



Department of County Assets FY 2016 Proposed Budget

Presented to the
Board of County Commissioners

Department of County Assets
Sherry Swackhamer, Director & CIO

Multnomah County
May 12, 2015

Located at: www.multco.us/budget

Agenda

- Introduction
 - CBAC
 - Mission, Vision, Values
- Department Budget Overview
- Division Budget Overview
 - Trends
 - Budget and Policy Changes
- New, One-Time-Only
- Legislative Impacts
- Summary
- Questions



Citizen Budget Advisory Committee

Committee Members:

- Dave Torrey, Committee Chair
- Ben Brady, Presenting
- Cormac Burke
- Jeannine DeFeyter
- Scott Eissfeldt
- Robert Stabbert
- Trent Wilson



Mission, Vision, Values

Department of County Assets Mission, Vision, and Values

MISSION

We actively plan, acquire, implement, and preserve core assets to effectively advance Multnomah County's services to the community.

VISION

As Multnomah County's infrastructure backbone, we lead innovative, sustainable best practices, redefining when, where, and how our local government operates.

CORE VALUES

Integrity - We are honest and trustworthy in all aspects of our work. We are each personally accountable for the highest standards of behavior.

Collaboration - We have close, cooperative working relationships with our customers and each other. We see the possibilities from others' perspectives. We say "yes" to the right projects.

Leadership - We are talented employees effectively applying our expertise to address business challenges. We lead through our competence, creativity, and collaboration.

Diversity - We treat one another with dignity and respect and take pride in the significant contributions that come from diverse individuals and ideas. We pursue inclusion and social justice for everyone.

Excellence - We exceed customer expectations in affordability, quality, and delivery. We strive to be better tomorrow than we were yesterday. We celebrate our successes.

Innovation - We embrace change openly and enthusiastically. We always consider new ideas and encourage ingenuity and resourcefulness.

Responsibility - We are accountable for the resources entrusted to us. We use good judgment and sound thinking when making technical and financial decisions. We deliver results.

Sustainability - We believe in a sustainable future and the triple bottom line: equity, economy, and environment. We champion sustainable practices in all areas of our work.

TAGLINE

Inclusive Workplace. Innovative Technologies. Sustainable Practices. Creative Synergies.



Who is DCA?



Information Technology

We support about 4,500 county employees, 6,000 computers 8,000 phone lines and a variety of software, business applications, and websites.



Distribution Services

We manage the pickup, delivery, and processing of over 110,000 pieces of county mail.



Records Management & Archives

We provide records management and storage service to over 200 agencies, which includes 33,000 boxes and 521GB of records.

Who is DCA?



Fleet

We manage and maintain over 700 county vehicles and provide specific fleet services to other governments.



Facilities & Property Management

We manage and maintain all county owned and leased properties consisting of 130+ facilities and 3.1M sq. ft.



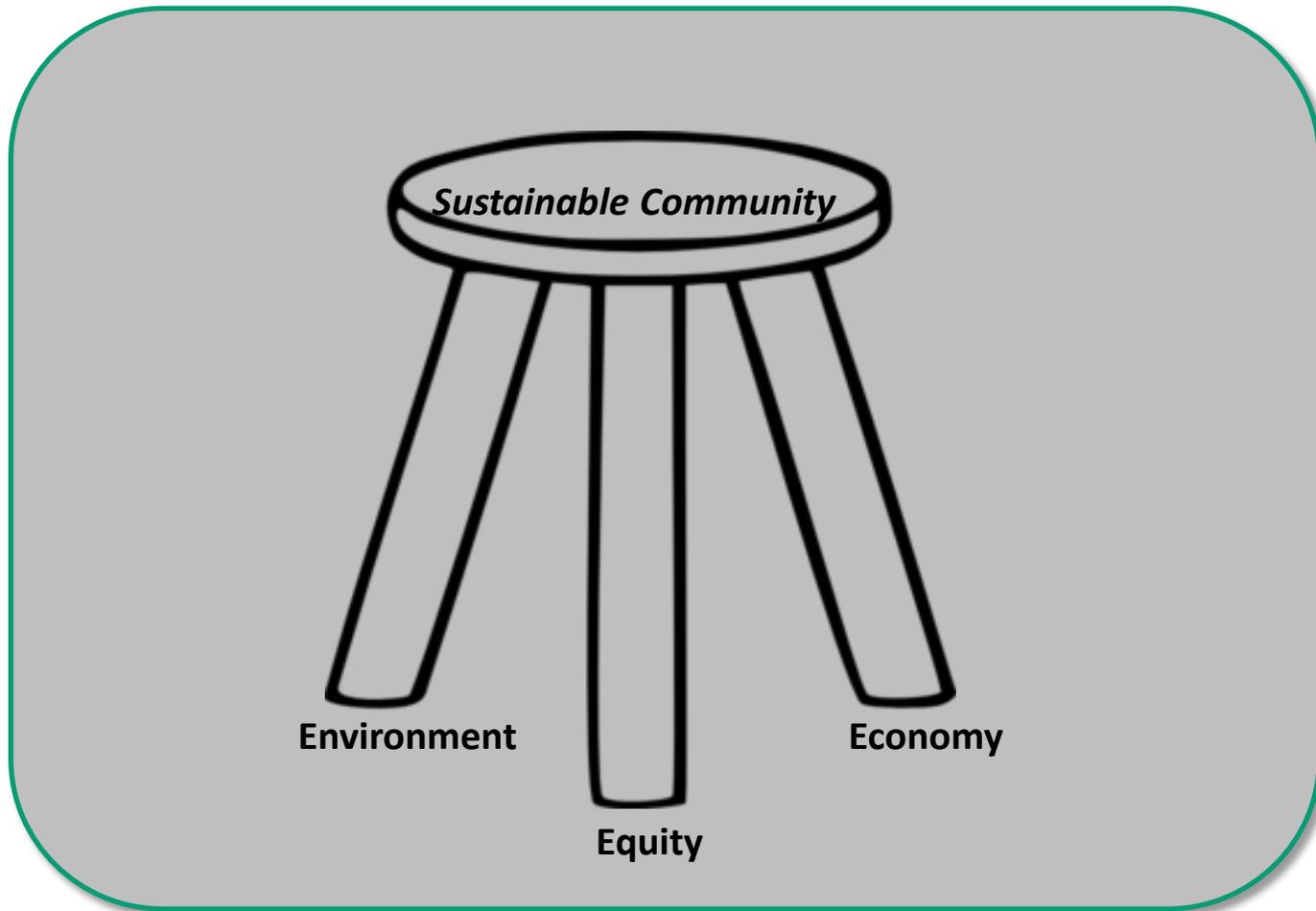
Administrative Hub Services

We provide human resources, procurement, contracting, finance, budget, internal service rate-setting, capital planning, accounts payable, and other administrative services.



Our Perspective

Triple Bottom Line



Proposed Budget Recommendations/Highlights

Priorities

- Strategic project execution
- Customer and employee engagement
- Triple bottom line focus
- Resiliency preparedness



Challenges

- Building infrastructure, bench strength, and succession
- Managing expectations
- Recruiting and retaining talent



Who We Serve/What We Do

Process 1.50M pieces of internal and external mail

Manage 130+ leased and owned buildings with 3 million RSF

Maintain 700 vehicles in fleet rolling stock

Maintain over 5,500 PCs, laptops, and tablets

Support 300+ business systems across 8 departments

Maintain 121M public records dating back to the 1800's

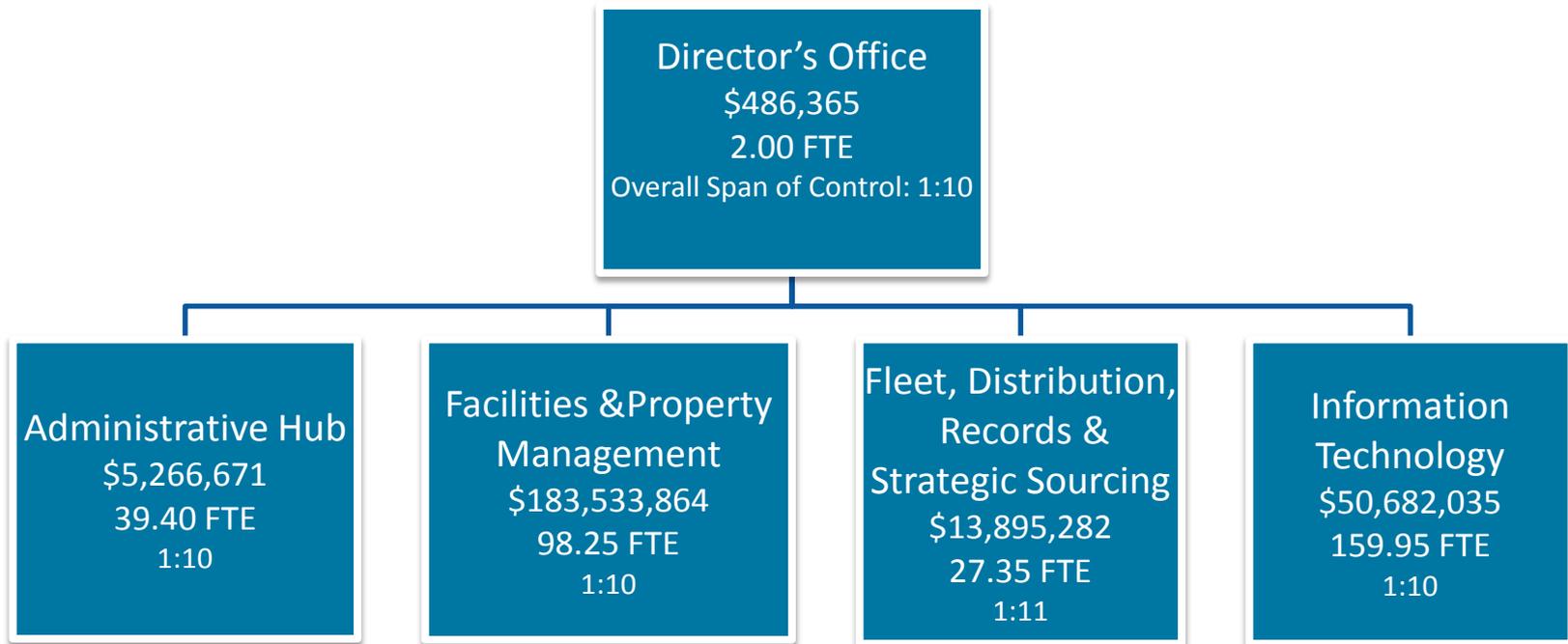
Process 1,200+ procurement and contracting transactions

Process over 14,000 accounts payable documents

Enable 15,590 motor pool trips in 68 vehicles at 4 sites



Organizational Chart



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



Strategic Plan

BHAG:

“Deliver meaningful value to our customers through strategic partnerships that are founded on a mutual understanding of each others’ business.”

Goals:

Goal 1: Create an environment of trust, creative problem solving, and an attitude of “yes” in our relationships with customers and colleagues.

Goal 2: Generate engagement and community at all organizational levels of DCA and shape our culture.

Goal 3: Deliver innovative responses to the emerging trends that affect the way the County does business.

Goal 4: Apply a systems perspective to the work of DCA that mutually supports economic, equitable, social and environmental goals.



Key Assets

FY 2015 Employee Recognition Team Winners



Convergence Project Core Team
Committee's Choice Award



Sustainable Surplus Property Network, Sustainability



Benefits Online Open Enrollment
Project Team, Outstanding Team

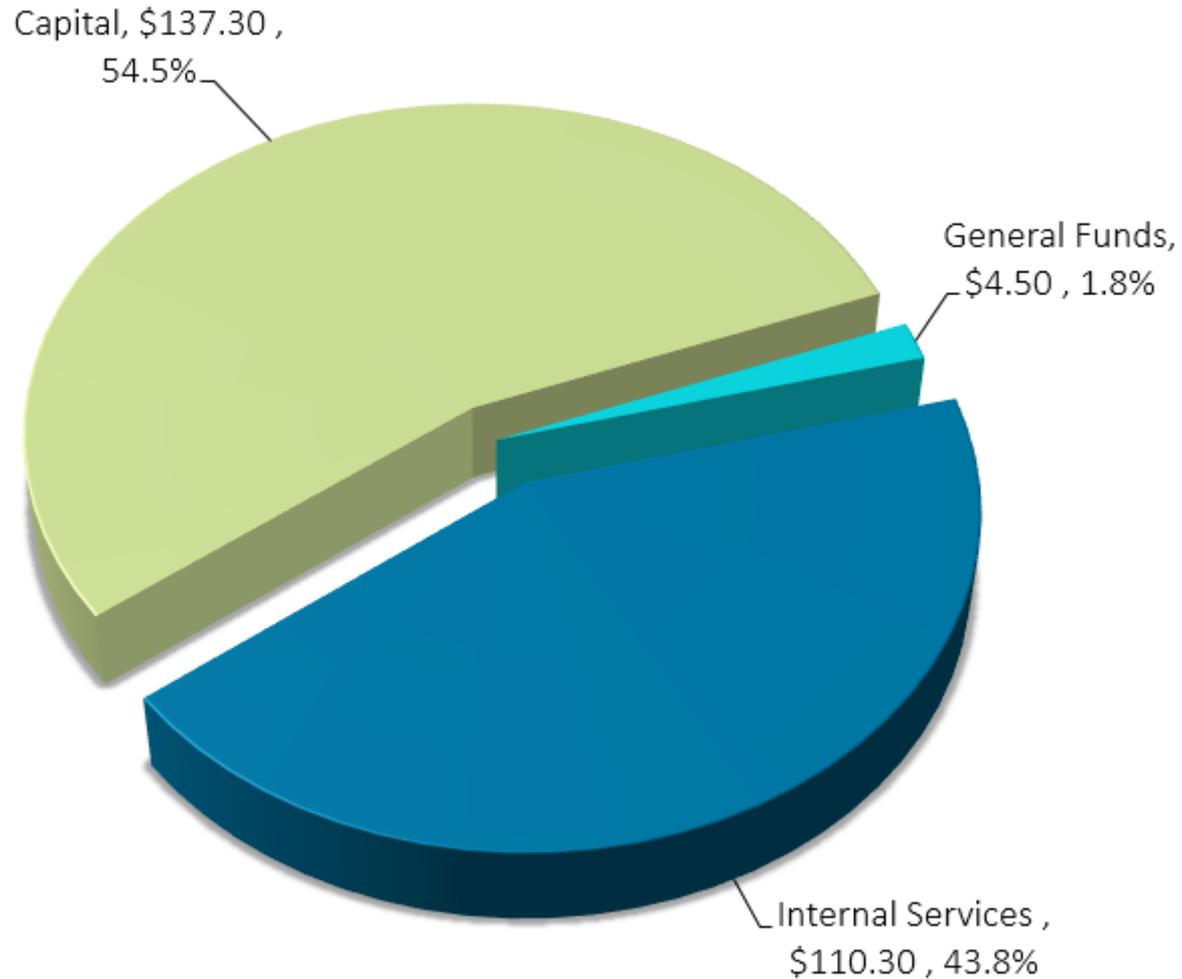


Strategic Accomplishments

- Completed Phase II of Facilities Asset Strategic Plan and selected new central courthouse site
- Completed 1 VoIP cutover every 45 days for 18 months and implemented on-line benefits open enrollment
- Recycled 48 tons of aged-out public records
- Completed first storefront animal services outreach center
- Reduced 200 countywide utility invoices to 3 payments
- Completed CityFleet/Yeon operations analysis



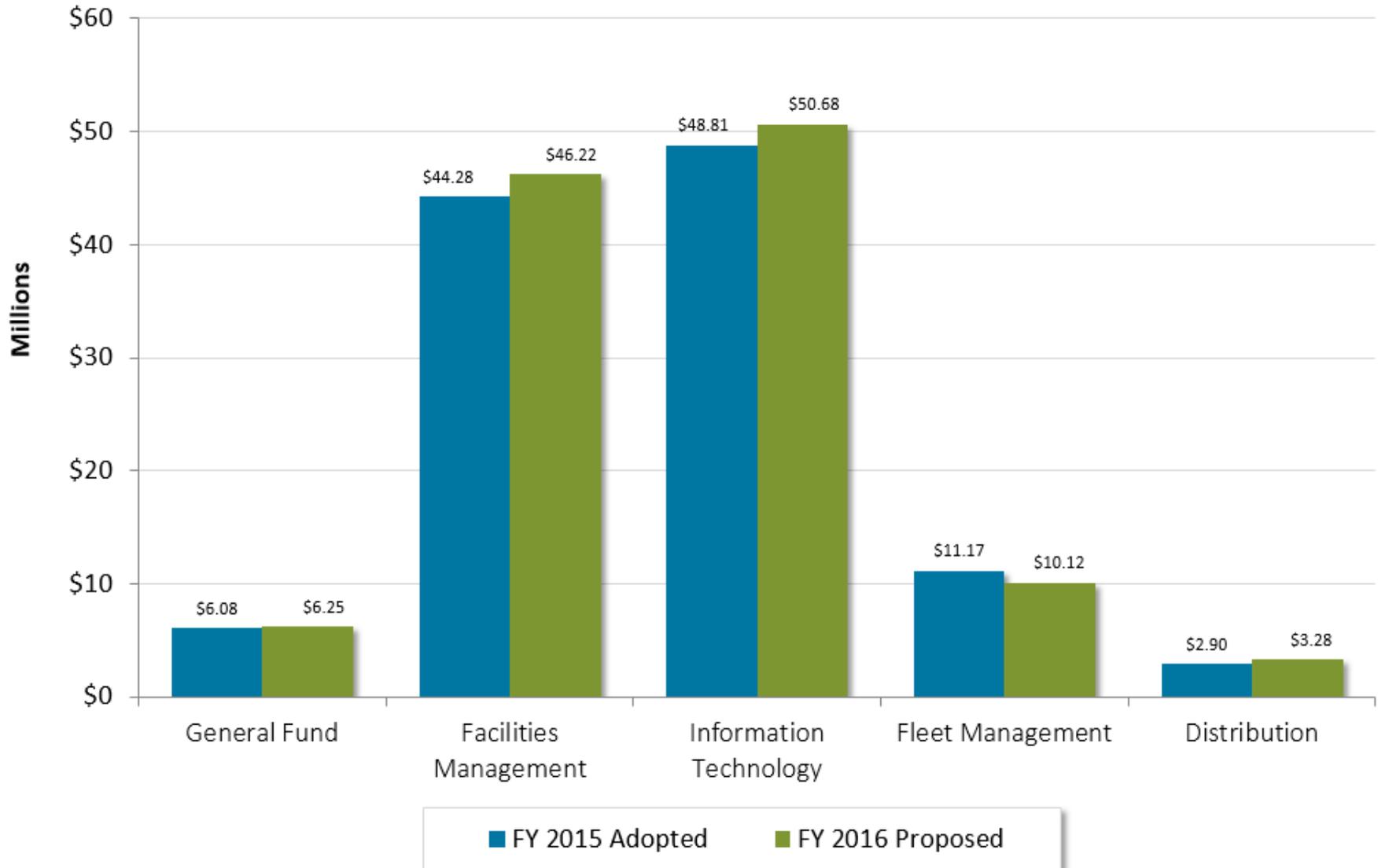
Budget by Funding Source - \$252.10M (Revenues)



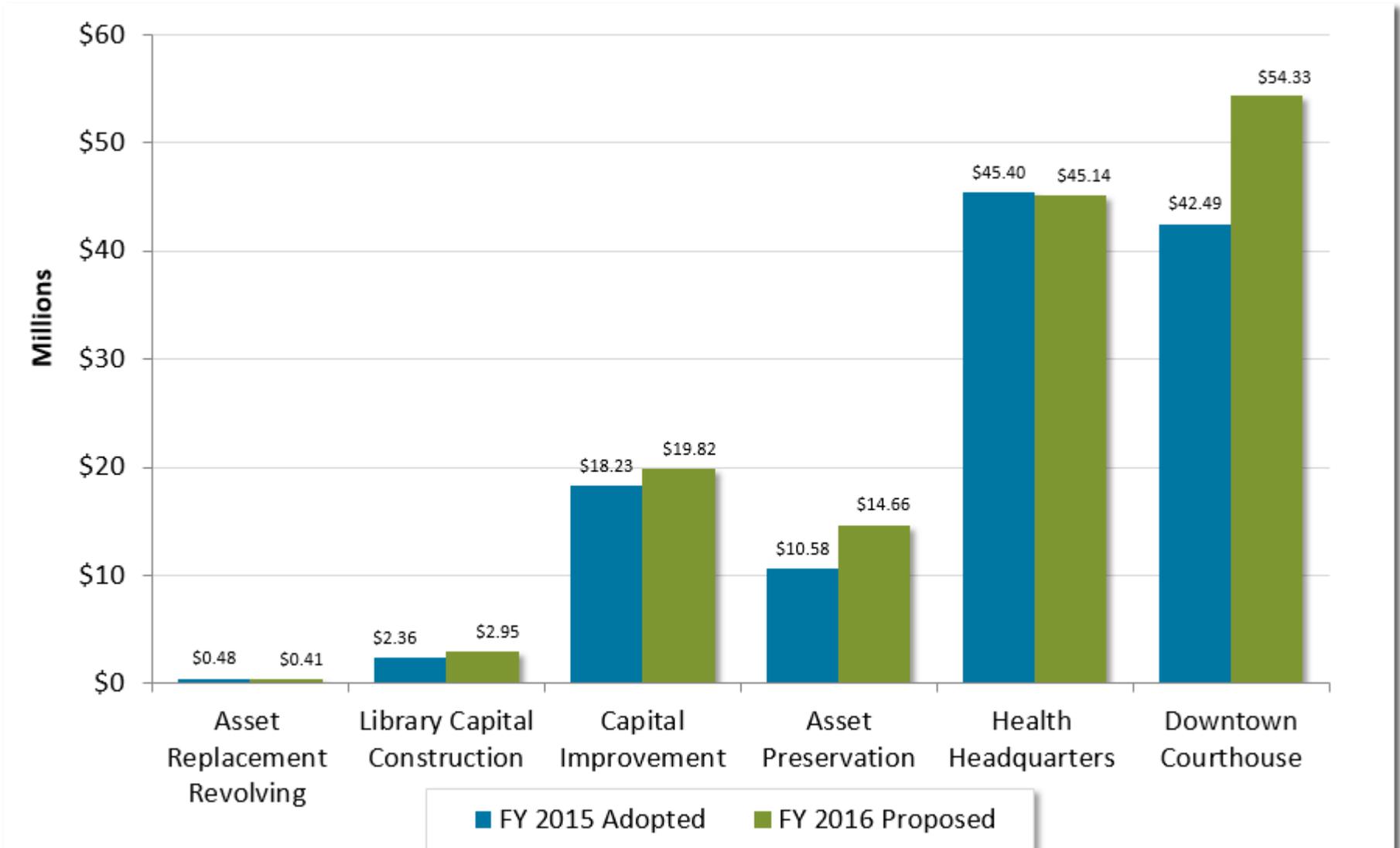
\$ in Millions



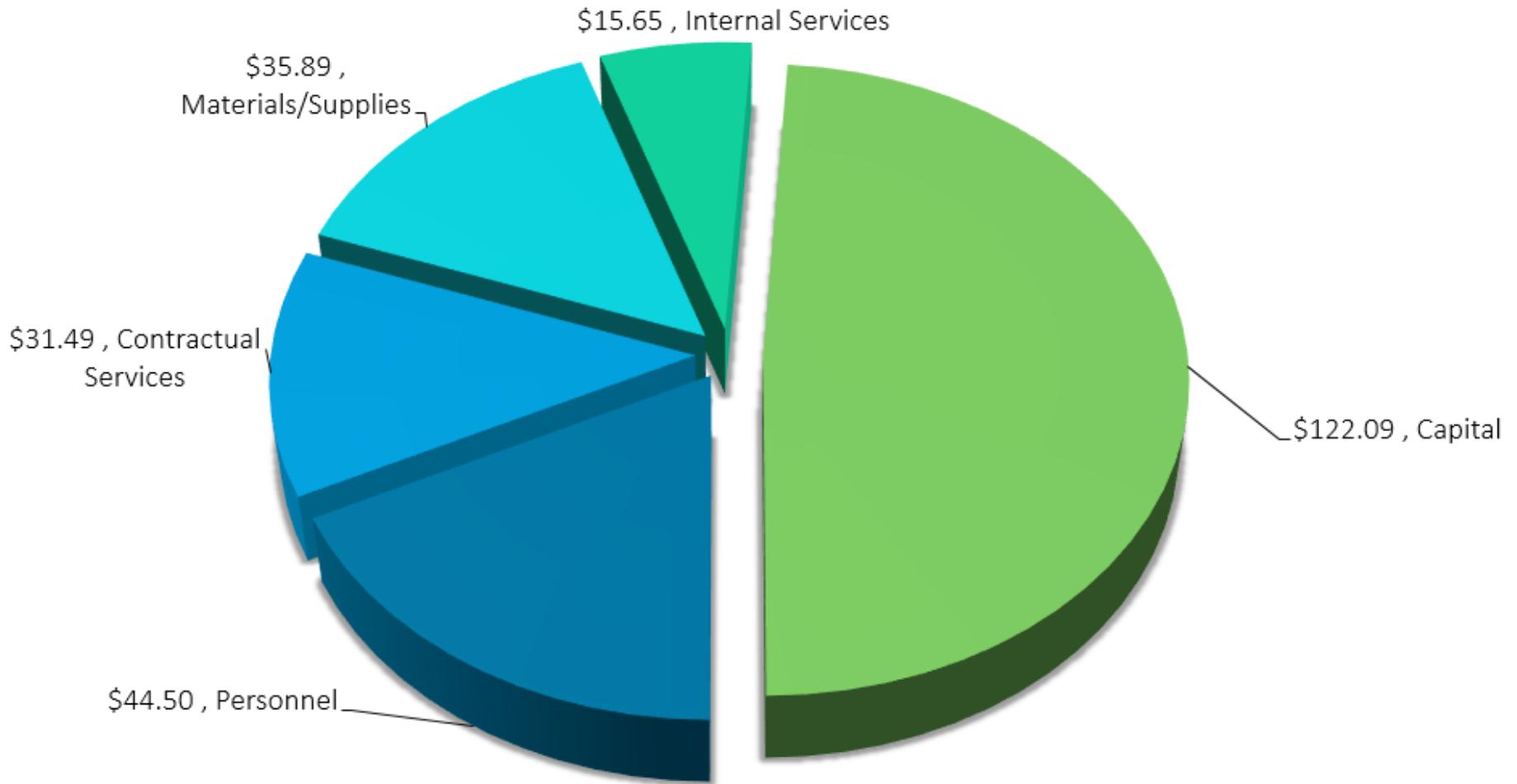
Budget by Fund (Expenditures) \$253.86M Slide 1 of 2



Budget by Fund (Expenditures) \$253.86M Slide 2 of 2



Budget by Category - \$249.62M

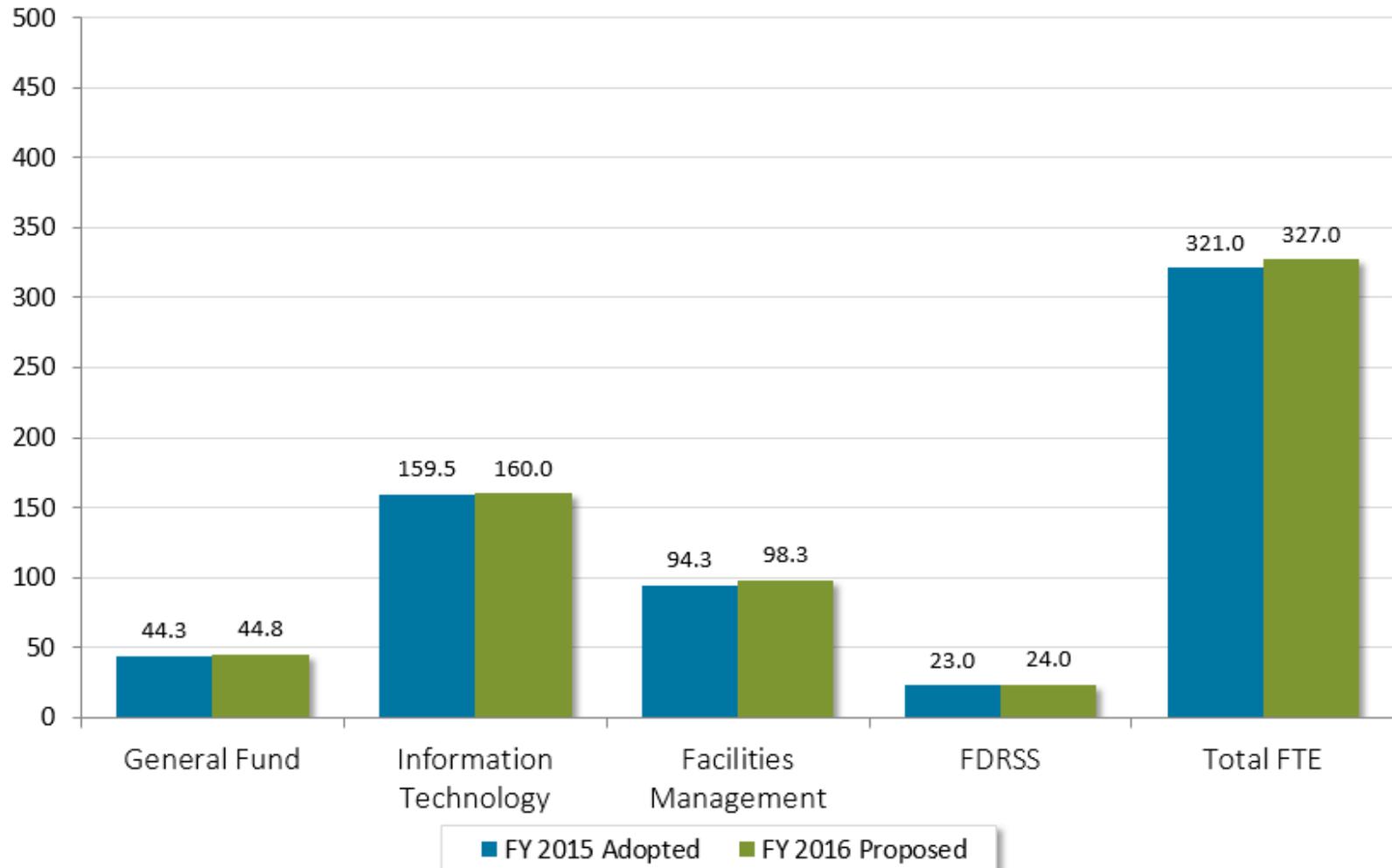


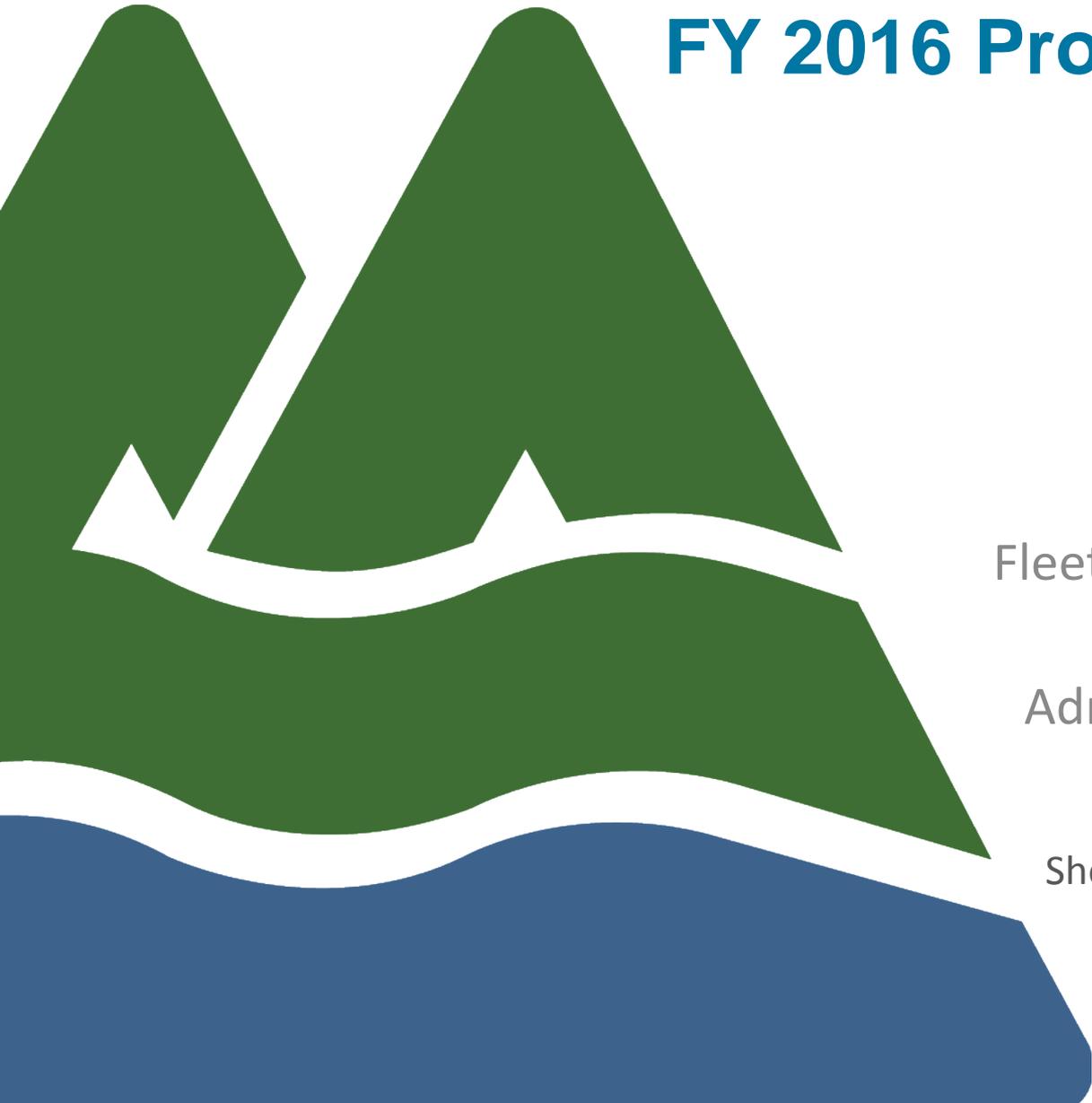
\$ in Millions

*Figures do not include:
Cash Transfers \$805,310
Unappropriated & Contingency \$3,485,007



FTE by Fund





FY 2016 Proposed Budget by Division

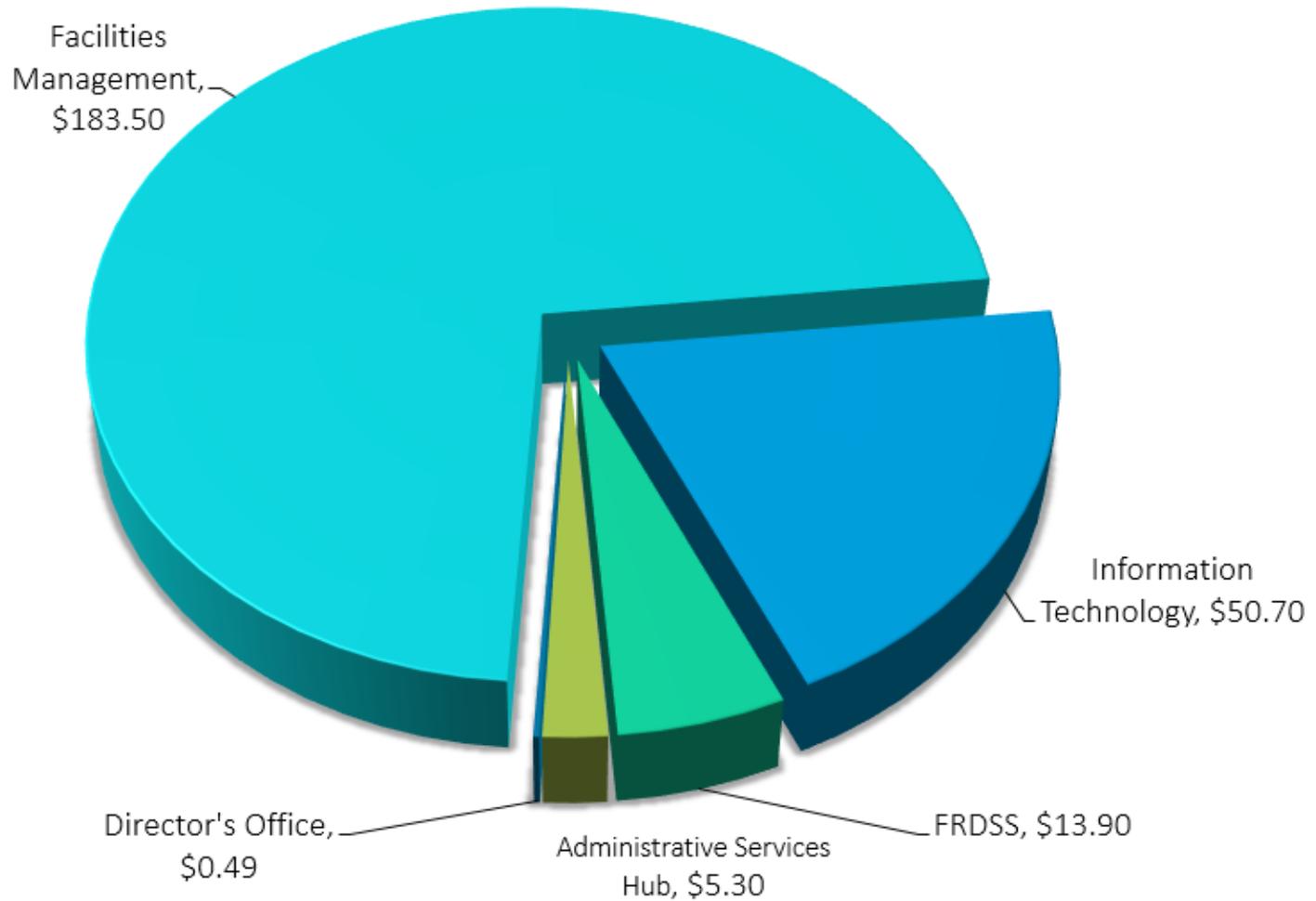
DCA Director's Office
Facilities Management
Information Technology
Fleet, Records, Distribution &
Strategic Sourcing
Administrative Services Hub

Department of County Assets
Sherry Swackhamer, Director & CIO

Multnomah County
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Located at: www.multco.us/budget

Budget by Division // \$253.86M



\$ in Millions

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



Year over Year Division by Fund



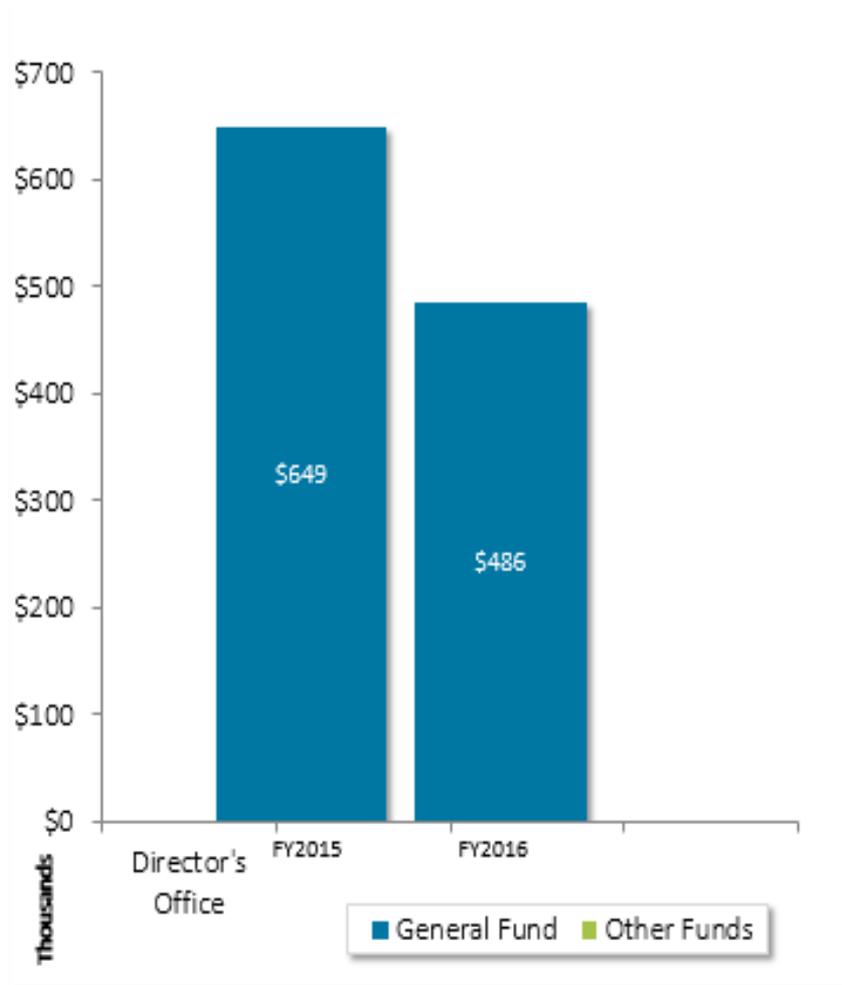
Strategic Direction // Director's Office

Director's Role

- Provide strategic direction
- Hold management and staff accountable
- Remove barriers to success
- Challenge the status quo
- Manage expectations and risks



Budget by Division // Director's Office



- GF decreased by \$0.16M; due to transfer of LDA to Information Technology.
- No change in FTE in Program 78000*
- Produced first DCA Newsletter
- Organized and lead DCA All Staff Meeting and video
- Provided Equity Council leadership

* 78000 DCA Director's Office



Strategic Direction // Facilities Management

Priorities

- Strategic plan rollout
- Strategic capital project execution
- Customer service program development
- Internal service rate restructuring

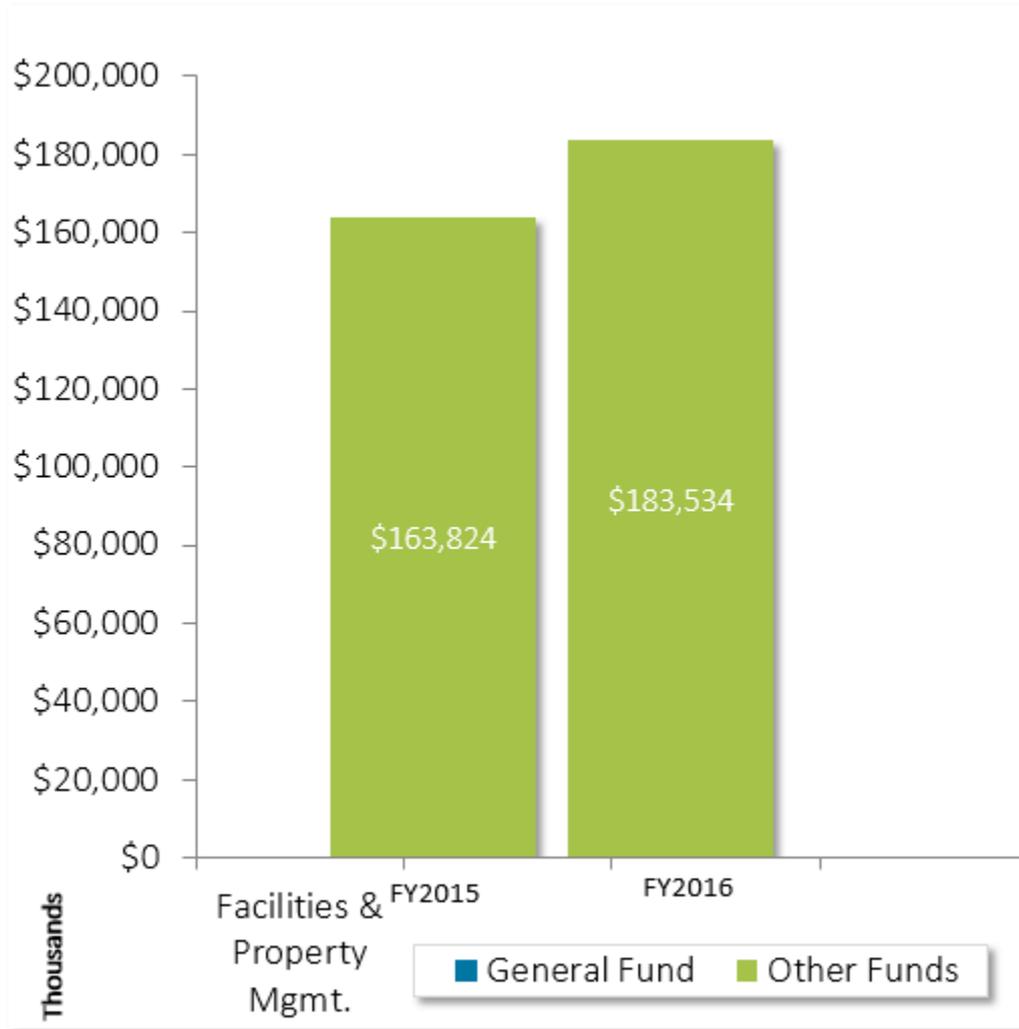


Challenges

- Managing departmental and political expectations and risk
- Balancing the need for innovative, sustainable, and affordable workplaces



Budget by Division // Facilities Management



- Other Funds increased by \$19.7M and 4.0 FTE
- Increased capacity to construct two critical buildings
- Added new program offers 78014*, 78052*, 78054*, 78055/56*, and 78057* to improve safety and overall work environments, reduce costs through utility efficiencies, and provide dedicated fuel in East County

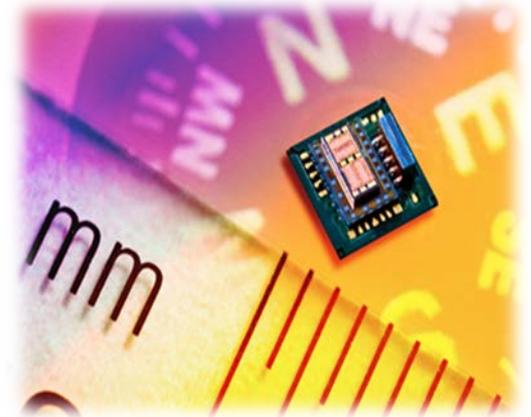
*78014 Facilities Downtown Courthouse,
78052 Yeon-AG Fuel Tank Installation,
78054 Yeon Annex – Reception & Lobby Redesign,
78055 ESPC JJC Lighting,
78056 ESPC Inverness Jail - Water,
78057 MCSO Suicide Prevention Projects – Vent covers,



Strategic Direction // Information Technology

Priorities

- Strategic capital project execution
- Customer service program development
- Capital restructuring change



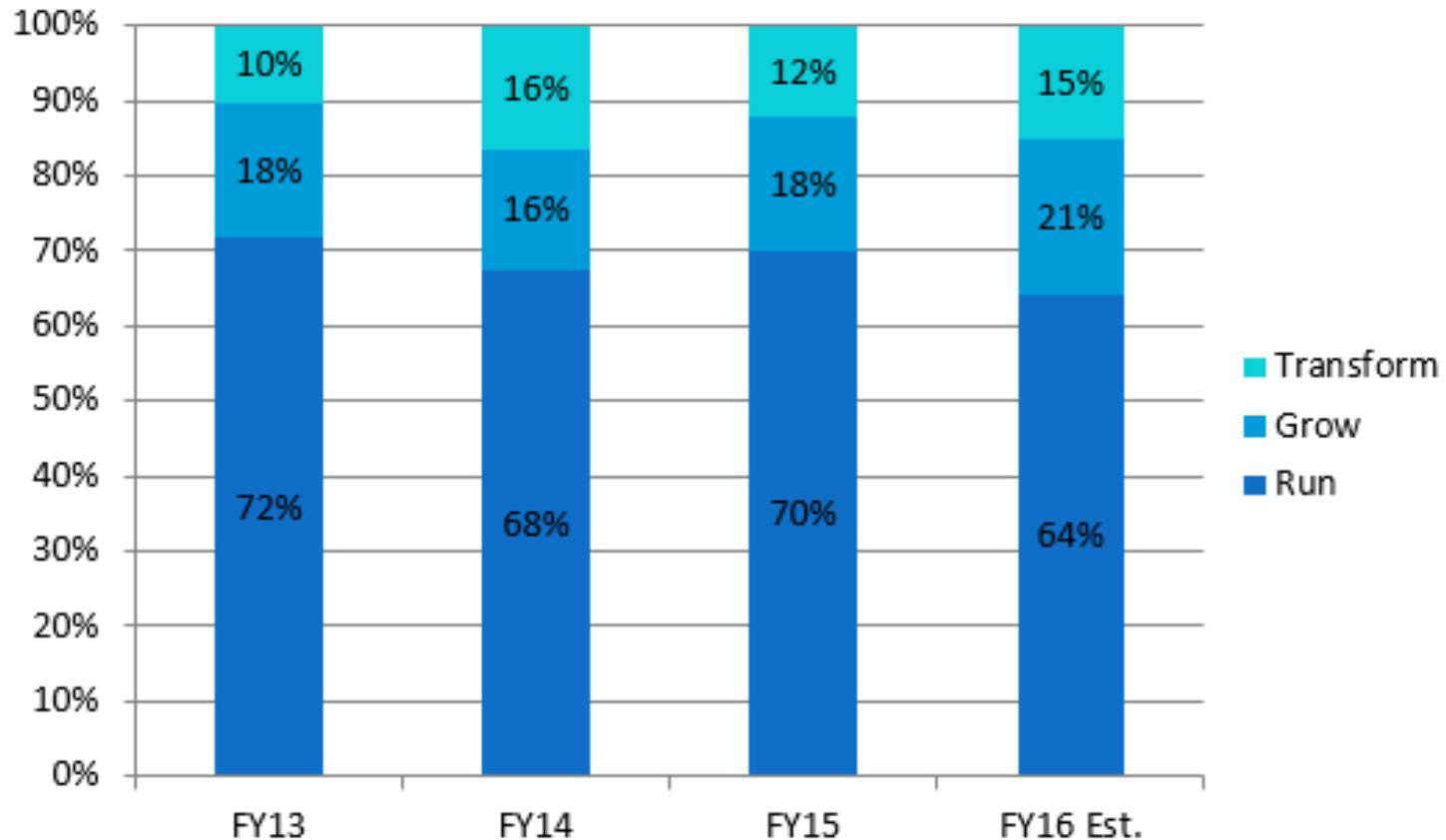
Challenges

- Recruiting and retaining talent
- Minimizing cybersecurity risks
- Preparing for the digital future!

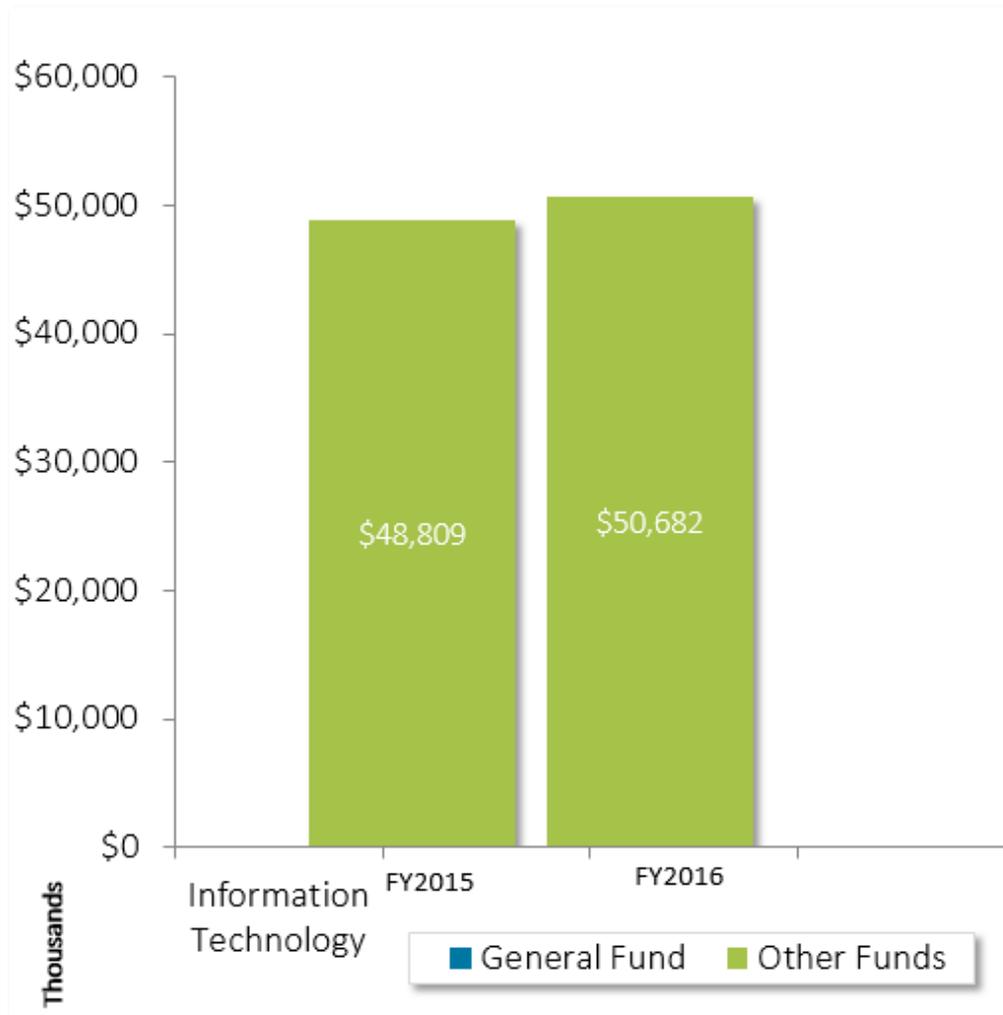


Service Trends // Information Technology

IT Work Trend: Projects vs. Running Operations



Budget by Division // Information Technology



- Other Funds increased by \$1.87M and 0.5 FTE to address increases in personnel costs and add capacity per DCHS request.
- Added new program offers 78020C-E*, 78037*, and 78058* to complete Network Convergence/VoIP project, manage cybersecurity risks, and replace an aging public safety system.

*78020C Network Convergence – Courthouse
78020D Network Convergence – Justice Center
78020E Network Convergence – Hansen
78037 Cybersecurity
78058 Crimes Replacement Assessment



Strategic Direction // FRDSS

Priorities

- Aging equipment and systems replacements
 - Records Management System
 - Fleet and Fuel Management Systems
 - Mail sorting equipment
- Morrison Bridgehead transition
 - Pilot/implement alternative motor pool solutions
 - Decommission fuel tanks
- County-wide strategic sourcing initiatives

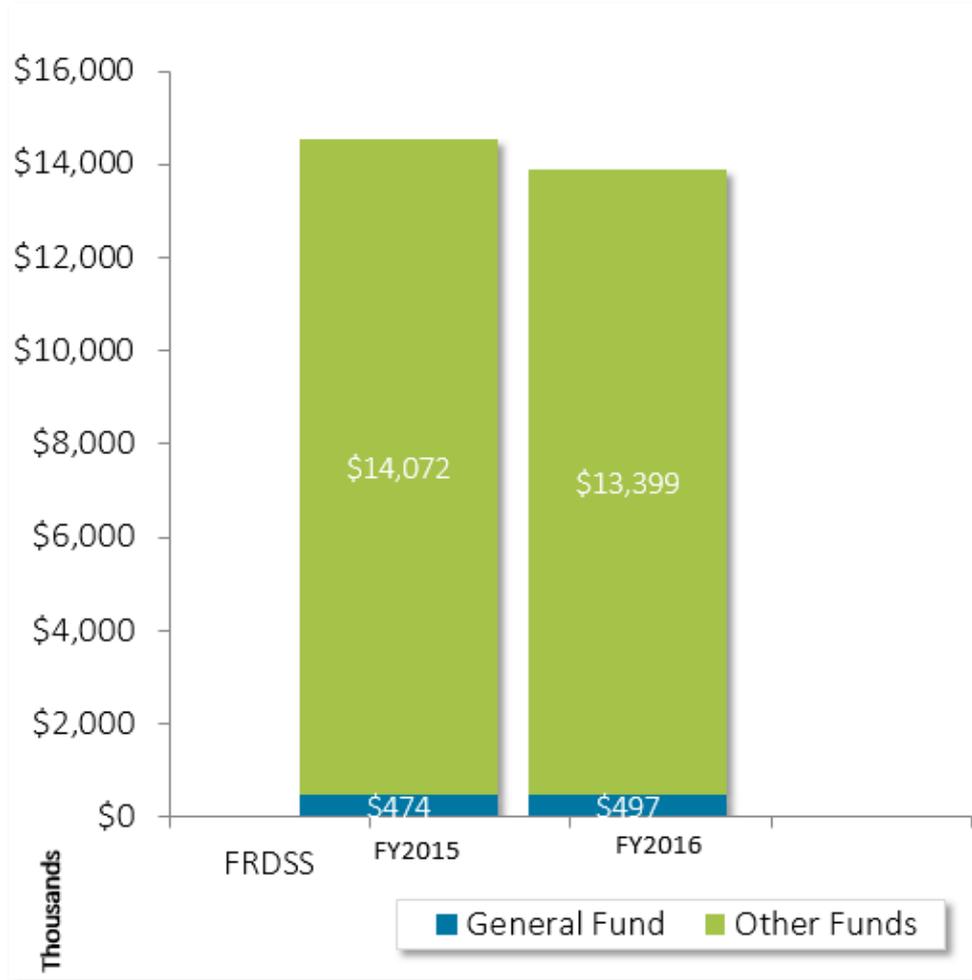


Challenges

- Managing the diversity of the portfolio
- Managing customer expectations, resource capacity and risk



Budget by Division // FRDSS



- GF increased by \$0.02M and 1.0 FTE in Program 78043*
- Other Funds decreased by \$0.67M.
- Purchased and outfitted 20 vehicles per FY 2014 OTO request. Cumulative total equals 60 with 20 planned for FY 2016.
- Added new program offer 78053* to address audit issues.

*78043 Records Management
78053 Yeon - Fleet Fuel Management System



Strategic Direction // Administrative Services Hub

Priorities

- Optimizing and streamlining processes
 - Internal service rate development
 - Employee on-boarding
 - Telecom expense management
- Developing customer service program

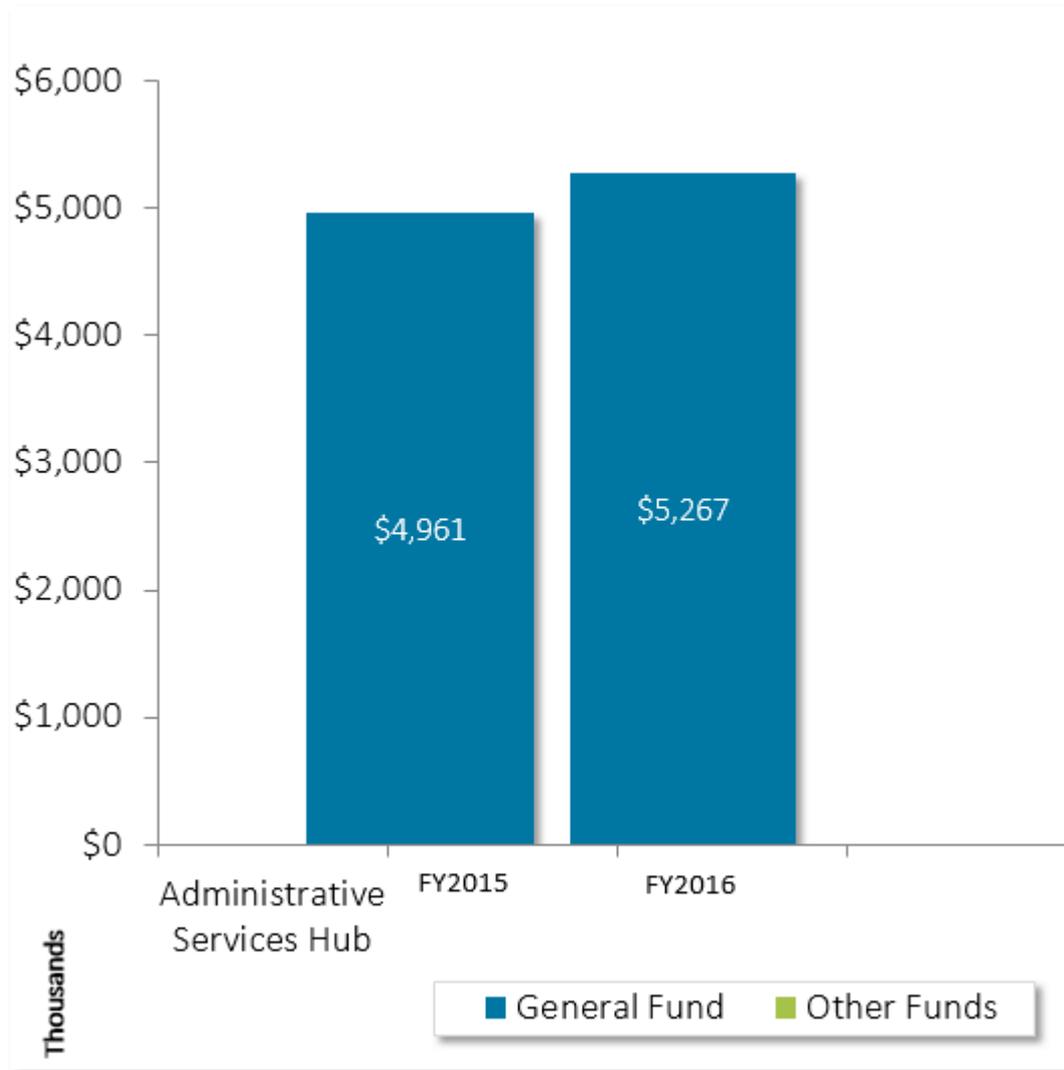


Challenges

- Building infrastructure, bench strength, and succession
- Managing expectations and unpredictable volumes



Budget by Division // Administrative Services Hub



- GF increased by \$0.31M and .5 FTE (net). Increased 2 FTE in IT contracting to reduce backlog and increase capacity, shifted 2 FTE to DCM to increase efficiency and improve customer service, and converted Finance LDA to permanent.
- Implementing County's first telecom expense management system to recover disputed charges and drive cost savings through rate analysis.



New, OTO, GF Backfill Program Offers

Prog. Name/#	FY 2016 General Fund	GF Backfill	FY 2016 Other Funds	Total	OTO	NEW
78014 Facilities Downtown Courthouse	\$28.12M	N/A	\$26.21M	\$54.33M	X	
78020C-E Network Convergence	\$1.42M	N/A		\$1.42M	X	X
78037 Cybersecurity	\$1.72M	N/A		\$1.72M	X	X
78052 Yeon – AG Fuel Tanks Installation	\$0.45M	N/A		\$0.45M	X	X
78053 Yeon- Fleet Fuel Management System	\$0.25M	N/A		\$0.25M	X	X
78054 Yeon Annex – Reception & Lobby Redesign	\$0.17M	N/A		\$0.17M	X	X
78055 Energy Savings Performance Contract (ESPC) Juvenile Justice Complex Lighting	\$0.81M	N/A		\$.81M	X	X
78056 ESPC- Inverness Jail – Water	\$1.49M	N/A		\$1.49M	X	X
78057 MCSO Suicide Prevention Projects – Vent Covers	\$0.56M	N/A		\$0.56M	X	X
78058 Crimes Replacement Assessment	\$0.10M	N/A		\$0.10M	X	X
Department Total	\$35.09M	N/A	\$26.21M	\$61.30M		



Legislative Impacts

State Impacts

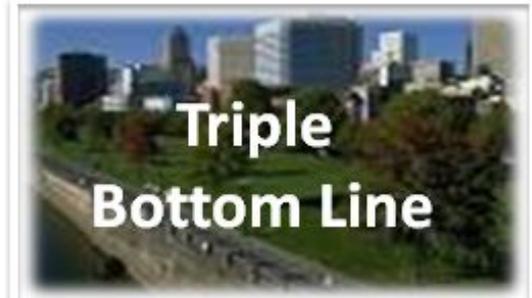
- Impacted via departmental changes
- State bond funding for \$15M match secured

Pending Issues/Unknowns—N/A

Federal Impacts—N/A



Summary



Questions

