

HOUSTON INFORMATION TECHNOLOGY SERVICES

Department Description and Mission

Houston IT Services (HITS) provides 24/7/365 enterprise technology services to all 24 departments and the nearly 6.5 million people who live in the Houston extended metro region.

Department Mission: Provide solutions that serve, protect, and enlighten the residents and visitors of Houston.

Department Vision: HITS will be a catalyst for the transformation of Houston into a digital city for all.

Core Values: Humility - Integrity - Trust - Service

HITS Guiding Principles

Business needs drive IT solutions. Utilize a government structure to align efforts with business goals. Identify and exploit common business functions and process across departments when implementing new technologies. Leverage existing technology platforms before procuring new systems that perform similar or duplicative functions. Leverage process automation and machine learning (ML) to speed operational adjustments and augment human intervention. Evaluate business processes for re-design opportunities. Buy before build leverage commercial off-the-shelf solutions over custom commercial off-the-shelf or internally developed solutions.

HITS Strategic Priorities

- Optimize City operations to align business needs to ensure security, reliability, resiliency, cost and operating efficiencies.
 - Goal 1: Build next-generation IT foundation and capabilities to enhance mobility, collaboration, capacity, and agility.
 - Goal 2: Security & risk management controls align with the City's risk tolerance and external factors.
 - Goal 3: Leverage City assets & capabilities to decrease operating expenses, increase the City's competitive, and economic opportunities.
- Improve data-driven decision making through better data access across City departments to produce actionable analysis, better decision making, and transparency.
 - Goal 4: Leverage data & analytics to provide timely and actionable insights.
- Engage citizens through connected mobile and digital experiences to increase accessibility, participation, and satisfaction.
 - Goal 5: Leverage City assets to provide easy and convenient access to City services for all constituents.
- Inspire and empower employees to do their best work by developing and aligning their skills to support the strategy and leveraging the power of mobility and collaboration.
 - Goal 6: Develop, retain, and recruit top-tiered workforce.

FISCAL YEAR 2024 BUDGET

Business Area Program Summary

Business Area: Houston Information Technology Services
Bus. Area No : 6800

Budget By Program (\$ in thousands):

Program	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Administrative Services	6,774	4,610	8,902	4,902	5,883	5,883
Citywide Customer Service Request -311 Program	806	806	548	548	1,000	1,000
Community Development and Regulation Applications Program	1,043	1,043	1,201	1,201	1,245	1,245
Cybersecurity Program	4,256	4,256	5,108	5,108	6,402	6,402
Data Center Services Program	8,856	8,856	9,140	9,140	10,197	10,197
End User Compute Services Program	8,856	8,856	10,628	10,628	11,944	11,944
Enterprise Applications Program	18,329	18,329	22,198	22,198	21,563	21,563
Houston Emergency Center Support Program	4,272	4,272	4,658	4,658	4,869	4,869
Houston Fire Department IT Support Program	1,627	1,627	2,294	2,294	2,417	2,417
Municipal Courts Technology Support Program	1,281	1,281	1,059	1,059	1,608	1,608
Network Services Program	3,020	3,036	3,325	3,325	3,964	3,964
Project Management Program	1,955	1,955	2,425	2,425	2,334	2,334
Public Safety Radio Communications Program	5,839	5,839	6,351	6,351	6,846	6,846
Telecommunications Support Services Program	19,403	19,403	17,824	17,824	19,313	19,313
Debt Service and Interfund Transfers	0	2,150	0	4,000	0	0
Total	86,318	86,318	95,661	95,661	99,586	99,586

FISCAL YEAR 2024 BUDGET

Business Area Program Summary

Business Area: Houston Information Technology Services

Bus. Area No : 6800

FTEs by Program:

Program	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Administrative Services	13.6	0.0	14.9	0.0	19.6	0.0
Citywide Customer Service Request -311 Program	3.9	0.0	1.0	0.0	2.0	0.0
Community Development and Regulation Applications Program	2.5	0.0	2.0	0.0	2.7	0.0
Cybersecurity Program	5.4	0.0	8.0	0.0	9.2	0.0
Data Center Services Program	17.6	0.0	12.5	0.0	13.0	0.0
End User Compute Services Program	17.6	0.0	26.8	0.4	29.1	0.5
Enterprise Applications Program	30.8	0.0	30.1	0.0	38.0	0.0
Houston Emergency Center Support Program	19.2	0.4	18.0	0.3	18.6	0.3
Houston Fire Department IT Support Program	5.6	0.0	7.1	0.0	9.2	0.0
Municipal Courts Technology Support Program	8.2	0.0	6.0	0.0	8.3	0.0
Network Services Program	7.1	0.4	13.0	0.2	12.8	0.3
Project Management Program	10.6	0.0	10.0	0.0	12.7	0.0
Public Safety Radio Communications Program	27.0	2.3	22.1	2.7	27.3	1.9
Telecommunications Support Services Program	9.4	0.0	6.0	0.0	10.0	0.0
Debt Service and Interfund Transfers	0.0	0.0	0.0	0.0	0.0	0.0
Total:	178.5	3.1	177.5	3.6	212.5	3.0

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Administrative Services

Description:

Provides support for the HITS department through the facilitation of procurements, contract renewals, quotations, council actions and correspondences, and general daily operational support.

Goal:

Ensure the efficient management of resources allocated to the HITS department in support of enterprise and department specific functions.

Mayor's Priority: Sound Financial Management

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	6,774	4,610	8,902	4,902	5,883	5,883

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	13.6	0.0	14.9	0.0	19.6	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
Expenditures Adopted Budget vs Actual Utilization	98%	98%	98%	98%
Revenues Adopted Budget vs Actual Utilization	98%	100%	98%	100%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Citywide Customer Service Request -311 Program

Description:

City of Houston's non-emergency request service center. This program allows users to submit service requests through phone and web.

Goal:

Ensure system availability and uptime. Increase service request through web and mobile channels. Provide intuitive and streamlined experience for the public non-emergency request process.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	806	806	548	548	1,000	1,000

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	3.9	0.0	1.0	0.0	2.0	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of service request submitted online vs call in-take	N/A	N/A	N/A	13%
% of system uptime and availability	N/A	N/A	N/A	98%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Community Development and Regulation Applications Program

Description:

Application and technology that supports permitting and inspection functionalities within City departments.

Goal:

Ensure system availability and uptime. Streamline permitting and inspection processes and applications across City departments.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	1,043	1,043	1,201	1,201	1,245	1,245

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	2.5	0.0	2.0	0.0	2.7	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of system uptime and availability	N/A	N/A	N/A	98%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Cybersecurity Program

Description:

This program is responsible for Enterprise Cybersecurity policy, vulnerability management & incident response.

Goal:

Reduce cybersecurity-related risk to the confidentiality, integrity, and availability of City systems, data and information.

Mayor's Priority: Sound Financial Management

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	4,256	4,256	5,108	5,108	6,402	6,402

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	5.4	0.0	8.0	0.0	9.2	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
# of threat groups tracked (output)	N/A	N/A	N/A	41
% of vulnerabilities remediated within specified timeframe	N/A	N/A	N/A	75%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Data Center Services Program

Description:

Provides enterprise IT infrastructure services, including Active Directory services, data center management, on premise and cloud server and storage services, monitoring, patching, and backup services.

Goal:

Maximize system availability and uptime to provide enhanced data center services to applications that provide services to City of Houston employees, departments, and citizens.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	8,856	8,856	9,140	9,140	10,197	10,197

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	17.6	0.0	12.5	0.0	13.0	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of system uptime and availability	N/A	N/A	N/A	98%
% of tickets resolved within defined service levels	N/A	N/A	N/A	85%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

End User Compute Services Program

Description:

Provides enterprise end user compute services, including desktop management, patching and support services, Office 365 Collaboration services and service desk support.

Goal:

Maximize end user productivity of employees utilizing City provided computers and utilizing collaboration services to support departmental and City initiatives. Provide excellent customer service to end users with their device needs and service desk support to quickly resolve issues.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	8,856	8,856	10,628	10,628	11,944	11,944

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	17.6	0.0	26.8	0.4	29.1	0.5

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
# of computers supported by HITS (output)	N/A	N/A	N/A	7,178
% of tickets resolved within defined service levels	N/A	N/A	N/A	85%
Customer Satisfaction Surveys	N/A	N/A	N/A	85%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Enterprise Applications Program

Description:

Technology applications that are foundational to City operations which serve all City functions such as the City website, ERP, the help desk application, document management, productivity tools, database management, data analytics and GIS systems.

Goal:

Ensure system availability and uptime. Promote technology investment adoption and standards to improve efficiency and create economies of scale.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	18,329	18,329	22,198	22,198	21,563	21,563

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	30.8	0.0	30.1	0.0	38.0	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
# of major enterprise applications managed (output)	N/A	N/A	N/A	38
% of system uptime and availability	N/A	N/A	N/A	98%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Houston Emergency Center Support Program

Description:

Program responsible for providing applications and infrastructure support for 911 call management used to contact First Responders.

Goal:

Ensuring system availability, redundancy, capacity, agility, resiliency, and uptime. Program goals to be achieved through proper maintenance, updates, and services.

Mayor's Priority: Public Safety

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	4,272	4,272	4,658	4,658	4,869	4,869

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	19.2	0.4	18.0	0.3	18.6	0.3

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of system uptime and availability	N/A	N/A	N/A	98%
% of tickets resolved within defined service levels	N/A	N/A	N/A	85%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Houston Fire Department IT Support Program

Description:

Program responsible for providing application and infrastructure support to first responders at HFD.

Goal:

Ensure system availability, capacity, and uptime. Program goals to be achieved through proper maintenance, updates, and services.

Mayor's Priority: Public Safety

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	1,627	1,627	2,294	2,294	2,417	2,417

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	5.6	0.0	7.1	0.0	9.2	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of system uptime and availability	N/A	N/A	N/A	98%
% of tickets resolved within defined service levels	N/A	N/A	N/A	85%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Municipal Courts Technology Support Program

Description:

Application and technology that supports Municipal Court Case Management operations.

Goal:

Ensure system availability and uptime. Promote Municipal Court operational efficiencies and business process automation through technology enhancements.

Mayor's Priority: Public Safety

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	1,281	1,281	1,059	1,059	1,608	1,608

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	8.2	0.0	6.0	0.0	8.3	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of system uptime and availability	N/A	N/A	N/A	98%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Network Services Program

Description:

Provides data network design, administration, maintenance and support services citywide. Includes firewall administration and VPN.

Goal:

Ensure efficient and reliable connectivity throughout the data network infrastructure, with external entities/cloud services, and with the internet as a whole.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	3,020	3,036	3,325	3,325	3,964	3,964

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	7.1	0.4	13.0	0.2	12.8	0.3

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of network uptime and availability	N/A	N/A	N/A	98%
% of tickets resolved within defined service levels	N/A	N/A	N/A	85%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Project Management Program

Description:

Program responsible for managing technology program and project delivery across City departments.

Goal:

Deliver committed projects according to agreed upon scope, quality, budget and schedule. Communicate project priority and status. Identify risk, issue, and actions on projects.

Mayor's Priority: Sound Financial Management

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	1,955	1,955	2,425	2,425	2,334	2,334

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	10.6	0.0	10.0	0.0	12.7	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
% of projects meeting established targets	N/A	N/A	N/A	75%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Public Safety Radio Communications Program

Description:

Program responsible for providing first responder radio system coverage throughout the Houston Metro area.

Goal:

Ensure system availability, capacity, and uptime. Program goals to be achieved through proper maintenance, updates, and services.

Mayor's Priority: Public Safety

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	5,839	5,839	6,351	6,351	6,846	6,846

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	27.0	2.3	22.1	2.7	27.3	1.9

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
# of external partners accessing the radio network (output)	N/A	N/A	N/A	35
% of system uptime and availability	N/A	N/A	N/A	100%
Size of radio fleet managed by program (output)	15,234	15,393	15,393	16,550

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Telecommunications Support Services Program

Description:

Provides voice and communications services including Voice over IP (VoIP), call center platforms, facsimile and other analog and digital communication technologies.

Goal:

Maximize system availability and uptime to enable reliable and flexible voice communications in support of City operations and to enable public engagement.

Mayor's Priority: Services & Infrastructure

(\$ in thousands)

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	19,403	19,403	17,824	17,824	19,313	19,313

Staffing:

Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Central Service Revolving Fund	9.4	0.0	6.0	0.0	10.0	0.0

Performance Measure:

Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
# of wireless devices managed (output)	23,052	20,000	24,183	20,000
% of tickets resolved within defined service levels	N/A	N/A	N/A	85%
Enterprise phone system availability	N/A	N/A	N/A	98%

FISCAL YEAR 2024 BUDGET

Business Area Program Detail

Business Area : Houston Information Technology Services

Bus Area No. : 6800

Debt Service and Interfund Transfers

Description:

Budget allocations included in this section reflect debt service payments and/or interfund transfers.

Goal:

To effectively manage debt service payments and interfund transfers.

Mayor's Priority: Other

(\$ in thousands)

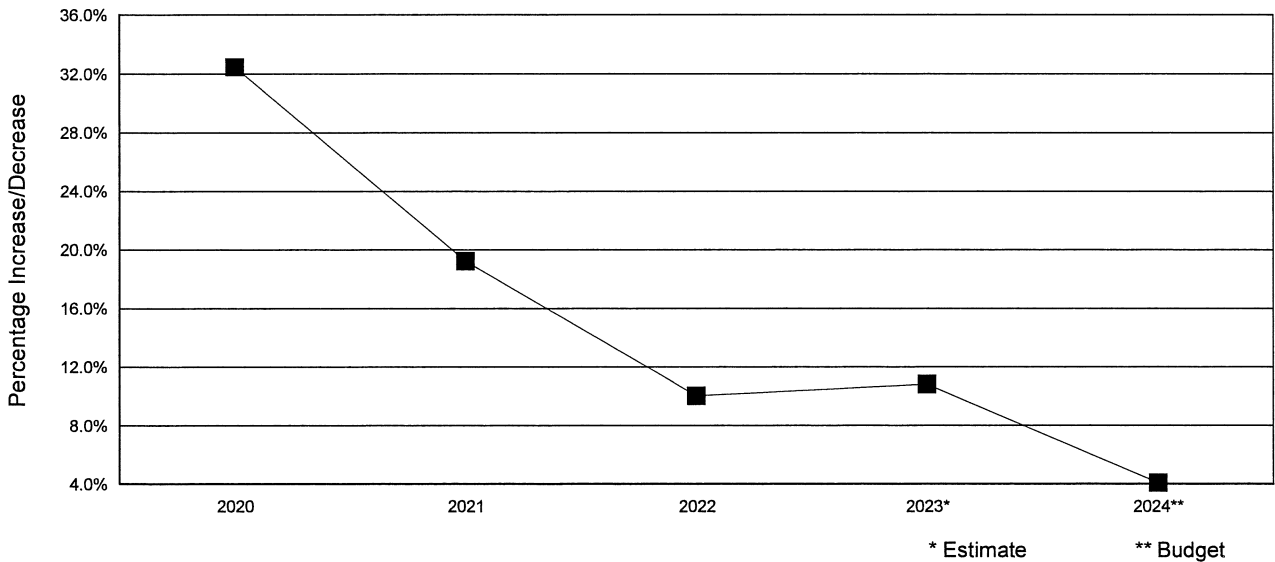
Fund	FY2022 Actual		FY2023 Estimate		FY2024 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Central Service Revolving Fund	0	2,150	0	4,000	0	0

FISCAL YEAR 2024 BUDGET

Business Area Budget Summary

Fund Name :		Central Service Revolving Fund			
Business Area :		Houston Information Technology Services			
Fund No. /Bus. Area No. :		1002 / 6800			
		FY2022	FY2023	FY2023	FY2024
		Actual	Current Budget	Estimate	Budget
Expenditures	Personnel Services	24,492,867	29,926,597	26,040,052	31,032,391
	Supplies	367,972	627,166	557,459	620,183
	Other Services and Charges	58,926,736	67,321,122	64,886,114	67,785,668
	Equipment	380,049	176,530	177,781	148,122
	Total M & O Expenditures	<u>84,167,624</u>	<u>98,051,415</u>	<u>91,661,406</u>	<u>99,586,364</u>
	Debt Service & Other Uses	<u>2,150,000</u>	<u>0</u>	<u>4,000,000</u>	<u>0</u>
	Total Expenditure	<u>86,317,624</u>	<u>98,051,415</u>	<u>95,661,406</u>	<u>99,586,364</u>
Revenues		86,317,624	98,051,415	95,661,406	99,586,364
Staffing	Full-Time Equivalents - Civilian	178.4	208.3	177.5	212.5
	Full-Time Equivalents - Classified	0.0	0.0	0.0	0.0
	Full-Time Equivalents - Cadets	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
	Total	178.4	208.3	177.5	212.5
	Full-Time Equivalents - Overtime	3.1	0.0	3.6	3.0
Significant Budget Changes and Highlights	o The FY2024 Budget provides funding for health benefits, pension contribution, and municipal employees contractual pay increases.				
	o The FY2024 Budget includes a partial consolidation of HPW IT staff.				

**Central Service Revolving Fund
Houston Information Technology Services
Year over Year Expenditure Change**



FISCAL YEAR 2024 BUDGET

Business Area Revenues Summary

Business Area : Houston Information Technology Services

Business Area No. : 6800

Category	FY2022 Actual	FY2023 Current Budget	FY2023 Estimate	FY2024 Budget
Charges for Services	1,316,338	1,462,105	631,005	1,462,105
Direct Interfund Services	85,001,286	96,589,310	95,030,401	98,124,259
Grand Total	<u>86,317,624</u>	<u>98,051,415</u>	<u>95,661,406</u>	<u>99,586,364</u>