of Help Desk calls closed within one day | Result | 21,660 | 21,778 | 21,778 | 23,955 | 23,955 |

Activity History and Description: As the City of Austin deploys more technology, there is a bigger demand for support. This involves the deployment of more local area networks, desktop computers, phone switches, integrated applications, single email systems, etc.

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: Problem tracking and referral;
Problem resolution.

Changes in Requirements and Performance Measures: Includes \$12,202 for Pay for Performance in 2001. Otherwise, substantially the same.

The number of Help Desk calls closed within one day is anticipated to increase to 23,955 in FY2000-01.

Responsible Employee: Bill Underhill 512-499-2351

Information Systems Department-2000-01

Activity: LAN (Local Area Network) Operations

Activity Code: 3LAN

Program Name: Networks and Operations

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$2,341,918 | \$1,650,855 | \$1,911,444 | \$1,894,591 | \$1,939,748 |
| Total Requirements | \$2,341,918 | \$1,650,855 | \$1,911,444 | \$1,894,591 | \$1,939,748 |

| | | | | | |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| Full-Time Equivalent | 27.00 | 27.00 | 27.00 | 26.52 | 26.52 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of LAN Operations / Number of LAN repair and service calls resolved | Efficiency | \$600.49 | \$315.47 | \$365.27 | \$329.15 | \$337.00 |
| Number of LAN repair and service calls resolved | Output | 3,900 | 5,233 | 5,233 | 5,756 | 5,756 |
| Percentage of time ISD-supported servers are available | Result | N/A | 97.00% | 97.00% | 97.00% | 97.00% |

Activity History and Description: 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: Technical assistance to PC users;
Server operations support.

Changes in Requirements and Performance Measures: Includes \$45,157 for Pay for Performance in 2001. The Approved Budget includes \$50,000 for LAN consolidation and backup of larger servers; an increase of \$60,000 for telework hardware; increase of \$90,700 in ongoing hardware and software maintenance contract costs; an increase of \$20,825 as a result of a reduction in vacancy savings; and an increase of \$22,211 due to anticipated increases to retirement and health benefit contributions.

Responsible Employee: Bill Underhill

512-499-2351

Information Systems Department-2000-01

Activity: Voice System Operations

Activity Code: 3VOI

Program Name: Networks and Operations

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$596,561 | \$644,020 | \$714,296 | \$722,819 | \$739,171 |
| Total Requirements | \$596,561 | \$644,020 | \$714,296 | \$722,819 | \$739,171 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 9.00 | 9.00 | 9.00 | 9.27 | 9.27 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of telephone sets | Demand | N/A | 13,526 | 13,526 | 13,526 | 13,526 |
| Cost of Voice System Operations / Number of telephone repair and service calls resolved | Efficiency | N/A | \$134.51 | \$149.18 | \$137.26 | \$140.37 |
| Number of telephone repair and service calls resolved | Output | N/A | 4,788 | 4,788 | 5,266 | 5,266 |
| Percentage of time ISD-supported telephone systems are available | Result | N/A | 97.00% | 97.00% | 97.00% | 97.00% |

Activity History and Description: 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 telephone systems for City staff so they can communicate with other city staff and citizens.

Services of the Activity: Telephone moves, adds and changes;
Telephone repair;
Voice mail system maintenance.

Changes in Requirements and Performance Measures: Includes \$16,352 for Pay for Performance in 2001. The Approved Budget includes an increase of \$50,000 for software for remote access telecommuting features; an increase of \$42,575 in ongoing hardware and software maintenance contract costs; a reduction of \$47,072 in moves, adds, and changes of equipment; an increase of \$20,825 as a result of a reduction in vacancy savings; and an increase \$12,471 due to anticipated increases to retirement and health benefit contributions.

Responsible Employee: Bill Underhill 512-499-2351

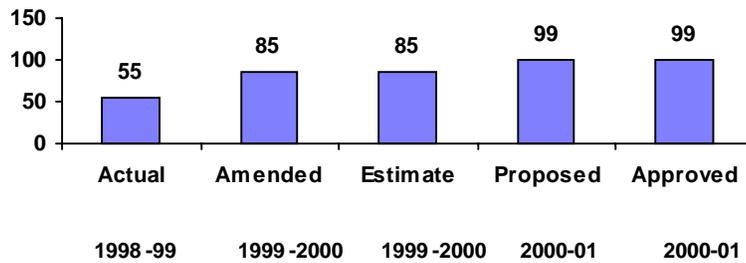
Information Systems Department-2000-01

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 continuing contracts renewed before expiration



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Lost time rate | N/A | N/A | N/A | 0% | 0% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | N/A | 20% | 20% | 20% | 20% |
| Percentage of continuing contracts renewed before expiration | 55% | 85% | 85% | 99% | 99% |
| Turnaround time for accounts payable within the department (in days) | N/A | 34 | 34 | 25 | 25 |
| Variance of CYEs to actual expenditures | 1st,2nd&3rd Qtr:4.9% | 1st&2ndQtr:2% ; 3rdQtr:1% | 1st&2ndQtr:2% ; 3rdQtr:1% | 1st&2ndQtr:2% ; 3rdQtr:1% | 1st&2ndQtr:2% ; 3rdQtr:1% |
| Variance of CYEs to actual revenue | 1st,2nd&3rd Qtr:0.09% | 1st&2ndQtr:2% ; 3rdQtr:1% | 1st&2ndQtr:2% ; 3rdQtr:1% | 1st&2ndQtr:2% ; 3rdQtr:1% | 1st&2ndQtr:2% ; 3rdQtr:1% |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-------------------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Administration and Management | \$940,744 | 7.00 | \$1,269,180 | 7.00 | \$787,815 | 7.00 | \$1,181,243 | 6.65 | \$1,194,891 | 6.65 |
| Facility Expenses | \$627,980 | 0.00 | \$1,073,284 | 0.00 | \$1,072,747 | 0.00 | \$1,135,717 | 0.00 | \$1,135,717 | 0.00 |

Information Systems Department-2000-01

| <i>Program:</i> | <i>Support Services</i> | | | | | | | | | |
|----------------------------------|--------------------------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| Financial Monitoring / Budgeting | \$117,313 | 3.00 | \$170,672 | 3.00 | \$180,633 | 3.00 | \$182,088 | 2.80 | \$187,435 | 2.80 |
| Personnel / Training | \$52,026 | 1.00 | \$115,978 | 1.00 | \$91,050 | 1.00 | \$146,707 | 1.45 | \$148,840 | 1.45 |
| Purchasing / M/WBE | \$167,049 | 5.00 | \$270,039 | 5.00 | \$293,810 | 5.00 | \$266,567 | 5.15 | \$275,093 | 5.15 |
| Vehicle / Equipment Maintenance | \$3,004 | 0.00 | \$20,086 | 0.00 | \$10,223 | 0.00 | \$13,406 | 0.00 | \$13,406 | 0.00 |
| Total | \$1,908,116 | 16.00 | \$2,919,239 | 16.00 | \$2,436,278 | 16.00 | \$2,925,728 | 16.05 | \$2,955,382 | 16.05 |

Information Systems Department-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Expense Refunds | \$401,769 | \$333,440 | \$233,126 | \$0 | \$0 |
| Is-Information System Oper | \$538,975 | \$935,740 | \$554,689 | \$1,181,243 | \$1,194,891 |
| Total Requirements | \$940,744 | \$1,269,180 | \$787,815 | \$1,181,243 | \$1,194,891 |
| Full-Time Equivalents | 7.00 | 7.00 | 7.00 | 6.65 | 6.65 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of administration and management per total departmental budget | Efficiency | \$0.03 | \$0.05 | \$0.03 | \$0.06 | \$0.06 |
| Number of grievances and appeals per 100 employees | Output | 0 | 0 | 0 | 0 | 0 |
| Sick leave hours per 1,000 hours (does not include termination benefits) | Output | 26.77 | 26.47 | 25.09 | 24.42 | 24.42 |
| Total department budget per dollar of administration and management | Output | \$38.53 | \$27.00 | \$43.45 | \$53.31 | \$53.31 |
| Employee turnover rate | Result | 10% | 10% | 10% | 10% | 10% |
| 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: 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;

Information Systems Department-2000-01

Activity: *Administration and Management*

Activity Code: 9ADM

Program Name: *Support Services*

Mail distribution;
CAF processing.

**Changes in Requirements and
Performance Measures:**

Includes \$13,648 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee:

Lora Schneider

512-499-2545

Information Systems Department-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: Support Services

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$627,980 | \$1,073,284 | \$1,072,747 | \$1,135,717 | \$1,135,717 |
| Total Requirements | \$627,980 | \$1,073,284 | \$1,072,747 | \$1,135,717 | \$1,135,717 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| 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 | N/A | N/A | N/A | N/A | N/A |
| Security cost per square foot | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of emergency calls | Output | N/A | N/A | N/A | N/A | N/A |
| Total square feet of facilities | Output | N/A | N/A | N/A | N/A | N/A |
| Overtime as a percentage of total salary costs | Result | 0 | 0 | 0 | 0 | 0 |

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: Lease processing;
Utility processing including telephone, gas, water/wastewater and garbage;
Building maintenance;
Custodial services (contract);
Cleaning and security equipment and supplies cost processing;
Security services (contract);
Parking-related services;
Office space allocation coordination.

Changes in Requirements and Performance Measures: Substantially the same.

Information Systems Department-2000-01

Activity: *Facility Expenses*

Activity Code: *9FAC*

Program Name: *Support Services*

Responsible Employee:

Lora Schneider

512-499-2545

Information Systems Department-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 9BUD

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$117,313 | \$170,672 | \$180,633 | \$182,088 | \$187,435 |
| Total Requirements | \$117,313 | \$170,672 | \$180,633 | \$182,088 | \$187,435 |

| Full-Time Equivalent | 3.00 | 3.00 | 3.00 | 2.80 | 2.80 |
|----------------------|------|------|------|------|------|
|----------------------|------|------|------|------|------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-----------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$177.01 | \$148.00 | \$139.84 | \$345.71 | \$345.71 |
| Total financial monitoring expense | Output | \$117,313 | \$170,672 | \$180,633 | \$182,126 | \$187,435 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Variance of CYEs to actual expenditures | Result | 1st,2nd&3rd Qtr:4.9% | 1st&2ndQtr:2%; 3rdQtr:1% | 1st&2ndQtr:2%; 3rdQtr:1% | 1st&2ndQtr:2%; 3rdQtr:1% | 1st&2ndQtr:2%; 3rdQtr:1% |
| Variance of CYEs to actual revenue | Result | 1st,2nd&3rd Qtr:0.09% | 1st&2ndQtr:2%; 3rdQtr:1% | 1st&2ndQtr:2%; 3rdQtr:1% | 1st&2ndQtr:2%; 3rdQtr:1% | 1st&2ndQtr:2%; 3rdQtr: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 5-Year forecast 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: 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;
Travel processing.

Changes in Requirements and Performance Measures: Includes \$5,347 for Pay for Performance in 2001. Otherwise, substantially the same.

Information Systems Department-2000-01

Activity: *Financial Monitoring / Budgeting*

Activity Code: *9BUD*

Program Name: *Support Services*

Responsible Employee:

Lora Schneider

512-499-2545

Information Systems Department-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$52,026 | \$115,978 | \$91,050 | \$146,707 | \$148,840 |
| Total Requirements | \$52,026 | \$115,978 | \$91,050 | \$146,707 | \$148,840 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 1.00 | 1.00 | 1.00 | 1.45 | 1.45 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$311.53 | \$711.52 | \$558.60 | \$797.63 | \$808.91 |
| Training cost per FTE | Efficiency | \$574.67 | \$874.19 | \$874.19 | \$1,418.48 | \$1,418.48 |
| Number of injuries | Output | 0 | 1 | 1 | 0 | 0 |
| Total cost of personnel administration | Output | \$52,026 | \$115,978 | \$91,051 | \$146,707 | \$148,840 |
| Total training cost | Output | \$95,970 | \$142,493 | \$142,493 | \$261,000 | \$261,000 |
| Lost time rate | Result | N/A | N/A | N/A | 0% | 0% |
| PAF error rate | Result | N/A | N/A | N/A | 0% | 0% |
| Payroll error rate | Result | N/A | N/A | N/A | .25% | .25% |
| Percent of resignations leaving the City that complete exit interview | Result | N/A | N/A | N/A | 100% | 100% |

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: 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;

Information Systems Department-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *Support Services*

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:

Includes \$2,133 for Pay for Performance in 2001. The Approved Budget includes an increase of \$30,729 due to the reallocation of 0.45 FTEs to another activity.

Responsible Employee:

Susan Brown

512-499-2284

Information Systems Department-2000-01

Activity: Purchasing / M/WBE

Activity Code: 9PUR

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$167,049 | \$270,039 | \$293,810 | \$266,567 | \$275,093 |
| Total Requirements | \$167,049 | \$270,039 | \$293,810 | \$266,567 | \$275,093 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 5.00 | 5.00 | 5.00 | 5.15 | 5.15 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Internal time from time of request to RX | Efficiency | N/A | N/A | 5 days | 2 days | 2 days |
| Purchasing cost per dollars purchased | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of solicitations prepared | Output | N/A | 25 | 28 | 35 | 35 |
| Number of transactions | Output | N/A | 4,500 | 4,500 | 4,600 | 4,600 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | N/A | 20% | 20% | 20% | 20% |
| Percentage of continuing contracts renewed before expiration | Result | 55% | 85% | 85% | 99% | 99% |
| Turnaround time for accounts payable within the department (in days) | Result | N/A | 34 | 34 | 25 | 25 |

Activity History and Description: This activity consists of staff who to review bids in order 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 for the department and City to have accurate and compliant purchasing contracts.

Services of the Activity: 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;

Information Systems Department-2000-01

Activity: *Purchasing / M/WBE*

Activity Code: *9PUR*

Program Name: *Support Services*

Purchase reporting and payment activities; A/P processing.

Changes in Requirements and Performance Measures:

Includes \$8,526 for Pay for Performance in 2001. Otherwise, substantially the same.

Responsible Employee:

Lora Schneider

512-499-2545

Information Systems Department-2000-01

Activity: Vehicle / Equipment Maintenance

Activity Code: 9VEH

Program Name: Support Services

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$3,004 | \$20,086 | \$10,223 | \$13,406 | \$13,406 |
| Total Requirements | \$3,004 | \$20,086 | \$10,223 | \$13,406 | \$13,406 |
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Total departmental maintenance cost per piece of equipment (includes charges from inside / outside repair centers) | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of pieces of equipment (including vehicles) | Output | N/A | N/A | N/A | N/A | N/A |
| Percentage average daily out of service | Result | N/A | N/A | N/A | N/A | N/A |
| Percentage of preventive maintenance done on target | 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: Outsourced vehicle maintenance and repair;
Vehicle maintenance scheduling and monitoring.

Changes in Requirements and Performance Measures: The Approved Budget decreases in ongoing contractual costs by \$6,680 for miscellaneous software maintenance that is no longer associated with this activity.

Responsible Employee: Lora Schneider 512-499-2545

Information Systems Department-2000-01

Activity: *Transfers and Other Requirements*

Activity Code: 9REQ

Program Name: *Transfers and Other Requirements*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Is-Information System Oper | \$1,912,563 | \$1,906,511 | \$1,914,288 | \$1,572,535 | \$1,269,174 |
| Total Requirements | \$1,912,563 | \$1,906,511 | \$1,914,288 | \$1,572,535 | \$1,269,174 |
| Full-Time Equivalents | 11.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

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

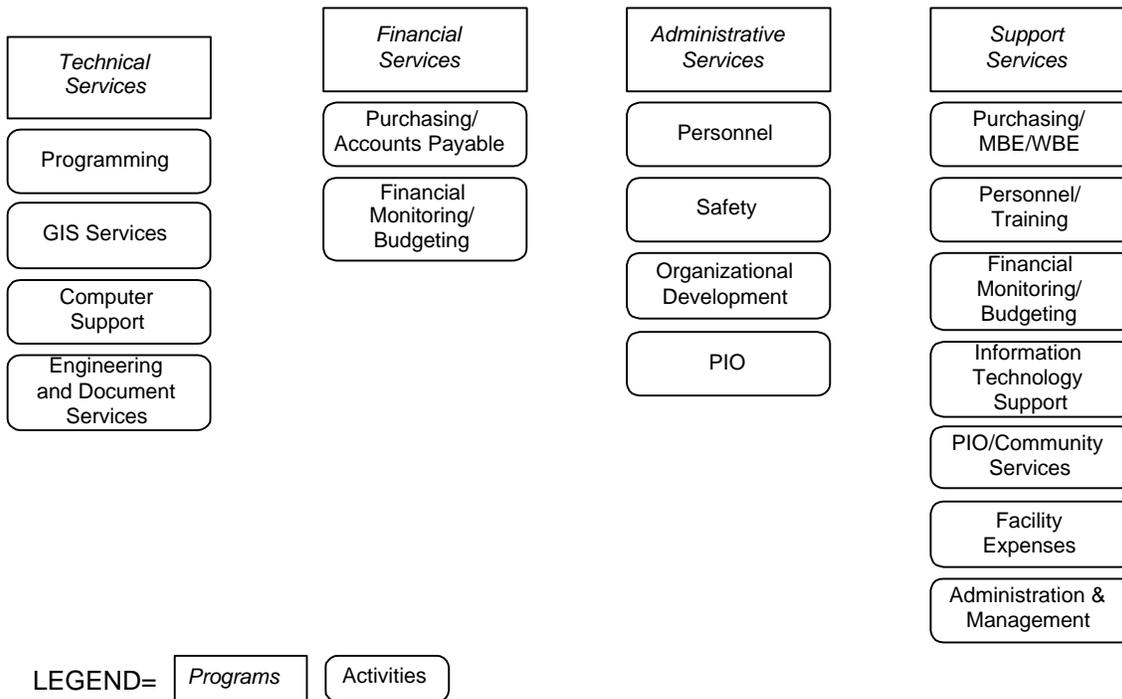
Activity Objective: The purpose of Transfers and Other Requirements is to account for transfers made at the fund level and to or from other funds.

Services of the Activity: None

Changes in Requirements and Performance Measures: Approved Budget distributes Pay for Performance for 2001 from this activity to activities with eligible staff. Decrease of \$330,559 in transfer for General Obligation Debt Service Fund; decrease of \$3,404 in other requirements.

Responsible Employee: Lora Schneider 512-499-2545

Infrastructure Support Services — 2000-01



| | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimated | 2000-01 Proposed | 2000-01 Approved |
|----------------------------------|-------------------|----------------------|------------------------|---------------------|---------------------|
| Revenue | \$4,641,519 | \$4,935,780 | \$4,928,064 | \$4,495,190 | \$4,495,190 |
| Transfer In | \$3,168,027 | \$3,648,940 | \$3,648,940 | \$3,602,018 | \$3,625,983 |
| Requirements | \$7,509,829 | \$8,858,325 | \$8,648,131 | \$8,522,207 | \$8,546,172 |
| Full-time Equivalentents (FTE's) | 123.25 | 116.25 | 116.25 | 110.50 | 110.50 |

Infrastructure Support Services — 2000-01

Purpose and Nature of Fund

The Infrastructure Support Services Fund is an internal services fund that was established to account for the administrative services provided to four city departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

Factors Affecting Revenue

The major sources of funding are the general Fund, Water and Wastewater Utility, Electric Utility, Transportation Fund, Child Safety Fund, Drainage Utility Fund, Capital Projects Management Fund, and other sources. The level of revenues is directly affected by the level of service provided.

Factors Affecting Requirements

The requirements of the Infrastructure Support Services Fund are the result of expenditures made in support of the four departments listed above and total \$8,546,172.

INFRASTRUCTURE SUPPORT SERVICES FUND SUMMARY

| | 1998-99 ACTUAL | 1999-2000 AMENDED | 1999-2000 ESTIMATE | 2000-01 PROPOSED | 2000-01 APPROVED |
|---|-------------------|----------------------|-----------------------|---------------------|---------------------|
| BEGINNING BALANCE | 544,238 | 856,576 | 856,576 | 785,449 | 785,449 |
| REVENUE | | | | | |
| Interest income | 76,197 | 50,000 | 62,158 | 70,000 | 70,000 |
| Miscellaneous revenue | 2,715 | 5,000 | 0 | 5,000 | 5,000 |
| Overhead Recovery (grants) | 94,863 | 49,554 | 49,554 | 49,554 | 49,554 |
| Drainage Utility Fund | 1,624,273 | 1,695,049 | 1,695,049 | 1,594,040 | 1,594,040 |
| Transportation Fund | 716,470 | 772,248 | 772,248 | 790,236 | 790,236 |
| Child Safety Fund | 67,135 | 73,962 | 73,962 | 71,709 | 71,709 |
| Water & Wastewater Utility | 87,523 | 135,014 | 135,014 | 135,014 | 135,014 |
| Capital Projects Management Fund | 1,016,039 | 1,119,771 | 1,119,771 | 1,227,111 | 1,227,111 |
| Electric Utility | 453,040 | 500,619 | 500,619 | 400,619 | 400,619 |
| Solid Waste Services | 17,471 | 27,167 | 27,167 | 27,167 | 27,167 |
| Aviation | 17,471 | 27,167 | 27,167 | 27,167 | 27,167 |
| Housing | 0 | 27,167 | 27,167 | 27,167 | 27,167 |
| Performance Contracting Fund | 380,539 | 0 | 0 | 0 | 0 |
| CAPCO Funding | 87,783 | 229,406 | 229,406 | 70,406 | 70,406 |
| Payroll Accrual | 0 | 223,656 | 208,782 | 0 | 0 |
| TOTAL REVENUE | 4,641,519 | 4,935,780 | 4,928,064 | 4,495,190 | 4,495,190 |
| TRANSFERS IN | | | | | |
| General Fund | 3,168,027 | 3,648,940 | 3,648,940 | 3,602,018 | 3,625,983 |
| TOTAL TRANSFERS IN | 3,168,027 | 3,648,940 | 3,648,940 | 3,602,018 | 3,625,983 |
| TOTAL AVAILABLE FUNDS | 7,809,546 | 8,584,720 | 8,577,004 | 8,097,208 | 8,121,173 |
| EXPENDITURES | | | | | |
| Administrative Services | 992,921 | 1,062,440 | 1,062,440 | 752,543 | 775,696 |
| Financial Services | 1,216,494 | 1,195,281 | 1,115,281 | 1,260,491 | 1,302,786 |
| Support Services | 1,395,451 | 1,792,472 | 1,792,472 | 1,704,601 | 1,724,928 |
| Technical Services | 3,834,053 | 4,532,511 | 4,412,511 | 4,573,723 | 4,699,944 |
| TOTAL EXPENDITURES | 7,438,919 | 8,582,704 | 8,382,704 | 8,291,358 | 8,503,354 |
| OTHER REQUIREMENTS | | | | | |
| Liability Reserve | 3,000 | 3,000 | 3,000 | 3,000 | 3,000 |
| Administrative Support | 55,144 | 0 | 0 | 0 | 0 |
| Workers Compensation | 595 | 3,855 | 3,855 | 11,818 | 11,818 |
| Compensation Adjustment | 0 | 0 | 0 | 141,449 | 0 |
| Accrued Payroll | 12,171 | 26,800 | 26,800 | 28,000 | 28,000 |
| 27th Pay-Period | | 241,966 | 231,772 | 0 | 0 |
| Wage Adjustment | | | | 46,582 | 0 |
| TOTAL OTHER REQUIREMENTS | 70,910 | 275,621 | 265,427 | 230,849 | 42,818 |
| TOTAL REQUIREMENTS | 7,509,829 | 8,858,325 | 8,648,131 | 8,522,207 | 8,546,172 |
| EXCESS (DEFICIT) OF REVENUE OVER REQUIREMENTS | 299,717 | (273,605) | (71,127) | (424,999) | (424,999) |
| Adjustment to GAAP | 18,971 | 0 | 0 | 0 | |
| ENDING BALANCE | 862,926 | 582,971 | 785,449 | 360,450 | 360,450 |

Infrastructure Support Services – 2000-01

Mission

The mission of Infrastructure Support Services is to provide high-quality, cost-effective technical, financial and administrative services to our client departments so they can meet their evolving business needs.

- Infrastructure Support Services will increase customer satisfaction with our services and products by improving the results on the customer survey by 5% annually.
- Infrastructure Support Services will improve and streamline information technology services as measured by:
 - An increase in computer support calls resolved in 2 hours or less by 5%.
 - Geographic information associated with recorded subdivisions will be entered into database in 50% less time.

To help the department track how well goals are being met, key indicators have been developed along with appropriate performance measures. The Approved Budget supports these goals.

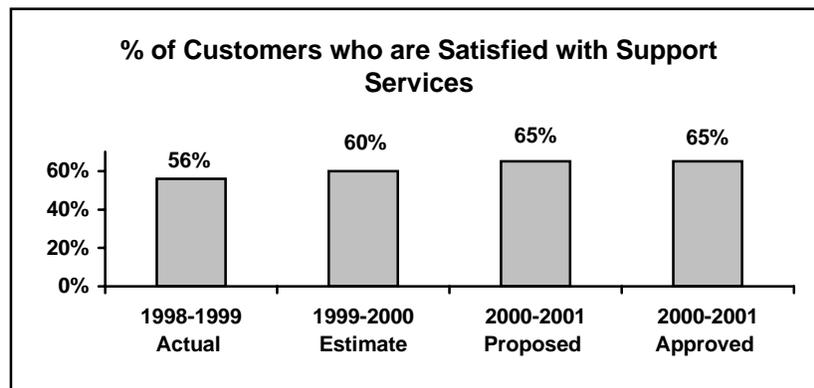
Key Indicators

The key indicators used by Infrastructure Support Services include:

- Annual customer survey-based on overall favorable results
- Number of linear miles of GIS data maintained
- 50% of computer support calls are resolved in 2 hours or less
- Number of production database tables maintained

The approved budget contains a number of proposals that support the goals of the department.

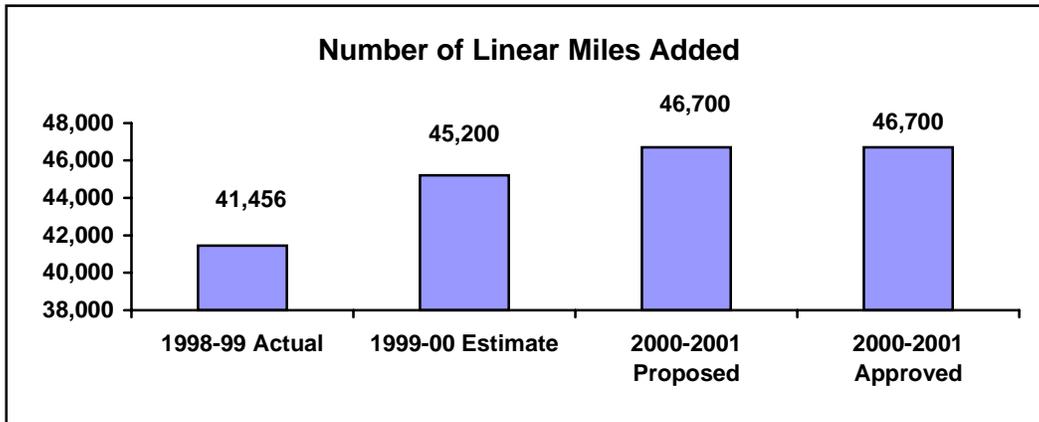
Customer Service - ISS's primary role is to provide support services to our four customer departments. Emphasis is placed on providing exceptional customer service, measured in part by an annual customer survey. By enhancing communications between ISS and its client departments, implementing process improvements, and being adaptable to customer needs, ISS's goal is to increase the percent of customers who are satisfied overall with support services to 65%.



The annual customer service survey directly supports the department goal of increasing customer satisfaction with services and products by improving the results on the customer survey by 5% annually.

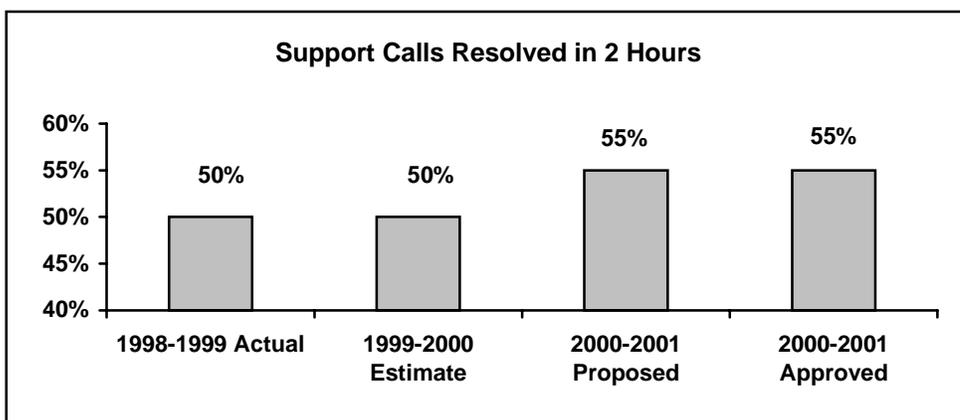
Infrastructure Support Services – 2000-01

Geographic Information System - One of the special projects for the GIS section is to complete the “build-out” of all subdivisions, lots and roads in the City of Austin extraterritorial jurisdiction and utility service area. The procedure is to break the city into grids, pull recorded subdivision plats from the files, and digitize the information into the GIS database. After the information is entered, the GIS section ensures that it meets the guidelines set forth for comprehensive quality control. Once the grid or linear mile is accepted, it is released to the public as well as all city employees. In past years temporary employees funded by CAPCO were used to help with these services. However, the funding is no longer available. The Approved Budget includes converting two temporary positions to permanent FTEs to lessen the impact of the loss of CAPCO funded temporary positions.



The GIS improvements directly support the departments goal to improve and streamline information technology services as measured by Geographic information associated with recorded subdivisions will be entered into database in 50% less time.

Computer Help Desk Responsiveness - One of the critical support service areas upon which a large percent of customers rely to accomplish their missions is the computer support area. In order to serve our customers in an efficient and effective manner, ISS intends to resolve 50% of computer support calls within 2 hours or less. The Approved Budget includes staffing at current levels and replacement of capital items to enable customer departments to experience as little downtime as possible.



The Computer help desk responsiveness directly supports both departmental goals of increasing satisfaction by improving the results on the customer service by 5% annually and improving and streamline information technology services as measured by an increase in computer support calls resolved in 2 hours or less by 5%.

Infrastructure Support Services – 2000-01

Business Plan

Changes in Service Levels

The ISS Approved Budget transfers 6 FTEs to customer departments as part of a restructuring in the Public Information area and elimination of a Public Information manager position. Based on a program review conducted by the Controller's Office, it was determined that in order to prevent duplication of effort, these services were more appropriately provided at the department level.

ISS is also reducing the automation support provided to Austin Energy (AE) due to a decrease in the number of employees supported by ISS. Funding from AE will be reduced by approximately \$100,000 and could be eliminated entirely over the next few years as AE is able to consolidate their staff in one location.

Programming Resources

In addition to continuing work on the Permit, Inspection, Enforcement and Review (PIER) program, ISS currently has an extensive list of system development projects from our customer departments. These include programs that need to be rewritten as well as new programs and reports that need to be developed. The department's ability to provide support on critical programming needs is affecting our customer departments' ability to meet their business needs. Due to a shortage of programmers, many of these projects will be delayed or postponed indefinitely. The departmental budget for FY 2001 includes an additional \$100,000 from the beginning balance to hire temporary programmers. Based on current salaries for contract programmers this will equate to about 6 months work and will fall short of documented needs by our customers.

Flyover

In addition, ISS has not included money for a city-wide flyover. The city has not conducted a flyover since 1997. Given the development that has occurred since that time, it is critical we update our database to include up-to-date information. This project would consist of updating the photography collected in 1997, extending the 40 planimetric features currently maintained (streets, buildings, rivers, bridges, railroads, etc.), adding curbs and sidewalks and generating two foot contour coverage at national mapping accuracy standards. This level of accuracy is needed in Watershed Protection in order to effectively conduct flood control and system management activities. The 1997 data was collected using five foot contours – two foot contours were extrapolated from the five foot contours and resulted in a less than desirable accuracy level.

Cost for the 670 square mile area that includes the City's ETJ and utility service area is \$1,320,000. City-wide requirements for data such as contours, photography, buildings and transportation features make cross-fund allocation a possibility. There are fourteen departments in the city that use this database and in the past the funding for the flyover has been shared by several departments. After the flyover, photography and planimetric data could be maintained more economically if the data were captured every other year. If a decision to include the flyover in the Approved Budget is made, costs could be shared by the system users.

Infrastructure Support Services — 2000-2001

Significant Revenue and Expenditures Changes by Program

| <u>Revenue Changes</u> | Dollars | FTEs |
|--|-------------|------|
| 1. Charges to customer departments, which are based on a cost allocation plan that ties funding to the level of service, are proposed to decrease by \$77,934. | (\$77,934) | |
| 2. The transfer in from the General Fund has been restated to show the transfer of Planning, Environmental and Conservation Fund is forecast to decrease by \$46,922. During Budget Adoption, the approved increased by \$23,965 to fund additional pay for performance. | (\$22,957) | |
| 3. A reduction in payroll accrual recognized in FY1999-2000 to support the 27th pay period not required for FY 2000-2001. | (\$223,656) | |
| 4. A reduction in CAPCO funding will decrease by \$159,000 and interest income is projected to increase by \$20,000. | (\$139,000) | |

| <u>Expenditure Changes</u> | Dollars | FTEs |
|---|-------------|--------|
| 1. <u>City-Wide</u> | | |
| The Approved Budget includes \$167,505 for salary increases associated with pay for performance in 2000, \$61,298 for incremental costs of pay for performance in 1999-2000 along with \$20,526 for wage compensation. During budget adoption, council approved an increase in pay for performance in 2001 of \$33,501 and a reduction to other compensation adjustment of \$9,536. The total increase for compensation adjustments of \$273,294. | \$273,294 | |
| An additional \$143,626 has been included in the Approved Budget for anticipated changes in health and retirement benefit contributions and a reduction in terminal pay for retirement of \$81,770 | \$61,856 | |
| 2. <u>Technical Services</u> | | |
| The Approved Budget adds funding for outside Programming contract to assist on special projects. | \$120,000 | |
| The Approved Budget eliminates temporary positions formerly funded by CAPCO. | (\$158,965) | |
| Cost of converting two GIS temporary positions to permanent FTEs is included. Current temporary funding of \$54,200 will be used to offset the total cost of \$73,816. | \$19,616 | 2.00 |
| The Approved Budget includes a transfer of a vacant Planner II position to Development Review and Inspection. | (\$36,732) | (1.00) |

Infrastructure Support Services — 2000-2001

| | | |
|---|-------------|--------|
| Reduction in commodities and contractals for computer hardware rental and maintenance hardware, \$159,547. | (\$159,547) | |
| The Approved Budget includes computer hardware and network printer replacement cost of \$108,000. The budget also includes software upgrades of \$80,000. | \$188,000 | |
| 3. <u>Financial Services</u> | | |
| The Approved Budget includes the conversion of a part-time runner position into a full-time position. | \$6,828 | 0.25 |
| 4. <u>Administrative Services</u> | | |
| The Approved Budget includes transferring 3.0 PIO positions to Public Works, 1.0 to Planning Environmental and Conservation Services and eliminates .75 Public Information manager position for operational efficiencies. | (\$297,981) | (4.75) |
| 5. <u>Support Services</u> | | |
| The Approved Budget includes transferring 1.0 PIO positions to Public Works, 1.0 to Watershed Protection and eliminates .25 Public Information Manager position for operational efficiencies. | (\$107,811) | (2.25) |
| 6. <u>Transfers Out</u> | | |
| The Approved Budget includes and increase in Workers Compensation and accrued payroll of \$9,163. | \$9,163 | |
| The 1999-2000 Budget included an expense for the 27th payroll which occurs every eleven years. The 2000-01 Approved budget does not include this expense of \$241,966. | (\$241,966) | |

Programs and Activities

Infrastructure Support Service-2000-01

Infrastructure Support Services Fund

| | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000 -01 FTE | 2000-01 Approved | 2000 -01 FTE |
|-----------------------------------|--------------------|-----------------|-----------------------|-------------------|------------------------|-------------------|---------------------|-----------------|---------------------|-----------------|
| ADMINISTRATIVE SERVICES | | | | | | | | | | |
| Organizational Development | \$181,687 | 3.50 | \$210,490 | 3.50 | \$210,490 | 3.50 | \$226,065 | 3.50 | \$231,936 | 3.50 |
| Personnel | \$339,140 | 6.00 | \$310,287 | 5.00 | \$310,287 | 5.00 | \$288,624 | 5.00 | \$298,094 | 5.00 |
| PIO | \$278,419 | 5.50 | \$297,981 | 5.50 | \$297,981 | 5.50 | \$0 | 0.00 | \$0 | 0.00 |
| Safety | \$193,675 | 4.00 | \$243,682 | 4.00 | \$243,682 | 4.00 | \$237,854 | 4.00 | \$245,666 | 4.00 |
| FINANCIAL SERVICES | | | | | | | | | | |
| Financial Monitoring / Budgeting | \$874,149 | 17.50 | \$883,084 | 17.50 | \$803,084 | 17.50 | \$930,789 | 17.50 | \$961,836 | 17.50 |
| Purchasing / Accounts Payable | \$342,345 | 8.25 | \$312,197 | 7.80 | \$312,197 | 7.80 | \$329,702 | 8.05 | \$340,950 | 8.05 |
| SUPPORT SERVICES | | | | | | | | | | |
| Administration and Management | \$533,342 | 3.50 | \$497,162 | 3.50 | \$497,162 | 3.50 | \$424,017 | 2.50 | \$430,387 | 2.50 |
| Facility Expenses | \$523,832 | 0.00 | \$934,825 | 0.00 | \$934,825 | 0.00 | \$893,887 | 0.00 | \$893,885 | 0.00 |
| Financial Monitoring/Budgeting | \$57,251 | 1.50 | \$58,069 | 1.00 | \$58,069 | 1.00 | \$56,398 | 1.00 | \$58,415 | 1.00 |
| Information Technology Services | \$159,013 | 3.00 | \$169,427 | 3.00 | \$169,427 | 3.00 | \$190,483 | 3.00 | \$197,442 | 3.00 |
| Personnel / Training | \$75,868 | 2.00 | \$82,256 | 2.00 | \$82,256 | 2.00 | \$102,355 | 2.00 | \$105,997 | 2.00 |
| PIO/Community Svcs. | \$9,985 | 0.50 | \$14,324 | 0.50 | \$14,324 | 0.50 | \$0 | 0.00 | \$0 | 0.00 |
| Purchasing /M/ WBE | \$36,160 | 1.00 | \$36,409 | 0.95 | \$36,409 | 0.95 | \$37,461 | 0.95 | \$38,802 | 0.95 |
| TECHNICAL SERVICES | | | | | | | | | | |
| Computer/Voice Support | \$1,109,078 | 17.50 | \$1,532,593 | 16.50 | \$1,412,593 | 16.50 | \$1,622,329 | 16.50 | \$1,654,792 | 16.50 |
| Engineering and Document Services | \$482,583 | 9.00 | \$461,309 | 9.00 | \$461,309 | 9.00 | \$439,790 | 8.00 | \$451,925 | 8.00 |
| GIS Services | \$975,069 | 21.00 | \$1,128,194 | 17.00 | \$1,128,194 | 17.00 | \$1,026,607 | 19.00 | \$1,061,247 | 19.00 |

Infrastructure Support Service-2000-01

| | | | | | | | | | | |
|-------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| Programming | \$1,267,323 | 19.50 | \$1,410,415 | 19.50 | \$1,410,415 | 19.50 | \$1,484,997 | 19.50 | \$1,531,980 | 19.50 |
|-------------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|

TRANSFERS & OTHER REQUIREMENTS

| | | | | | | | | | | |
|--------------------|----------|------|-----------|------|-----------|------|-----------|------|----------|------|
| Other Requirements | \$70,910 | 0.00 | \$275,621 | 0.00 | \$265,427 | 0.00 | \$230,849 | 0.00 | \$42,818 | 0.00 |
|--------------------|----------|------|-----------|------|-----------|------|-----------|------|----------|------|

| | | | | | | | | | | |
|--------------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|
| Total | \$7,509,829 | 123.25 | \$8,858,325 | 116.25 | \$8,648,131 | 116.25 | \$8,522,207 | 110.50 | \$8,546,172 | 110.50 |
|--------------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|--------|

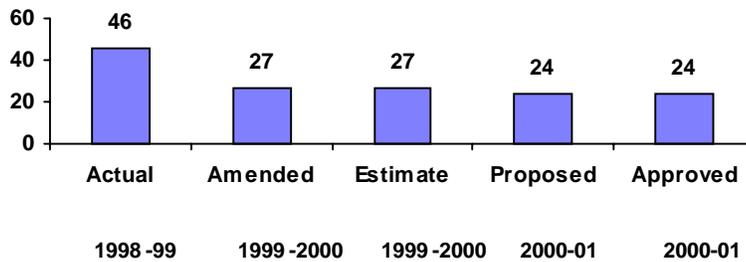
Infrastructure Support Service-2000-01

Program: *ADMINISTRATIVE SERVICES*

Program Objective: The purpose of the Administrative Services program is to provide personnel, safety, organizational development and community information services to our client departments and citizens in order to promote a high performing workforce and a well informed public.

Program Results Measures:

Vehicle collisions determined to be preventable (Goal: 10Percent of reduction)



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-----------------------|--------------------------|---------------------------|-------------------------|-------------------------|
| Percent favorable response to Organizational Development customer surveys | N/A | 90% | 90% | 90% | 90% |
| Vehicle collisions determined to be preventable (Goal: 10Percent of reduction) | 46 | 27 | 27 | 24 | 24 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
| Organizational Development | \$181,687 | 3.50 | \$210,490 | 3.50 | \$210,490 | 3.50 | \$226,065 | 3.50 | \$231,936 | 3.50 |
| Personnel | \$339,140 | 6.00 | \$310,287 | 5.00 | \$310,287 | 5.00 | \$288,624 | 5.00 | \$298,094 | 5.00 |
| PIO | \$278,419 | 5.50 | \$297,981 | 5.50 | \$297,981 | 5.50 | \$0 | 0.00 | \$0 | 0.00 |
| Safety | \$193,675 | 4.00 | \$243,682 | 4.00 | \$243,682 | 4.00 | \$237,854 | 4.00 | \$245,666 | 4.00 |
| Total | \$992,921 | 19.00 | \$1,062,440 | 18.00 | \$1,062,440 | 18.00 | \$752,543 | 12.50 | \$775,696 | 12.50 |

Infrastructure Support Service-2000-01

Activity: Organizational Development

Activity Code: 54DE

Program Name: ADMINISTRATIVE SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$181,687 | \$210,490 | \$210,490 | \$226,065 | \$231,936 |
| Total Requirements | \$181,687 | \$210,490 | \$210,490 | \$226,065 | \$231,936 |
| Full-Time Equivalent | 3.50 | 3.50 | 3.50 | 3.50 | 3.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Estimated number of consulting hours | Demand | N/A | 250 | 2,280 | 2,280 | 2,280 |
| Estimated number of training hours | Demand | N/A | 80 | 1,726 | 1,726 | 1,726 |
| Cost per consultant hour | Efficiency | N/A | \$62.71 | \$28.22 | \$28.22 | \$30.97 |
| Cost per training hour | Efficiency | N/A | \$25.72 | \$20.51 | \$20.51 | \$22.50 |
| Actual number of training hours | Output | N/A | 80 | 1,726 | 1,726 | 1,726 |
| Actual number of consulting hours | Output | N/A | 250 | 2,280 | 2,280 | 2,280 |
| Percent favorable response to Organizational Development customer surveys | Result | N/A | 90% | 90% | 90% | 90% |

Activity History and Description: Infrastructure Support Services was established to support four city departments: Development Review and Inspection; Planning, Environmental and Conservation Services; Watershed Protection; and Public Works and Transportation.

Organizational Development provides training to meet special needs, provides City wide mandated training, supervisory skills and technical training to help staff adjust to changing priorities and policies; monitors accomplishment of mandatory training hours; provides business consulting services to client departments.

Activity Objective: The purpose of the Organizational Development activity is to provide business consulting services to our client departments, teams, and individuals in order to enhance productivity and performance.

Services of the Activity:

- Facilitation
- Qualitative assessments
- Quantitative assessments
- Feedback

Infrastructure Support Service-2000-01

Activity: *Organizational Development*

Activity Code: 54DE

Program Name: ADMINISTRATIVE SERVICES

- Consulting
- Training
- Strategic business planning

Changes in Requirements and Performance Measures:

The amended and estimate calculation for consulting hours are increasing. After several months of historical data, it appears the amended number of training and consulting hours were low for FY1999-2000. The training hours have increased due to the Administrative positions supporting the training activities. The Approved Budget includes an increase of \$5,872 in pay for performance distribution; otherwise substantially the same.

Responsible Employee:

Karen Sharp

512-499-1402

Infrastructure Support Service-2000-01

Activity: Personnel

Activity Code: 52PE

Program Name: ADMINISTRATIVE SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$339,140 | \$310,287 | \$310,287 | \$288,624 | \$298,094 |
| Total Requirements | \$339,140 | \$310,287 | \$310,287 | \$288,624 | \$298,094 |
| Full-Time Equivalents | 6.00 | 5.00 | 5.00 | 5.00 | 5.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per customer department employee supported | Efficiency | \$307.19 | \$282.00 | \$282.00 | \$257.00 | \$264.97 |
| Number of customer employees supported | Output | 1,104 | 1101.75 | 1101.75 | 1125 | 1125 |
| Number of payroll checks distributed | Output | 29,811 | 32,760 | 32,760 | 32,760 | 32,760 |
| Number of personnel actions processed | Output | 1,206 | 1,270 | 1,270 | 1,270 | 1,270 |
| Number of positions advertised | Output | 340 | 297 | 297 | 350 | 350 |
| Number of positions filled | Output | 252 | 377 | 377 | 230 | 230 |
| Percent of supervisors satisfied with services provided by personnel staff based on annual survey | Result | 75% | 75% | 75% | 75% | 75% |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity is responsible for departmental human resource functions including advising managers on employee relations issues, performance, discipline, employment, and counseling of employees on job performance. Also supports managers in hiring qualified staff. Responsible for departmental support in compensation, employment, records, benefits, payroll, FMLA, Worker's Compensation, ADA, leave requests, EEOC, affirmative action and grievances.

Activity Objective: The purpose of the Personnel activity is to provide personnel related services to our client departments so they can meet their operational and staffing needs.

Services of the Activity: Employment

Infrastructure Support Service-2000-01

Activity: *Personnel*

Activity Code: *52PE*

Program Name: *ADMINISTRATIVE SERVICES*

- Employee relations
- Pay and benefit coordination
- Workers Compensation
- Timesheet coordination
- Policies and procedure consulting
- Personnel Records
- Human resources related training

Changes in Requirements and Performance Measures:

The Approved Budget includes an increase of \$140,892 for terminal pay and \$9,468 increase in pay for performance distribution for FY 00-01.

Responsible Employee:

Sylvia Gonzales

512-499-7250

Infrastructure Support Service-2000-01

Activity: PIO

Activity Code: 55PP

Program Name: ADMINISTRATIVE SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$278,419 | \$297,981 | \$297,981 | \$0 | \$0 |
| Total Requirements | \$278,419 | \$297,981 | \$297,981 | \$0 | \$0 |
| Full-Time Equivalents | 5.50 | 5.50 | 5.50 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of media contacts | Demand | 128 | 130 | 130 | N/A | N/A |
| Cost per value of department-initiated media coverage | Efficiency | 0 | 0 | 0 | N/A | N/A |
| Number of media calls per requests responded to | Output | 128 | 130 | 56 | N/A | N/A |
| Percent of media calls per request responded to | Result | 100% | 100% | 100% | N/A | N/A |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity serves a clearinghouse for media requests for customer departments. This area also produces newsletters, brochures and other printed materials, provides CAF and RCA coordination for client departments and coordinates special events.

Activity Objective: The purpose of the Community/Employee Information Services activity is to provide information to citizens and council members and communication services to client departments so they can be aware of projects, services, and procedures and take appropriate actions.

Services of the Activity: Coordinate media releases, contacts and responses
 · Produce newsletters, brochures and other printed materials
 · Coordinate special events
 · CAF/RCA coordination

Changes in Requirements and Performance Measures: The Approved Budget eliminates this activity by transferring PIO positions to Public Works, Planning, Environmental and Conservation Services and Watershed Protection for operational efficiencies.

Infrastructure Support Service-2000-01

Activity: *PIO*

Activity Code: *55PP*

Program Name: *ADMINISTRATIVE SERVICES*

Responsible Employee:

Karen Sharp

512-499-1402

Infrastructure Support Service-2000-01

Activity: Safety

Activity Code: 53SA

Program Name: ADMINISTRATIVE SERVICES

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$193,675 | \$243,682 | \$243,682 | \$237,854 | \$245,666 |
| Total Requirements | \$193,675 | \$243,682 | \$243,682 | \$237,854 | \$245,666 |
| Full-Time Equivalent | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|-----------------------|------------------------|---------------------|---------------------|
| Cost per Loss Prevention and Safety training session | Efficiency | \$751 | \$815 | \$320 | \$320 | \$351 |
| Number of Loss Prevention and Safety training sessions provided. | Output | 141 | 125 | 125 | 225 | 225 |
| On the job injury leave cost | Result | \$2,342.40 | \$3,000 | \$3,000 | \$3,000 | \$3,000 |
| Vehicle collisions determined to be preventable (Goal: 10Percent of reduction) | Result | 46 | 27 | 27 | 24 | 24 |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity is responsible for providing accident prevention and safety training as well as fleet, property and facility safety.

Activity Objective: The purpose of the Safety activity is to provide comprehensive safety and health programs to client departments so their employees can perform their duties in a safe and healthy work environment.

Services of the Activity: Employee safety
 · Fleet safety
 · Property and facility safety

Changes in Requirements and Performance Measures: The approved includes an increase in pay for performance distribution of \$7,813, otherwise substantially the same.

Responsible Employee: Tony Maldonado 512-499-7041

Infrastructure Support Service-2000-01

Program: *FINANCIAL SERVICES*

Program Objective: The purpose of the financial services program is to provide accounting, budgeting and procurement services to client departments so they can manage their financial resources.

| | 1998 -99 | 1999 -2000 | 1999 -2000 | 2000-01 | 2000-01 |
|--|--------------------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Performance Measures: | 1998 -99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
| Percent variance of CYEs to actual expenditures | Q1:6.95% Q2:6.26% Q3:6.26 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |
| Percent variance of CYEs to actual revenue | Q1:0.42% Q2:(1.27%) Q3:1.27 Q4 | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |
| Turnaround time for accounts payable within the Department | 25 days | 25 days | 25 days | 25 days | 25 days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998 -99 Actual | 1998 -99 FTE | 1999 -2000 Amended | 1999 -2000 FTE | 1999 -2000 Estimate | 1999 -2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------------------|----------------------------|-------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Financial Monitoring / Budgeting | \$874,149 | 17.50 | \$883,084 | 17.50 | \$803,084 | 17.50 | \$930,789 | 17.50 | \$961,836 | 17.50 |
| Purchasing / Accounts Payable | \$342,345 | 8.25 | \$312,197 | 7.80 | \$312,197 | 7.80 | \$329,702 | 8.05 | \$340,950 | 8.05 |
| Total | \$1,216,494 | 25.75 | \$1,195,281 | 25.30 | \$1,115,281 | 25.30 | \$1,260,491 | 25.55 | \$1,302,786 | 25.55 |

Infrastructure Support Service-2000-01

Activity: Financial Monitoring / Budgeting

Activity Code: 43FM

Program Name: FINANCIAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$874,149 | \$883,084 | \$803,084 | \$930,789 | \$961,836 |
| Total Requirements | \$874,149 | \$883,084 | \$803,084 | \$930,789 | \$961,836 |
| Full-Time Equivalents | 17.50 | 17.50 | 17.50 | 17.50 | 17.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$280 | \$290 | \$384 | \$410 | \$410 |
| Total financial monitoring expense | Output | \$874,149 | \$883,084 | \$803,084 | \$930,789 | \$961,836 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | Q1:6.95% Q2:6.26% Q3:6.26 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |
| Percent variance of CYEs to actual revenue | Result | Q1:0.42% Q2:(1.27%) Q3:1.27 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection; and Public Works and Transportation.

This activity is responsible for departmental operating and capital budgeting; current year estimate development; maintaining financial and petty cash accounts; monitoring performance measures; preparing financial reports; monitoring grants; preparing grant billings; performing internal audits; and in-house tracking of revenue and expenditures. This activity also includes administration of Drainage and Transportation Fees as well as customer service functions related to these fees.

Activity Objective: The purpose of the Financial Monitoring/Budgeting activity is to produce and monitor budgets, provide billing support, and customer service for client departments and city management so they can manage the City's financial resources more effectively.

Services of the Activity: Develop and monitor Operating and CIP budget
 · Prepare and monitor accounting transactions

Infrastructure Support Service-2000-01

Activity: *Financial Monitoring / Budgeting*

Activity Code: *43FM*

Program Name: *FINANCIAL SERVICES*

- Audit petty cash
- Develop/monitor/report performance measures
- Inventory management
- Billing and monitor accounts receivable
- Fiscal Surety
- Contractor license.

Changes in Requirements and Performance Measures:

The Approved Budget includes an increase in the distribution of pay for performance of \$31,047, otherwise substantially the same.

Responsible Employee:

Joyce Pulich

512-499-7073

Infrastructure Support Service-2000-01

Activity: Purchasing / Accounts Payable

Activity Code: 42PP

Program Name: FINANCIAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$342,345 | \$312,197 | \$312,197 | \$329,702 | \$340,950 |
| Total Requirements | \$342,345 | \$312,197 | \$312,197 | \$329,702 | \$340,950 |
| Full-Time Equivalents | 8.25 | 7.80 | 7.80 | 8.05 | 8.05 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per payment document processed per month | Efficiency | \$20.00 | \$15.32 | \$16.18 | \$15.53 | \$17.03 |
| Cost per purchasing document processed per month | Efficiency | \$36.00 | \$37.78 | \$15.33 | \$14.66 | \$16.08 |
| Number of purchasing documents processed per month | N/A | 263 | 265 | 419 | 435 | 435 |
| Number of payment document processed per month | Output | 1,028 | 1,010 | 923 | 1000 | 1000 |
| Number of purchasing violations identified per year | Result | 13 | 8 | 8 | 7 | 7 |
| Percent of documents returned by accounts payable for correction (target 5Percent of) | Result | 5% | 5% | 5% | 5% | 5% |
| Turnaround time for accounts payable within the Department | Result | 25 days | 25 days | 25 days | 25 days | 25 days |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity reviews compliance with purchasing regulations at the department level.

Activity Objective: The purpose of the Purchasing/Accounts Payable activity is to acquire and pay for goods and services for client departments so they can do their work while complying with city and state regulations.

Services of the Activity:

- Open, evaluate, solicit bids
- Cash handling
- Accounts payable processing
- Contract administration and compliance

Infrastructure Support Service-2000-01

Activity: *Purchasing / Accounts Payable*

Activity Code: *42PP*

Program Name: *FINANCIAL SERVICES*

- Assist with specification development
- Monitor compliance with M/WBE under \$5,000 guidelines
- Technical assistance

Changes in Requirements and Performance Measures:

The Approved Budget for FY 2000-01 includes a salary increase of \$6,828 to convert a .75 FTE into a full-time FTE, along with an increase of \$5,000 for computer hardware and an increase in pay for performance distribution of \$11,248 or 4%.

Responsible Employee:

Jennifer Goodman

512-499-1425

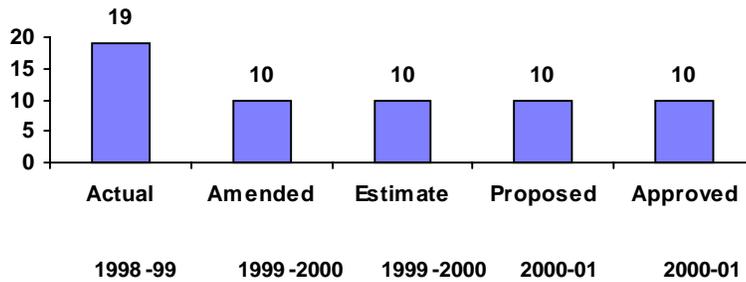
Infrastructure Support Service-2000-01

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: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|-------------------------------------|--------------------------|-----------------------------|-----------------------------|-----------------------------|
| Employee turnover rate | 19 | 10 | 10 | 10 | 10 |
| Information technology support costs per workstation | \$1,096.64 | \$1,201.61 | \$1,201.61 | \$1,350.94 | \$1,400.29 |
| Lost time rate | 0.84 | 1.92 | 3.81% | 3.81% | 3.81% |
| Percent of information technology problems resolved at time of call | 90% | 70% | 70% | 70% | 70% |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | MBE: 16.36% WBE: 12.57% | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% |
| Percent variance of CYEs to actual expenditures | Q1:7.05% Q2:5.83% Q3:5.14 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |
| Percent variance of CYEs to actual revenue | Q1:1.43% Q2:2.07% Q3:2.57 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |
| Turnaround time for accounts payable within the Department | 25 days | 25 days | 25 days | 25 days | 25 days |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|
|----------------------|-----------------------|--------------------|--------------------------|----------------------|---------------------------|----------------------|-------------------------|--------------------|-------------------------|--------------------|

Infrastructure Support Service-2000-01

| Program: SUPPORT SERVICES | | | | | | | | | | |
|----------------------------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|-------------|--------------------|-------------|
| Administration and Management | \$533,342 | 3.50 | \$497,162 | 3.50 | \$497,162 | 3.50 | \$424,017 | 2.50 | \$430,387 | 2.50 |
| Facility Expenses | \$523,832 | 0.00 | \$934,825 | 0.00 | \$934,825 | 0.00 | \$893,887 | 0.00 | \$893,885 | 0.00 |
| Financial Monitoring/Budgeting | \$57,251 | 1.50 | \$58,069 | 1.00 | \$58,069 | 1.00 | \$56,398 | 1.00 | \$58,415 | 1.00 |
| Information Technology Services | \$159,013 | 3.00 | \$169,427 | 3.00 | \$169,427 | 3.00 | \$190,483 | 3.00 | \$197,442 | 3.00 |
| Personnel / Training | \$75,868 | 2.00 | \$82,256 | 2.00 | \$82,256 | 2.00 | \$102,355 | 2.00 | \$105,997 | 2.00 |
| PIO/Community Svs. | \$9,985 | 0.50 | \$14,324 | 0.50 | \$14,324 | 0.50 | \$0 | 0.00 | \$0 | 0.00 |
| Purchasing /M/ WBE | \$36,160 | 1.00 | \$36,409 | 0.95 | \$36,409 | 0.95 | \$37,461 | 0.95 | \$38,802 | 0.95 |
| Total | \$1,395,451 | 11.50 | \$1,792,472 | 10.95 | \$1,792,472 | 10.95 | \$1,704,601 | 9.45 | \$1,724,928 | 9.45 |

Infrastructure Support Service-2000-01

Activity: Administration and Management

Activity Code: 9ADM

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$533,342 | \$497,162 | \$497,162 | \$424,017 | \$430,387 |
| Total Requirements | \$533,342 | \$497,162 | \$497,162 | \$424,017 | \$430,387 |
| Full-Time Equivalent | 3.50 | 3.50 | 3.50 | 2.50 | 2.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per total department budget | Efficiency | \$0.054 | \$0.056 | \$0.056 | \$0.050 | \$0.050 |
| Number of grievances and appeals per 100 employees | Output | 0% | 0 | 0 | 0 | 0 |
| Sick leave hours used per 1,000 hours (does not include termination benefits) | Output | 38.31 | 30 | 30 | 30 | 30 |
| Total department budget | Output | \$7,509,829 | 8,858,325 | 8,548,131 | 8,522,207 | \$8,546,172 |
| Employee turnover rate | Result | 19 | 10 | 10 | 10 | 10 |
| Percent of CAFs submitted within deadline | Result | 100% | 100% | 100% | 100% | 100% |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection; and Public Works and Transportation.

This activity is responsible for implementing Council and City policies, providing information and direction to support activities, processing RCA's and CAF's, and developing short and long range goals that meet customer requirements.

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:

- Staff and Council meeting support
- Board and commission support
- Business plans and performance measures development
- Secretarial/clerical support

- Subscription and membership processing

Infrastructure Support Service-2000-01

Activity: *Administration and Management*

Activity Code: *9ADM*

Program Name: *SUPPORT SERVICES*

- Survey development and response
- Management including costs associated with City Manager, Assistant City Manager and Department Directors.

Changes in Requirements and Performance Measures:

As part of the reorganization of the PIO activity to our customer departments, two FTEs were transferred to Public Works and Watershed Protection at a cost of \$107,811. One FTE was moved from the newly eliminated PIO activity to Administration and Management activity at a cost of 17,412. In addition, there is an increase in postage expense of \$35,409 and a reduction in terminal pay of \$40,878 along with an increase in pay for performance distribution of \$6,368 for FY 00-01.

Responsible Employee:

Cathy Rodgers

512-499-1400

Infrastructure Support Service-2000-01

Activity: Facility Expenses

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998 -99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$523,832 | \$934,825 | \$934,825 | \$893,887 | \$893,885 |
| Total Requirements | \$523,832 | \$934,825 | \$934,825 | \$893,887 | \$893,885 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999 -2000 Amended | 1999 -2000 Estimate | 2000-01 Proposed | 2000-01 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 | \$28 | \$28 | \$28 | \$28 |
| Security cost per square foot | Efficiency | \$0.37 | \$0.31 | \$0.31 | N/A | N/A |
| Number of emergency calls | Output | N/A | N/A | N/A | N/A | N/A |
| Total square feet of facilities | Output | 27,306 | 33,106 | 37,243 | 37,243 | 37,243 |
| Overtime as a percent of total salary costs | Result | N/A | N/A | N/A | N/A | N/A |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection; and Public Works and Transportation.

This activity contains budgeted expenses for building rental and telephone services for customer departments.

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: Minor repairs and remodeling that are not CIP

- Minor plumbing, electrical, HVAC, painting
- Lease processing
- Utility processing including telephone, gas, water/wastewater and garbage
- Building maintenance

Infrastructure Support Service-2000-01

Activity: *Facility Expenses*

Activity Code: 9FAC

Program Name: SUPPORT SERVICES

- Custodial services
- Parking-related services.
- Cleaning and security
- Security services

Changes in Requirements and Performance Measures:

Security cost per square foot was a performance measure used at the annex location. Due to the move from the annex location to the One Texas Center, this measure is no longer applicable. Otherwise, substantially the same.

Responsible Employee:

Pete Sanders

512-499-7283

Infrastructure Support Service-2000-01

Activity: Financial Monitoring/Budgeting

Activity Code: 9BUD

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$57,251 | \$58,069 | \$58,069 | \$56,398 | \$58,415 |
| Total Requirements | \$57,251 | \$58,069 | \$58,069 | \$56,398 | \$58,415 |
| Full-Time Equivalent | 1.50 | 1.00 | 1.00 | 1.00 | 1.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Total department budget per dollar of financial monitoring expense | Efficiency | \$131 | \$157 | \$157 | \$149 | \$146 |
| Total financial monitoring expense | Output | \$57,251 | \$58,069 | \$58,069 | \$56,398 | \$58,415 |
| Percent of reporting deadlines met | Result | 100% | 100% | 100% | 100% | 100% |
| Percent variance of CYEs to actual expenditures | Result | Q1:7.05% Q2:5.83% Q3:5.14 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |
| Percent variance of CYEs to actual revenue | Result | Q1:1.43% Q2:2.07% Q3:2.57 Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: | Q1:2% Q2:2% Q3:1% Q4: |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection; and Public Works and Transportation.

This activity is responsible for departmental budgeting; current year estimate development; maintaining financial and petty cash accounts; monitoring performance measures; preparing financial reports; performing internal audits; and in-house tracking of revenue and expenditures.

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:

- 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 Payable

Infrastructure Support Service-2000-01

Activity: *Financial Monitoring/Budgeting*

Activity Code: *9BUD*

Program Name: *SUPPORT SERVICES*

· Five year forecast development
TB, RB, EB, AA and JV processing.
Inventory management
Travel processing.

**Changes in Requirements and
Performance Measures:**

The Approved Budget includes \$2,017 in pay for performance increase
otherwise; substantially the same.

Responsible Employee:

Vickie Schubert

512-499-7034

Infrastructure Support Service-2000-01

Activity: Information Technology Services

Activity Code: 9CPU

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$159,013 | \$169,427 | \$169,427 | \$190,483 | \$197,442 |
| Total Requirements | \$159,013 | \$169,427 | \$169,427 | \$190,483 | \$197,442 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Information technology support costs per workstation | Efficiency | \$1,096.64 | \$1,201.61 | \$1,201.61 | \$1,350.94 | \$1,400.29 |
| Total number of workstations supported | Output | 145 | 141 | 141 | 141 | 141 |
| Percent of information technology problems resolved at time of call | Result | 90% | 70% | 70% | 70% | 70% |

Activity History and Description: Infrastructure Support Services was established to support four city departments: Development Review and Inspection; Planning, Environmental and Conservation Services; Watershed Protection; and Public Works and Transportation.

Activity Objective: The purpose of Information Technology Services activity 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:

- 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: Reduction in budgeted vacancy savings \$18,219 and an increase in pay for performance of \$6,959; Otherwise, substantially the same.

Responsible Employee: Beth Tobias 512-499-1414

Infrastructure Support Service-2000-01

Activity: Personnel / Training

Activity Code: 9TRN

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$75,868 | \$82,256 | \$82,256 | \$102,355 | \$105,997 |
| Total Requirements | \$75,868 | \$82,256 | \$82,256 | \$102,355 | \$105,997 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Personnel cost per FTE | Efficiency | \$523.73 | \$601.00 | \$601.00 | \$787.00 | \$815.00 |
| Training cost per FTE | Efficiency | \$92.33 | \$107.00 | \$107.00 | \$139.00 | \$144.00 |
| Lost time rate | N/A | 0.84 | 1.92 | 3.81% | 3.81% | 3.81% |
| Number of employee injuries | Output | 2 | 2 | 2 | 1 | 1 |
| Number of FTEs | Output | 123.25 | 110.25 | 116.25 | 110.5 | 110.5 |
| Total cost of personnel administration | Output | \$64,488 | \$69,861 | \$69,861 | \$87,002 | \$90,097 |
| Total training cost | Output | \$11,380 | \$12,395 | \$12,395 | \$15,353 | \$15,900 |
| Payroll error rate | Result | 0.05 | <1% | <1% | <1% | <1% |
| Percent of resignations leaving the City that complete exit interview | Result | N/A | 90% | 25% | 15% | 15% |
| Personnel Action Form (PAF) error rate | Result | N/A | 10% | 10% | 10% | 10% |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity is responsible for mandatory training, departmental Human Resources functions, performance discipline, employee counseling, and on the job counseling. This department is responsible for departmental support in Worker's Compensation issues and American with Disabilities Act (ADA), benefits, payroll and FMLA Act.

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.

Infrastructure Support Service-2000-01

Activity: *Personnel / Training*

Activity Code: *9TRN*

Program Name: *SUPPORT SERVICES*

Services of the Activity: Timesheets 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 adminis

Changes in Requirements and Performance Measures: A reduction in budgeted vacancy savings of \$15,778 and an increase in pay for performance distribution of \$3,642 is included in the Approved Budget.

Responsible Employee: Sylvia Gonzales 512-499-7250

Infrastructure Support Service-2000-01

Activity: PIO/Community Svs.

Activity Code: 9SVC

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$9,985 | \$14,324 | \$14,324 | \$0 | \$0 |
| Total Requirements | \$9,985 | \$14,324 | \$14,324 | \$0 | \$0 |
| Full-Time Equivalent | 0.50 | 0.50 | 0.50 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Number of media contacts | Demand | N/A | N/A | N/A | N/A | N/A |
| Cost per value of department-initiated media coverage | Efficiency | N/A | N/A | N/A | N/A | N/A |
| Number of media calls per requests responded to | Output | N/A | N/A | N/A | N/A | N/A |
| Percent of media calls per request responded to | Result | N/A | N/A | N/A | N/A | N/A |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity serves as a clearinghouse for media requests, produces newsletters, brochures and other printed materials, provides CAF and RCA coordination, and coordinate special events.

Activity Objective: The purpose of the PIO/Community Services/Marketing activity is to provide written and verbal communication to the public and city employees about department activities and events so that they can be aware, understand and appreciate the services/events offered.

Services of the Activity: Solicit news coverage through media contacts and news releases

- Answer media requests and assistance
- News release writing and distribution
- Poster, brochure and newsletter production
- News conference planning and coordination
- Providing customer service

Infrastructure Support Service-2000-01

Activity: *PIO/Community Svs.*

Activity Code: *9SVC*

Program Name: *SUPPORT SERVICES*

- News conferences and other speaking engagements
- Citizens complaint response
- Special events planning
- Coordinate speaking engagements
- Maintaining Internet/intranet sites
- Community meeting coordination
- Community hotline support

Changes in Requirements and Performance Measures:

The approved budget eliminates this activity by transferring PIO positions to Public Works, Planning Environmental and Conservation and Watershed Protection for operational efficiencies.

Responsible Employee:

Celeste Cromack

512-499-7039

Infrastructure Support Service-2000-01

Activity: Purchasing /M/ WBE

Activity Code: 9PUR

Program Name: SUPPORT SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$36,160 | \$36,409 | \$36,409 | \$37,461 | \$38,802 |
| Total Requirements | \$36,160 | \$36,409 | \$36,409 | \$37,461 | \$38,802 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 1.00 | 0.95 | 0.95 | 0.95 | 0.95 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|----------------------------|----------------------|-----------------------|----------------------|----------------------|
| Internal time from submittal of RX purchasing (for over \$5,000 purchases) | Efficiency | 2 days | 2 days | 2 days | 2 days | 2 days |
| Internal time from time of request to time order is placed (under \$5,000 purchases) | Efficiency | 2 days | 2 days | 2 days | 2 days | 2 days |
| Purchasing cost per dollar purchased (under \$5,000 only) | Efficiency | N/A | \$0.026 | \$0.026 | \$0.026 | \$0.026 |
| Number of transactions | Output | 3,428 | 2,920 | 1,214 | 1,250 | 3199 |
| Numbers of specifications issued | Output | 164 | 164 | 164 | 180 | 180 |
| Percent of under \$5,000 competitive procurement awards to certified M/WBE vendors | Result | MBE: 16.36% WBE: 12.57% | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% | MBE: 25% WBE: 10% |
| Turnaround time for accounts payable within the Department | Result | 25 days | 25 days | 25 days | 25 days | 25 days |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection and Public Works and Transportation.

This activity reviews compliance with purchasing regulations at the departmental level, process requisitions, departmental purchase orders, payment vouchers, and petty cash reimbursements to ensure compliance with all state and local ordinances.

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: Bid processing (under \$5,000)

Infrastructure Support Service-2000-01

Activity: *Purchasing /M/ WBE*

Activity Code: *9PUR*

Program Name: *SUPPORT SERVICES*

- Contract administration
- RCA preparation for contract awards
- Coordinating RFQs
- Checking under \$5,000 guidelines
- Technical assistance
- Purchasing reporting and Payment activities
- Payment processing

Changes in Requirements and Performance Measures:

The approved includes an increase in pay for performance distribution of \$1,341, otherwise substantially the same.

Responsible Employee:

Jennifer Goodman

512-499-1425

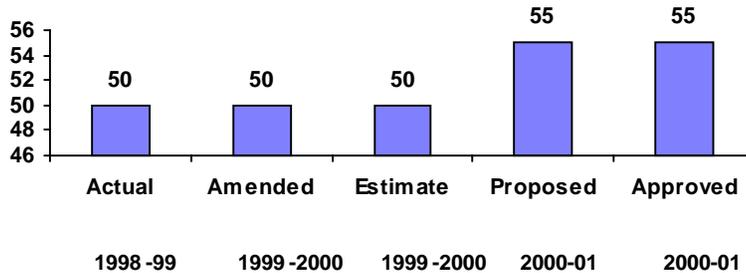
Infrastructure Support Service-2000-01

Program: *TECHNICAL SERVICES*

Program Objective: The purpose of the Technical Services program is to provide computer/voice support and geographic information services (GIS) to client departments and the public so they can meet their information needs.

Program Results Measures:

Percent of support calls resolved in 2 hours or less



| Performance Measures: | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|---------------------------|------------------------------|-------------------------------|--|--|
| Percent of customers satisfied with overall quality of application development products based on annual survey | 71% | 75% | 75% | 2% increase over previous year actuals | 2% increase over previous year actuals |
| Percent of support calls resolved in 2 hours or less | 50 | 50 | 50 | 55 | 55 |

List of Activities (Includes all Funding Sources)

| Activity Name | 1998-99 Actual | 1998-99 FTE | 1999-2000 Amended | 1999-2000 FTE | 1999-2000 Estimate | 1999-2000 FTE | 2000-01 Proposed | 2000-01 FTE | 2000-01 Approved | 2000-01 FTE |
|-----------------------------------|---------------------------|------------------------|------------------------------|--------------------------|-------------------------------|--------------------------|-----------------------------|------------------------|-----------------------------|------------------------|
| Computer/Voice Support | \$1,109,078 | 17.50 | \$1,532,593 | 16.50 | \$1,412,593 | 16.50 | \$1,622,329 | 16.50 | \$1,654,792 | 16.50 |
| Engineering and Document Services | \$482,583 | 9.00 | \$461,309 | 9.00 | \$461,309 | 9.00 | \$439,790 | 8.00 | \$451,925 | 8.00 |
| GIS Services | \$975,069 | 21.00 | \$1,128,194 | 17.00 | \$1,128,194 | 17.00 | \$1,026,607 | 19.00 | \$1,061,247 | 19.00 |
| Programming | \$1,267,323 | 19.50 | \$1,410,415 | 19.50 | \$1,410,415 | 19.50 | \$1,484,997 | 19.50 | \$1,531,980 | 19.50 |
| Total | \$3,834,053 | 67.00 | \$4,532,511 | 62.00 | \$4,412,511 | 62.00 | \$4,573,723 | 63.00 | \$4,699,944 | 63.00 |

Infrastructure Support Service-2000-01

Activity: Computer/Voice Support

Activity Code: 33CS

Program Name: TECHNICAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$1,109,078 | \$1,532,593 | \$1,412,593 | \$1,622,329 | \$1,654,792 |
| Total Requirements | \$1,109,078 | \$1,532,593 | \$1,412,593 | \$1,622,329 | \$1,654,792 |
| Full-Time Equivalents | 17.50 | 16.50 | 16.50 | 16.50 | 16.50 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per connection to the PBX | Efficiency | N/A | \$55.07 | \$55.07 | \$55.00 | \$55.00 |
| Cost per network device served | Efficiency | N/A | \$105.67 | \$105.67 | \$100.00 | \$100.00 |
| Cost per service call | Efficiency | \$50.29 | \$62.93 | \$62.93 | \$60.00 | \$60.00 |
| Cost per system administration call | Efficiency | N/A | \$49.40 | \$49.40 | \$46.00 | \$46.00 |
| Number of ancillary technical service calls resolved | Output | N/A | 2,100 | 150 | 130 | 130 |
| Number of field service calls resolved | Output | N/A | 8,090 | 356 | 392 | 392 |
| Number of service desk calls resolved | Output | N/A | 8,300 | 7398 | 8138 | 8138 |
| Number of telephone service calls resolved | Output | N/A | 900 | 18 | 20 | 20 |
| Percent of ancillary technical services calls other than purchasing resolved within two weeks | Result | N/A | 60% | 60% | 78% | 78% |
| Percent of field service calls resolved within three days | Result | N/A | 50% | 50% | 60% | 60% |
| Percent of support calls resolved in 2 hours or less | Result | 50 | 50 | 50 | 55 | 55 |
| Percent of voice systems calls resolved within 3 days | Result | N/A | 55% | 55% | 60% | 60% |

Activity History and Description: Infrastructure Support Services was established to support four city departments: Development Review and Inspection; Planning, Environmental and Conservation Services; Watershed Protection; and Public Works and Transportation. Computer Support provides the telecommunication and information technology infrastructure to support department business needs.

Infrastructure Support Service-2000-01

Activity: *Computer/Voice Support*

Activity Code: 33CS

Program Name: TECHNICAL SERVICES

Activity Objective: The purpose of Computer/Voice Support activity is to provide technical support, long range planning, and voice system administration to our client departments so they will have available and operational the technology and voice communication tools they need to conduct business.

Services of the Activity:

- Service Desk
 - Support for computers,. printers, servers, phones and software
- Field Services
 - Hardware/software installations
 - Network Printer Maintenance
- Ancillary Technical Services
 - Upgrades/moves
 - Purchasing specifications
 - Systems administration.

Changes in Requirements and Performance Measures: The output measures have changed significantly in FY2000-01, as compared to FY1999-2000 Amended Budget, as the department's collection methods have improved throughout FY1999-2000. The Approved Budget includes an increase in the distribution of pay for performance of \$32,463 for FY 00-01.

Responsible Employee: Scott Buechler 512-499-1499

Infrastructure Support Service-2000-01

Activity: *Engineering and Document Services*

Activity Code: 36ED

Program Name: TECHNICAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$482,583 | \$461,309 | \$461,309 | \$439,790 | \$451,925 |
| Total Requirements | \$482,583 | \$461,309 | \$461,309 | \$439,790 | \$451,925 |

| | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Full-Time Equivalent | 9.00 | 9.00 | 9.00 | 8.00 | 8.00 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|---|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost of service requests completed per employee | Efficiency | N/A | \$21.70 | \$21.70 | \$10.46 | \$11.48 |
| Number of CIP plans and specs distributed | Output | N/A | 70 | 41 | 75 | 75 |
| Number of documents reproduced and distributed | Output | N/A | 90,000 | 90,000 | 80,000 | 80,000 |
| Number of legal descriptions reviewed | Output | N/A | 360 | 360 | 360 | 360 |
| Number of service requests processed and delivered | Output | N/A | 17,000 | 32,462 | 32,000 | 32,000 |
| Number of zonings verified | Output | N/A | 2,500 | 2,500 | 2,500 | 2,500 |
| Percent of "walk-in" clients satisfied with level of service received | Result | 90% | 90% | 90% | 90% | 90% |
| Percent of legal descriptions reviewed within three working days of receipt | Result | 90% | 90% | 90% | 100% | 100% |

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection; and Public Works and Transportation.

This activity provides guidance to customer departments on record retention, storage and destruction requirements. This area also distributes hand development related documents, responds to customer inquires concerning zoning jurisdictions, prepares land parcel, legal descriptions and researches engineering and land title records.

Activity Objective: The purpose of the Engineering and Document Services activity is to provide documents to the public and client departments as to meet their informational needs.

Infrastructure Support Service-2000-01

Activity: *Engineering and Document Services*

Activity Code: 36ED

Program Name: TECHNICAL SERVICES

Services of the Activity:

- Records management
- Capital Improvement Projects plan and specification distribution
- Prepare and review land parcel legal descriptions
- Research engineering and land title records
- Zoning verification
- Document sales
- Scanning and imaging

Changes in Requirements and Performance Measures:

The Approved Budget transfers 1 vacant FTE to the Development Review and inspection Department at \$36,732 and an increase in pay for performance distribution of \$12,135.

Responsible Employee:

Dean LaBonte

512-499-2700

Infrastructure Support Service-2000-01

Activity: GIS Services

Activity Code: 34GS

Program Name: TECHNICAL SERVICES

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$975,069 | \$1,128,194 | \$1,128,194 | \$1,026,607 | \$1,061,247 |
| Total Requirements | \$975,069 | \$1,128,194 | \$1,128,194 | \$1,026,607 | \$1,061,247 |
| Full-Time Equivalent | 21.00 | 17.00 | 17.00 | 19.00 | 19.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Cost per linear miles of GIS data maintained per employee | Efficiency | \$32.22 | \$26.53 | \$15.66 | \$21.98 | \$24.11 |
| Number of customer requests completed | Output | N/A | 750 | 750 | 800 | 800 |
| Number of LDC related reviews completed | Output | N/A | 1,100 | 1,100 | 1,100 | 1,100 |
| Number of linear miles of GIS data added | Output | 5,216 | 1,500 | 3,744 | 1,500 | 1,500 |
| Number of subdivision lots added | Output | N/A | 5,000 | 3,000 | 2,000 | 2,000 |
| Average time required to enter recorded subdivision into database. | Result | N/A | N/A | N/A | 3 WKS | 3 WKS |
| Percent of customers satisfied with overall quality of GIS application development products based on annual survey | Result | 90% | 75% | 75% | 75% | 75% |
| Percent of Land Development Code (LDC) mandated cycle times for reviews are met | Result | 99% | 100% | 100% | 100% | 100% |

Activity History and Description: Infrastructure Support Services was established to support four city departments: Development Review and Inspection; Planning, Environmental and Conservation Services; Watershed Protection; and Public Works and Transportation.
This activity creates and maintains geographic data based on information related to streets and street segments, regional maps and produces custom/special GIS products.

Activity Objective: The purpose of Geographic Information Services (GIS) activity is to create, maintain, store, manipulate, analyze and distribute a collection of spatial/tabular data and procedures to client departments and the public so they can meet their information needs.

Infrastructure Support Service-2000-01

Activity: GIS Services

Activity Code: 34GS

Program Name: TECHNICAL SERVICES

Services of the Activity:

Create and maintain digital mapping data

- Create customized mapping data sets
- Review land development applications
- Verify zoning
- Assign and maintain addresses

Changes in Requirements and Performance Measures:

The Approved Budget eliminates temporary positions formerly funded by CAPCO at \$158,965. Two GIS temporary positions are being converted to permanent at a cost of \$19,616. GIS Computer replacement increase by \$36,400. The performance measure for number of linear miles of GIS data added, will decrease in FY 01 due to the completion of a special project that is forecast to be completed by September 2000. Included in the Approved Budget is an increase in pay for performance distribution of \$34,640 or 4%.

Responsible Employee:

Dean LaBonte

512-499-2700

Infrastructure Support Service-2000-01

Activity: *Programming*
Activity Code: *32PR*
Program Name: *TECHNICAL SERVICES*

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|--------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$1,267,323 | \$1,410,415 | \$1,410,415 | \$1,484,997 | \$1,531,980 |
| Total Requirements | \$1,267,323 | \$1,410,415 | \$1,410,415 | \$1,484,997 | \$1,531,980 |

| | | | | | |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| Full-Time Equivalent | 19.50 | 19.50 | 19.50 | 19.50 | 19.50 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--|------------|-------------------|----------------------|-----------------------|--|--|
| Cost per production database table maintained | Efficiency | \$143 | \$146 | \$1,410 | \$1,449 | \$1,495 |
| Number of production database tables maintained | Output | 7,313 | 9,660 | 1,000 | 1,025 | 1,025 |
| Percent of customers satisfied with overall quality of application development products based on annual survey | Result | 71% | 75% | 75% | 2% increase over previous year actuals | 2% increase over previous year actuals |

Activity History and Description: Infrastructure Support Services was established to support four city departments: Development Review and Inspection; Planning, Environmental and Conservation Services; Watershed Protection; and Public Works and Transportation.

This activity designs programs, develops, maintain, supports and enhances applications and databases and assists customers in determining the best way to automate business processes.

Activity Objective: The purpose of the Programming activity is to provide systems and applications to customers so they can meet their information needs.

Services of the Activity: Systems analysis
 · Database and application design/development
 · Documentation and Training
 · Application installation/support
 · Consulting and software evaluation

Changes in Requirements and Performance Measures: The Approved Budget increases \$100,000 for outside Programming contract to assist on special projects. Computer hardware and software increase of \$14,700 and a reduction of \$60,000 for one time purchase of SDE software. Included in the Approved Budget for FY 00-01 is an increase in pay for performance of \$46,983 or 4% for this activity. The number of production database tables maintained was a new measure for FY 00-01. The calculation

Infrastructure Support Service-2000-01

Activity: *Programming*

Activity Code: *32PR*

Program Name: *TECHNICAL SERVICES*

for the database tables were incorrect in FY1999-2000. ISS has a more effective way to track those measure and the approved target reflect those adjustments.

Responsible Employee:

Beth Tobias

512-499-1414

Infrastructure Support Service-2000-01

Activity: Other Requirements

Activity Code: 9REQ

Program Name: TRANSFERS & OTHER REQUIREMENTS

| Requirements and FTE | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|--------------------------------------|-------------------|----------------------|-----------------------|---------------------|---------------------|
| Infrastructure Support Services Fund | \$70,910 | \$275,621 | \$265,427 | \$230,849 | \$42,818 |
| Total Requirements | \$70,910 | \$275,621 | \$265,427 | \$230,849 | \$42,818 |
| Full-Time Equivalents | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Activity Performance Measures:

| Performance Measures: | Type | 1998-99 Actual | 1999-2000 Amended | 1999-2000 Estimate | 2000-01 Proposed | 2000-01 Approved |
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|
|-----------------------|------|-------------------|----------------------|-----------------------|---------------------|---------------------|

Activity History and Description: Infrastructure Support Services was established to support four City departments: Development Review and Inspection; Planning, Environmental, and Conservation Services; Watershed Protection; and Public Works and Transportation.

Activity Objective: To account for other departmental requirements that occur at the fund level including 27th pay period.

Services of the Activity: None

Changes in Requirements and Performance Measures: A reduction in accrued payroll expenses associated with the 27th pay period cost \$241,966 and an increase in Workers Compensation of \$7,963 are included in the Approved Budget. A decrease in pay for performance of \$188,031 is included in the approved which \$141,449 is compensation adjustment and \$46,582 is wage adjustment.

Responsible Employee: Pete Sanders 512-499-7283

Employee Benefits Fund—2000-01

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 a contribution from the City, contributions of 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 2000-01 is \$65.9 million, a \$15.3 million increase from the 1999-00 approved budget. This increase is the result of a larger overall employee and retiree population and increasing participant and City contributions due to rising health care costs.

Factors Affecting Requirements

The Employee Benefits Fund's approved requirements for 2000-01 are \$63.2 million, a \$11.9 million increase from 1999-00 approved budget. This increase is the result of increased health care costs, which impact both the City Medical Plan and the HMO options, and an increasing population.

EMPLOYEE BENEFITS FUND SUMMARY

| | 1998-99 ACTUAL | 1999-2000 AMENDED | 1999-2000 ESTIMATED | 2000-01 PROPOSED | 2000-01 APPROVED |
|---|-----------------------|----------------------|---------------------------|---------------------|---------------------|
| BEGINNING BALANCE | 4,263,274 | 2,804,174 | 2,628,666 | 406,647 | 406,647 |
| REVENUE: | | | | | |
| City Contributions | 26,998,812 | 30,862,398 | 30,862,399 | 43,044,135 | 44,591,748 |
| Employee Medical | 8,438,029 | 10,666,700 | 10,044,000 | 11,220,394 | 11,682,064 |
| Employee Life | 1,117,906 | 1,217,700 | 1,163,048 | 1,109,918 | 1,174,001 |
| Employee Dental | 1,465,310 | 1,562,400 | 1,582,702 | 1,560,725 | 1,619,635 |
| Employee Long Term Disability | 1,079,847 | 1,172,000 | 1,204,693 | 1,213,490 | 1,281,330 |
| Employee Prepaid Legal | 107,385 | 122,400 | 157,285 | 168,192 | 194,475 |
| Retiree Medical Contribution | 2,545,868 | 3,785,100 | 3,324,636 | 4,468,927 | 4,611,207 |
| Retiree Dental Contributions | 307,386 | 323,200 | 368,115 | 376,800 | 403,200 |
| Cobra Contributions | 365,225 | 416,000 | 383,353 | 377,391 | 379,806 |
| Miscellaneous Revenue | 395,556 | 0 | 0 | 0 | 0 |
| Transfer from General Fund | 0 | 500,000 | 500,000 | 0 | 0 |
| TOTAL REVENUE | <u>42,821,324</u> | <u>50,627,898</u> | <u>49,590,231</u> | <u>63,539,972</u> | <u>65,937,466</u> |
| REQUIREMENTS: | | | | | |
| City Medical Plan | 17,449,664 | 18,512,456 | 20,190,490 | 22,682,663 | 23,520,083 |
| Prescriptions City Plan | 3,470,818 | 4,101,800 | 4,173,628 | 5,008,928 | 5,195,401 |
| Dental Claims | 2,543,425 | 2,666,900 | 2,785,794 | 2,887,373 | 2,993,664 |
| Dental Premiums - Retirees | 309,089 | 323,600 | 370,720 | 378,336 | 404,760 |
| Prudential Premiums | 1,621,995 | 2,251,800 | 1,392,759 | 330,036 | 1,258,751 |
| PCA Premiums | 660,755 | 12,791,800 | 12,150,077 | 3,213,961 | 3,233,434 |
| Amil Premiums | 10,484,131 | 1,065,100 | 1,308,760 | 14,917,035 | 15,975,749 |
| Blue Cross Blue Shield - Retirees | 1,612,105 | 409,000 | 1,581,897 | 1,937,272 | 1,916,579 |
| Alternative to Blue Shield | 0 | 1,455,300 | 0 | 0 | 0 |
| Retiree Medical Over 65 | 0 | 0 | 477,787 | 1,570,460 | 204,980 |
| Basic Life Insurance & AD&D | 342,227 | 347,200 | 329,582 | 323,832 | 337,788 |
| Life Insurance - Supp. & Dependent | 1,086,300 | 1,170,200 | 1,104,844 | 1,109,918 | 1,174,001 |
| Stop Loss Premiums - Health | 450,803 | 500,900 | 521,059 | 760,405 | 968,341 |
| Long Term Disability Premiums | 1,081,456 | 1,126,300 | 1,163,235 | 1,213,490 | 1,281,330 |
| Short Term Disability Premiums | 369,711 | 325,900 | 351,377 | 367,335 | 385,831 |
| Employee Assistance Program | 150,187 | 140,400 | 145,929 | 145,344 | 154,284 |
| Wellness Program | 153,105 | 200,000 | 150,000 | 200,000 | 200,000 |
| Child Care | 75,425 | 600,000 | 600,000 | 600,000 | 600,000 |
| Unemployment | 176,680 | 300,000 | 174,543 | 200,000 | 200,000 |
| Prepaid Legal | 107,267 | 122,400 | 157,293 | 168,192 | 194,475 |
| Administration and Other Fees | 2,312,475 | 2,867,800 | 2,682,476 | 2,947,861 | 3,046,764 |
| TOTAL REQUIREMENTS | <u>44,457,618</u> | <u>51,278,856</u> | <u>51,812,250</u> | <u>60,962,441</u> | <u>63,246,215</u> |
| EXCESS (DEFICIENCY) OF REVENUES IN OVER TOTAL REQUIREMENTS | <u>(1,636,294)</u> | <u>(650,958)</u> | <u>(2,222,019)</u> | <u>2,577,531</u> | <u>2,691,251</u> |
| CLAIMS RESERVE | <u>2,094,174</u> | <u>2,153,216</u> | <u>2,153,216</u> | <u>2,984,178</u> | <u>3,097,898</u> |
| Adjustments to GAAP | <u>1,686</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| ENDING BALANCE | <u><u>534,492</u></u> | <u><u>0</u></u> | <u><u>(1,746,569)</u></u> | <u><u>0</u></u> | <u><u>0</u></u> |

Liability Reserve Fund —2000-01

Purpose and Nature of Fund

The Liability Reserve Fund was established in 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 No.10, which provides accounting standards for risks and insurance, became effective during the City's 1995 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 to fund 75% of the estimated claims liability.

Factors Affecting Revenue

The 2000-01 approved revenue from the General Fund and other operating funds total \$4.0 million.

Factors Affecting Requirements

Estimates for 2000-01 for the Liability Reserve Fund include \$12.5 million in outstanding claims. Of this amount \$11.8 million is estimated to be currently funded and the remaining portion (6%) will be ultimately be funded by City Departments.

Annual costs of the fund include small claims and any claims payments that exceed reserved amounts. Total 2000-2001 approved requirements are \$4.3 million, leaving a budgeted negative fund balance of \$.8 million.

LIABILITY RESERVE FUND SUMMARY

| | 1998-99 <u>ACTUAL</u> | 1999-2000 <u>AMENDED</u> | 1999-2000 <u>ESTIMATED</u> | 2000-01 <u>PROPOSED</u> | 2000-01 <u>APPROVED</u> |
|---------------------------------|--------------------------|-----------------------------|-------------------------------|----------------------------|----------------------------|
| BEGINNING BALANCE | <u>(545,784)</u> | <u>(1,878,184)</u> | <u>(720,775)</u> | <u>(479,775)</u> | <u>(479,775)</u> |
| REVENUE: | | | | | |
| General Fund | 3,000,000 | 2,500,000 | 2,500,000 | 2,500,000 | 2,500,000 |
| Support Services Fund | 250,000 | 172,000 | 172,000 | 160,000 | 160,000 |
| Aviation | 0 | 18,000 | 18,000 | 50,000 | 50,000 |
| Convention Center | 0 | 0 | 0 | 9,000 | 9,000 |
| Drainage | 24,000 | 33,000 | 33,000 | 21,000 | 21,000 |
| Electric | 26,000 | 600,000 | 600,000 | 260,000 | 260,000 |
| PARD - Golf | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 |
| PARD - Recreation | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 |
| Solid Waste Services | 169,000 | 174,000 | 174,000 | 197,000 | 197,000 |
| Transportation | 4,000 | 4,000 | 4,000 | 4,000 | 4,000 |
| Water | 140,000 | 177,000 | 177,000 | 285,000 | 285,000 |
| Wastewater | 260,000 | 247,000 | 247,000 | 460,000 | 460,000 |
| Fleet Maintenance | 4,000 | 22,000 | 22,000 | 23,000 | 23,000 |
| Radio | 600 | 1,000 | 1,000 | 1,000 | 1,000 |
| Info Systems | 6,000 | 3,000 | 3,000 | 4,000 | 4,000 |
| PECSD | 0 | 7,000 | 7,000 | 0 | 0 |
| FQHC | 6,000 | 6,000 | 6,000 | 7,000 | 7,000 |
| ISS | 3,000 | 3,000 | 3,000 | 3,000 | 3,000 |
| PW CIP Mgmt | 4,000 | 4,000 | 4,000 | 4,000 | 4,000 |
| Housing | 0 | 1,000 | 1,000 | 10,000 | 10,000 |
| Claims Settlements | 290,000 | 0 | 0 | 0 | 0 |
| TOTAL REVENUES | <u>4,188,600</u> | <u>3,974,000</u> | <u>3,974,000</u> | <u>4,000,000</u> | <u>4,000,000</u> |
| REQUIREMENTS: | | | | | |
| Claims | 4,491,834 | 3,733,000 | 3,733,000 | 4,300,000 | 4,300,000 |
| TOTAL REQUIREMENTS | <u>4,491,834</u> | <u>3,733,000</u> | <u>3,733,000</u> | <u>4,300,000</u> | <u>4,300,000</u> |
| EXCESS (DEFICIENCY) OF REVENUES | | | | | |
| IN OVER TOTAL REQUIREMENTS | <u>(303,234)</u> | <u>241,000</u> | <u>241,000</u> | <u>(300,000)</u> | <u>(300,000)</u> |
| Adjustment to GAAP | <u>128,243</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| ENDING BALANCE | <u><u>(720,775)</u></u> | <u><u>(1,637,184)</u></u> | <u><u>(479,775)</u></u> | <u><u>(779,775)</u></u> | <u><u>(779,775)</u></u> |

Workers' Compensation Fund—2000-01

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 2000-01 Workers' Compensation Fund includes transfers in totaling \$9.1 million, a \$3.2 million increase from the 1999-00 amended budget. The 2000-01 Approved Budget also reflects no beginning balance, a \$3.4 million decrease from the 1999-00 amended budget. Revenues provide sufficient funding to meet projected expenses for 2000-01, and fund a reserve.

Factors Affecting Requirements

Approved requirements for 2000-01 for the Workers' Compensation Fund are \$7.7 million, a \$1.7 million decrease from the 1999-00 amended budget. The 1999-00 amended budget includes claims payments and liabilities for several catastrophic claims which are not expected to occur in 2000-01. Therefore, medical and indemnity expenses are projected to decrease. Also, a claims reserve, which is maintained at 25% of projected claims, was depleted during 1999-00. Therefore, a claims reserve of \$1.4 million is included in the approved budget.

WORKERS' COMPENSATION FUND SUMMARY

| | 1998-99 <u>ACTUAL</u> | 1999-2000 <u>AMENDED</u> | 1999-2000 <u>ESTIMATED</u> | 2000-01 <u>PROPOSED</u> | 2000-01 <u>APPROVED</u> |
|-------------------------------------|--------------------------|-----------------------------|-------------------------------|----------------------------|----------------------------|
| BEGINNING BALANCE | 4,245,126 | 3,448,730 | 3,448,730 | 0 | 0 |
| TRANSFERS IN | | | | | |
| General Fund | 2,285,508 | 3,667,888 | 3,667,888 | 5,810,516 | 5,810,516 |
| Tourism & Promotion | 0 | 0 | 0 | 0 | 0 |
| Aviation | 26,739 | 40,380 | 40,380 | 92,025 | 92,025 |
| Convention Center | 48,132 | 45,105 | 45,105 | 77,709 | 77,709 |
| Watershed Protection | 38,243 | 60,352 | 60,352 | 87,933 | 87,933 |
| Electric | 461,900 | 384,972 | 384,972 | 703,449 | 703,449 |
| PARD - Golf | 11,735 | 16,516 | 16,516 | 48,352 | 48,352 |
| PARD - Recreation | 3,629 | 3,350 | 3,350 | 2,019 | 2,019 |
| PARD - Softball | 4,982 | 626 | 626 | 226 | 226 |
| Solid Waste Services | 498,555 | 490,922 | 490,922 | 643,311 | 643,311 |
| Transportation | 149,952 | 196,943 | 196,943 | 273,563 | 273,563 |
| Water | 292,446 | 351,886 | 351,886 | 493,587 | 493,587 |
| Wastewater | 266,506 | 350,668 | 350,668 | 599,790 | 599,790 |
| Fleet and Radio Maintenance | 129,671 | 181,355 | 181,355 | 260,765 | 260,765 |
| Utility Customer Service Office | 0 | 137,454 | 137,454 | 0 | 0 |
| PECSD | 5,395 | 10,856 | 10,856 | 0 | 0 |
| ISS | 595 | 3,855 | 3,855 | 11,918 | 11,918 |
| PCF | 3,000 | 0 | 0 | 0 | 0 |
| Capital Projects Management | 44,662 | 28,742 | 28,742 | 19,960 | 19,960 |
| TRANSFERS IN | <u>4,271,650</u> | <u>5,971,870</u> | <u>5,971,870</u> | <u>9,125,123</u> | <u>9,125,123</u> |
| TOTAL AVAILABLE | <u>4,271,650</u> | <u>5,971,870</u> | <u>5,971,870</u> | <u>9,125,123</u> | <u>9,125,123</u> |
| REQUIREMENTS: | | | | | |
| Operations & Administration | 2,109,626 | 2,012,124 | 2,012,124 | 1,869,523 | 1,869,523 |
| Settlements | 746,359 | 1,004,873 | 1,004,873 | 1,150,000 | 1,150,000 |
| Medical Expenses | 2,159,302 | 5,938,445 | 5,938,445 | 4,514,480 | 4,514,480 |
| Indemnity Payments | 679,818 | 1,351,945 | 1,351,945 | 1,200,000 | 1,200,000 |
| Court & Legal Fees | 8,109 | 25,862 | 25,862 | 65,000 | 65,000 |
| Interdepartmental & Expense Refunds | <u>(635,169)</u> | <u>(912,649)</u> | <u>(912,649)</u> | <u>(1,125,000)</u> | <u>(1,125,000)</u> |
| TOTAL REQUIREMENTS | <u>5,068,046</u> | <u>9,420,600</u> | <u>9,420,600</u> | <u>7,674,003</u> | <u>7,674,003</u> |

WORKERS' COMPENSATION FUND SUMMARY

| | 1998-99 <u>ACTUAL</u> | 1999-2000 <u>AMENDED</u> | 1999-2000 <u>ESTIMATED</u> | 2000-01 <u>PROPOSED</u> | 2000-01 <u>APPROVED</u> |
|---|--------------------------|-----------------------------|-------------------------------|----------------------------|----------------------------|
| EXCESS (DEFICIENCY) OF REVENUES IN OVER TOTAL REQUIREMENTS | <u>(796,396)</u> | <u>(3,448,730)</u> | <u>(3,448,730)</u> | <u>1,451,120</u> | <u>1,451,120</u> |
| Reserve Requirements | <u>1,160,500</u> | <u>0</u> | <u>0</u> | <u>1,451,120</u> | <u>1,451,120</u> |
| Adjustments to GAAP | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| ENDING BALANCE | <u><u>2,288,230</u></u> | <u><u>0</u></u> | <u><u>0</u></u> | <u><u>0</u></u> | <u><u>0</u></u> |

SUMMARY OF GRANTS — 2000-2001

(\$000s)

| | 1999-00 <u>Authorization</u> | 1999-00 <u>FTEs</u> | 2000-01 <u>Approved</u> | 2000-01 Approved <u>FTEs</u> |
|--|---------------------------------|------------------------|----------------------------|------------------------------------|
| EMERGENCY MEDICAL SERVICES | | | | |
| <i>Continuing Education Conference</i> | 0 | 0.00 | 5 | 0.00 |
| EMERGENCY MEDICAL SERVICES TOTAL | \$0 | 0.00 | \$5 | 0.00 |
| FINANCIAL SERVICES | | | | |
| <i>Ryan White I (HIV) - Emergency Services</i> | 0 | 1.00 | 0 | 1.00 |
| FINANCIAL SERVICES TOTAL | \$0 | 1.00 | \$0 | 1.00 |
| HEALTH AND HUMAN SERVICES | | | | |
| <i>Certification Funds (Formerly Title IV-A)</i> | 700 | 0.00 | 513 | 0.00 |
| <i>Children With Special Health Care Needs</i> | 123 | 3.00 | 0 | 0.00 |
| <i>Children's Health Insurance Program (CHIP)</i> | 138 | 0.00 | 138 | 0.00 |
| <i>CHIP Interim</i> | 91 | 0.00 | 0 | 0.00 |
| <i>Community Change for Youth Development</i> | 175 | 2.00 | 50 | 3.00 |
| <i>Community Services Block Grant (CSBG)</i> | 615 | 14.00 | 653 | 14.00 |
| <i>Diabetes Awareness and Education in the Community</i> | 100 | 2.00 | 100 | 2.00 |
| <i>Emergency Shelter Grant (ESG)</i> | 288 | 0.00 | 288 | 0.00 |
| <i>Hepatitis C</i> | 112 | 0.00 | 278 | 2.00 |
| <i>HIV Health & Social Services</i> | 344 | 1.00 | 344 | 1.00 |
| <i>HIV PCPE/HERR</i> | 257 | 7.50 | 257 | 7.50 |
| <i>HIV Surveillance</i> | 128 | 3.00 | 156 | 3.00 |
| <i>Housing Opportunities for Persons with AIDS (HOPWA) - HUD</i> | 767 | 0.00 | 787 | 0.00 |
| <i>Housing Opportunities for Persons with AIDS (HOPWA) - TDH</i> | 24 | 0.00 | 50 | 0.00 |
| <i>Immunization Action Plan (IAP)</i> | 122 | 4.00 | 0 | 0.00 |
| <i>Immunization Outreach</i> | 261 | 6.00 | 383 | 10.00 |
| <i>Maternal and Child Health (Core Public Health)</i> | 136 | 2.00 | 137 | 2.00 |
| <i>Refugee Health Screening</i> | 88 | 2.00 | 150 | 2.00 |
| <i>Refugee Transition Project</i> | 38 | 0.00 | 37 | 0.00 |
| <i>Regional/Local Health Operations (Formerly ORAS)</i> | 219 | 4.00 | 219 | 4.00 |
| <i>Ryan White II (HIV) - Consortium</i> | 475 | 6.00 | 925 | 6.00 |
| <i>Ryan White III (HIV) Early Intervention</i> | 813 | 10.50 | 1,013 | 10.50 |
| <i>Ryan White Title I HIV Emergency Care</i> | 3,576 | 14.50 | 3,934 | 15.50 |
| <i>Safe Communities Data Assessment Project</i> | 40 | 0.00 | 40 | 0.00 |
| <i>Saint John's - Families Together and Safe Initiative</i> | 207 | 1.00 | 207 | 1.00 |
| <i>Sexually Transmitted Disease Control (STD)</i> | 140 | 4.00 | 140 | 4.00 |
| <i>Southeast Austin Community Youth Development</i> | 533 | 3.00 | 536 | 3.00 |

SUMMARY OF GRANTS — 2000-2001

(\$000s)

| | <u>1999-00</u> <u>Authorization</u> | <u>1999-00</u> <u>FTEs</u> | <u>2000-01</u> <u>Approved</u> | <u>2000-01</u> <u>Approved</u> <u>FTEs</u> |
|---|--|-------------------------------|-----------------------------------|--|
| <i>STD</i> | 11 | 0.00 | 11 | 0.00 |
| <i>TB Control and Outreach</i> | 162 | 5.00 | 162 | 5.00 |
| <i>TB Elimination</i> | 171 | 5.00 | 171 | 5.00 |
| <i>Title V - East Austin Youth Charter</i> | 100 | 1.00 | 0 | 1.00 |
| <i>Title X Family Planning</i> | 89 | 3.00 | 95 | 3.00 |
| <i>Traffic Safety Project</i> | 0 | 0.00 | 85 | 1.75 |
| <i>Weed and Seed Project</i> | 250 | 1.50 | 250 | 3.50 |
| <i>WIC Administration/Nutrition</i> | 2,470 | 67.00 | 2,470 | 64.00 |
| <i>WIC Lactation Center Project</i> | 148 | 3.00 | 182 | 3.00 |
| HEALTH AND HUMAN SERVICES TOTAL | <u>\$13,911</u> | <u>175.00</u> | <u>\$14,761</u> | <u>176.75</u> |
| HUMAN RESOURCES | | | | |
| <i>Equal Employment Opportunity (EEO)</i> | 197 | 3.50 | 189 | 3.00 |
| <i>Fair Housing Act Compliance</i> | 54 | 1.50 | 98 | 1.00 |
| HUMAN RESOURCES TOTAL | <u>\$251</u> | <u>5.00</u> | <u>\$287</u> | <u>4.00</u> |
| LIBRARY | | | | |
| <i>Central Texas Library System (CTLS)</i> | 915 | 8.00 | 915 | 8.00 |
| <i>Federal Technical Assistance Negotiated Grant (TANG)</i> | 85 | 1.00 | 90 | 1.00 |
| <i>Interlibrary Loan</i> | 238 | 4.50 | 255 | 4.25 |
| LIBRARY TOTAL | <u>\$1,238</u> | <u>13.50</u> | <u>\$1,260</u> | <u>13.25</u> |
| MUNICIPAL COURT | | | | |
| <i>LEOSE</i> | 0 | 0.00 | 3 | 0.00 |
| MUNICIPAL COURT TOTAL | <u>\$0</u> | <u>0.00</u> | <u>\$3</u> | <u>0.00</u> |
| NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT | | | | |
| <i>Community Development Block Grant (CDBG)</i> | 8,551 | 43.25 | 8,093 | 48.25 |
| <i>HOME Investment Partnership Program</i> | 3,137 | 13.75 | 3,147 | 13.75 |
| <i>Section 8 Substantial Housing Assistance Program</i> | 35 | 0.00 | 0 | 0.00 |
| NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT TOTAL | <u>\$11,723</u> | <u>57.00</u> | <u>\$11,240</u> | <u>62.00</u> |
| OEM/MANAGEMENT SERVICES | | | | |
| <i>Federal Emergency Management Assistance Program</i> | 125 | 4.00 | 125 | 0.00 |
| <i>First Response/Anti-Terrorism Equipment</i> | 100 | 0.00 | 0 | 0.00 |
| <i>Metropolitan Medical Response System (MMRS)</i> | 600 | 0.00 | 0 | 0.00 |
| <i>Project Impact Program Grant</i> | 0 | 0.00 | 300 | 1.00 |

SUMMARY OF GRANTS — 2000-2001

(\$000s)

| | <u>1999-00</u> <u>Authorization</u> | <u>1999-00</u> <u>FTEs</u> | <u>2000-01</u> <u>Approved</u> | <u>2000-01</u> <u>Approved</u> <u>FTEs</u> |
|---|--|-------------------------------|-----------------------------------|--|
| OEM/MANAGEMENT SERVICES TOTAL | \$825 | 4.00 | \$425 | 1.00 |
| PARKS AND RECREATION | | | | |
| <i>American Association for the Advancement of Science</i> | 0 | 0.00 | 3 | 0.00 |
| <i>Community Outdoor Outreach Grant</i> | 30 | 0.00 | 0 | 0.00 |
| <i>Emma Long Motorcycle Trail</i> | 100 | 0.00 | 0 | 0.00 |
| <i>IMS General Operating Support</i> | 113 | 0.00 | 116 | 0.00 |
| <i>National Science Foundation</i> | 0 | 0.00 | 20 | 0.00 |
| <i>Ney Museum Education/Preservation Grant -- Brown</i> | 0 | 0.00 | 20 | 0.00 |
| <i>Ney Museum Education/Preservation Grant -- Abell</i> | 0 | 0.00 | 20 | 0.00 |
| <i>Ney Museum Education/Preservation Grant -- Dell</i> | 0 | 0.00 | 20 | 0.00 |
| <i>Ney Museum Education/Preservation Grant -- SBC</i> | 0 | 0.00 | 20 | 0.00 |
| <i>Ney Museum Education/Preservation Grant -- TCH</i> | 0 | 0.00 | 5 | 0.00 |
| <i>Oak Wilt Suppression</i> | 25 | 0.00 | 0 | 0.00 |
| <i>Senior Aides Title V</i> | 306 | 0.00 | 315 | 0.00 |
| <i>Senior Luncheon - USDA</i> | 465 | 6.50 | 465 | 8.00 |
| <i>Senior Transportation</i> | 100 | 6.00 | 100 | 4.00 |
| <i>Southeast Austin Community Development Project</i> | 0 | 1.00 | 0 | 1.00 |
| <i>Summer Food Program</i> | 175 | 0.00 | 175 | 0.00 |
| <i>TCA Block Grant</i> | 159 | 1.00 | 159 | 1.00 |
| <i>TCA Project Grant - Youth at Arts</i> | 15 | 0.00 | 15 | 0.00 |
| <i>Texas Forest Service</i> | 0 | 0.00 | 10 | 0.00 |
| <i>Texas Recreational Trail Fund</i> | 0 | 0.00 | 50 | 0.00 |
| <i>Trail Enhancement and Education Grant</i> | 0 | 0.00 | 10 | 0.00 |
| PARKS AND RECREATION TOTAL | <u>\$1,488</u> | <u>14.50</u> | <u>\$1,523</u> | <u>14.00</u> |
| POLICE | | | | |
| <i>Assistance for Female Victims of Domestic Violence (VAWA)</i> | 80 | 2.00 | 80 | 2.00 |
| <i>Auto Theft Prevention (ATPA)</i> | 475 | 4.00 | 500 | 4.00 |
| <i>BJA Local Law Enforcement Block Grant 1999</i> | 572 | 0.00 | 0 | 0.00 |
| <i>BJA Local Law Enforcement Block Grant 2000</i> | 0 | 0.00 | 700 | 0.00 |
| <i>Bulletproof Vest Partnership</i> | 35 | 0.00 | 50 | 0.00 |
| <i>Comprehensive Selective Traffic Enforcement Project (STEP)</i> | 287 | 0.00 | 231 | 0.00 |
| <i>Comprehensive Victim Services Program (VOCA)</i> | 411 | 10.00 | 425 | 10.00 |
| <i>COPS MORE 1998</i> | 410 | 19.00 | 410 | 19.00 |
| <i>COPS MORE 2000</i> | 0 | 0.00 | 200 | 8.00 |

SUMMARY OF GRANTS — 2000-2001

(\$000s)

| | <u>1999-00</u> <u>Authorization</u> | <u>1999-00</u> <u>FTEs</u> | <u>2000-01</u> <u>Approved</u> | <u>2000-01</u> <u>Approved</u> <u>FTEs</u> |
|--|--|-------------------------------|-----------------------------------|--|
| <i>COPS Universal Hiring VI</i> | 3,750 | 0.00 | 0 | 0.00 |
| <i>COPS Universal Hiring VII</i> | 0 | 0.00 | 2,625 | 0.00 |
| <i>Downtown Rangers Program</i> | 404 | 14.00 | 425 | 14.00 |
| <i>Emerg. Outreach to Children in Violent Households (421 Fund)</i> | 0 | 1.00 | 0 | 0.00 |
| <i>Emergency In-Take Enhancement Program (VOCA)</i> | 80 | 2.00 | 0 | 0.00 |
| <i>Encourage Arrest Policies for Domestic Violence Offenders</i> | 0 | 3.00 | 750 | 3.00 |
| <i>Enhancing Victim Assistance Program (VOCA)</i> | 80 | 2.00 | 0 | 0.00 |
| <i>Faith Community Network Program</i> | 121 | 2.00 | 121 | 2.00 |
| <i>Improve Svcs. to Victims of Family Violence/ Stalking (VOCA)</i> | 80 | 2.00 | 0 | 0.00 |
| <i>Investigation of Stolen Property (421 Fund)</i> | 23 | 2.00 | 12 | 2.00 |
| <i>Juvenile Accountability Incentive Block Grant Program (JAIBG)</i> | 308 | 0.00 | 275 | 0.00 |
| <i>LEOSE Training Allocation</i> | 97 | 0.00 | 100 | 0.00 |
| <i>Outreach Female Victims Domestic Violence/Stalking (VAWA)</i> | 80 | 2.00 | 80 | 2.00 |
| <i>Outreach to Immigrant Latino Families (421 Fund)</i> | 56 | 1.00 | 56 | 1.00 |
| <i>Red Light Selective Traffic Enforcement Program (STEP)</i> | 182 | 0.00 | 122 | 0.00 |
| <i>Statewide Tobacco Education and Prevention (STEP)</i> | 25 | 0.00 | 25 | 0.00 |
| <i>Texas 2000: Future of DNA</i> | 8 | 0.00 | 0 | 0.00 |
| POLICE TOTAL | <u>\$7,564</u> | <u>66.00</u> | <u>\$7,187</u> | <u>67.00</u> |

PUBLIC WORKS & TRANSPORTATION

| | | | | |
|---|-------------|-------------|-------------|-------------|
| <i>Austin Metro Trails</i> | 0 | 0.50 | 18 | 0.50 |
| <i>Clean Air Van</i> | 28 | 0.00 | 0 | 0.00 |
| <i>Congestion Monitoring & Analysis</i> | 63 | 0.00 | 40 | 0.00 |
| PUBLIC WORKS & TRANSPORTATION TOTAL | <u>\$91</u> | <u>0.50</u> | <u>\$58</u> | <u>0.50</u> |

SOLID WASTE SERVICES

| | | | | |
|---|--------------|-------------|---------------|-------------|
| <i>Brownsfield's Clean-up and Revolving Loan Fund Program</i> | 500 | 0.00 | 0 | 0.00 |
| SOLID WASTE SERVICES TOTAL | <u>\$500</u> | <u>0.00</u> | <u>\$0.00</u> | <u>0.00</u> |

WATERSHED MANAGEMENT

| | | | | |
|--|--------------|-------------|---------------|-------------|
| <i>Best Management Practices (BMP) Data Transfer</i> | 13 | 0.00 | 0 | 0.00 |
| <i>Digitized Flood Insurance Rate Map (FEMA)</i> | 100 | 0.00 | 0 | 0.00 |
| <i>Hazard Mitigation Grant Program</i> | 73 | 0.00 | 0 | 0.00 |
| WATERSHED MANAGEMENT TOTAL | <u>\$186</u> | <u>0.00</u> | <u>\$0.00</u> | <u>0.00</u> |

SUMMARY OF GRANTS — 2000-2001

(\$000s)

| | 1999-00 <u>Authorization</u> | 1999-00 <u>FTEs</u> | 2000-01 <u>Approved</u> | 2000-01 Approved <u>FTEs</u> |
|--------------------------------|---------------------------------|------------------------|----------------------------|------------------------------------|
| TOTAL ALL DEPARTMENTS * | <u>\$37,777</u> | <u>336.50</u> | <u>\$36,749</u> | <u>339.50</u> |

*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 —2000-2001

Department: **EMERGENCY MEDICAL SERVICES**

Program: ***Continuing Education Conference***

This program will provide funding to conduct a one-day continuing education conference for emergency care providers. At least six continuing education credits will be offered in at least three context areas.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | State | 0 | 0.00 | 5 | 0.00 |
| Total (\$000s) | | \$0 | 0.00 | \$5 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 03/00 02/01 | Federal | 0 | 1.00 | 0 | 0.00 |
| 03/01 02/00 | Federal | 0 | 0.00 | 0 | 1.00 |
| Total (\$000s) | | \$0 | 1.00 | \$0 | 1.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 700 | 0.00 | 0 | 0.00 |
| 09/01 08/02 | State | 0 | 0.00 | 513 | 0.00 |
| Total (\$000s) | | \$700 | 0.00 | \$513 | 0.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Children With Special Health Care Needs***

This program provides comprehensive long-term case management services to children who are medically fragile, have chronic medical and/or development disability, or are at risk for developmental delay. Provide access to support systems which will enable families to acquire necessary skills for handling their own needs.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 123 | 3.00 | 0 | 0.00 |
| 09/01 08/02 | State | 0 | 0.00 | 0 | 0.00 |
| Total (\$000s) | | \$123 | 3.00 | \$0 | 0.00 |

Grants and Trusts —2000-2001

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Children's Health Insurance Program (CHIP)***

State/Federal program to provide health coverage to uninsured children. Funds come from Health & Human Services Commission (HHSC) for community-based organization outreach. HHSD is to provide outreach coordination.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 02/00 01/01 | State | 138 | 0.00 | 0 | 0.00 |
| 02/01 01/02 | State | <u>0</u> | <u>0.00</u> | 138 | 0.00 |
| | Total (\$000s) | \$138 | 0.00 | \$138 | 0.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***CHIP Interim***

Funds from Mike and Susan Dell that are passed-through to provide interim health care coverage to uninsured children. HHSD is to provide three (3) outreach workers.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 09/00 | Private | 91 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$91 | 0.00 | \$0 | 0.00 |

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 12/31/00. However, because this grant overlaps into the 2000-2001 City Fiscal year, the FTEs will be shown in FY00-01.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | Private | 175 | 2.00 | 0 | 0.00 |
| 01/01 12/01 | Private | <u>0</u> | <u>0.00</u> | 50 | 3.00 |
| | Total (\$000s) | \$175 | 2.00 | \$50 | 3.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | State | 615 | 14.00 | 0 | 0.00 |
| 01/01 12/01 | State | <u>0</u> | <u>0.00</u> | 653 | 14.00 |
| | Total (\$000s) | \$615 | 14.00 | \$653 | 14.00 |

Grants and Trusts —2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/00 06/01 | State | 100 | 2.00 | 0 | 0.00 |
| 07/01 06/02 | State | <u>0</u> | <u>0.00</u> | 100 | 2.00 |
| | Total (\$000s) | \$100 | 2.00 | \$100 | 2.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Emergency Shelter Grant (ESG)***

To operate and maintain existing emergency shelters and to provide essential services to homeless persons.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/01 | Federal | 288 | 0.00 | 0 | 0.00 |
| 10/00 09/02 | Federal | <u>0</u> | <u>0.00</u> | 288 | 0.00 |
| | Total (\$000s) | \$288 | 0.00 | \$288 | 0.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Hepatitis C***

This grant provides for a viral hepatitis demonstration integrating viral hepatitis services into three existing program areas within the Austin Health Delivery Area.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 112 | 0.00 | 0 | 0.00 |
| 10/00 09/01 | State | <u>0</u> | <u>0.00</u> | 278 | 2.00 |
| | Total (\$000s) | \$112 | 0.00 | \$278 | 2.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 344 | 1.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 344 | 1.00 |
| | Total (\$000s) | \$344 | 1.00 | \$344 | 1.00 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | State | 257 | 7.50 | 0 | 0.00 |
| 01/01 12/01 | State | <u>0</u> | <u>0.00</u> | 257 | 7.50 |
| Total (\$000s) | | \$257 | 7.50 | \$257 | 7.50 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***HIV Surveillance***

HIV surveillance activities including tracking and follow-up of HIV infections, epidemiological investigations, and validation studies.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | State | 128 | 3.00 | 0 | 0.00 |
| 01/01 12/01 | State | <u>0</u> | <u>0.00</u> | 156 | 3.00 |
| Total (\$000s) | | \$128 | 3.00 | \$156 | 3.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/02 | Federal | 767 | 0.00 | 0 | 0.00 |
| 10/00 09/03 | Federal | <u>0</u> | <u>0.00</u> | 787 | 0.00 |
| Total (\$000s) | | \$767 | 0.00 | \$787 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 02/00 01/01 | State | 24 | 0.00 | 0 | 0.00 |
| 02/01 01/02 | State | <u>0</u> | <u>0.00</u> | 50 | 0.00 |
| Total (\$000s) | | \$24 | 0.00 | \$50 | 0.00 |

Grants and Trusts — 2000-2001

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Immunization Action Plan (IAP)***

Provide immunization services to prevent outbreaks of vaccine preventable diseases.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 122 | 4.00 | 0 | 0.00 |
| 09/01 08/02 | State | | | 0 | 0.00 |
| | Total (\$000s) | \$122 | 4.00 | \$0 | 0.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Immunization Outreach***

Provides immunization outreach and services to preschool children in Austin/Travis County.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 261 | 6.00 | 0 | 0.00 |
| 09/01 08/02 | State | 0 | 0.00 | 383 | 10.00 |
| | Total (\$000s) | \$261 | 6.00 | \$383 | 10.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 136 | 2.00 | 0 | 0.00 |
| 09/01 08/02 | State | 0 | 0.00 | 137 | 2.00 |
| | Total (\$000s) | \$136 | 2.00 | \$137 | 2.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 88 | 2.00 | 0 | 0.00 |
| 10/00 09/01 | State | 0 | 0.00 | 150 | 2.00 |
| | Total (\$000s) | \$88 | 2.00 | \$150 | 2.00 |

Grants and Trusts — 2000-2001

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Refugee Transition Project***

This grant establishes peer support groups for refugees and provides referral mechanisms that assist in the access of individualized counseling.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/00 06/01 | State | 38 | 0.00 | 0 | 0.00 |
| 07/01 06/02 | State | <u>0</u> | <u>0.00</u> | 37 | 0.00 |
| Total (\$000s) | | \$38 | 0.00 | \$37 | 0.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 219 | 4.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 219 | 4.00 |
| Total (\$000s) | | \$219 | 4.00 | \$219 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 04/00 03/01 | State | 475 | 6.00 | 0 | 0.00 |
| 04/01 03/02 | State | <u>0</u> | <u>0.00</u> | 925 | 6.00 |
| Total (\$000s) | | \$475 | 6.00 | \$925 | 6.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | Federal | 813 | 10.50 | 0 | 0.00 |
| 01/01 12/01 | Federal | <u>0</u> | <u>0.00</u> | 1,013 | 10.50 |
| Total (\$000s) | | \$813 | 10.50 | \$1,013 | 10.50 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 03/00 02/01 | Federal | 3,576 | 14.50 | 0 | 0.00 |
| 03/01 02/02 | Federal | <u>0</u> | <u>0.00</u> | 3,934 | 15.50 |
| Total (\$000s) | | \$3,576 | 14.50 | \$3,934 | 15.50 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Safe Communities Data Assessment Project***

This program provides funding to conduct data assessment and identify local safety priorities to establish a safe communities program.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 40 | 0.00 | 0 | 0.00 |
| 10/00 09/01 | State | <u>0</u> | <u>0.00</u> | 40 | 0.00 |
| Total (\$000s) | | \$40 | 0.00 | \$40 | 0.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 207 | 1.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 207 | 1.00 |
| Total (\$000s) | | \$207 | 1.00 | \$207 | 1.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Sexually Transmitted Disease Control (STD)***

Programs to prevent and/or treat sexually transmitted diseases.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 140 | 4.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 140 | 4.00 |
| Total (\$000s) | | \$140 | 4.00 | \$140 | 4.00 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 533 | 3.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 536 | 3.00 |
| Total (\$000s) | | \$533 | 3.00 | \$536 | 3.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***STD***

This grant provides for prevention counseling and partner elicitation (PCPE) activities to reduce the spread of HIV/AIDS.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | State | 11 | 0.00 | 0 | 0.00 |
| 01/01 12/01 | State | <u>0</u> | <u>0.00</u> | 11 | 0.00 |
| Total (\$000s) | | \$11 | 0.00 | \$11 | 0.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/00 12/00 | State | 162 | 5.00 | 0 | 0.00 |
| 01/01 12/01 | State | <u>0</u> | <u>0.00</u> | 162 | 5.00 |
| Total (\$000s) | | \$162 | 5.00 | \$162 | 5.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***TB Elimination***

Provide outreach services and directly observed therapy to individuals of identified sub-groups who have, or are at high risk of developing, tuberculosis.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 171 | 5.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 171 | 5.00 |
| Total (\$000s) | | \$171 | 5.00 | \$171 | 5.00 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 06/00 05/01 | State | 100 | 1.00 | 0 | 0.00 |
| 06/00 05/01 | State | <u>0</u> | <u>0.00</u> | <u>0</u> | <u>1.00</u> |
| | Total (\$000s) | \$100 | 1.00 | \$0 | 1.00 |

Department: **HEALTH AND HUMAN SERVICES**

Program: ***Title X Family Planning***

Provides medical, counseling, client education, referral and community education services for family planning.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 89 | 3.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | <u>95</u> | <u>3.00</u> |
| | Total (\$000s) | \$89 | 3.00 | \$95 | 3.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Federal | 0 | 0.00 | 85 | 1.75 |
| | Total (\$000s) | \$0 | 0.00 | \$85 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 08/00 07/01 | Federal | 250 | 1.50 | 0 | 0.00 |
| 08/01 07/02 | Federal | <u>0</u> | <u>0.00</u> | <u>250</u> | <u>3.50</u> |
| | Total (\$000s) | \$250 | 1.50 | \$250 | 3.50 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 2,470 | 67.00 | 0 | 0.00 |
| 10/00 09/01 | State | 0 | 0.00 | 2,470 | 64.00 |
| Total (\$000s) | | \$2,470 | 67.00 | \$2,470 | 64.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 148 | 3.00 | 0 | 0.00 |
| 10/00 09/01 | State | 0 | 0.00 | 182 | 3.00 |
| Total (\$000s) | | \$148 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 197 | 3.50 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 189 | 3.00 |
| Total (\$000s) | | \$197 | 3.50 | \$189 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 54 | 1.50 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 98 | 1.00 |
| Total (\$000s) | | \$54 | 1.50 | \$98 | 1.00 |

Grants and Trusts — 2000-2001

Department: **LIBRARY**

Program: **Central Texas Library System (CTLS)**

This program provides consulting services, continuing education, and technical services to 60 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | Federal | 915 | 8.00 | 0 | 0.00 |
| 09/01 08/02 | Federal | <u>0</u> | <u>0.00</u> | 915 | 8.00 |
| | Total (\$000s) | \$915 | 8.00 | \$915 | 8.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | Federal | 85 | 1.00 | 0 | 0.00 |
| 09/01 08/02 | Federal | <u>0</u> | <u>0.00</u> | 90 | 1.00 |
| | Total (\$000s) | \$85 | 1.00 | \$90 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | Federal | 238 | 4.50 | 0 | 0.00 |
| 09/01 08/02 | Federal | <u>0</u> | <u>0.00</u> | 255 | 4.25 |
| | Total (\$000s) | \$238 | 4.50 | \$255 | 4.25 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 08/00 07/01 | State | 0 | 0.00 | | |
| 10/00 09/01 | State | <u>0</u> | <u>0.00</u> | 3 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$3 | 0.00 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 8,551 | 43.25 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 8,093 | 48.25 |
| Total | (\$000s) | \$8,551 | 43.25 | \$8,093 | 48.25 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 3,137 | 13.75 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 3,147 | 13.75 |
| Total | (\$000s) | \$3,137 | 13.75 | \$3,147 | 13.75 |

Department: **NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT**

Program: ***Section 8 Substantial Housing Assistance Program***

Using HUD monies, this program subsidizes rents for four low income families under two Section 8 contracts that expire in 2002. Until permanent transfer to the Housing Authority of the City of Austin (HACA) is approved by HUD, HACA will administer these contracts while NHCD makes monthly payments to landlords.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 35 | 0.00 | 0 | 0.00 |
| Total | (\$000s) | \$35 | 0.00 | \$0 | 0.00 |

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 situations. As part of the reorganization to create the Office of Emergency Management as a separate office, an additional FTE is being added to support the grant.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 125 | 4.00 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 125 | 0.00 |
| Total | (\$000s) | \$125 | 4.00 | \$125 | 0.00 |

Grants and Trusts — 2000-2001

Department: **OEM/MANAGEMENT SERVICES**

Program: ***First Response/Anti-Terrorism Equipment***

This is a one time grant for \$150,000, provided by the Department of Justice, Office for State and Local Domestic Preparedness to improve local first response capabilities for terrorist incidents. It will be utilized to purchase equipment.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 11/99 10/00 | Federal | 100 | 0.00 | 0 | 0.00 |
| Total (\$000s) | | \$100 | 0.00 | \$0 | 0.00 |

Department: **OEM/MANAGEMENT SERVICES**

Program: ***Metropolitan Medical Response System (MMRS)***

This grant in the amount of \$600,000, provided by the U.S. Department of Health and Human Services, U.S. Public Health Service, will be provided to improve the local medical and healthcare capabilities for responding to terrorist incidents by developing a MMRS plan for the City.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 08/99 01/01 | Federal | 600 | 0.00 | 0 | 0.00 |
| Total (\$000s) | | \$600 | 0.00 | \$0 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Federal | 0 | 0.00 | 300 | 1.00 |
| Total (\$000s) | | \$0 | 0.00 | \$300 | 1.00 |

Department: **PARKS AND RECREATION**

Program: ***American Association for the Advancement of Science***

This grant will provide funds for materials used in school program collaborations with Zavalla Elementary. The materials will be used to conduct a semester long research project to be presented at Public Science day.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/01 12/01 | Federal | 0 | 0.00 | 3 | 0.00 |
| Total (\$000s) | | \$0 | 0.00 | \$3 | 0.00 |

Grants and Trusts — 2000-2001

Department: **PARKS AND RECREATION**

Program: ***Community Outdoor Outreach Grant***

This grant is funded by the Texas Parks and Wildlife Department. The program provides targeted youth groups with opportunities to enjoy outdoor recreational activities such as camping, canoeing, and hiking.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 02/00 01/01 | State | 30 | 0.00 | 0 | 0.00 |
| Total (\$000s) | | \$30 | 0.00 | \$0 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Emma Long Motorcycle Trail***

Funding is provided by the Texas Parks and Wildlife Department via the Texas Recreational Trails Fund. This grant will be used to improve the Emma Long Motorcycle trail and Parking lot.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 11/99 12/01 | State | 100 | 0.00 | 0 | 0.00 |
| Total (\$000s) | | \$100 | 0.00 | \$0 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***IMS General Operating Support***

This two year grant program provides general operating funds to be used for operations at the Austin Nature Center.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/01 | Federal | 113 | 0.00 | 0 | 0.00 |
| 10/00 09/02 | Federal | 0 | 0.00 | 116 | 0.00 |
| Total (\$000s) | | \$113 | 0.00 | \$116 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***National Science Foundation***

This program is associated with the "Splash!" Exhibit. The grant will fund bus rides, instructor fees, and educational materials used to provide field trips to low income schools.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 01/01 12/02 | Federal | 0 | 0.00 | 20 | 0.00 |
| Total (\$000s) | | \$0 | 0.00 | \$20 | 0.00 |

Grants and Trusts — 2000-2001

Department: **PARKS AND RECREATION**

Program: ***Ney Museum Education/Preservation Grant -- Brown***

This grant will provide funds to aid in the expansion of the Ney Museum's educational programs and preservation projects. It will be funded from monies from the Brown Foundation.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Private | 0 | 0.00 | 20 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$20 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Ney Museum Education/Preservation Grant -- Abell***

This grant will provide funds to aid in the expansion of the Ney Museum's educational programs and preservation projects. It will be funded from monies from the Abell Foundation.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Private | 0 | 0.00 | 20 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$20 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Ney Museum Education/Preservation Grant -- Dell***

This grant will provide funds to aid in the expansion of the Ney Museum's educational programs and preservation projects. It will be funded privately from monies from Dell.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Private | 0 | 0.00 | 20 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$20 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Ney Museum Education/Preservation Grant -- SBC***

This grant will provide funds to aid in the expansion of the Ney Museum's educational programs and preservation projects. It will be funded from monies from the SBC foundation.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Private | 0 | 0.00 | 20 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$20 | 0.00 |

Grants and Trusts — 2000-2001

Department: **PARKS AND RECREATION**

Program: ***Ney Museum Education/Preservation Grant -- TCH***

This grant will provide funds to aid in the expansion of the Ney Museum's educational programs and preservation projects. It will be funded from monies from the Texas Commission for the Humanities.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | State | 0 | 0.00 | 5 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$5 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Oak Wilt Suppression***

The City of Austin is a participant in the Texas Cooperative Oakwilt Suppression Program. This grant will be used to identify/survey oakwilt, and recommend suppression strategies to homeowners and neighborhood groups.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 25 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$25 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/00 06/01 | Federal | 306 | 0.00 | 0 | 0.00 |
| 07/01 06/02 | Federal | 0 | 0.00 | 315 | 0.00 |
| | Total (\$000s) | \$306 | 0.00 | \$315 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Senior Luncheon - USDA***

This program provides meals to adults aged 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | CAPCO | 465 | 6.50 | 0 | 0.00 |
| 10/00 09/01 | CAPCO | 0 | 0.00 | 465 | 8.00 |
| | Total (\$000s) | \$465 | 6.50 | \$465 | 8.00 |

Grants and Trusts —2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 100 | 6.00 | 0 | 0.00 |
| 10/00 09/01 | Federal | <u>0</u> | <u>0.00</u> | <u>100</u> | <u>4.00</u> |
| | Total (\$000s) | \$100 | 6.00 | \$100 | 4.00 |

Department: **PARKS AND RECREATION**

Program: ***Southeast Austin Community Development Project***

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 0 | 1.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | <u>0</u> | <u>1.00</u> |
| | Total (\$000s) | \$0 | 1.00 | \$0 | 1.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State - Federal | 175 | 0.00 | 0 | 0.00 |
| 09/01 08/02 | State - Federal | <u>0</u> | <u>0.00</u> | <u>175</u> | <u>0.00</u> |
| | Total (\$000s) | \$175 | 0.00 | \$175 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 159 | 1.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | <u>159</u> | <u>1.00</u> |
| | Total (\$000s) | \$159 | 1.00 | \$159 | 1.00 |

Grants and Trusts — 2000-2001

Department: **PARKS AND RECREATION**

Program: ***TCA Project Grant - Youth at Arts***

This program provides Youth at Arts education programs for at-risk youth age 19 and under. These programs are provided by the Dougherty Arts Center-School and Theater, the Pioneer Farm, the Carver Museum, the O'Henry Museum, and the Elisabet Ney Museum.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 15 | 0.00 | 0 | 0.00 |
| 09/01 08/02 | State | 0 | 0.00 | 15 | 0.00 |
| | Total (\$000s) | \$15 | 0.00 | \$15 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Texas Forest Service***

This grant program will provide funding to host a forestry symposium.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | State | 0 | 0.00 | 10 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$10 | 0.00 |

Department: **PARKS AND RECREATION**

Program: ***Texas Recreational Trail Fund***

This grant will be used to maintain the central and eastern preserves trail.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | State | 0 | 0.00 | 50 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$50 | 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. Grant funding will be provided by Samsung Corporation.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Private | 0 | 0.00 | 10 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$10 | 0.00 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 06/00 05/01 | State | 80 | 2.00 | 0 | 0.00 |
| 06/01 05/02 | State | <u>0</u> | <u>0.00</u> | 80 | 2.00 |
| | Total (\$000s) | \$80 | 2.00 | \$80 | 2.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 475 | 4.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 500 | 4.00 |
| | Total (\$000s) | \$475 | 4.00 | \$500 | 4.00 |

Department: **POLICE**

Program: ***BJA Local Law Enforcement Block Grant 1999***

This Bureau of Justice Assistance (BJA) program provides funding to reduce crime and improve public safety. These funds will be used for computer technology and equipment for APD's new South Substation (scheduled to open in FY 2001).

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Federal | 572 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$572 | 0.00 | \$0 | 0.00 |

Department: **POLICE**

Program: ***BJA Local Law Enforcement Block Grant 2000***

This Bureau of Justice Assistance (BJA) grant 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/02 | Federal | 0 | 0.00 | 700 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$700 | 0.00 |

Grants and Trusts — 2000-2001

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 35 | 0.00 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 50 | 0.00 |
| Total (\$000s) | | \$35 | 0.00 | \$50 | 0.00 |

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

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | State | 287 | 0.00 | 0 | 0.00 |
| 10/00 09/01 | State | 0 | 0.00 | 231 | 0.00 |
| Total (\$000s) | | \$287 | 0.00 | \$231 | 0.00 |

Department: **POLICE**

Program: ***Comprehensive Victim Services Program (VOCA)***

This program combines three grants formally listed as a) Emergency Intake Enhancement; b) Improve Services to Victims of Family Violence and Stalking; and c) the Victim Assistance Program. During fiscal year 2000, new program guidelines from the Criminal Justice Division enabled the Department to combine the three programs. All programs work 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

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/00 06/01 | State | 411 | 10.00 | 0 | 0.00 |
| 07/01 06/02 | State | 0 | 0.00 | 425 | 10.00 |
| Total (\$000s) | | \$411 | 10.00 | \$425 | 10.00 |

Department: **POLICE**

Program: ***COPS MORE 1998***

This program funds seven Crime Scene Specialists to implement a new Civilian Field Report Program and six Administrative Assistants to provide support in the six Neighborhood Policing areas. Both efforts should save officer time, so that more time can be spent on community policing activities.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 410 | 19.00 | 0 | 0.00 |
| 10/00 09/01 | Federal | 0 | 0.00 | 410 | 19.00 |
| Total (\$000s) | | \$410 | 19.00 | \$410 | 19.00 |

Grants and Trusts — 2000-2001

Department: **POLICE**

Program: ***COPS MORE 2000***

This program will fund civilian FTEs to redeploy police officers. The civilian positions will replace officers working in the alarm unit, abandoned vehicles unit, and officers working in the recruiting unit. The sworn positions will be reassigned to create a new street response unit. An in-kind match of \$161,484 will be required.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/01 | Federal | 0 | 0.00 | 200 | 8.00 |
| | Total (\$000s) | \$0 | 0.00 | \$200 | 8.00 |

Department: **POLICE**

Program: ***COPS Universal Hiring VI***

This program provides funding for fifty additional officers and training. This grant is a three year award. Twenty-five officers funded by this grant are included in the FY99/00 Police Department's Operating Budget. Twenty-five additional officers are proposed to be added in FY00/01.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/99 06/02 | Federal | 3,750 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$3,750 | 0.00 | \$0 | 0.00 |

Department: **POLICE**

Program: ***COPS Universal Hiring VII***

This program provides funding for thirty-five additional officers and training. This grant is a three year award. The thirty-five officers funded by this grant will be included in the Police Department's FY 2001-2002 Operating Budget.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/00 09/03 | Federal | 0 | 0.00 | 2,625 | 0.00 |
| | Total (\$000s) | \$0 | 0.00 | \$2,625 | 0.00 |

Department: **POLICE**

Program: ***Downtown Rangers Program***

This program provides goodwill ambassadors and enhances security in the downtown Austin area.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 05/00 04/01 | Private | 404 | 14.00 | 0 | 0.00 |
| 05/01 04/02 | Private | 0 | 0.00 | 425 | 14.00 |
| | Total (\$000s) | \$404 | 14.00 | \$425 | 14.00 |

Grants and Trusts —2000-2001

Department: **POLICE**

Program: ***Emerg. Outreach to Children in Violent Households (421 Fund)***

This program funds intervention for high-risk juveniles who are in households where family violence is occurring and the police are called into the home. The FTE funded by this grant will be proposed for conversion to APD's General Fund Operating Budget for FY 2001.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 09/00 | State | 0 | 1.00 | 0 | 0.00 |
| Total (\$000s) | | \$0 | 1.00 | \$0 | 0.00 |

Department: **POLICE**

Program: ***Emergency In-Take Enhancement Program (VOCA)***

This program provides funding for two victim counselors to enhance Victim Services existing emergency in-take services. The crisis counselors within the Emergency Intake Program respond to individual victims of crime and trauma. This grant will be consolidated into Comprehensive Victim Services for FY00.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/99 06/00 | State | 80 | 2.00 | 0 | 0.00 |
| Total (\$000s) | | \$80 | 2.00 | \$0 | 0.00 |

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. An extension is expected on this grant, therefore 3.0 FTES will be authorized for FY99-00, though the dollars for this grant were appropriated in FY 98-99.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/99 12/00 | Federal | 0 | 3.00 | 0 | 0.00 |
| 01/01 06/02 | Federal | 0 | 0.00 | 750 | 3.00 |
| Total (\$000s) | | \$0 | 3.00 | \$750 | 3.00 |

Department: **POLICE**

Program: ***Enhancing Victim Assistance Program (VOCA)***

This program provides assistance to victims of crime seeking assistance from the Victim Services Program. (Previously listed as Victim Assistance Program). This grant will be consolidated into Comprehensive Victim Services for FY00.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|-----------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/00 06/01 | State | 80 | 2.00 | 0 | 0.00 |
| Total (\$000s) | | \$80 | 2.00 | \$0 | 0.00 |

Grants and Trusts — 2000-2001

Department: **POLICE**

Program: ***Faith Community Network Program***

This grant provides funding for a partnership with the faith community in order to further reduce crime and the fear of crime by providing services and information on critical incidents to community residents.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 06/00 03/01 | State | 121 | 2.00 | 0 | 0.00 |
| 04/01 03/02 | State | <u>0</u> | <u>0.00</u> | <u>121</u> | <u>2.00</u> |
| | Total (\$000s) | \$121 | 2.00 | \$121 | 2.00 |

Department: **POLICE**

Program: ***Improve Svcs. to Victims of Family Violence/ Stalking (VOCA)***

This grant provides funding to implement and improve an outreach program of specialized services for victims and family members of domestic violence and stalking. This grant will be consolidated into Comprehensive Victim Services for FY00.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 07/00 06/01 | State | 80 | 2.00 | 0 | 0.00 |
| | State | | | | |
| | Total (\$000s) | \$80 | 2.00 | \$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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 23 | 2.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | <u>12</u> | <u>2.00</u> |
| | Total (\$000s) | \$23 | 2.00 | \$12 | 2.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 11/99 07/01 | State | 308 | 0.00 | 0 | 0.00 |
| 11/00 07/02 | State | <u>0</u> | <u>0.00</u> | <u>275</u> | <u>0.00</u> |
| | Total (\$000s) | \$308 | 0.00 | \$275 | 0.00 |

Grants and Trusts — 2000-2001

Department: **POLICE**

Program: ***LEOSE Training Allocation***

This program provides funding for training of Police officers.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 02/00 01/01 | State | 97 | 0.00 | 0 | 0.00 |
| 02/01 01/02 | State | <u>0</u> | <u>0.00</u> | 100 | 0.00 |
| | Total (\$000s) | \$97 | 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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 12/99 11/00 | State | 80 | 2.00 | 0 | 0.00 |
| 12/00 11/01 | State | <u>0</u> | <u>0.00</u> | 80 | 2.00 |
| | Total (\$000s) | \$80 | 2.00 | \$80 | 2.00 |

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.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 56 | 1.00 | 0 | 0.00 |
| 09/01 08/02 | State | <u>0</u> | <u>0.00</u> | 56 | 1.00 |
| | Total (\$000s) | \$56 | 1.00 | \$56 | 1.00 |

Department: **POLICE**

Program: ***Red Light Selective Traffic Enforcement Program (STEP)***

This grant funds a program to enforce compliance with traffic signals, thereby reducing injury producing traffic accidents.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 182 | 0.00 | 0 | 0.00 |
| 10/00 09/01 | Federal | <u>0</u> | <u>0.00</u> | 122 | 0.00 |
| | Total (\$000s) | \$182 | 0.00 | \$122 | 0.00 |

Grants and Trusts — 2000-2001

Department: **POLICE**

Program: ***Statewide Tobacco Education and Prevention (STEP)***

This program allocates funds for enforcement and compliance activities regarding tobacco sales to minors.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 08/01 | State | 25 | 0.00 | 0 | 0.00 |
| | State | 0 | 0.00 | 25 | 0.00 |
| | Total (\$000s) | \$25 | 0.00 | \$25 | 0.00 |

Department: **POLICE**

Program: ***Texas 2000: Future of DNA***

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 08/00 03/01 | State | 8 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$8 | 0.00 | \$0 | 0.00 |

Department: **PUBLIC WORKS & TRANSPORTATION**

Program: ***Austin Metro Trails***

This grant provides funding for a half-time administrative aide to provide support and volunteer recruitment to an executive committee (Austin Metro Trails & Greenway) whose intent is to develop a comprehensive, regional system of greenways for the Austin metropolitan area.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 03/99 03/01 | State | 0 | 0.50 | 0 | 0.00 |
| 03/01 03/03 | State | 0 | 0.00 | 18 | 0.50 |
| | Total (\$000s) | \$0 | 0.50 | \$18 | 0.50 |

Department: **PUBLIC WORKS & TRANSPORTATION**

Program: ***Clean Air Van***

This grant from the Capital Area Metropolitan Planning Organization (CAMPO) funds the purchase of a natural gas/gas powered van for the Bicycle and Pedestrian Program.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 02/00 01/01 | State - Federal | 28 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$28 | 0.00 | \$0 | 0.00 |

Grants and Trusts — 2000-2001

Department: **PUBLIC WORKS & TRANSPORTATION**

Program: ***Congestion Monitoring & Analysis***

This program provided funding for the collection and analysis of traffic data on major roadways within the Austin Metropolitan Area. CAMPO approved \$63,000 for FY99 and \$40,000 for FY01.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 09/02 | State - Federal | 63 | 0.00 | 0 | 0.00 |
| 09/01 09/03 | State - Federal | <u>0</u> | <u>0.00</u> | 40 | 0.00 |
| | Total (\$000s) | \$63 | 0.00 | \$40 | 0.00 |

Department: **SOLID WASTE SERVICES**

Program: ***Brownsfield's Clean-up and Revolving Loan Fund Program***

This one-time grant will provide loans to property owners (Brownfield) for remediation activities.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/02 | Federal | 500 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$500 | 0.00 | \$0 | 0.00 |

Department: **WATERSHED MANAGEMENT**

Program: ***Best Management Practices (BMP) Data Transfer***

New for FY99-00, this grant will incorporate City of Austin monitoring data for Best Management Practices (BMPs) into the ASCE/EPA National Stormwater BMP Database. The information will be made available on a local and national level for 1) incorporation in planning efforts for water quality protection, 2) design of individual BMPs to meet regulatory requirements, and 3) selection of most appropriate BMPs to meet water quality protection goals.

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 10/99 09/00 | Federal | 13 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$13 | 0.00 | \$0 | 0.00 |

Department: **WATERSHED MANAGEMENT**

Program: ***Digitized Flood Insurance Rate Map (FEMA)***

| <u>Grant Period</u> | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|---------------------|------------------------|--------------------------------|---------------------|---------------------------|----------------------|
| 09/00 09/01 | Federal | 100 | 0.00 | 0 | 0.00 |
| | Total (\$000s) | \$100 | 0.00 | \$0 | 0.00 |

Grants and Trusts —2000-2001

Department: **WATERSHED MANAGEMENT**

Program: ***Hazard Mitigation Grant Program***

This one time grant provides funding for the purchase of two flood prone properties located on Meadow Creek Circle.

| <u>Grant Period</u> | | <u>Source of Funds</u> | <u>1999-2000 Authorization</u> | <u>Current FTEs</u> | <u>2000-2001 Approved</u> | <u>Approved FTEs</u> |
|--------------------------------|-------|------------------------|--------------------------------|----------------------|---------------------------|----------------------|
| 06/00 | 05/01 | FEMA | 73 | 0.00 | 0 | 0.00 |
| | | Total (\$000s) | \$73 | 0.00 | \$0 | 0.00 |
| TOTAL, ALL DEPARTMENTS* | | | <u>37,777</u> | <u>336.50</u> | <u>36,749</u> | <u>339.50</u> |

*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 — 2000-01

Trust and Agency Funds

Austin Cable Access Fund

The funding for the Cable Access Fund, which is accounted for in a special revenue account, is provided by Time Warner Communications. The Austin Cable Access Fund supports television access activities. The fund's approved 2000-01 budget is outlined below:

| | <u>1998-99 ACTUAL</u> | <u>1999-2000 AMENDED</u> | <u>1999-2000 ESTIMATE</u> | <u>2000-01 PROPOSED</u> | <u>2000-01 APPROVED</u> |
|--|---------------------------|------------------------------|-------------------------------|-----------------------------|-----------------------------|
| BEGINNING BALANCE | <u>65,971</u> | <u>75,538</u> | <u>75,406</u> | <u>84,906</u> | <u>84,906</u> |
| REVENUE | | | | | |
| Access Payment | 598,763 | 585,000 | 585,000 | 610,000 | 610,000 |
| Interest Income | <u>3,130</u> | <u>2,000</u> | <u>2,000</u> | <u>2,000</u> | <u>2,000</u> |
| TOTAL REVENUE | <u>601,893</u> | <u>587,000</u> | <u>587,000</u> | <u>612,000</u> | <u>612,000</u> |
| EXPENSES | | | | | |
| Operating Expenditures | <u>592,525</u> | <u>577,500</u> | <u>577,500</u> | <u>577,500</u> | <u>577,500</u> |
| TOTAL REQUIREMENTS | <u>592,525</u> | <u>577,500</u> | <u>577,500</u> | <u>577,500</u> | <u>577,500</u> |
| EXCESS OF TOTAL REVENUE OVER REQUIREMENTS | <u>9,368</u> | <u>9,500</u> | <u>9,500</u> | <u>34,500</u> | <u>34,500</u> |
| Adjustment to GAAP | <u>67</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| ENDING BALANCE | <u><u>75,406</u></u> | <u><u>85,038</u></u> | <u><u>84,906</u></u> | <u><u>119,406</u></u> | <u><u>119,406</u></u> |