

Program #78403 - Distribution Services 3/4/2020

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 mail, training and consultation, and management of mail services contracts.

Program Summary

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

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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Money spent on postage for mailings.	\$620,000	\$646,000	\$636,000	\$635,000
Outcome	Miles driven per citizen complaint. The higher the number the better we did.	57,620	11,000	15,000	12,000
Input	Number of mail stops on dedicated routes.	159.56	158.38	159.56	158.38

Performance Measures Descriptions

PM #1 Output - Customers' transaction-based business mailing needs.
 PM #2 Outcome - Our goal is 5 citizen complaints or less per year, this captures how the employees are presenting themselves while driving a County vehicle out in the field. In FY19 we had zero complaints and drove 57,620 miles.
 PM #3 Input - The number of mail stops on dedicated routes is a measure of the customer's requested ongoing distribution needs.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$652,866	\$0	\$647,985
Contractual Services	\$0	\$737,527	\$0	\$652,955
Materials & Supplies	\$0	\$9,522	\$0	\$40,686
Internal Services	\$0	\$451,523	\$0	\$451,074
Capital Outlay	\$0	\$434,608	\$0	\$338,336
Unappropriated & Contingency	\$0	\$53,207	\$0	\$0
Total GF/non-GF	\$0	\$2,339,253	\$0	\$2,131,036
Program Total:	\$2,339,253		\$2,131,036	
Program FTE	0.00	6.60	0.00	6.50

Program Revenues				
Other / Miscellaneous	\$0	\$1,584,641	\$0	\$1,648,363
Interest	\$0	\$180	\$0	\$0
Beginning Working Capital	\$0	\$754,432	\$0	\$470,069
Service Charges	\$0	\$0	\$0	\$12,604
Total Revenue	\$0	\$2,339,253	\$0	\$2,131,036

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 2020: 78403-20 Distribution Services