

Department: County Assets **Program Contact:** Andrez Posada
Program Offer Type: Internal Service **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

Distribution Services provides county agencies pickup and delivery of mail and supplies, processing and metering of U.S. Mail, U.S. Mail training and consultation, and management of mail services contracts.

Program Summary

Distribution Services effectively manages County resources and minimizes service delivery costs by:

1. Central coordination of a complex and multifaceted system of distribution logistics across more than 95 County locations. Distribution Services moves a wide variety of items every day, via fixed routes and/or on-demand, including: U.S. Mail, Health Department patient care items, County records, interoffice mail, recyclables, and operational equipment and supplies. In addition, Distribution Services seamlessly coordinates with other governments throughout the Portland metropolitan region and the Willamette Valley to send and deliver interoffice mail in a manner that saves on postage and enhances intergovernmental communication and workflow.
2. Management of a multi-jurisdictional contract for presort services. This maximizes available postage discounts for all partners by pooling the mail to be presorted prior to delivery to the US Post Office. These savings are further enhanced by centralized metering of U.S. Mail, ensuring accuracy, timeliness of delivery, lower cost single-point pickup for mail services partners, and the reduction of county-wide meter maintenance costs. Distribution Services also maintains county-wide mail services contracts (for example, in folding/insertion, addressing and metering) that lower departmental costs for tax mailings, license renewals, and other projects.
3. Partnering with the USPS to ensure accurate and up to date information on mailing standards in an increasingly complex and changing environment. Distribution Services shares that expertise by providing clear instruction and training to County employees on existing and proposed USPS standards, ensuring efficient mailings that maximize available savings.
4. Serving a vital role in emergency preparedness for Multnomah County. Distribution Services is a component of the Receipt, Stage and Storage Center.

These efforts contribute to the Climate Action Plan activities related to local government operations, item number 18-8.

Performance Measures

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	Number of pieces of mail processed.	1,311,197	746,280	1,400,000	1,400,000
Outcome	Miles driven per citizen complaint.	32,353	33,618	16,809	16,809
Input	Number of mail stops on dedicated routes.	187	173	173	175

Performance Measures Descriptions

PM #1 OUTPUT - The number of pieces of mail processed is a measure of customers' transactional business mailing needs.

PM #2 OUTCOME - Miles driven per citizen complaint captures how well the employees are presenting themselves while driving a County vehicle out in the field. The current internal goal for FY 2016 is 16,809 miles (or 4 complaints or less as a group) per complaint. As of February 2016 we only have one complaint for FY16.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Personnel	\$0	\$578,710	\$0	\$579,476
Contractual Services	\$0	\$10,000	\$0	\$3,025
Materials & Supplies	\$0	\$956,099	\$0	\$868,540
Internal Services	\$0	\$262,407	\$0	\$280,755
Capital Outlay	\$0	\$61,500	\$0	\$293,689
Unappropriated & Contingency	\$0	\$181,504	\$0	\$106,600
Total GF/non-GF	\$0	\$2,050,220	\$0	\$2,132,085
Program Total:	\$2,050,220		\$2,132,085	
Program FTE	0.00	6.85	0.00	6.60

Program Revenues				
Other / Miscellaneous	\$0	\$1,433,633	\$0	\$1,710,908
Interest	\$0	\$5,000	\$0	\$0
Beginning Working Capital	\$0	\$592,353	\$0	\$331,000
Service Charges	\$0	\$95,724	\$0	\$90,177
Total Revenue	\$0	\$2,126,710	\$0	\$2,132,085

Explanation of Revenues

Distribution Services is funded by a charge system through the Distribution Fund. Service reimbursements are based on delivery stops, mail processed, and special services requested.

Significant Program Changes

Last Year this program was: FY 2016: 78042-16 Distribution Services

No significant program changes.