

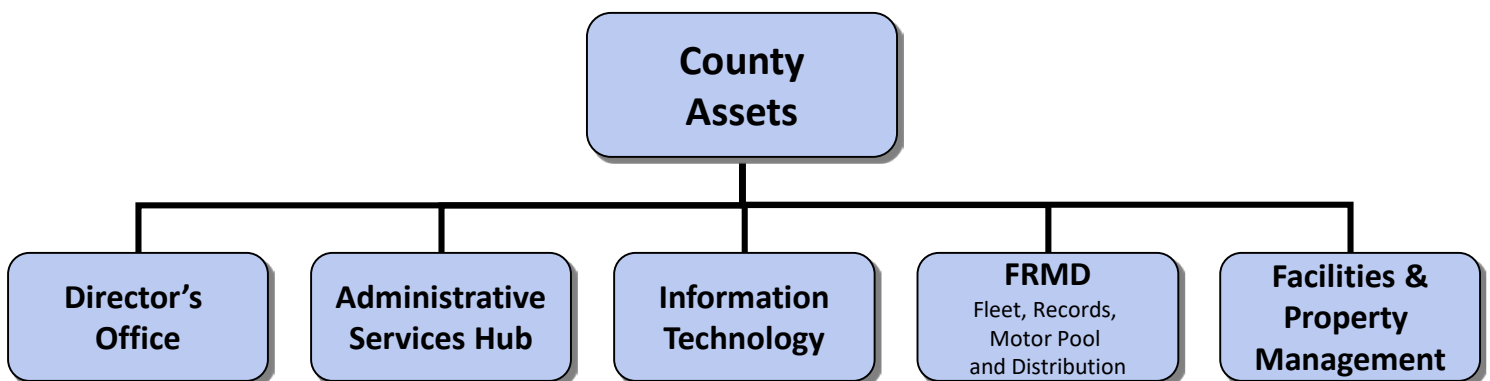
Department Overview

The Department of County Assets (DCA) plans for, acquires, maintains and manages County assets. DCA coordinates the use of tools, infrastructure, employees and programs for the efficient and effective delivery of critical community services. The DCA Director's Office oversees four divisions:

- Facilities and Property Management (FPM) manages over 3.5 million gross square feet of offices, libraries, courts, detention centers, shops, clinics, and other leased and owned space in over 140 locations.
- Information Technology (IT) provides telecommunication, network, and hardware support, and manages over 8,800 PCs, laptops, and tablets, 8,000 phone numbers, 130 network circuits, 1,040 servers and about 480 applications.
- Fleet Motor Pool Records, and Distribution maintains and manages fleet and motor pool vehicles; maintain and archive County records; and provide pickup and delivery of mail and other items.
- Administrative Services Hub provides human resources, procurement, contracting, finance, budget, rate-setting, capital planning and accounts payable, and other services to DCA. The Hub also manages countywide strategic sourcing initiatives and provides administrative support to the Department of County Management (DCM) and non-departmental agencies and offices (NOND).

DCA identifies and evaluates opportunities to implement best practices, integrate service delivery, streamline and improve administrative functions, and promote innovative business tools and processes. County efforts to focus scarce financial resources on direct services drive long-term DCA goals to:

- Create financial accountability for the County's assets;
- Streamline processes and implement best practice in asset management; and
- Provide cost-effective, client-focused infrastructure and business services.



Budget Overview

The FY 2021 budget for the Department of County Assets (DCA) is \$245.6 million, a \$106.7 million decrease from the FY 2020 budget. It includes: \$9.2 million in the General and Video Lottery funds, \$159.8 million in Internal Service funds and \$76.6 million in Capital funds. Internal Service funds are primarily facilities, information technology and fleet related and are funded by charges to all departments.

Decreases totaling \$106.7 million include the following: \$102.7 million (91.9%) for construction of the Downtown Courthouse, \$5.4 million (72.0%) for the construction of the Health Department Headquarters, and \$6.5 million for the ERP replacement. These capital funds are reduced as projects funds are expended or projects completed. Increases include \$5.5 million (8.1%) in the Information Technology (IT) fund, \$7.1 million in the Library Capital Construction and Asset Preservation funds.

Decreases in contractual services primarily relate to the Downtown Courthouse (\$102.5 million), Health Headquarters (\$5.4 million), the Capital Improvement (\$3.5 million) and the ERP Project (\$5.9 million) funds, offset by increases in contractual services in Other funds.

DCA has budgeted wage freeze savings of \$0.3 million in internal service and capital funds which will result in savings to departments for information technology and facilities services.

The following are programs that are new with one-time-only funding:

- Behavioral Health Resource Center Capital (78219) \$1,700,000
- Justice Center Critical Electrical System Upgrade (78233) \$900,000

Budget Trends	FY 2019	FY 2020	FY 2020	FY 2021	Difference
	<u>Actual</u>	<u>Current Estimate</u>	<u>Adopted Budget</u>	<u>Adopted Budget</u>	
Staffing FTE	346.65	347.65	347.65	357.50	9.85
Personnel Services	\$54,136,078	\$56,316,037	\$58,537,456	\$60,591,059	\$2,053,603
Contractual Services	192,965,767	123,944,622	197,506,861	91,611,349	(105,895,512)
Materials & Supplies	42,146,912	49,211,341	49,742,204	46,541,057	(3,201,147)
Internal Services	33,439,558	32,501,632	30,613,286	26,401,329	(4,211,957)
Capital Outlay	<u>7,552,374</u>	<u>4,204,934</u>	<u>15,909,324</u>	<u>20,424,679</u>	<u>4,515,355</u>
Total Costs	\$330,240,689	\$266,178,565	\$352,309,131	\$245,569,473	(\$106,739,658)

Does not include cash transfers, contingencies or unappropriated balances. Program offers DO contain cash transfers, contingencies, and unappropriated balances. Due to the transition to a new ERP system, some services are now budgeted in different ledger categories.

Successes and Challenges

DCA's FY 2020 strategic project accomplishments include:

- Stabilization of the new Enterprise Resource Planning (ERP) Suite launch under the Multco Align Program;
- Replacement of the County's Assessment Taxation System;
- Opening of the remodeled Department of Community Justice East Campus;
- Launch of the new Library Information Management System;
- Opening of the Laurelwood Shelter; and
- "Think Yes" customer service program training and rollout.

Important projects in process include:

- Construction of the Downtown Courthouse, planned to open in fall 2020;
- The Digital Accessibility Initiative;
- Planning for the Multnomah County Sheriff's Office site consolidation;
- Evaluation and implementation of investments in the County's Business intelligence structure and tools; and
- The Fleet Services Strategic Plan.

DCA considers County values and industry best practices in all of its work:

- FPM construction projects support sustainability and Minority-owned, Women-owned, Service Disabled Veteran-owned, and Emerging Small Businesses (MWSDVESB) participation;
- IT work includes design characteristics based on user centered principles, using agile methodologies, and anticipation of technology use by people with various abilities;
- DCA's continued partnership with CityFleet brings best practices to fleet maintenance; and
- DCA's strategic sourcing efforts employ procurement best practices and incorporate sustainability, buying local and equity values.

Key challenges include:

- Providing high quality, cost-effective internal services: Each year we strive to provide high quality services for an affordable price. The demand for services continues to increase, as does their cost;
- Staff recruitment and retention: Retention of staff with critical institutional knowledge, refocusing and re-training current staff, and recruiting diverse staff with the skills to expand our capabilities and fill vacancies are high priorities.

Diversity, Equity, and Inclusion

DCA makes a significant investment in equity and inclusion. Its senior management team is at the forefront to lead these efforts. DCA believes it is imperative to build an inclusive workplace from a moral perspective and from a business perspective. To do our work; recruit the best talent; and provide quality services to our community, our workplace must be safe, welcoming and inclusive for all employees, regardless of race, ethnicity, national origin, ability, gender, gender identity, sexual orientation, religion, or political preference.

Exercises and learning around behavior that supports equity and inclusion are at the heart of senior management meetings. Managers modeling this behavior demonstrates the importance of equity and inclusion, engages employees in the work, and furthers efforts to change culture and build a safe, inclusive workplace. Equity and inclusion are explicitly addressed in DCA’s mission, vision, values and FY 2021 goals. The DCA Equity and Inclusion Manager is an active member of the DCA’s senior management team, and leads and supports DCA participation in the County’s Workforce Equity initiatives.

DCA’s Equity and Sustainability Advisory Team (ESAT) developed a “Think Yes” program that promotes customer service and inclusion. ESAT is now turning its attention to the implementation of the Multnomah County Workforce Equity Strategic Plan (WESP). Providing an equitable and inclusive workplace is a journey that will be measured through tactical efforts underway now and, over time, results from employee engagement surveys. The senior management team is committed to being an employer of choice and to provide all employees a safe, equitable and inclusive work environment.

Budget by Division

Division Name	FY 2021 General Fund	Other Funds	Total Division Cost	Total FTE
DCA Director's Office	\$962,962	\$0	\$962,962	4.00
Administrative Hub Services	8,000,282	0	8,000,282	46.00
Facilities & Property Management	0	138,163,272	138,163,272	118.75
Information Technology	0	77,550,809	77,550,809	164.00
Fleet, Records, Distribution Services & Motor Pool	0	21,224,214	21,224,214	24.75
Total County Assets	\$8,963,244	\$236,938,295	\$245,901,539	357.50

Includes cash transfers, contingencies, and unappropriated balances.

Director's Office

The Department of County Assets (DCA) Director's Office provides leadership, strategic direction, assessment, and accountability in the oversight and management of County assets. This work includes information technology (IT), facilities and property management (FPM), fleet, records, motor pool, and distribution services, and oversight of an administrative hub for contracts, budget, finance, and human resource services. The Office works with County departments and elected officials to establish priorities and guidelines to acquire, maintain, monitor, replace, and dispose of assets.

Balancing the support of several large capital projects with managing day to day operations will be a focus in FY 2021. IT will focus on the transition to ongoing support for the Multco Align program. FPM will celebrate the completion and opening of the DCJ East Campus, begin Library Capital Program planning and development, and complete the final construction phases and opening of the Central Courthouse. Fleet will transition to executing initiatives under its new long term strategic plan, and Fleet and Motor Pool will continue to partner with CityFleet and utilize the CarShare program. Records will continue the countywide roll out of the new electronic records management system, and facilitate the effort to plan and develop an Information Governance program for the County.

Significant Changes

In FY 2021, two positions are transferred into the Director's Office. Deputy DCA Director position is transferred from the DCA Procurement and Contracting Division and the Strategic Project Coordinator position is transferred from IT Shared Operating Expenses.

Administrative Hub

The DCA Administrative Hub includes five functional areas:

- Human Resources and Administration provides strategic planning, job recruitment/outreach, investigations, performance management, HR transaction processing, and timekeeping to DCA, Department of County Management (DCM) and Nondepartmental (NOND) agencies and offices.
- Procurement and Contracting provides contract development, negotiation, risk assessment and management, vendor management and contract administration in commercial services, construction, leases, software, maintenance and repair, and architecture and engineering across County operations.
- Budget and Planning provides budget development, monitoring and analysis, and capital planning and analysis for DCA, as well as countywide rate setting and internal service billing.
- Finance processes accounts payable and receivable transactions, and provides grant accounting and travel and training arrangements to DCA, DCM and NOND.
- Strategic Sourcing focuses on the selection and sourcing of goods and services applicable to all departments across the County.

Significant Changes

In FY 2021, two positions are transferred into the Administrative Hub. An HR Analyst and HR Manager 1 are added to HR Division to support Nondepartmental programs.

Facilities and Property Management

The Facilities and Property Management Division (FPM) manages an inventory of over 3.5 million gross square feet of owned and leased space in approximately 140 buildings, across the County. FPM's mission is to proactively plan, operate and manage County properties in a safe, accessible, effective, and efficient manner. FPM strives to provide innovative, sustainable, and affordable workplace solutions for the delivery of effective County public services.

While buildings are FPM's business, people are its purpose. In addition to serving clients' specific needs, FPM has a broader vision of building thriving communities, and promoting stewardship of taxpayers' assets. FPM supports environmental, sustainability and energy efficiency through ongoing energy conservation projects, recycling initiatives, sustainable procurement processes and Green Building construction practices. FPM supports local businesses, diversity and equity by contracting with MWSDVESB and QRF firms for services.

In FY 2021, FPM will continue to implement the Facilities Asset Strategic Plan, with emphasis on the identification of critical reinvestment and redevelopment opportunities to align with the County's future service goals. FPM will also initiate planning and support for the Library Capital Program pending the outcome of an anticipated bond on the November 2020 ballot.

Significant Changes

The Downtown Courthouse will be completed in early FY 2021. FPM will focus on commissioning the building, training staff to operate and maintain new systems, and relocating Courthouse programs to the new location. The historic courthouse will then be vacated and prepared for the new owners.

Due to the addition of new buildings over the past few years, FPM has increased staffing by 8.00 FTE in FY 2021 to operate and maintain these additional properties.

New one-time-only requests include: replenishing the Capital Improvement Fund for the reallocation of \$1 million to the Detention Electronics Project (program offer 78221); and structure repairs of SE Health Clinic (program offer 78215). Management of syringe drop boxes will transition to Metro but will be administered by FPM.

FPM carried forward \$1.2 million for maintenance projects which were delayed or put on hold due to the impacts of COVID-19. These projects are anticipated to be completed in FY 2021.

Remaining project funds from the Health Headquarters program offer 78214 and CIP fund - DCJ Mid-County project program offer 78220 are transferred to the General Fund.

Information Technology

Information Technology's (IT's) mission is to leverage technology to drive innovation, efficiency, and cost savings. IT's vision is to provide County employees, residents and visitors the technology and information they need, any time, any place. IT diligently focuses its mission and vision on providing affordable services and technologies that its customers deserve. The mission and vision guide development and implementation of the County's FY 2021 technology initiatives. This solid framework empowers IT employees to solve challenges by focusing on priority projects and by embracing new technologies to enhance service and reduce costs.

The IT Division manages more than 8,800 PCs, laptops, and mobile devices, 8,000 phone numbers, 1,040 servers, 130 network circuits and approximately 480 business applications. IT supports a wide array of business applications across primary health care, social services, transportation, bridges, facilities, finance, payroll, benefits, animal services, elections, emergency management, assessment and taxation, land use planning, libraries, detention center management and community justice. IT also supports the County's public facing web presence, and an employee intranet. Employees using these systems are located in more than 140 County sites, and the technologies required are as diverse as the lines of business.

Significant Changes

The IT budget reflects no significant changes in operations and carries over funds for multi-year projects still underway that include:

- Corrections Juvenile Health Electronic Medical Records software (FY 2021 completion planned);
- Facilities Capital Project Management software (FY 2021 completion planned); and
- Technology Improvement Program to refresh obsolete technology.

Fleet, Records, Distribution and Motor Pool

In the Department of County Assets (DCA), the Fleet Services, Records Fleet Services, Records Management, Distribution Services, and Motor Pool support all County departments and agencies.

- Fleet Services manages over 800 vehicles and equipment of various types, that include standard light duty passenger vehicles, cargo vans, dump trucks, and law enforcement vehicles.
- Records Management supports creation, storage, retrieval, accessibility, protection, preservation, research and destruction of public records dating back to 1885; and leads and supports countywide strategic information initiatives.
- Distribution Services picks up and delivers mail, supplies and medical lab tests; processes and meters US Mail; and provides related training, consultation and contract management.
- Motor Pool provides short term vehicle use via a County's program and a third-party vendor.

Significant Changes

In FY 2021, Fleet Services will implement the Fleet Business Strategy, deploy Priority 1 initiatives and begin work on Priority 2 initiatives. This strategy is a blueprint for our next 3-5 years, and will inform investment decisions and long term needs to support County operations.

The Records Management team will collaborate with IT and business units to integrate existing records-producing systems into the countywide electronic document management system in order to automate the capture and management of essential records.

The Motor Pool CarShare program will change from renting a car by the hour to renting a car by the month. This change will lead to operational changes to best maximize the value of the CarShare program.

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 2021 General Fund	Other Funds	Total Cost	FTE
DCA Director's Office					
78000	DCA Director's Office	\$962,962	\$0	\$962,962	4.00
Administrative Hub Services					
78100	Administrative Hub Budget & Planning	1,277,775	0	1,277,775	7.00
78101	Administrative Hub Procurement & Contracting	2,943,367	0	2,943,367	16.00
78102	Administrative Hub Finance	1,351,709	0	1,351,709	9.00
78103	Administrative Hub Human Resources	2,128,100	0	2,128,100	12.00
78104	Countywide Strategic Sourcing	299,331	0	299,331	2.00
Facilities & Property Management					
78200	Facilities Director's Office	0	4,649,619	4,649,619	10.25
78201	Facilities Debt Service and Capital Fee Pass Through	0	6,309,047	6,309,047	0.00
78202	Facilities Operations and Maintenance	0	25,615,677	25,615,677	76.50
78203	Facilities Client Services	0	11,606,144	11,606,144	8.65
78204	Facilities Capital Operation Costs	0	1,906,642	1,906,642	9.80
78205	Facilities Capital Improvement Program	0	20,955,248	20,955,248	0.00
78206	Facilities Capital Asset Preservation Program	0	21,263,654	21,263,654	0.00
78207	Facilities Interiors Group	0	768,957	768,957	4.55
78208	Facilities Utilities Pass Through	0	6,334,630	6,334,630	0.00
78209	Facilities Lease Management	0	8,903,259	8,903,259	2.00
78210A	Facilities Strategic Planning and Projects	0	1,606,911	1,606,911	7.00
78210B	Facilities Vance Property Master Plan	0	370,000	370,000	0.00
78212	Facilities Downtown Courthouse	0	9,000,000	9,000,000	0.00
78213	Library Construction Fund	0	5,981,446	5,981,446	0.00
78214	Health Headquarters Construction	0	2,100,000	2,100,000	0.00
78215	South East Health Center	0	880,000	880,000	0.00

County Assets

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Prog. #	Program Name	FY 2021 General Fund	Other Funds	Total Cost	FTE
Facilities and Property Management cont'd					
78218	MCSO Facilities Relocation and Reconfiguration	0	3,358,765	3,358,765	0.00
78219	Behavioral Health Resource Center Capital	0	1,700,000	1,700,000	0.00
78220	DCJ East County Campus	0	200,000	200,000	0.00
78221	MCDC Detention Electronics	0	2,338,134	2,338,134	0.00
78227	MCSO River Patrol Boathouses Capital Improvements	0	1,415,139	1,415,139	0.00
78233	Justice Center Critical Electrical System Upgrade	0	900,000	900,000	0.00
Information Technology					
78301	IT Innovation & Investment Projects	0	1,494,724	1,494,724	0.00
78302	IT Planning, Projects & Portfolio Management	0	2,306,170	2,306,170	10.00
78303	IT Help Desk Services	0	1,180,415	1,180,415	8.75
78304	IT Telecommunications Services	0	3,047,640	3,047,640	5.00
78305	IT Mobile Device Expense Management	0	1,310,366	1,310,366	1.00
78306	IT Network Services	0	6,867,478	6,867,478	12.00
78307	IT Desktop Services	0	2,666,102	2,666,102	16.50
78308	IT Asset Replacement	0	8,458,837	8,458,837	0.00
78309	IT Health and Human Services Application Services	0	2,007,377	2,007,377	6.00
78310	IT Public Safety Application Services	0	3,500,005	3,500,005	19.00
78311	IT General Government Application Services	0	1,725,862	1,725,862	6.00
78312	IT Data & Reporting Services	0	6,836,770	6,836,770	28.00
78313	IT ERP Application Services	0	3,872,428	3,872,428	7.00
78314	IT Enterprise and Web Application Services	0	5,167,253	5,167,253	15.00
78315	IT Library Application Services	0	386,423	386,423	2.00
78316	IT Shared Operating Expenses	0	16,969,957	16,969,957	4.00
78317	IT Data Center & Technical Services	0	5,723,255	5,723,255	23.75
78319	CRIMES Replacement	0	1,219,272	1,219,272	0.00

County Assets

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Prog. #	Program Name	FY 2021 General Fund	Other Funds	Total Cost	FTE
Information Technology (continued)					
78322	Electronic Medical Records Corrections Health Juvenile Detention	0	966,887	966,887	0.00
78323	Capital Project Management Software	0	908,588	908,588	0.00
78326	DART Orion Assessment & Taxation Project	0	935,000	935,000	0.00
Fleet, Records, Distribution Services & Motor Pool					
78400	Fleet Services	0	5,143,665	5,143,665	11.00
78401	Fleet Vehicle Replacement	0	10,163,418	10,163,418	0.00
78402	Motor Pool	0	1,537,264	1,537,264	2.25
78403	Distribution Services	0	2,115,904	2,115,904	6.50
78404	Records Management	0	<u>2,263,963</u>	<u>2,263,963</u>	<u>5.00</u>
Total County Assets		\$8,963,244	\$236,938,295	\$245,901,539	357.50

*The above amounts include the non-represented wage freeze, which is a freeze on the Cost of Living Adjustment for all nonrepresented positions and a freeze on merit increases for non-represented positions earning over \$100,000. The wage freeze resulted in \$161,432 of General Fund savings and \$338,036 Other Funds savings. For most Other Funds, the reduction was offset by an increase in other personnel expenditures so that the total appropriations remained unchanged. However, for the Internal service Funds, the savings was moved to contingency.

Department: County Assets

Program Contact: Bob Leek

Program Offer Type: Administration

Program Offer Stage: As Adopted

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 related functions. The Director's Office is also responsible for ensuring department-wide engagement in strategic county-wide initiatives including the Climate Action Plan, the Wellness Program, the 20 Year Strategic Capital Plan, and the Workforce Equity Strategic Plan.

Program Summary

DCA aligns the management of specific County assets including Information Technology, Facilities and Property Management, Fleet Services, Motor Pool, 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 (HUB) providing Human Resources and Administration, Procurement and Contracting, Strategic Sourcing, and Budget and Finance services. The HUB provides the services to DCA, and a variety of services to the Department of County Management (DCM), the Chair's Office, the Board of County Commissioners, and other Non-Departmental entities and offices. The HUB strives to eliminate duplication of resources and streamline processes through economies of scale across these groups, where appropriate.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of Equity and Inclusion exercises included in Sr Management bi-weekly meetings	20	20	20	20
Outcome	Department and Division strategic plan updates	N/A	1	1	1

Performance Measures Descriptions

PM #1 Output - Building an inclusive workplace is key to the success of DCA. Providing Sr. Management the opportunity to practice and model an inclusive workplace will build our culture.

PM #2 Outcome - Complete updates to the Overall Department, Facilities Division, Information Technology Division, and Fleet Division strategic plans.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$498,224	\$0	\$789,399	\$0
Contractual Services	\$101,928	\$0	\$35,205	\$0
Materials & Supplies	\$45,420	\$0	\$92,115	\$0
Internal Services	\$88,577	\$0	\$46,243	\$0
Total GF/non-GF	\$734,149	\$0	\$962,962	\$0
Program Total:	\$734,149		\$962,962	
Program FTE	2.00	0.00	4.00	0.00

Program Revenues				
Other / Miscellaneous	\$734,149	\$0	\$999,160	\$0
Total Revenue	\$734,149	\$0	\$999,160	\$0

Explanation of Revenues

Cost of the Director's Office are allocated proportionately among the County's internal services. Internal service charges recover the costs associated with the supporting Facilities and Property Management, Information Technology, Fleet and Distribution funds.

Significant Program Changes

Last Year this program was: FY 2020: 78000-20 DCA Director's Office

Transferred two positions, one from DCA Procurement & Contracting, one from IT Shared Operating Expenses.

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

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,101,049	\$0	\$1,152,784	\$0
Contractual Services	\$0	\$0	\$400	\$0
Materials & Supplies	\$13,768	\$0	\$7,200	\$0
Internal Services	\$113,866	\$0	\$117,391	\$0
Total GF/non-GF	\$1,228,683	\$0	\$1,277,775	\$0
Program Total:	\$1,228,683		\$1,277,775	
Program FTE	7.00	0.00	7.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,228,683	\$0	\$1,298,407	\$0
Total Revenue	\$1,228,683	\$0	\$1,298,407	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among the County's internal services. Internal service charges recover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds.

Significant Program Changes

Last Year this program was: FY 2020: 78100-20 Administrative Hub Budget & Planning

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, Construction and Architectural/Engineering contracting laws, Employment laws, Privacy laws, Domestic Violence and Criminal records laws and others.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$2,532,806	\$0	\$2,607,734	\$0
Contractual Services	\$18,215	\$0	\$0	\$0
Materials & Supplies	\$48,962	\$0	\$27,915	\$0
Internal Services	\$357,886	\$0	\$307,718	\$0
Total GF/non-GF	\$2,957,869	\$0	\$2,943,367	\$0
Program Total:	\$2,957,869		\$2,943,367	
Program FTE	17.00	0.00	16.00	0.00

Program Revenues				
Other / Miscellaneous	\$2,536,737	\$0	\$2,617,457	\$0
Total Revenue	\$2,536,737	\$0	\$2,617,457	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets, County Management, and Non-Departmental. 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: FY 2020: 78101-20 Administrative Hub Procurement & Contracting

Transferred one FTE to the DCA Director's Office program offer (78000-20). Added one LDA from the IT Library Application Services (PO 78315-20) for contract creation.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,137,266	\$0	\$1,227,492	\$0
Materials & Supplies	\$6,250	\$0	\$4,550	\$0
Internal Services	\$136,810	\$0	\$119,667	\$0
Total GF/non-GF	\$1,280,326	\$0	\$1,351,709	\$0
Program Total:	\$1,280,326		\$1,351,709	
Program FTE	9.00	0.00	9.00	0.00

Program Revenues				
Other / Miscellaneous	\$666,766	\$0	\$966,265	\$0
Total Revenue	\$666,766	\$0	\$966,265	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the Department of County Assets. The General Fund supports charges apportioned to the non-departmental agencies. 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: FY 2020: 78102-20 Administrative Hub Finance

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

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,609,823	\$0	\$1,862,750	\$0
Contractual Services	\$500	\$0	\$5,000	\$0
Materials & Supplies	\$20,750	\$0	\$14,700	\$0
Internal Services	\$217,976	\$0	\$245,650	\$0
Total GF/non-GF	\$1,849,049	\$0	\$2,128,100	\$0
Program Total:	\$1,849,049		\$2,128,100	
Program FTE	10.00	0.00	12.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,158,390	\$0	\$1,232,721	\$0
Total Revenue	\$1,158,390	\$0	\$1,232,721	\$0

Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services, the departments of County Assets and County Management and Non-Departmental. The General Fund supports charges apportioned to DCM and Non-Departmental. 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: FY 2020: 78103-20 Administrative Hub Human Resources

Added new HR Senior Analyst and HR Manager 1 positions to support Non-Departmental Human Resources.

Legal / Contractual Obligation

Oregon Revised Statutes (ORS) 279A, 279B, and 279C establish requirements affecting the County's procurement and contracting practices.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$232,950	\$0	\$257,881	\$0
Materials & Supplies	\$6,547	\$0	\$500	\$0
Internal Services	\$49,054	\$0	\$40,950	\$0
Total GF/non-GF	\$288,551	\$0	\$299,331	\$0
Program Total:	\$288,551		\$299,331	
Program FTE	2.00	0.00	2.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

This program is funded in the General Fund.

Significant Program Changes

Last Year this program was: FY 2020: 78104-20 Countywide Strategic Sourcing

An open position in the Strategic Sourcing program was reclassified from a Procurement Analyst Senior to a Contract Specialist in FY20. Strategic Sourcing is taking over responsibility for contract development, execution, and monitoring as well as supplier management activities for Strategic Sourcing initiative contracts from Central Purchasing.

Department: County Assets

Program Contact: Naomi Butler

Program Offer Type: Administration

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:

Executive Summary

The Facilities Director's Office provides comprehensive strategic and operational guidance for facilities related issues to County executives and operating departments. It directs and supports the strategies, policies, and operations of the Facilities and Property Management Division within the Department of County Assets and guides the proper operation of all County occupied facilities (owned and leased).

Program Summary

The Facilities Director's Office provides the oversight and direction that ensures the functionality and safety of the County's built environment by integrating people, place, processes and technology. Working with County departments, the Facilities and Property Management Division creates safe and cost effective work environments for County programs operating in a wide variety of facilities, from office space to jails to health clinics and libraries.

The Director's Office provides leadership and cohesive management of the division's work units, including: Client Services, Strategic Planning, Capital Improvement and Operations & Maintenance. It ensures that division strategies, policies, procedures and activities are guided by Countywide goals and initiatives, including leading the energy and utility strategy to achieve the Department of County Assets carbon reduction goals and County Climate Action Plan goals. This office is responsible for centralizing and maintaining all critical building information, coordinating technology systems, administering the division-wide process improvement projects, and overseeing key performance and benchmark metrics.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Facility Portfolio Performance Report Completed	1	1	1	1
Outcome	Percent of employee performance evaluations completed	99%	100%	100%	100%

Performance Measures Descriptions

Output: Portfolio performance report demonstrates effectiveness of current initiatives and informs future strategies.

Outcome: All employees will receive annual feedback on their performance, develop appropriate work goals and competencies, and assess professional development opportunities. One PPR was incomplete in FY19 due to an extended medical leave.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,411,652	\$0	\$1,615,386
Contractual Services	\$0	\$30,000	\$0	\$1,168,221
Materials & Supplies	\$0	\$3,228,918	\$0	\$101,509
Internal Services	\$0	\$1,748,964	\$0	\$1,764,503
Total GF/non-GF	\$0	\$6,419,534	\$0	\$4,649,619
Program Total:	\$6,419,534		\$4,649,619	
Program FTE	0.00	8.75	0.00	10.25

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	(\$224)
Total Revenue	\$0	\$0	\$0	(\$224)

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2019: 78200-19 Facilities Director's Office

2 new positions added for ongoing TRIRIGA and FPM technology support. These positions were previously funded through the Multco Align Project.

.5 FTE is reduced through a realignment of admin support duties and is offset by a like increase in Program Offer 78204.

\$1M beginning working capital transferred to Capital Improvement Fund to restore fund for detention electronics.

\$1M BWC carry-forward for maintenance project identified in FY 2020 to be completed in FY 2021

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

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Internal Services	\$0	\$10,691,481	\$0	\$5,976,981
Cash Transfers	\$0	\$507,811	\$0	\$332,066
Total GF/non-GF	\$0	\$11,199,292	\$0	\$6,309,047
Program Total:	\$11,199,292		\$6,309,047	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$10,300,780	\$0	\$5,944,928
Total Revenue	\$0	\$10,300,780	\$0	\$5,944,928

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2020: 78201-20 Facilities Debt Service and Capital Fee Pass Through

Series 2014 debt has been retired for Multnomah County East, Blanchard, and Multnomah Buildings.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$9,980,547	\$0	\$10,724,001
Contractual Services	\$0	\$320,716	\$0	\$329,535
Materials & Supplies	\$0	\$12,147,625	\$0	\$12,714,982
Internal Services	\$0	\$1,621,048	\$0	\$1,804,529
Capital Outlay	\$0	\$0	\$0	\$42,630
Total GF/non-GF	\$0	\$24,069,936	\$0	\$25,615,677
Program Total:	\$24,069,936		\$25,615,677	
Program FTE	0.00	71.50	0.00	76.50

Program Revenues				
Other / Miscellaneous	\$0	\$35,545,817	\$0	\$36,579,295
Beginning Working Capital	\$0	\$3,270,582	\$0	\$3,341,034
Service Charges	\$0	\$2,156,986	\$0	\$1,055,073
Total Revenue	\$0	\$40,973,385	\$0	\$40,975,402

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2019: 78202-19 Facilities Operations and Maintenance

3 FTE added due to the cumulative add of shelter facilities, DCJ East Campus buildings, and significantly larger replacements of the McCoy and Courthouse buildings, 1 FTE added to review projects for OSHA and JCAHO compliance and to ensure compliance policies are up to date and maintained and 1 FTE to ensure 24/7 Dispatch coverage.

Legal / Contractual Obligation

The Facilities Division contracts with Qualified Rehabilitation Firms (QRFs) to provide janitorial, landscaping and security services.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,391,695	\$0	\$1,413,698
Contractual Services	\$0	\$7,234,773	\$0	\$9,398,964
Materials & Supplies	\$0	\$669,325	\$0	\$470,847
Internal Services	\$0	\$300,207	\$0	\$322,635
Total GF/non-GF	\$0	\$9,596,000	\$0	\$11,606,144
Program Total:	\$9,596,000		\$11,606,144	
Program FTE	0.00	7.65	0.00	8.65

Program Revenues				
Other / Miscellaneous	\$0	\$3,188,702	\$0	\$4,372,266
Financing Sources	\$0	\$135,000	\$0	\$0
Total Revenue	\$0	\$3,323,702	\$0	\$4,372,266

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2019: 78203-19 Facilities Client Services

Contractual Services increase due primarily to a new custodial contracts and services at the new courthouse.

One Project Manager/Property Manager FTE, previously funded as an LDA with one-time-only support, is added to support the homeless shelters. This position will continue to coordinate with Joint Office of Homeless Services (JOHS), Facilities staff, shelter operators, vendors, and service providers to help ensure shelter facilities are successfully established and maintained from a building perspective.

Legal / Contractual Obligation

There are a number of projects carrying over into FY21 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,448,256	\$0	\$1,041,609
Contractual Services	\$0	\$90,000	\$0	\$0
Materials & Supplies	\$0	\$28,600	\$0	\$28,126
Internal Services	\$0	\$582,364	\$0	\$836,907
Total GF/non-GF	\$0	\$2,149,220	\$0	\$1,906,642
Program Total:	\$2,149,220		\$1,906,642	
Program FTE	0.00	9.30	0.00	9.80

Program Revenues				
Other / Miscellaneous	\$0	\$1,801,232	\$0	\$909,983
Total Revenue	\$0	\$1,801,232	\$0	\$909,983

Explanation of Revenues

This program is primarily funded by the Asset Preservation (2509) funds. Additional revenue comes from other departments in the form of billable service request work.

AP Fees: \$909,983

Significant Program Changes

Last Year this program was: FY 2020: 78204-20 Facilities Capital Operation Costs

Administrative overhead costs are recovered from the Asset Preservation Fund.

.5 FTE is added through a realignment of admin support duties and is offset by a like decrease in Program Offer 78200.

Legal / Contractual Obligation

There are a number of projects carrying over into FY21 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$16,165,873	\$0	\$20,718,292
Internal Services	\$0	\$0	\$0	\$106,270
Capital Outlay	\$0	\$127,671	\$0	\$130,686
Total GF/non-GF	\$0	\$16,293,544	\$0	\$20,955,248
Program Total:	\$16,293,544		\$20,955,248	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,091,953	\$0	\$8,174,778
Financing Sources	\$0	\$313,973	\$0	\$1,167,824
Interest	\$0	\$7,200	\$0	\$434,608
Beginning Working Capital	\$0	\$13,970,471	\$0	\$10,696,383
Service Charges	\$0	\$233,799	\$0	\$481,655
Total Revenue	\$0	\$18,617,396	\$0	\$20,955,248

Explanation of Revenues

Fund 2507 Capital Improvement Program:
 BWC \$10.6 Million from Project Carryover, \$0.1 Million from Asset Replacement program offer
 IG City of Portland share of Justice Center Projects \$0.5 Million
 Intl Svc Reimbursement CIP Fee from County Occupants \$3.2 Million
 Cash Transfer Revenue from External Clients \$0.2 Million
 Other Revenue \$5.0 Million from Client Funded Projects
 Interest Income \$0.4 Million
 OTO \$1M cash transfer from Facilities Fund 3505 to restore CIP fund for detention electronic increased costs

Significant Program Changes

Last Year this program was: FY 2020: 78205-20 Facilities Capital Improvement Program

Capital Operations administrative overhead costs reallocated to Asset Preservation Fund.

Legal / Contractual Obligation

There are a number of projects carrying over into FY21 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$16,514,395	\$0	\$21,263,654
Total GF/non-GF	\$0	\$16,514,395	\$0	\$21,263,654
Program Total:	\$16,514,395		\$21,263,654	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,655,476	\$0	\$7,576,752
Financing Sources	\$0	\$193,838	\$0	\$164,242
Interest	\$0	\$0	\$0	\$303,904
Beginning Working Capital	\$0	\$11,800,000	\$0	\$14,215,415
Service Charges	\$0	\$170	\$0	\$0
Total Revenue	\$0	\$16,649,484	\$0	\$22,260,313

Explanation of Revenues

BWC from Routine Project Carryover \$14.2 Million
Intl Svc Reimbursement AP Fee from County Occupants \$7.6 Million
Cash Transfer Revenue from External Clients \$0.2 Million
Interest Income \$0.3 Million

Significant Program Changes

Last Year this program was: FY 2020: 78206-20 Facilities Capital Asset Preservation Program

Department: County Assets

Program Contact: Kate Vance

Program Offer Type: Internal Service

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:

Executive Summary

The Facilities Interiors Group provides support to all County departments for the purpose of systems furniture moves, adds and changes and modest renovation services for building interiors. The bulk of the cost of the program is recovered through costs settling to the departments requesting the service on an as-needed basis.

Program Summary

This program coordinates the moving, adding or changing of systems furniture throughout the County, as well as the inventorying of surplus systems furniture for later re-use. The team manages the move coordination for major and minor moves within the County. It also delivers project management services for interior building renovations requested by County programs.

The team consists of project managers knowledgeable in systems furniture, space design, and re-configurations. The team also coordinates the selection of interior finishes and furnishings, as appropriate.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Average Customer Service Satisfaction Survey Score on a 5 point scale.	4.6	4.5	4.6	4.5
Outcome	Percent of newly occupied sites implementing the County's Workplace Modernization Initiative (WMI) stand	NA	70%	95%	95%

Performance Measures Descriptions

PM#1: Perform ongoing Customer Service Satisfaction Surveys with overall minimum score of 4.5 on a 5-point scale.

PM#2: Percent of new furniture projects follow the County's Workplace Modernization Initiative (WMI) standards, contributing to the County's goals to modernize the workplace and support the County's values around diversity and equity.

Legal / Contractual Obligation

There are a number of projects carrying over into FY21 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$672,077	\$0	\$694,270
Contractual Services	\$0	\$4,000	\$0	\$4,110
Materials & Supplies	\$0	\$27,057	\$0	\$19,039
Internal Services	\$0	\$47,283	\$0	\$51,538
Total GF/non-GF	\$0	\$750,417	\$0	\$768,957
Program Total:	\$750,417		\$768,957	
Program FTE	0.00	4.55	0.00	4.55

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$483,866
Total Revenue	\$0	\$0	\$0	\$483,866

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2020: 78207-20 Facilities Interiors Group

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Materials & Supplies	\$0	\$6,150,000	\$0	\$6,334,630
Total GF/non-GF	\$0	\$6,150,000	\$0	\$6,334,630
Program Total:	\$6,150,000		\$6,334,630	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$5,440,020	\$0	\$5,600,770
Total Revenue	\$0	\$5,440,020	\$0	\$5,600,770

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2020: 78208-20 Facilities Utilities Pass Through

FY 2021 will be the first year that includes new Central Courthouse

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$276,391	\$0	\$286,109
Contractual Services	\$0	\$55,000	\$0	\$55,545
Materials & Supplies	\$0	\$7,676,038	\$0	\$8,536,439
Internal Services	\$0	\$22,766	\$0	\$25,166
Total GF/non-GF	\$0	\$8,030,195	\$0	\$8,903,259
Program Total:	\$8,030,195		\$8,903,259	
Program FTE	0.00	2.00	0.00	2.00

Program Revenues				
Other / Miscellaneous	\$0	\$7,872,487	\$0	\$8,801,029
Service Charges	\$0	\$0	\$0	\$1,106,233
Total Revenue	\$0	\$7,872,487	\$0	\$9,907,262

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2019: 78209-19 Facilities Lease Management

The largest increase is in the main Five Oaks (formerly Lincoln) lease. This lease included a 3-month (or \$720,000) rent holiday at the start of the new lease agreement in FY 2020. Since this rent holiday is no longer included, the budget for this lease has increased accordingly above regular annual increases.

Legal / Contractual Obligation

N/A

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,130,721	\$0	\$1,169,733
Contractual Services	\$0	\$260,000	\$0	\$267,150
Materials & Supplies	\$0	\$9,840	\$0	\$10,114
Internal Services	\$0	\$144,439	\$0	\$159,914
Total GF/non-GF	\$0	\$1,545,000	\$0	\$1,606,911
Program Total:	\$1,545,000		\$1,606,911	
Program FTE	0.00	7.00	0.00	7.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$684,443
Total Revenue	\$0	\$0	\$0	\$684,443

Explanation of Revenues

Facilities Operating Fund programs such as this one are supported primarily by internal service revenue from County departments, with less than 5% of revenue from external customers. Revenue is budgeted to best reflect accounting system behavior for the fund, and so budgeted revenue and expense may not match for a specific program offer. However, budgeted revenue and expense for the fund balance across program offers.

Significant Program Changes

Last Year this program was: FY 2020: 78210A-20 Facilities Strategic Planning and Projects

Legal / Contractual Obligation

The project received Business Oregon Brownfield Redevelopment Grant. The project has submitted an application to receive funding through the DEQ Solid Waste Orphan Site Fund. The Board of County Commissioners approved submission of this application in December 2019.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$300,000	\$0	\$370,000
Total GF/non-GF	\$0	\$300,000	\$0	\$370,000
Program Total:	\$300,000		\$370,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$370,000
Total Revenue	\$0	\$0	\$0	\$370,000

Explanation of Revenues

Beginning working capital is all carry over of unspent one-time-only funding and includes \$130,000 from General Fund and \$240,000 from Video Lottery Fund.

Significant Program Changes

Last Year this program was: FY 2020: 78210B-20 Vance Property Master Plan

Receipt and approval of Brownfield Redevelopment funds increases scope of work that can be completed and will extend completion of this program offer.

Legal / Contractual Obligation

• ORS 1.185 County to provide courtrooms, offices and jury rooms. (1) The county in which a circuit court is located or holds court shall:

(a) Provide suitable and sufficient courtrooms, offices and jury rooms for the court, the judges, other officers and employees of the court and juries in attendance upon the court, and provide maintenance and utilities for those courtrooms, offices and jury rooms.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$177,051	\$0	\$0
Contractual Services	\$0	\$111,498,571	\$0	\$9,000,000
Internal Services	\$0	\$7,474	\$0	\$0
Total GF/non-GF	\$0	\$111,683,096	\$0	\$9,000,000
Program Total:	\$111,683,096		\$9,000,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$37,842,337	\$0	\$0
Other / Miscellaneous	\$0	\$775,000	\$0	\$0
Beginning Working Capital	\$0	\$68,000,000	\$0	\$9,000,000
Service Charges	\$0	\$5,125,000	\$0	\$0
Total Revenue	\$0	\$111,742,337	\$0	\$9,000,000

Explanation of Revenues

• \$9.0 million working capital carryover from FY 2020.

Significant Program Changes

Last Year this program was: FY 2020: 78212-20 Facilities Downtown Courthouse

Decrease of \$102.7 million from FY 2020 as is projected to be substantially completed in FY 2020.

Legal / Contractual Obligation

There are a number of projects carrying over into FY21 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$5,332,881	\$0	\$5,981,446
Total GF/non-GF	\$0	\$5,332,881	\$0	\$5,981,446
Program Total:	\$5,332,881		\$5,981,446	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,632,881	\$0	\$2,843,511
Interest	\$0	\$0	\$0	\$80,235
Beginning Working Capital	\$0	\$2,700,000	\$0	\$3,057,700
Total Revenue	\$0	\$5,332,881	\$0	\$5,981,446

Explanation of Revenues

BWC Estimated carry forward of ongoing projects \$3.0 Million
Intl Svc Reimbursement Capital Fee on Owned Library Buildings \$2.8 Million
Interest Income \$0.1 Million

Significant Program Changes

Last Year this program was: FY 2020: 78213-20 Library Construction Fund

The Library District has chosen to increase the funding level for FY21 to better meet the needs of their building stock by investing in capital improvement projects, similar to the increases in FY20.

Legal / Contractual Obligation

IGA with Portland Development Commission (PDC) granting funds to the County for the subject project construction.
IGA with Portland Housing Bureau (PHB) granting property to the County for the subject project construction.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$7,500,000	\$0	\$2,100,000
Total GF/non-GF	\$0	\$7,500,000	\$0	\$2,100,000
Program Total:	\$7,500,000		\$2,100,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$7,500,000	\$0	\$5,500,000
Total Revenue	\$0	\$7,500,000	\$0	\$5,500,000

Explanation of Revenues

The carryover is to meet contractual obligations to vendors and service providers with the balance transferred to the General Fund.

Significant Program Changes

Last Year this program was: FY 2019: 78214-19 Health Headquarters Construction

Project is Complete. Minor building and systems adjustments continue through April 2020.

Legal / Contractual Obligation

In 2014 the FQHC received a service expansion grant to expand services at the SEHC. Any change in hours/location must be approved by both the CHC and HRSA. Board approved FAC-1 on May 14, 2020.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$0	\$0	\$880,000
Total GF/non-GF	\$0	\$0	\$0	\$880,000
Program Total:	\$0		\$880,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$0	\$0	\$880,000
Total Revenue	\$0	\$0	\$0	\$880,000

Explanation of Revenues

\$880,000 working capital carryover from FY 2020, remainder of funding is in general fund contingency

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$4,255,896	\$0	\$3,358,765
Total GF/non-GF	\$0	\$4,255,896	\$0	\$3,358,765
Program Total:	\$4,255,896		\$3,358,765	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$4,255,896	\$0	\$3,358,765
Total Revenue	\$0	\$4,255,896	\$0	\$3,358,765

Explanation of Revenues

This program offer will be funded with \$3.4 Million in carryover from FY 2020.

Significant Program Changes

Last Year this program was: FY 2020: 78218-20 MCSO Facilities Relocation and Reconfiguration

Legal / Contractual Obligation

BCC has earlier approved limited funding to proceed with Pre-Construction contracts using the CM/GC model for Architectural, Engineering and General Contractor services.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$0	\$0	\$1,700,000
Total GF/non-GF	\$0	\$0	\$0	\$1,700,000
Program Total:	\$0		\$1,700,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$0	\$0	\$1,700,000
Total Revenue	\$0	\$0	\$0	\$1,700,000

Explanation of Revenues

\$1.7 Million working capital carryover from FY 2020.

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$6,746,499	\$0	\$200,000
Total GF/non-GF	\$0	\$6,746,499	\$0	\$200,000
Program Total:	\$6,746,499		\$200,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$6,000,000	\$0	\$200,000
Total Revenue	\$0	\$6,000,000	\$0	\$200,000

Explanation of Revenues

This program offer is funded by beginning working capital carried over from FY 2020. The Project is scheduled to be substantially completed in spring 2020 with \$200K carryover for payment of work not completed in FY 2020.

Significant Program Changes

Last Year this program was: FY 2020: 78220-20 DCJ East County Campus

Department: County Assets **Program Contact:** Kate Vance

Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted

Related Programs:
Program Characteristics: One-Time-Only Request

Executive Summary

The Multnomah County Justice Center, located in downtown Portland, is a 16-story building with 2 sublevels, of which 9 floors are operated as a detention center. The security electronics were overhauled in 2006, when new Programmable Logic Controllers and touch panels were installed, along with a new fire alarm system and a small video system upgrade. Since then, due to changes in technology the analog intercom and video systems are no longer viable to support. New technologies available will lower cost while improving the operation, maintainability, and safety of the facility.

Program Summary

This carryover project is currently in construction. The project is expected to reach substantial completion in FY21 Q3. Under this project, the intercom and video surveillance systems will be upgraded to newer technologies, utilizing the same equipment and brands that were recently installed in the other County detention facilities (Inverness and the Juvenile Center), and have become the standard for the County. This project will identify areas with inadequate video coverage, add new cameras and technologies as necessary to ensure compliance with the current PREA Standards. Additionally, this will extend the lifetime of the security electronics for another 15-20 years, with appropriate maintenance and software upgrades.

This project will replace 6 different systems:

- 1 - INTERCOM SYSTEM: provides immediate communications between control centers to inmate cells, movement doors, and other critical locations
- 2- VIDEO SURVEILLANCE SYSTEM: provides visual supervision and 60 minutes of recording time for inmate and public areas of the facility
- 3 - PLC/TOUCHSCREEN SYSTEMS: upgrade to support the current Unity programming software.
- 4 - ACCESS CONTROL SYSTEM: allows staff to enter doors and areas without control room intervention, and is also used for interlock override by the control room staff.
- 5 - ADMINISTRATIVE INTERCOM PHONE SYSTEM: provides dedicated detention-grade master phone stations for fast and easy communications between control room officers, management, medical, and other detention-oriented locations.
- 6 - VIDEO MANAGEMENT SYSTEM: replaces the multitude of independent, stand-alone systems currently installed and creates standardization of video systems across all County detention facilities.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Prioritized order for system implementation	1	1	1	1
Outcome	Percent of systems successfully implemented	5%	100%	65%	100%

Performance Measures Descriptions

- PM #1-Output--A list of the prioritized order of implementation will be completed considering risk and inter-dependency.
 PM #2-Outcome--Anticipated that 100% of the systems implementation will be completed in Q3 FY 2021.

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2021.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$4,771,626	\$0	\$2,338,134
Total GF/non-GF	\$0	\$4,771,626	\$0	\$2,338,134
Program Total:	\$4,771,626		\$2,338,134	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$92,583
Beginning Working Capital	\$0	\$3,400,000	\$0	\$2,245,551
Total Revenue	\$0	\$3,400,000	\$0	\$2,338,134

Explanation of Revenues

This program offer will be funded by Beginning Working Capital carry over from FY 2020, which includes \$1.3 M transferred from other projects within the same fund.

Significant Program Changes

Last Year this program was: FY 2020: 78221-20 MCDC Detention Electronics

Due to procurement challenges, project was significantly delayed and additional budget of \$1.3M is required to complete the scope of work.

Department: County Assets **Program Contact:** Kate Vance

Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted

Related Programs:
Program Characteristics:
Executive Summary

This program offer will fund essential repairs to the Multnomah County Sheriff Office (MCSO) River Patrol boathouses and related facilities. These repairs will address immediate life safety, code and seismic deficiencies, roof-related upgrades, and repairs that require immediate attention to prevent further degradation of the structure.

Program Summary

This carryover project is currently in bidding and jurisdictional review, and the most critical work is currently under construction. All construction work is expected to be completed and the project closed out in FY21.

A study was commissioned by Facility and Property Management (FPM) and completed in February, 2018 to determine the scope of deferred maintenance required for the MCSO River Patrol boathouses, docks, and ramps, eight structures in total. Deferred maintenance in the amount of ~\$2 million+ was identified by the contracted architecture/engineering firm. Of the ~\$2 million+, approximately half is considered to be essential to address immediate life safety, code and seismic deficiencies, roof-related upgrades, and repairs that require immediate attention to prevent further degradation of the structures. We currently have an imminent danger correction notice for all Columbia River Patrol boathouses from an electrical inspector to prevent Electrical Shock Drowning (ESD).

Structures identified that need improvements include: B496 Willamette River Boathouse and ramp/landing; B307 Columbia River Gleason Landing River Patrol, B493 Boathouse 1, B494 Boathouse 2, and B495 Boathouse 3, and the fueling dock; B309 Columbia River Chinook Landing Boathouse; and the B499 Columbia River Bonneville Boathouse.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Complete essential deferred maintenance boathouses.	25%	100%	53%	100%
Outcome	MCSO boathouses/floating buildings meet minimum code and safety compliance.	25%	100%	53%	100%

Performance Measures Descriptions

Output: Complete essential deterred maintenance on MCSO River Patrol boathouses/buildings/ramps/docks in order to reduce the ongoing rapid deterioration of the assets.

Outcome: Bring MCSO River Patrol boathouses/buildings/ramps/docks up to minimum levels of code and safety compliance.

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2021. An imminent danger correction notice for all Columbia River Patrol boat houses from electrical inspector to prevent Electrical Shock Drowning (ESD).

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$1,026,349	\$0	\$1,415,139
Total GF/non-GF	\$0	\$1,026,349	\$0	\$1,415,139
Program Total:	\$1,026,349		\$1,415,139	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$551,000
Beginning Working Capital	\$0	\$1,033,521	\$0	\$864,139
Total Revenue	\$0	\$1,033,521	\$0	\$1,415,139

Explanation of Revenues

This program offer will be funded by Beginning Working Capital carry over from FY 2020.

Significant Program Changes

Last Year this program was: FY 2020: 78227-20 MCSO River Patrol Boathouses Capital Improvements

After further investigation, it was determined that Gleason Landing Columbia Boat House 1 and Chinook Landing Boathouse will be replaced instead of repaired.

Legal / Contractual Obligation

Condo agreement with City of Portland

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$0	\$0	\$900,000
Total GF/non-GF	\$0	\$0	\$0	\$900,000
Program Total:	\$0		\$900,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$900,000
Total Revenue	\$0	\$0	\$0	\$900,000

Explanation of Revenues

This is a one-time-only General Fund request.

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$194,896	\$0	\$268,853
Contractual Services	\$0	\$1,427,603	\$0	\$1,225,871
Total GF/non-GF	\$0	\$1,622,499	\$0	\$1,494,724
Program Total:	\$1,622,499		\$1,494,724	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$468,020	\$0	\$0
Beginning Working Capital	\$0	\$1,154,479	\$0	\$1,404,724
Service Charges	\$0	\$0	\$0	\$90,000
Total Revenue	\$0	\$1,622,499	\$0	\$1,494,724

Explanation of Revenues

This program will carryover unspent one time only revenues into FY 2021 as beginning working capital through project completion.

Significant Program Changes

Last Year this program was: FY 2020: 78301-20 IT Innovation & Investment Projects

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,949,457	\$0	\$2,022,779
Contractual Services	\$0	\$40,000	\$0	\$86,641
Materials & Supplies	\$0	\$178,705	\$0	\$196,350
Internal Services	\$0	\$400	\$0	\$400
Total GF/non-GF	\$0	\$2,168,562	\$0	\$2,306,170
Program Total:	\$2,168,562		\$2,306,170	
Program FTE	0.00	10.00	0.00	10.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,168,562	\$0	\$2,372,820
Total Revenue	\$0	\$2,168,562	\$0	\$2,372,820

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: FY 2020: 78302-20 IT Planning, Projects & Portfolio Management

Department: County Assets

Program Contact: Dan Gorton

Program Offer Type: Internal Service

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:

Executive Summary

The Help Desk 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 residents of and visitors to Multnomah County. Professional, customer service oriented staff provide support, track service requests, answer questions, offer informal instruction, resolve problems or escalate issues to other IT teams, when necessary.

Program Summary

Help Desk Services provides support and proactive diagnosis of computer equipment and software issues for more than 6,000 employees and business partners. By focusing on first call resolution of problems, such as inability to access documents, working with Google and 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 to those 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, 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 64% are resolved at the Help Desk. The remaining 36%, that are not able to be resolved at the Help Desk, are escalated to Level 2 IT support for resolution.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of customer tickets processed	30,000	30,000	30,000	30,000
Outcome	Percent of total calls to the Help Desk that are abandoned.	5%	5%	5%	5%
Outcome	Calls resolved at the Help Desk	64%	60%	60%	60%

Performance Measures Descriptions

PM #1 Output - Tracks the number of tickets created on an annual basis.

PM #2 Output – Percent of calls to the Help Desk that are abandoned. This should be between 0-5 percent per industry standards.

PM #3 Outcome - Percent of calls resolved at the Help Desk without requiring escalation. Target is 60%.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,165,203	\$0	\$1,167,855
Contractual Services	\$0	\$0	\$0	\$1,800
Materials & Supplies	\$0	\$7,244	\$0	\$10,760
Total GF/non-GF	\$0	\$1,172,447	\$0	\$1,180,415
Program Total:	\$1,172,447		\$1,180,415	
Program FTE	0.00	8.40	0.00	8.75

Program Revenues				
Other / Miscellaneous	\$0	\$1,172,447	\$0	\$1,185,291
Total Revenue	\$0	\$1,172,447	\$0	\$1,185,291

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: FY 2020: 78303-20 IT Help Desk Services

Partial position 707814 [+0.50] moved from Program Offer 78307 (IT Desktop Services), partially offset against reduced position [-0.15].

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$996,498	\$0	\$1,071,107
Contractual Services	\$0	\$130,000	\$0	\$0
Materials & Supplies	\$0	\$2,194,199	\$0	\$1,920,333
Internal Services	\$0	\$16,200	\$0	\$16,200
Capital Outlay	\$0	\$40,000	\$0	\$40,000
Total GF/non-GF	\$0	\$3,376,897	\$0	\$3,047,640
Program Total:	\$3,376,897		\$3,047,640	
Program FTE	0.00	5.00	0.00	5.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,058,018	\$0	\$2,121,296
Beginning Working Capital	\$0	\$1,102,414	\$0	\$734,943
Service Charges	\$0	\$216,465	\$0	\$191,401
Total Revenue	\$0	\$3,376,897	\$0	\$3,047,640

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: FY 2020: 78304-20 IT Telecommunications Services

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$95,913	\$0	\$101,817
Contractual Services	\$0	\$0	\$0	\$1,095,650
Materials & Supplies	\$0	\$1,119,383	\$0	\$112,899
Total GF/non-GF	\$0	\$1,215,296	\$0	\$1,310,366
Program Total:	\$1,215,296		\$1,310,366	
Program FTE	0.00	1.00	0.00	1.00

Program Revenues				
Other / Miscellaneous	\$0	\$1,215,296	\$0	\$1,272,909
Beginning Working Capital	\$0	\$0	\$0	\$37,457
Total Revenue	\$0	\$1,215,296	\$0	\$1,310,366

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: FY 2020: 78305-20 IT Mobile Device Expense Management

NONE

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$2,586,097	\$0	\$2,688,961
Contractual Services	\$0	\$120,000	\$0	\$282,000
Materials & Supplies	\$0	\$3,605,608	\$0	\$3,895,517
Internal Services	\$0	\$1,000	\$0	\$1,000
Total GF/non-GF	\$0	\$6,312,705	\$0	\$6,867,478
Program Total:	\$6,312,705		\$6,867,478	
Program FTE	0.00	11.00	0.00	12.00

Program Revenues				
Other / Miscellaneous	\$0	\$6,312,705	\$0	\$6,882,424
Total Revenue	\$0	\$6,312,705	\$0	\$6,882,424

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: FY 2020: 78306-20 IT Network Services

Position 705551 moved from Program Offer 78317 (IT Data Center & Technical Services).

Department: County Assets

Program Contact: Dan Gorton

Program Offer Type: Internal Service

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:

Executive Summary

The Desktop Services program supports end users with desktops, laptops, tablets, smartphones, printers, multifunction device vendor management, iPads and other personal computing devices. This includes hardware and software procurement, installation, upgrades, maintenance, asset management and proper disposal of all devices. Remote and on-site support are provided to improve user productivity.

Program Summary

Desktop Services manages more than 7,000 County 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 residents and visitors with access to view public records on-line. The desktop team is responsible for life cycle management (renewal and replacement), software upgrades and inventory management for all desktop devices. Desktop support staff follow best practices for standardization, resulting in faster performance, reliability, better stability and greater security. They are also an escalation point for Help Desk ticket resolution. 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Desktop device moves are completed 90% on time for requests received 5 days prior to move date	95%	95%	95%	95%
Outcome	New hire devices installed and functional on employee start date on requests received 5 days prior to start day	90%	90%	95%	95%
Outcome	Device refresh occurs within 3 months of warranty end date	70%	70%	70%	70%

Performance Measures Descriptions

PM #1 Output Measure - This measures moves of County staff desktop devices from one County location to another.

PM #2 Outcome Measure - This measures our ability to have desktops ready when employee arrives to work on their first day.

PM #3 Outcome Measure - This measures our ability to replace aging desktop devices.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$2,484,820	\$0	\$2,547,724
Contractual Services	\$0	\$70,000	\$0	\$78,505
Materials & Supplies	\$0	\$49,199	\$0	\$24,873
Internal Services	\$0	\$0	\$0	\$15,000
Total GF/non-GF	\$0	\$2,604,019	\$0	\$2,666,102
Program Total:	\$2,604,019		\$2,666,102	
Program FTE	0.00	17.00	0.00	16.50

Program Revenues				
Other / Miscellaneous	\$0	\$2,604,019	\$0	\$2,669,849
Total Revenue	\$0	\$2,604,019	\$0	\$2,669,849

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: FY 2020: 78307-20 IT Desktop Services

Position 707814 moved to Program Offer 78303 (IT Help Desk Services).

Department: County Assets

Program Contact: Gary Wohlers

Program Offer Type: Internal Service

Program Offer Stage: As Adopted

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 Information Technology (IT) assets allowing the County to spread the cost of the equipment replacements over multiple years and keep pace with rapidly changing technology.

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 hardware in a safe and environmentally friendly manner. Currently, the refresh schedule for laptops is three years and desktops is four years. The County looks for opportunities to assist the local community via donating operational retired equipment via Free Geek and local public schools, e.g. Portland Public Schools.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Percentage of personal computer devices replaced according to replacement schedule	70%	80%	80%	80%
Outcome	Asset database quality, accuracy and completeness	98%	99%	99%	99%

Performance Measures Descriptions

PM #1 Output Measure - This measure tracks how many desktop and laptop devices are replaced according to the replacement schedule.

PM #2 Outcome Measure - Measures the effectiveness of the asset database(s) for quality, accuracy and completeness.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$360,000	\$0	\$360,000
Materials & Supplies	\$0	\$2,600,597	\$0	\$3,084,630
Capital Outlay	\$0	\$3,673,087	\$0	\$5,014,207
Total GF/non-GF	\$0	\$6,633,684	\$0	\$8,458,837
Program Total:	\$6,633,684		\$8,458,837	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,400,589	\$0	\$4,432,589
Beginning Working Capital	\$0	\$2,233,095	\$0	\$4,026,248
Total Revenue	\$0	\$6,633,684	\$0	\$8,458,837

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: FY 2020: 78308-20 IT Asset Replacement

Beginning Working Capital carryover from FY 2020 for replacement of IT assets.

Department: County Assets

Program Contact: Debra Lee

Program Offer Type: Internal Service

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:
Executive Summary

IT Health and Human Services Application Services provides reliable, effective software systems for the Health Department (over 70 systems) and Department of County Human Services (over 80 systems). The wide variety of services focuses 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

Program services include managing requests for IT services and ensuring they are well-defined, prioritized and scheduled in alignment with departmental and County needs. They also include 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; and 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Percent of employee hours spent on planned work versus unplanned work	45%	68%	55%	58%
Outcome	Percentage point increase in employee hours spent on planned work	-7%	3%	-13%	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 percentage increase in planned work versus unplanned work calculated from the Current Year Purchased

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$4,116,736	\$0	\$1,331,333
Contractual Services	\$0	\$650,000	\$0	\$650,000
Materials & Supplies	\$0	\$112,721	\$0	\$26,044
Total GF/non-GF	\$0	\$4,879,457	\$0	\$2,007,377
Program Total:	\$4,879,457		\$2,007,377	
Program FTE	0.00	21.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,879,457	\$0	\$2,014,562
Total Revenue	\$0	\$4,879,457	\$0	\$2,014,562

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: FY 2020: 78309-20 IT Health and Human Services Application Services

Due to the type of work required to support this program offer, personnel costs were moved to the IT Data and Reporting Services Program Offer.

Department: County Assets

Program Contact: Debra Lee

Program Offer Type: Internal Service

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:
Executive Summary

IT Public Safety Application Services provides reliable and effective software systems for Community Justice, Decision Support System for Justice (DSS-J), and the Sheriff's Office. The wide variety of services provided require focus on increasing and improving delivery of technology to provide higher value to departments and constituents perform 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 applications 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 an increase in IT resources available for higher value projects that will move County business strategies forward.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Percent of employee hours spent on planned work versus unplanned work	77%	68%	77%	75%
Outcome	Percentage point increase in time spent on planned projects	5%	4%	9%	0%

Performance Measures Descriptions

PM #1 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.

PM #2 Outcome Measure - The % increase in planned work versus unplanned work calculated from the Current Year Estimate.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$3,251,786	\$0	\$3,411,638
Contractual Services	\$0	\$70,000	\$0	\$0
Materials & Supplies	\$0	\$80,821	\$0	\$88,367
Total GF/non-GF	\$0	\$3,402,607	\$0	\$3,500,005
Program Total:	\$3,402,607		\$3,500,005	
Program FTE	0.00	18.00	0.00	19.00

Program Revenues				
Other / Miscellaneous	\$0	\$3,402,607	\$0	\$3,506,012
Total Revenue	\$0	\$3,402,607	\$0	\$3,506,012

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: FY 2020: 78310-20 IT Public Safety Application Services

Personnel increased due to movement within IT organization.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,820,568	\$0	\$1,685,800
Materials & Supplies	\$0	\$6,845	\$0	\$40,062
Total GF/non-GF	\$0	\$1,827,413	\$0	\$1,725,862
Program Total:	\$1,827,413		\$1,725,862	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$1,827,413	\$0	\$1,733,047
Total Revenue	\$0	\$1,827,413	\$0	\$1,733,047

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: FY 2020: 78311-20 IT General Government Application Services

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$2,969,615	\$0	\$5,699,786
Materials & Supplies	\$0	\$1,050,384	\$0	\$1,136,984
Total GF/non-GF	\$0	\$4,019,999	\$0	\$6,836,770
Program Total:	\$4,019,999		\$6,836,770	
Program FTE	0.00	15.50	0.00	28.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,019,999	\$0	\$6,358,055
Total Revenue	\$0	\$4,019,999	\$0	\$6,358,055

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: FY 2020: 78312-20 IT Data & Reporting Services

Data & Reporting Services increase in materials and supplies is due to increase spending on software needed to meet program goals. Personnel increased due to movement within IT organization. Position 714940 added from Program Offer 78306 (IT Network Services).

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,657,261	\$0	\$1,346,950
Contractual Services	\$0	\$289,202	\$0	\$185,000
Materials & Supplies	\$0	\$2,335,339	\$0	\$2,340,478
Total GF/non-GF	\$0	\$4,281,802	\$0	\$3,872,428
Program Total:	\$4,281,802		\$3,872,428	
Program FTE	0.00	8.00	0.00	7.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,108,746	\$0	\$3,872,428
Beginning Working Capital	\$0	\$173,056	\$0	\$0
Total Revenue	\$0	\$4,281,802	\$0	\$3,872,428

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: FY 2020: 78313-20 IT ERP Application Services

Personnel decreased due to movement within IT organization.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$2,487,877	\$0	\$3,278,787
Materials & Supplies	\$0	\$1,417,125	\$0	\$1,888,466
Total GF/non-GF	\$0	\$3,905,002	\$0	\$5,167,253
Program Total:	\$3,905,002		\$5,167,253	
Program FTE	0.00	13.50	0.00	15.00

Program Revenues				
Other / Miscellaneous	\$0	\$3,905,002	\$0	\$5,192,014
Total Revenue	\$0	\$3,905,002	\$0	\$5,192,014

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: FY 2020: 78314-20 IT Enterprise and Web Application Services

Personnel increased due to movement within IT organization.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$474,979	\$0	\$386,423
Materials & Supplies	\$0	\$12,210	\$0	\$0
Total GF/non-GF	\$0	\$487,189	\$0	\$386,423
Program Total:	\$487,189		\$386,423	
Program FTE	0.00	2.00	0.00	2.00

Program Revenues				
Other / Miscellaneous	\$0	\$487,189	\$0	\$386,423
Total Revenue	\$0	\$487,189	\$0	\$386,423

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: FY 2020: 78315-20 IT Library Application Services

Program change reflects the movement of one Limited Duration Assignment position moving out of IT into the DCA HUB.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$864,726	\$0	\$1,219,305
Contractual Services	\$0	\$49,055	\$0	\$180,678
Materials & Supplies	\$0	\$1,161,467	\$0	\$202,480
Internal Services	\$0	\$11,341,945	\$0	\$11,606,527
Capital Outlay	\$0	\$2,067,745	\$0	\$3,760,967
Cash Transfers	\$0	\$1,468,020	\$0	\$0
Total GF/non-GF	\$0	\$16,952,958	\$0	\$16,969,957
Program Total:	\$16,952,958		\$16,969,957	
Program FTE	0.00	3.80	0.00	4.00

Program Revenues				
Other / Miscellaneous	\$0	\$12,693,428	\$0	\$13,116,995
Beginning Working Capital	\$0	\$4,259,530	\$0	\$3,879,423
Total Revenue	\$0	\$16,952,958	\$0	\$16,996,418

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics. This program also acts as the holding account for non-specific division-wide working capital carryover from previous fiscal years.

Significant Program Changes

Last Year this program was: FY 2020: 78316-20 IT Shared Operating Expenses

FTE budget increase is due to 100% of Deputy CIO FTE allocation being budgeted in home cost object (prior allocation was 80%; +0.20 increase).

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$4,525,998	\$0	\$4,591,214
Contractual Services	\$0	\$8,000	\$0	\$71,500
Materials & Supplies	\$0	\$1,181,895	\$0	\$1,060,541
Total GF/non-GF	\$0	\$5,715,893	\$0	\$5,723,255
Program Total:	\$5,715,893		\$5,723,255	
Program FTE	0.00	24.75	0.00	23.75

Program Revenues				
Other / Miscellaneous	\$0	\$5,715,893	\$0	\$5,749,340
Total Revenue	\$0	\$5,715,893	\$0	\$5,749,340

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2020: 78317-20 IT Data Center & Technical Services

Position 705551 moved to Program Offer 78306 (IT Network Services).

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$1,219,286	\$0	\$1,219,272
Total GF/non-GF	\$0	\$1,219,286	\$0	\$1,219,272
Program Total:	\$1,219,286		\$1,219,272	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$1,219,286	\$0	\$1,219,272
Total Revenue	\$0	\$1,219,286	\$0	\$1,219,272

Explanation of Revenues

This program will carryover unspent one time only revenues into FY 2021 as beginning working capital through project completion.

Significant Program Changes

Last Year this program was: FY 2020: 78319-20 CRIMES Replacement

Department: County Assets **Program Contact:** Tracey Massey
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Adopted
Related Programs:
Program Characteristics:

Executive Summary

The Juvenile Detention Program located at the Juvenile Justice Center provides health care services to youth. Currently, the medical records are paper-based. This is inefficient. In addition, the use of a non-electronic medical record poses potential challenges for legibility, accuracy, continuity of care and medical-legal issues. This program is to establish requirements to procure and implement an EMR that meets the unique needs of this care facility.

Program Summary

The staff at JDH currently use a paper-based medical record system and document medication delivery on paper medication administration records. Handwritten prescriptions are used to order medications. Laboratory and other test results return and are filed as paper records. This program will document the requirements for an EMR, conduct a procurement, and implement the selected solution. This program will require significant business process design to automate paper-based practices.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Complete the evaluation and selection of the EMR.	N/A	100%	100%	100%
Outcome	Percentage of key milestones met based on approved project plan.	N/A	90%	N/A	90%

Performance Measures Descriptions

Output: Complete the evaluation and selection of the EMR.

Outcome: Percentage of key milestones met based on approved project plan. [FY20 project plan to be determined based on selection of EMR software]

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$1,000,000	\$0	\$966,887
Total GF/non-GF	\$0	\$1,000,000	\$0	\$966,887
Program Total:	\$1,000,000		\$966,887	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$1,000,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$966,887
Total Revenue	\$0	\$1,000,000	\$0	\$966,887

Explanation of Revenues

Funded with one-time-only General Funds.

Significant Program Changes

Last Year this program was: FY 2020: 78322-20 Electronic Medical Records Corrections Health Juvenile Detention

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$1,000,000	\$0	\$908,588
Total GF/non-GF	\$0	\$1,000,000	\$0	\$908,588
Program Total:	\$1,000,000		\$908,588	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$1,000,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$908,588
Total Revenue	\$0	\$1,000,000	\$0	\$908,588

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2020: 78323-20 Capital Project Management Software

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$1,386,360	\$0	\$935,000
Total GF/non-GF	\$0	\$1,386,360	\$0	\$935,000
Program Total:	\$1,386,360		\$935,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$935,000
Beginning Working Capital	\$0	\$1,386,360	\$0	\$0
Total Revenue	\$0	\$1,386,360	\$0	\$935,000

Explanation of Revenues

Cash Transfer In for FY 2021 represents the estimated carryover of unspent Fund 2504 project fund balance, after projected FY 2020 expenditures.

Significant Program Changes

Last Year this program was: FY 2020: 72035-20 DART Assessment & Taxation System Upgrade

The project has moved from Program Offer 72035, Fund 2504 to Program Offer 78326, Fund 3503 in FY21.

Legal / Contractual Obligation

Current IGA with City of Portland for maintenance and repair services for County Fleet assets in the Portland downtown corridor.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$1,316,293	\$0	\$1,323,594
Contractual Services	\$0	\$402,000	\$0	\$25,000
Materials & Supplies	\$0	\$1,759,845	\$0	\$1,910,623
Internal Services	\$0	\$1,322,633	\$0	\$1,360,016
Capital Outlay	\$0	\$392,121	\$0	\$524,432
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF	\$0	\$5,192,892	\$0	\$5,143,665
Program Total:	\$5,192,892		\$5,143,665	
Program FTE	0.00	11.10	0.00	11.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,818,433	\$0	\$4,920,236
Interest	\$0	\$10,000	\$0	\$0
Beginning Working Capital	\$0	\$364,459	\$0	\$176,011
Service Charges	\$0	\$0	\$0	\$61,070
Total Revenue	\$0	\$5,192,892	\$0	\$5,157,317

Explanation of Revenues

The program is funded by internal service charges through the Fleet Fund. Internal service reimbursements estimates are based on historical data, current service levels, and FY 2019 charged rates.

Significant Program Changes

Last Year this program was: FY 2020: 78400-20 Fleet Services

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$10,000	\$0	\$0
Internal Services	\$0	\$6,576	\$0	\$0
Capital Outlay	\$0	\$9,002,349	\$0	\$10,163,418
Total GF/non-GF	\$0	\$9,018,925	\$0	\$10,163,418
Program Total:	\$9,018,925		\$10,163,418	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,654,445	\$0	\$3,304,950
Interest	\$0	\$85,000	\$0	\$0
Beginning Working Capital	\$0	\$6,279,480	\$0	\$7,358,468
Total Revenue	\$0	\$9,018,925	\$0	\$10,663,418

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 and aggregated until specified useful life has been met. Proceeds from vehicle sales are returned to the Fleet Asset Replacement fund to offset future replacement costs.

Significant Program Changes

Last Year this program was: FY 2020: 78401-20 Fleet Vehicle Replacement

Legal / Contractual Obligation

With the implementation of the third party CarShare program, the County will have ongoing contractual liabilities for the CarShare (alternative motor pool) services that are consumed. These liabilities only exist as long as the services are being consumed.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$206,913	\$0	\$220,869
Contractual Services	\$0	\$400	\$0	\$891,246
Materials & Supplies	\$0	\$604,997	\$0	\$1,489
Internal Services	\$0	\$366,162	\$0	\$256,014
Capital Outlay	\$0	\$144,373	\$0	\$167,646
Unappropriated & Contingency	\$0	\$100,000	\$0	\$0
Total GF/non-GF	\$0	\$1,422,845	\$0	\$1,537,264
Program Total:	\$1,422,845		\$1,537,264	
Program FTE	0.00	2.25	0.00	2.25

Program Revenues				
Other / Miscellaneous	\$0	\$974,511	\$0	\$1,374,375
Interest	\$0	\$6,000	\$0	\$0
Beginning Working Capital	\$0	\$442,334	\$0	\$102,891
Service Charges	\$0	\$0	\$0	\$61,070
Total Revenue	\$0	\$1,422,845	\$0	\$1,538,336

Explanation of Revenues

The program is funded by hourly service charges collected through the Fleet Fund with an overhead charge based on the percentage of usage. Internal service reimbursement estimates are based on historical data and current service levels.

Significant Program Changes

Last Year this program was: FY 2020: 78402-20 Motor Pool

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$652,866	\$0	\$645,841
Contractual Services	\$0	\$737,527	\$0	\$639,967
Materials & Supplies	\$0	\$9,522	\$0	\$40,686
Internal Services	\$0	\$451,523	\$0	\$451,074
Capital Outlay	\$0	\$434,608	\$0	\$338,336
Unappropriated & Contingency	\$0	\$53,207	\$0	\$0
Total GF/non-GF	\$0	\$2,339,253	\$0	\$2,115,904
Program Total:	\$2,339,253		\$2,115,904	
Program FTE	0.00	6.60	0.00	6.50

Program Revenues				
Other / Miscellaneous	\$0	\$1,584,641	\$0	\$1,635,375
Interest	\$0	\$180	\$0	\$0
Beginning Working Capital	\$0	\$754,432	\$0	\$470,069
Service Charges	\$0	\$0	\$0	\$12,604
Total Revenue	\$0	\$2,339,253	\$0	\$2,118,048

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2020: 78403-20 Distribution Services

Legal / Contractual Obligation

Oregon Revised Statute 192 and Oregon Administrative Rule Chapter 166 define public records law and policy, Records Officer mandates, and standards and obligations for records creation, access, storage, protection, retention, and disposition. Multnomah County Executive Rule 301 assigns the retention schedule function to the Records Management program, and Multnomah County Code Chapter 8.500 defines additional archival records responsibilities and obligations.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$0	\$700,186	\$0	\$737,577
Contractual Services	\$0	\$300,411	\$0	\$318,184
Materials & Supplies	\$0	\$124,998	\$0	\$196,809
Internal Services	\$0	\$841,067	\$0	\$769,036
Capital Outlay	\$0	\$27,370	\$0	\$242,357
Total GF/non-GF	\$0	\$1,994,032	\$0	\$2,263,963
Program Total:	\$1,994,032		\$2,263,963	
Program FTE	0.00	5.00	0.00	5.00

Program Revenues				
Other / Miscellaneous	\$0	\$1,783,615	\$0	\$2,067,764
Beginning Working Capital	\$0	\$210,417	\$0	\$199,780
Service Charges	\$0	\$0	\$0	\$18
Total Revenue	\$0	\$1,994,032	\$0	\$2,267,562

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 FY2019.

Significant Program Changes

Last Year this program was: FY 2020: 78404-20 Records Management