

Division: Business Services Division

Program Characteristics:**Program Description**

The Criminal Justice Information Systems (CJIS) Unit supports all aspects of technology for the Sheriff's Office. Currently the unit supports upwards of 3,000 users, between internal MCSO users and partner agency users, all needing access to MCSO supported applications. The CJIS Unit works closely with partner agencies to provide their users secure access to MCSO applications and resources. The Unit supports external partners' access and authentication to applications as well as public access to MCSO data via MCSO's public website. The unit partners with several Multnomah County agencies as well as other Criminal Justice agencies across the state. The Unit conducts thorough assessments of technology needs and recommends useful and cost-effective upgrades and/or solutions based on identified needs that are as inclusive as possible. One of the ways the Unit ensures needs are identified inclusively is by creating a transparent process, which helps to empower the end user by acknowledging diversity and utilizing differing opinions and backgrounds to get to the best overall solution.

Given its need to be available and ensure sustainability of its service, MCSO CJIS operates a technical support helpdesk which serves all users as quickly and efficiently as possible to ensure continuity of operations. Additionally, the CJIS Unit supports the technology and applications for tablets used for language interpretation and data sharing for phone and kiosk systems provided for MCSO Adults in Custody (AIC's), thus enabling equitable access to services for our AIC population.

The Criminal Justice Information Systems Program:

- Provides 24/7 support to more than 3000 users of MCSO systems and applications
- Onboards and maintains technology solutions for diverse agency work

Equity Statement

This program supports and uses technology to make sure all people, including those in custody, can access services equitably. Users from different backgrounds are asked for their input to build inclusive systems and improve accessibility.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$1,912,002	\$0	\$2,014,424	\$0
Contractual Services	\$500,000	\$0	\$500,000	\$0
Materials & Supplies	\$1,427,000	\$0	\$1,833,000	\$0
Internal Services	\$4,925,249	\$0	\$5,114,308	\$0
Total GF/non-GF	\$8,764,251	\$0	\$9,461,732	\$0
Total Expenses:	\$8,764,251		\$9,461,732	
Program FTE	8.00	0.00	8.00	0.00
Program Revenues				
Service Charges	\$5,200	\$0	\$5,200	\$0
Total Revenue	\$5,200	\$0	\$5,200	\$0

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of work orders completed	4524	4000	4000
Accessibility improvements	1	1	1