



City of El Paso

Fiscal Year 2013

2nd Quarter Financial Report



April 30, 2013

To: Honorable Mayor and City Council Members

CC: Joyce Wilson, City Manager
Bill Studer, Deputy City Manager
David Almonte, Deputy City Manager
Jane Shang, Deputy City Manager
Carmen Arrieta-Candelaria, Chief Financial Officer

Fm: Lynly Leeper, Chief Budget Officer

RE: 2nd Quarter Budget Report – Fiscal Year (FY) 2013

Attached please find the Budget Report for the Second Quarter of FY 2013.

This report is presented to Council with a cautious outlook toward growth in the national and local economy. The El Paso business-cycle index, a measure of economic activity, increased 0.5% in January compared to an annualized growth rate of 6.0% in January, 2012. Though the Ciudad Juarez maquiladora payrolls continue to increase slightly, the growth at Fort Bliss is now shifting from expansion to population growth and given the uncertainty around government expenditures in the near future, Fort Bliss expansion might be negatively impacted.¹ El Paso's Gross Metropolitan Product for 2013 is estimated to be 2.1% higher than in the prior year, and commercial activity is estimated to be 4.9% higher.²

El Paso's unemployment rate was 9.1% in February, 2013, which is down from 9.5% in January, 2013 and 9.6% in February, 2012. The Texas and national unemployment rates were 6.4% and 7.7%, respectively in February, 2013.³

¹ January 2013, Economic Update, Federal Reserve Bank of Dallas, El Paso Branch.

<http://www.dallasfed.org/assets/documents/research/update/ep/2013/1303epupdate.pdf>

² December 2012, Borderplex Economic Outlook: 2012 – 2014, The University of Texas at El Paso.

³ United States Department of Labor, Bureau of Labor Statistics.

Mayor

John F. Cook

City Council

District 1

Ann Morgan Lilly

District 2

Susie Byrd

District 3

Emma Acosta

District 4

Carl L. Robinson

District 5

Dr. Michiel R. Noe

District 6

Eddie Holguin Jr.

District 7

Steve Ortega

District 8

Cortney Carlisle Niland

City Manager

Joyce A. Wilson

With regard to the City's General Fund revenues, collections by the end of this fiscal year are projected to be (0.81%) under budget (\$2.73 million), primarily due to a decline in property tax collections and ticket issuance.

The following summarizes General Fund revenue projections over/(under) budget grouped by taxes, franchise fees, charges for services, fines, and licenses and permits, concluding with a summary of overall expenditures.

Tax Revenues – (\$1,725,435)

Both sales tax and property tax are expected to be slightly (under) budget by (\$381,209) and (\$1,149,812), respectively. Though sales tax has shown steady growth compared to FY 2012 collections and the growth rate is higher than that experienced from FY 2011 to FY 2012, it has not yet returned to the FY 2010 – FY 2011 level. The property tax projection is in alignment with historical collections. Overall, this revenue category consists of almost two-thirds of the revenues to be collected in FY 2013.

Franchise Fees – (\$704,864)

Franchise fee revenues are (under) budget by (1.63%), primarily driven by reduced revenues from Texas Gas Service and El Paso Electric, which are offset by slightly higher revenues from AT&T and other Telecom franchises. This group of fees comprises 12% of the revenues received by the City's General Fund creating the second highest proportion of revenues behind taxes. The primary generators of this revenue stream are El Paso Electric, El Paso Water Utilities, AT&T, Texas Gas, and Time Warner Cable.

Charges for Services – \$1,579,365

Charges for services are projected to be over budget by \$1,579,365 or 7.07%. Revenues in this category include reimbursed expenditures, ambulance service fees, health service fees, and culture and recreation service fees. The main driver behind the increase is a change in accounting procedure for reimbursed expenditures. Historically when expenditures were reimbursed to the City by an outside entity, they were recorded as a reduction in expenditures. A change in procedure now records those reimbursements as revenue. Consequently, expenditures will appear higher because they are not being decreased when a department receives reimbursement.

Fines – (\$1,982,782)

Overall, fines are projected to be under budget by (\$2.0 million) or (13.1%) for FY 2013. This forecast is mainly attributable to a reduction in parking forfeitures/fines, moving violation forfeitures, and liability insurance violations.

Licenses and Permits – \$165,506

Licensing and permit revenue exceeds budget by 1.39%. As a process improvement, citizens were offered the option of purchasing a three year security alarm license for \$69 or one year permit for \$23. Many home owners have opted to purchase the three year license causing an increase in this line item.

Summary of Expenditures – (\$961,821)

Year-end General Fund expenditures are projected to be (over) budget by (\$961,821) or (0.28%), mostly due to an increase in personnel costs and materials and supplies, specifically fuel costs.

Overall, the forecast depicts revenue projections coming in (under) budget by (0.81%) and expenditures (over) budget by (0.28%). The Office of Management and Budget will continue to track and project FY 2013 revenue and expenditure trends through the remainder of the year to identify any necessary budget adjustments.



2nd Quarter Budget Report

April 30, 2013

Carmen Arrieta-Candelaria
Chief Financial Officer





General Fund

FY 2013 - Second Quarter Projection

Fund Balance

Beginning Unassigned Fund Balance	\$20,697,776
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Year End Projected

Revenues Over/(Under) Budget	(2,727,285)
Expenses (Over)/Under Budget	(961,820)
Difference	(3,689,105)*

<u>Projected Ending Fund Balance</u>	\$17,008,671
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*Use of Fund Balance includes approved use of \$3,920,276 for relocation

The Rainy Day Fund of \$16 million remains intact and is not impacted by the authorized use of fund balance.



Year-End General Fund Revenue Projections

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	OVER/(UNDER) BUDGET	
REVENUES					
Property Taxes	139,622,843	131,296,300	138,518,693	(1,104,150)	(0.79%)
Penalties and Interest	1,277,732	505,789	1,232,070	(45,662)	(3.57%)
Sales Taxes	79,077,368	39,558,192	78,501,745	(575,623)	(0.73%)
Franchise Fees	43,350,496	20,970,134	42,645,632	(704,864)	(1.63%)
Charges for Services	22,348,470	10,168,670	23,927,835	1,579,365	7.07%
Fines and Forfeitures	15,139,269	5,983,371	13,156,487	(1,982,782)	(13.10%)
Licenses and Permits	11,910,560	5,398,360	12,076,066	165,506	1.39%
Intergovernmental Revenues	2,366,342	230,769	2,366,342	0	0.00%
County Participation	470,000	0	470,000	0	0.00%
Interest	400,000	0	400,000	0	0.00%
Rents and Other	1,480,510	759,717	1,488,244	7,734	0.52%
Transfers In	19,245,306	6,788,644	19,135,915	(109,391)	(0.57%)
SIF Revenues	0	20,203	20,203	20,203	
Other Sources	0	22,380	22,380	22,380	
TOTAL REVENUE:	336,688,896	221,702,531	333,961,611	(2,727,285)	(0.81%)



Tax Revenues

FY 2013 Budget	Collected through Second Quarter	Year End Projection
\$219,977,943	\$171,360,282	\$218,252,508

Projected Under Budget by (\$1,725,435) or (0.78%)

- **Property Tax** collections including penalties and interest projected under budget by (\$1,104,150) or (0.79%)
- **Sales Tax** projected under budget by (\$381,209) or (0.49%)
- **Mixed Beverage Tax** projected under budget by (\$193,746) or (11.41%)



Sales Tax Revenue

Period (Month)	FY 2012	FY 2013	% Change FY112/
Sep	6,228,214	6,338,089	1.76%
Oct	5,197,035	5,989,260	15.24%
Nov	5,754,347	6,048,558	5.11%
Dec	8,188,535	8,503,365	3.84%
Jan	5,203,602	5,516,877	6.02%
Feb	5,723,881	5,622,277	(1.78%)
Mar	6,980,043		
Apr	5,721,086		
May	5,598,471		
Jun	6,740,174		
Jul	6,070,365		
Aug	5,854,583		
	73,260,335	38,018,426	

Cumulative increase of 2.28% (accrual method)



Charges for Service

FY 2013 Budget	Collected through Second Quarter	Year End Projection
\$22,348,470	\$10,168,670	\$23,927,835

Projected Over Budget by \$1,579,365 or 7.07%

- **Reimbursed Expenditures** projected over budget by \$2,017,923 or 270.27%



Fines

FY 2013 Budget	Collected through Second Quarter	Year End Projection
\$15,139,269	\$5,983,371	\$13,156,487

Projected Under Budget by (\$1,982,782) or (13.10%)

- **Moving Violation Forfeitures** projected under budget (\$402,745) or (11.85%)
- **Parking Forfeitures/Fines** projected under budget (\$912,588) or (41.44%)
- **Liability Ins. Violations** projected under budget (\$193,188) or (7.43%)
- **Arrest Fees – Moving Violations** projected under budget (\$77,371) or (11.81%)



Licenses and Permits

FY 2013 Budget	Collected through Second Quarter	Year End Projection
\$11,910,560	\$5,398,360	\$12,076,066

Projected Over Budget by \$165,506 or 1.39%

- **Alarm Licenses** projected over budget by \$431,691 or 123.09% as a result of offering options to purchase one or three year licenses



Year-End General Fund Expenditure Projections

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	(OVER)/UNDER BUDGET	
EXPENDITURES					
Personal Services	260,434,857	119,259,097	260,612,673	(177,816)	(0.07%)
Contractual Services	33,568,058	12,264,419	33,409,594	158,464	0.47%
Material & Supplies	15,877,121	6,370,687	16,152,993	(275,872)	(1.71%)
Operating Expenditures	20,722,002	9,314,878	21,544,352	(822,350)	(3.82%)
Non-Operating Expenditures	4,333,107	1,181,160	4,348,297	(15,190)	(0.35%)
Intergovernmental Expenditures	1,510,822	27,880	1,376,138	134,684	9.79%
Other Uses	3,306,005	0	3,306,005	0	0.00%
Capital Expenditures	857,200	27,018	820,940	36,260	4.42%
TOTAL EXPENDITURES:	340,609,172	148,445,140	341,570,993	(961,821)	(0.28%)



Major Appropriation Variances

- **Personal Services** over budget (\$177,816) or (0.07%)
- **Contractual Services** under budget \$158,464 or 0.47%
- **Materials & Supplies** over budget (\$275,872) or (1.71%)
- **Operating Expenditures** over budget (\$822,350) or (3.82%)
- **Non-Operating Expenditures** over budget (\$15,190) or (0.35%)



Economic Indicator: Unemployment

National Unemployment Rate – Feb 2013 7.7%

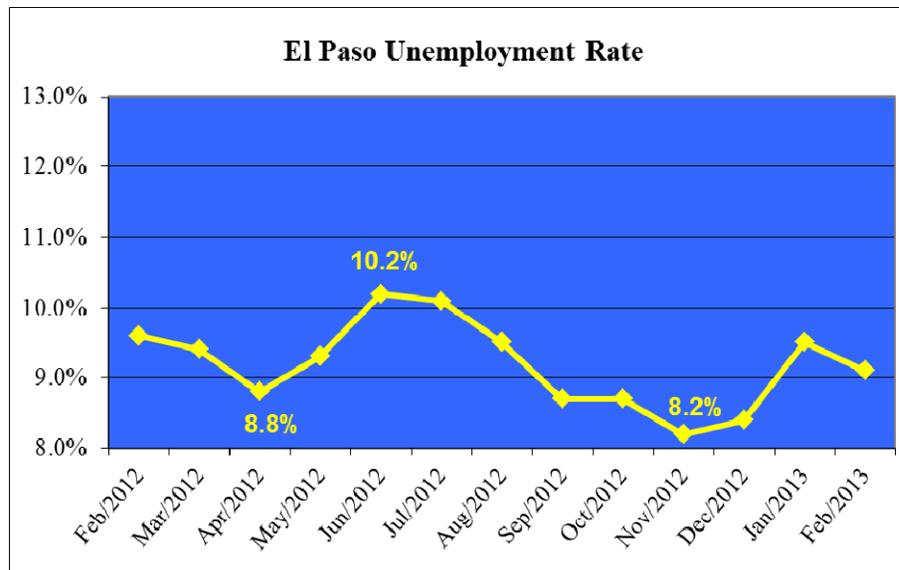
El Paso Metropolitan Statistical Area

Feb 2012

Employment: 296,345
Unemployment: 31,471
Unemployment Rate: 9.6%

Feb 2013

Employment: 294,099 (P)
Unemployment: 29,475 (P)
Unemployment Rate: 9.1% (P)



Unemployment rates are not seasonally adjusted



Economic Indicator: El Paso Home Sales

Feb 2012

Sales: 366

Average Price: \$156,800

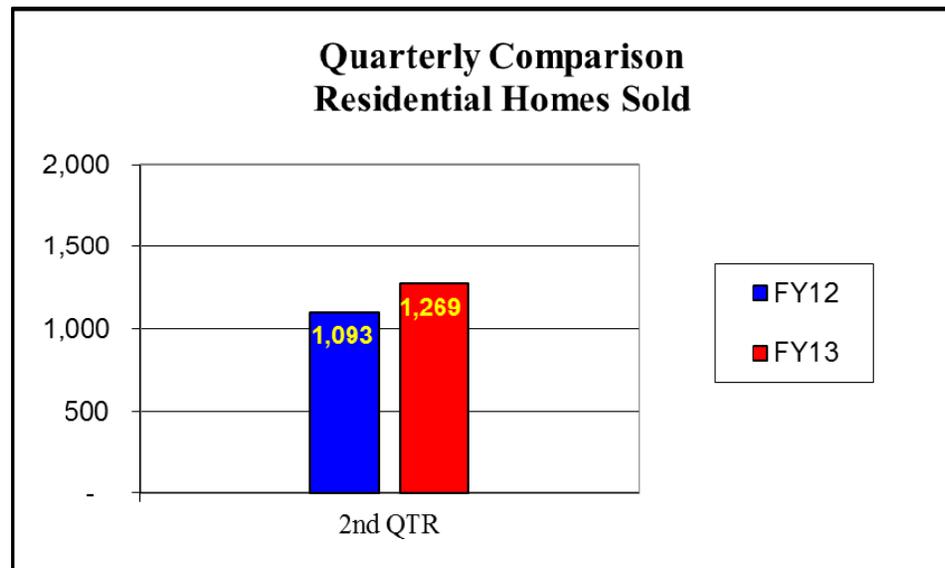
Median Price: \$136,000

Feb 2013

Sales: 350

Average Price: \$154,700

Median Price: \$139,000





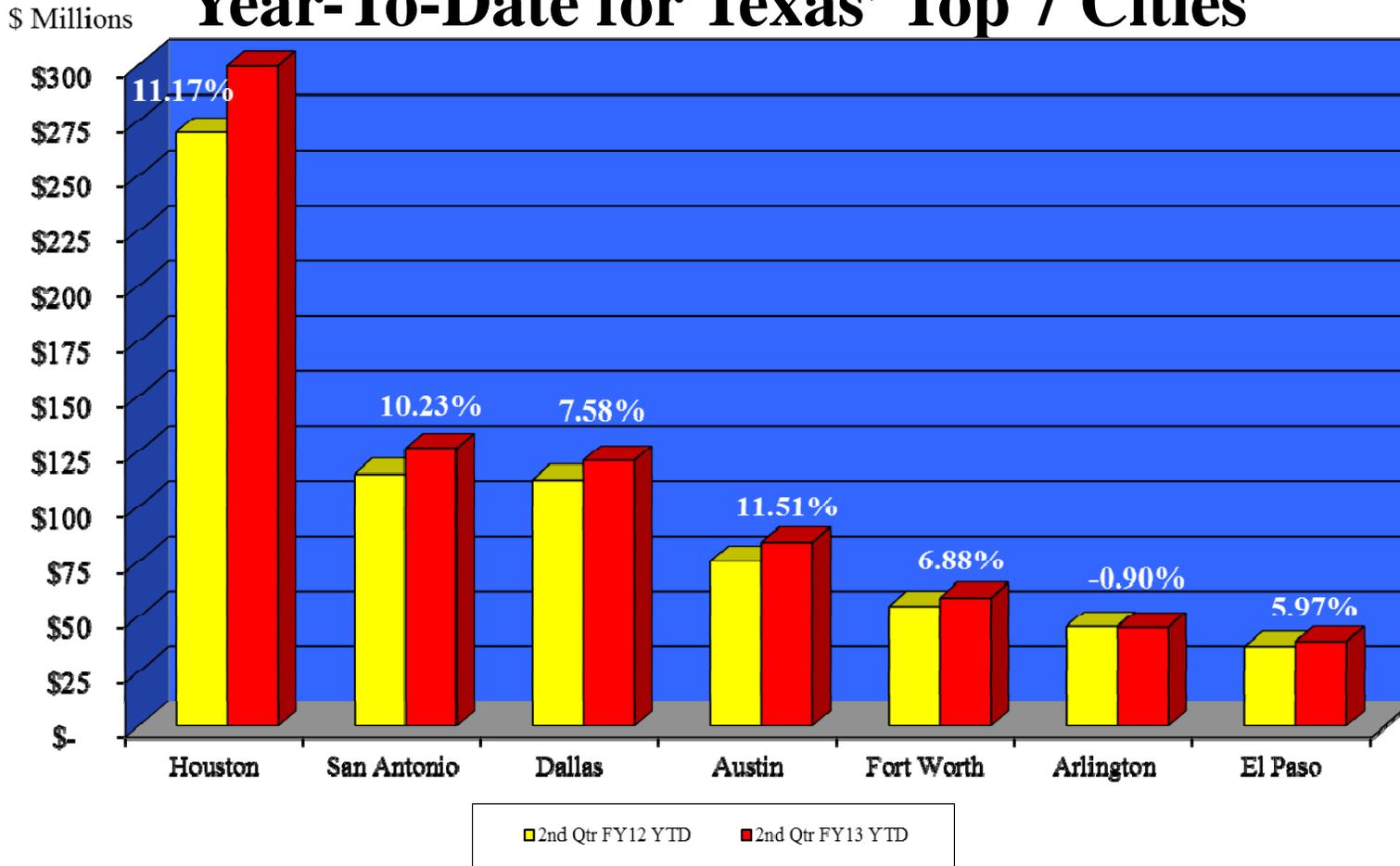
Economic Indicator: Bridge Crossings

	YTD As of Feb FY12	YTD As of Feb FY13	Difference	% Change
Santa Fe	1,367,755	1,309,678	(58,077)	(4.25%)
Stanton	423,132	403,762	(19,370)	(4.58%)
Zaragoza	286,979	260,145	(26,834)	
Total Pedestrian	2,077,866	1,973,585	(104,281)	(5.02%)
Stanton	554,003	751,551	197,548	35.66%
Zaragoza	1,057,868	1,170,691	112,823	10.67%
Total Automobile	1,611,871	1,922,242	310,371	19.26%
Zaragoza Commercial	168,865	172,585	3,720	2.20%
Total Traffic	3,858,602	4,068,412	209,810	5.44%

Note: Pedestrian fee is \$0.50, Vehicle fee \$2.50 and Commercial fee is \$3.50 per axle.



Economic Indicator: Sales Tax Revenue Comparison Year-To-Date for Texas' Top 7 Cities



% change reflects the variance from the same period last year

Source: Texas Comptroller of Public Accounts



Economic Indicator: Sales Tax Revenue Comparison Year-To-Date for Texas' Top 20 Cities

Cities Ranked by Total Collections

7 Largest Variances Highlighted

City Rank	City	% Change FY12/FY13
1	Houston	11.17%
2	San Antonio	10.23%
3	Dallas	7.58%
4	Austin	11.51%
5	Fort Worth	6.88%
6	Arlington	-0.90%
7	El Paso	5.97%
8	Corpus Christi	11.29%
9	Amarillo	6.82%
10	Round Rock	0.00%

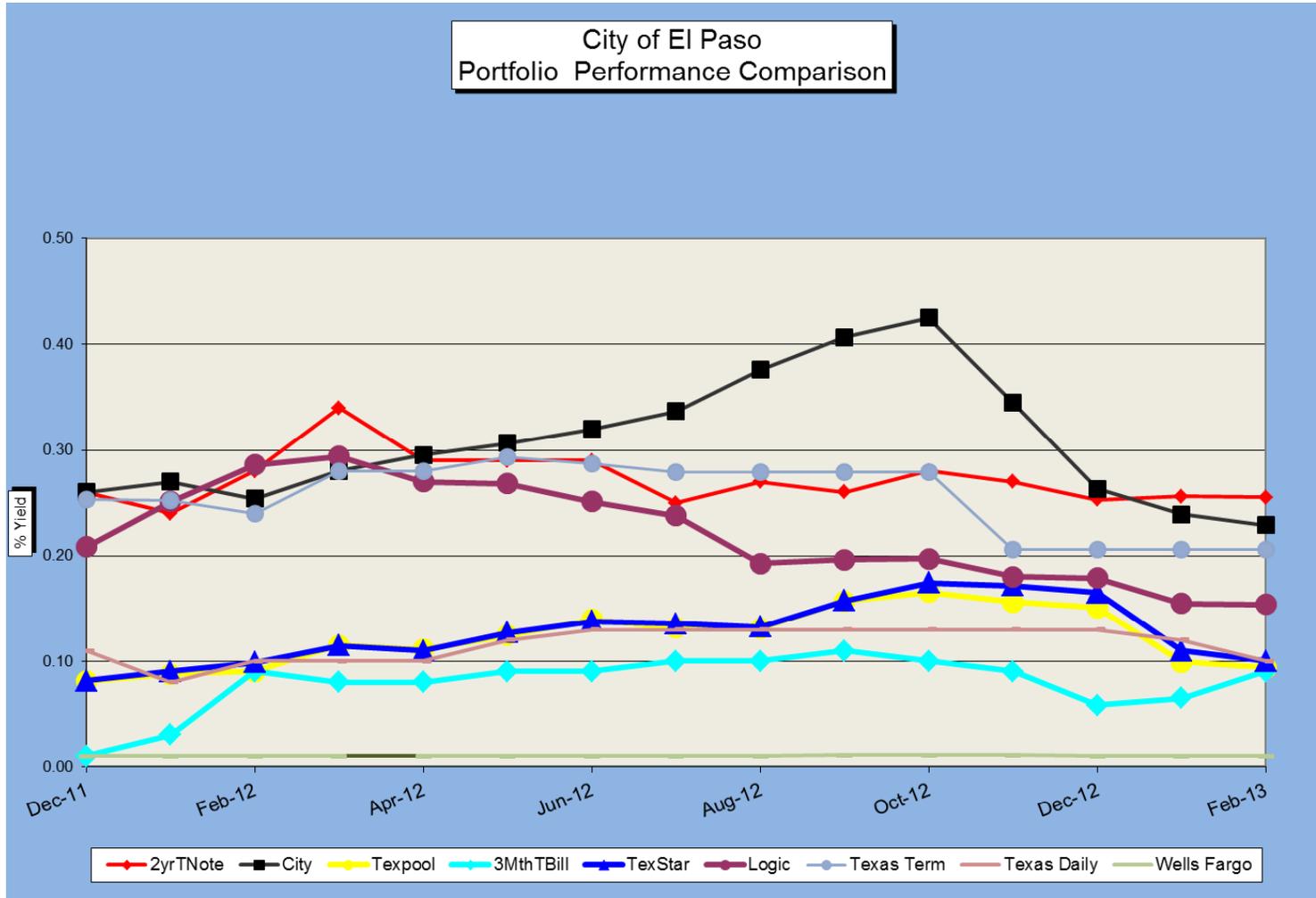
City Rank	City	% Change FY12/FY13
11	Plano	-4.56%
12	McAllen	10.81%
13	Lubbock	10.44%
14	Midland	17.96%
15	Frisco	14.71%
16	Irving	4.94%
17	Sugar Land	1.96%
18	Grand Prairie	5.28%
19	Beaumont	12.18%
20	Laredo	9.07%

% change reflects the variance from the same period last year
Source: Texas Comptroller of Public Accounts



Treasury Services

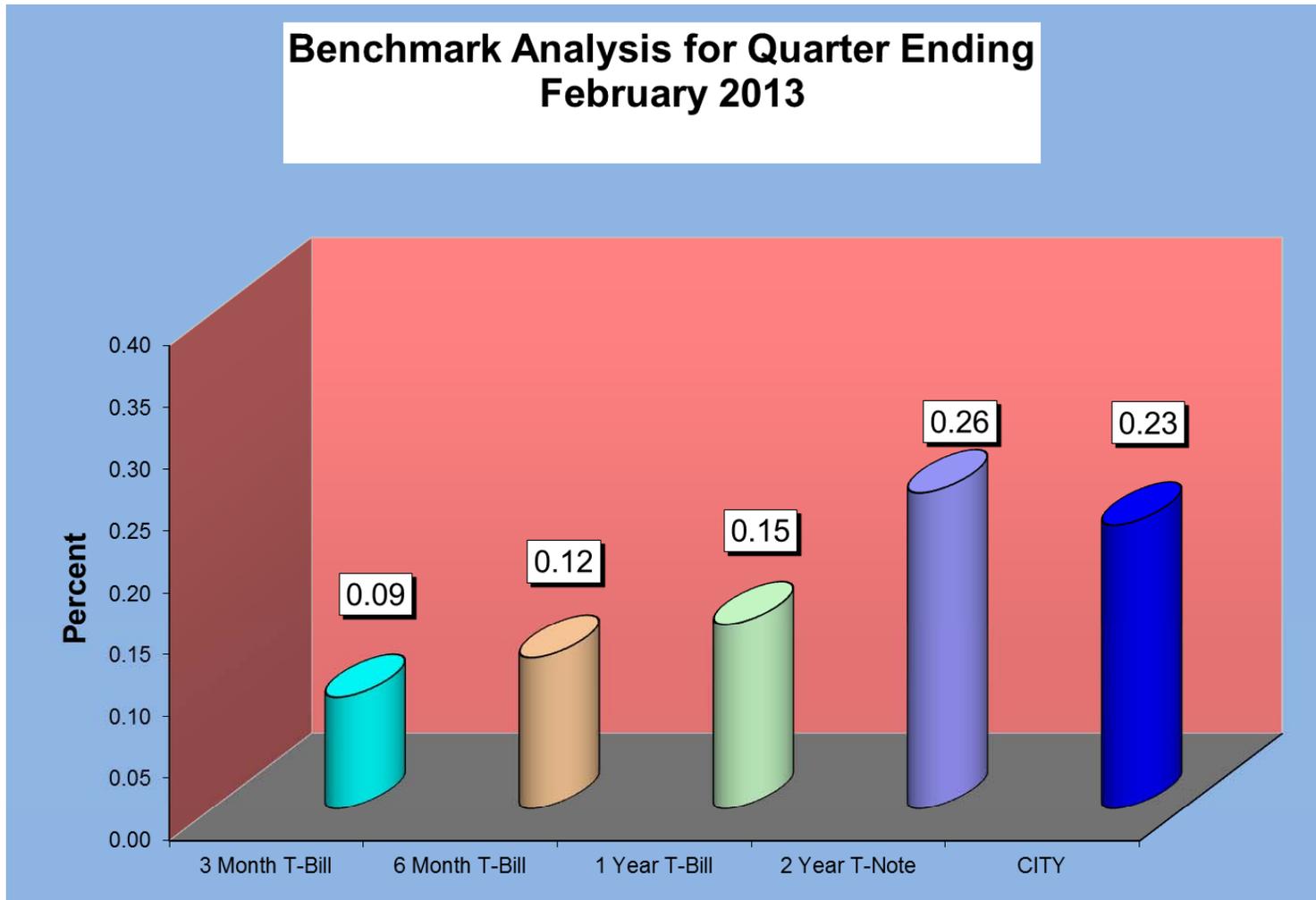
Portfolio Performance Comparison for December 2011 to February 2013



Source: Alex Brown Brokerage Firm of Deutsche Bank



Treasury Benchmark Yield Analysis



Source: Alex Brown Brokerage Firm of Deutsche Bank



Comments or Questions

GENERAL FUND ANALYSIS AS OF FEBRUARY 28, 2013

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	OVER/(UNDER) BUDGET	
REVENUES					
Property Taxes	139,622,843	131,296,300	138,518,693	(1,104,150)	(0.79%)
Penalties and Interest	1,277,732	505,789	1,232,070	(45,662)	(3.57%)
Sales Taxes	79,077,368	39,558,192	78,501,745	(575,623)	(0.73%)
Franchise Fees	43,350,496	20,970,134	42,645,632	(704,864)	(1.63%)
Charges for Services	22,348,470	10,168,670	23,927,835	1,579,365	7.07%
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Licenses and Permits	11,910,560	5,398,360	12,076,066	165,506	1.39%
Intergovernmental Revenues	2,366,342	230,769	2,366,342	0	0.00%
County Participation	470,000	0	470,000	0	0.00%
Interest	400,000	0	400,000	0	0.00%
Rents and Other	1,480,510	759,717	1,488,244	7,734	0.52%
Transfers In	19,245,306	6,788,644	19,135,915	(109,391)	(0.57%)
SIF Revenues	0	20,203	20,203	20,203	
Other Sources	0	22,380	22,380	22,380	
TOTAL REVENUE:	336,688,896	221,702,531	333,961,611	(2,727,285)	(0.81%)

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	(OVER)/UNDER BUDGET	
EXPENDITURES					
Personal Services	260,434,857	119,259,097	260,612,673	(177,816)	(0.07%)
Contractual Services	33,568,058	12,264,419	33,409,594	158,464	0.47%
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Operating Expenditures	20,722,002	9,314,878	21,544,352	(822,350)	(3.82%)
Non-Operating Expenditures	4,333,107	1,181,160	4,348,297	(15,190)	(0.35%)
Intergovernmental Expenditures	1,510,822	27,880	1,376,138	134,684	9.79%
Other Uses	3,306,005	0	3,306,005	0	0.00%
Capital Expenditures	857,200	27,018	820,940	36,260	4.42%
TOTAL EXPENDITURES:	340,609,172	148,445,140	341,570,993	(961,821)	(0.28%)

Beginning Unassigned Fund Balance:	20,697,776
Difference Revenue/Expenditures:	(3,689,105)
PROJECTED UNASSIGNED FUND BALANCE 8/31/2013:	17,008,671

¹ Includes the following approved uses of fund balance:

\$	1,206,000	for FY 2012 Purchase Order Rollover to FY 2013
\$	3,920,276	for City Hall relocation costs (approved by Council 9/18/2012)
\$	5,126,276	

GENERAL FUND EXPENDITURES DEPARTMENTAL SUMMARY AS OF FEBRUARY 28, 2013

DEPARTMENT	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	(OVER)/UNDER BUDGET	
CITY ATTORNEY	4,240,245	1,797,032	4,150,245	90,000	2.17%
CITY DEVELOPMENT	8,388,061	4,611,009	8,352,088	35,973	0.43%
CITY MANAGER	2,744,004	1,333,950	2,773,854	(29,850)	(1.08%)
COMMUNITY & HUMAN DEVELOPMENT	528,016	165,840	391,032	136,984	35.03%
DEPARTMENT OF TRANSPORTATION	13,586,904	5,775,270	13,474,304	112,600	0.84%
ENGINEERING & CONSTRUCTION	2,882,582	2,415,065	2,880,234	2,348	0.08%
ENVIRONMENTAL SERVICES	2,244,428	1,212,009	1,940,754	303,674	15.65%
FINANCIAL SERVICES	3,085,465	2,170,063	3,131,177	(45,712)	(1.46%)
FIRE	91,780,030	33,699,071	91,964,225	(184,195)	(0.20%)
GENERAL SERVICES	27,262,002	10,917,917	27,008,778	253,224	0.94%
HUMAN RESOURCES	1,877,068	798,540	1,878,149	(1,081)	(0.06%)
INFORMATION TECHNOLOGY	14,954,017	5,358,906	14,813,622	140,396	0.95%
LIBRARY	8,947,612	4,054,863	8,847,604	100,008	1.13%
MAYOR & COUNCIL	1,328,852	672,614	1,328,852	0	0.00%
MUNICIPAL CLERK	5,254,247	1,604,878	5,255,310	(1,063)	(0.02%)
MUSEUMS & CULTURAL AFFAIRS	2,339,351	1,134,851	2,317,230	22,121	0.95%
NON-DEPARTMENTAL	12,810,204	3,996,705	13,383,592	(573,388)	(4.28%)
PARKS & RECREATION	12,157,860	5,216,204	12,157,860	0	0.00%
POLICE	112,350,475	56,174,314	113,746,746	(1,396,271)	(1.23%)
PUBLIC HEALTH	6,035,813	2,590,711	5,983,062	52,751	0.88%
TAX	2,019,531	880,894	1,995,813	23,718	1.19%
ZOO	3,792,405	1,864,433	3,796,462	(4,057)	(0.11%)
TOTAL GENERAL FUND	340,609,172	148,445,140	341,570,993	(961,821)	(0.28%)

**GENERAL FUND EXPENDITURES BY DEPARTMENT
AS OF FEBRUARY 28, 2013**

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	OMB PROJECTED EXPENDITURES	(OVER)/UNDER BUDGET
CITY ATTORNEY				
Personal Services	2,933,579	1,219,481	2,843,579	90,000
Contractual Services	641,200	417,095	638,200	3,000
Material & Supplies	28,000	10,252	28,000	0
Operating Expenditures	32,647	13,991	35,647	(3,000)
Non-Operating Expenditures	467,419	133,360	467,419	0
Other Uses	137,400	0	137,400	0
Capital Expenditures	0	2,853	0	0
TOTAL	4,240,245	1,797,032	4,150,245	90,000
CITY DEVELOPMENT				
Personal Services	7,082,721	4,045,846	7,089,759	(7,038)
Contractual Services	586,410	216,092	585,704	706
Material & Supplies	198,094	45,702	192,461	5,633
Operating Expenditures	180,578	109,196	158,906	21,672
Non-Operating Expenditures	310,000	194,173	295,000	15,000
Intergovernmental Expenditures	0	0	0	0
Other Uses	0	0	0	0
Capital Expenditures	30,258	0	30,258	0
TOTAL	8,388,061	4,611,009	8,352,088	35,973
CITY MANAGER				
Personal Services	2,532,749	1,263,747	2,562,599	(29,850)
Contractual Services	123,924	26,838	123,924	0
Material & Supplies	31,520	9,850	31,520	0
Operating Expenditures	55,811	33,539	55,811	0
Non-Operating Expenditures	0	(24)	0	0
Intergovernmental Expenditures	0	0	0	0
Other Uses	0	0	0	0
Capital Expenditures	0	0	0	0
TOTAL	2,744,004	1,333,950	2,773,854	(29,850)
COMMUNITY & HUMAN DEVELOPMENT				
Personal Services	370,372	163,797	370,372	0
Contractual Services	12,810	636	10,510	2,300
Material & Supplies	6,800	1,330	6,800	0
Operating Expenditures	3,350	77	3,350	0
Intergovernmental Expenditures	134,684	0		134,684
TOTAL	528,016	165,840	391,032	136,984
DEPARTMENT OF TRANSPORTATION				
Personal Services	9,039,294	4,139,478	8,694,294	345,000
Contractual Services	2,340,867	685,943	2,225,867	115,000
Material & Supplies	2,124,942	902,774	2,472,342	(347,400)
Operating Expenditures	81,801	47,075	81,801	0
TOTAL	13,586,904	5,775,270	13,474,304	112,600

**GENERAL FUND EXPENDITURES BY DEPARTMENT
AS OF FEBRUARY 28, 2013**

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	OMB PROJECTED EXPENDITURES	(OVER)/UNDER BUDGET
ENGINEERING & CONSTRUCTION				
Personal Services	2,709,603	2,280,771	2,709,603	0
Contractual Services	33,952	30,619	33,787	165
Material & Supplies	91,982	71,369	90,528	1,454
Operating Expenditures	47,045	32,305	46,316	729
TOTAL	2,882,582	2,415,065	2,880,234	2,348
ENVIRONMENTAL SERVICES				
Personal Services	1,603,970	905,336	1,319,107	284,863
Contractual Services	317,475	171,267	346,105	(28,630)
Material & Supplies	301,053	124,303	253,859	47,194
Operating Expenditures	20,930	11,103	20,683	247
Non-Operating Expenditures	1,000	0	1,000	0
TOTAL	2,244,428	1,212,009	1,940,754	303,674
FINANCIAL SERVICES				
Personal Services	2,675,323	1,991,623	2,720,387	(45,064)
Contractual Services	332,282	164,624	332,260	22
Material & Supplies	51,831	4,903	51,256	575
Operating Expenditures	26,029	8,913	27,274	(1,245)
TOTAL	3,085,465	2,170,063	3,131,177	(45,712)
FIRE				
Personal Services	82,033,935	30,228,208	82,033,935	0
Contractual Services	3,955,085	1,412,801	4,070,071	(114,986)
Material & Supplies	4,536,441	1,873,414	4,516,168	20,273
Operating Expenditures	237,241	184,648	324,483	(87,242)
Non-Operating Expenditures	686,068	0	686,068	0
Intergovernmental Expenditures	233,500	0	233,500	0
Capital Expenditures	97,760	0	100,000	(2,240)
TOTAL	91,780,030	33,699,071	91,964,225	(184,195)
GENERAL SERVICES				
Personal Services	7,028,013	3,099,515	6,792,337	235,676
Contractual Services	3,688,955	1,429,659	3,613,266	75,689
Material & Supplies	2,351,536	826,748	2,392,191	(40,655)
Operating Expenditures	11,757,281	4,995,494	11,774,767	(17,486)
Non-Operating Expenditures	2,288,891	566,501	2,288,891	0
Capital Expenditures	147,326	0	147,326	0
TOTAL	27,262,002	10,917,917	27,008,778	253,224
HUMAN RESOURCES				
Personal Services	1,537,400	718,519	1,537,400	0
Contractual Services	59,050	29,556	61,011	(1,961)
Material & Supplies	24,427	7,129	23,737	690
Operating Expenditures	256,191	43,336	256,001	190
TOTAL	1,877,068	798,540	1,878,149	(1,081)

**GENERAL FUND EXPENDITURES BY DEPARTMENT
AS OF FEBRUARY 28, 2013**

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	OMB PROJECTED EXPENDITURES	(OVER)/UNDER BUDGET
INFORMATION TECHNOLOGY				
Personal Services	5,343,300	1,832,723	5,123,720	219,580
Contractual Services	7,019,521	2,449,909	7,019,521	0
Material & Supplies	150,005	31,986	149,189	816
Operating Expenditures	2,089,494	1,023,830	2,169,494	(80,000)
Capital Expenditures	351,697	20,457	351,697	0
TOTAL	14,954,017	5,358,906	14,813,622	140,396
LIBRARY				
Personal Services	6,960,205	3,295,190	6,860,478	99,727
Contractual Services	366,743	149,084	366,743	0
Material & Supplies	1,417,405	600,605	1,417,124	281
Operating Expenditures	24,600	9,984	24,600	0
Capital Expenditures	178,659	0	178,659	0
TOTAL	8,947,612	4,054,863	8,847,604	100,008
MAYOR/COUNCIL				
Personal Services	1,127,470	571,361	1,127,470	0
Contractual Services	58,200	37,103	58,200	0
Material & Supplies	20,800	6,081	20,800	0
Operating Expenditures	112,382	48,069	112,382	0
Non-Operating Expenditures	10,000	10,000	10,000	0
TOTAL	1,328,852	672,614	1,328,852	0
MUNICIPAL CLERK				
Personal Services	4,072,602	1,157,662	4,059,874	12,728
Contractual Services	829,512	312,556	842,043	(12,531)
Material & Supplies	26,368	9,674	26,368	0
Operating Expenditures	270,765	125,079	272,025	(1,260)
Non-Operating Expenditures	55,000	(93)	55,000	0
TOTAL	5,254,247	1,604,878	5,255,310	(1,063)
MUSEUMS & CULTURAL AFFAIRS				
Personal Services	2,001,735	968,979	1,937,958	63,777
Contractual Services	187,165	95,340	209,481	(22,316)
Material & Supplies	51,902	24,761	50,246	1,656
Operating Expenditures	37,779	30,856	58,775	(20,996)
Non-Operating Expenditures	37,150	14,915	37,150	0
Intergovernmental Expenditures	15,620	0	15,620	0
Capital Expenditures	8,000	0	8,000	0
TOTAL	2,339,351	1,134,851	2,317,230	22,121
NON-DEPARTMENTAL				
Personal Services	(678,238)	132,830	(678,238)	0
Contractual Services	5,913,512	1,751,258	5,823,551	89,961
Material & Supplies	0	2,385	0	0
Operating Expenditures	3,929,596	1,848,601	4,562,755	(633,159)
Non-Operating Expenditures	476,729	261,631	506,919	(30,190)
Other Uses	3,168,605	0	3,168,605	0

**GENERAL FUND EXPENDITURES BY DEPARTMENT
AS OF FEBRUARY 28, 2013**

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	OMB PROJECTED EXPENDITURES	(OVER)/UNDER BUDGET
TOTAL	12,810,204	3,996,705	13,383,592	(573,388)

**GENERAL FUND EXPENDITURES BY DEPARTMENT
AS OF FEBRUARY 28, 2013**

	ADJUSTED BUDGET FY 2013	FY 2013 ACTUAL TO DATE	OMB PROJECTED EXPENDITURES	(OVER)/UNDER BUDGET
PARKS & RECREATION				
Personal Services	9,270,210	4,276,582	9,270,210	0
Contractual Services	1,736,567	636,690	1,736,567	0
Material & Supplies	764,100	197,543	764,100	0
Operating Expenditures	242,655	105,389	242,655	0
Non-Operating Expenditures	0	0	0	0
Intergovernmental Expenditures	144,328	0	144,328	0
TOTAL	12,157,860	5,216,204	12,157,860	0
POLICE				
Personal Services	103,963,262	52,613,960	105,391,957	(1,428,695)
Contractual Services	3,817,101	1,614,661	3,808,286	8,815
Material & Supplies	3,328,495	1,470,077	3,305,848	22,647
Operating Expenditures	733,447	447,736	732,485	962
Intergovernmental Expenditures	508,170	27,880	508,170	0
TOTAL	112,350,475	56,174,314	113,746,746	(1,396,271)
PUBLIC HEALTH				
Personal Services	3,962,854	1,945,470	3,952,395	10,459
Contractual Services	718,965	321,491	719,375	(410)
Material & Supplies	337,370	134,562	326,406	10,964
Operating Expenditures	501,754	188,491	504,516	(2,762)
Non-Operating Expenditures	850	697	850	0
Intergovernmental Expenditures	474,520	0	474,520	0
Capital Expenditures	39,500	0	5,000	34,500
TOTAL	6,035,813	2,590,711	5,983,062	52,751
TAX				
Personal Services	1,119,733	546,454	1,097,015	22,718
Contractual Services	781,122	310,277	785,122	(4,000)
Material & Supplies	34,050	15,238	34,050	0
Operating Expenditures	80,626	5,217	79,626	1,000
Non-Operating Expenditures	0	0	0	0
Intergovernmental Expenditures	0	0	0	0
Other Uses	0	0	0	0
Capital Expenditures	4,000	3,708	0	4,000
TOTAL	2,019,531	880,894	1,995,813	23,718
ZOO				
Personal Services	3,744,765	1,861,564	3,796,462	(51,697)
Contractual Services	47,640	920	0	47,640
Material & Supplies	0	0	0	0
Operating Expenditures	0	1,949	0	0
TOTAL	3,792,405	1,864,433	3,796,462	(4,057)
GRAND TOTAL GENERAL FUND	340,609,172	148,445,140	341,570,993	(961,821)

GENERAL FUND REVENUES AS OF FEBRUARY 28, 2013

	ADJUSTED FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	OVER/(UNDER) BUDGET	
Property Taxes	139,622,843	131,296,300	138,518,693	(1,104,150)	(0.79%)
Penalties and Interest	1,277,732	505,789	1,232,070	(45,662)	(3.57%)
Sales Taxes	79,077,368	39,558,192	78,501,745	(575,623)	(0.73%)
Franchise Fees	43,350,496	20,970,134	42,645,632	(704,864)	(1.63%)
Charges for Services	22,348,470	10,168,670	23,927,835	1,579,365	7.07%
Fines and Forfeitures	15,139,269	5,983,371	13,156,487	(1,982,782)	(13.10%)
Licenses and Permits	11,910,560	5,398,360	12,076,066	165,506	1.39%
Intergovernmental Revenues	2,366,342	230,769	2,366,342	0	0.00%
County Participation	470,000	0	470,000	0	0.00%
Interest	400,000	0	400,000	0	0.00%
Rents and Other	1,480,510	759,717	1,488,244	7,734	0.52%
Transfers In	19,245,306	6,788,644	19,135,915	(109,391)	(0.57%)
SIF Revenues	0	20,203	20,203	20,203	
Other Sources	0	22,380	22,380	22,380	
Total General Fund:	336,688,896	221,702,531	333,961,611	(2,727,285)	(0.81%)
<u>Property Taxes</u>					
401010 Real Property Tax Collections	138,172,843	131,056,300	137,073,813	(1,099,030)	(0.80%)
401020 Personal Property Tax Collections	0	0	32,529	32,529	
401050 Special Fees - Delinquent Tax Collections	1,450,000	240,000	1,412,351	(37,649)	(2.60%)
Total Property Taxes	139,622,843	131,296,300	138,518,693	(1,104,150)	(0.79%)
<u>Penalties and Interest</u>					
401030 Penalties Property Tax Collections	1,277,732	505,789	1,232,070	(45,662)	(3.57%)
	1,277,732	505,789	1,232,070	(45,662)	(3.57%)
<u>Sales Taxes</u>					
411000 Sales Tax	77,323,488	38,804,221	76,942,279	(381,209)	(0.49%)
411020 Mixed Beverage Tax	1,697,880	740,117	1,504,134	(193,746)	(11.41%)
411030 Bingo Tax	56,000	13,854	55,332	(668)	(1.19%)
Total Sales Taxes	79,077,368	39,558,192	78,501,745	(575,623)	(0.73%)
<u>Franchise Fees</u>					
420230 Taxes Gas Service	3,625,261	905,592	2,751,280	(873,981)	(24.11%)
420240 Time-Warner	3,469,596	1,623,897	3,275,509	(194,087)	(5.59%)
420250 El Paso Water Utilities	10,454,077	5,049,557	10,392,070	(62,007)	(0.59%)
420290 AT&T	6,511,820	3,233,196	6,785,919	274,099	4.21%
420300 Oneok	1,200,000	629,111	1,200,000	0	0.00%
420320 Electric Company	16,250,676	8,373,531	15,902,308	(348,368)	(2.14%)
420330 Telecom Franchises	1,839,066	1,155,251	2,338,546	499,480	27.16%
Total Franchise Fees	43,350,496	20,970,134	42,645,632	(704,864)	(1.63%)
<u>Charges for Services</u>					
405067 Reimbursed Expenditures	746,642	1,382,282	2,764,565	2,017,923	270.27%
430620 Reimbursed Damages	5,000	2,362	4,723	(277)	(5.54%)
431180 Food Establishments Site Assessment	92,000	37,097	89,118	(2,882)	(3.13%)
431200 Ambulance Service Revenue	9,202,025	4,799,815	9,576,302	374,277	4.07%
431260 County Food Safety	128,000	14,875	62,625	(65,375)	(51.07%)
431270 Overseas Immunizations	6,514	20,203	40,406	33,892	520.29%
431280 Animal Impoundment Fees	298,000	195,218	390,436	92,436	31.02%

GENERAL FUND REVENUES

AS OF FEBRUARY 28, 2013

	ADJUSTED FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	OVER/(UNDER) BUDGET	
431310 Dental Clinic Fees	351,361	83,391	150,000	(201,361)	(57.31%)
431320 STD Clinic Visit	135,056	53,696	128,533	(6,523)	(4.83%)
431330 Lab TB - Mycology Tests	18,000	13,990	18,000	0	0.00%
431340 Milk and Dairy Lab Tests	22,783	10,085	22,783	0	0.00%
431360 Routine Immunizations	500	11,574	23,148	22,648	4529.60%
431370 STD HIV Lab Tests	44,000	12,425	24,850	(19,150)	(43.52%)
431380 Water Lab Tests	68,000	38,207	68,205	205	0.30%
431390 Animal Adoptions	1,000	0	1,000	0	0.00%
440000 Museums Admission Revenue	0	42	42	42	
440040 General Admissions Revenue	638,950	173,936	653,890	14,940	2.34%
440200 Meter Revenue	480	996	1,992	1,512	315.00%
440210 Patching Street Cuts	70,000	19,254	38,508	(31,492)	(44.99%)
440220 Street Lights	60,000	8,922	17,844	(42,156)	(70.26%)
443000 Library Fees	217,571	90,994	190,000	(27,571)	(12.67%)
443010 Event Fees	37,720	10,029	27,000	(10,720)	(28.42%)
443020 Instructional Fees	352,430	156,719	352,430	0	0.00%
443040 Child Care Services	476,450	201,835	443,350	(33,100)	(6.95%)
443060 Sales to the Public	30,000	13,486	26,972	(3,028)	(10.09%)
443070 Organized Sports Leagues Fees	986,500	432,027	986,500	0	0.00%
443550 Misc Charges - Sales to Departments	824	270	540	(284)	(34.47%)
443560 Indirect Cost Recovery	1,900,000	835,645	1,671,289	(228,711)	(12.04%)
446000 NSF Check and Other Fees	4,085	83	83	(4,002)	(97.98%)
446020 Tax Office Certificates	13,730	12,681	18,000	4,270	31.10%
450400 Gus and Goldie Royalty Revenue	2,500	440	1,500	(1,000)	(40.00%)
450630 Public Information Distribution Fee	30,000	13,594	27,189	(2,811)	(9.37%)
450640 Bank Fees Credit Card Fees	125,373	42,243	84,487	(40,886)	(32.61%)
450650 Miscellaneous Non-Operating Revenues	1,100,000	340,737	800,000	(300,000)	(27.27%)
450680 Photostats	298,047	146,676	305,894	7,847	2.63%
450690 Vending Machine Proceeds	25,000	29,016	58,032	33,032	132.13%
450730 Annual Registration Fee - Lobby	4,800	1,235	2,470	(2,330)	(48.55%)
450740 Economic Development - City Fund	292,811	0	292,811	0	0.00%
470500 Transfer from Capital Projects	4,562,318	962,590	4,562,318	0	0.00%
Total Charges for Services	22,348,470	10,168,670	23,927,835	1,579,365	7.07%
<i>Fines and Forfeitures</i>					
440390 Anticipated Warrant Fees	298,926	140,402	235,822	(63,104)	(21.11%)
440400 Moving Violation Fines	3,400,000	1,449,305	2,997,255	(402,745)	(11.85%)
440410 Public Inspection Violations	60,000	22,440	53,253	(6,747)	(11.25%)
440420 Health Code Violations	25,000	11,686	31,110	6,110	24.44%
440430 Animal Violations	45,000	33,265	67,040	22,040	48.98%
440440 Liability Insurance Violations	2,600,000	1,051,312	2,406,812	(193,188)	(7.43%)
440450 Misdemeanors	470,000	175,274	397,510	(72,490)	(15.42%)
440460 Misdemeanor Warrants	28,438	16,640	35,422	6,984	24.56%
440470 Moving Warrants	590,000	280,802	562,142	(27,858)	(4.72%)
440480 Arrest Fees - Moving Violations	655,000	266,390	577,629	(77,371)	(11.81%)
440490 Parking Court Costs	71,725	26,495	54,845	(16,880)	(23.53%)
440500 City Court Costs	399,637	174,482	364,665	(34,972)	(8.75%)
440510 Undistributed	14,500	21,151	21,151	6,651	45.87%
440520 Overpayment Muni Court Tickets	4,455	47,535	10,647	6,192	138.99%
440530 Special Expense Fee	692,000	328,672	665,399	(26,601)	(3.84%)
440550 Moving Violation Forfeits	3,118,853	1,142,979	2,856,476	(262,377)	(8.41%)
440560 Parking Forfeits Fines	2,202,030	656,972	1,289,442	(912,588)	(41.44%)
440570 Appellate Docket Fees	2,500	1,528	2,214	(286)	(11.44%)

GENERAL FUND REVENUES

AS OF FEBRUARY 28, 2013

	ADJUSTED FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	OVER/(UNDER) BUDGET	
440580 Recoveries - Professional Bond	3,800	520	1,040	(2,760)	(72.63%)
440600 Time Payment Fees - Muni Court	334,554	69,613	379,755	45,201	13.51%
440620 CITY - FTA	41,100	28,983	65,769	24,669	60.02%
440640 Narcotics Reimbursement Fee	17,500	4,752	9,504	(7,996)	(45.69%)
440660 Judicial Salaries - City	64,251	32,172	71,585	7,334	11.41%
Total Fines and Forfeitures	15,139,269	5,983,371	13,156,487	(1,982,782)	(13.10%)
 <u>Licenses and Permits</u>					
441010 Building Services Investigation Fees	14,775	5,220	12,000	(2,775)	(18.78%)
441020 Building Permits	1,800,000	835,477	1,816,477	16,477	0.92%
441030 Demolition Permits	12,000	6,540	13,080	1,080	9.00%
441040 Electrical Permits	650,000	500,306	1,011,282	361,282	55.58%
441060 Grading Permits	142,286	100,009	194,703	52,417	36.84%
441070 Mechanical Permits	725,000	299,925	713,458	(11,542)	(1.59%)
441080 Mobile Home Placement Permits	4,000	4,176	8,352	4,352	108.80%
441090 Plan Review Fees	275,000	110,745	225,092	(49,908)	(18.15%)
441100 TAS Plan Review Fees	0	7,400	7,500	7,500	
441120 Plumbing Permits	557,601	341,217	710,383	152,782	27.40%
441130 Roofing Permits	522,363	171,259	459,589	(62,774)	(12.02%)
441140 Sidewalk and Driveway Permits	10,000	15,366	30,000	20,000	200.00%
441150 Signs Permits	89,000	78,032	156,064	67,064	75.35%
441160 Zoning Board Fees	26,000	14,850	29,700	3,700	14.23%
441180 Building Services Report Sales	4,500	0	0	(4,500)	(100.00%)
441190 Other Permits and Licenses	280,614	110,726	237,834	(42,780)	(15.25%)
441210 Charitable Solicitation Permit	8,000	4,512	9,024	1,024	12.80%
441230 Parade Permits	9,000	5,160	10,320	1,320	14.67%
441240 Paving Cut Permits	8,000	3,933	7,866	(134)	(1.68%)
441260 Subdivision Permits	323,338	138,779	237,380	(85,958)	(26.58%)
441280 Taxi Cab Operating Permits	35,100	3,150	53,450	18,350	52.28%
441290 Alarms Licenses	350,706	354,798	782,397	431,691	123.09%
441300 Alcoholic Beverage Licenses	135,000	56,172	120,428	(14,572)	(10.79%)
441310 Amplification Permits	8,000	3,981	7,962	(38)	(0.48%)
441330 Assembly Permits	100	0	0	(100)	(100.00%)
441340 Cab Driver Licenses	0	138	276	276	
441350 Chauffeur Licenses	3,000	1,626	3,000	0	0.00%
441370 Electrical Licenses	2,500	0	0	(2,500)	(100.00%)
441380 Food Establishment Licenses	750,432	379,167	719,651	(30,781)	(4.10%)
441390 Food Management School Fees	680,198	276,017	675,545	(4,653)	(0.68%)
441400 Home Improvement Contractor Fee	150,000	80,100	160,200	10,200	6.80%
441410 Sign Contractor Licenses	14,000	3,035	6,070	(7,930)	(56.64%)
441420 Zoning Home Occupation License	11,000	0	0	(11,000)	(100.00%)
441430 Penalties Late Fees	70,000	25,159	53,702	(16,298)	(23.28%)
441440 Hazardous Chemicals Permits	0	144	144	144	
441470 Chartered Tour Limo Fees	15,612	12,837	15,612	0	0.00%
441490 Storm Drain Permits Fees	9,882	6,222	9,882	0	0.00%
441510 Special Privilege Permits	500	200	360	(140)	(28.00%)
441520 Residential Building Permits	3,573,997	1,087,804	2,844,568	(729,429)	(20.41%)
441530 Application Annual Process Fee	62,646	23,479	58,000	(4,646)	(7.42%)
441540 Condemnation Fee	1,789	736	1,472	(317)	(17.72%)
441550 Fire Accident Investigation Fee	5,000	2,324	4,648	(352)	(7.04%)
441560 Temporary Late Fee Penalty	4,500	4,843	9,686	5,186	115.24%
441630 Taxicab Zone 12 88 Zone Permit	6,000	0	950	(5,050)	(84.17%)
441660 3rd Party Ins Code Comp Inc	0	(6,800)	0	0	

GENERAL FUND REVENUES AS OF FEBRUARY 28, 2013

	ADJUSTED FY 2013	FY 2013 ACTUAL TO DATE	YEAR-END PROJECTION	OVER/(UNDER) BUDGET	
442000	143,411	48,872	100,193	(43,218)	(30.14%)
442010	344,537	234,064	468,128	123,591	35.87%
442040	0	62	62	62	
442060	71,173	46,600	89,575	18,402	25.86%
Total Licenses and Permits	11,910,560	5,398,360	12,076,066	165,506	1.39%
<u>Intergovernmental Revenue</u>					
460220	1,641,342	30,229	1,641,342	0	0.00%
460250	725,000	200,541	725,000	0	0.00%
Total Intergovernmental Revenue	2,366,342	230,769	2,366,342	0	0.00%
<u>County Participation</u>					
460240	470,000	0	470,000	0	0.00%
<u>Interest</u>					
450000	400,000	0	400,000	0	0.00%
<u>Rents and Other</u>					
450200	838,600	375,142	800,000	(38,600)	(4.60%)
450210	640,361	382,228	683,000	42,639	6.66%
450600	1,000	0	0	(1,000)	(100.00%)
450660	0	2,347	4,695	4,695	
450700	549	0	549	0	0.00%
Total Rents and Other	1,480,510	759,717	1,488,244	7,734	0.52%
<u>Transfers In</u>					
431600	1,779,000	857,498	1,779,000	0	0.00%
431610	3,300,000	1,650,000	3,300,000	0	0.00%
470000	12,960,306	4,281,146	12,850,915	(109,391)	(0.84%)
470020	1,206,000	0	1,206,000	0	0.00%
Total Transfers In	19,245,306	6,788,644	19,135,915	(109,391)	(0.57%)
<u>SIF Revenues</u>					
404451	0	20,191	20,190	20,190	
404471	0	11	11	11	
404480	0	1	1	1	
Total Transfers In	0	20,203	20,203	20,203	
<u>Other Sources(Uses)</u>					
470400	0	22,380	22,380	22,380	
TOTAL REVENUE	336,688,896	221,702,531	333,961,611	(2,727,285)	(0.81%)

¹ Account 470020 -- This figure equates to an authorized use of fund balance.

CAPITAL IMPROVEMENT PROGRAM (CIP) BUDGET TRANSFER REPORT SECOND QUARTER FY 2013

Date	Amount	JUSTIFICATION	FUNDING SOURCE
12/5/2012	\$2,000,000.00	To set up appropriations of \$2,000,000 for year one of the NEIGHBORHOOD TRAFFIC MANAGEMENT PROGRAM. Funding source is 2013 Street Infrastructure Plan CO. District: All	2013 Street Infrastructure Plan CO's
12/5/2012	\$655,657.06	To transfer remaining budget balances from the FY08 Reprogrammed - Parks and Recreation Projects to the Tres Suenos #5, Tierra del Este #64, Ventanas #3, Mequite Hills #4/7, and Jorge Montalvo Park Project. Funding Source is 2008 Reprogrammed Certificates of Obligation. District Various	2008 Reprogrammed CO's
12/11/2012	\$96,518.00	To appropriate \$96,518 to fund the installation of school flashers for Bel Air High School. Funding source is 100% from Ysleta ISD.	Ysleta ISD
12/13/2012	\$15,013.00	To transfer remaining budget balance from the FY12 Facilities Rehab Program Project to SUFFOLK PERIMETER LIGHTS for \$6,771 and the BLACKIE CHESHER PARK CANOPIES for \$ 8,242. Funding Source is 2006 Reprogrammed Certificates of Obligation.	2006 CO's
1/3/2013	\$140,030.00	To set up appropriation for project STATE SPUR 1966 for \$140,030 using monies set aside for TXDOT matches. Funding source is FY2010 Transportation Funding Plan COs.	2010 Transportation CO's
1/3/2013	\$80,268.00	To transfer remaining budget balances from the various FY12 Parks Projects to the VETERAN'S PARK PLAYGROUND PROJECT and to provide additional funding to the BLACKIE CHESTER CANOPIES PROJECT. Funding source is FY12-13 CIP COx.	FY12-13 CO's
1/4/2013	\$4,130.00	To transfer bal from the FY12 Facilities Rehab Prog Projects to establish the INSTAL OF DOMESTIC BACKFLOW PREVENTERS, \$4,130, CENTRAL FIRE CONDENSATE PIPE REPL, \$59,582.92 and MORENO ACOSTA LIBRARY ROOF REPAIR, \$225,275. FS: FY12-13 COs.	FY12-13 CO's
1/4/2013	\$59,582.92		
1/4/2013	\$225,275.00		

CAPITAL IMPROVEMENT PROGRAM (CIP) BUDGET TRANSFER REPORT SECOND QUARTER FY 2013

Date	Amount	JUSTIFICATION	FUNDING SOURCE
1/8/2013	\$275,503.00	To increase appropriations of \$275,503 to the Roseway Drive Phase 3 Street & Drainage Improvement to cover the EPWU contribution to the project for water work as per the attached letter of commitment from the EPWU.	EPWU
1/8/2013	\$250,000.00	To increase appropriations of \$250,000 to the MONTWOOD Dr Street & Drainage Improvement project to the STORM WATER UTILITY to fund excavation/grading of Eastwood Dam as per attached letter of commitment from the EPWU.	EPWU
01/10/13	\$750,000.00	To reprogram \$750,000.00 of the 2010 Transportation COs for the LUTHER BUILDING REHAB project per City Council motion November 06, 2012 Regular Agenda 6E. Funding source is 2010 Transportation COs.	2010 Transportation CO's
01/17/13	\$103,255.81	To transfer appropriations of \$ 103,255.81 from the Turner St. Improvements project to the San Antonio St. Reconstruction project. The funding source is the 2006 Cos.	2006 CO's
1/17/2013	\$1,646,382.78	To increase appropriations of \$1,646,382.78 to the MONTWOOD Drive Street & Drainage Impr to cover the EPWU contribution to the project for water and sewer work relocation as per the attached letter of commitment.	EPWU
1/17/2013	\$844,843.92	To reprogram \$844,843.92 of the 2010 COs for the LUTHER BUILDING REHAB project per City Council motion 11/6/12 Regular Agenda 6E. Funding source 2010 COs.	2010 CO's
1/17/2013	\$1,036,499.23	To reprogram \$1,036,499.23 of the 2009 COs for the LUTHER BUILDING REHAB project per City Council motion 11/06/12 Regular Agenda 6E. Funding source is 2009 COs.	2009 CO's
1/17/2013	\$4,500,000.00	To reprogram \$4,500,000 of the FY12-13 CIP for the LUTHER BUILDING REHAB project per City Council motion 11/06/12 Regular Agenda 6E. Funding source is FY12-13 COs.	FY12-13 CIP CO's
1/18/2013	\$296,902.10	To reprogram \$296,902.10 of the 2006 STORM COs for the LUTHER BUILDING REHAB project per City Council motion 11/06/12 Regular Agenda 6E. Funding source 2006 STORM COs.	FY2006 Storm CO's
1/25/2013	\$35,757.86	**CORRECTION JE 349427** To reprogram \$35,757.86 of the 2003 COs for the LUTHER BUILDING REHAB project per City Council motion 11/6/12 Regular Agenda 6E. Funding source is 2003 COs.	2003 CO's
1/29/2013	\$1,382,785.00	To transfer appropriations for project Monroe Street & Drainage Improvements for \$1,382,785.00 from the Reconstruction Master Project.	2013 Street Infrastructure Plan CO's

CAPITAL IMPROVEMENT PROGRAM (CIP)

BUDGET TRANSFER REPORT

SECOND QUARTER FY 2013

Date	Amount	JUSTIFICATION	FUNDING SOURCE
1/29/2013	\$1,382,785.00	To transfer appropriation for project Van Buren Street & Drainage Improvements for \$1,382,785.00 from the Reconstruction Master Project.	2013 Street Infrastructure Plan CO's
01/29/13	\$110,157.57	To transfer appropriation for project UPPER VALLEY RD STREET & DRAINAGE for \$110,157.57 from Artcraft @ Upper Valley & Westside. Funding Source is FY2006 Certificates of Obligation.	2006 CO's
1/29/2013	\$1,731,960.00	To transfer appropriation for project Kernel Street Improvements for \$1,731,960.00 from the Reconstruction Master Project.	2013 Street Infrastructure Plan CO's
1/29/2013	\$1,021,591.00	To transfer appropriations for project Ramos Ct - Little Flower Street Improvements for \$1,021,591 from the Reconstruction Master Project.	2013 Street Infrastructure Plan CO's
2/5/2013	\$1,143.00	To transfer appropriations to the FS#1 Condensate Pipe Replacement from master facilities project balance. Funding source is FY2012-2013 Certificates of Obligation.	FY12-13 CO's
2/5/2013	\$1,711.52	To transfer appropriation to the BLACKIE CHESHER PARK CANOPIES from completed project balance. Funding source is FY2008 Reprogrammed Certificates of Obligation.	2008 Reprogrammed CO's
2/5/2013	\$141,591.07	To transfer appropriation for project Upper Valley Rd Street and Drainage for \$141,591.07 from Upper Valley Phase #1 Funding Source is FY2006 Storm Certificates of Obligation.	FY2006 Storm CO's
2/6/2013	\$73,860.91	To transfer appropriation for project Upper Valley Rd Street & Drainage for \$73,860.91 from Upper Valley Phase #1. Funding source is FY2006 Storm Certificates of Obligation.	FY2006 Storm CO's
2/6/2013	\$27,273.37	To transfer appropriations of \$27,273.37 from the Hawkins Resurfacing project to the San Antonio St. Reconstruction Project. The funding source is the 2006 and 2009 CO's.	2006 & 2009 CO's
2/6/2013	\$39,733.20	To transfer appropriations of \$39,733.20 from the Sidewalk Improvements project to the San Antonio St. Reconstruction project. The funding source is the 2006 and 2010 CO's.	2006 & 2009 CO's
2/6/2013	\$1,571,900.00	To transfer appropriations for project Pebble Hills Extension for \$1,571,900 from the Reconstruction Master Project. Funding source is FY2013 Street Infrastructure Capital Plan for FY2013-2019 Certificates of Obligation.	FY13 Street Infrastructure Capital Plan

CAPITAL IMPROVEMENT PROGRAM (CIP) BUDGET TRANSFER REPORT SECOND QUARTER FY 2013

Date	Amount	JUSTIFICATION	FUNDING SOURCE
2/7/2013	\$4,334,758.00	To transfer appropriations of \$3,443,758 to set up the Alameda RTS and Montana RTS Sidewalk Improvements from the RTS Citywide Sidewalk improvements master project.	2010 Transportation CO's
2/18/2013	\$250,000.00	To appropriate a total of \$ 250,000.00 each for BIKE LANE INSTALLATION & TRAFFIC ROUNDABOUTS. The funding source is the Red Light Camera Program.	Red Light Camera
2/18/2013	\$2,000,000.00	To set up appropriations of \$2,000,000 for year one of the Synchronization of Signal Network. Funding source is 2013 Street Infrastructure Plan Co. District: Citywide.	FY13 Street Infrastructure Capital Plan
2/18/2013	\$294,371.00	To transfer appropriations of \$390,945.49 from 2010 Bond Issuance Costs to the Data Center (EPCC Admin Bldg)project and proposes to increase authorization for the 2010 CO's by \$294,371.00	2010 CO's
2/18/2013	\$390,945.49		
2/26/2013	\$3,600,000.00	To appropriate \$3,600,000.00 to fund the NORTHEAST REGIONAL SKATE PARK project. The funding source is the 2012 QUALITY of LIFE General Obligation Bonds Approved by CC 11/06/12 and 02/05/13	2012 Quality of Life General Obligation Bonds
2/26/2013	\$300,000.00	To appropriate \$300,000.00 to fund the MAGOFFIN PARK project. The funding source is the 2012 QUALITY of LIFE General Obligation Bonds	2012 Quality of Life General Obligation Bonds
2/27/2013	\$216,250,000.00	To set up appropriation for the MCAD projects approved during the November 6, 2012 general election. See attached list of projects. Funding source is 2012 General Obligation Bonds.	2012 Quality of Life General Obligation Bonds
2/28/2013	\$191,100,000.00	To set up appropriation for the Parks projects approved during the November 6, 2012 general election. See attached list of projects. Funding source is 2012 General Obligation Bonds.	2012 Quality of Life General Obligation Bonds



FY 2013 Mid Year Performance Report

General Services

April 30, 2013

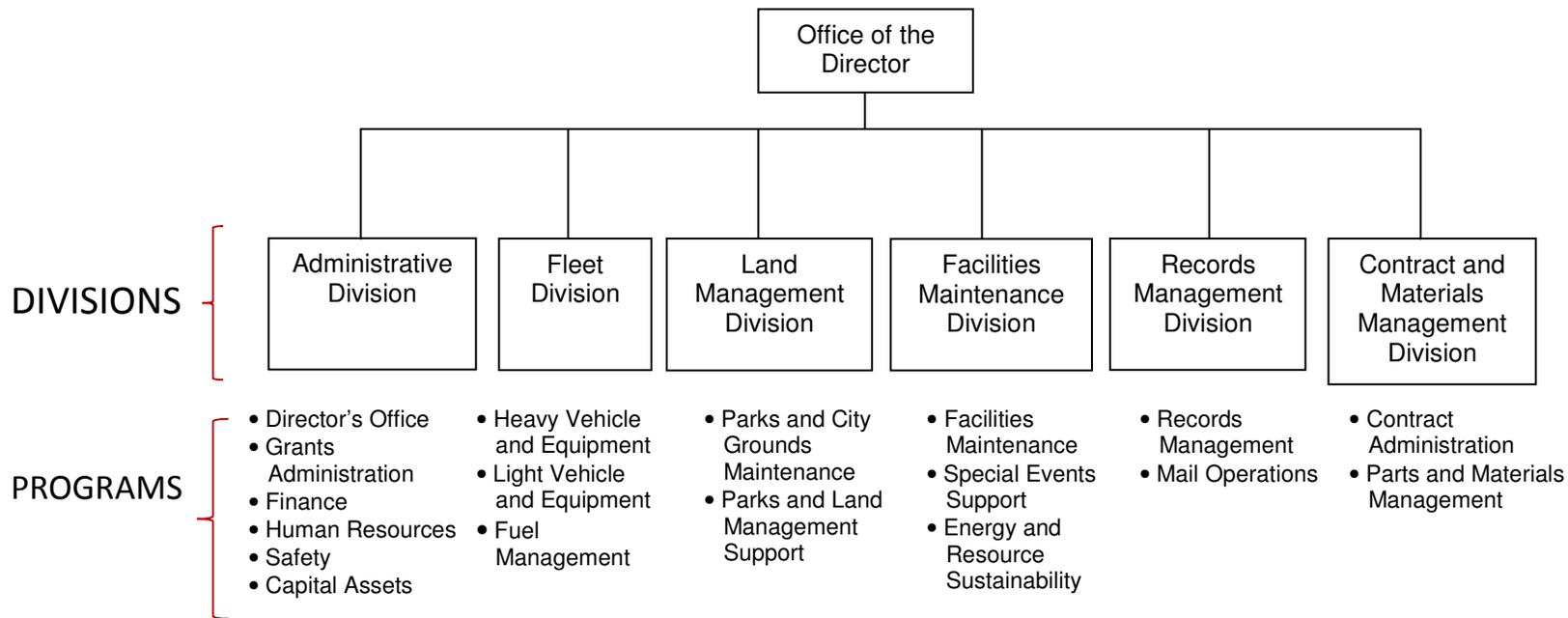
Stuart Ed
Director





General Services

Divisions and Programs

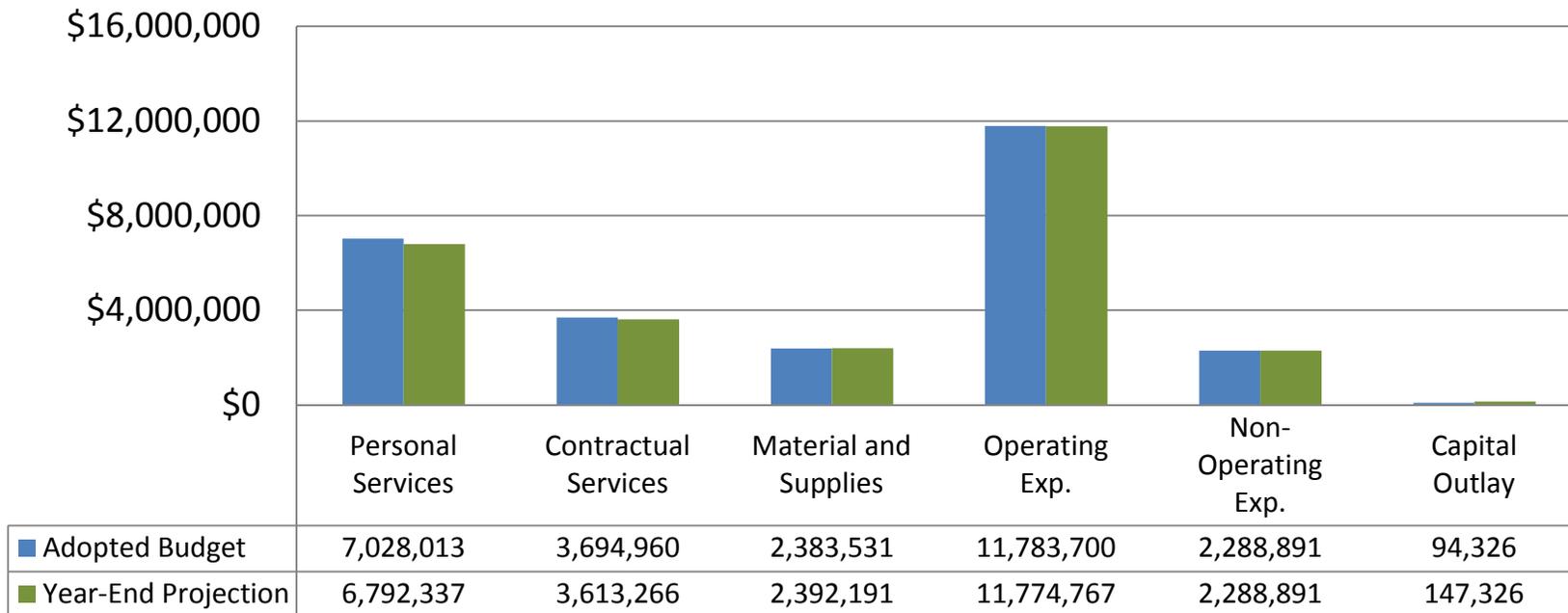




General Services

General Fund

FY 2013 Adopted & Projected Expenses

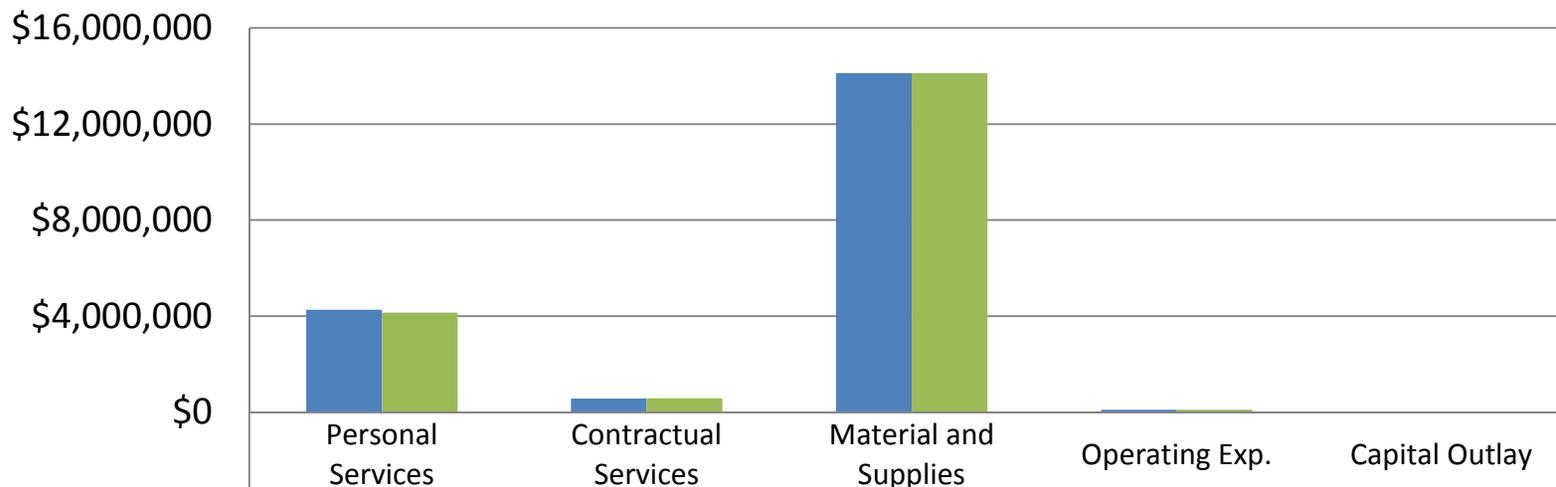




General Services

Internal Service Fund

FY 2013 Adopted & Projected Expenses



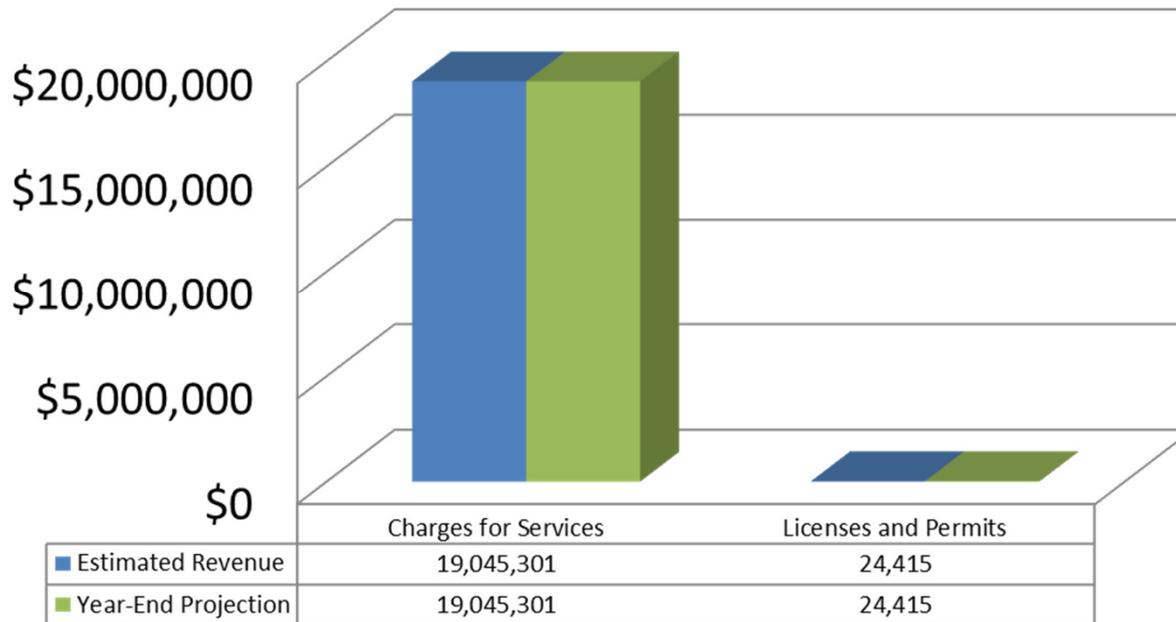
■ Adopted Budget	4,266,468	560,488	14,121,667	103,040	18,053
■ Year-End Projection	4,140,017	579,022	14,121,723	104,391	13,956



General Services

Internal Service Fund

FY 2013 Estimated & Projected Revenues





Division: Administrative

The purpose of the Administrative Division is to provide information, direction and support services to the public and the department so the public can enjoy and the department can provide first class customer services.

Office of the Director Program		FY 2013 Target	Year To Date	Projected Year End
Result	Strategic and operational results achieved	90.0%	83.3%	90.0%
Result	City Official inquiry responses provided within 24 hours	90.0%	98.0%	94.0%
Grants Administration Program		FY 2013 Target	Year To Date	Projected Year End
Result	Grant funds expended	90.0%	100%	100%
Result	Grant referrals from Finance department resulting in grant applications	60.0%	N/A	N/A



Division: Administrative (Continued)

Finance Program		FY 2013 Target	Year To Date	Projected Year End
Result	Reports and information submitted by the deadline	90.0%	100%	95%
Result	Variance of 6 month estimate of revenue and expenditure to year end actual revenue and expenditures	10.0%	1.0%	6.0%
Human Resources Program		FY 2013 Target	Year To Date	Projected Year End
Result	Permanent position turnover rate	10.0%	0.4%	0.4%
Result	Permanent position staffing levels maintained	85.0%	87.9%	88.9%



Division: Administrative (Continued)

Safety Program		FY 2013 Target	Year To Date	Projected Year End
Result	Reduction in accidents resulting in property damage from 15 to 13	10.0%	6.0%	10.0%
Result	Reduction in accidents resulting in personal injury from 41 to 37	10.0%	3.0%	10.0%
Capital Assets Program		FY 2013 Target	Year To Date	Projected Year End
Result	Vehicles replaced in accordance with applicable replacement schedules that reflect industry standards	20.0%	2.0%	20.0%
Result	Building components replaced in accordance with applicable replacement schedules that reflect industry standards	20.0%	19.4%	20.0%



Division: Fleet

The purpose of the Fleet Division is to provide vehicle and equipment delivery, diagnosis, disposal, road and in-shop repair, maintenance, and fuel management services to city departments and other agencies so they can have safe, reliable vehicles and equipment that meet their readiness needs and provide access to cost effective fuel.

Heavy Vehicle and Equipment Program		FY 2013 Target	Year To Date	Projected Year End
Result	Customer departments that have their required number of heavy vehicles (Automated side loaders) operational and available to meet readiness needs	80.0%	85.0%	85.0%
Light Vehicle and Equipment Program		FY 2013 Target	Year To Date	Projected Year End
Result	Customer departments that have their required number of light vehicle (Police department patrol vehicles) operational and available to meet readiness needs	80.0%	95.5%	95.5%
Fuel Management Program		FY 2013 Target	Year To Date	Projected Year End
Result	Savings from market price using bulk purchase fuel (internal fuel card)	\$.35/gallon (weekly)	\$0.41	\$0.41
Result	Savings from market price using external fuel cards	\$.20/gallon (monthly)	\$0.30	\$0.30



Division: Land Management

The purpose of the Land Management Division is to provide turf and landscape, maintenance and repair services to the public and city departments so the public can enjoy and city departments can provide an outdoor experience that is safe and clean.

Parks & City Grounds Maintenance Program		FY 2013 Target	Year To Date	Projected Year End
Result	Turf coverage on designated sports fields	85.0%	87.9%	85.0%
Result	Sports fields maintained on schedule	90.0%	97.0%	90.0%
Parks & Land Management Support Program		FY 2013 Target	Year To Date	Projected Year End
Result	Maintenance visits completed as scheduled for parks	90.0%	95.2%	90.0%



Division: Facilities

The purpose of the Facilities Management Division is to provide maintenance, energy sustainability, and special events support services to city departments and the public so they can enjoy comfortable, safe, secure, and clean facilities.

Facility Maintenance Program		FY 2013 Target	Year To Date	Projected Year End
Result	Improvement in the rate of proactive to reactive work orders from 2013 to 2014	10.0%	-1.0%	10.0%
Result	Work orders completed in 5 days or less	75.0%	71.0%	70.0%
Special Events Support Program		FY2012-2013 Target	Year To Date	Projected Year End
Result	Sponsoring agencies respond “that site is as clean or cleaner after the event than before”	90.0%	100%	90.0%
Energy and Resource Sustainability Program		FY 2013 Target	Year To Date	Projected Year End
Result	Percent reduction in utility costs from 2012 to 2013	5.0%	6.0%	5.0%



Division: Records Management

The purpose of the Records Management Division is to provide records retention, retrieval, disposal, mail, and reprographics services to city departments so they can receive timely, compliant records management, and efficient mail distribution.

Records Management Program		FY 2013 Target	Year To Date	Projected Year End
Result	User departments' requests for stored records retrieved within 24 hours	95.0%	100%	100%
Result	Departments provided with records retention compliance training	95.0%	9 (37.0%)	20 (83.0%)
Mail Operations Program		FY 2013 Target	Year To Date	Projected Year End
Result	Postage savings for all classes of mail	\$34,663	\$0	\$8,666



Division: Contract & Materials Management

The purpose of the Contract and Materials Management Division is to provide life cycle contract support, and parts and materials issuance services to department divisions so they can receive timely and accurate goods and services that meet or exceed customer needs and expectations.

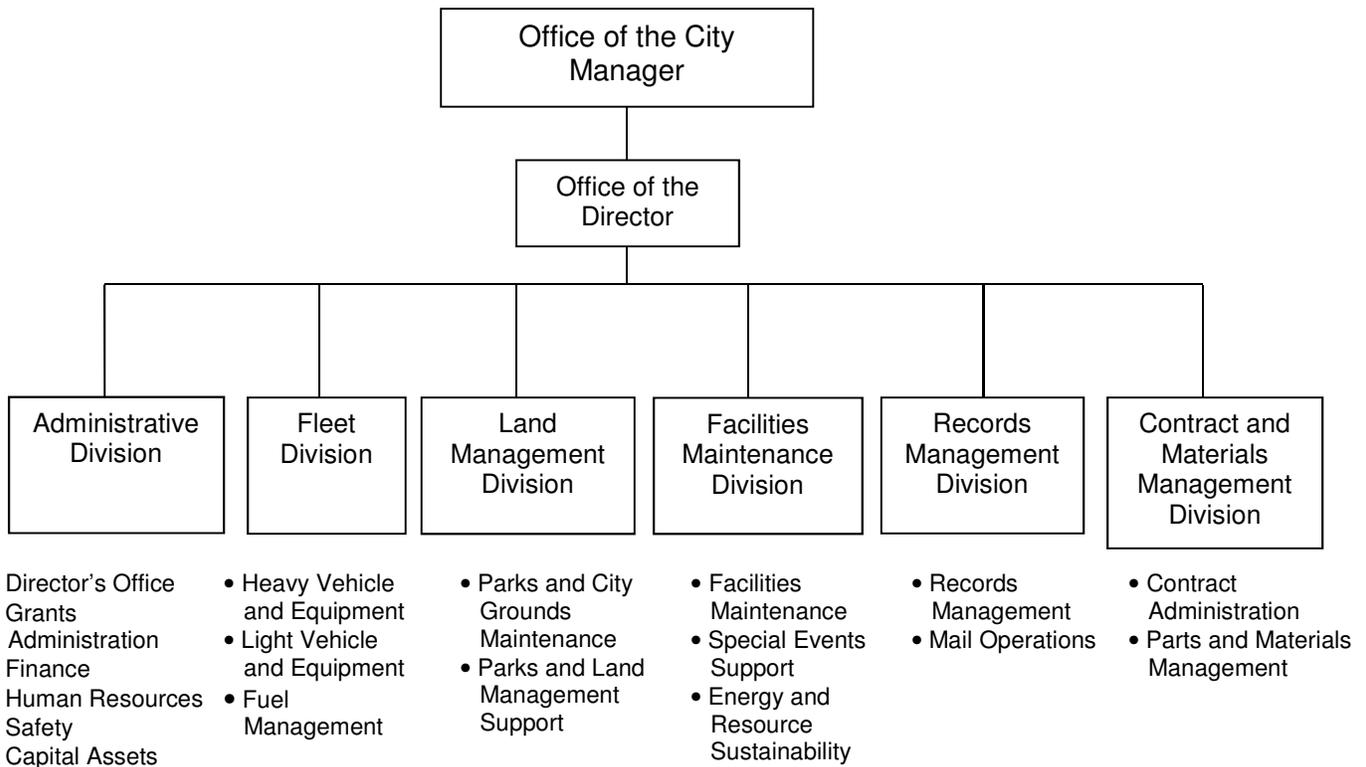
Contract Administration Program		FY 2013 Target	Year To Date	Projected Year End
Result	Contracted goods and services received without interruption due to contract expiration (cost or time)	85.0%	98.3%	99.2%
Result	Contracts that reach contract authorization amount within six months remaining on contract	80.0%	96.0%	96.0%
Result	Contracts awarded within 90 days of bid specification completion	90.0%	85.8%	90.0%
Result	Contract recommendations approved by Council on first submittal	90.0%	100%	100%



Division: Contract & Materials Management (Continued)

Parts and Materials Management		FY 2013 Target	Year To Date	Projected Year End
Result	Goods ordered for all vehicles locally (within El Paso County)	80.0%	90.0%	80.0%
Result	Goods available and issued at time of request (in stock)	80.0%	63.7%	66.3%

GENERAL SERVICES



DEPARTMENT MISSION

The Mission of the General Services Department is to provide facilities, fleet, land management and records support services to the City of El Paso departments and the public so they can sustain and enjoy one of America's most livable cities.

ISSUE STATEMENTS

Issue 1

Customer departments and the public expect increasingly accurate, efficient, timely, effective and convenient services, which if not addressed will result in:

- Increased customer complaints;
- Fleet and facility maintenance will not keep up with demand; and
- Departments will not be able to meet their customers' demands for service or fulfill their mission.

Issue 2

The increased use and expansion of city buildings and parkland (i.e.: 15-25% increase in sports league signups, and 200% increase in demand for sports fields), along with a lack of equal growth in resources, will, if not addressed, result in:

- A decrease in customer satisfaction of sports fields due to decreasing turf quality and increased safety risks from overuse;
- An increase of safety risks and general decrease in customer satisfaction for open space and general parkland;
- Loss of user department's ability to program the general public usage of public buildings and their amenities; and
- A lack of preventive maintenance, downtime of facilities and equipment, and decrease in customer satisfaction and potential closure of public facilities.

Issue 3

The deferment of essential technology upgrades (software updates, hardware maintenance and training, data entry) impedes world-class customer service and will, if not addressed, result in:

- Delayed rapid fueling at city fueling sites;
- Delayed delivery of timely and accurate tracking, scheduling, work order processing, billings, and report generation for customers.
- Delayed response to facilities and equipment adjustments (HVAC, power, access, security); and
- Delayed response to customer records requests.

Issue 4

The Internal Service Fund's operating costs exceeding the revenue recovery rate, as well as the inability to self-support capital needs for delivery of services in the Internal Service Fund, will continue to result in:

- Increased turnaround time for customers' vehicles and equipment and diminished ability to fulfill their departmental mission.

Issue 5

The increasing costs of energy (fuel and utilities) will, if not reduced, continue to result in reductions of funding availability for essential programs and customer services, supporting:

- Development & Tourism
- Transportation & Public Works

- Public Safety & Community Services

STRATEGIC RESULTS

Strategic Result 1

By 2017, City of El Paso customers will experience well-maintained buildings, fleet, parklands, and records, as evidenced by:

- 80% of vehicles and equipment are operational and available to meet the readiness needs of customer departments (addresses Issue Statements 1,5)
- All users of GSD-maintained facilities will experience a functional, clean, safe and secure environment as evidenced by a 60/40 ratio of proactive work order hours to complaint-originated work order hours (addresses Issue Statements 1,2,3)
- 90% of sports fields and general park areas maintained on schedule (addresses Issue Statements 1,2,3)
 - 85% turf coverage for sports fields on September 1 (end of growing season) (addresses Issue Statements 1,2,3)
 - 25% reduction in weed complaints from internal/external customers from 390 to 292 (addresses Issue Statements 1,2,3)
- 50% reduction in incident reports/claims (addresses Issue Statements 1,2,3)
- 95% of Customer Department requests for stored records retrieved within 24 hours (addresses Issue Statements 1,3)
- 55% overall citizen rating of the maintenance of athletic fields (city survey) (addresses Issue Statements 1,2,3)
- 65% overall citizen rating of the maintenance of city parks (city survey) (addresses Issue Statements 1,2,3)

Strategic Result 2

By 2014, the City of El Paso will continue to move toward sustainability, as evidenced by:

- 10% of total City of El Paso vehicles using alternative fuels (addresses Issue Statement 5)
- City of El Paso kilowatt hour usage will be 17.76 kilowatt hours per square foot (addresses Issue Statement 5)
- 50% of City of El Paso facilities retrofitted with energy savings upgrades (addresses Issue Statements 3,5)
- A self-supporting internal service fund (addresses Issue Statement 4)
- 30% Customer department vehicles replaced on schedule through dedicated funds (addresses Issue Statements 1,4,5)
- 20% ratio of preventive maintenance expenditures to repair expenditures (addresses Issue Statements 4,5)

DEPARTMENT ORGANIZATION

1. Administrative Division
 - 1.1. Office of the Director
 - 1.2. Grants Administration
 - 1.3. Finance
 - 1.4. Human Resources
 - 1.5. Safety
 - 1.6. Capital Assets

2. Fleet Division
 - 2.1. Heavy Vehicle and Equipment
 - 2.2. Light Vehicle and Equipment
 - 2.3. Fuel Management

3. Land Management Division
 - 3.1. Parks and City Grounds Maintenance
 - 3.2. Parks and Land Management Support

4. Facilities Maintenance Division
 - 4.1. Facilities Maintenance
 - 4.2. Special Events Support
 - 4.3. Energy and Resource Sustainability

5. Records Management Division
 - 5.1. Records Management
 - 5.2. Mail Operations

6. Contract and Materials Management Division
 - 6.1. Contract Administration
 - 6.2. Parts and Materials Management

DIVISION: ADMINISTRATIVE

The purpose of the Administrative Division is to provide information, direction and support services to the public and the department so the public can enjoy and the department can provide first class customer services.

Program: Office of the Director

The purpose of the Office of the Director Program is to provide representation, direction and communication services to the public and the department so the public can enjoy and the department can provide first class customer service.

Office of the Director		FY 2013 Target	Year To Date	Projected Year End
Result	Strategic and operational results achieved	90.0%	83.3%	90.0%
Result	City Official inquiry responses provided within 24 hours	90.0%	98.0%	94.0%
Output	City Official inquiry responses provided	220/month	45	78
Demand	City Official inquiry responses anticipated to be requested	240/month	45	78
Efficiency	Administrative division expenditure per dollar department expenditure	\$.005/dept dollar spent	\$.002/dept dollar spent	\$.005/dept dollar spent

Program: Grants Administration

The purpose of the Grants Administration Program is to provide grantsmanship services to the City of El Paso so it can improve sustainability and become a more livable community for future generations.

Grants Administration		FY 2013 Target	Year To Date	Projected Year End
Result	Grant funds expended	90.0%	100%	100%
Result	Grant referrals from Finance department resulting in grant applications	60.0%	N/A	N/A
Output	Amount of grant funds managed	\$1,080,000	\$1,080,000	\$1,080,000
Demand	Amount of grant funds anticipated to be managed	\$1,080,000	\$1,080,000	\$1,080,000
Efficiency	Program expenditures per \$ of grant funds managed	90.0%	100.0%	100.0%

Program: Finance

The purpose of the Finance Program is to provide financial management and reporting services to City and department leadership so they can receive accurate and timely information to make decisions.

Finance		FY 2013 Target	Year To Date	Projected Year End
Result	Reports and information submitted by the deadline	90.0%	100%	95%
Result	Variance of 6 month estimate of revenue and expenditure to year end actual revenue and expenditures	10.0%	1.0%	6.0%
Output	Vendor payments/accounting staff	7,000	6,688	7,000
Output	Vendor invoices paid (recommended measure)	28,000	13,000	28,000
Demand	Vendor invoices anticipated to be paid (recommended measure)	29,000	13,000	29,000
Efficiency	Vendor payments per accounting staff person	7,000	6,688	7,000
Efficiency	Capital Program expenditures (\$ expenditure per \$ department budget)	90.0%	20.0%	90.0%

Program: Human Resources

The purpose of the Human Resources Program is to provide information, guidance, and support services to the department so it can have the resources available to achieve the department's mission.

Human Resources		FY 2013 Target	Year To Date	Projected Year End
Result	Permanent position turnover rate	10.0%	0.4%	0.4%
Result	Permanent position staffing levels maintained	85.0%	87.9%	88.9%
Output	Permanent hires processed	23	25	58
Demand	New permanent position hires anticipated to be processed	39	25	58
Efficiency	Program expenditure per department employee	\$67.15	\$30.42	\$66.23

Program: Safety

The purpose of the Safety Program is to provide safety training, protective equipment, inspection, and documentation services to General Services Department (GSD) associates so they can prevent injury and accidents.

Safety		FY 2013 Target	Year To Date	Projected Year End
Result	Reduction in accidents resulting in property damage from 15 to 13	10.0%	6.0%	10.0%
Result	Reduction in accidents resulting in personal injury from 41 to 37	10.0%	3.0%	10.0%
Output	Safety training sessions conducted	41	18	29
Demand	Safety training sessions expected to be conducted	41	18	29
Efficiency	Program expenditure per General Services department associate	\$250.71	\$229.90	\$229.90

Program: Capital Assets

The purpose of the Capital Asset Management Program is to provide vehicle and equipment purchases and facility rehabilitation services to City departments so they can receive vehicles, building components, and equipment in accordance with applicable replacement schedules that reflect industry standards.

Capital Assets		FY 2013 Target	Year To Date	Projected Year End
Result	Vehicles replaced in accordance with applicable replacement schedules that reflect industry standards	20.0%	2.0%	20.0%
Result	Building components replaced in accordance with applicable replacement schedules that reflect industry standards	20.0%	19.4%	20.0%
Output	Vehicles replaced	71	50	89
Output	Capital rehab funding spent/square foot of City-owned buildings	\$.63/square foot	\$.61/square foot	\$.63/square foot
Demand	Vehicles expected to be replaced	86	50	89
Demand	Capital rehab funding projected/square foot of City-owned buildings	\$.63/square foot	\$.61/square foot	\$.63/square foot
Efficiency	Percentage of program funding expended on time and compliant with program guidelines	95.0%	100%	100%

DIVISION: FLEET DIVISION

The purpose of the Fleet Division is to provide vehicle and equipment delivery, diagnosis, disposal, road and in-shop repair, maintenance, and fuel management services to city departments and other agencies so they can have safe, reliable vehicles and equipment that meet their readiness needs and provide access to cost effective fuel.

Program: Heavy Vehicle and Equipment

The purpose of the Heavy Vehicle and Equipment Program is to provide delivery, diagnosis, road and in-shop repair, maintenance, inspection, and vehicle and equipment services to City of El Paso departments so they can have safe, reliable vehicles and equipment that meet their readiness needs.

Heavy Vehicle and Equipment		FY 2013 Target	Year To Date	Projected Year End
Result	Customer departments that have their required number of heavy vehicles (Automated side loaders) operational and available to meet readiness needs	80.0%	85.0%	85.0%
Output	Unscheduled heavy vehicle repairs	334	471	480
Demand	Unscheduled heavy vehicle repair visits	342	471	480
Efficiency	Percentage of “comeback” visits (vehicles returned for incomplete/failed repair)	5.0%	4.0%	4.0%
Efficiency	Average cost per repair visit	\$550/visit	\$447	\$311

Program: Light Vehicle and Equipment

The purpose of the Light Vehicle and Equipment Program is to provide delivery, diagnosis, repair, maintenance, inspection, and vehicle and equipment disposal services to City of El Paso departments and surrounding municipalities so they can have safe, reliable vehicles and equipment that meet their readiness needs.

Light Vehicle and Equipment		FY 2013 Target	Year To Date	Projected Year End
Result	Customer departments that have their required number of light vehicle (Police department patrol vehicles) operational and available to meet readiness needs	80.0%	95.5%	95.5%
Output	Unscheduled light vehicle repairs	581	574	590
Demand	Unscheduled light vehicle repair visits	591	574	590
Efficiency	Percentage of “comeback” visits (vehicles returned for incomplete/failed repair)	5.0%	2%	2.5%
Efficiency	Average cost per repair visit	\$310/visit	\$288	\$297

Program: Fuel Management

The purpose of the Fuel Management Program is to provide fuel management services to city departments and other agencies so they can receive accurate billing, and timely and convenient access to a cost effective commodity for vehicle and equipment operation.

Fuel Management		FY 2013 Target	Year To Date	Projected Year End
Result	Savings from market price using bulk purchase fuel (internal fuel card)	\$.35/gallon (weekly)	\$0.41	\$0.41
Result	Savings from market price using external fuel cards	\$.20/gallon (monthly)	\$0.30	\$0.30
Output	Gallons purchased using bulk (internal) fuel	219,659	959,734	2,317,178
Output	Gallons purchased using external fuel cards	26,178	24,301	24,800
Demand	Gallons of bulk (internal) fuel consumed	213,000	189,694	193,500
Demand	Gallons of fuel consumed through external fuel card purchases	26,963	24,301	24,301
Efficiency	Percentage reduction in the average amount of gallons per vehicle	3.0%	0.9%	1.0%
Efficiency	Percentage of total fuel gallons issued from internal fuel cards (bulk fuel)	82.0%	87.8%	88.0%

DIVISION: LAND MANAGEMENT DIVISION

The purpose of the Land Management Division is to provide turf and landscape, maintenance and repair services to the public and city departments so the public can enjoy and city departments can provide an outdoor experience that is safe and clean.

Program: Parks and City Grounds Maintenance

The purpose of the Parks and City Grounds Maintenance Program is to provide turf and landscape services to the public and city departments so the public can enjoy and city departments can provide safe and well maintained parks and city grounds.

Parks and City Grounds Maintenance		FY 2013 Target	Year To Date	Projected Year End
Result	Turf coverage on designated sports fields	85.0%	87.9%	85.0%
Result	Sports fields maintained on schedule	90.0%	97.0%	90.0%
Output	Total turf acres maintained	1,205	1,205	1,250
Demand	Turf acres requiring maintenance	1,250	1,250	1,250
Efficiency	Ratio of proactive work orders/corrective work orders	1:1	4:1	1:1
Efficiency	Expenditures per total turf acre maintained	\$7,415/turf acre	\$2,893/turf acre	\$7,415/turf acre

Program: Parks and Land Management Support

The purpose of the Parks and Land Management Support Program is to provide maintenance and repair services to the public and city departments so the public can enjoy and city departments can provide an outdoor experience that is safe and clean.

Parks and Land Management Support		FY 2013 Target	Year To Date	Projected Year End
Result	Maintenance visits completed as scheduled for parks	90.0%	95.2%	90.0%
Output	Total number of maintenance visits per park annually	50 minimum	26	50
Demand	Total acres maintained	2,893	2,893	2,893
Efficiency	Ratio of proactive work orders/corrective work orders	1:1	4:1	1:1
Efficiency	Expenditures total acres maintained/EI Paso population	\$13.24 per capita	\$5.17 per capita	\$13.24 per capita

DIVISION: FACILITIES MANAGEMENT DIVISION

The purpose of the Facilities Management Division is to provide maintenance, energy sustainability, and special events support services to city departments and the public so they can enjoy comfortable, safe, secure, and clean facilities.

Program: Facility Maintenance

The purpose of the Facility Maintenance Program is to provide building, electrical, plumbing and heating, ventilation, and air conditioning (HVAC) service to city departments and the public so they can enjoy comfortable, safe, secure and clean facilities.

Facility Maintenance		FY 2013 Target	Year To Date	Projected Year End
Result	Improvement in the rate of proactive to reactive work orders from 2013 to 2014	10.0%	-1.0% City Hall Relocation	10.0%
Result	Work orders completed in 5 days or less	75.0%	71.0%	70.0%
Output	Work orders completed annually	14,082	4,664	10,967
Demand	Work orders received	19,000	4,892	12,026
Efficiency	\$ cost per square foot of facility maintenance	\$2.70 square foot	\$1.10 square foot	\$2.70 square foot
Efficiency	\$ cost per square foot custodial services	\$2.28 square foot	\$1.14 square foot	\$2.28 square foot

Program: Special Events Support

The purpose of the Special Events Support Program is to provide logistical and custodial services to city departments and the public so they can conduct and participate in high-profile public events in a comfortable, safe, secure and clean setting.

Special Events Support		FY2012-2013 Target	Year To Date	Projected Year End
Result	Sponsoring agencies respond "that site is as clean or cleaner after the event than before"	90.0%	100%	90.0%
Output	Special events supported	6	3	6
Demand	Special events requested	6	3	6
Efficiency	Percent of requested maintenance work orders deferred during the time of the special event	40.0%	15.0%	15.0%

Program: Energy and Resource Sustainability

The purpose of the Energy and Resource Sustainability Program is to provide audits, equipment and building installations, and verification services to City of El Paso departments so they can reduce use and dependence on conventional resources.

Energy and Resource Sustainability		FY 2013 Target	Year To Date	Projected Year End
Result	Percent reduction in KWH used/building square foot as compared to previous year	5.0%	6.0%	5.0%
Output	Percentage of city building square feet retrofitted with energy efficient upgrades	76.0% (2,435,000 square feet)	69.0% (2,205,000 square feet)	69.0%
Demand	City buildings over 20,000 square feet to be retrofitted with water/energy efficient devices	5	4	4
Efficiency	KWH usage per square foot of city buildings	14 KWH/square foot	13.85 KWH/square foot	14 KWH/square foot
Efficiency	Gallons of water used per square foot of city buildings	31.7 gal/square foot (EPA)	32.19 gal/sq foot	34 gal/sq foot
Efficiency	CCF usage per square foot of city buildings (Gas)	.343 ccf/square foot (1,096,147 ccf/yr)	.57 ccf / square foot	.40 ccf / square foot

DIVISION: RECORDS MANAGEMENT DIVISION

The purpose of the Records Management Division is to provide records retention, retrieval, disposal, mail, and reprographics services to city departments so they can receive timely, compliant records management, and efficient mail distribution.

Program: Records Management

The purpose of the Records Management Program is to provide records retention, retrieval, disposal, mail and reprographics services to city departments so they can receive timely, compliant records management, and efficient mail distribution.

Records Management		FY 2013 Target	Year To Date	Projected Year End
Result	User departments' requests for stored records retrieved within 24 hours	95.0%	100%	100%
Result	Departments provided with records retention compliance training	95.0%	9 (37.0%)	20 (83.0%)
Output	Records retention training sessions provided	1 monthly	8	17
Output	Records scanned	1,200,000	782,141	3,213,170
Demand	Boxes of records expected to be requested for storage	1,100	3,557	9,268
Efficiency	Expenditure per document scanned	\$0.10	\$0.06	\$0.05

Program: Mail Operations

The purpose of the Mail Operations Program is to provide mail delivery and related services to city departments in a timely and efficient manner.

Mail Operations		FY 2013 Target	Year To Date	Projected Year End
Result	Postage savings for all classes of mail	\$34,663	\$0	\$8,666
Output	Pieces of mail processed	266,000	144,286	289,746
Demand	Pieces of mail expected to be processed	266,000	144,286	289,746
Efficiency	Expenditure per piece of mail processed	\$0.86	\$0.84	\$0.81

DIVISION: CONTRACT AND MATERIALS MANAGEMENT DIVISION

The purpose of the Contract and Materials Management Division is to provide life cycle contract support, and parts and materials issuance services to department divisions so they can receive timely and accurate goods and services that meet or exceed customer needs and expectations.

Program: Contract Administration

The purpose of the Contract Administration Program is to provide contract development, award, and compliance services to the General Services Department so they can receive timely and accurate goods and services to meet or exceed customer expectations.

Contract Administration		FY 2013 Target	Year To Date	Projected Year End
Result	Contracted goods and services received without interruption due to contract expiration (cost or time)	85.0%	98.3%	99.2%
Result	Contracts that reach contract authorization amount within six months remaining on contract	80.0%	96.0%	96.0%
Result	Contracts awarded within 90 days of bid specification completion	90.0%	85.8%	90.0%
Result	Contract recommendations approved by Council on first submittal	90.0%	100%	100%
Output	Contracts awarded in dollars	\$7,500,000	11,984,363	22,587,756
Demand	Number of contracts administered	70	72	72
Efficiency	Percent of contract expenditures \$ Contract expenditures/ \$ Contracts awarded	80.0%	76%	80%

Program: Parts and Materials Management

The purpose of the Parts and Materials Management Program is to provide research, purchasing, and goods issuance services to General Services divisions so they can receive timely and accurate resources to meet their customers' needs.

Parts and Materials Management		FY 2013 Target	Year To Date	Projected Year End
Result	Goods ordered for all vehicles locally (within El Paso County)	80.0%	90.0%	80.0%
Result	Goods available and issued at time of request (in stock)	80.0%	63.7%	66.3%
Output	Goods issuances provided	2,166	1,901	1,940
Demand	Goods issuances requested	2,185	1,918	1,960
Efficiency	\$ Expenditure per goods issued	\$160/goods issued	\$160	\$163

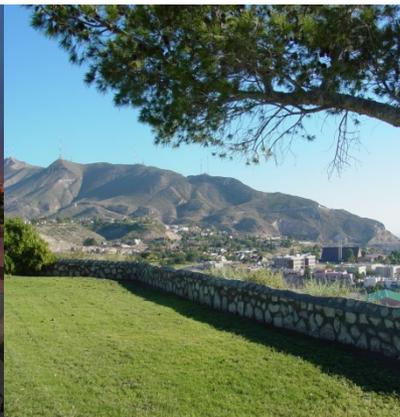


FY 2013 Mid Year Performance Report

Sun Metro

April 30, 2013

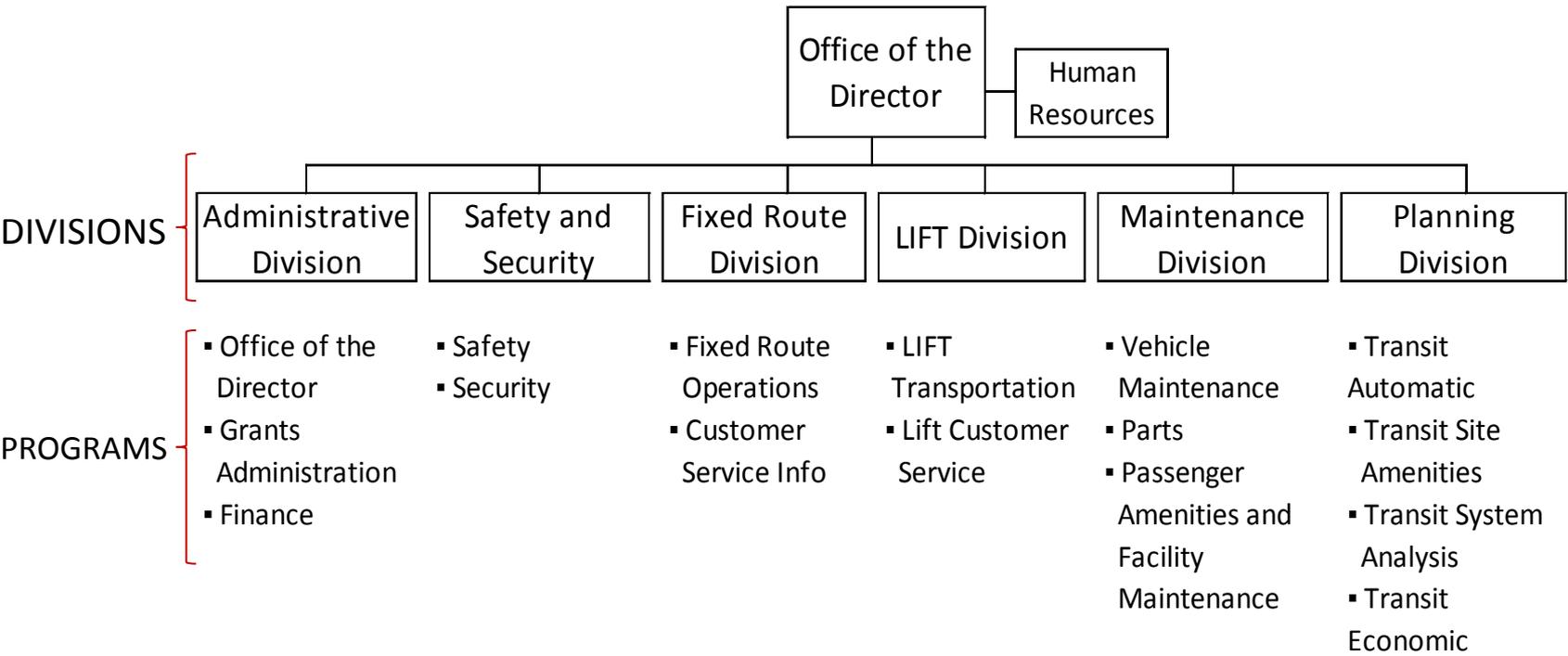
Jay Banasiak
Director





Sun Metro

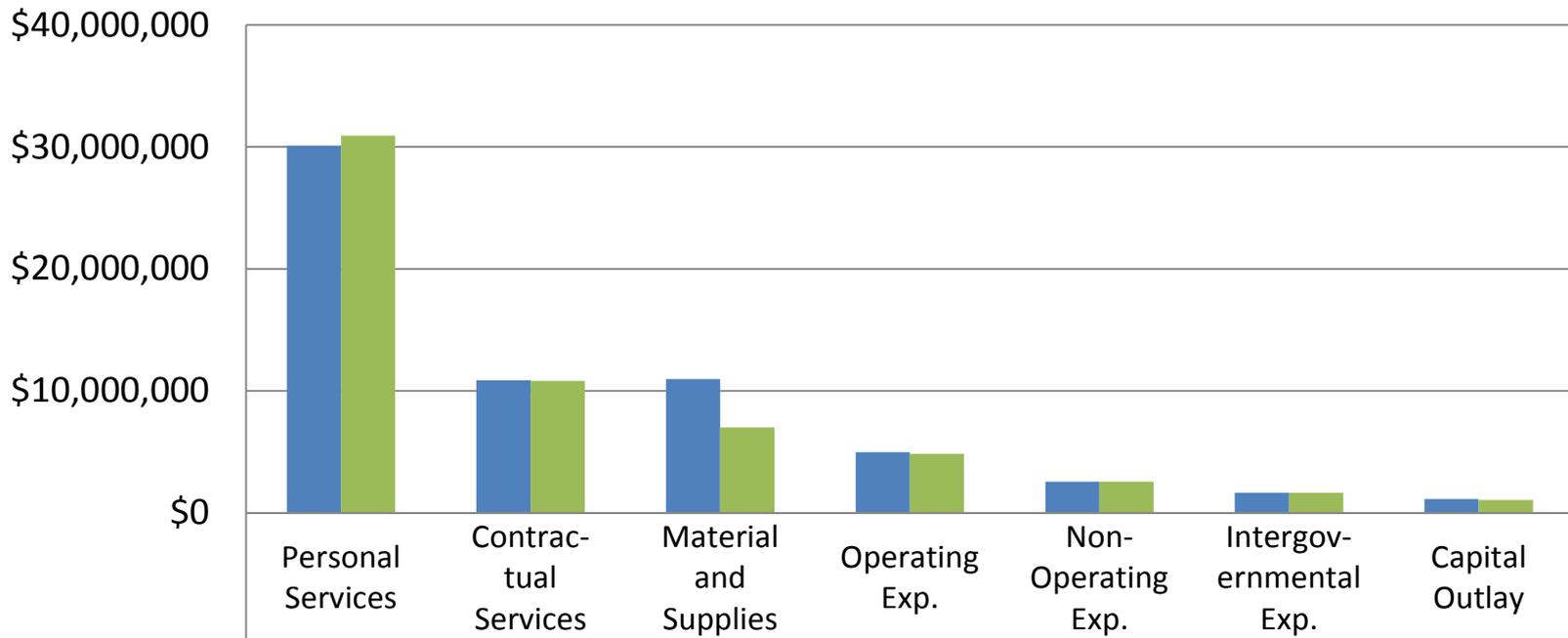
Divisions and Programs





Sun Metro

FY 2013 Adopted & Projected Expenses

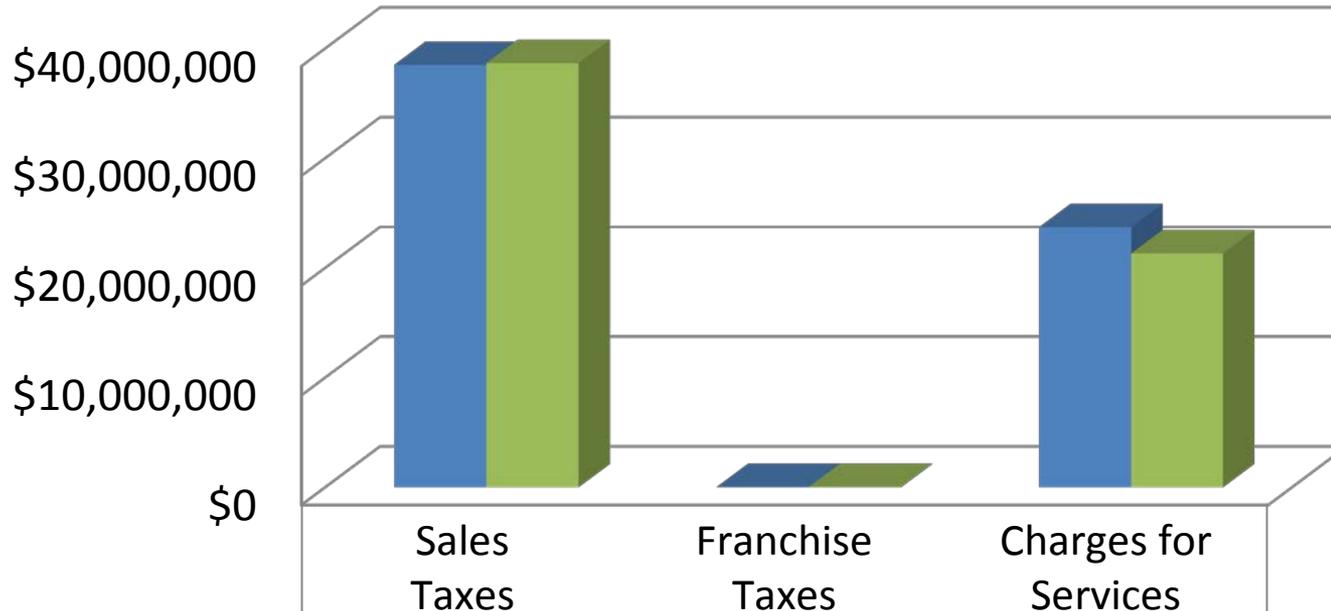


■ Adjusted Budget	30,122,383	10,878,637	10,977,624	4,972,555	2,555,630	1,631,200	1,122,794
■ Year-End Projection	30,915,719	10,809,085	7,015,123	4,840,355	2,556,000	1,631,137	1,054,000



Sun Metro

FY 2013 Estimated & Projected Revenues



■ Estimated Revenue	38,510,401	31,700	23,718,722
■ Year-End Projection	38,673,625	33,100	21,320,465



Division: Administrative

The purpose of the Administrative Division is to provide direction, HR, Grants Administration, and financial services to the department so they can provide first class transportation services to El Pasoans and visitors.

Program: Office of the Director		FY 2013 Target	Year To Date	Projected Year End
Result	Strategic and operational results achieved	75%	69%	72%
Result	Annual ridership	17,656,545	8,142,000	17,135,000
Result	Employees hearing State of Sun Metro from Director	95%	0%	95%
Program: Human Resources		FY 2013 Target	Year To Date	Projected Year End
Result	Percent turnover rate	20%	10%	15%
Result	Percent vacancy rate	95%	94%	99%
Result	Grievances filed	3	2	4



Division: Administrative (Continued)

Program: Grants Administration		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of grants without audit findings	99%	100%	99%
Result	Percent of competitive grant applications approved	50%	100%	50%
Result	Percent of capital project expenditures from grant funds to total expenditures	6%	Annual	Annual
Program: Finance		FY 2013 Target	Year To Date	Projected Year End
Result	Percent reports and information provided	95%	90%	95%
Result	Percent customer complaints	5%	0%	<1%
Result	Vendor invoices paid timely	95%	72%	85%

Note: "Annual" means the measure will be obtained at the end of the fiscal year.



Division: Safety and Security

The purpose of the Safety and Security Division is to provide safety procedures, emergency and security response, and investigation training services to the department, passengers, and motorists so they can experience an accident free, secure, and protected environment.

Program: Safety		FY 2013 Target	Year To Date	Projected Year End
Result	Less than 2 collisions per 100K miles	1.75	1.9	1.9
Result	Number of passenger injury claims per 100K miles	0.50	.97	.92
Result	Number of on the job accidents	78.00	51.00	76.00
Program: Security		FY 2013 Target	Year To Date	Projected Year End
Result	Number of reported security incidents per 100K passengers	73.00	1.82	1.72



Division: Fixed Route

The purpose of the Fixed Route Division is to provide transit and customer services to the riding public so they can reach their destination in a safe, timely and reliable manner.

Program: Fixed Route Operations		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time performance	97%	98%	98%
Result	Percent missed service	.04%	.03%	.02%
Result	Customer complaints of 10 or less per 100K passengers	9	7	7
Program: Customer Service Information		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of calls dropped	13.0%	15.25%	15.1 %



Division: LIFT (Living Independently Facilitated by Transportation)

The purpose of the LIFT Division is to provide specialized transportation, scheduling, and customer services to eligible passengers with disabilities so they can meet their transportation needs to live independently.

Program: LIFT Transportation		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time performance	95%	85%	88%
Result	Number of collisions per 100K miles	1.6	2.7	1.9
Result	Number of trips per revenue hour	2.0	1.6	1.95
Program: LIFT Customer Service		FY 2013 Target	Year To Date	Projected Year End
Result	Percent calls answered promptly	95%	70%	80%
Result	Percent abandoned calls	Less than 5%	30%	25%
Result	Customer complaints per 10K passengers	300	261	450



Division: Maintenance

The purpose of the Maintenance Division is to provide inspection and repair services to Sun Metro divisions so they can provide passengers with a first class transportation experience.

Program: Vehicle Maintenance		FY 2013 Target	Year To Date	Projected Year End
Result	On time preventive maintenance inspections (vehicle)	99.0%	98.1%	99.0%
Result	Safe buses leaving on time daily	100.0%	99.9%	99.9%
Result	Number of total miles driven between maintenance related road calls	23,720	48,769	41,328
Program: Parts		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of vehicle and equipment parts available in inventory at the time of request	90.0%	99.5%	99.5%
Result	“Bus down” parts request fulfilled within 3 business days	98.0%	22.4%	25.0%



Division: Maintenance (Continued)

Program: Passenger Amenities and Facility Maintenance		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time preventive maintenance inspections completed	70.0%	95.4%	96.6%
Result	Percent emergency repairs completed within 8 hours	90.0%	97.6%	96%
Result	Days without personal injury due to facility defect	100	180	354



Division: Planning

The purpose of the Planning Division is to provide transit system analysis to intergovernmental agencies, the business community, El Pasoans, and visitors so they can plan and experience first class transit services that help grow the economy.

Transit Automatic Vehicle Locator (AVL)		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time performance	98%	98%	98%
Transit Site Amenities		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of bus stops with shelters	15.63%	10.9%	11.3%

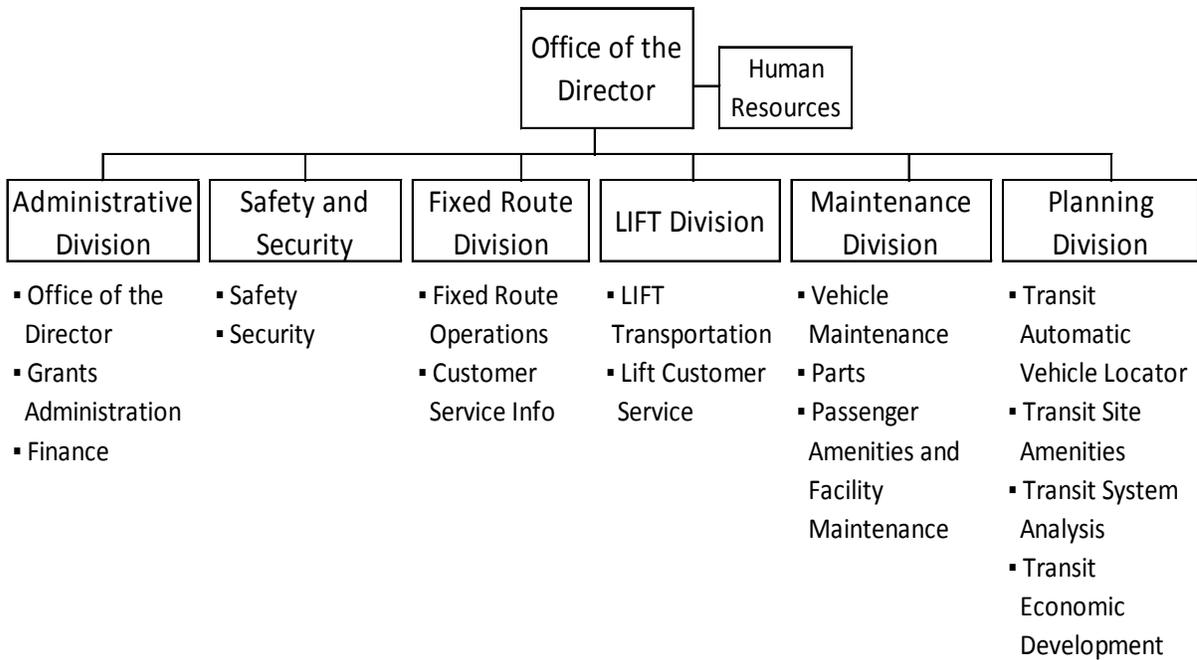


Division: Planning (Continued)

Program: Transit System Analysis		FY 2013 Target	Year To Date	Projected Year End
Result	Number of Texas Department of Transportation plans that are multi-modal and are consistent with the El Paso Comprehensive Plan	3	0	0
Result	Ridership without Rapid Transit System expansion	17,222,399	8,142,000	17,135,000
Program: Transit Economic Development*		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of population growth within ½ mile of RTS corridors	1.2%	2014 Implementation	2014 Implementation
Result	Number of transit oriented developments along RTS corridors	3	NA	NA

* The tracking of these measures will begin upon RTS implementation.

SUN METRO



DEPARTMENT MISSION

The Mission of Sun Metro is to provide a first-class public transportation service to all El Pasoans and visitors so they can experience safe, reliable, professional, courteous customer service and economic opportunity.

ISSUE STATEMENTS

Issue 1

The complex characteristics of the highly anticipated RTS and the expectations of an expanding, first-class service, combined with the uncertainty of operational funding, if not addressed, will result in:

- RTS failure;
- Public perception of RTS & overall Sun Metro service will be negatively impacted;
- Overall customer satisfaction/service will drop;
- Degradation of the fixed-route service;
- Increase in failure rates of equipment;
- Performance measures (e.g., on-time performance, road calls, Preventive Maintenance Checks (PMs), service interruptions) will be negatively impacted;
- Increased local and federal political scrutiny; and
- Reduction in ridership, lowering Sun Metro's fare box recovery ratio.

Issue 2

The current growth of fixed route and the accelerated multi-modal initiatives, if not planned and deployed properly, will exceed the operational resources of Sun Metro.

Issue 3

The uncertainty of long-term federal funding and the lack of local sales tax coupled with the demand for growth, if not addressed, will result in the decline of current service and jeopardize the sustainability of the City's smart growth initiative and endanger the economic stability of Sun Metro.

Issue 4

Failure of employees to understand and buy into Sun Metro's vision and esprit de corps will, if not addressed, harm customer service and hinder performance.

STRATEGIC RESULTS

Strategic Result 1

By January and April, 2014, the Mesa and Alameda RTS corridors will be operational, respectively.

As Measured by;

- By August, 2013, the Ops/Maintenance facility will be completed (addresses Issue Statements 1, 2).
- By October, 2013, twenty-five buses will be delivered (addresses Issue Statements 1, 2).
- By January, 2013, a financial plan will be in place which ensures full funding for RTS and future projects (addresses Issue Statements 1, 2, 3).
- By December 31, 2013, Mesa and Alameda RTS will be fully staffed and trained (addresses Issue Statements 1, 2, 4).¹

Strategic Result 2

By mid-2015, the Dyer RTS corridor will be operational.

As Measured by;

- By spring, 2015, ten articulated buses will be delivered (addresses Issue Statements 1, 2).
- By August, 2014, a financial plan will be in place which ensures full funding for Dyer RTS (addresses Issue Statements 1, 2, 3).
- By one month prior to implementation, Dyer RTS corridor will be staffed and trained (addresses Issue Statements 1, 2, 4).¹

Strategic Result 3

By mid-2016, the Montana RTS corridor will be operational.

As Measured by;

- By January 2013, FTA funding will be secured (addresses Issue Statements 1, 3).
- By one month prior to implementation, fourteen articulated buses will be delivered (addresses Issue Statements 1, 2).
- By August 2015, a financial plan will be in place which ensures full funding for Montana RTS (addresses Issue Statements 1, 2, 3).
- By one month prior to implementation, Montana RTS corridor will be staffed and trained (addresses Issue Statements 1, 2, 4).¹

¹To include implementation of organizational administrative infrastructure for new RTS Division to manage all 4 RTS corridors in future.

Strategic Result 4

By the end of 2015, Sun Metro (considering fixed route growth and RTS expansion) will demonstrate its credibility through the highest level of performance.

As Measured by;

- By the end of 2017, the 5-year rebuild process will be completed at \$5 million/year for Fixed Route growth alone without RTS expansion (addresses Issue Statements 1, 2, 4).
- By the end of 2015, ridership will be at 20 million for the year; representing a 10% increase/year for Fixed Route growth alone without RTS expansion (addresses Issue Statements 1, 2).
- 97% on-time performance for Fixed Route and RTS (addresses Issue Statements 1, 2, 4). **²
- .04% missed service for Fixed Route and RTS (addresses Issue Statements 1, 2, 4).
- 23,720 miles between road calls for Fixed Route and RTS (addresses Issue Statements 1, 2, 4).
- 99% on-time preventive maintenance for Fixed Route and RTS (addresses Issue Statements 1, 2, 4).

Strategic Result 5

By September 2013, Sun Metro will secure Federal/Local funding.

As Measured by;

- a. By September 2013, a 5 year transportation reauthorization bill providing \$16 million operating funds annually for the city of El Paso will be secured (addresses Issue Statements 1, 3).
- b. By September 2013, retroactive reinstatement of the alternative fuel tax credit, \$2.6 million/year, will be achieved (addresses Issue Statements 1, 3).
- c. By September 2013, a \$.75 fee for every vehicle registered in the county will be approved and assessed (addresses Issue Statements 1, 3).
- d. By January 2015, Sun Metro will implement a \$.50 across-the-board fare increase, which will generate an additional \$1.5million/year (addresses Issue Statements 1, 3).
- e. By January 2015, at least one alternative source of revenue will be identified and developed as per economic impact study; e.g. developer impact fees, corridor or Transit Oriented Development (TOD) fees, student user fees, etc. (addresses Issue Statements 1, 3).
- f. If streetcar initiative is implemented, then minimally, either A, B, and C will be approved, or A, B, and D will be approved (addresses Issue Statements 1, 2, 3).

² Current on-time performance is 97.3%; for this Strategic Result, a very slight decrease in on-time performance is initially anticipated following deployment of RTS until new Division infrastructure, procedures, and training are fully operational and stable.

Strategic Result 6

By the end of Fiscal Year 2013, Sun Metro will be a highly communicative organization whose employees are collectively committed to Sun Metro's mission and to a relentless focus on delivering exceptional customer service.³

As Measured by;

- Customer complaints 9 per 100k passengers (addresses Issue Statements 1, 2, 4).
- Collisions less than 2 per 100k miles (addresses Issue Statements 1, 2, 4).
- 97% on-time performance - current: 97.3% (addresses Issue Statements 1, 2, 4).
- Staffing levels not below 95% - current: 87.1% (addresses Issue Statements 1, 2, 4).

³ Adapted from the following definition by J. Katzenbaum and D. Smith: "A team is a small number of people with complementary skills who are committed to a common purpose, common performance goals, and common approach for which they hold themselves accountable."

DEPARTMENT ORGANIZATION

1. Administrative Division
 - 1.1. Office of the Director
 - 1.2. Human Resources
 - 1.3. Grants Administration
 - 1.4. Finance
2. Safety and Security Division
 - 2.1. Safety
 - 2.2. Security
3. Fixed Route Division
 - 3.1. Fixed Route Operations
 - 3.2. Customer Service Information
4. LIFT Division
 - 4.1. LIFT Transportation
 - 4.2. LIFT Customer Service
5. Maintenance Division
 - 5.1. Vehicle Maintenance
 - 5.2. Parts
 - 5.3. Passenger Amenities and Facility Maintenance
6. Planning Division
 - 6.1. Transit Automatic Vehicle Locator (AVL)
 - 6.2. Transit Site Amenities
 - 6.3. Transit System Analysis
 - 6.4. Transit Economic Development

DIVISION: ADMINISTRATIVE

The purpose of the Administrative Division is to provide direction, HR, Grants Administration, and financial services to the department so they can provide first class transportation services to El Pasoans and visitors.

Program: Office of the Director

The purpose of the Director's Office Program is to provide Sun Metro representation, direction, and communication services to El Pasoans and visitors so they can experience a first class public transportation system.

Office of the Director		FY 2013 Target	Year To Date	Projected Year End
Result	Strategic and operational results achieved	75%	69%	72%
Result	Annual ridership	17,656,545	8,142,000	17,135,000
Result	Employees hearing State of Sun Metro from Director	95%	0	95%
Output	Number of City Official inquiry responses provided	6	6	10
Demand	Number of marketing presentations expected to be requested	48	32	55
Efficiency	Expenditure per passenger trip	\$1.51	\$2.20	\$2.40

Program: Human Resources

The purpose of the Human Resources Program is to provide information, guidance, and support services to the department so it can have the resources available to achieve the department's mission.

Human Resources		FY 2013 Target	Year To Date	Projected Year End
Result	Percent turnover rate	20%	10%	15%
Result	Percent vacancy rate	95%	94%	99%
Result	Grievances filed	3	2	4
Output	Number of employee training hours provided	600	1,441	1,441
Demand	Number of positions to be filled	70	32	25
Efficiency	Program expenditure per employee	\$599.89	\$21.51	\$599.00

Program: Grants Administration

The purpose of the Grants Administration Program is to provide grantsmanship services to the City of El Paso so it can maintain and grow its transportation services.

Grant Administration		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of grants without audit findings	99%	100%	99%
Result	Percent of competitive grant applications approved	50%	100%	50%
Result	Percent of capital project expenditures from grant funds to total expenditures	6%	Annual	Annual
Output	Grant funds managed	\$50,000,000	Annual	Annual
Demand	Grant funds anticipated to be managed	\$50,000,000	Annual	Annual
Efficiency	Program expenditure per dollar grant funds managed	\$0.09	\$.01	\$.09

Note: "Annual" means the measure will be obtained at the end of the fiscal year.

Program: Finance

The purpose of the Finance Program is to provide financial management, reporting, and customer support services to City and agency management and employees, riders, and vendors so management and staff can receive accurate and timely information to make decisions, riders can receive courteous customer service, and vendors can receive timely payments.

Finance		FY 2013 Target	Year To Date	Projected Year End
Result	Percent reports and information provided	95%	90%	95%
Result	Percent customer complaints	5%	0%	<1%
Result	Vendor invoices paid timely	95%	72%	85%
Output	Number of sales transactions completed	225,000	112,513	225,000
Demand	Vendor payments completed	9,000	3,935	9,000
Efficiency	Program expenditure per department budget expenditure	\$0.40	\$0.20	\$0.40

DIVISION: SAFETY AND SECURITY

The purpose of the Safety and Security Division is to provide safety procedures, emergency and security response, and investigation training services to the department, passengers, and motorists so they can experience an accident free, secure, and protected environment.

Program: Safety

The purpose of the Safety Program is to provide safety procedures, analysis, and investigation training services to passengers, pedestrians, motorists, property owners and Sun Metro employees so they can experience an accident free transportation environment delivered by a healthy workforce.

Safety		FY 2013 Target	Year To Date	Projected Year End
Result	Less than 2 collisions per 100K miles	1.75	1.9	1.9
Result	Number of passenger injury claims per 100K miles	0.50	.97	.92
Result	Number of on the job accidents	78.00	51.00	76.00
Output	Trainees involved in accident/incident/complaint within one year of training	10.0	0.0	0.0
Demand	Drug and alcohol tests required	265	113	192
Efficiency	Program expenditure per passenger ridership	\$0.02	NA	\$.02

Program: Security

The purpose of the Security Program is to provide emergency and security response, planning and coordination services to Sun Metro passengers and employees, governmental agencies, and general public so they can experience a secure and protected environment.

Security		FY 2013 Target	Year To Date	Projected Year End
Result	Number of reported security incidents per 100K passengers	73.00	1.82	1.72
Output	Individuals banned due to criminal activity	17.0	8.0	13.0
Demand	Incidents expected to be reported	112	174	299
Efficiency	Program expenditure per passenger	\$0.07	\$.068	\$.07

DIVISION: FIXED ROUTE

The purpose of the Fixed Route Division is to provide transit and customer services to the riding public so they can reach their destination in a safe, timely and reliable manner.

Program: Fixed Route Operations

The purpose of the Fixed Route Operations Program is to provide transit services to the riding public so they can reach their destination in a safe, timely and reliable manner.

Fixed Route Operations		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time performance	97%	98%	98%
Result	Percent missed service	.04%	.03%	.02%
Result	Customer complaints of 10 or less per 100K passengers	9	7	7
Output	Number of supervisor and driver training hours	8	6747	10,725
Demand	Customer complaints expected to be received	1440	471	525
Efficiency	Program expenditure per passenger trip	\$1.51	\$1.56	\$1.65

Program: Customer Service Information

The purpose of the Customer Service Information Program is to provide trip planning and customer response services to passengers so they can learn and use the Sun Metro system.

Customer Service Information		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of calls dropped	13.0%	15.25%	15.1 %
Output	Customer inquiry responses	480,000	207,588	375,837
Demand	Customer inquiry responses expected to be requested	480,000	245,035	432,714
Efficiency	Program expenditure per passenger trip	\$.02	\$.02	\$.03

DIVISION: LIFT (LIVING INDEPENDENTLY FACILITATED BY TRANSPORTATION)

The purpose of the LIFT Division is to provide specialized transportation, scheduling, and customer services to eligible passengers with disabilities so they can meet their transportation needs to live independently.

Program: LIFT Transportation

The purpose of the LIFT Transportation Program is to provide specialized transportation services to certified persons with disabilities and/or other low income passengers so they can meet their transportation needs to live independently.

LIFT Transportation		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time performance	95%	85%	88%
Result	Number of collisions per 100K miles	1.6	2.7	1.9
Result	Number of trips per revenue hour	2.0	1.6	1.95
Output	ADA trips provided	180,000	128,000	250,000
Demand	ADA trips expected to be requested	220,000	128,000	250,000
Efficiency	Program expenditure per paratransit trip	\$33.40	\$46.63	\$33.00

Program: LIFT Customer Service

The purpose of the LIFT Customer Service Program is to provide transportation scheduling services to persons with disabilities, other eligible riders and Sun Metro employees so they can receive accurate, friendly, and courteous transportation scheduling in a timely manner.

LIFT Customer Service		FY 2013 Target	Year To Date	Projected Year End
Result	Percent calls answered promptly	95%	70%	80%
Result	Percent abandoned calls	Less than 5%	30%	25%
Result	Customer complaints per 10K passengers	300	261	450
Output	Number of trip schedules provided	260,000	Pending	Pending
Demand	Number of trip schedules requested	260,000	Pending	Pending
Efficiency	Program expenditure per passenger trip	\$0.82	Pending	Pending

Note: Information pending from MV Transportation, Inc.

DIVISION: MAINTENANCE

The purpose of the Maintenance Division is to provide inspection and repair services to Sun Metro divisions so they can provide passengers with a first class transportation experience.

Program: Vehicle Maintenance

The purpose of the Vehicle Maintenance Program is to provide equipment inspections and repair services to Sun Metro divisions so they can have safe, reliable equipment and provide a first class transportation experience.

Vehicle Maintenance		FY 2013 Target	Year To Date	Projected Year End
Result	On time preventive maintenance inspections (vehicle)	99.0%	98.1%	99.0%
Result	Safe buses leaving on time daily	100.0%	99.9%	99.9%
Result	Number of total miles driven between maintenance related road calls	23,720	48,769	41,328
Output	Number of repairs completed	11,522	4,598	10,933
Demand	Number of preventive maintenance inspections required by service mileage standards	1,164	598	1,224
Efficiency	Program expenditure per equipment mile	\$1.25	\$0.46	\$1.25

Program: Parts

The purpose of the Parts Program is to provide parts issuance and inventory services to Sun Metro divisions so they can inspect and repair vehicles and equipment in a timely manner to provide a first class public transportation experience.

Parts		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of vehicle and equipment parts available in inventory at the time of request	90.0%	99.5%	99.5%
Result	"Bus down" parts request fulfilled within 3 business days	98.0%	22.4%	25.0%
Output	Number of parts issuances	50,684	25,044	42,697
Demand	Inventory replenishments expected to be required	50,086	28,315	44,528
Efficiency	Program expenditure per equipment miles for parts	\$0.55	\$0.03	\$0.50

Program: Passenger Amenities and Facility Maintenance

The purpose of the Passenger Amenities and Facilities Maintenance Program is to provide inspection, repair and emergency response services to passengers and employees so they can experience a fully operational and safe transit infrastructure.

Passenger Amenities and Facility Maintenance		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time preventive maintenance inspections completed	70.0%	95.4%	96.6%
Result	Percent emergency repairs completed within 8 hours	90.0%	97.6%	96%
Result	Days without personal injury due to facility defect	100	180	354
Output	Number of facility repairs	2,555	1,266	2,332
Demand	Number of shelter repairs expected to be required	1,548	52	104
Efficiency	Program expenditure per shelter cleaning	\$12.54	\$11.99	\$11.99

DIVISION: PLANNING

The purpose of the Planning Division is to provide transit system analysis to intergovernmental agencies, the business community, El Pasoans, and visitors so they can plan and experience first class transit services that help grow the economy.

Program: Transit Automatic Vehicle Locator (AVL)

The purpose of the Transit Automatic Vehicle Locator (AVL) Program is to provide Real Time Voice & Data services to Sun Metro, employees, and transit users so they can deliver and receive on-time service.

Transit Automatic Vehicle Locator (AVL)		FY 2013 Target	Year To Date	Projected Year End
Result	Percent on time performance	98%	98%	98%
Output	AVL equipment maintained daily	382	382	382
Demand	AVL equipment expected to require daily maintenance	30	NA	NA
Efficiency	Program expenditure per AVL equipment	\$928.31	\$19.86	\$928.00

Note: The Demand measure will be further refined in FY 2014.

Program: Transit Site Amenities

The purpose of the Transit Site Amenities Program is to provide site analysis and amenity design standard services to El Pasoans and visitors so they can experience a first class public transportation system.

Transit Site Amenities		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of bus stops with shelters	15.63%	10.9%	11.3%
Output	Site amenity enhancements provided	142	71	142
Demand	Number of bus stop sites expected to meet shelter scoring standards	142	71	142
Efficiency	Annual dollars spent on amenities per passenger	\$0.11	\$0.089	\$0.010

Program: Transit System Analysis

The purpose of the Transit System Analysis Program is to provide planning and grant application services to intergovernmental agencies and transit customers so they can design multi-modal transportation systems and customers can reliably schedule their daily commute.

Transit System Analysis		FY 2013 Target	Year To Date	Projected Year End
Result	Number of Texas Department of Transportation plans that are multi-modal and are consistent with the El Paso Comprehensive Plan	3	0	0
Result	Ridership without Rapid Transit System expansion	17,222,399	8,142,000	17,135,000
Output	Route performance analysis reports completed	7	1	7
Demand	Route performance analysis reports expected to be completed	3	1	3
Efficiency	Program expenditure per passenger trip	\$57.85	\$57.85	\$57.85

Program: Transit Economic Development

The purpose of the Transit Economic Development Program is to provide capital improvement, RTS and Transit-Oriented Development coordination services to the business community and governmental entities so they can plan, invest, and grow the local economy.

Transit Economic Development		FY 2013 Target	Year To Date	Projected Year End
Result	Percent of population growth within ½ mile of RTS corridors	1.2%	2014 Implementation	2014 Implementation
Result	Number of transit oriented developments along RTS corridors	3	NA	NA
Output	Number of new building and business permits within ½ mile of RTS transit stations	25	NA	NA
Demand	Number of transit economic development coordination presentations expected to be required	104	NA	NA
Efficiency	Program expenditure per passenger trip	\$57.85	NA	NA

Note: The tracking of these measures will begin upon RTS implementation.