

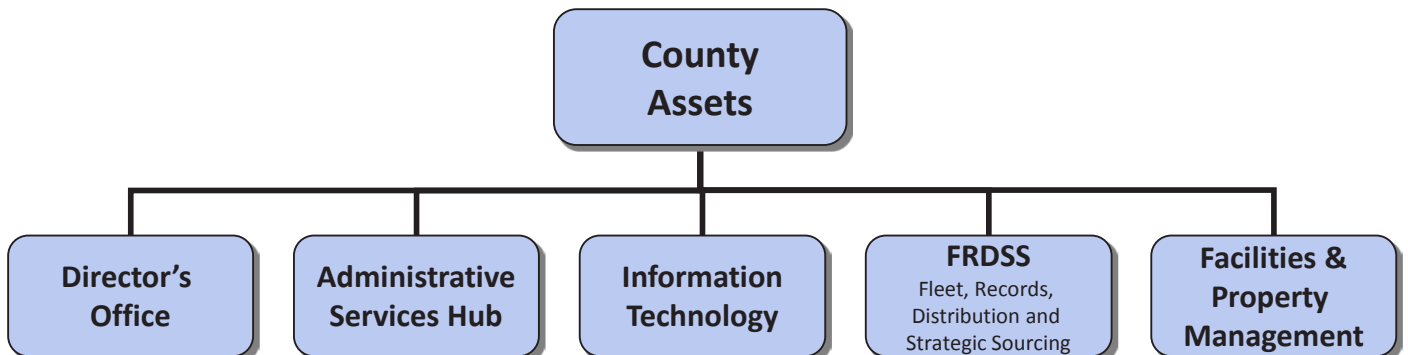
### Department Overview

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

- Facilities and Property Management (FPM), which 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), which provides telecommunication, network, and hardware support; and manages over 7,000 PCs, laptops, and tablets, 7,500 phone numbers, 109 network circuits, 544 servers and approximately 285 business applications;
- Fleet, Motor Pool, Records, and Distribution, which maintain and manage fleet and motor pool vehicles; maintain and archive County records; and provide pickup and delivery of mail and other items; and
- Administrative Services Hub, which provides human resources, procurement, contracting, finance, budget, rate-setting, capital planning and accounts payable services, and other services to DCA. The Hub also manages County-wide strategic sourcing initiatives and provides administrative support to the Department of County Management (DCM) and non-departmental agencies and offices (Non-D).

DCA continues to evaluate opportunities to implement best practices, integrate service delivery, streamline and improve accounting functions, and promote innovative County 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 business processes and implement best practices for asset portfolio management; and
- Provide cost-effective, client-focused infrastructure and business services.



### Budget Overview

The FY 2020 budget for the Department of County Assets (DCA) is \$352 million, a \$101.2 million decrease from the FY 2019 budget. It includes: \$8.6 million in the General and Video Lottery funds, \$154.4 million from Internal Service funds and \$188.9 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 \$137.8 million include the following: \$101.5 million (47.6%) for construction of the Downtown Courthouse, \$24.2 million (76.3%) for the construction of the Health Department Headquarters, and \$12.2 million (65.2%) for the ERP replacement. These capital funds are reduced as projects move closer to completion. Increases include \$8.8 million (15.0%) in the Information Technology (IT) Fund, \$11.4 million (20.3%) in the Facilities Fund and \$12.5 million (24.7%) in Other Capital Funds.

Decreases in contractual services primarily relate to the Downtown Courthouse (\$101.6 million), Health Headquarters (\$24.1 million) and the ERP Project (\$12 million) Funds, offset by increases in Other Funds.

The following new programs appropriated a total of \$2,050,000 in one-time-only General Fund funding:

- Health Syringe Boxes (78232) \$50,000
- Corporate Broadband Network Infrastructure Repl (78321) \$1,000,000
- Electronic Med Records Corrections Hlth Juv Detention (78322) \$1,000,000

The following new projects are funded by Other Funds:

- Security Access Program (78202B) \$150,000
- IT Cyber Security (78318B) \$468,020
- Capital Project Management Software (78323) \$1,000,000

Budget Trends	FY 2018	FY 2019	FY 2019	FY 2020	Difference
	Actual	Current Estimate	Adopted Budget	Proposed Budget	
Staffing FTE	346.65	346.65	346.65	347.65	1.00
Personnel Services	\$49,514,385	\$53,758,186	\$54,321,441	\$58,537,456	\$4,216,015
Contractual Services	135,358,151	156,635,694	317,710,203	197,488,655	(120,221,548)
Materials & Supplies	38,949,708	41,854,022	38,599,788	49,674,458	11,074,670
Internal Services	9,427,369	31,178,056	29,404,066	30,606,966	1,202,900
Debt Service	1,849,156	0	3,324,956	0	(3,324,956)
Capital Outlay	<u>3,396,183</u>	<u>2,059,950</u>	<u>9,826,605</u>	<u>15,687,474</u>	<u>5,860,869</u>
<b>Total Costs</b>	<b>\$238,494,952</b>	<b>\$285,485,908</b>	<b>\$453,187,059</b>	<b>\$351,995,009</b>	<b>(\$101,192,050)</b>

Due to the transition to a new ERP system, some services that were budgeted in Contractual Services or Materials & Supplies before FY 2020 are now in Internal Services. Figures on this page do not include cash transfers, contingencies or unappropriated balances. Division and program offer summary tables on subsequent pages DO contain contingencies, transfers, and unappropriated balances.

## Successes and Challenges

DCA's FY 2019 strategic project accomplishments include:

- The new Gladys McCoy Health Department Headquarters opening;
- The migration of Distribution Services' main postage account from the Centralized Account Processing System to the USPS Enterprise Payment System;
- The new Enterprise Resource Planning (ERP) Suite launch under the Multco Align Program;
- The replacement of the County's Assessment Taxation System;
- The opening of Walnut Park Shelter; and
- The "Think Yes" customer service program training and roll out.

Important projects in process include:

- The new Downtown Courthouse construction, with opening planned for 2020;
- The new Library Information Management System launch;
- The continuation of the Multco Align Program through systems stabilization, optimization, and decommissioning;
- The renovation of the Department of Community Justice East Campus North and West Buildings;
- The Digital Accessibility Initiative;
- The Multnomah County Sheriff's Office site consolidation planning; and
- The evaluation and implementation of investments in the County's Business Intelligence structure and tools; and
- The Fleet Services Strategic Plan (starting Spring 2019).

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

- FPM construction projects support sustainability and MWSDVESB participation;
- IT work includes design characteristics based on user centered principles, and anticipates the use of technology solutions by people with various disabilities;
- DCA's continued partnership with CityFleet brings best practices to fleet maintenance; and
- DCA's strategic sourcing efforts employ best practices in procurement and incorporate sustainability, buying local and equity values.

Key challenges include:

- Providing high quality, cost effective internal services - Each year we struggle 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

The Department of County Assets 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, disability, gender and gender identity, sexual orientation, religion, or political preference.

Equity and inclusion learnings and exercises are at the heart of senior management meetings. Managers modeling this behavior is an excellent way to demonstrate the importance of equity and inclusion, engage employees in the work, and further efforts to change culture and build a safe, inclusive workplace. Equity and inclusion are explicitly addressed in the DCA mission, vision, values and in its FY 2019-20 goals. The DCA Equity and Inclusion Manager is an active member of the DCA Senior Management Team, and leads and supports DCA participation in the County’s Workforce Equity initiatives.

The DCA Equity and Sustainability Advisory Team (ESAT) developed a “Think Yes” program that promotes customer service and inclusion. The ESAT team 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, one that will be measured through both tactical efforts underway now and over time through employee engagement surveys and results. 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 2020 General Fund	Other Funds	Total Division Cost	Total FTE
DCA Director's Office	\$734,149	\$0	\$734,149	2.00
Administrative Hub Services	7,604,478	0	7,604,478	45.00
Facilities & Property Management	0	244,833,880	244,833,880	110.75
Information Technology	0	81,029,980	81,029,980	164.95
Fleet, Records, Distribution Services & Motor Pool	0	20,368,353	20,368,353	24.95
<b>Total County Assets</b>	<b>\$8,338,627</b>	<b>\$346,232,213</b>	<b>\$354,570,840</b>	<b>347.65</b>

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

### Director's Office

The Department of County Assets (DCA) Director's Office provides leadership, strategic direction, operational assessment, and accountability in the oversight and management of County assets, including information technology (IT), facilities and property management (FPM), fleet, records, motor pool, distribution services, and support for an administrative hub that includes contracting, budgeting, finance, and human resource services. The Office works with all County departments and elected officials to establish priorities and guidelines for asset acquisition, maintenance, monitoring, replacement, and disposal.

Finding a balance between the efforts to support several large capital projects and managing the delivery of day to day operations will be a focus in FY 2020. The IT Division will focus on the completion of and transition to ongoing support for the Multco Align program. FPM will be celebrating the completion and opening of the Health Department Headquarters and will continue with the next phase of construction of the Central Courthouse. Both IT and FPM will complete updates of their strategic and asset life cycle management plans. Fleet will complete a long term strategic plan, and Fleet and Motor Pool will continue to partner with CityFleet and utilize the CarShare program. Records Administration 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

There are no significant changes in the Director's Office.

### 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, supply ordering and timekeeping to DCA, Department of County Management (DCM) and Non-Departmental (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, rate setting and capital planning services. Activities include County-wide rate analysis and creation, budget development, and oversight, capital planning and analysis for DCA.
- Finance processes accounts payable and receivable transactions, and provides grant accounting and travel and training arrangements to DCA, DCM and NOND.
- Strategic Sourcing focuses the selection and sourcing of goods and services across the County and provides strategy, leadership, expertise and analytical information to County Departments.

### Significant Changes

There are no significant changes in the Administrative Hub.

## Facilities and Property Management

The Facilities and Property Management Division (FPM) manages an inventory of nearly 3.5 million gross square feet of owned and leased space in over 140 buildings, geographically dispersed throughout the County. The FPM mission is to pro-actively plan, operate and manage all County properties in a safe, accessible, effective, and efficient manner. FPM strives to provide innovative, sustainable, and affordable workplace solutions to enable all County programs to deliver effective service to the public.

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, leadership in County recycling initiatives, sustainable procurement processes and Green Building construction practices. FPM's commitment to supporting local businesses and promoting diversity and equity is demonstrated by its use of MWSDVESB and QRF firms for contracted services.

In FY 2020, FPM will continue to implement priorities established in the Facilities Asset Strategic Plan. Particular effort will be made towards the disposition of soon to be replaced and low performing buildings, through the initiation of a Surplus and Disposition Plan. This is a critical next step to aligning near and long-term investment strategies with future County service delivery goals.

## Significant Changes

The Downtown Courthouse will be completed in 2020. FPM will focus on commissioning and training staff to operate and maintain new systems and relocating the Courthouse staff into the new building.

Vance Property Master Plan (78210B) is funded with \$300,000 from the Video Lottery Fund. Facilities Dedicated Facilities Specialist for Shelter Transition (78203B) is funded with \$135,000 one-time-only from the General fund. Security Access Program (78202B) is funded with \$150,000 beginning working capital. Health Syringe Boxes (78232) is funded with \$50,000 one-time-only from 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 residents and County employees the technology and information they need, any time, any place. IT has worked diligently to define a mission and vision focused on providing the services and technologies County residents and employees deserve, at a cost they can afford. The mission and vision guide the development and implementation of the County's FY 2020 technology initiatives. This solid framework empowers IT employees to solve County business challenges by focusing on priority projects and by embracing new technologies to provide enhanced service and reduce costs.

The IT Division manages more than 7,000 PCs, laptops, and mobile devices, 7,500 phone numbers, 544 servers, 109 network circuits and approximately 285 business applications. IT staff support a wide array of business applications that span primary health care, social services, transportation and bridges, facilities, finance, payroll, benefits, animal services, elections, emergency management, assessment and taxation, land use planning, libraries, detention center management and community justice. In addition, IT staff support the County's public facing web presence, as well as, an intranet for staff. County employees using these systems are located in over 140 different sites across the County, and the technologies required are as diverse as the lines of business.

### Significant Changes

Significant changes include the completion of and transition to ongoing support of Multco Align, as County operations teams learn to effectively use the new Enterprise Resource Planning (ERP) suite of solutions, which includes Workday, TRIRIGA, Questica and Jaggaer.

IT will represent County departments' infrastructure needs and include them in the 20 year Strategic Capital Planning process to guide investments in technology solutions tied to the County's Strategic Goals.

IT Cyber Security program offer (78318B) is funded with \$468,020 from the Information Technology (IT) Fund beginning working capital. Corporate Broadband Network Infrastructure Replacement (78321) and Electronic Medical Records Corrections Health Juvenile Detention (78322) are each funded with \$1 million one-time-only from the General Fund. Capital Project Management Software (78323) is funded with \$1 million from the IT fund.



### Fleet, Records, Distribution and Motor Pool

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

- Fleet Services maintains and manages over 700 vehicles of various types, including electric and hybrid vehicles, as well as heavy equipment.
- Records Management manages the compliant creation, storage, accessibility, protection, preservation, and destruction of all County public records for all County agencies, and provides research access to records dating back to 1855.
- Distribution Services pick ups 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 availability through the County's own Motor Pool program and a third-party vendor.

### Significant Changes

In FY 2020, Fleet Services will complete efforts leading to a Fleet Strategic Plan to inform investment decisions and long term needs to support County operations.

The Records Management team will develop the first iteration of an Information Governance Program, support the continued digitization of paper records, and support the retirement and archiving efforts of the former Enterprise Resource Planning (ERP) tool (SAP).

Challenges in maintaining staffing levels and recruiting and retaining a diverse and inclusive workforce are also anticipated.

### 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 2020 General Fund	Other Funds	Total Cost	FTE
<b>DCA Director's Office</b>					
78000	DCA Director's Office	\$734,149	\$0	\$734,149	2.00
<b>Administrative Hub Services</b>					
78100	Administrative Hub Budget & Planning	1,228,683	0	1,228,683	7.00
78101	Administrative Hub Procurement & Contracting	2,957,869	0	2,957,869	17.00
78102	Administrative Hub Finance	1,280,326	0	1,280,326	9.00
78103	Administrative Hub Human Resources	1,849,049	0	1,849,049	10.00
78104	Countywide Strategic Sourcing	288,551	0	288,551	2.00
<b>Facilities &amp; Property Management</b>					
78200	Facilities Director's Office	0	6,419,534	6,419,534	8.75
78201	Facilities Debt Service and Capital Fee Pass Through	0	11,199,292	11,199,292	0.00
78202A	Facilities Operations and Maintenance	0	24,069,936	24,069,936	71.50
78202B	Security Access Program	0	150,000	150,000	0.00
78203A	Facilities Client Services	0	9,461,000	9,461,000	7.65
78203B	Facilities Dedicated Facilities Specialist for Shelter Transitions	0	135,000	135,000	0.00
78204	Facilities Capital Operation Costs	0	2,149,220	2,149,220	9.30
78205	Facilities Capital Improvement Program	0	18,404,497	18,404,497	0.00
78206	Facilities Capital Asset Preservation Program	0	16,514,395	16,514,395	0.00
78207	Facilities Interiors Group	0	750,417	750,417	4.55
78208	Facilities Utilities Pass Through	0	6,150,000	6,150,000	0.00
78209	Facilities Lease Management	0	8,030,195	8,030,195	2.00
78210A	Facilities Strategic Planning and Projects	0	1,545,000	1,545,000	7.00
78210B	Vance Property Master Plan	0	300,000	300,000	0.00
78212	Facilities Downtown Courthouse	0	111,683,096	111,683,096	0.00
78213	Library Construction Fund	0	5,332,881	5,332,881	0.00
78214	Health Headquarters Construction	0	7,500,000	7,500,000	0.00

# County Assets

fy2020 proposed budget

Prog. #	Program Name	FY 2020 General Fund	Other Funds	Total Cost	FTE
<b>Facilities and Property Management cont'd</b>					
78218	MCSO Facilities Relocation and Reconfiguration	0	4,255,896	4,255,896	0.00
78220	DCJ East County Campus	0	6,000,000	6,000,000	0.00
78221	MCDC Detention Electronics	0	3,400,000	3,400,000	0.00
78227	MCSO River Patrol Boathouses Capital Improvements	0	1,033,521	1,033,521	0.00
78228	MCDC Cell Lighting and Window Covers	0	300,000	300,000	0.00
78232	Health Syringe Boxes	0	50,000	50,000	0.00
<b>Information Technology</b>					
78301	IT Innovation & Investment Projects	0	1,154,479	1,154,479	0.00
78302	IT Planning, Projects & Portfolio Management	0	2,168,562	2,168,562	10.00
78303	IT Help Desk Services	0	1,172,447	1,172,447	8.40
78304	IT Telecommunications Services	0	3,376,897	3,376,897	5.00
78305	IT Mobile Device Expense Management	0	1,215,296	1,215,296	1.00
78306	IT Network Services	0	6,312,705	6,312,705	11.00
78307	IT Desktop Services	0	2,604,019	2,604,019	17.00
78308	IT Asset Replacement	0	6,365,949	6,365,949	0.00
78309	IT Health and Human Services Application Services	0	4,879,457	4,879,457	21.00
78310	IT Public Safety Application Services	0	3,402,607	3,402,607	18.00
78311	IT General Government Application Services	0	1,827,413	1,827,413	6.00
78312	IT Data & Reporting Services	0	4,019,999	4,019,999	15.50
78313	IT ERP Application Services	0	4,281,802	4,281,802	8.00
78314	IT Enterprise and Web Application Services	0	3,905,002	3,905,002	13.50
78315	IT Library Application Services	0	487,189	487,189	2.00
78316	IT Shared Operating Expenses	0	16,952,958	16,952,958	3.80
78317	IT Data Center & Technical Services	0	5,715,893	5,715,893	24.75
78318B	IT Cyber Security	0	468,020	468,020	0.00
78319	CRIMES Replacement	0	1,219,286	1,219,286	0.00
78320	IT ERP Program	0	6,500,000	6,500,000	0.00

# County Assets

fy2020 proposed budget

Prog. #	Program Name	FY 2020 General Fund	Other Funds	Total Cost	FTE
<b>Information Technology (continued)</b>					
78321	Corporate Broadband Network Infrastructure Replacement	0	1,000,000	1,000,000	0.00
78322	Electronic Medical Records Corrections Health Juvenile Detention	0	1,000,000	1,000,000	0.00
78323	Capital Project Management Software	0	1,000,000	1,000,000	0.00
<b>Fleet, Records, Distribution Services &amp; Motor Pool</b>					
78400	Fleet Services	0	5,538,777	5,538,777	11.10
78401	Fleet Vehicle Replacement	0	9,018,925	9,018,925	0.00
78402	Motor Pool	0	1,355,099	1,355,099	2.25
78403	Distribution Services	0	2,486,046	2,486,046	6.60
78404	Records Management	0	1,969,506	1,969,506	5.00
<b>Total County Assets</b>		<b>\$8,338,627</b>	<b>\$346,232,213</b>	<b>\$354,570,840</b>	<b>347.65</b>

**Department:** County Assets

**Program Contact:** Bob Leek

**Program Offer Type:** Administration

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**
**Executive Summary**

The Department of County Assets (DCA) Director's Office is accountable for leadership in the oversight and management of county assets including information technology, facilities and property management, fleet administration and maintenance, motorpool, records and archive management, distribution services, and 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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Number of Equity and Inclusion exercises included in Sr Management bi-weekly meetings	24	20	20	20
Outcome	Department and Division strategic plan updates	N/A	N/A	N/A	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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$476,865	\$0	\$498,224	\$0
Contractual Services	\$96,000	\$0	\$101,928	\$0
Materials & Supplies	\$43,097	\$0	\$45,420	\$0
Internal Services	\$62,043	\$0	\$88,577	\$0
<b>Total GF/non-GF</b>	<b>\$678,005</b>	<b>\$0</b>	<b>\$734,149</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$678,005</b>		<b>\$734,149</b>	
<b>Program FTE</b>	2.00	0.00	2.00	0.00

Program Revenues				
Other / Miscellaneous	\$601,299	\$0	\$734,149	\$0
<b>Total Revenue</b>	<b>\$601,299</b>	<b>\$0</b>	<b>\$734,149</b>	<b>\$0</b>

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 2019: 78000-19 DCA Director's Office



## Legal / Contractual Obligation

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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$1,024,040	\$0	\$1,101,049	\$0
Contractual Services	\$5,000	\$0	\$0	\$0
Materials & Supplies	\$26,020	\$0	\$13,768	\$0
Internal Services	\$106,851	\$0	\$113,866	\$0
<b>Total GF/non-GF</b>	<b>\$1,161,911</b>	<b>\$0</b>	<b>\$1,228,683</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,161,911</b>		<b>\$1,228,683</b>	
<b>Program FTE</b>	7.00	0.00	7.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,161,911	\$0	\$1,228,683	\$0
<b>Total Revenue</b>	<b>\$1,161,911</b>	<b>\$0</b>	<b>\$1,228,683</b>	<b>\$0</b>

## 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 2019: 78100-19 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. DCA Procurement, using cooperative agreements, must adhere to state and federal laws governing the use of the cooperative agreements as described therein.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$2,368,312	\$0	\$2,532,806	\$0
Contractual Services	\$34,514	\$0	\$18,215	\$0
Materials & Supplies	\$66,073	\$0	\$48,962	\$0
Internal Services	\$326,628	\$0	\$357,886	\$0
<b>Total GF/non-GF</b>	<b>\$2,795,527</b>	<b>\$0</b>	<b>\$2,957,869</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$2,795,527</b>		<b>\$2,957,869</b>	
<b>Program FTE</b>	17.00	0.00	17.00	0.00

Program Revenues				
Other / Miscellaneous	\$2,787,836	\$0	\$2,536,737	\$0
<b>Total Revenue</b>	<b>\$2,787,836</b>	<b>\$0</b>	<b>\$2,536,737</b>	<b>\$0</b>

## Explanation of Revenues

Costs of the Administrative Hub are allocated proportionately among users: the County's internal services and the departments of County Assets, 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 2019: 78101-19 Administrative Hub Procurement & Contracting



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$864,049	\$0	\$1,137,266	\$0
Materials & Supplies	\$6,245	\$0	\$6,250	\$0
Internal Services	\$151,338	\$0	\$136,810	\$0
<b>Total GF/non-GF</b>	<b>\$1,021,632</b>	<b>\$0</b>	<b>\$1,280,326</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,021,632</b>		<b>\$1,280,326</b>	
<b>Program FTE</b>	7.60	0.00	9.00	0.00

Program Revenues				
Other / Miscellaneous	\$707,147	\$0	\$666,766	\$0
<b>Total Revenue</b>	<b>\$707,147</b>	<b>\$0</b>	<b>\$666,766</b>	<b>\$0</b>

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 2019: 78102-19 Administrative Hub Finance

Finance Manager and a Project Manager are allocated 100 percent to Administrative Hub Finance and removed from Strategic Sourcing program offer 78104 to better align with duties and functions.



## Legal / Contractual Obligation

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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$1,448,912	\$0	\$1,609,823	\$0
Contractual Services	\$3,827	\$0	\$500	\$0
Materials & Supplies	\$24,436	\$0	\$20,750	\$0
Internal Services	\$178,385	\$0	\$217,976	\$0
<b>Total GF/non-GF</b>	<b>\$1,655,560</b>	<b>\$0</b>	<b>\$1,849,049</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,655,560</b>		<b>\$1,849,049</b>	
<b>Program FTE</b>	10.00	0.00	10.00	0.00

Program Revenues				
Other / Miscellaneous	\$567,980	\$0	\$1,158,390	\$0
<b>Total Revenue</b>	<b>\$567,980</b>	<b>\$0</b>	<b>\$1,158,390</b>	<b>\$0</b>

## 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 2019: 78103-19 Administrative Hub Human Resources



## Legal / Contractual Obligation

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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$462,651	\$0	\$232,950	\$0
Materials & Supplies	\$3,300	\$0	\$6,547	\$0
Internal Services	\$34,931	\$0	\$49,054	\$0
<b>Total GF/non-GF</b>	<b>\$500,882</b>	<b>\$0</b>	<b>\$288,551</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$500,882</b>		<b>\$288,551</b>	
<b>Program FTE</b>	3.40	0.00	2.00	0.00

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

## Explanation of Revenues

This program is funded in the General Fund.

## Significant Program Changes

**Last Year this program was:** FY 2019: 78104-19 Countywide Strategic Sourcing

Finance Manager and a Project Manager are allocated 100 percent to Administrative Hub Finance and removed from Strategic Sourcing program offer 78104 to better align with duties and functions.





**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,356,205	\$0	\$1,411,652
Contractual Services	\$0	\$20,900	\$0	\$30,000
Materials & Supplies	\$0	\$1,235,564	\$0	\$3,228,918
Internal Services	\$0	\$2,026,092	\$0	\$1,748,964
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,638,761</b>	<b>\$0</b>	<b>\$6,419,534</b>
<b>Program Total:</b>	<b>\$4,638,761</b>		<b>\$6,419,534</b>	
<b>Program FTE</b>	0.00	8.75	0.00	8.75

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

**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

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.



## Legal / Contractual Obligation

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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Internal Services	\$0	\$11,701,231	\$0	\$10,691,481
Cash Transfers	\$0	\$530,868	\$0	\$507,811
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$12,232,099</b>	<b>\$0</b>	<b>\$11,199,292</b>
<b>Program Total:</b>	<b>\$12,232,099</b>		<b>\$11,199,292</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$11,856,049	\$0	\$10,300,780
Financing Sources	\$0	\$0	\$0	\$0
Beginning Working Capital	\$0	\$376,050	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$12,232,099</b>	<b>\$0</b>	<b>\$10,300,780</b>

## 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.

\$376,050 of Beginning Working Capital in FY 2019 was from department debt service expense paid early and carried forward from FY 2018.

## Significant Program Changes

**Last Year this program was:** FY 2019: 78201-19 Facilities Debt Service and Capital Fee Pass Through

In FY 2020 debt for the new Health Headquarters is offset by \$1 million in proceeds from the sale of the former Health Headquarters building.

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$9,082,421	\$0	\$9,980,547
Contractual Services	\$0	\$309,500	\$0	\$320,716
Materials & Supplies	\$0	\$3,129,754	\$0	\$12,147,625
Internal Services	\$0	\$1,697,053	\$0	\$1,621,048
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$14,218,728</b>	<b>\$0</b>	<b>\$24,069,936</b>
<b>Program Total:</b>	<b>\$14,218,728</b>		<b>\$24,069,936</b>	
<b>Program FTE</b>	0.00	70.50	0.00	71.50

Program Revenues				
Other / Miscellaneous	\$0	\$25,966,174	\$0	\$35,545,817
Beginning Working Capital	\$0	\$1,500,000	\$0	\$3,270,582
Service Charges	\$0	\$2,071,727	\$0	\$2,156,986
<b>Total Revenue</b>	<b>\$0</b>	<b>\$29,537,901</b>	<b>\$0</b>	<b>\$40,973,385</b>

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

One Program Manager position added to address issues identified in the "Access to County Buildings" audit report. This position will provide oversight for identifying, recommending and implementing new Multco card access control procedures that are approved by County Senior Leadership.

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.

**Department:** County Assets      **Program Contact:** Michael Strauch  
**Program Offer Type:** Innovative/New Program      **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:** One-Time-Only Request

**Executive Summary**

The Access to County Buildings Audit Report identified critical security risks due to inadequate controls for building access cards. In response to the audit, a position was added in program offer Facilities Operations and Maintenance (78202-A) to support the development and implementation of new access control procedures. This program adds professional services for trained security consultants to assist County leadership in defining security goals.

**Program Summary**

The County Auditor recommended: "Before the County can develop new policy and procedures, County leadership needs to define their security goals and use trained security professionals to work with departments, instead of FM Alarms, to make building access decisions." This program seeks to contract with experienced security professionals to assist with:

- Conducting building risk assessments to determine security access levels within the boundaries of the County's risk tolerances;
- Coordinating security efforts across departments and minimizing any redundancies that could be occurring;
- Checking departments' access levels, hours and days of week on the access card;
- Creating criteria for background checks for employees, contractors, volunteers, community partners and unpaid interns; and
- Establishing a security performance model that measures inputs and accomplishments to evaluate whether security investments produce results that align with the County's security goals.

**Performance Measures**

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Complete Building Risk Assessment	N/A	N/A	N/A	100%
Outcome	Establish County Security Governance Structure	N/A	N/A	N/A	100%

**Performance Measures Descriptions**

**Output:** Building risk assessment is critical to defining the level of security risk the County is willing to accept while maintaining welcoming and inclusive access for employees and the public.

**Outcome:** Creating a County Security Governance Structure is necessary to review and approve security policies and procedures for all County programs.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$0	\$0	\$150,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$150,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$150,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

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

Explanation of Revenues

This program is requesting one-time only General Funds.

Significant Program Changes

Last Year this program was:





## Legal / Contractual Obligation

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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,226,684	\$0	\$1,264,715
Contractual Services	\$0	\$6,832,724	\$0	\$7,234,773
Materials & Supplies	\$0	\$110,481	\$0	\$661,305
Internal Services	\$0	\$294,882	\$0	\$300,207
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$8,464,771</b>	<b>\$0</b>	<b>\$9,461,000</b>
<b>Program Total:</b>	<b>\$8,464,771</b>		<b>\$9,461,000</b>	
<b>Program FTE</b>	0.00	7.65	0.00	7.65

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$3,188,702
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$3,188,702</b>

## 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

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$131,915	\$0	\$126,980
Materials & Supplies	\$0	\$5,300	\$0	\$8,020
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$137,215</b>	<b>\$0</b>	<b>\$135,000</b>
<b>Program Total:</b>	<b>\$137,215</b>		<b>\$135,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$137,215	\$0	\$135,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$137,215</b>	<b>\$0</b>	<b>\$135,000</b>

**Explanation of Revenues**

This program will be funded by one-time-only general funds.

**Significant Program Changes**

Last Year this program was: FY 2019: 78225-19 Facilities Dedicated Facilities Specialist for Shelter Transitions



## Legal / Contractual Obligation

There are a number of projects carrying over into FY20 that have contractual obligations to vendors and/or service providers.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,372,232	\$0	\$1,448,256
Contractual Services	\$0	\$90,000	\$0	\$90,000
Materials & Supplies	\$0	\$28,900	\$0	\$28,600
Internal Services	\$0	\$155,318	\$0	\$582,364
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,646,450</b>	<b>\$0</b>	<b>\$2,149,220</b>
<b>Program Total:</b>	<b>\$1,646,450</b>		<b>\$2,149,220</b>	
<b>Program FTE</b>	0.00	9.30	0.00	9.30

Program Revenues				
Other / Miscellaneous	\$0	\$1,646,450	\$0	\$1,801,232
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,646,450</b>	<b>\$0</b>	<b>\$1,801,232</b>

## Explanation of Revenues

This program is primarily funded by the Capital Improvement (78205) and the Asset Preservation (78206) funds. Additional revenue comes from other departments in the form of service request work.

CIP Fees: \$807,016

AP Fees: \$994,216

## Significant Program Changes

**Last Year this program was:** FY 2019: 78204-19 Facilities Capital Operation Costs

Internal service increase due to the program receiving its portion of the Administrative Hub Service charge. Negative expenses in M&S due to accounting system changes to offset project manager's overhead burden expenses.



## Legal / Contractual Obligation

There are a number of projects carrying over into FY 2020 that have contractual obligations to vendors and/or service providers.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$9,179,789	\$0	\$18,276,826
Materials & Supplies	\$0	\$3,849,145	\$0	\$0
Capital Outlay	\$0	\$120,139	\$0	\$127,671
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$13,149,073</b>	<b>\$0</b>	<b>\$18,404,497</b>
<b>Program Total:</b>	<b>\$13,149,073</b>		<b>\$18,404,497</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,074,456	\$0	\$4,091,953
Financing Sources	\$0	\$286,364	\$0	\$313,973
Interest	\$0	\$39,037	\$0	\$7,200
Beginning Working Capital	\$0	\$7,500,797	\$0	\$13,970,471
Service Charges	\$0	\$1,239,038	\$0	\$233,799
<b>Total Revenue</b>	<b>\$0</b>	<b>\$13,139,692</b>	<b>\$0</b>	<b>\$18,617,396</b>

## Explanation of Revenues

Fund 2507 Capital Improvement Program:

- 50000 BWC \$12 million from Routine Project Carryover
- 50000 BWC \$1.85 million from sales proceeds of Central Office
- 50236 IG City of Portland share of Justice Center Projects \$229,000
- 50310 Intl Svc Reimbursement CIP Fee from County Occupants \$4.1 million
- 50320 Cash Transfer revenue from External Clients \$147,142, from Fund 3505 per repayment agreement \$158,046

Fund 2503 Asset Replacement Revolving Fund:

- BWC \$120,471 from carryover
- Loan repayment from Sandy Drainage Improvement Project \$6,000

## Significant Program Changes

**Last Year this program was:** FY 2019: 78205-19 Facilities Capital Improvement Program

This offer increases BWC due to more projects having beginning working capital carryover.





## Legal / Contractual Obligation

There are a number of projects carrying over into FY20 that have contractual obligations to vendors and/or service providers.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$12,430,522	\$0	\$16,514,395
Materials & Supplies	\$0	\$0	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$12,430,522</b>	<b>\$0</b>	<b>\$16,514,395</b>
<b>Program Total:</b>	<b>\$12,430,522</b>		<b>\$16,514,395</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$3,792,659	\$0	\$4,655,476
Financing Sources	\$0	\$244,504	\$0	\$193,838
Interest	\$0	\$30,000	\$0	\$0
Beginning Working Capital	\$0	\$8,363,343	\$0	\$11,800,000
Service Charges	\$0	\$16	\$0	\$170
<b>Total Revenue</b>	<b>\$0</b>	<b>\$12,430,522</b>	<b>\$0</b>	<b>\$16,649,484</b>

## Explanation of Revenues

50000 BWC from Routine Project Carryover \$11,800,000  
 50310 Intl Svc Reimbursement AP Fee from County Occupants \$4,657,402  
 50320 Cash Transfer revenue from External Clients \$150,166  
 50320 Cash Transfer revenue from Fund 3505 per repayment agreement for prior years \$41,954

## Significant Program Changes

**Last Year this program was:** FY 2019: 78206-19 Facilities Capital Asset Preservation Program

Beginning Working Capital increase due to additional carryover due to delays in projects.

**Department:** County Assets

**Program Contact:** Alene Davis

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

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

### Executive Summary

The Facilities Interiors Group (formerly "Moves, Adds and Changes") 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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Perform ongoing Customer Service Satisfaction Surveys with minimum score.	4.6	4.5	4.6	4.5
Outcome	Percent of new projects follow the County's new Workplace Modernization Initiative (WMI) standards.	NA	50%	65%	70%

### Performance Measures Descriptions

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

Outcome: 70% of new projects follow the County's new 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

Must comply with building codes and ADA. For construction activities must meet permitting requirements.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$656,426	\$0	\$672,077
Contractual Services	\$0	\$4,000	\$0	\$4,000
Materials & Supplies	\$0	\$23,400	\$0	\$27,057
Internal Services	\$0	\$48,871	\$0	\$47,283
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$732,697</b>	<b>\$0</b>	<b>\$750,417</b>
<b>Program Total:</b>	<b>\$732,697</b>		<b>\$750,417</b>	
<b>Program FTE</b>	0.00	4.55	0.00	4.55

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

## 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: 78207-19 Facilities Moves, Adds and Changes (MACs)

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Materials & Supplies	\$0	\$5,944,965	\$0	\$6,150,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,944,965</b>	<b>\$0</b>	<b>\$6,150,000</b>
<b>Program Total:</b>	<b>\$5,944,965</b>		<b>\$6,150,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$5,944,965	\$0	\$5,440,020
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,944,965</b>	<b>\$0</b>	<b>\$5,440,020</b>

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: 78208-19 Facilities Utilities Pass Through

FY 2020 will be the first year that includes new Gladys McCoy Building.  
 Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$267,824	\$0	\$276,391
Contractual Services	\$0	\$55,000	\$0	\$55,000
Materials & Supplies	\$0	\$4,941,621	\$0	\$7,676,038
Internal Services	\$0	\$25,232	\$0	\$22,766
Debt Service	\$0	\$3,324,956	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$8,614,633</b>	<b>\$0</b>	<b>\$8,030,195</b>
<b>Program Total:</b>	<b>\$8,614,633</b>		<b>\$8,030,195</b>	
<b>Program FTE</b>	0.00	2.00	0.00	2.00

Program Revenues				
Other / Miscellaneous	\$0	\$8,614,633	\$0	\$7,872,487
<b>Total Revenue</b>	<b>\$0</b>	<b>\$8,614,633</b>	<b>\$0</b>	<b>\$7,872,487</b>

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

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.

FY 2020 expense reduction is primarily due to accounting changes related to the Lincoln (Five Oak) Building lease which was formerly classified as a capital lease. This is strictly an accounting issue and does not affect cash flow.





**Legal / Contractual Obligation**

N/A

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,084,020	\$0	\$1,130,721
Contractual Services	\$0	\$260,000	\$0	\$260,000
Materials & Supplies	\$0	\$0	\$0	\$9,840
Internal Services	\$0	\$138,924	\$0	\$144,439
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,482,944</b>	<b>\$0</b>	<b>\$1,545,000</b>
<b>Program Total:</b>	<b>\$1,482,944</b>		<b>\$1,545,000</b>	
<b>Program FTE</b>	0.00	7.00	0.00	7.00

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

**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: 78210-19 Facilities Strategic Planning and Projects

Except where otherwise noted, significant revenue changes from FY 2019 to FY 2020 reflect accounting system changes.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$150,000	\$0	\$300,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$150,000</b>	<b>\$0</b>	<b>\$300,000</b>
<b>Program Total:</b>	<b>\$150,000</b>		<b>\$300,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$150,000	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$150,000</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

This program offer is requesting one-time-only Video Lottery Funds.

Significant Program Changes

Last Year this program was: FY 2019: 78224-19 Vance Property Master Plan



## 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$69,608	\$0	\$177,051
Contractual Services	\$0	\$213,063,012	\$0	\$111,498,571
Internal Services	\$0	\$3,630	\$0	\$7,474
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$213,136,250</b>	<b>\$0</b>	<b>\$111,683,096</b>
<b>Program Total:</b>	<b>\$213,136,250</b>		<b>\$111,683,096</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Intergovernmental	\$0	\$92,600,000	\$0	\$37,842,337
Other / Miscellaneous	\$0	\$400,000	\$0	\$775,000
Financing Sources	\$0	\$29,324,743	\$0	\$0
Beginning Working Capital	\$0	\$90,892,883	\$0	\$68,000,000
Service Charges	\$0	\$0	\$0	\$5,125,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$213,217,626</b>	<b>\$0</b>	<b>\$111,742,337</b>

## Explanation of Revenues

- \$68,000,000 working capital carryover of unrestricted funds from FY 2019.
- \$37,842,337 in State Bonds to match 49% of approved county expenses.
- \$5,125,000 from Oregon Justice Department side-project
- \$375,000 management fee for managing Oregon Justice Department side-project
- \$400,000 in Energy Tax Credits from Energy Trust of Oregon.

## Significant Program Changes

**Last Year this program was:** FY 2019: 78212-19 Facilities Downtown Courthouse

Decrease of \$101.5 million from FY 2019 as construction is underway and projected to be completed in FY 2020.



## Legal / Contractual Obligation

There are a number of projects carrying over into FY20 that have contractual obligations to vendors and/or service providers.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$4,037,437	\$0	\$5,332,881
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,037,437</b>	<b>\$0</b>	<b>\$5,332,881</b>
<b>Program Total:</b>	<b>\$4,037,437</b>		<b>\$5,332,881</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,457,122	\$0	\$2,632,881
Beginning Working Capital	\$0	\$2,580,315	\$0	\$2,700,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,037,437</b>	<b>\$0</b>	<b>\$5,332,881</b>

## Explanation of Revenues

\$2,700,000 ~ 50000 BWC Estimated carry forward of ongoing projects

\$2,632,881 ~ 50310 Intl Svc Reimbursement Capital Fee on Owned Library Buildings

## Significant Program Changes

**Last Year this program was:** FY 2019: 78213-19 Library Construction Fund

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





## 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$72,167	\$0	\$0
Contractual Services	\$0	\$31,584,541	\$0	\$7,500,000
Unappropriated & Contingency	\$0	\$121,271	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$31,777,979</b>	<b>\$0</b>	<b>\$7,500,000</b>
<b>Program Total:</b>	<b>\$31,777,979</b>		<b>\$7,500,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$9,500,000	\$0	\$0
Beginning Working Capital	\$0	\$22,303,676	\$0	\$7,500,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$31,803,676</b>	<b>\$0</b>	<b>\$7,500,000</b>

## Explanation of Revenues

FY 2020 Revenues are:

- \$7.5 million carryover from FY 2019

## Significant Program Changes

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

Decreases \$24.3 million as construction is underway and projected to be completed in FY 2019.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$4,166,405	\$0	\$4,255,896
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,166,405</b>	<b>\$0</b>	<b>\$4,255,896</b>
<b>Program Total:</b>	<b>\$4,166,405</b>		<b>\$4,255,896</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$4,166,405	\$0	\$4,255,896
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,166,405</b>	<b>\$0</b>	<b>\$4,255,896</b>

Explanation of Revenues

This program offer will be funded with \$4,255,896 in carryover from FY 2019.

Significant Program Changes

Last Year this program was: FY 2019: 78218-19 MCSO Facilities Relocation and Reconfiguration



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$8,883	\$0	\$0
Contractual Services	\$0	\$7,116,852	\$0	\$6,000,000
Materials & Supplies	\$0	\$0	\$0	\$0
Internal Services	\$0	\$24,596	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$7,150,331</b>	<b>\$0</b>	<b>\$6,000,000</b>
<b>Program Total:</b>	<b>\$7,150,331</b>		<b>\$6,000,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$7,259,712	\$0	\$6,000,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$7,259,712</b>	<b>\$0</b>	<b>\$6,000,000</b>

Explanation of Revenues

This program offer will be funded by beginning working capital carried over from FY 2019.

Significant Program Changes

**Last Year this program was:** FY 2019: 78220-19 DCJ East County Campus

Originally the entire three building campus was purchased for use by DCJ Programs. DCJ has elected to occupy just the North and West buildings of the Campus. The South building is occupied by JOHS for use as a Shelter based on a Temporary Conditional Use Permit.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$3,600,000	\$0	\$3,400,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$3,600,000</b>	<b>\$0</b>	<b>\$3,400,000</b>
<b>Program Total:</b>	<b>\$3,600,000</b>		<b>\$3,400,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Beginning Working Capital	\$0	\$3,500,000	\$0	\$3,400,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,500,000</b>	<b>\$0</b>	<b>\$3,400,000</b>

Explanation of Revenues

This program offer will be funded by Beginning Working Capital carry over from FY 2019.

Significant Program Changes

Last Year this program was: FY 2019: 78221-19 MCDC Detention Electronics





## Legal / Contractual Obligation

An imminent danger correction notice for all Columbia River Patrol boat houses from electrical inspector to prevent Electrical Shock Drowning (ESD).

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$1,036,728	\$0	\$1,033,521
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,036,728</b>	<b>\$0</b>	<b>\$1,033,521</b>
<b>Program Total:</b>	<b>\$1,036,728</b>		<b>\$1,033,521</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$1,036,728	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$1,033,521
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,036,728</b>	<b>\$0</b>	<b>\$1,033,521</b>

## Explanation of Revenues

\$1,033,521 working capital carry over from FY 2019

## Significant Program Changes

Last Year this program was: FY 2019: 78227-19 MCSO River Patrol Boathouses Capital Improvements



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$950,000	\$0	\$300,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$950,000</b>	<b>\$0</b>	<b>\$300,000</b>
<b>Program Total:</b>	<b>\$950,000</b>		<b>\$300,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$950,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$300,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$950,000</b>	<b>\$0</b>	<b>\$300,000</b>

Explanation of Revenues

\$300,000 working capital carry over from FY19

Significant Program Changes

Last Year this program was: FY 2019: 78228-19 MCDC Cell Lighting and Window Covers

**Department:** County Assets **Program Contact:** Naomi Butler  
**Program Offer Type:** Innovative/New Program **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:** One-Time-Only Request

**Executive Summary**

Sharps drop boxes are a community-based disposal strategy which encourages safe disposal of used syringes by people who use injection drugs and provides the public with a convenient disposal option. In FY19, Multnomah County led a multi-jurisdictional Healthy Streets pilot to expand the number of sharps drop boxes in our community. In April of 2019, 14 new SDBs were sited across the community, bringing the total number of SDBs to 17. In FY20, the County will continue to provide support in implementing the expanded pilot and will track its success in reducing waste.

**Program Summary**

Improper syringe disposal has posed an ongoing waste management challenge for some time, and the national opioid epidemic has contributed to this growing problem in recent years. Opioid use and dependence across the country has led to a sustained rise in injection drug use and syringe debris.

Community members have become increasingly concerned about syringes found in neighborhoods, public spaces and businesses. In response, Multnomah County, the City of Portland, TriMet, Downtown Clean & Safe and Metro created the Healthy Streets pilot program to test the impact of SDBs on reducing syringe waste. The Healthy Streets pilot project is one component of a strategy to reduce the number of improperly discarded syringes and provide the public a safe community-based disposal option.

Sharps disposal boxes create a 24/7 disposal option for safe disposal of syringes by community members finding used syringes. In partnership with other jurisdictions, the County has developed a website and communication materials to support the public in taking action when finding syringes. After reviewing existing designs for syringe drop boxes, the Healthy Streets pilot partners agreed to design and fabricate a unique, more tamper resistant syringe box. The procurement, design and fabrication of these boxes took longer than expect, and the boxes were installed in April 2019. In FY20, the County will continue to play a coordination role in maintaining and servicing sharps boxes, tracking the success of the program and working with other jurisdiction partners. A total of 17 boxes will be operation throughout the county in FY20.

Health Department will manage the biohazard vendor contract and payments. Facilities and Property Management will act as liaison for the Health Department regarding, service calls, installation and repair of boxes.

**Performance Measures**

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Number of sharps disposal boxes maintained	N/A	5	5	5
Outcome	Number of jurisdictional partnerships maintained	N/A	4	5	5
Output	Total number of sharps disposal boxes in the community	2	5	17	17

**Performance Measures Descriptions**

Output-Number of sharps disposal boxes maintained  
 Outcome- Number of jurisdictional partnerships maintained  
 Output-Total number of sharps disposal boxes in the community

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Materials & Supplies	\$0	\$0	\$0	\$50,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$50,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$50,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$0	\$0	\$50,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$50,000</b>

Explanation of Revenues

This is a one-time-only request for general funds.

Significant Program Changes

Last Year this program was: FY 2019: 40061B-19 Safe Sharps Disposal



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$178,128	\$0	\$194,896
Contractual Services	\$0	\$1,319,294	\$0	\$959,583
Capital Outlay	\$0	\$0	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,497,422</b>	<b>\$0</b>	<b>\$1,154,479</b>
<b>Program Total:</b>	<b>\$1,497,422</b>		<b>\$1,154,479</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$0	\$0	\$0
Beginning Working Capital	\$0	\$1,497,422	\$0	\$1,154,479
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,497,422</b>	<b>\$0</b>	<b>\$1,154,479</b>

Explanation of Revenues

This program will carryover unspent one time only revenues into FY 2020 as beginning working capital through project completion.

Significant Program Changes

Last Year this program was: FY 2019: 78301-19 IT Innovation & Investment Projects





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,428,364	\$0	\$1,949,457
Contractual Services	\$0	\$40,000	\$0	\$40,000
Materials & Supplies	\$0	\$184,202	\$0	\$178,705
Internal Services	\$0	\$400	\$0	\$400
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,652,966</b>	<b>\$0</b>	<b>\$2,168,562</b>
<b>Program Total:</b>	<b>\$1,652,966</b>		<b>\$2,168,562</b>	
<b>Program FTE</b>	0.00	10.00	0.00	10.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,652,966	\$0	\$2,168,562
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,652,966</b>	<b>\$0</b>	<b>\$2,168,562</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78302-19 IT Planning, Projects & Portfolio Management

**Department:** County Assets

**Program Contact:** Dan Gorton

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

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

### Executive Summary

The Help Desk program offer provides a single point of contact for computer system troubleshooting, information, mobile device support and technical assistance. It supports County staff in furthering their goals to serve the citizens of Multnomah County. Customer service oriented, professional 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 over 6,000 employees and business partners. By focusing on first call resolution of problems, such as inability to access documents, working with Word documents, spreadsheets, and other desktop applications, the Help Desk is able to minimize escalations to other IT teams and resolve customer problems as quickly as possible. The Help Desk provides support of mobile devices in use by County staff. Mobile support includes setup and delivery of mobile phones, support 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, in order to minimize future problems that hinder employees' ability to work effectively. Help Desk staff provides support and help for internal IT functions such as the Applications, Desktop, Data Center, and Administration groups. The Help Desk averages 2,500 customer tickets per month. Of those tickets, an average of 64% are resolved at the Help Desk. The other 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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 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**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$966,497	\$0	\$1,165,203
Materials & Supplies	\$0	\$7,400	\$0	\$7,244
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$973,897</b>	<b>\$0</b>	<b>\$1,172,447</b>
<b>Program Total:</b>	<b>\$973,897</b>		<b>\$1,172,447</b>	
<b>Program FTE</b>	0.00	7.40	0.00	8.40

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$973,897	\$0	\$1,172,447
<b>Total Revenue</b>	<b>\$0</b>	<b>\$973,897</b>	<b>\$0</b>	<b>\$1,172,447</b>

**Explanation of Revenues**

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

**Significant Program Changes**

**Last Year this program was:** FY 2019: 78303-19 IT Help Desk Services

Position 702251 added from Program Offer 78306-20 (IT Network Services).



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$928,151	\$0	\$996,498
Contractual Services	\$0	\$120,000	\$0	\$130,000
Materials & Supplies	\$0	\$1,401,976	\$0	\$2,194,199
Internal Services	\$0	\$16,200	\$0	\$16,200
Capital Outlay	\$0	\$0	\$0	\$40,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,466,327</b>	<b>\$0</b>	<b>\$3,376,897</b>
<b>Program Total:</b>	<b>\$2,466,327</b>		<b>\$3,376,897</b>	
<b>Program FTE</b>	0.00	5.00	0.00	5.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,298,612	\$0	\$2,058,018
Beginning Working Capital	\$0	\$0	\$0	\$1,102,414
Service Charges	\$0	\$167,715	\$0	\$216,465
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,466,327</b>	<b>\$0</b>	<b>\$3,376,897</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78304-19 IT Telecommunications Services

Beginning Working Capital carryover for CISCO ELA license renewal.



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$107,284	\$0	\$95,913
Materials & Supplies	\$0	\$1,042,464	\$0	\$1,119,383
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,149,748</b>	<b>\$0</b>	<b>\$1,215,296</b>
<b>Program Total:</b>	<b>\$1,149,748</b>		<b>\$1,215,296</b>	
<b>Program FTE</b>	0.00	1.00	0.00	1.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,149,748	\$0	\$1,215,296
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,149,748</b>	<b>\$0</b>	<b>\$1,215,296</b>

**Explanation of Revenues**

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

**Significant Program Changes**

**Last Year this program was:** FY 2019: 78305-19 IT Mobile Device Expense Management

Number of mobile devices increased by 115 devices which drives voice and data increases.



**Department:** County Assets

**Program Contact:** Rodney Chin

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

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

### Executive Summary

The Network Services program includes both the Wide Area Network (WAN) and Security Programs. The WAN group provides a stable and secure network for data communications between County buildings, data centers, and to external networks. The Security group is focused on cybersecurity functions associated with protecting the County's information assets.

### Program Summary

WAN Services designs, implements and manages the secure data network infrastructure that connects County buildings and provides access to the Internet and County applications. Network infrastructure and services include routing and switching, firewall management, IP address management, monitoring, and incident management. This program implements wireless access and manages remote access (VPN) for County employees to securely connect to County data from any location that has Internet connectivity. Large projects coordinated by WAN Services include office relocations, new facility provisioning, and remodeling. WAN works closely with external partners such as the City of Portland to create secure network links in order to share vital data.

The Security program is responsible for instituting appropriate cost-effective safeguards to provide reasonable assurance around the security of Multnomah County's IT information assets. The security team achieves this through policy development, audit and compliance monitoring, incident response and investigations, system monitoring, identity and access management, encryption and antivirus as well as education and awareness. The Security program is responsible for the implementation and on-going monitoring of the security rule of the HIPAA regulation including the investigation of incidents and/or breaches in cooperation with the County's Privacy Officer.

### Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	County WAN sites network availability 24 x 7, excluding scheduled maintenance	99.9%	99.9%	99.9%	99.9%
Outcome	County workstations with security antivirus agent installed with current virus signatures	95%	95%	95%	95%
Outcome	County employees exposed to cyber awareness training through managed phishing	80%	80%	80%	80%

### Performance Measures Descriptions

PM #1 Designed to ensure Network availability. County WAN sites connected to the network using DSL and school-based health clinics are not included in the performance measure.

PM #2 Designed to minimize the impact of cybersecurity incidents involving county computers.

PM #3 Designed to train users to spot phishing and spear phishing attacks in order to thwart phishing scams.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$2,694,447	\$0	\$2,586,097
Contractual Services	\$0	\$120,000	\$0	\$120,000
Materials & Supplies	\$0	\$2,993,326	\$0	\$3,605,608
Internal Services	\$0	\$1,000	\$0	\$1,000
Capital Outlay	\$0	\$2,800	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,811,573</b>	<b>\$0</b>	<b>\$6,312,705</b>
<b>Program Total:</b>	<b>\$5,811,573</b>		<b>\$6,312,705</b>	
<b>Program FTE</b>	0.00	13.00	0.00	11.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$5,811,573	\$0	\$6,312,705
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,811,573</b>	<b>\$0</b>	<b>\$6,312,705</b>

Explanation of Revenues

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

Significant Program Changes

**Last Year this program was:** FY 2019: 78306-19 IT Network Services

Increase in circuit costs for new buildings and services (AWS/Azure). Software increase for investments in IT Security. Position 702251 moved to Program Offer 78303 (IT Help Desk Services) and position 714940 moved to Program Offer 78312 (IT Data & Reporting Services).

**Department:** County Assets

**Program Contact:** Dan Gorton

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

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

### Executive Summary

The Desktop Services program supports end users with desktops, laptops, tablets, smartphone's, 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 over 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 citizens 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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 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%	90%	90%
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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$2,232,141	\$0	\$2,484,820
Contractual Services	\$0	\$70,000	\$0	\$70,000
Materials & Supplies	\$0	\$48,650	\$0	\$49,199
Internal Services	\$0	\$22,500	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,373,291</b>	<b>\$0</b>	<b>\$2,604,019</b>
<b>Program Total:</b>	<b>\$2,373,291</b>		<b>\$2,604,019</b>	
<b>Program FTE</b>	0.00	17.00	0.00	17.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,373,291	\$0	\$2,604,019
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,373,291</b>	<b>\$0</b>	<b>\$2,604,019</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78307-19 IT Desktop Services

**Department:** County Assets

**Program Contact:** Gary Wohlers

**Program Offer Type:** Internal Service

**Program Offer Stage:** As Proposed

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

### Executive Summary

Multnomah County has made a significant financial investment in our technology infrastructure. This program provides for the lifecycle management and replacement of outdated, unsupported, broken or damaged 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	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Percentage of personal computer devices replaced according to replacement schedule	60%	70%	80%	80%
Outcome	Asset database quality, accuracy and completeness	98%	98%	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**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$360,000	\$0	\$360,000
Materials & Supplies	\$0	\$3,744,570	\$0	\$2,600,597
Capital Outlay	\$0	\$1,529,603	\$0	\$3,405,352
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,634,173</b>	<b>\$0</b>	<b>\$6,365,949</b>
<b>Program Total:</b>	<b>\$5,634,173</b>		<b>\$6,365,949</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$3,918,943	\$0	\$4,400,589
Beginning Working Capital	\$0	\$1,715,230	\$0	\$1,965,360
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,634,173</b>	<b>\$0</b>	<b>\$6,365,949</b>

**Explanation of Revenues**

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

**Significant Program Changes**

**Last Year this program was:** FY 2019: 78308-19 IT Asset Replacement

Beginning Working Capital carryover from FY 2019 for replacement of IT assets.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$3,999,051	\$0	\$4,116,736
Contractual Services	\$0	\$854,000	\$0	\$650,000
Materials & Supplies	\$0	\$164,952	\$0	\$112,721
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,018,003</b>	<b>\$0</b>	<b>\$4,879,457</b>
<b>Program Total:</b>	<b>\$5,018,003</b>		<b>\$4,879,457</b>	
<b>Program FTE</b>	0.00	21.00	0.00	21.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$5,018,003	\$0	\$4,879,457
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,018,003</b>	<b>\$0</b>	<b>\$4,879,457</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78309-19 IT Health and Human Services Application Services





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$2,976,679	\$0	\$3,251,786
Contractual Services	\$0	\$150,000	\$0	\$70,000
Materials & Supplies	\$0	\$113,826	\$0	\$80,821
Internal Services	\$0	\$200	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$3,240,705</b>	<b>\$0</b>	<b>\$3,402,607</b>
<b>Program Total:</b>	<b>\$3,240,705</b>		<b>\$3,402,607</b>	
<b>Program FTE</b>	0.00	18.00	0.00	18.00

Program Revenues				
Other / Miscellaneous	\$0	\$3,240,705	\$0	\$3,402,607
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,240,705</b>	<b>\$0</b>	<b>\$3,402,607</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78310-19 IT Public Safety Application Services

Position 702006 added from Program Offer 78309 (IT Health and Human Services Application Services); Position 701193 moved to Program Offer 78309 (IT Health and Human Services Application Services).



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,545,023	\$0	\$1,820,568
Materials & Supplies	\$0	\$74,386	\$0	\$6,845
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,619,409</b>	<b>\$0</b>	<b>\$1,827,413</b>
<b>Program Total:</b>	<b>\$1,619,409</b>		<b>\$1,827,413</b>	
<b>Program FTE</b>	0.00	6.00	0.00	6.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$1,619,409	\$0	\$1,827,413
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,619,409</b>	<b>\$0</b>	<b>\$1,827,413</b>

**Explanation of Revenues**

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

**Significant Program Changes**

Last Year this program was: FY 2019: 78311-19 IT General Government Application Services



**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$2,503,011	\$0	\$2,969,615
Materials & Supplies	\$0	\$825,898	\$0	\$1,050,384
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$3,328,909</b>	<b>\$0</b>	<b>\$4,019,999</b>
<b>Program Total:</b>	<b>\$3,328,909</b>		<b>\$4,019,999</b>	
<b>Program FTE</b>	0.00	14.50	0.00	15.50

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$3,328,909	\$0	\$4,019,999
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,328,909</b>	<b>\$0</b>	<b>\$4,019,999</b>

**Explanation of Revenues**

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

**Significant Program Changes**

**Last Year this program was:** FY 2019: 78312-19 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$1,670,496	\$0	\$1,657,261
Contractual Services	\$0	\$0	\$0	\$289,202
Materials & Supplies	\$0	\$2,345,643	\$0	\$2,335,339
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,016,139</b>	<b>\$0</b>	<b>\$4,281,802</b>
<b>Program Total:</b>	<b>\$4,016,139</b>		<b>\$4,281,802</b>	
<b>Program FTE</b>	0.00	8.00	0.00	8.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$4,016,139	\$0	\$4,108,746
Beginning Working Capital	\$0	\$0	\$0	\$173,056
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,016,139</b>	<b>\$0</b>	<b>\$4,281,802</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78313-19 IT ERP Application Services

Contractual services increase is for Workday consulting.





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$2,352,639	\$0	\$2,487,877
Contractual Services	\$0	\$184,000	\$0	\$0
Materials & Supplies	\$0	\$1,509,325	\$0	\$1,417,125
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$4,045,964</b>	<b>\$0</b>	<b>\$3,905,002</b>
<b>Program Total:</b>	<b>\$4,045,964</b>		<b>\$3,905,002</b>	
<b>Program FTE</b>	0.00	13.50	0.00	13.50

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$4,045,964	\$0	\$3,905,002
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,045,964</b>	<b>\$0</b>	<b>\$3,905,002</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78314-19 IT Enterprise and Web Application Services



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$509,181	\$0	\$474,979
Materials & Supplies	\$0	\$18,210	\$0	\$12,210
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$527,391</b>	<b>\$0</b>	<b>\$487,189</b>
<b>Program Total:</b>	<b>\$527,391</b>		<b>\$487,189</b>	
<b>Program FTE</b>	0.00	2.00	0.00	2.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$527,391	\$0	\$487,189
<b>Total Revenue</b>	<b>\$0</b>	<b>\$527,391</b>	<b>\$0</b>	<b>\$487,189</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78315-19 IT Library Application Services



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$825,645	\$0	\$864,726
Contractual Services	\$0	\$0	\$0	\$49,055
Materials & Supplies	\$0	\$304,442	\$0	\$1,161,467
Internal Services	\$0	\$9,998,562	\$0	\$11,341,945
Capital Outlay	\$0	\$21,000	\$0	\$2,067,745
Cash Transfers	\$0	\$0	\$0	\$1,468,020
Unappropriated & Contingency	\$0	\$350,614	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$11,500,263</b>	<b>\$0</b>	<b>\$16,952,958</b>
<b>Program Total:</b>	<b>\$11,500,263</b>		<b>\$16,952,958</b>	
<b>Program FTE</b>	0.00	3.80	0.00	3.80

Program Revenues				
Other / Miscellaneous	\$0	\$11,337,462	\$0	\$12,693,428
Beginning Working Capital	\$0	\$162,801	\$0	\$4,259,530
<b>Total Revenue</b>	<b>\$0</b>	<b>\$11,500,263</b>	<b>\$0</b>	<b>\$16,952,958</b>

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 2019: 78316-19 IT Shared Operating Expenses

Materials & Supplies increase is due to beginning working capital carryover from the FY 2018 absence liability compensation correction. Internal Services increased due to FY 2019 repayment of the Enterprise Resource Planning (ERP) system bond included a \$1.6M credit and in FY 2020 full payment is budgeted. Capital Outlay increased due to beginning working capital reserves.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$4,211,593	\$0	\$4,525,998
Contractual Services	\$0	\$13,000	\$0	\$8,000
Materials & Supplies	\$0	\$1,220,429	\$0	\$1,181,895
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,445,022</b>	<b>\$0</b>	<b>\$5,715,893</b>
<b>Program Total:</b>	<b>\$5,445,022</b>		<b>\$5,715,893</b>	
<b>Program FTE</b>	0.00	24.75	0.00	24.75

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$5,445,022	\$0	\$5,715,893
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,445,022</b>	<b>\$0</b>	<b>\$5,715,893</b>

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 2019: 78317-19 IT Data Center & Technical Services





Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$0	\$0	\$468,020
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$468,020</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$468,020</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$468,020
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$468,020</b>

Explanation of Revenues

Revenue is one-time-only funding from the Information Technology fund.

Significant Program Changes

Last Year this program was:



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$531,302	\$0	\$1,219,286
Unappropriated & Contingency	\$0	\$192,698	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$724,000</b>	<b>\$0</b>	<b>\$1,219,286</b>
<b>Program Total:</b>	<b>\$724,000</b>		<b>\$1,219,286</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Financing Sources	\$0	\$300,000	\$0	\$0
Beginning Working Capital	\$0	\$424,000	\$0	\$1,219,286
<b>Total Revenue</b>	<b>\$0</b>	<b>\$724,000</b>	<b>\$0</b>	<b>\$1,219,286</b>

Explanation of Revenues

This program will carryover unspent one time only revenues into FY 2020 as beginning working capital through project completion.

Significant Program Changes

Last Year this program was: FY 2019: 78319-19 CRIMES Replacement



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Personnel	\$0	\$592,914	\$0	\$418,260
Contractual Services	\$0	\$17,976,678	\$0	\$5,946,155
Internal Services	\$0	\$128,274	\$0	\$135,585
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$18,697,866</b>	<b>\$0</b>	<b>\$6,500,000</b>
<b>Program Total:</b>	<b>\$18,697,866</b>		<b>\$6,500,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Beginning Working Capital	\$0	\$19,849,934	\$0	\$6,500,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$19,849,934</b>	<b>\$0</b>	<b>\$6,500,000</b>

Explanation of Revenues

This program will carryover unspent one time only revenues into FY 2020 as beginning working capital through project completion.

Significant Program Changes

Last Year this program was: FY 2019: 78320-19 IT ERP Program



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$0	\$0	\$1,000,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,000,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,000,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

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

Explanation of Revenues

Funded with one-time-only General Funds.

Significant Program Changes

Last Year this program was:



**Department:** County Assets **Program Contact:** Tracey Massey  
**Program Offer Type:** Innovative/New Program **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:** One-Time-Only Request

**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. The County currently uses EPIC as its Electronic Medical Record (EMR) within its other primary care locations. Unfortunately, the module of EPIC is not designed for an in-patient care setting, thus the County must select an alternate solution.

**Performance Measures**

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Complete the evaluation and selection of the EMR.	NA	NA	NA	100%
Outcome	Percentage of key milestones met based on approved project plan.	NA	NA	NA	90%

**Performance Measures Descriptions**

Output: Complete the evaluation and selection of the EMR.  
Outcome: Percentage of key milestones met based on approved project plan.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$0	\$0	\$1,000,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,000,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,000,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

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

Explanation of Revenues

Funded with one-time-only General Funds.

Significant Program Changes

Last Year this program was:



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Contractual Services	\$0	\$0	\$0	\$1,000,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,000,000</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,000,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

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

Explanation of Revenues

One-time-only from the Information Technology fund.

Significant Program Changes

Last Year this program was:



## 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$1,177,602	\$0	\$1,316,293
Contractual Services	\$0	\$402,000	\$0	\$402,000
Materials & Supplies	\$0	\$1,791,697	\$0	\$1,759,845
Internal Services	\$0	\$1,091,148	\$0	\$1,322,633
Capital Outlay	\$0	\$235,936	\$0	\$438,006
Cash Transfers	\$0	\$462,822	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$300,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$5,161,205</b>	<b>\$0</b>	<b>\$5,538,777</b>
<b>Program Total:</b>	<b>\$5,161,205</b>		<b>\$5,538,777</b>	
<b>Program FTE</b>	0.00	10.90	0.00	11.10

Program Revenues				
Other / Miscellaneous	\$0	\$4,370,927	\$0	\$4,818,433
Interest	\$0	\$20,000	\$0	\$10,000
Beginning Working Capital	\$0	\$755,278	\$0	\$710,344
Service Charges	\$0	\$15,000	\$0	\$0
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,161,205</b>	<b>\$0</b>	<b>\$5,538,777</b>

## 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 2020 charged rates.

## Significant Program Changes

**Last Year this program was:** FY 2019: 78400-19 Fleet Services

0.20 FTE Management position into Fleet services from Records Management PO 78404 due to reorganization of Fleet services Manager.



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>
Contractual Services	\$0	\$0	\$0	\$10,000
Internal Services	\$0	\$0	\$0	\$6,576
Capital Outlay	\$0	\$7,334,503	\$0	\$9,002,349
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$7,334,503</b>	<b>\$0</b>	<b>\$9,018,925</b>
<b>Program Total:</b>	<b>\$7,334,503</b>		<b>\$9,018,925</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,513,636	\$0	\$2,654,445
Financing Sources	\$0	\$462,822	\$0	\$0
Interest	\$0	\$25,000	\$0	\$85,000
Beginning Working Capital	\$0	\$4,333,045	\$0	\$6,279,480
<b>Total Revenue</b>	<b>\$0</b>	<b>\$7,334,503</b>	<b>\$0</b>	<b>\$9,018,925</b>

Explanation of Revenues

Vehicles and equipment are placed on an established life-cycle replacement schedule. Replacement funds are collected on a monthly basis from programs with assigned vehicles and equipment 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 2019: 78401-19 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$191,559	\$0	\$206,913
Contractual Services	\$0	\$0	\$0	\$400
Materials & Supplies	\$0	\$538,814	\$0	\$537,251
Internal Services	\$0	\$153,600	\$0	\$366,162
Capital Outlay	\$0	\$114,204	\$0	\$144,373
Unappropriated & Contingency	\$0	\$0	\$0	\$100,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$998,177</b>	<b>\$0</b>	<b>\$1,355,099</b>
<b>Program Total:</b>	<b>\$998,177</b>		<b>\$1,355,099</b>	
<b>Program FTE</b>	0.00	2.25	0.00	2.25

Program Revenues				
Other / Miscellaneous	\$0	\$904,477	\$0	\$974,511
Interest	\$0	\$6,000	\$0	\$6,000
Beginning Working Capital	\$0	\$87,700	\$0	\$374,588
<b>Total Revenue</b>	<b>\$0</b>	<b>\$998,177</b>	<b>\$0</b>	<b>\$1,355,099</b>

## 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 2019: 78402-19 Motor Pool



Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$618,055	\$0	\$652,866
Contractual Services	\$0	\$818	\$0	\$743,847
Materials & Supplies	\$0	\$713,460	\$0	\$9,522
Internal Services	\$0	\$288,512	\$0	\$445,203
Capital Outlay	\$0	\$468,420	\$0	\$434,608
Unappropriated & Contingency	\$0	\$0	\$0	\$200,000
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,089,265</b>	<b>\$0</b>	<b>\$2,486,046</b>
<b>Program Total:</b>	<b>\$2,089,265</b>		<b>\$2,486,046</b>	
<b>Program FTE</b>	0.00	6.60	0.00	6.60

Program Revenues				
Other / Miscellaneous	\$0	\$1,599,765	\$0	\$1,578,321
Interest	\$0	\$4,000	\$0	\$6,500
Beginning Working Capital	\$0	\$485,500	\$0	\$901,225
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,089,265</b>	<b>\$0</b>	<b>\$2,486,046</b>

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2019: 78403-19 Distribution Services



## Legal / Contractual Obligation

Oregon Revised Statute 192 and Oregon Administrative Rule Chapter 166 define public records 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$639,767	\$0	\$700,186
Contractual Services	\$0	\$26,761	\$0	\$275,885
Materials & Supplies	\$0	\$117,817	\$0	\$124,998
Internal Services	\$0	\$727,665	\$0	\$841,067
Capital Outlay	\$0	\$0	\$0	\$27,370
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,512,010</b>	<b>\$0</b>	<b>\$1,969,506</b>
<b>Program Total:</b>	<b>\$1,512,010</b>		<b>\$1,969,506</b>	
<b>Program FTE</b>	0.00	5.20	0.00	5.00

Program Revenues				
Other / Miscellaneous	\$0	\$1,277,780	\$0	\$1,783,615
Interest	\$0	\$3,300	\$0	\$0
Beginning Working Capital	\$0	\$230,930	\$0	\$185,891
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,512,010</b>	<b>\$0</b>	<b>\$1,969,506</b>

## Explanation of Revenues

Records Management is funded by an allocation system through the Distribution Fund. Total program costs are allocated based on each Department's share of the number of boxes stored, boxes brought into the Records Center (accessioned), and record actions performed in FY2018.

## Significant Program Changes

**Last Year this program was:** FY 2019: 78404-19 Records Management

In FY20, the program will be responsible for shredding services for the County. Previously this was managed by the FPM Division within DCA.

0.20 FTE management position into Fleet services PO 78400 from Records Management due to reorganization of Fleet services Manager.