

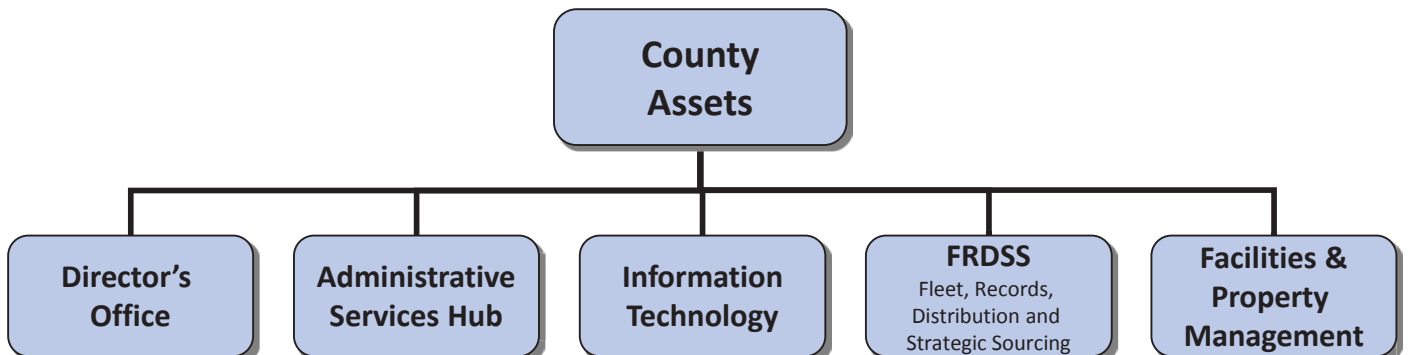
### Department Overview

The Department of County Assets (DCA) plans for, acquires, and manages County assets. DCA coordinates the use of the tools and infrastructure that County employees and programs need to provide community services efficiently and effectively. Major programs in the department include:

- Facilities and Property Management, managing over three million square feet of general office, library, court, jail, probation, shop, clinic, and other types of specialized space owned or leased by the County in over 130 locations, and the Facilities Capital programs.
- Information Technology, providing telecommunications, network, and hardware infrastructure support, as well as managing over 5,500 PCs, laptops, and tablets, 114 network circuits, and over 300 business applications used by County employees and business partners.
- Fleet, Motor Pool, Records, Distribution, and Strategic Sourcing, providing countywide services in all of these specialized service areas.
- Administrative Services Hub, providing human resources, procurement, contracting, finance, budget, rate-setting, capital planning, accounts payable, and other administrative services to DCA, the Department of County Management, and the Nondepartmental agencies and offices.

DCA continually evaluates opportunities to implement best practices, integrate service delivery, streamline and improve internal accounting functions, and significantly re-think County business tools and processes. The long-range goals for DCA are driven by the County's efforts to focus scarce financial resources on the delivery of direct services, and include:

- Creating financial accountability and inventory control for County assets;
- Streamlining business processes and implementing best practices for asset portfolio management; and
- Providing cost-effective, customer-focused infrastructure and business services.



### Budget Overview

The Department of County Assets (DCA) has an FY 2015 budget of \$232.0 million, a \$43.5 million increase from the FY 2014 Adopted Budget. Only \$0.4 million of this increase is in the General Fund with \$6.1 million proposed for FY 2105. The remainder includes \$35.8 million in the budget for a new Downtown Courthouse and \$3.9 million in the budget for the new Downtown Health Department Headquarters.

DCA's Capital funds are restructured in FY 2015 to increase transparency in budgeting major construction projects and to delineate Library capital projects with the formation of the new Library District:

- Two new funds, Downtown Courthouse Construction (2510) and Health Department Headquarters Construction (2500) have been carved out of Asset Preservation (2509).
- The new fund Library Construction (2506) for Library capital projects includes reassigned funds from both Asset Preservation (2509) and Capital Improvement (2507).

The following program offers in the FY 2015 budget include items funded with one-time-only General Fund cash transfers into Internal Service Funds:

- Facilities Capital Improvement Program (78006): \$1.0 million for construction of the Downtown Health Department Headquarters
- Facilities Downtown Courthouse (78013): \$2.3 million
- Columbia River Boathouse and Portage Building (78014): \$100,000
- Animal Services Renovation (78015): \$700,000
- IT Continuity of Operations (78017): \$600,000
- IT Network Convergence (78018B): \$1.1 million

Budget Trends*	FY 2013	FY 2014	FY 2014	FY 2015	Difference
	Actual	Current Estimate	Adopted Budget	Proposed Budget	
Staffing FTE	307.97	312.90	311.15	320.95	9.80
Personnel Services	\$35,280,173	\$39,056,007	\$41,104,019	\$42,984,385	\$1,880,366
Contractual Services	16,141,702	16,270,507	18,126,112	17,907,403	(218,709)
Materials & Supplies	39,654,262	41,904,107	48,265,956	46,965,660	(1,300,296)
Capital Outlay	2,102,272	1,382,875	78,049,509	121,459,749	43,410,240
Debt Service	20	45	0	0	0
<b>Total Costs</b>	<b>\$93,178,430</b>	<b>\$98,613,540</b>	<b>\$185,545,596</b>	<b>\$229,317,198</b>	<b>\$43,771,602</b>

\*Does not include cash transfers, contingencies or unappropriated balances. Program offers DO contain contingencies, transfers, and unappropriated balances.

## Successes and Challenges

A number of strategic projects were initiated and/or completed in FY 2014 in support of DCA's long-term goals, including:

- Initiation of Phase II of the Facilities Strategic Plan, an extensive Countywide assessment of the County's building portfolio and future needs performed in collaboration with County programs.
- Successful implementation of the Network Convergence project with over 50% of County employees converted and significant progress toward completing the transition to Voice Over IP (VoIP) by the end of FY 2015.
- Implementation of the Countywide budget system for use in the FY 2015 budget process.
- Successful completion of the fleet maintenance pilot and initiation of an IGA with the City of Portland's CityFleet organization to provide Countywide fleet maintenance services in FY 2015 utilizing the County's Yeon facility.

Other important projects in process include:

- Planning for a new Downtown Courthouse
- Planning and design for the construction of the County's new Health Department Headquarters in partnership with Home Forward
- Planning for the redevelopment of the Hansen facility
- Strategic Sourcing efforts to modernize the County's fleet

In all of these projects, DCA considers the County's values and industry best practices. For example, the County's recently-completed East County Courthouse is a LEED Gold-certified building with the data center using on-site well water for primary cooling and providing heat from the servers to heat the building. Our partnership with CityFleet will bring best practices in fleet maintenance and operations to the County. Strategic Sourcing is a procurement best practice that enables the County to implement its values of sustainability and supporting the local economy while potentially improving commodity pricing, streamlining processes and/or minimizing risks.

Key challenges include:

- Effectively managing change. New technologies and streamlined business processes are less effective when employees are not prepared to use them. Ongoing leadership, training, and communication are necessary to maximize the value proposition.
- Focusing on high priority projects. Implementing the highest priorities and providing appropriate oversight and project management ensures project success. DCA is working toward consistent governance and project management practices across all DCA projects.
- Recruiting and retaining excellent employees, continuing to focus on best practices to retain existing staff and recruit new, diverse staff to fill vacancies.

### Diversity and Equity

DCA supports diversity and equity goals through its policies, its mission, vision, and values, and participation in diversity and equity initiatives. DCA is represented on the Equity Council and trains Equity Lens facilitators. DCA is identifying new ways to recruit, analyze adverse hiring decision impacts, and integrate diversity and equity into its culture. DCA's management team attends Executive Learning Series diversity trainings and senior managers utilized the Equity Lens to evaluate FPM and IT projects in FY 2014. In FY 2015, employees will attend the County's new Equity Lens training.

DCA participates in the Summer Youth Intern Program and the College to County Mentorship Program providing opportunities for county youth to be introduced to county job opportunities. The IT Division sponsors iUrban Teen Tech summits to introduce at-risk youth to careers in information technology.

DCA works with Minority, Women, and Emerging Small Business (MWESB) communities and agencies in its procurements to ensure collaboration, solicitation, and partnership with MWESB contractors, vendors, and suppliers to meet the annual division goal of 98% participation in contracts and/or procurements. FPM promotes the MWESB program through the Good Faith Effort Program by making subcontractors aware of County construction projects to allow ample time to provide bids to prime contractors and ensure diverse construction contracting opportunities.

In FY 2015, DCA will apply the Equity Lens to the recruitment process, the strategic sourcing process and to the Phase II Facilities Asset Strategic Planning process.

### Budget by Division

Division Name	FY 2015 General Fund	Other Funds	Total Division Cost	Total FTE
Director's Office	\$649,377	\$0	\$649,377	2.00
Facilities and Property Management	0	163,523,517	163,523,517	94.25
Information Technology	0	52,528,015	52,528,015	169.35
Fleet, Records Distribution, and Strategic Sourcing	474,148	9,816,770	10,290,919	16.45
Administrative Services Hub	<u>4,961,154</u>	<u>0</u>	<u>4,961,154</u>	<u>38.90</u>
<b>Total County Assets</b>	<b>\$6,084,679</b>	<b>\$225,868,302</b>	<b>\$231,952,982</b>	<b>320.95</b>

*Includes cash transfers, contingencies, and unappropriated balances.*

### Director's Office

The DCA Director's Office provides leadership, strategic direction, operational assessment, and accountability in oversight and management of County assets, including information technology, facilities and real property, fleet, records, distribution services, and strategic sourcing. The office works with all County departments and elected officials to establish priorities and guidelines for asset acquisition, maintenance, monitoring, replacement, and disposal.

Large capital projects will be a focus in FY 2015. The IT Division will focus on completing the Network Convergence, or VoIP, project and completing the implementation of the County's new budget system, Team Budget. Facilities and Property Management will move forward with planning for the Downtown Courthouse and with the design and engineering of the new Health Department Headquarters building, built in partnership with Home Forward. The County will enter into a service contract with the City of Portland's CityFleet organization for fleet maintenance and repair services, and fleet modernization activities will continue with the Strategic Sourcing plan for fleet vehicle replacements.

Administrative Services Hub teams will continue to streamline services and add value in financial management and reporting. The Human Resources team will further develop strategies and tactics for sourcing and recruiting talented, diverse individuals to fill existing vacancies and prepare for the future.

### Significant Changes

There are no significant changes planned for the Director's Office in FY 2015.

## Facilities and Property Management

The Facilities and Property Management Division (FPM) manages an inventory of more than 3 million square feet of owned and leased space in 131 buildings geographically dispersed throughout the County. The FPM mission is to proactively plan, operate, and manage all County properties in a safe, accessible, effective, and efficient manner.

While buildings are our business, people are our purpose. We strive to provide innovative, sustainable, and affordable workplace solutions to enable all County programs to deliver effective services to the public. In addition to serving our clients' specific needs, FPM has a broader vision of building thriving communities and promoting stewardship of the taxpayers' assets. FPM supports environmental sustainability and energy efficiency through ongoing energy conservation projects, leadership in County recycling initiatives, sustainable procurement processes, and Green Building construction practices. Our commitment to supporting local businesses and promoting diversity and equity is demonstrated by our use of MWESB and QRF firms for contracted services.

In FY 2014, FPM initiated Phase II of the Facilities Asset Strategic Plan (5-25 years) to analyze the future modernization of our owned and/or leased facility portfolio. Associated with this work is a rate analysis based on current expenses, projected needs, and recent audits. The Equity Lens will be used in this analysis.

## Significant Changes

Beginning in FY 2014, and continuing for the next few years, FPM is focusing on developing and implementing a disposition and investment strategy to replace aging and/or under-performing properties. This effort includes major new building construction, redevelopment of disadvantageous sites, and the disposition of unoccupied facilities. In order to address the additional workload, while improving internal processes (recommended in the 2013 Project Management and Deferred Maintenance Audits), FPM is reorganizing, creating new work units and new positions. The costs for new personnel are offset in FY 2015 by reducing operational and capital investments in properties slated for disposition. Changes include:

- Reorganization of the Director's Office and the creation of a new Facilities Engineering section to create capacity for major new construction and modernization projects spanning the next 5 to 10 years.
- Initiation of key large projects including plans for a new Downtown Courthouse, a new Health Department Headquarters, and the evaluation of the redevelopment of the Hansen facility.
- Implementation of process improvement measures including improved project management practices, a new approach to moves-adds-changes, and the evaluation of technology enhancements to produce greater project transparency and efficiency.

## Information Technology

The Information Technology Division's (IT's) mission is to leverage technology to drive innovation, efficiency, and cost savings. IT's vision is to provide residents and County employees the information they need, any time, any place. IT has worked hard to define a mission and vision that focus on providing the services and technologies that County residents and employees deserve, at a cost they can afford. The mission and vision guide the development and implementation of the County's FY 2015 IT initiatives. This solid framework empowers IT employees to solve County business challenges by focusing on priority projects and by embracing new technologies to provide enhanced service and reduce costs.

The IT Division manages more than 5,500 PCs and laptops, 448 virtual servers, 31 physical servers, 125 network circuits, and approximately 300 business applications. IT staff support a wide array of business applications spanning primary health care, social services, transportation and bridges, facilities, finance, payroll, benefits, animal services, emergency management, assessment and taxation, land use and planning, library, jail management, and community justice. In addition, IT staff support the County's public facing web presence as well as an intranet for staff. County employees using these systems are located in 96 different sites across the county, and the technologies required are as diverse as are the lines of business.

## Significant Changes

Significant changes for FY 2015 include the substantial completion of the following major projects:

- Network Convergence (Voice Over IP). To complete the majority of the project on an accelerated time frame, the IT budget includes a one time only request of \$1.13 million (Program Offer 78036).
- Countywide budget system (TeamBudget). The system is being utilized for the first time in FY 2014 for the FY 2015 budget process with enhancements scheduled into FY 2015.
- Mobile Device Management system. The completion of enrollment for all existing County-owned devices is scheduled for FY 2015. Enrollment of new devices was initiated in FY 2014.

The IT Budget also includes a one time only request of \$600,000 to fund two projects designed to increase IT capacity to accommodate alternate work locations and telework capabilities in an emergency event where Continuity of Operation Plans are activated (see program offer 78016).

In addition, IT will continue to work closely with Health Share Oregon to implement changes required by health care transformation initiatives.

### Fleet, Records, Distribution and Strategic Sourcing

Fleet, Records, and Distribution Services provide operational support services to all County departments and agencies.

- Fleet Services, maintaining and managing over 700 vehicles of various types, including four all-electric vehicles added to the fleet in FY 2012.
- Records and Archive Management, developing and maintaining record retention schedules to ensure that all legal and administrative requirements are met. The program manages over 121 million documents dating back to 1855.
- Distribution Services, providing pick and delivery of mail, supplies and medical lab tests, processing and metering of US Mail, US Mail training and consultation, and management of mail services contracts.

The County's Strategic Sourcing program focuses on the holistic approach to the selection and sourcing of goods and services. This occurs through the development, implementation, oversight and direct delivery of key strategic sourcing practices across the County, providing strategy, leadership, expertise, and analytical information to County departments. The County's first two strategic sourcing-based contracts were renegotiated in FY 2014.

### Significant Changes

Significant changes for FY 2015 include:

- In FY 2014, DCA entered into an agreement with the City of Portland to pilot the County's use of the City's award winning Fleet Maintenance program, CityFleet. As a result of this pilot, for FY 2015, the County expects to extend the services being offered by CityFleet to include providing fleet maintenance services for the County's entire fleet of vehicles and equipment. Services will be available at CityFleet locations and at the County's Yeon facility.
- In FY 2015, new technology is planned for both Records and Archive Management and Distribution Services. Outdated records management software and mail sorting hardware will be replaced, respectively.



### Administrative Hub

The DCA Administrative Hub provides human resources (HR), procurement, contracting, finance, budget, internal service rate-setting, capital planning, accounts payable, travel and training arrangements, and other administrative services to over 600 County employees in DCA, DCM, and Non-departmental agencies and offices. The functional areas supported include:

- Human Resources and Administration, providing HR services that include strategic planning, recruiting, investigations, performance management, and HR transaction processing. Administrative services include front desk reception, supplies ordering, and timekeeping.
- Procurement and contracting, providing contracting and procurement for commercial services, construction, leases, software, maintenance and repair, and architectural and engineering contracts. This includes contract development, negotiation, risk assessment and management, supplier/ vendor management, and ongoing contract administration.
- Budget and Planning, providing budget, rate-setting, and capital planning services. Activities include Countywide rate analysis and creation, budget development, budget management and oversight, capital planning, and on-going analysis.
- Finance, providing accounts payable and accounts receivable transaction processing, grant accounting, and travel and training arrangements.

### Significant Changes

The Administrative Services Hub continues to develop and implement business process improvements that include:

- In conjunction with Central Accounts Payable, the Finance Team is working with the County's utility providers to streamline and automate the payment process for County utility bills.
- The Human Resources Team is developing and implementing improvements to the recruiting process, including in FY 2014, the DCA YouTube Channel featuring videos that spotlight what it is like to work for the County's IT organization and the tech initiatives that are underway. The DCA YouTube Channel can be found at <http://www.youtube.com/user/MultcoDCA>. The HR team is broadening our social media outreach campaign via LinkedIn and Twitter (@MultcoltJobs) aimed at marketing our clients' job opportunities.
- The Procurement and Contracting Team is standardizing contract development across DCA divisions, and implementing and refining advanced contract development and negotiation techniques.
- The Administrative Services Hub teams are evaluating activities and tasks that can be shared among work teams, maximizing economies of scale and aligning processes across functions.

### Department of County Assets

The following table shows the programs that make up the department's total budget. The individual programs follow in numerical order.

Prog. #	Program Name	FY 2015 General Fund	Other Funds	Total Cost	FTE
<b>Director's Office</b>					
78000	DCA Director's Office	\$649,377	\$0	\$649,377	2.00
<b>Facilities &amp; Property Management</b>					
78001	Facilities Director's Office	0	3,347,106	3,347,106	6.25
78002	Facilities Debt Service and Capital Fee Pass Through	0	6,076,621	6,076,621	0.00
78003	Facilities Operations and Maintenance	0	6,788,600	6,788,600	54.00
78004	Facilities Property Management	0	6,677,651	6,677,651	11.00
78005	Facilities Capital Operation Costs	0	1,326,766	1,326,766	9.00
78006	Facilities Capital Improvement Program	0	66,267,980	66,267,980	0.00
78007	Facilities Capital Asset Preservation Program	0	9,684,000	9,684,000	0.00
78008	Facilities Building Materials and Services	0	5,929,163	5,929,163	0.00
78009	Facilities Utilities Pass Through	0	5,900,000	5,900,000	0.00
78010	Facilities Lease Management	0	5,990,692	5,990,692	2.00
78011	Facilities Strategic Planning and Projects	0	1,525,919	1,525,919	8.00
78012	Facilities Construction Management and Design	0	714,419	714,419	4.00
78013	Facilities Downtown Courthouse	0	42,494,600	42,494,600	0.00
78014	Columbia River Boat House and Portage Building	0	100,000	100,000	0.00
78015	Animal Services Renovation	0	700,000	700,000	0.00
<b>Information Technology</b>					
78017	IT Continuity of Operations	0	600,000	600,000	0.00
78018A	IT Innovation & Investment Projects	0	5,231,275	5,231,275	0.00
78018B	IT Network Convergence	0	1,139,000	1,139,000	0.00
78019	IT Planning, Projects & Portfolio Management	0	1,929,877	1,929,877	12.00
78021	IT Help Desk Services	0	864,044	864,044	7.30
78022	IT Telecommunications Services	0	2,814,831	2,814,831	5.50

# County Assets

fy2015 proposed budget

Prog. #	Program Name	FY 2015 General Fund	Other Funds	Total Cost	FTE
<b>Information Technology (cont.)</b>					
78023	IT Mobile Device Expense Management	0	1,060,329	1,060,329	1.00
78024	IT Network Services	0	4,266,860	4,266,860	11.50
78025	IT Desktop Services	0	2,974,349	2,974,349	22.60
78026	IT Asset Replacement	0	2,865,572	2,865,572	0.00
78027	IT Health & Human Services Application Services	0	3,483,886	3,483,886	19.80
78028	IT Public Safety Application Services	0	2,858,061	2,858,061	17.00
78029	IT General Government Application Services	0	1,107,812	1,107,812	6.00
78030	IT Data & Reporting Services	0	2,538,046	2,538,046	12.00
78031	IT SAP Application Services	0	2,307,227	2,307,227	10.00
78032	IT Enterprise and Web Application Services	0	2,430,164	2,430,164	10.67
78033	IT Library Application Services	0	214,479	214,479	1.33
78034	IT Shared Operating Expenses	0	5,867,344	5,867,344	2.50
78035	IT Data Center & Technical Services	0	4,000,983	4,000,983	20.25
78037	Fleet Services	0	3,973,876	3,973,876	9.90
<b>Distribution, Fleet, Records and Strategic Sourcing</b>					
78038	Fleet Vehicle Replacement	0	6,512,926	6,512,926	0.00
78039	Motor Pool	0	400,042	400,042	2.00
78040	Distribution Services	0	2,000,236	2,000,236	6.85
78041	Records Management	0	903,566	903,566	4.20
78042	Countywide Strategic Sourcing	474,148	0	474,148	3.40

# County Assets

fy2015 proposed budget

Prog. #	Program Name	FY 2015 General Fund	Other Funds	Total Cost	FTE
<b>Administrative Hub</b>					
78044	Administrative Hub Budget & Planning	922,923	0	922,923	7.00
78045	Administrative Hub Procurement & Contracting	1,861,233	0	1,861,233	14.40
78046	Administrative Hub Finance	868,404	0	868,404	8.00
78047	Administrative Hub Human Resources	<u>1,308,593</u>	<u>0</u>	<u>1,308,593</u>	<u>9.50</u>
<b>Total County Assets</b>		\$6,084,679	\$225,868,302	\$231,952,982	320.95

*Includes cash transfers, contingencies, and unappropriated balances.*

**Department:** County Assets

**Program Contact:** Sherry Swackhamer

**Program Offer Type:** Administration

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

The Department of County Assets (DCA) Director's Office is accountable for leadership in the oversight and management of county assets including information technology, facilities and property management, fleet administration and maintenance, motorpool, records and archive management, distribution services, and the related functions. The Director's Office is also responsible for ensuring department-wide engagement in important county-wide initiatives including Diversity and Equity and the new Wellness Program.

### Program Summary

The Department of County Assets (DCA) aligns the management of specific County assets including information technology, facilities and property management, fleet operations, records, and distribution services. The goals of DCA include managing physical assets and the associated costs to ensure that the County's limited resources are invested where they are needed most. DCA management provides leadership, strategic direction, and operational assessment and accountability to ensure these goals are met.

The organization also includes an administrative services hub providing Human Resources and Administration, Procurement and Contracting, and Budget and Finance services. The hub provides these services to DCA, the Department of County Management (DCM), the Chair's Office, the Board of County Commissioners, and other non-departmental entities. The hub is designed to eliminate duplication of resources and streamline processes through economies of scale across these groups.

Additionally, the department includes the county-wide Strategic Sourcing initiative. Strategic Sourcing moves the county to an industry standard practice of commodity planning and sourcing with "just in time" purchasing and direct shipment of office supplies and similar commodities. A county-wide "Strategic Sourcing Council" provides county-wide governance and decision-making.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of Equity Lens project/process equaluations completed	0	0	0	3
Outcome	Percent of employee performance evaluations completed on time.	0%	0%	0%	95%

### Performance Measures Descriptions

Output - Equity Lens will be used in the evaluation of at least 3 processes/projects (new measure).  
 Outcome - Percent of performance evaluations completed on time (new measure).

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$497,844	\$0	\$391,235	\$0
Contractual Services	\$50,000	\$0	\$50,000	\$0
Materials & Supplies	\$9,500	\$0	\$25,646	\$0
Internal Services	\$22,433	\$0	\$182,496	\$0
<b>Total GF/non-GF</b>	<b>\$579,777</b>	<b>\$0</b>	<b>\$649,377</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$579,777</b>		<b>\$649,377</b>	
<b>Program FTE</b>	2.00	0.00	2.00	0.00

Program Revenues				
Other / Miscellaneous	\$579,777	\$0	\$646,932	\$0
<b>Total Revenue</b>	<b>\$579,777</b>	<b>\$0</b>	<b>\$646,932</b>	<b>\$0</b>

Explanation of Revenues

Internal Service charges in the Facilities, Information Technology, Fleet, and Distribution funds support the Director's Office.

Significant Program Changes

Last Year this program was: 78000 DCA Director's Office

No significant changes.



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$762,562	\$0	\$859,839
Contractual Services	\$0	\$105,000	\$0	\$120,000
Materials & Supplies	\$0	\$41,970	\$0	\$273,350
Internal Services	\$0	\$1,660,609	\$0	\$2,093,917
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,570,141</b>	<b>\$0</b>	<b>\$3,347,106</b>
<b>Program Total:</b>	<b>\$2,570,141</b>		<b>\$3,347,106</b>	
<b>Program FTE</b>	0.00	4.50	0.00	6.25

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,570,141	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,570,141</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

This program receives internal service reimbursements from the County departments.

**Significant Program Changes**

**Last Year this program was:** 78001 Facilities Director's Office

- 1 FTE moved from Facilities Property Management
- 2 FTEs moved from Facilities Operations and Maintenance





## Legal / Contractual Obligation

Principal and interest on the full faith and credit obligations, capital leases and intergovernmental agreements are a binding debt obligation of the County. All debt issues and refundings were approved by various resolutions adopted by the Board of County Commissioners.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Internal Services	\$0	\$5,449,771	\$0	\$5,419,771
Cash Transfers	\$0	\$604,310	\$0	\$656,850
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$6,054,081</b>	<b>\$0</b>	<b>\$6,076,621</b>
<b>Program Total:</b>	<b>\$6,054,081</b>		<b>\$6,076,621</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$6,054,081	\$0	\$5,419,771
<b>Total Revenue</b>	<b>\$0</b>	<b>\$6,054,081</b>	<b>\$0</b>	<b>\$5,419,771</b>

## Explanation of Revenues

This program receives internal service reimbursements from the County departments that occupy space that has been purchased or improved with County-issued debt.

## Significant Program Changes

Last Year this program was: 78002 Facilities Debt Service and Capital Fee Pass



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$5,736,310	\$0	\$6,052,104
Contractual Services	\$0	\$22,033	\$0	\$12,000
Materials & Supplies	\$0	\$186,966	\$0	\$195,050
Internal Services	\$0	\$774,772	\$0	\$529,446
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$6,720,081</b>	<b>\$0</b>	<b>\$6,788,600</b>
<b>Program Total:</b>	<b>\$6,720,081</b>		<b>\$6,788,600</b>	
<b>Program FTE</b>	0.00	53.00	0.00	54.00

<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$0	\$0	\$11,500
Other / Miscellaneous	\$0	\$6,494,775	\$0	\$848,712
Service Charges	\$0	\$225,306	\$0	\$177,972
<b>Total Revenue</b>	<b>\$0</b>	<b>\$6,720,081</b>	<b>\$0</b>	<b>\$1,038,184</b>

**Explanation of Revenues**

This program received internal service reimbursements from County departments and revenues from external leases or Intergovernmental Agreements.

**Significant Program Changes**

**Last Year this program was:** 78003 Facilities Operations and Maintenance

2 positions moved from Compliance unit into Facilities Director's Office



## Legal / Contractual Obligation

The Facilities Division contracts with Qualified Rehabilitation Firms (QRFs) to provide janitorial, landscaping and security services. QRFs hire individuals who would otherwise not have gainful employment. Facilities has over \$7,000,000 in operational contracts, of which \$2.5M are QRF contracts.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$1,021,107	\$0	\$1,381,548
Contractual Services	\$0	\$4,132,382	\$0	\$4,885,790
Materials & Supplies	\$0	\$430,614	\$0	\$241,900
Internal Services	\$0	\$93,492	\$0	\$168,413
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,677,595</b>	<b>\$0</b>	<b>\$6,677,651</b>
<b>Program Total:</b>	<b>\$5,677,595</b>		<b>\$6,677,651</b>	
<b>Program FTE</b>	0.00	8.00	0.00	11.00

Program Revenues				
Fees, Permits & Charges	\$0	\$20,000	\$0	\$0
Other / Miscellaneous	\$0	\$4,153,566	\$0	\$1,613,701
Interest	\$0	\$30,000	\$0	\$0
Beginning Working Capital	\$0	\$710,000	\$0	\$0
Service Charges	\$0	\$764,029	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,677,595</b>	<b>\$0</b>	<b>\$1,613,701</b>

## Explanation of Revenues

This program received internal service reimbursements from County departments and revenues from external leases or Intergovernmental Agreements.

## Significant Program Changes

**Last Year this program was:** 78004 Facilities Property Management

Add 1 new Program Manager 1

Moved 2 FTE into program from Capital Operations (MACs unit)

Moved 1 FTE into program from Strategic Planning and Projects (MACs unit)



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$1,643,439	\$0	\$1,246,530
Contractual Services	\$0	\$5,000	\$0	\$5,000
Materials & Supplies	\$0	\$39,408	\$0	\$35,300
Internal Services	\$0	\$125,154	\$0	\$39,935
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,813,001</b>	<b>\$0</b>	<b>\$1,326,766</b>
<b>Program Total:</b>	<b>\$1,813,001</b>		<b>\$1,326,766</b>	
<b>Program FTE</b>	0.00	13.00	0.00	9.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,813,001	\$0	\$1,604,641
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,813,001</b>	<b>\$0</b>	<b>\$1,604,641</b>

Explanation of Revenues

This program is funded through internal service reimbursements from departments and from the Capital Improvement and Asset Preservation Funds.

Significant Program Changes

**Last Year this program was:** 78005 Facilities Capital Operation Costs

Two existing Moves, Adds, and Changes (MAC's) project manager's are being moved to program offer #78004.

Two temporary positions are being added to allow for advance hiring for two planned retirements in FY15. The plan is to hire to allow a turnover and transition period six months in advance of the planned retirements.





## Legal / Contractual Obligation

Health Dept Headquarters (HDHQ) agreement with Home Forward

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Contractual Services	\$0	\$4,000,000	\$0	\$0
Materials & Supplies	\$0	\$1,120,531	\$0	\$301,479
Internal Services	\$0	\$450,000	\$0	\$0
Capital Outlay	\$0	\$61,058,999	\$0	\$65,791,980
Cash Transfers	\$0	\$0	\$0	\$174,521
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$66,629,530</b>	<b>\$0</b>	<b>\$66,267,980</b>
<b>Program Total:</b>	<b>\$66,629,530</b>		<b>\$66,267,980</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$30,322,511	\$0	\$31,899,480
Financing Sources	\$0	\$15,700,755	\$0	\$21,012,500
Interest	\$0	\$110,000	\$0	\$110,000
Beginning Working Capital	\$0	\$20,000,000	\$0	\$28,384,600
Service Charges	\$0	\$496,264	\$0	\$1,220,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$66,629,530</b>	<b>\$0</b>	<b>\$82,626,580</b>

## Explanation of Revenues

50000 \$11,800,000 carryover of on going CIP Projects from FY14 Budget 50320 Cash Transfer \$4,869,000 carryover of Health Dept Headquarters budget from fund 2507 to fund 2510  
 50215 Other Capital Program Agreement ~ \$400,000 Tax Increment Financing/ \$26,900,000 Portland Development Commission Health Dept Headquarters  
 50236 \$37,500 IGA with Clackamas County for Jail Bed Rental / \$1,182,500 City of Portland for shared Capital project cost at Justice Center  
 50270 \$110,000 Interest earnings on fund 2507  
 50320 \$367,500 Cash Transfer CIP fee from Facilities fund 3505  
 50310 \$3,535,800 CIP fee from County clients / 50320 Cash Transfer \$1,063,680 CIP fee from Library District from fund 2507 to fund 2506

## Significant Program Changes

**Last Year this program was:** 78006A Facilities Capital Improvement Fund

Capital Improvement Fund Significant Changes for FY15

The Library District Capital Fee for capital projects is now fund 2506 and segregated from county capital fund 2507

Health Department Headquarters project is now fund 2510 and segregated from county capital fund 2507



**Legal / Contractual Obligation**

N/A

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Contractual Services	\$0	\$2,000,000	\$0	\$2,500,000
Materials & Supplies	\$0	\$400,000	\$0	\$435,000
Capital Outlay	\$0	\$9,409,000	\$0	\$6,749,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$11,809,000</b>	<b>\$0</b>	<b>\$9,684,000</b>
<b>Program Total:</b>	<b>\$11,809,000</b>		<b>\$9,684,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$3,732,759	\$0	\$3,164,000
Financing Sources	\$0	\$541,201	\$0	\$289,350
Interest	\$0	\$35,040	\$0	\$30,000
Beginning Working Capital	\$0	\$7,500,000	\$0	\$6,200,650
<b>Total Revenue</b>	<b>\$0</b>	<b>\$11,809,000</b>	<b>\$0</b>	<b>\$9,684,000</b>

**Explanation of Revenues**

50000 \$6,600,000 carryover of ongoing Asset Preservation projects from FY14 budget \$1,295,000 carryover of ongoing Library projects from FY14 budget will be transferred to fund 2506

50270 Interest Earnings \$30,000

50310 Internal Services from County Depts for Asset Preservation fee \$3.75 psf \$3,164,000

50320 Cash Transfer Asset Preservation fee from Facilities fund 3505 \$290,000

**Significant Program Changes**

**Last Year this program was:** 78007 Facilities Capital Asset Preservation

The Library District Asset Preservation fee is now accounted for in Fund 2506. This moves 13 primary owned Tier 1 buildings out of fund 2509 and into fund 2506



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Contractual Services	\$0	\$1,829,282	\$0	\$1,170,268
Materials & Supplies	\$0	\$4,214,564	\$0	\$3,723,716
Internal Services	\$0	\$423,205	\$0	\$510,179
Unappropriated & Contingency	\$0	\$525,000	\$0	\$525,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$6,992,051</b>	<b>\$0</b>	<b>\$5,929,163</b>
<b>Program Total:</b>	<b>\$6,992,051</b>		<b>\$5,929,163</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Fees, Permits & Charges	\$0	\$0	\$0	\$20,000
Other / Miscellaneous	\$0	\$5,677,061	\$0	\$18,331,044
Interest	\$0	\$0	\$0	\$25,000
Beginning Working Capital	\$0	\$1,314,990	\$0	\$774,150
Service Charges	\$0	\$0	\$0	\$2,932,955
<b>Total Revenue</b>	<b>\$0</b>	<b>\$6,992,051</b>	<b>\$0</b>	<b>\$22,083,149</b>

Explanation of Revenues

This program received internal service reimbursements from County departments and revenues from external leases or Intergovernmental Agreements.

Significant Program Changes

Last Year this program was: 78008 Facilities Building Materials and Services



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Materials & Supplies	\$0	\$6,000,000	\$0	\$5,900,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$6,000,000</b>	<b>\$0</b>	<b>\$5,900,000</b>
<b>Program Total:</b>	<b>\$6,000,000</b>		<b>\$5,900,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$6,000,000	\$0	\$5,365,328
Service Charges	\$0	\$0	\$0	\$534,672
<b>Total Revenue</b>	<b>\$0</b>	<b>\$6,000,000</b>	<b>\$0</b>	<b>\$5,900,000</b>

**Explanation of Revenues**

This program received internal service reimbursements from County departments and revenues from external leases or Intergovernmental Agreements.

**Significant Program Changes**

Last Year this program was: 78009 Facilities Utilities Pass Through





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$233,749	\$0	\$236,564
Contractual Services	\$0	\$10,000	\$0	\$7,000
Materials & Supplies	\$0	\$5,422,128	\$0	\$5,742,872
Internal Services	\$0	\$19,934	\$0	\$4,256
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,685,811</b>	<b>\$0</b>	<b>\$5,990,692</b>
<b>Program Total:</b>	<b>\$5,685,811</b>		<b>\$5,990,692</b>	
<b>Program FTE</b>	0.00	2.00	0.00	2.00

Program Revenues				
Other / Miscellaneous	\$0	\$3,859,413	\$0	\$5,950,368
Service Charges	\$0	\$1,826,398	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,685,811</b>	<b>\$0</b>	<b>\$5,950,368</b>

Explanation of Revenues

The existing revenue leases represent approximately 70,000 square feet and \$2 million in FY 2015. The revenue is applied against operating expenses to reduce Facility rates to County Departments.

Significant Program Changes

Last Year this program was: 78010 Facilities Lease Management



**Legal / Contractual Obligation**

N/A

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$1,089,540	\$0	\$1,146,111
Contractual Services	\$0	\$250,000	\$0	\$290,000
Materials & Supplies	\$0	\$68,361	\$0	\$59,700
Internal Services	\$0	\$104,698	\$0	\$30,108
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,512,599</b>	<b>\$0</b>	<b>\$1,525,919</b>
<b>Program Total:</b>	<b>\$1,512,599</b>		<b>\$1,525,919</b>	
<b>Program FTE</b>	0.00	8.00	0.00	8.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,112,599	\$0	\$0
Beginning Working Capital	\$0	\$400,000	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,512,599</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

This program received internal service reimbursements from County departments and revenues from external leases or Intergovernmental Agreements.

**Significant Program Changes**

**Last Year this program was:** 78011 Facilities Strategic Planning and Projects

1 FTE moved to Property Management section to consolidate Move, Add, Changes (MACs) work



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$0	\$0	\$625,669
Contractual Services	\$0	\$0	\$0	\$65,000
Materials & Supplies	\$0	\$0	\$0	\$9,000
Internal Services	\$0	\$0	\$0	\$14,750
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$714,419</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$714,419</b>	
<b>Program FTE</b>	0.00	0.00	0.00	4.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$667,122
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$667,122</b>

Explanation of Revenues

This program received internal service reimbursements from County departments and revenues from external leases or Intergovernmental Agreements.

Significant Program Changes

Last Year this program was:

This is a new program for FY 2015.



**Legal / Contractual Obligation**

TBD

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$0	\$0	\$150,000
Contractual Services	\$0	\$0	\$0	\$2,150,000
Capital Outlay	\$0	\$0	\$0	\$40,194,600
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$42,494,600</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$42,494,600</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$15,000,000
Financing Sources	\$0	\$0	\$0	\$27,494,600
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$42,494,600</b>

**Explanation of Revenues**

50320 \$\$915,000 cash transfer of FY13 \$1M budget from fund 2507 to fund 2500 new Downtown Courthouse project  
50320 \$9,279,600 cash transfer of PDC funds for Hawthorne Bridge ramp move project from fund 2507 to fund 2500 new Downtown Courthouse project  
50320 \$2,300,000 One Time Only Cash Transfer from County General Fund for new Downtown Courthouse project  
50330 \$15,000,000 One Time Only Financing Proceeds as Match for State funds  
50180 \$15,000,000 State of Oregon IG-OP-Direct St for purchase of property to site new Downtown Courthouse  
One Time Only Cash Transfers will be budgeted in the Overall County program offer, #95000.

**Significant Program Changes****Last Year this program was:**

The new Downtown Courthouse (DTCH) project was in fund 2507 in FY14. FY15 now uses fund 2500 to account for this project specifically.





**Legal / Contractual Obligation**

N/A

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Capital Outlay	\$0	\$0	\$0	\$100,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$100,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$100,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$0	\$0	\$100,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$100,000</b>

**Explanation of Revenues**

50320 \$100,000 One Time Only Cash Transfer from County General Fund

**Significant Program Changes****Last Year this program was:**

This program offer did not exist in FY14. The purpose is to plan for renovating or replacing the former Portage Marine Building which has been deemed unsafe and is used by the Sheriff's Office as a marine equipment maintenance shop supporting the Columbia River safety and security presence.



## Legal / Contractual Obligation

Facilities and Property Management is obligated to work with the City of Troutdale for design review and all necessary permitting.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Capital Outlay	\$0	\$0	\$0	\$700,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$700,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$700,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$700,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$700,000</b>

## Explanation of Revenues

50320 \$700,000 One Time Only Cash Transfer from County General Fund.

## Significant Program Changes

### Last Year this program was:

This program offer did not exist in FY14 and will provide increased, dedicated public space for employees, volunteers and clients to conduct business, interact with animals and make services more accessible to the community.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Contractual Services	\$0	\$0	\$0	\$600,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$600,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$600,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$600,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$600,000</b>

Explanation of Revenues

One time only general fund request.

Significant Program Changes

Last Year this program was:

New Program



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$328,720	\$0	\$817,330
Contractual Services	\$0	\$4,796,363	\$0	\$4,116,761
Materials & Supplies	\$0	\$1,418,884	\$0	\$70,000
Capital Outlay	\$0	\$1,068,312	\$0	\$227,184
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$7,612,279</b>	<b>\$0</b>	<b>\$5,231,275</b>
<b>Program Total:</b>	<b>\$7,612,279</b>		<b>\$5,231,275</b>	
<b>Program FTE</b>	0.00	2.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$1,500,000	\$0	\$0
Beginning Working Capital	\$0	\$6,112,279	\$0	\$5,231,275
<b>Total Revenue</b>	<b>\$0</b>	<b>\$7,612,279</b>	<b>\$0</b>	<b>\$5,231,275</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78013A IT Innovation & Investment Fund

No significant changes.





**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Contractual Services	\$0	\$0	\$0	\$422,800
Capital Outlay	\$0	\$0	\$0	\$716,200
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,139,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,139,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$0	\$0	\$1,139,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,139,000</b>

**Explanation of Revenues**

This program will receive one-time resources from the County General Fund.

**Significant Program Changes**

**Last Year this program was:**

New program for additional funding for the voice over internet protocol Convergence project.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$1,665,884	\$0	\$1,693,011
Contractual Services	\$0	\$65,000	\$0	\$60,000
Materials & Supplies	\$0	\$171,294	\$0	\$176,766
Internal Services	\$0	\$100	\$0	\$100
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,902,278</b>	<b>\$0</b>	<b>\$1,929,877</b>
<b>Program Total:</b>	<b>\$1,902,278</b>		<b>\$1,929,877</b>	
<b>Program FTE</b>	0.00	10.00	0.00	12.00

Program Revenues				
Other / Miscellaneous	\$0	\$1,902,278	\$0	\$1,929,878
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,902,278</b>	<b>\$0</b>	<b>\$1,929,878</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78015 IT Planning, Projects & Portfolio Management

No significant changes.

**Department:** County Assets

**Program Contact:** Dan Gorton

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

The Help Desk program offer provides a single point of contact for computer system troubleshooting, information, mobile device support and technical assistance. It supports County staff in furthering their goals to serve the citizens of Multnomah County. Friendly and professional staff provide support, track service requests, answer questions, offer informal instruction, resolve problems or escalate them to other IT teams.

### Program Summary

Help Desk Services provides support and proactive diagnosis of computer equipment and software issues for over 4,500 employees and business partners. By focusing on first call resolution of problems, such as inability to access documents, working with Word documents, spreadsheets, and other desktop applications, the Help Desk is able to minimize escalations to other IT teams and resolve customer problems as quickly as possible. The Help Desk provides support of mobile devices in use by county staff. Mobile support includes setup and delivery of mobile phones, support while using county mobile devices and management of mobile phones in the county's mobile management tool. Services are provided 24x7, 365 days a year to ensure that customer needs are addressed in a timely manner to enable county employees to focus on their mission to serve the public. In addition to resolving specific issues with desktop applications and vendor provided applications, the Help Desk also provides ad hoc training for software and hardware use, in order to minimize future problems that hinder employees' ability to work effectively. Help Desk staff provides support and help for internal IT functions such as the Applications, Desktop, Data Center, and Administration groups. The Help Desk averages 2,500 customer tickets per month. Of those tickets, an average of 61% are resolved at the Help Desk. The other 39%, that are not able to be resolved at the Help Desk, are escalated to Level 3 IT support for resolution.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of customer tickets	28,290	38,000	33,600	34,000
Outcome	Abandonment rate	5%	5%	5%	5%
Outcome	Calls resolved at the Help Desk	61%	65%	60%	60%

### Performance Measures Descriptions

These measures are industry standards for Help Desk organizations.

Output Measure - Number of help desk tickets created based on calls from customers.

Outcome Measure - Abandonment rate = customer calls the Help Desk but then hangs up.

Outcome Measure - Calls Resolved at the Help Desk without requiring escalation.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$983,623	\$0	\$854,199
Contractual Services	\$0	\$60,000	\$0	\$0
Materials & Supplies	\$0	\$183,945	\$0	\$9,845
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,227,568</b>	<b>\$0</b>	<b>\$864,044</b>
<b>Program Total:</b>	<b>\$1,227,568</b>		<b>\$864,044</b>	
<b>Program FTE</b>	0.00	7.90	0.00	7.30

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,227,568	\$0	\$864,044
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,227,568</b>	<b>\$0</b>	<b>\$864,044</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78017 IT Help Desk Services

No significant changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$693,919	\$0	\$784,689
Materials & Supplies	\$0	\$1,946,789	\$0	\$1,908,986
Internal Services	\$0	\$16,580	\$0	\$121,156
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,657,288</b>	<b>\$0</b>	<b>\$2,814,831</b>
<b>Program Total:</b>	<b>\$2,657,288</b>		<b>\$2,814,831</b>	
<b>Program FTE</b>	0.00	5.00	0.00	5.50

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,657,288	\$0	\$2,515,647
Service Charges	\$0	\$0	\$0	\$299,184
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,657,288</b>	<b>\$0</b>	<b>\$2,814,831</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78018 IT Telecommunications Services

No significant changes.





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$94,193	\$0	\$122,862
Contractual Services	\$0	\$60,000	\$0	\$60,000
Materials & Supplies	\$0	\$783,704	\$0	\$877,467
Internal Services	\$0	\$9,969	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$947,866</b>	<b>\$0</b>	<b>\$1,060,329</b>
<b>Program Total:</b>	<b>\$947,866</b>		<b>\$1,060,329</b>	
<b>Program FTE</b>	0.00	1.00	0.00	1.00

Program Revenues				
Other / Miscellaneous	\$0	\$947,866	\$0	\$1,060,329
<b>Total Revenue</b>	<b>\$0</b>	<b>\$947,866</b>	<b>\$0</b>	<b>\$1,060,329</b>

Explanation of Revenues

This program offer is funded via the collection of a monthly service fee charged to each wireless device holder of record. The service fee is collected through the IT Internal Service Rate collection process.

Significant Program Changes

Last Year this program was: 78035 Mobile Device Expense Management

No significant changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$1,872,972	\$0	\$1,794,905
Contractual Services	\$0	\$70,000	\$0	\$70,000
Materials & Supplies	\$0	\$2,277,579	\$0	\$2,290,229
Internal Services	\$0	\$600	\$0	\$726
Capital Outlay	\$0	\$35,500	\$0	\$111,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,256,651</b>	<b>\$0</b>	<b>\$4,266,860</b>
<b>Program Total:</b>	<b>\$4,256,651</b>		<b>\$4,266,860</b>	
<b>Program FTE</b>	0.00	12.00	0.00	11.50

Program Revenues				
Other / Miscellaneous	\$0	\$4,225,151	\$0	\$4,266,860
Beginning Working Capital	\$0	\$31,500	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,256,651</b>	<b>\$0</b>	<b>\$4,266,860</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78019 IT Network Services

No significant changes.

**Department:** County Assets

**Program Contact:** Stanley Johnson G.L. III

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

The Desktop Services program offer supports desktops, laptops, tablets, smartphone's, printers, multifunction devices, iPads and other personal computing devices. This includes hardware and software procurement, installation, upgrades, maintenance, asset management and proper disposal. Remote and on-site repair and support are provided to improve user (customer) productivity. In FY2015, this offer will also support the evaluation of new technologies such desktop virtualization to drive innovation and reduce on-going operational costs.

### Program Summary

Desktop Services manages over 4,500 employee PC's and 6,000 devices (desktops, laptops, tablets, printers, multifunction devices, iPhones, iPads and other personal computing devices). PCs for public use in the libraries, assessment & taxation and land use planning are also supported to provide citizens with access to view public records on-line. The desktop team is responsible for the lifecycle management (renewal and replacement), software upgrades and inventory asset management. Desktop support staff follow best practices for standardization resulting in faster performance, reliability, better stability and greater security. They also provide help desk ticket resolution and on-site support. The Desktop Services team actively researches new technology to improve services and reduce the County's carbon footprint. This team also performs support for the County's computer training rooms.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of SCCM Software distribution packages created	0	0	100	125
Outcome	Percent of high priority problem tickets resolved within two days	95%	95%	95%	95%

### Performance Measures Descriptions

Output Measure - This output measure measures the number of desktop software installation packages created for the County PCs.

Outcome Measure - This measures the length of time from notification of an issue until it is resolved. This measure is directly impacted by the number of available desktop staff to support the environment.

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$2,825,329	\$0	\$2,729,155
Contractual Services	\$0	\$68,000	\$0	\$70,000
Materials & Supplies	\$0	\$175,002	\$0	\$166,790
Internal Services	\$0	\$15,000	\$0	\$8,404
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$3,083,331</b>	<b>\$0</b>	<b>\$2,974,349</b>
<b>Program Total:</b>	<b>\$3,083,331</b>		<b>\$2,974,349</b>	
<b>Program FTE</b>	0.00	23.00	0.00	22.60

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,983,331	\$0	\$2,974,349
Beginning Working Capital	\$0	\$100,000	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,083,331</b>	<b>\$0</b>	<b>\$2,974,349</b>

**Explanation of Revenues**

County IT service costs are allocated to departments based on usage, services received, and other metrics.

**Significant Program Changes**

Last Year this program was: 78020 IT Desktop Services

No significant changes.

**Department:** County Assets

**Program Contact:** Gary Wohlers

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

Multnomah County has made a significant financial investment in our technology infrastructure. This program provides for the lifecycle management and replacement of outdated, unsupported, broken or damaged IT assets allowing the county to spread the cost of the equipment replacements over multiple years. It will also enable IT to better keep pace with rapidly changing technology in the computer industry.

### Program Summary

This program supports the IT asset management lifecycle replacements for desktop and laptop computers, smartphones, iPads/Tablets, monitors, desktop software, network router and switching equipment, telephones, data center servers and storage, printers, copiers and other output devices. It also supports the acquisition and disposition of decommissioned hardware in a safe and environmentally friendly manner. Currently, the refresh schedule for laptops is three years and desktops is five years. The County looks for opportunities to assist local public schools, e.g. Portland Public Schools, by donating operational retired systems.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Percentage of personal computer devices replaced according to published schedule	100%	100%	100%	100%
Outcome	Asset database quality: Accuracy and completeness	98%	98%	98%	99%

### Performance Measures Descriptions

Output Measure - This measure tracks how many desktop and laptop devices are replaced according to the published schedule.

Outcome Measure - Measures the effectiveness of the asset database(s) for quality for accuracy and completeness.

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Materials & Supplies	\$0	\$2,177,775	\$0	\$2,436,184
Capital Outlay	\$0	\$356,000	\$0	\$429,388
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,533,775</b>	<b>\$0</b>	<b>\$2,865,572</b>
<b>Program Total:</b>	<b>\$2,533,775</b>		<b>\$2,865,572</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,533,775	\$0	\$2,521,668
Beginning Working Capital	\$0	\$0	\$0	\$343,904
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,533,775</b>	<b>\$0</b>	<b>\$2,865,572</b>

**Explanation of Revenues**

County IT service costs are allocated to departments based on usage, services received, and other metrics.

**Significant Program Changes**

Last Year this program was: 78021 IT Asset Replacement

No significant changes.



**Department:** County Assets

**Program Contact:** Becca Beck

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

IT Health and Human Services Application Services provides reliable, effective software systems for the Health Department (67 systems) and Department of County Human Services (80 systems). The wide variety of services focus on increasing and improving delivery of technology to provide higher value to departments and constituents. This Program improves the delivery of County services through automating business operations, providing easy access to information, and supporting health care transformation in Multnomah County.

### Program Summary

Services include managing requests for IT services and ensuring they are well-defined, prioritized and scheduled in alignment with departmental and county needs. Also, understanding and defining operational needs, recommending effective innovative solutions and designing, building, testing, and implementing the selected solutions. The Program continues maintaining, supporting and sustaining existing systems through improved life-cycle planning, project governance and resource accountability.

Strategies include: 1) freeing up IT resource hours by tracking hours, analyzing data and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests; 2) leveraging County resources by maintaining, supporting and/or reusing existing systems; 3) evaluating Countywide departmental needs to leverage systems and prevent redundancy, and using Total Cost of Ownership to make informed IT investment decisions. Strategies will result in increased IT resources available for higher value projects.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Employee hours spent on planned work versus unplanned work	73%	65%	72%	70%
Outcome	Maintain employee hours spent on planned work	0%	0%	0%	7.6%

### Performance Measures Descriptions

Output Measure - Employee hours spent on planned versus unplanned work: 65% planned/35% unplanned. This includes available work time (excludes time for training, holidays, vacation). Planned work provides better customer value, as work can be targeted toward high priority activities.

Outcome Measure - The percentage increase in planned work versus unplanned work calculated from the Current Year Pur

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$2,731,070	\$0	\$2,881,448
Contractual Services	\$0	\$0	\$0	\$500,000
Materials & Supplies	\$0	\$73,254	\$0	\$102,255
Internal Services	\$0	\$1,700	\$0	\$183
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,806,024</b>	<b>\$0</b>	<b>\$3,483,886</b>
<b>Program Total:</b>	<b>\$2,806,024</b>		<b>\$3,483,886</b>	
<b>Program FTE</b>	0.00	19.00	0.00	19.80

Program Revenues				
Other / Miscellaneous	\$0	\$2,806,024	\$0	\$3,483,886
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,806,024</b>	<b>\$0</b>	<b>\$3,483,886</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78022 IT Health & Human Services Application Servi

No significant changes.

**Department:** County Assets

**Program Contact:** Mark Lyen

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

IT Public Safety Application Services provides reliable, effective software systems for Community Justice (25 systems), Decision Support System for Justice (DSSJ) (3 systems) and the Sheriff's Office (10 systems). The wide variety of services provided focus on increasing and improving delivery of technology to provide higher value to departments and constituents while adequately performing activities as required to keep current systems available through improving application life-cycle planning, project governance and prioritization, and resource accountability.

### Program Summary

This Program Offer improves the delivery of County services through automating business operations and integrating information between public safety partners.

Services include managing customer relationships; capturing, prioritizing and scheduling IT service requests; understanding and defining business needs; designing, building, implementing, and maintaining innovative software and reporting systems; managing third-party vendor systems and relationships; maintaining and enhancing legacy systems.

This program ensures that requests are well-defined, prioritized and scheduled in alignment with department and County priorities. Strategies include: 1) freeing up IT resource hours to focus on new project requests by tracking hours and analyzing data, evaluating existing application and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests, 2) leveraging County resources by reusing existing systems, evaluating departmental needs across the enterprise to leverage systems and prevent redundancy, and 3) using Total Cost of Ownership to make informed IT investment decisions. These strategies will result in increase in IT resources available for higher value projects that will move County business strategies forward.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Employee hours spent on planned work versus unplanned work	58%	70%	60%	65%
Outcome	Percent increase in time spent on planned projects	0%	0%	3.4%	8.3%

### Performance Measures Descriptions

Output Measure - Employee hours spent on planned versus unplanned work: 65% planned/35% unplanned. This includes available work time (excludes time for training, holidays, vacation). Planned work provides better customer value, as work can be targeted toward high priority activities.

Outcome Measure - The % increase in planned work versus unplanned work calculated from the Current Year Estimate.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$2,450,708	\$0	\$2,535,396
Contractual Services	\$0	\$80,000	\$0	\$250,400
Materials & Supplies	\$0	\$80,386	\$0	\$71,933
Internal Services	\$0	\$150	\$0	\$332
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,611,244</b>	<b>\$0</b>	<b>\$2,858,061</b>
<b>Program Total:</b>	<b>\$2,611,244</b>		<b>\$2,858,061</b>	
<b>Program FTE</b>	0.00	17.00	0.00	17.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,611,244	\$0	\$2,858,061
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,611,244</b>	<b>\$0</b>	<b>\$2,858,061</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78023 IT Public Safety Application Services

No significant changes.



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$1,108,548	\$0	\$1,083,036
Materials & Supplies	\$0	\$27,415	\$0	\$24,611
Internal Services	\$0	\$200	\$0	\$166
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,136,163</b>	<b>\$0</b>	<b>\$1,107,812</b>
<b>Program Total:</b>	<b>\$1,136,163</b>		<b>\$1,107,812</b>	
<b>Program FTE</b>	0.00	6.00	0.00	6.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,136,163	\$0	\$1,107,812
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,136,163</b>	<b>\$0</b>	<b>\$1,107,812</b>

**Explanation of Revenues**

County IT service costs are allocated to departments based on usage, services received, and other metrics.

**Significant Program Changes**

**Last Year this program was:** 78024 IT General Government Application Services

No significant changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$2,096,561	\$0	\$2,051,229
Contractual Services	\$0	\$88,000	\$0	\$0
Materials & Supplies	\$0	\$368,888	\$0	\$486,568
Internal Services	\$0	\$400	\$0	\$249
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,553,849</b>	<b>\$0</b>	<b>\$2,538,046</b>
<b>Program Total:</b>	<b>\$2,553,849</b>		<b>\$2,538,046</b>	
<b>Program FTE</b>	0.00	12.00	0.00	12.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,553,849	\$0	\$2,538,046
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,553,849</b>	<b>\$0</b>	<b>\$2,538,046</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78025 IT Data & Reporting Services

No significant changes.





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$1,573,032	\$0	\$1,592,192
Contractual Services	\$0	\$151,245	\$0	\$0
Materials & Supplies	\$0	\$626,220	\$0	\$703,335
Internal Services	\$0	\$0	\$0	\$100
Capital Outlay	\$0	\$0	\$0	\$11,600
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,350,497</b>	<b>\$0</b>	<b>\$2,307,227</b>
<b>Program Total:</b>	<b>\$2,350,497</b>		<b>\$2,307,227</b>	
<b>Program FTE</b>	0.00	10.00	0.00	10.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,350,497	\$0	\$2,307,227
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,350,497</b>	<b>\$0</b>	<b>\$2,307,227</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78026 IT SAP Application Services

No significant changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$1,344,541	\$0	\$1,518,831
Contractual Services	\$0	\$0	\$0	\$50,000
Materials & Supplies	\$0	\$583,202	\$0	\$860,918
Internal Services	\$0	\$400	\$0	\$415
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,928,143</b>	<b>\$0</b>	<b>\$2,430,164</b>
<b>Program Total:</b>	<b>\$1,928,143</b>		<b>\$2,430,164</b>	
<b>Program FTE</b>	0.00	8.67	0.00	10.67

Program Revenues				
Other / Miscellaneous	\$0	\$1,928,143	\$0	\$2,430,164
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,928,143</b>	<b>\$0</b>	<b>\$2,430,164</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78027 IT Enterprise, Web & Library Application Se

Library Application Services was moved into its own program offer.

**Department:** County Assets **Program Contact:** Matthew Timberlake

**Program Offer Type:** Program Alternative/Reconstruction **Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**

### Executive Summary

This program offer provides staff dedicated to coordinating the Library's growing and complex technology environment. Library Application Services provides strategic technology guidance and project coordination to the Library. The team works closely with County IT professionals to ensure that resources are applied to the highest priority work.

### Program Summary

Library Application Services include understanding and defining business needs, recommending effective and innovative technology solutions, coordinating and implementing projects. This team provides direction to County IT staff for Library web application support and customer consulting. The key to effectively providing these services is meeting common cross department needs and identifying new opportunities, while concurrently standardizing services and platforms in order to provide a low total cost of ownership for the Library.

### Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Employee hours spent on planned work versus unplanned work	NA	NA	50	55
Outcome	Increase in employee hours spent on planned versus unplanned work	NA	NA	NA	10

### Performance Measures Descriptions

Output Measure - Employee hours spent on planned versus unplanned work: 55% planned/45% unplanned. This includes available work time. Planned work provides better customer value, as work can be targeted toward high priority activities.

Outcome Measure - Increase the the amount of hours spent on planned work by 10% from the Current Year Estimate.

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$206,931	\$0	\$209,479
Materials & Supplies	\$0	\$9,671	\$0	\$5,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$216,602</b>	<b>\$0</b>	<b>\$214,479</b>
<b>Program Total:</b>	<b>\$216,602</b>		<b>\$214,479</b>	
<b>Program FTE</b>	0.00	1.33	0.00	1.33

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$216,602	\$0	\$214,479
<b>Total Revenue</b>	<b>\$0</b>	<b>\$216,602</b>	<b>\$0</b>	<b>\$214,479</b>

**Explanation of Revenues**

County IT service costs are allocated to departments based on usage, services received, and other metrics.

**Significant Program Changes**

**Last Year this program was:** 78027 IT Enterprise, Web & Library Application Se

Last year, the services included herein were part of the Enterprise, Web and Library Application Services Program Offer.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$300,617	\$0	\$297,086
Materials & Supplies	\$0	\$271,560	\$0	\$359,426
Internal Services	\$0	\$4,150,192	\$0	\$4,341,322
Unappropriated & Contingency	\$0	\$669,510	\$0	\$869,510
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,391,879</b>	<b>\$0</b>	<b>\$5,867,344</b>
<b>Program Total:</b>	<b>\$5,391,879</b>		<b>\$5,867,344</b>	
<b>Program FTE</b>	0.00	3.00	0.00	2.50

Program Revenues				
Other / Miscellaneous	\$0	\$4,302,998	\$0	\$4,997,834
Beginning Working Capital	\$0	\$1,088,881	\$0	\$869,510
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,391,879</b>	<b>\$0</b>	<b>\$5,867,344</b>

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was: 78014 IT Shared Operating Expenses

No significant changes.





**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$2,830,138	\$0	\$2,992,352
Contractual Services	\$0	\$78,000	\$0	\$65,000
Materials & Supplies	\$0	\$864,788	\$0	\$943,631
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$3,772,926</b>	<b>\$0</b>	<b>\$4,000,983</b>
<b>Program Total:</b>	<b>\$3,772,926</b>		<b>\$4,000,983</b>	
<b>Program FTE</b>	0.00	19.25	0.00	20.25

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$3,772,926	\$0	\$4,000,983
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,772,926</b>	<b>\$0</b>	<b>\$4,000,983</b>

**Explanation of Revenues**

County IT service costs are allocated to departments based on usage, services received, and other metrics.

**Significant Program Changes**

**Last Year this program was:** 78016 IT Data Center & Technical Services

No significant changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$1,221,163	\$0	\$941,311
Contractual Services	\$0	\$30,050	\$0	\$262,000
Materials & Supplies	\$0	\$1,478,844	\$0	\$1,705,398
Internal Services	\$0	\$922,561	\$0	\$910,264
Unappropriated & Contingency	\$0	\$660,000	\$0	\$154,903
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,312,618</b>	<b>\$0</b>	<b>\$3,973,876</b>
<b>Program Total:</b>	<b>\$4,312,618</b>		<b>\$3,973,876</b>	
<b>Program FTE</b>	0.00	11.80	0.00	9.90

Program Revenues				
Other / Miscellaneous	\$0	\$3,409,633	\$0	\$3,566,118
Beginning Working Capital	\$0	\$0	\$0	\$298,000
Service Charges	\$0	\$35,000	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,444,633</b>	<b>\$0</b>	<b>\$3,864,118</b>

Explanation of Revenues

The program is funded by service charges through the Fleet Fund. Internal service reimbursements estimates are based on historical data, current service levels, and proposed FY15 charge rates. The FY15 budget has been developed based on FY13 cumulative charges.

Significant Program Changes

Last Year this program was: 78028 Fleet Services



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$134,129	\$0	\$134,129
Capital Outlay	\$0	\$6,071,698	\$0	\$6,378,797
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$6,205,827</b>	<b>\$0</b>	<b>\$6,512,926</b>
<b>Program Total:</b>	<b>\$6,205,827</b>		<b>\$6,512,926</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,824,544	\$0	\$1,509,846
Financing Sources	\$0	\$1,203,958	\$0	\$0
Interest	\$0	\$19,000	\$0	\$0
Beginning Working Capital	\$0	\$3,906,626	\$0	\$5,003,080
<b>Total Revenue</b>	<b>\$0</b>	<b>\$6,954,128</b>	<b>\$0</b>	<b>\$6,512,926</b>

Explanation of Revenues

Vehicles and equipment are placed on an established life-cycle replacement schedule. Replacement funds are collected on a monthly basis from programs with assigned vehicles and equipment. Proceeds from vehicle sales are returned to the Fleet fund to offset future replacement costs.

One-time only revenue was received in FY14, Program Offer #78031, to bridge a replacement funding gap for aging vehicles in the Fleet. This money, \$1.2M, will be spent over a 3 year period, FY14-FY16, with the majority of those dollars spent under the County's Strategic Sourcing initiative to ensure best value and reflection of the County's overall mission. Procurement of these vehicles are being tracked as a discreet performance measure.

Significant Program Changes

Last Year this program was: 78029 Fleet Vehicle Replacement



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$172,626	\$0	\$147,970
Contractual Services	\$0	\$3,000	\$0	\$2,184
Materials & Supplies	\$0	\$15,400	\$0	\$186,522
Internal Services	\$0	\$62,123	\$0	\$63,366
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$253,149</b>	<b>\$0</b>	<b>\$400,042</b>
<b>Program Total:</b>	<b>\$253,149</b>		<b>\$400,042</b>	
<b>Program FTE</b>	0.00	2.20	0.00	2.00

Program Revenues				
Other / Miscellaneous	\$0	\$333,953	\$0	\$474,675
Service Charges	\$0	\$38,880	\$0	\$35,125
<b>Total Revenue</b>	<b>\$0</b>	<b>\$372,833</b>	<b>\$0</b>	<b>\$509,800</b>

Explanation of Revenues

The program is funded by service charges through the Fleet Fund. Internal service reimbursement estimates are based on historical data, current service levels, and proposed FY2015 charge rates. Outside agency revenue is based on providing current service levels at proposed FY2015 charge rates.

Significant Program Changes

Last Year this program was: 78030 Motor Pool





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$544,977	\$0	\$567,121
Contractual Services	\$0	\$10,000	\$0	\$10,000
Materials & Supplies	\$0	\$1,393,903	\$0	\$908,314
Internal Services	\$0	\$189,358	\$0	\$209,801
Capital Outlay	\$0	\$50,000	\$0	\$50,000
Unappropriated & Contingency	\$0	\$486,510	\$0	\$255,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,674,748</b>	<b>\$0</b>	<b>\$2,000,236</b>
<b>Program Total:</b>	<b>\$2,674,748</b>		<b>\$2,000,236</b>	
<b>Program FTE</b>	0.00	6.90	0.00	6.85

Program Revenues				
Other / Miscellaneous	\$0	\$1,332,341	\$0	\$1,352,236
Interest	\$0	\$7,900	\$0	\$0
Beginning Working Capital	\$0	\$1,271,687	\$0	\$583,000
Service Charges	\$0	\$62,820	\$0	\$65,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,674,748</b>	<b>\$0</b>	<b>\$2,000,236</b>

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: 78032 Distribution Services

No significant program changes.



## Legal / Contractual Obligation

ORS 192 and OAR 166 outline public records mandates for the Records Officer, microfilm, imaging, storage, retention and access. Executive Rule 301 assigns the retention schedule function to the Records Management program.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>
Personnel	\$0	\$382,148	\$0	\$409,642
Contractual Services	\$0	\$32,757	\$0	\$25,000
Materials & Supplies	\$0	\$25,365	\$0	\$36,392
Internal Services	\$0	\$423,887	\$0	\$432,532
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$864,157</b>	<b>\$0</b>	<b>\$903,566</b>
<b>Program Total:</b>	<b>\$864,157</b>		<b>\$903,566</b>	
<b>Program FTE</b>	0.00	3.60	0.00	4.20

Program Revenues				
Other / Miscellaneous	\$0	\$864,157	\$0	\$903,566
<b>Total Revenue</b>	<b>\$0</b>	<b>\$864,157</b>	<b>\$0</b>	<b>\$903,566</b>

## Explanation of Revenues

Records Management is funded by an allocation system through the Distribution Fund. Total program costs are allocated based on each Department's share of the number of boxes stored, boxes brought into the Records Center (accessioned), and record actions performed in FY2013.

## Significant Program Changes

Last Year this program was: 78033 Records Management

No significant program changes.



## Legal / Contractual Obligation

Oregon Revised Statutes (ORS) 279A, 279B, and 279C establish requirements affecting the County's procurement and contracting practices. State Qualified Rehabilitation Facilities laws are enforced via purchasing through the Multco MarketPlace.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$449,602	\$0	\$409,647	\$0
Contractual Services	\$40,000	\$0	\$10,000	\$0
Materials & Supplies	\$8,000	\$0	\$12,890	\$0
Internal Services	\$0	\$0	\$41,611	\$0
<b>Total GF/non-GF</b>	<b>\$497,602</b>	<b>\$0</b>	<b>\$474,148</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$497,602</b>		<b>\$474,148</b>	
<b>Program FTE</b>	3.50	0.00	3.40	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This program is funded in the General Fund. A portion of the costs are recovered through the county's indirect cost allocation plan.

## Significant Program Changes

Last Year this program was: 78034 Countywide Strategic Sourcing

No significant changes.



## Legal / Contractual Obligation

Oregon Budget Law (ORS Chapter 294), federal Office of Management & Budget circulars A-133 and A-87, Government Accounting Standards Board statements and pronouncements, County Administrative Procedures.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$819,362	\$0	\$825,862	\$0
Materials & Supplies	\$7,100	\$0	\$11,396	\$0
Internal Services	\$60,107	\$0	\$85,665	\$0
<b>Total GF/non-GF</b>	<b>\$886,569</b>	<b>\$0</b>	<b>\$922,923</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$886,569</b>		<b>\$922,923</b>	
<b>Program FTE</b>	7.00	0.00	7.00	0.00

Program Revenues				
Other / Miscellaneous	\$717,371	\$0	\$729,123	\$0
<b>Total Revenue</b>	<b>\$717,371</b>	<b>\$0</b>	<b>\$729,123</b>	<b>\$0</b>

## Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

## Significant Program Changes

**Last Year this program was:** 78036 Administrative Hub Budget & Planning

No significant program changes.





## Legal / Contractual Obligation

Oregon Revised Statutes (ORS) 279A, 279B, and 279C establish requirements affecting the County's procurement and contracting practices. The County establishes and implements Public Contract Review Board (PCRB) Rules and Administrative Procedures CON-1 and PUR-1 to define its procurement and contracting processes within the constraints of ORS requirements. DCA Contracts must adhere to Commercial Contract laws, Bureau of Labor and Industry laws, Contracting and Architectural contracting laws, Employment laws, Privacy laws, Domestic Violence and Criminal records laws and others. DCA Procurements using cooperative agreements must adhere to state and federal laws governing the use of the cooperative agreements as described therein.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$1,388,332	\$0	\$1,586,149	\$0
Contractual Services	\$80,000	\$0	\$60,000	\$0
Materials & Supplies	\$57,786	\$0	\$63,334	\$0
Internal Services	\$125,016	\$0	\$151,750	\$0
<b>Total GF/non-GF</b>	<b>\$1,651,134</b>	<b>\$0</b>	<b>\$1,861,233</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,651,134</b>		<b>\$1,861,233</b>	
<b>Program FTE</b>	11.50	0.00	14.40	0.00

Program Revenues				
Other / Miscellaneous	\$1,293,725	\$0	\$1,485,156	\$0
<b>Total Revenue</b>	<b>\$1,293,725</b>	<b>\$0</b>	<b>\$1,485,156</b>	<b>\$0</b>

## Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

## Significant Program Changes

**Last Year this program was:** 78037 Administrative Hub Procurement & Contracting

No significant program changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$729,968	\$0	\$759,319	\$0
Contractual Services	\$0	\$0	\$8,200	\$0
Materials & Supplies	\$6,700	\$0	\$3,900	\$0
Internal Services	\$80,144	\$0	\$96,985	\$0
<b>Total GF/non-GF</b>	<b>\$816,812</b>	<b>\$0</b>	<b>\$868,404</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$816,812</b>		<b>\$868,404</b>	
<b>Program FTE</b>	8.00	0.00	8.00	0.00

Program Revenues				
Other / Miscellaneous	\$512,858	\$0	\$521,538	\$0
<b>Total Revenue</b>	<b>\$512,858</b>	<b>\$0</b>	<b>\$521,538</b>	<b>\$0</b>

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

Significant Program Changes

Last Year this program was: 78038 Administrative Hub Finance

No significant program changes.



## Legal / Contractual Obligation

Federal, state, and local laws and regulations covering wage and hour, discrimination, harassment, labor relations, privacy, employment at will, hiring, defamation, Uniformed Service Employment and Re-employment Rights Act, Health Insurance Portability and Accountability Act, and other employment-related issues. Three labor agreements necessitate contract compliance regarding wages, hours, working conditions and other employment-related matters.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$1,170,375	\$0	\$1,156,433	\$0
Contractual Services	\$10,000	\$0	\$10,000	\$0
Materials & Supplies	\$22,144	\$0	\$25,900	\$0
Internal Services	\$93,761	\$0	\$116,260	\$0
<b>Total GF/non-GF</b>	<b>\$1,296,280</b>	<b>\$0</b>	<b>\$1,308,593</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,296,280</b>		<b>\$1,308,593</b>	
<b>Program FTE</b>	9.00	0.00	9.50	0.00

Program Revenues				
Other / Miscellaneous	\$824,779	\$0	\$777,451	\$0
<b>Total Revenue</b>	<b>\$824,779</b>	<b>\$0</b>	<b>\$777,451</b>	<b>\$0</b>

## Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets and County Management. The General Fund supports charges apportioned to DCM. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds, and reimburse the General Fund for these services.

## Significant Program Changes

**Last Year this program was:** 78039 Administrative Hub Human Resources

No significant program changes.