Fund Summary

Fund Name : Central Service Revolving Fund

Fund No./Bus. Area No. : 1002 / 2500 / 6400 / 6500 / 6800 / 7000 / 8000

	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Beginning Fund Balance	0	0	**0**
Current Revenues	229,801,119	216,684,202	**223,859,769**
Total Available Resources	229,801,119	216,684,202	**223,859,769**
Maintenance and Operations	229,801,119	216,684,202	**223,859,769**
Operating Transfers	0	0	**0**
Total Expenditures	229,801,119	216,684,202	**223,859,769**
Planned Ending Fund Balance	0	0	**0**
Total Budget	229,801,119	216,684,202	**223,859,769**
Fund Balance Distribution			
Non-Spendable	0	0	**0**
Restricted	0	0	**0**
Committed	0	0	**0**
Assigned	0	0	**0**
Unassigned	0	0	**0**

The above summarizes the FY2020 Budget, the FY2020 Estimate and the FY2021 Budget for the Central Service Revolving Fund. Also included are the beginning and ending fund balances, total revenues and total expenditures.

The Central Service Revolving Fund provides budgetary accounts for a centralized service function that provides for the purchase of goods and/or services for citywide operating departments. This method allows for the purchase of large quantities of goods and services for a large number of departments in a planned and well-managed manner. In addition, it provides for the efficient and effective audit of billings for such purchases.

Appropriations for these accounts are made from the respective operating departmental budgets as a part of the general appropriations ordinance. Sufficient appropriations are authorized from each department to allow for minimal encumbrance balances in each supply and service account in the Central Service Revolving Fund. After the delivery of goods and services, the actual cost is billed to the operating departments. At the end of each fiscal year, the fund is treated as a sub-fund of the General Fund and is not shown as a separate entity in the Comprehensive Annual Financial Report.

The Finance Department is responsible for administering the electricity and natural gas accounts for the City. They are also responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. The role of Energy Management is the responsibility of the General Services Department. The Administration and Regulatory Affairs Department manages the reprographics and office services accounts. The communications and data services fees and citywide copier services are administered by the Houston Information Technology Services Department. The Planning and Development Department provides a centralized service for geographic information system purchases. The Human Resources Department administers the accounts for Contingent Workforce Services (formerly known as Temporary Personnel Services), Human Resources Client Relations Division, and Learning and Development Center. The revenue and expenditure summaries include: General Services, Administration and Regulatory Affairs, Houston Information Technology Services, Planning and Development, Human Resources, and Finance.

Business Area Budget Summary

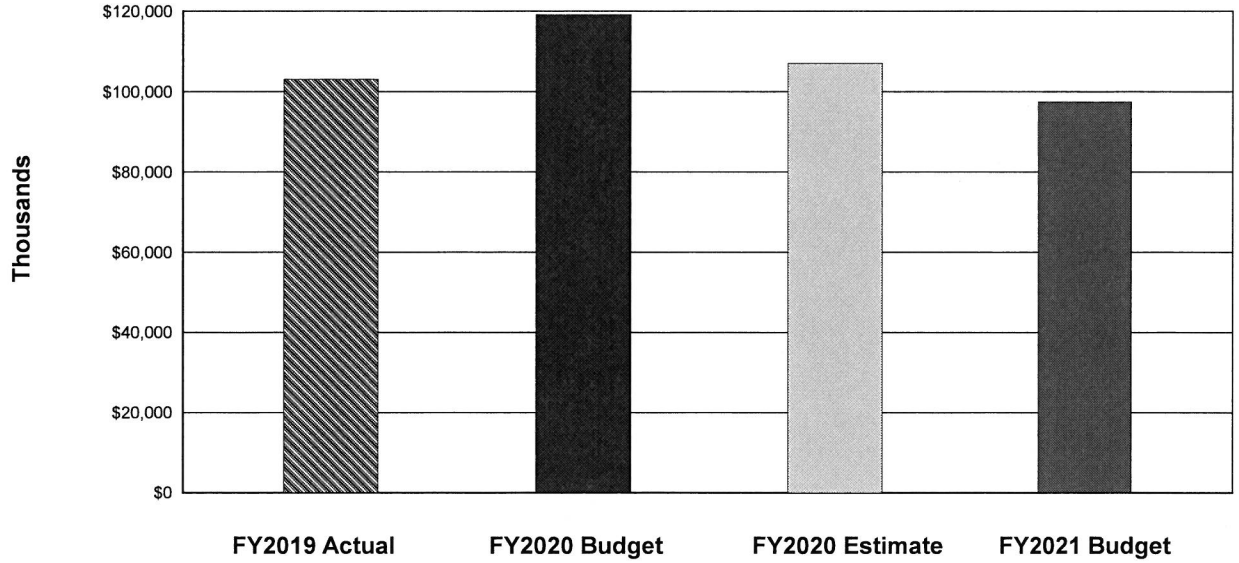
Fund Name : Central Service Revolving Fund
Business Area : General Services
Fund No. /Bus. Area No. : 1002 / 2500

		FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Expenditures	Other Services and Charges	103,030,057	119,150,425	107,045,980	**97,466,949**
	Total M & O Expenditures	103,030,057	119,150,425	107,045,980	**97,466,949**
	Debt Service & Other Uses	0	0	0	**0**
	Total Expenditure	103,030,057	119,150,425	107,045,980	**97,466,949**
Revenues		103,030,057	119,150,425	107,045,980	**97,466,949**
Staffing	Full-Time Equivalents - Civilian	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Classified	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	**0.0**
	Total	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Overtime	0.0	0.0	0.0	**0.0**

Significant Budget Changes and Highlights

- The Environmental Protection Agency (EPA) has listed the City of Houston on the EPA's Top 10 Green Power Partners list for using the most renewable electricity in the form of solar and wind. According to the EPA's Green Power Partnership, the City of Houston ranks 1st in the nation among government municipalities for green power. In addition, the City of Houston ranks 10th in the nation among the top 100 EPA green partners.
- FY2021 Budget is 18% lower than FY2020 Budget mainly due to the new electricity supply agreement.
- CenterPoint Rate Case was conducted on February 14, 2020 and resulted in new adjusted rates.
- Streetlight rates will be adjusted by 27.31% for the first 30 months beginning July 1, 2020 causing savings in FY2021 electricity budget.
- FY2021 Budget includes citywide funding for electricity and natural gas.

Central Service Revolving Fund
General Services
Expenditure Summary



Division Summary

Fund Name : Central Service Revolving Fund
Business Area : General Services
Fund No. /Bus Area No. : 1002 / 2500

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
GSD - Energy Management 250004						
Provides support for citywide electricity and natural gas activities.	0.0	103,030,057	0.0	107,045,980	**0.0**	**97,466,949**
Total	**0.0**	**103,030,057**	**0.0**	**107,045,980**	**0.0**	**97,466,949**

Business Area Revenues Summary

Fund Name	:	**Central Service Revolving Fund**
Business Area	:	**General Services**
Fund No./Bus. Area No.	:	**1002 / 2500**

Category	FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Direct Interfund Services	103,030,057	119,150,425	107,045,980	**97,466,949**
Grand Total Revenues	**103,030,057**	**119,150,425**	**107,045,980**	**97,466,949**

CITY OF HOUSTON
TEXAS

Business Area Budget Summary

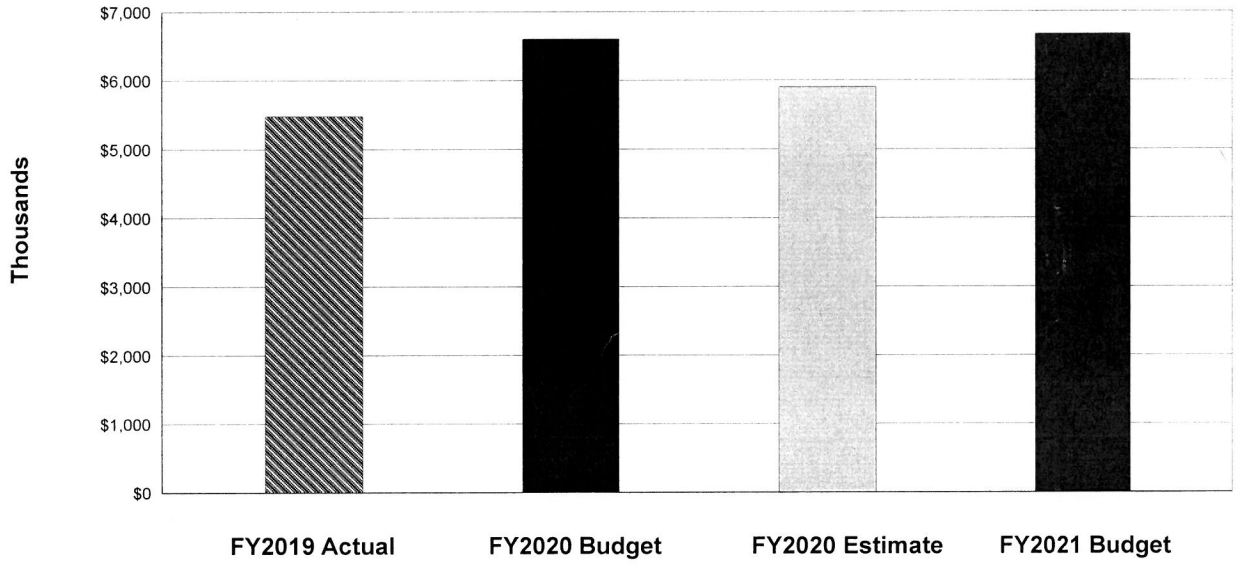
Fund Name : Central Service Revolving Fund
Business Area : Finance Department
Fund No. /Bus. Area No. : 1002 / 6400

		FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Expenditures	Personnel Services	5,216,009	6,102,698	5,416,080	**6,154,657**
	Supplies	5,654	47,777	31,390	**30,202**
	Other Services and Charges	255,722	450,045	449,662	**485,528**
	Total M & O Expenditures	5,477,385	6,600,520	5,897,132	**6,670,387**
	Debt Service & Other Uses	0	0	0	**0**
	Total Expenditure	5,477,385	6,600,520	5,897,132	**6,670,387**
Revenues		5,477,385	6,600,520	5,897,132	**6,670,387**
Staffing	Full-Time Equivalents - Civilian	49.4	58.1	52.2	**58.2**
	Full-Time Equivalents - Classified	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	**0.0**
	Total	49.4	58.1	52.2	**58.2**
	Full-Time Equivalents - Overtime	0.0	0.0	0.0	**0.0**

Significant Budget Changes and Highlights

- The FY2021 Budget provides funding for health benefits, pension contribution, and municipal employees contractual pay increases.
- The FY2021 Budget provides funding for financial, procurement, and accounts payable and receivable support to client departments within the City. Client departments include the Houston Fire Department, Fleet Management, Houston Information Technology Services, Houston Public Works, and General Services Department - Energy.

Central Service Revolving Fund
Finance Department
Expenditure Summary



Business Area Performance Measures

Fund Name : **Central Service Revolving Fund**
Business Area : **Finance Department**
Fund No. /Bus. Area No. : **1002 / 6400**

Performance Measures	FY2019 Actual	FY2020 Target	FY2020 Estimate	FY2021 Target
Chargebacks Processed for Departments in 45 Days	100%	100%	100%	100%
Client Department Expenditures Adopted Budget vs Actual Utilization	97%	98%	98%	98%
Collection Rate for EMS	37%	42%	35%	35%
Collection Rate of Vendor Managed Revenues	43%	45%	42%	43%
Cost per Invoice Processed	$34	$44	$40	$44
Invoice Payments Processed within Payment Terms	89%	95%	90%	95%
Expenditures Adopted Budget vs Actual Utilization	85%	100%	89%	100%
Revenues Adopted Budget vs Actual Utilization	85%	100%	89%	100%

Division Summary

Fund Name : Central Service Revolving Fund
Business Area : Finance Department
Fund No. /Bus Area No. : 1002 / 6400

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
Treasury and Capital Management 640003						
The division coordinates and oversees the City's Capital Improvement Plan. There are dedicated specialists that provide customer service, capital planning and appropriation needs for Houston Information Technology Services and Fleet Management Department.	1.9	239,392	1.4	201,124	**2.0**	**258,225**
Financial Planning & Analysis 640004						
The division is responsible for budget development and monitoring financial activities, revenue and expense analysis, as well as day-to-day departmental support of routine transactions for Houston Information Technology Services, Houston Fire Department, General Services Department - Energy Management and Fleet Management.	9.3	1,278,717	8.5	1,337,213	**12.9**	**1,853,601**
Financial Reporting & Operations 640005						
The division provides centralized support in accounts payable, management and process review, analysis, and reporting services for Finance, Houston Information Technology, Houston Fire, General Services Department - Energy, Fleet Managment and Houston Public Works Departments. Provides centralized support in accounts receivable and collections functions for EMS activity in support of the Houston Fire Department.	28.8	2,969,667	32.5	3,311,990	**33.5**	**3,415,317**
Strategic Procurement 640007						
The division is responsible for all citywide IT formal and informal procurements as well as all purchases via DIR. The division is also responsible for all purchases on behalf of the Fleet Management Department and the Houston Fire Departments.	9.4	989,609	9.8	1,046,805	**9.8**	**1,143,244**
Total	**49.4**	**5,477,385**	**52.2**	**5,897,132**	**58.2**	**6,670,387**

Business Area Revenues Summary

Fund Name : **Central Service Revolving Fund**
Business Area : **Finance Department**
Fund No./Bus. Area No. : **1002 / 6400**

Category	FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Direct Interfund Services	5,474,689	6,600,520	5,897,132	**6,670,387**
Miscellaneous/Other	2,696	0	0	**0**
Grand Total Revenues	**5,477,385**	**6,600,520**	**5,897,132**	**6,670,387**

Business Area Budget Summary

Fund Name : Central Service Revolving Fund
Business Area : Administration and Regulatory Affairs
Fund No. /Bus. Area No. : 1002 / 6500

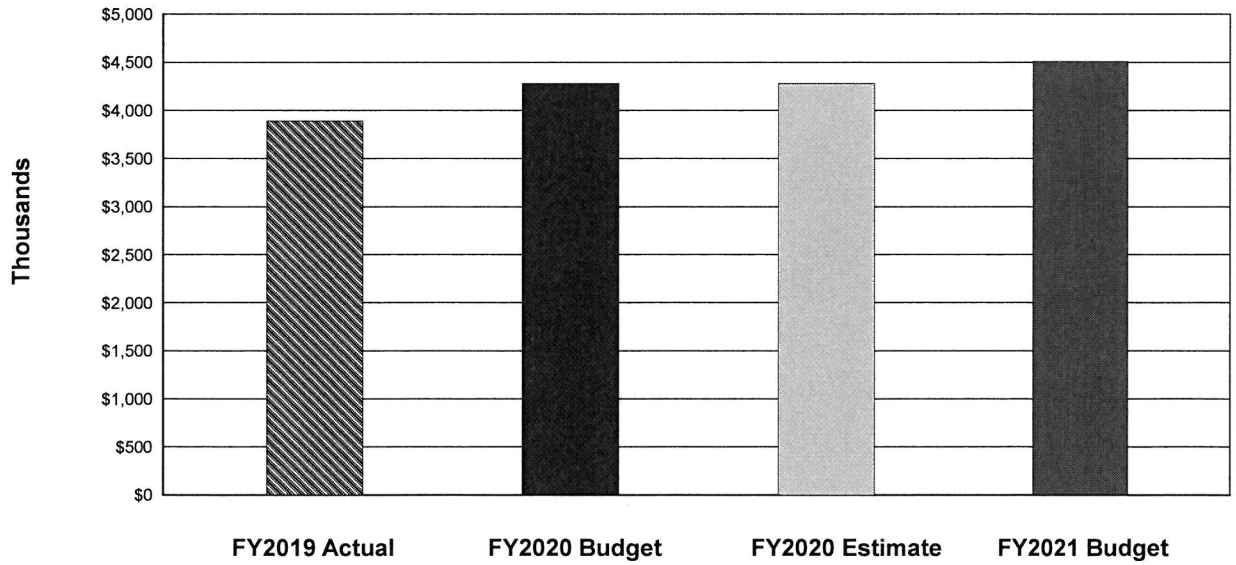
		FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Expenditures	Supplies	374,000	394,750	394,750	**464,750**
	Other Services and Charges	3,515,688	3,883,630	3,883,630	**4,043,767**
	Total M & O Expenditures	3,889,688	4,278,380	4,278,380	**4,508,517**
	Debt Service & Other Uses	0	0	0	**0**
	Total Expenditure	3,889,688	4,278,380	4,278,380	**4,508,517**
Revenues		3,889,688	4,278,380	4,278,380	**4,508,517**
Staffing	Full-Time Equivalents - Civilian	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Classified	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	**0.0**
	Total	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Overtime	0.0	0.0	0.0	**0.0**

Significant Budget Changes and Highlights

o The FY2021 Budget includes the rate change for Lot C and Lot H from $54.69 to $65.05.

o The FY2021 Budget includes the rate change at Tranquility Garage as follow:
- City Pays All Access Card from $91.45 to $101.40.
- City Portion Pay Access Card from $64.39 to $74.34.

Central Service Revolving Fund
Administration and Regulatory Affairs
Expenditure Summary



Division Summary

Fund Name : Central Service Revolving Fund
Business Area : Administration and Regulatory Affairs
Fund No. /Bus Area No. : 1002 / 6500

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
Central Services 650005						
Provides a centralized service function for postage for citywide operating departments. Administers service contracts and processes related service billings.	0.0	365,000	0.0	380,000	**0.0**	**450,000**
Print Shop 650006						
Provides cost effective high volume copying services through interlocal agreement with Bayside Printing Inc. Provides printing services to various departments including: design, artwork, offset printing/copying, layout and a variety of finishing services.	0.0	977,041	0.0	1,000,000	**0.0**	**1,000,000**
ARA - Payroll Services 650007						
Manages the printing and distribution services of W-2 forms to all City employees.	0.0	9,182	0.0	15,000	**0.0**	**15,000**
Employee Transit 650009						
Manages the City employees' Metro bus passes and parking program for Hobby Center, HoustonFirst (Tranquility, City Hall Annex, Lot H and Lot C) through chargeback services in the Central Service Revolving Fund.	0.0	2,538,465	0.0	2,883,380	**0.0**	**3,043,517**
Total	**0.0**	**3,889,688**	**0.0**	**4,278,380**	**0.0**	**4,508,517**

Business Area Revenues Summary

Fund Name : **Central Service Revolving Fund**
Business Area : **Administration and Regulatory Affairs**
Fund No./Bus. Area No. : **1002 / 6500**

Category	FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Charges for Services	2,538,465	2,883,380	2,883,380	**3,043,517**
Direct Interfund Services	1,336,326	1,380,000	1,380,000	**1,450,000**
Miscellaneous/Other	14,897	15,000	15,000	**15,000**
Grand Total Revenues	**3,889,688**	**4,278,380**	**4,278,380**	**4,508,517**

CITY OF HOUSTON
TEXAS

Business Area Budget Summary

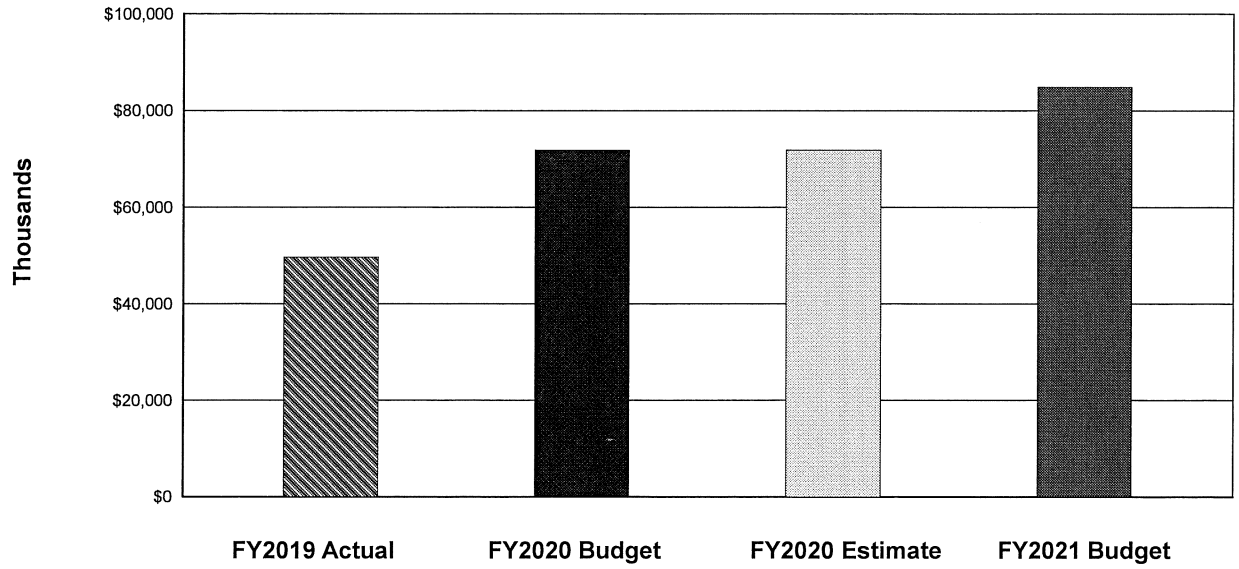
Fund Name : Central Service Revolving Fund
Business Area : Houston Information Technology Services
Fund No. /Bus. Area No. : 1002 / 6800

		FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Expenditures	Personnel Services	11,082,997	21,620,298	21,801,150	**28,653,114**
	Supplies	(10,285)	238,894	221,646	**880,637**
	Other Services and Charges	37,476,223	49,749,788	49,668,605	**55,153,330**
	Equipment	690,732	240,657	158,236	**180,000**
	Total M & O Expenditures	49,239,667	71,849,637	71,849,637	**84,867,081**
	Debt Service & Other Uses	412,000	0	0	**0**
	Total Expenditure	49,651,667	71,849,637	71,849,637	**84,867,081**
Revenues		49,651,667	71,849,637	71,849,637	**84,867,081**
Staffing	Full-Time Equivalents - Civilian	87.4	181.9	143.5	**211.7**
	Full-Time Equivalents - Classified	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	**0.0**
	Total	87.4	181.9	143.5	**211.7**
	Full-Time Equivalents - Overtime	0.1	0.0	0.0	**2.5**

Significant Budget Changes and Highlights

- The FY2021 Budget provides funding for health benefits, pension contribution, and municipal employees contractual pay increases.
- To improve efficiencies and increase transparency, HITS consolidated their remaining division (Radio Communications) from the General Fund to the Central Services Revolving Fund in FY2021. This resulted in an increase to budgeted expenditures and FTE's in FY2021.
- The FY2021 Budget includes transfer of 1 FTE to the Houston Health Department.

Central Service Revolving Fund
Houston Information Technology Services
Expenditure Summary



Division Summary

Fund Name	:	**Central Service Revolving Fund**
Business Area	:	**Houston Information Technology Services**
Fund No. /Bus Area No.	:	**1002 / 6800**

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
HITS - Director's Office Group 680001						
Citywide IT oversight, administrative support in financial analysis and reporting, cost accounting, capital planning, project staffing, funds management, asset management, procurement, contract compliance, open records and accounts payable. Management of the Chief Information Security Office (CISO) with the mission of information security operations, governance, architecture, and cyber threat analysis to assist in ensuring citywide compliance.	7.6	5,713,013	18.5	10,145,897	**29.0**	**11,092,231**
HITS - Applications 680002						
Provides solutions for business processes to City departments and responsible for implementing and supporting enterprise systems such as ERP, commercial off-the-shelf applications like 3-1-1, Fleet, the Contact Center, EGIS, as well as custom developed solutions. Manages the citywide scorecard project and data warehouse management. Manages the data warehousing and a suite of business intelligence platforms, and tools for the City.	35.1	12,085,156	50.0	15,950,530	**52.2**	**18,073,599**
HITS - Infrastructure Group 680003						
Provides help desk and field support for citywide applications. Manages the City's network telecommunications infrastructure, internet access and remote connectivity to ensure reliability. Manages server platforms, storage systems, data center facilities, server rooms, e-mail, communication systems, and system management tools.	5.8	24,483,786	40.5	37,907,664	**55.1**	**39,667,045**
HITS - Public Safety 680005						
Provides planning, management, and operations for mission critical IT systems within the Houston Emergency Center and over 30 external agencies. Supports Police, Fire, Emergency Management, Public Works and other departments. Manages infrastructure, apllications and radio communications on 24X7 basis. Provides on-scene support during activations of the City's Emergency Operations Center and special events.	18.5	4,204,767	18.0	4,472,708	**49.3**	**11,602,653**
HITS - Client Solutions 680006						
Manages operational costs associated with the Court System for Management of Resources and Technology (CSMART). The operational costs include server operation system management, payment and image system management, scanning control and database management.	9.7	1,419,968	9.0	1,513,095	**11.6**	**1,970,403**

Division Summary

Fund Name : **Central Service Revolving Fund**
Business Area : **Houston Information Technology Services**
Fund No. /Bus Area No. : **1002 / 6800**

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
HITS - Project Group 680007						
Provide IT project governance, scope development, and performance metrics; while also ensuring IT projects are on schedule and on budget and are in alignment with Plan Houston and the HITS technology strategic plan.	10.7	1,744,977	7.5	1,859,743	**14.5**	**2,461,150**
Total	**87.4**	**49,651,667**	**143.5**	**71,849,637**	**211.7**	**84,867,081**

Business Area Revenues Summary

Fund Name : **Central Service Revolving Fund**
Business Area : **Houston Information Technology Services**
Fund No./Bus. Area No. : **1002 / 6800**

Category	FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Charges for Services	0	0	1,253,370	**1,300,000**
Direct Interfund Services	46,641,878	68,718,180	67,498,460	**79,894,082**
Miscellaneous/Other	3,009,789	3,131,457	3,097,807	**3,672,999**
Grand Total Revenues	**49,651,667**	**71,849,637**	**71,849,637**	**84,867,081**

Business Area Budget Summary

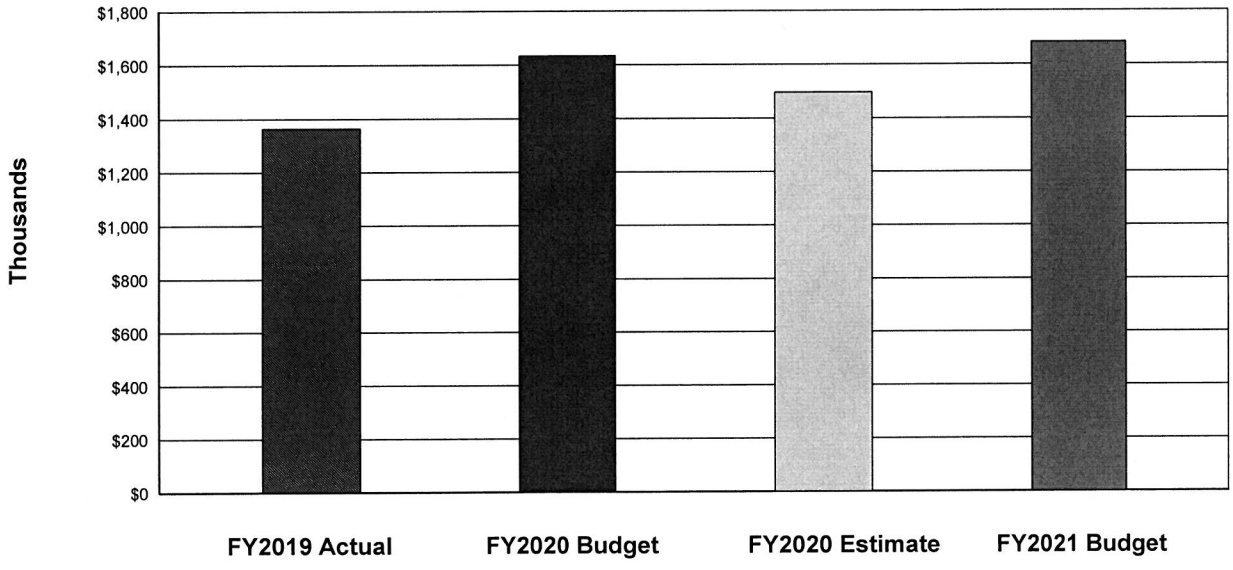
Fund Name : Central Service Revolving Fund
Business Area : Planning & Development
Fund No. /Bus. Area No. : 1002 / 7000

		FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Expenditures	Personnel Services	1,219,634	1,373,268	1,268,269	**1,413,862**
	Supplies	16,040	25,466	25,466	**25,466**
	Other Services and Charges	128,076	234,463	201,468	**241,887**
	Total M & O Expenditures	1,363,750	1,633,197	1,495,203	**1,681,215**
	Debt Service & Other Uses	0	0	0	**0**
	Total Expenditure	1,363,750	1,633,197	1,495,203	**1,681,215**
Revenues		1,363,750	1,633,197	1,495,203	**1,681,215**
Staffing	Full-Time Equivalents - Civilian	11.0	11.5	11.0	**11.5**
	Full-Time Equivalents - Classified	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	**0.0**
	Total	11.0	11.5	11.0	**11.5**
	Full-Time Equivalents - Overtime	0.0	0.0	0.0	**0.0**

Significant Budget Changes and Highlights

- The FY2021 Budget provides funding for health benefits, pension contribution, and municipal employees contractual pay increases.

Central Service Revolving Fund
Planning & Development
Expenditure Summary



Business Area Performance Measures

Fund Name : Central Service Revolving Fund
Business Area : Planning & Development
Fund No. /Bus. Area No. : 1002 / 7000

Performance Measures	FY2019 Actual	FY2020 Target	FY2020 Estimate	FY2021 Target
Projects completed within 3 days	N/A	N/A	N/A	100%
Property Addresses Assigned Prior to Planning Commission Approval	58%	58%	58%	58%
Expenditures Adopted Budget vs Actual Utilization	87%	100%	92%	100%
Revenues Adopted Budget vs Actual Utilization	87%	100%	92%	100%

Division Summary

Fund Name : **Central Service Revolving Fund**
Business Area : **Planning & Development**
Fund No. /Bus Area No. : **1002 / 7000**

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
PD - GIS Services 700002						
This division creates and maintains the City's underlying geospatial data for all departments applications and map requests. The group also assigns official City addresses and coordinates with emergency providers within the City, county, and regional agencies to ensure accurate, effective emergency services; and provides mapping and analysis for data, training, testing and debugging to ensure product quality.	11.0	1,363,750	11.0	1,495,203	**11.5**	**1,681,215**
Total	**11.0**	**1,363,750**	**11.0**	**1,495,203**	**11.5**	**1,681,215**

Business Area Revenues Summary

Fund Name : **Central Service Revolving Fund**
Business Area : **Planning & Development**
Fund No./Bus. Area No. : **1002 / 7000**

Category	FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Direct Interfund Services	409,619	555,846	440,507	**573,267**
Miscellaneous/Other	954,131	1,077,351	1,054,696	**1,107,948**
Grand Total Revenues	**1,363,750**	**1,633,197**	**1,495,203**	**1,681,215**

Business Area Budget Summary

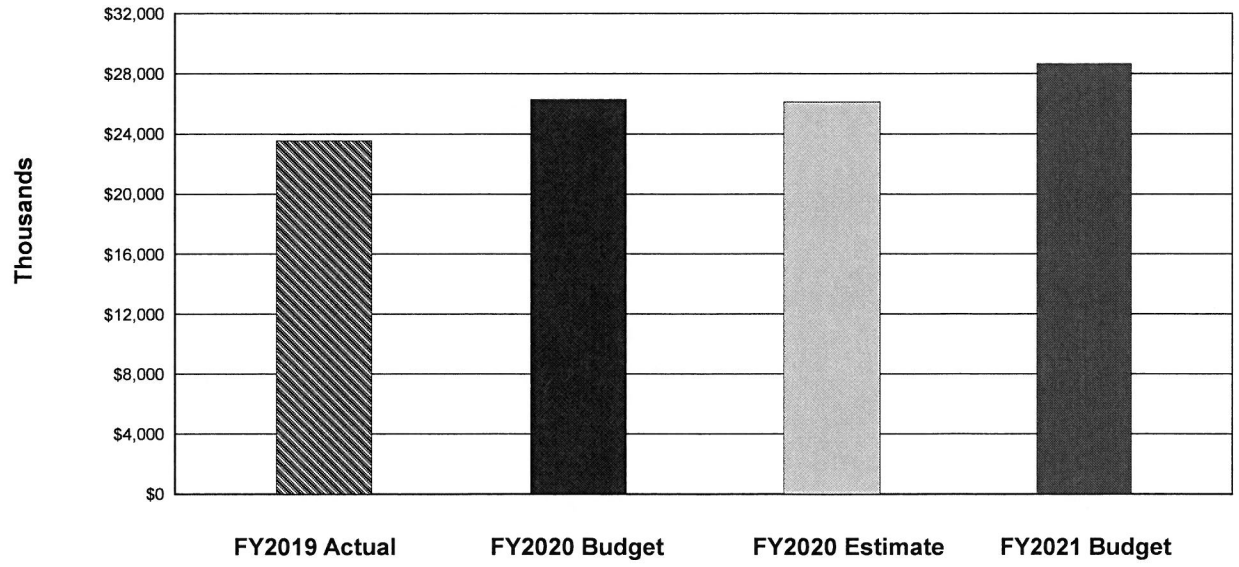
Fund Name : Central Service Revolving Fund
Business Area : Human Resources
Fund No. /Bus. Area No. : 1002 / 8000

		FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Expenditures	Personnel Services	15,111,670	16,869,140	16,471,315	**18,025,760**
	Supplies	103,062	70,806	75,600	**114,159**
	Other Services and Charges	8,299,330	9,309,618	9,538,095	**10,441,161**
	Equipment	15,969	0	0	**0**
	Non-Capital Equipment	7,184	39,396	32,860	**84,540**
	Total M & O Expenditures	23,537,215	26,288,960	26,117,870	**28,665,620**
	Debt Service & Other Uses	0	0	0	**0**
	Total Expenditure	23,537,215	26,288,960	26,117,870	**28,665,620**
Revenues		23,537,215	26,288,960	26,117,870	**28,665,620**
Staffing	Full-Time Equivalents - Civilian	174.0	170.3	168.0	**178.0**
	Full-Time Equivalents - Classified	0.0	0.0	0.0	**0.0**
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	**0.0**
	Total	174.0	170.3	168.0	**178.0**
	Full-Time Equivalents - Overtime	0.0	0.0	0.0	**0.0**

Significant Budget Changes and Highlights

- o The FY2021 Budget provides funding for health benefits, pension contribution, and municipal employees contractual pay increases.
- o Contingent Workforce will continue to manage annual spending of $6.4 million in FY2021.
- o FY2021 Budget includes funding for Captain and Sr. Captain bi-annual exams.
- o Physical Exam and Drug Testing is being realigned to Physical & Drug Testing Division from Workers' Compensation (Fund 1011).
- o Learning and Development Center was reorganized to become a Corporate University with a new name of Talent and Organizational Development in FY2021.

Central Service Revolving Fund
Human Resources
Expenditure Summary



Business Area Performance Measures

Fund Name : Central Service Revolving Fund
Business Area : Human Resources
Fund No. /Bus. Area No. : 1002 / 8000

Performance Measures	FY2019 Actual	FY2020 Target	FY2020 Estimate	FY2021 Target
Cycle Time to design & develop training	N/A	N/A	N/A	48 hrs
Talent & Organizational Development Activity & Utilization	N/A	N/A	N/A	95%
Talent & Organizational Development Training Effectiveness	N/A	N/A	N/A	95%
Temporary Employee Pay Rate	$20	$20	$20	$20
Temporary Employee Utilization by Headcount	536	650	678	650
Temporary Employee Utilization by Hours Worked	70,770	80,000	97,514	80,000
Time that it takes to design & develop training	N/A	N/A	N/A	15-30 days
Expenditures Adopted Budget vs Actual Utilization	91%	100%	99%	100%
Revenues Adopted Budget vs Actual Utilization	91%	100%	99%	100%

Division Summary

Fund Name : Central Service Revolving Fund
Business Area : Human Resources
Fund No. /Bus Area No. : 1002 / 8000

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
HR - Contingent Workforce Services 800011 This program is utilized by all departments as a vital component of the staffing strategy for peak load, pilot programs, grants, citywide events and special needs. The City uses more than 500 temporary employees at any given time in diverse classifications (professional / technical, IT, administrative, and service / maintenance).	1.0	6,317,364	1.0	7,578,330	**1.0**	**6,414,956**
HR - Client Relations Group 800020 A consolidated entity that originates and leads Human Resources practices and objectives. This division fosters an employee-oriented, high performance culture that emphasizes goal attainment, team spirit, superior customer service, quality work, high efficiency, and productivity for the Govermental Division.	70.4	7,177,716	77.0	8,477,709	**69.0**	**7,902,376**
HR - Physical & Drug Testing 800021 The Physical Exam and Drug Testing section provides citywide drug testing for all applicants and employees. Additional services include timely medical screenings for individuals who require adequate vision and hearing to execute job functions.	0.0	0	0.0	0	**4.0**	**889,197**
HR - Client Services HPW Group 800022 A consolidated entity that originates and leads Human Resources practices and objectives. This division fosters an employee-oriented, high performance culture that emphasizes goal attainment, team spirit, superior customer service, quality work, high efficiency, and productivity for the Houston Public Works Division.	34.0	2,991,501	33.5	3,219,580	**34.0**	**3,225,889**
HR - Client Services HAS Group 800023 A consolidated entity that originates and leads Human Resources practices and objectives. This division fosters an employee-oriented, high performance culture that emphasizes goal attainment, team spirit, superior customer service, quality work, high efficiency, and productivity for the Houston Airport System Division.	14.8	985,011	14.0	1,044,543	**14.0**	**1,602,105**
HR - Client Services Classified Group 800024 A consolidated entity that originates and leads Human Resources practices and objectives. This division fosters an employee-oriented, high performance culture that emphasizes goal attainment, team spirit, superior customer service, quality work, high efficiency, and productivity for the Houston Fire & Police Department Division.	35.2	4,365,679	26.0	3,971,114	**29.0**	**4,370,218**

Division Summary

Fund Name : Central Service Revolving Fund
Business Area : Human Resources
Fund No. /Bus Area No. : 1002 / 8000

Division Description	FY2019 Actual FTEs	FY2019 Actual Costs $	FY2020 Estimate FTEs	FY2020 Estimate Costs $	FY2021 Budget FTEs	FY2021 Budget Costs $
HR - Revolving Fund Restricted 800025						
The financial support and services for the client services division.	0.0	0	0.0	0	**1.0**	**1,042,168**
HR - Information Management 800026						
The HR Information Management Division is the hub and go-to resource for all matters of systems enhancement, data exchange, employee data and project management. The team's key focus is to drive innovation and transform processes that help lead the organization into the future. This division also includes Employee Records.	0.0	0	0.0	0	**8.0**	**815,552**
HR - Talent & Organizational Development 800031						
The Office of Talent & Organizational Development promotes and fosters a culture of continuous learning through an array of advanced and diverse programs in support of the organization's commitment to employee development and enrichment that maximizes efficiency linked to professional and organizational goals.	18.6	1,699,944	16.5	1,826,594	**18.0**	**2,403,159**
Total	**174.0**	**23,537,215**	**168.0**	**26,117,870**	**178.0**	**28,665,620**

Business Area Revenues Summary

Fund Name	:	**Central Service Revolving Fund**
Business Area	:	**Human Resources**
Fund No./Bus. Area No.	:	**1002 / 8000**

Category	FY2019 Actual	FY2020 Current Budget	FY2020 Estimate	FY2021 Budget
Charges for Services	15,669,192	17,116,943	16,916,172	**20,162,461**
Direct Interfund Services	7,692,536	9,172,017	9,201,698	**8,503,159**
Interest	172,217	0	0	**0**
Miscellaneous/Other	3,270	0	0	**0**
Grand Total Revenues	**23,537,215**	**26,288,960**	**26,117,870**	**28,665,620**