



Department of County Assets FY 2021 Proposed Budget

Presented to the
Board of County Commissioners

Presenters:

Bob Leek, DCA Director and CIO

Lisa Whedon, Senior Finance Manager

Multnomah County
May 15, 2020

Located at: www.multco.us/budget

Agenda

- Introduction
- CBAC Presentation
- Department Budget Overview
- General Fund Reductions
- New, One-Time-Only, General Fund Backfill, General Fund Restorations
- Budget Overview by Division
- Legislative Impacts & Future Policy Issues
- COVID-19 Impact and Risks
- Summary
- Questions



Community Budget Advisory Committee

Trent Wilson, Committee Chair

Department of County Assets CBAC Recommendations



Office of Community Involvement



Department of County Assets: Introduction



Information Technology



Distribution Services



Records Management &
Archives

Who is DCA?



Fleet & Motorpool



Facilities & Property
Management



Administrative Services
Hub

We are the PEOPLE who serve the PEOPLE who provide the services to the PEOPLE



Who We Serve / What We Do

Ensure 3.5 million sq ft of building space is appropriately maintained

Reviewed, negotiated, and executed over 2,000 contracts for Technology, Services & Construction

Preserve and make accessible Multnomah County's history and legacy

Promote the ethical and equitable access to public records

Transitioned over 2,500 County employees to full-time work from home due to COVID-19

Coordination of distribution logistics across more than 95 County locations

Construct, move and open new Central Courthouse

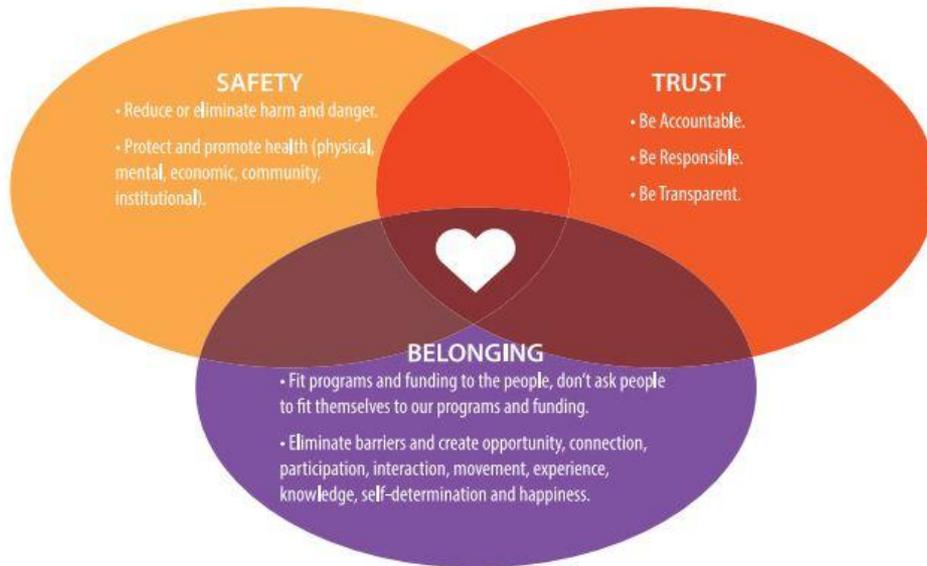
Blocked tens of thousands of malicious attempts to invade our networks

Maintain over 800 vehicles of various types including electric, hybrid, and heavy equipment



Guiding Principles

Workforce Equity



MULTNOMAH COUNTY
**WORKFORCE
EQUITY
STRATEGIC
PLAN**

Inclusive Workplace. Innovative Technologies. Sustainable Practices. Creative Synergies



Guiding Principles

Triple Bottom Line

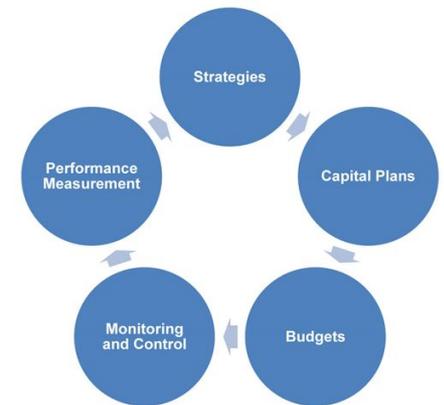


Inclusive Workplace. Innovative Technologies. Sustainable Practices. Creative Synergies

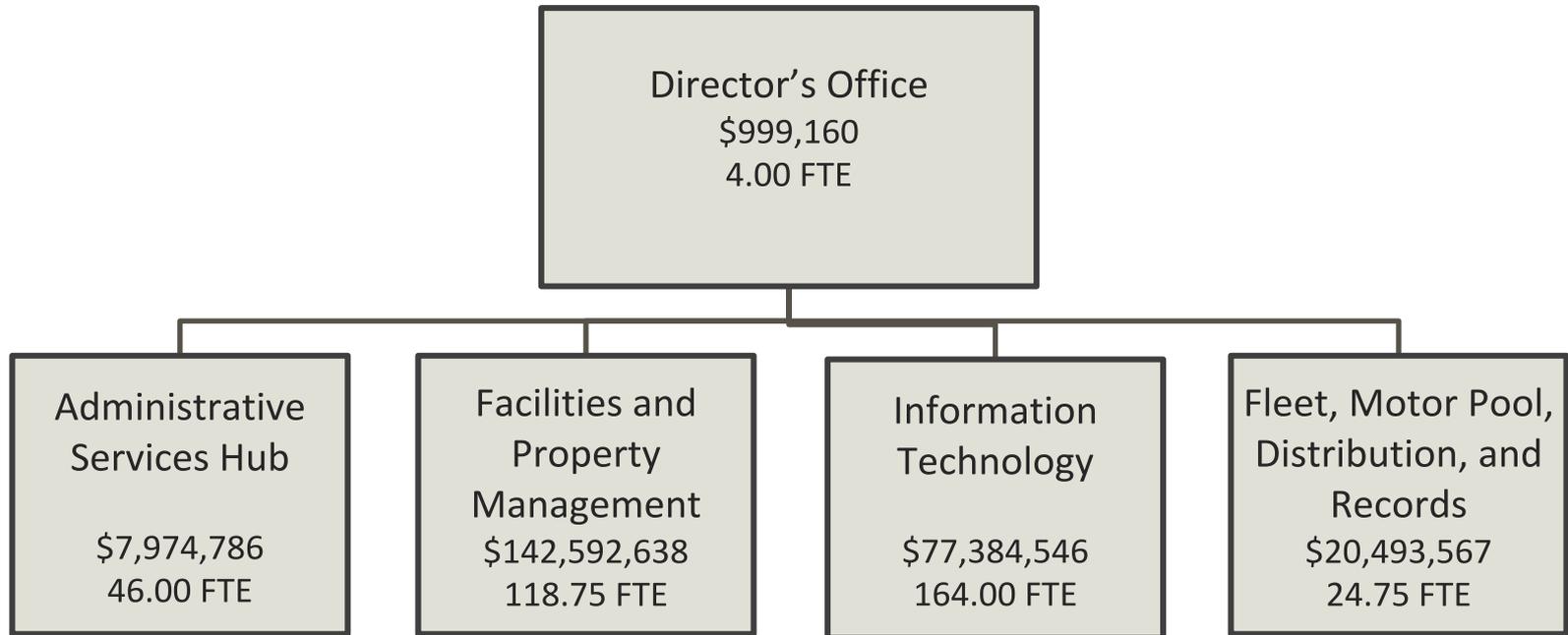


Key Budget Themes & Decision Process

- Lead with Equity
- Maintain Current Service Levels within Constraints
- Deliver Large Capital Projects
 - Central Courthouse
 - DCJ East Campus
- Preserve Assets through Ongoing Management
 - Capital Planning
 - Strategic Plans
- Support Vulnerable Population Needs



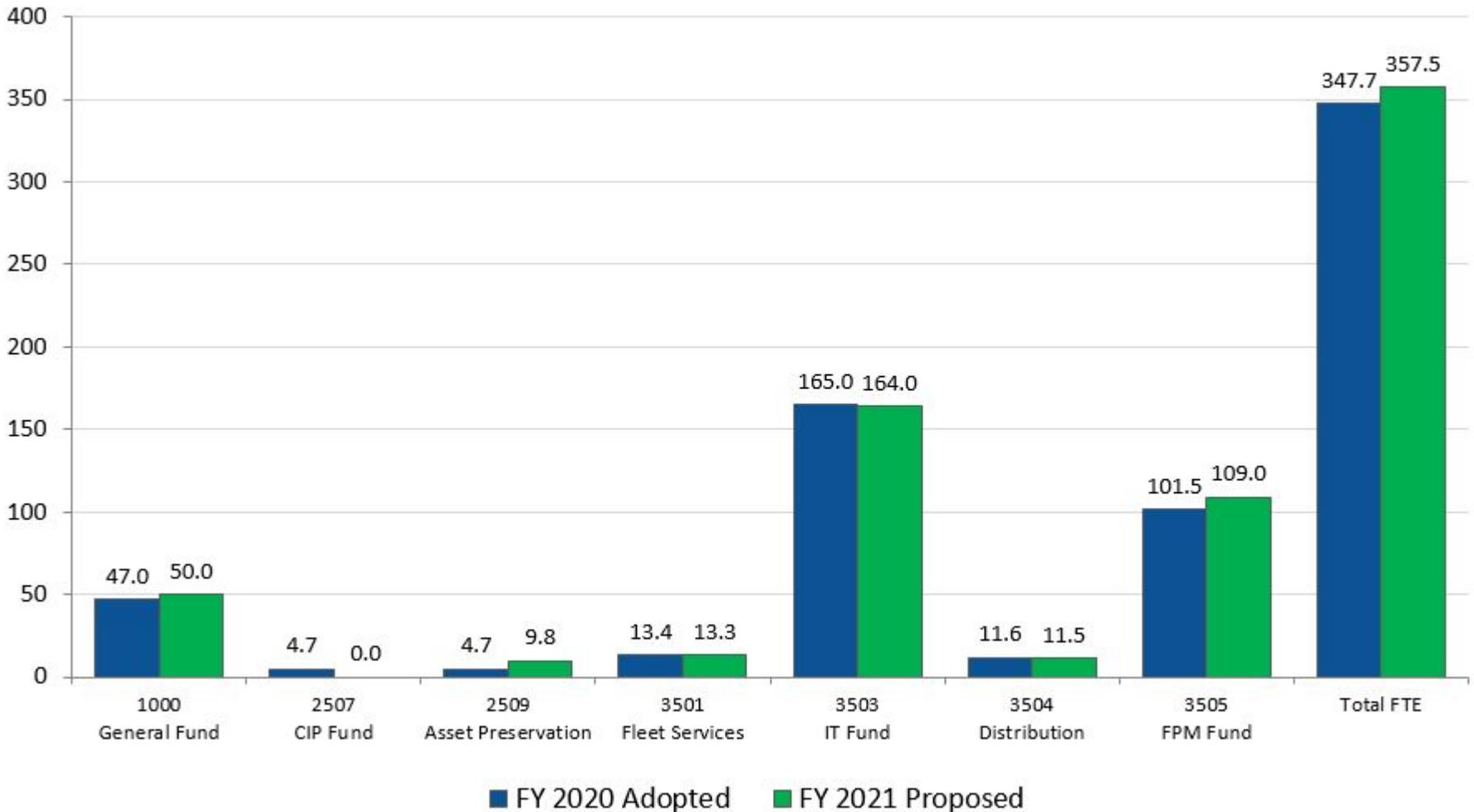
Organizational Chart



Span of Control 1:10.65

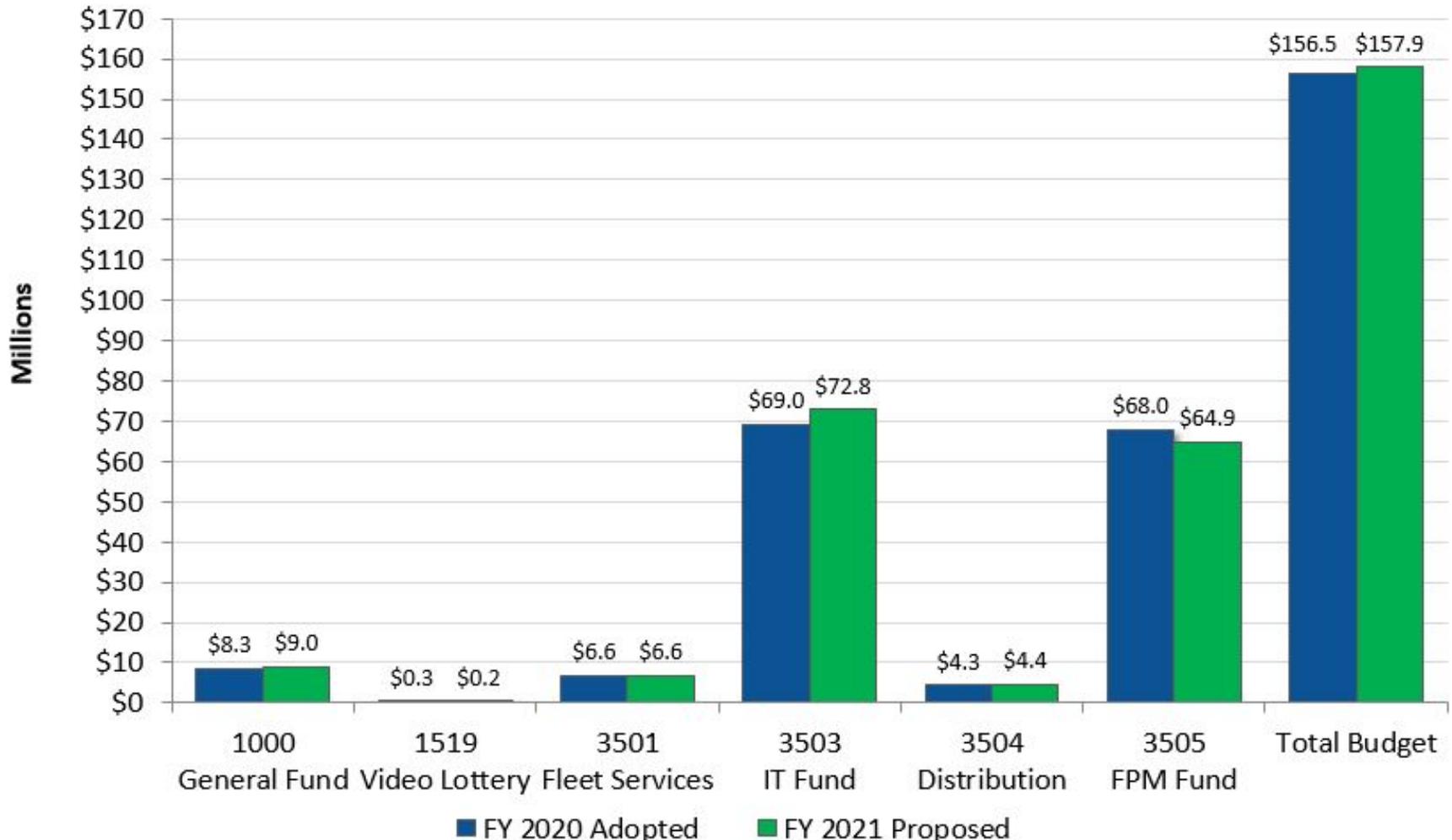


FTE by Fund - 357.5 FTE



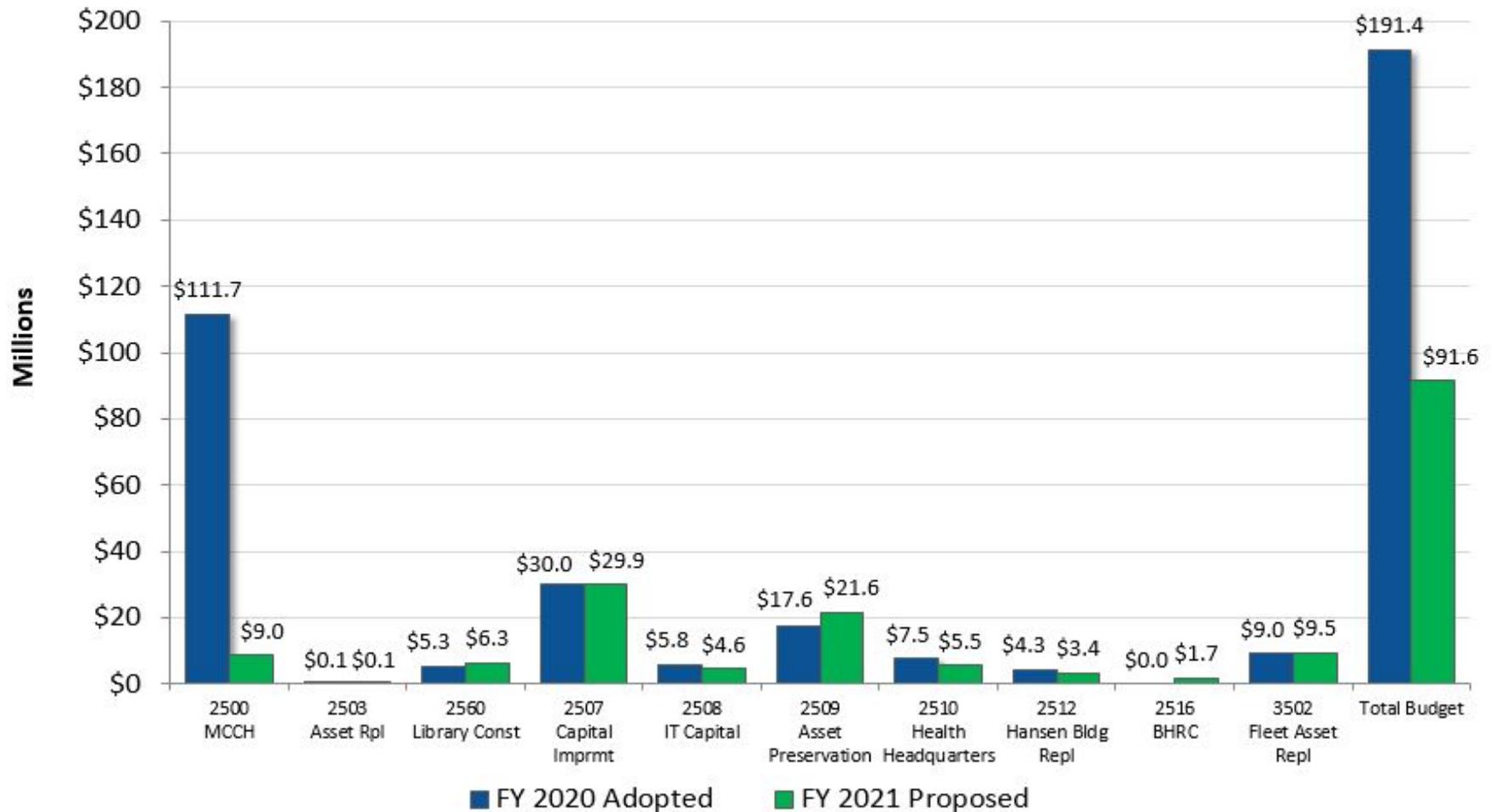
Budget by Fund - \$249.5M

(Operations Expenditures \$157.9M)



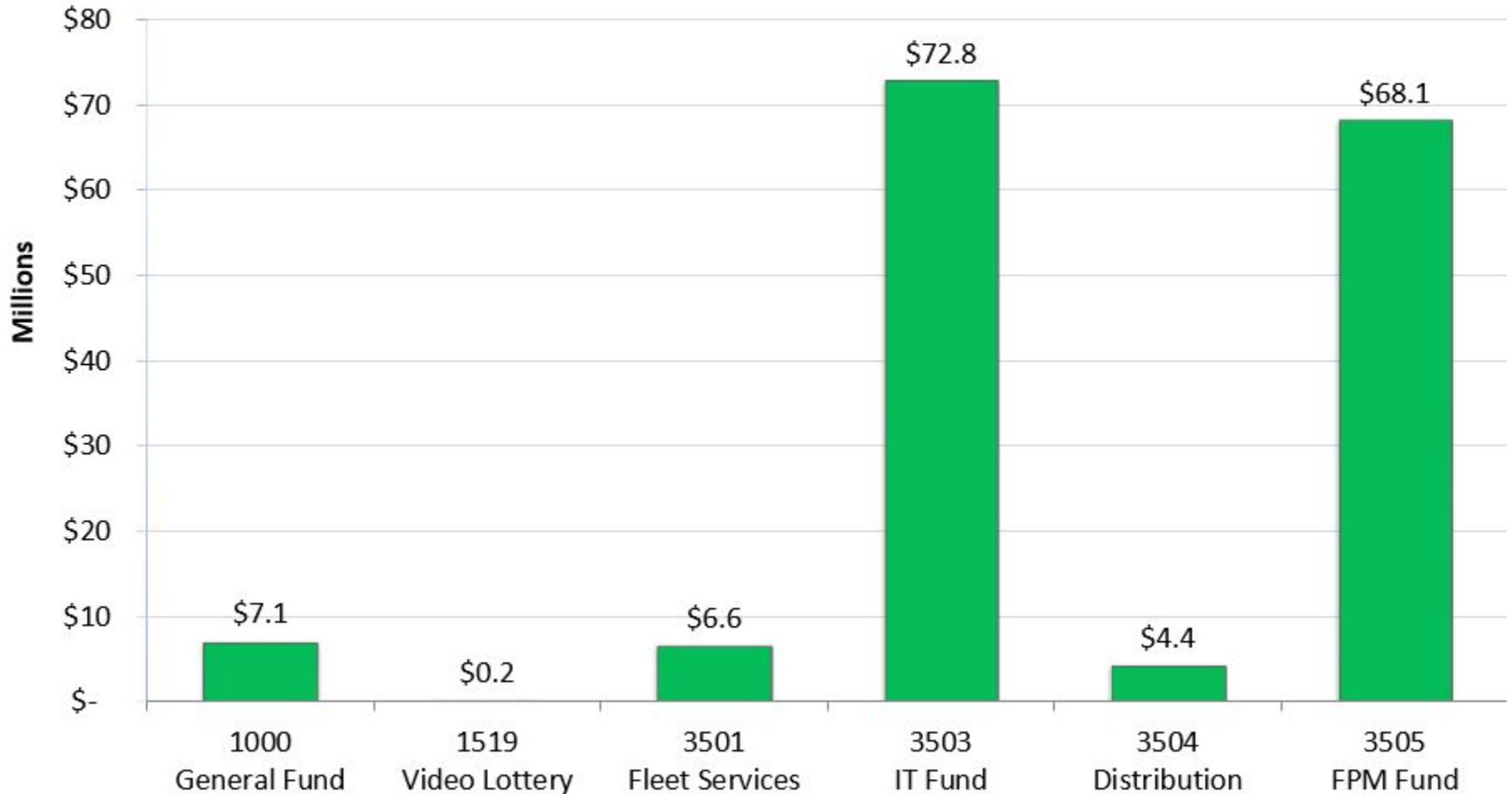
Budget by Fund - \$249.5M

(Capital Expenditures \$91.6M)



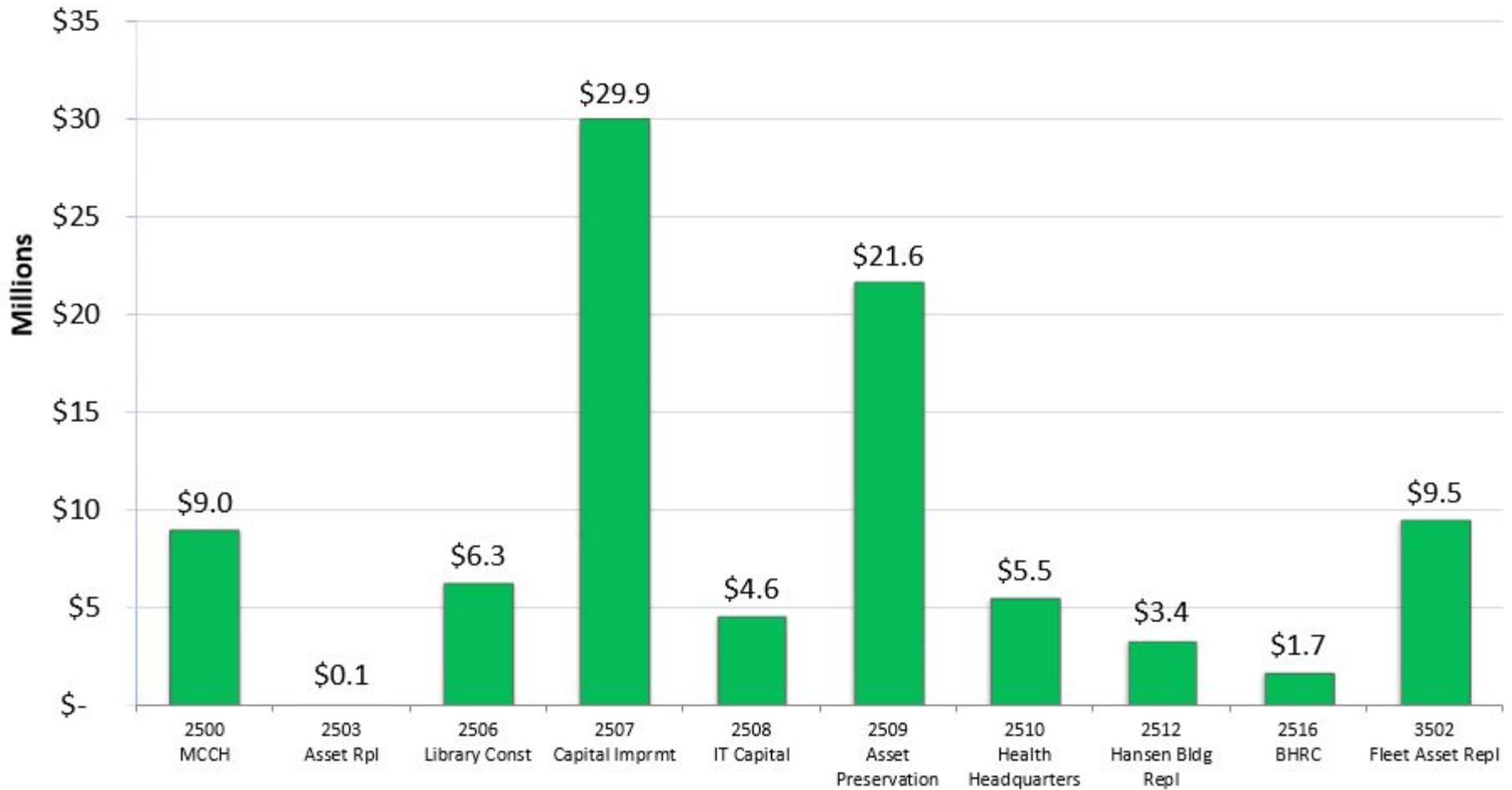
Budget by Funding Source - \$250.8M

(Operations Revenues \$159.2M)

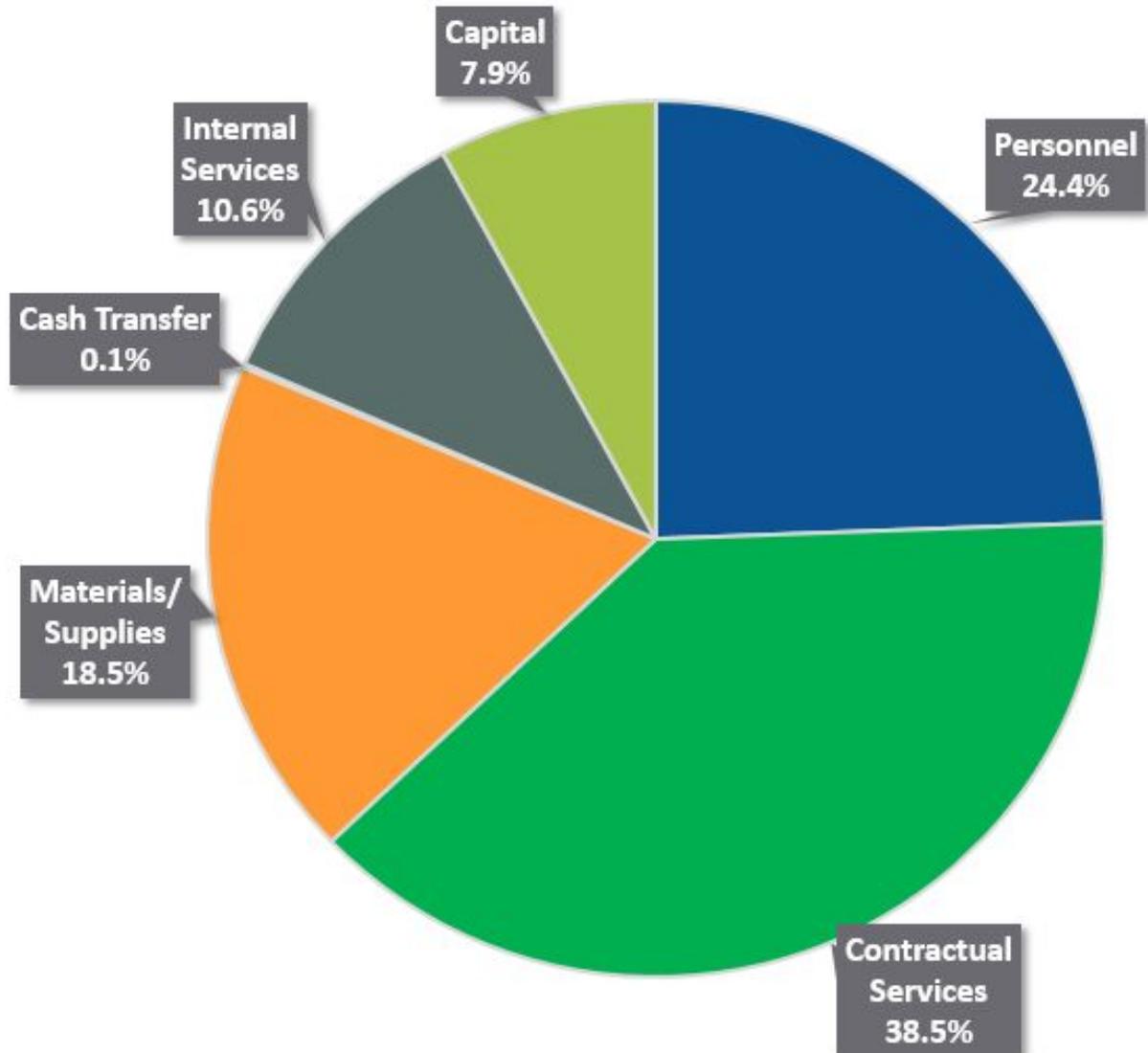


Budget by Funding Source - \$250.8M

(Capital Revenues \$91.6M)



Budget by Category - \$249.5 M



General Fund Reductions

Prog. Name/# or Description	FY 2021 General Fund	General Fund FTE
Program 78101 Administration Hub Procurement and Contracting (Material and Supplies)	\$17,000	0.00
Program 78103 Administration Hub Human Resources (Material and Supplies)	\$9,034	0.00
Program 78104 Countywide Strategic Sourcing (Material and Supplies)	\$15,000	0.00
Programs 78101-78104 Administration HUB Services (Non-represented Cola and Merit)	\$150,730	0.00
Department County Assets Total	\$191,764	0.00



New and OTO Funding

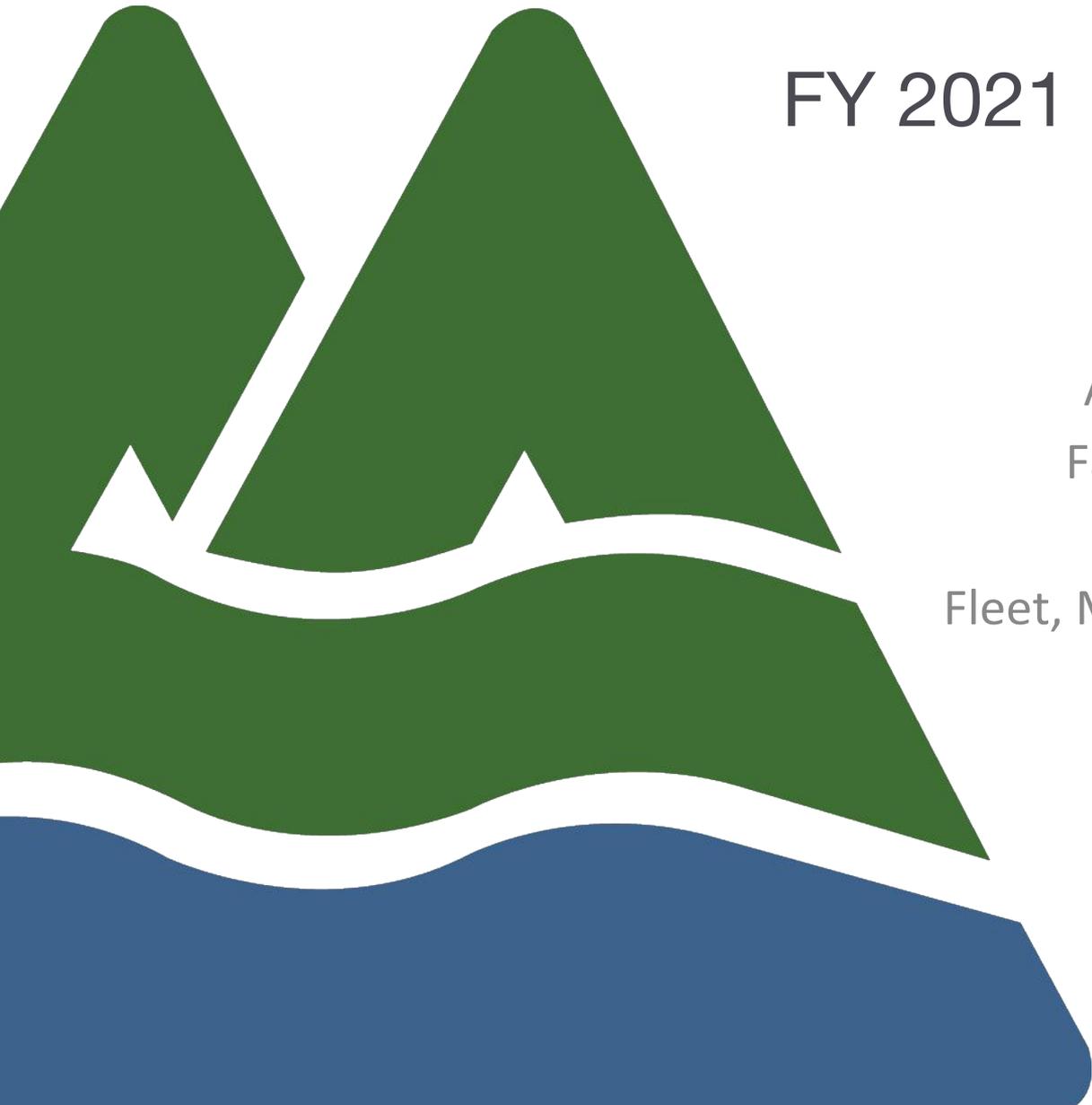
Prog. Name & # or Description	FY 2021 General Fund	GF Backfill	FY 2021 Other Funds	Total	Restoration	OTO	NEW
Program 78233 Justice Center Critical Electrical System Upgrade	\$900,000			\$900,000		X	X
Department County Assets Total	\$900,000			\$900,000			



Capital Project Updates

- Multnomah County Central Courthouse
- Justice Center Electrical System Infrastructure
- DCJ East Campus Renovation
- SEHC Building Structural Repair

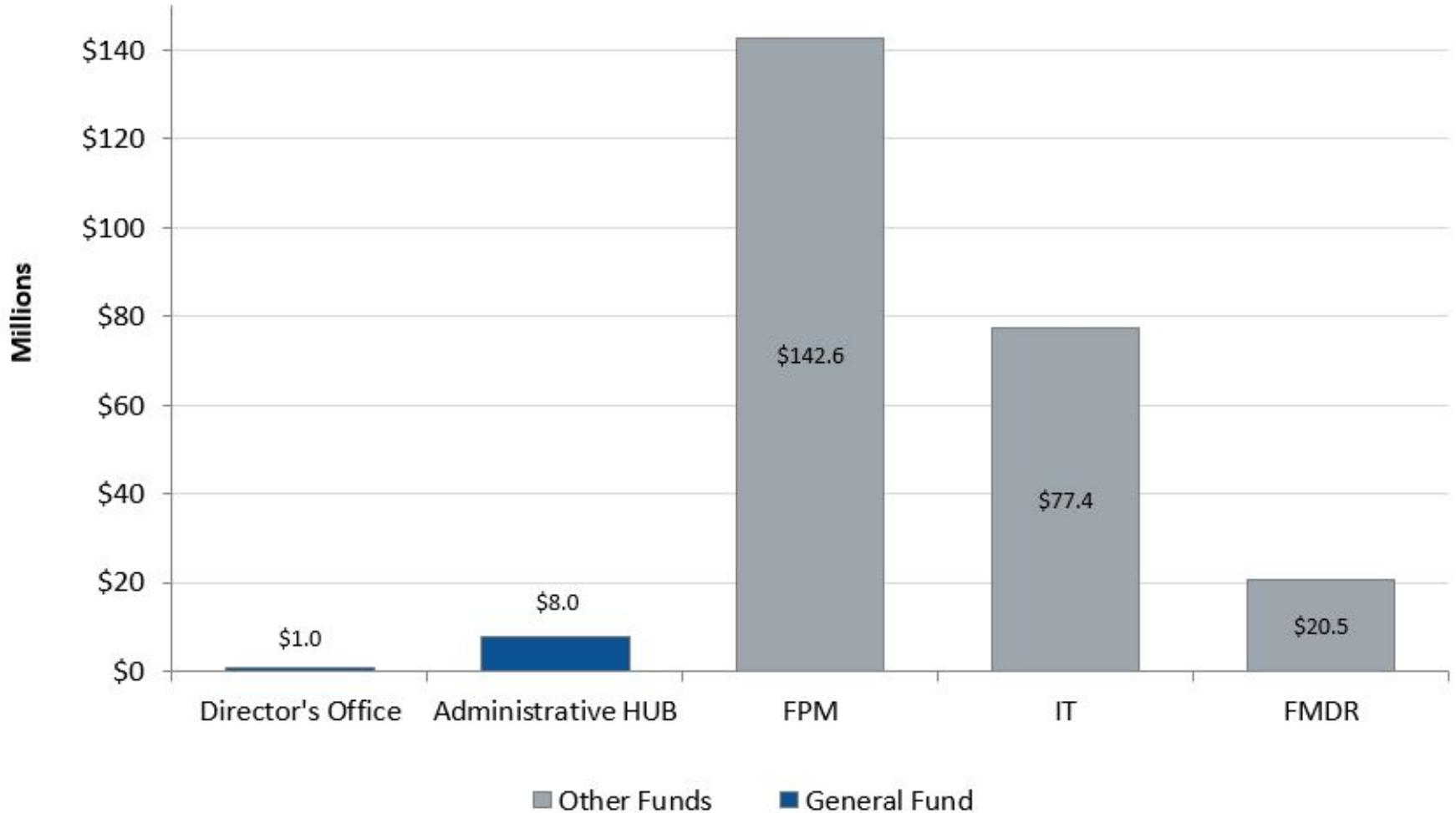




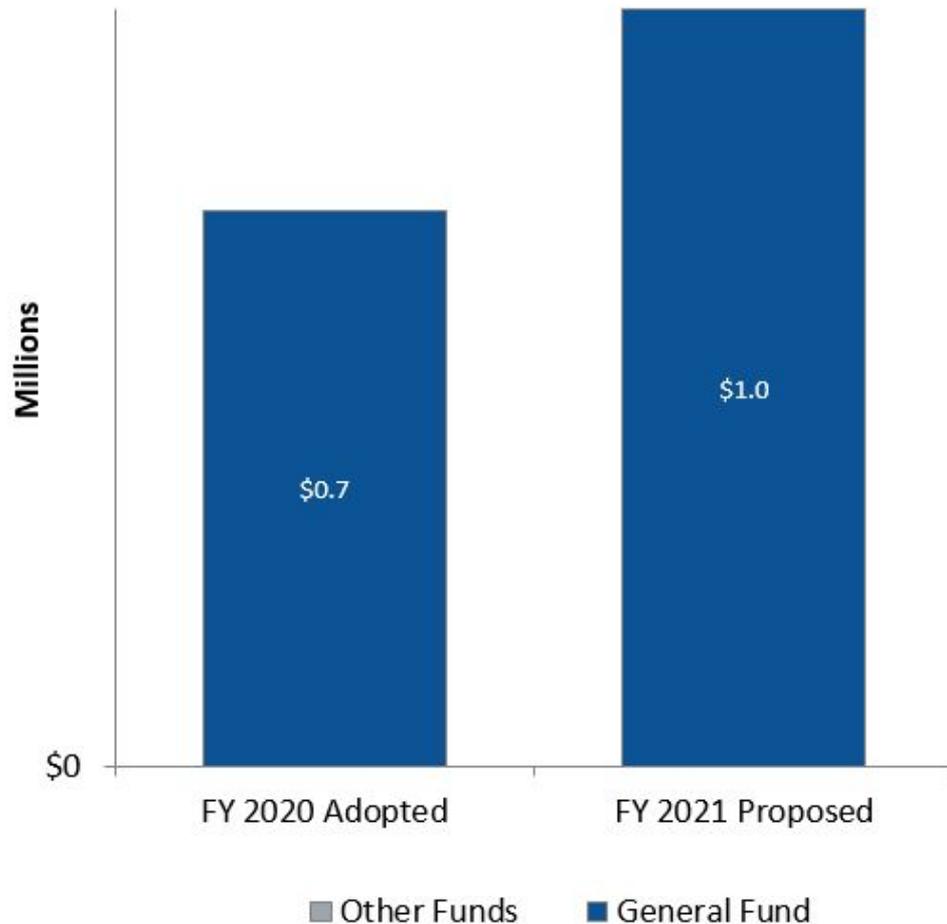
FY 2021 Proposed Budget by Division

Director's Office
Administrative Services HUB
Facilities Management (FPM)
Information Technology (IT)
Fleet, Motor Pool, Distribution and
Records (FMDR)

Budget by Division



Director's Office



- General Fund increased by \$0.3M within current service levels and constraint
- Increase 2.0 FTE, budget neutral reorganization within Department
 - 1.0 FTE from Admin HUB
 - 1.0 FTE from IT
- 100% of cost recovered via internal service charges



Strategic Direction: Director's Office

Priorities

- Strategic Projects
- Workforce Equity Strategic Plan
- Planning for the Post-COVID-response world

Challenges

- Talent Management
- Risk Mitigation
- Technology and Facility Modernization



Administrative Services HUB

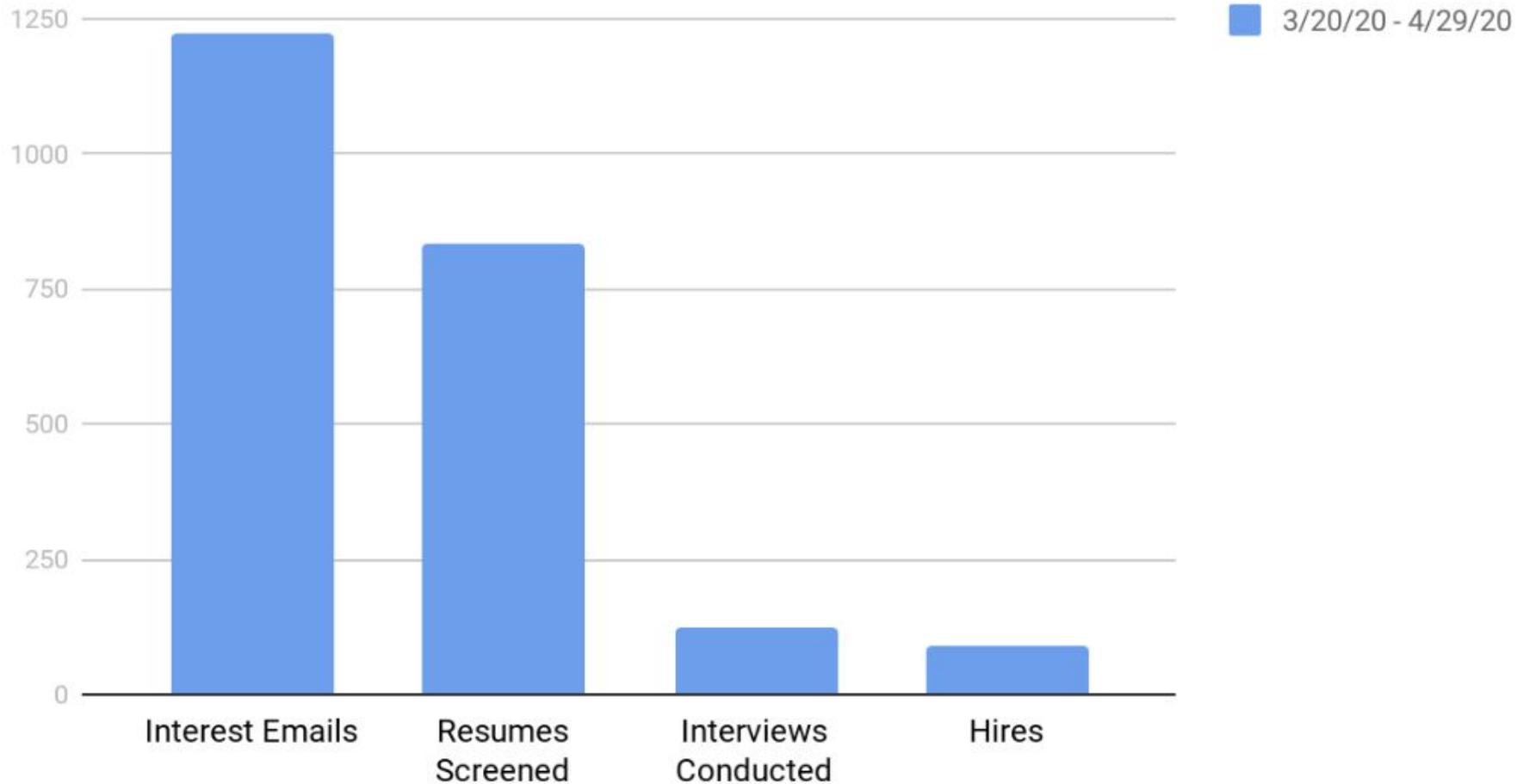


- General Fund increased by \$0.4M due to increased labor/benefit costs and contracts.
- Increase 2.0 FTE
 - 1.0 FTE HR Analyst Sr
 - 1.0 FTE Program Admin
- Current service levels
- Majority of costs are recovered via Internal Service charges



Administrative Services HUB: Service Trend

JOHS Shelter Staff Hiring



Strategic Direction: Administrative Services HUB

Priorities

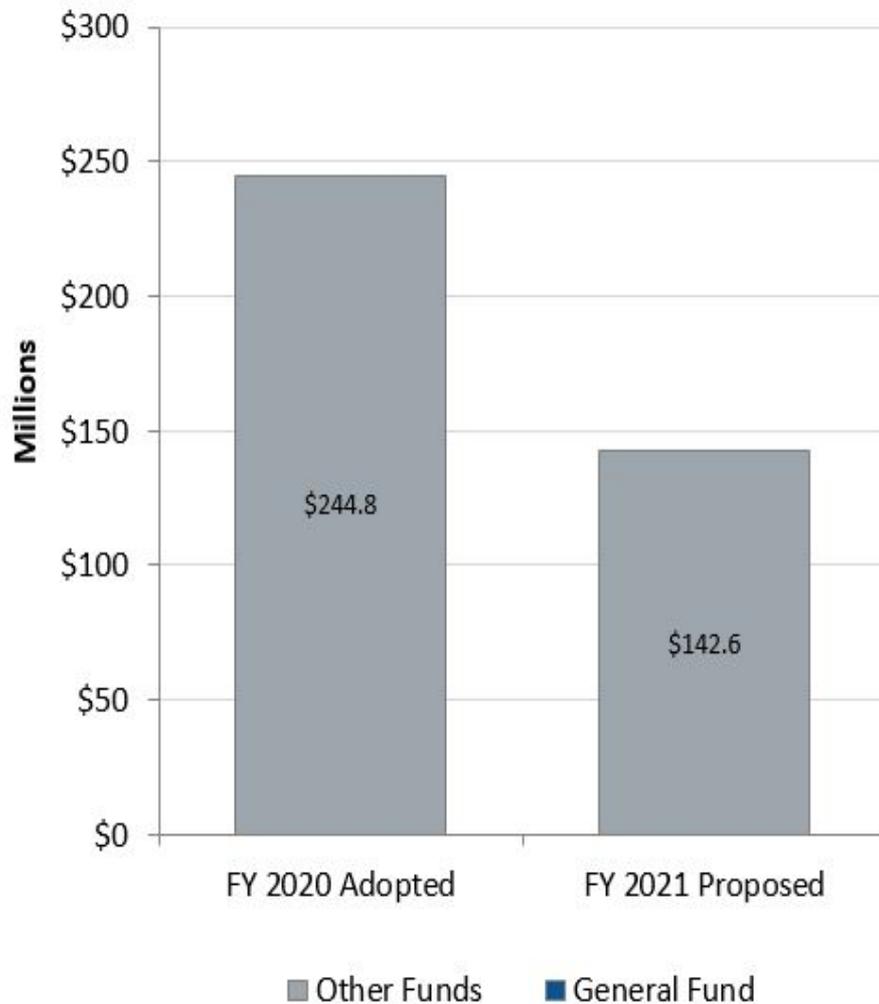
- Cross Training and Documentation
- Continue Process Improvements
- Recruiting and Employee Retention

Challenges

- Staying up-to-date on Regulatory and Policy Changes
- Managing Customer Expectations
- COVID-19 Response priorities



Facilities Management



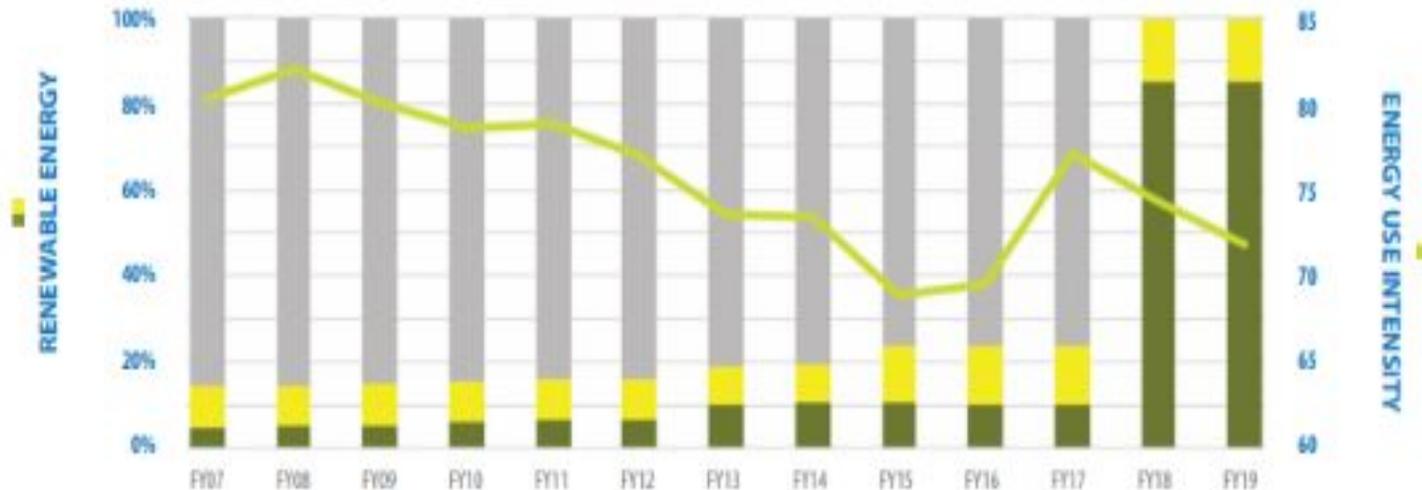
- Other Funds decreased by \$102.2M and net increase 8.0 FTE
- Decrease is due to large capital projects spend down and completion
- \$4.5M decrease in Debt
- \$985K adjustment for new construction and anticipated extraordinary increase in janitorial costs
- \$1M BWC transferred from operation to Capital Improvement Program MCDC Electronic project
- Operations increased \$0.4M due to increases in personnel costs, materials and services
- Capital programs Includes Board approved 8% increase
- New program offers:
 - 78233 Justice Center Critical Electrical System Upgrade



Facilities Management: Renewable Energy

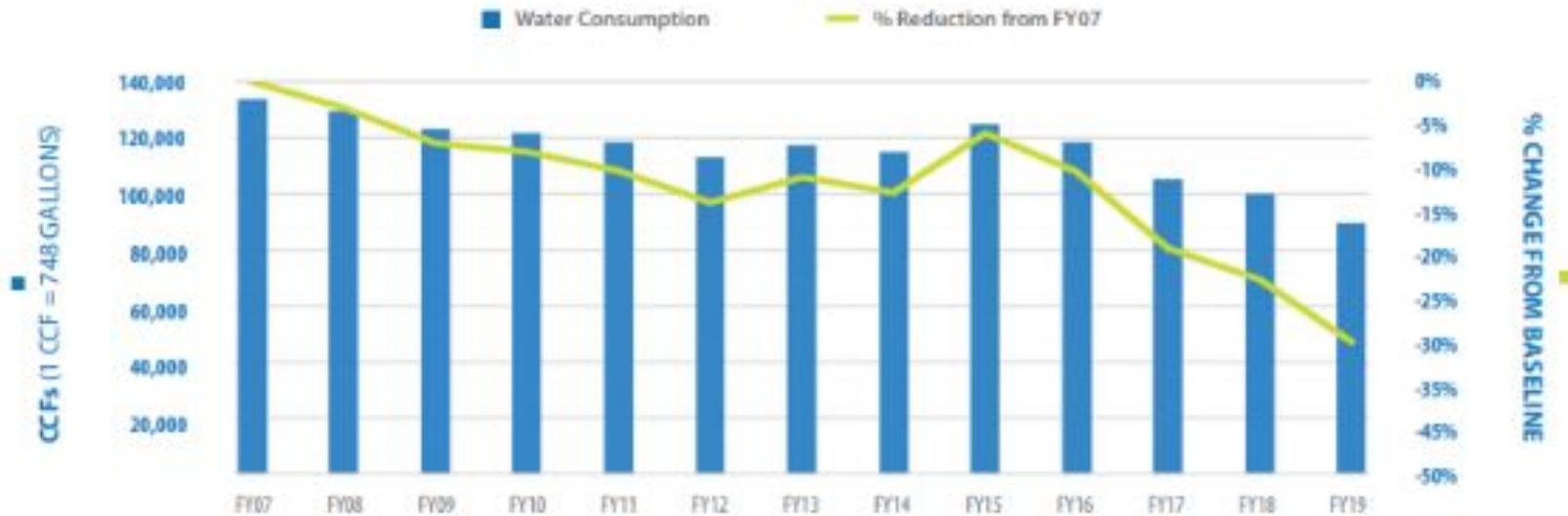
Buildings are the County's largest source of emissions. To address this, the County has made investments to become more energy efficient, leading to a reduction in Energy Use Intensity (kBtu used per square foot) by 11% from FY07.

■ County Solar Generation & REC's ■ % Renewable Electricity from Grid ■ % Fossil Fuel Electricity from Grid — Energy Use Intensity Trend (kBtu/square foot)



Facilities Management: Renewable Energy

Multnomah County has not established a water savings goal, however, reducing potable water use over time is critical for saving money and increasing resilience. Water and sewer rates are the second most costly utility with steadily increasing rates for the foreseeable future. Since FY07, overall Multnomah County water use has decreased by 33%, and water use per square foot at County facilities has decreased by 29%.



Strategic Direction: Facilities Management

Priorities

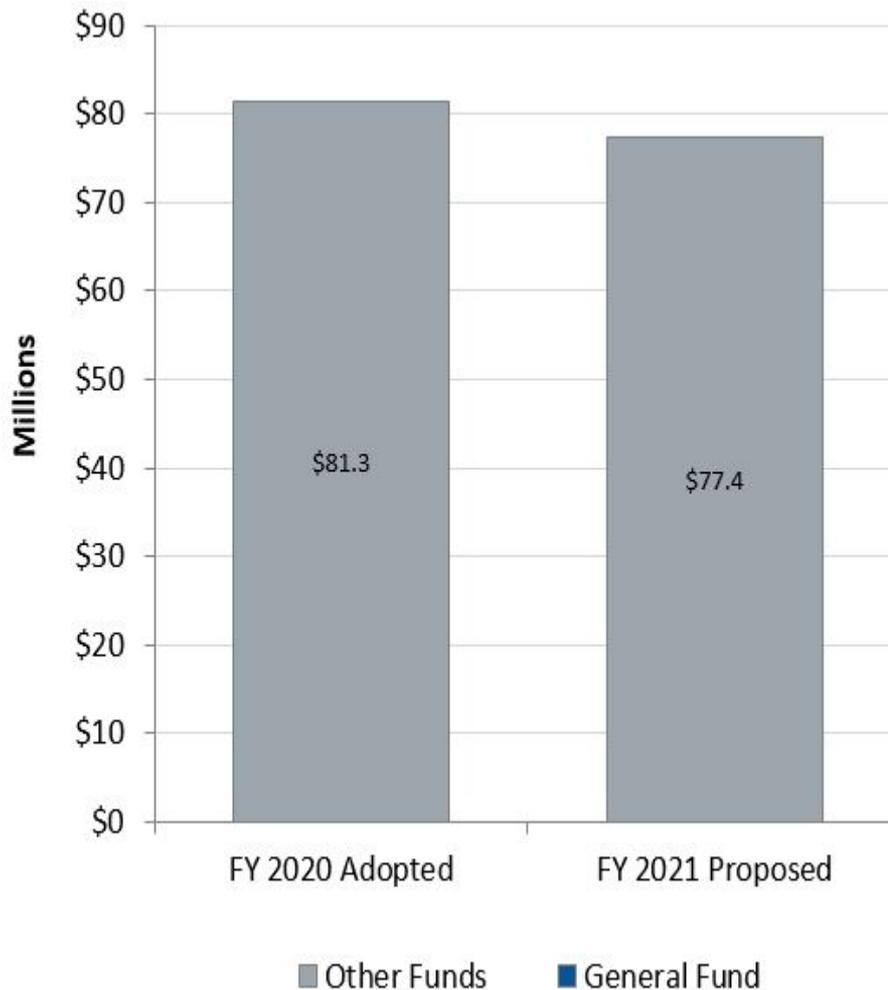
- Enhance department / agency service delivery
- Optimize capital reinvestments
- Promote community equity and environmental justice

Challenges

- Impacts of COVID-19
- Supporting Library Capital Bond and ongoing capital projects
- Economic Conditions; real estate market, construction costs and supply chain



Information Technology

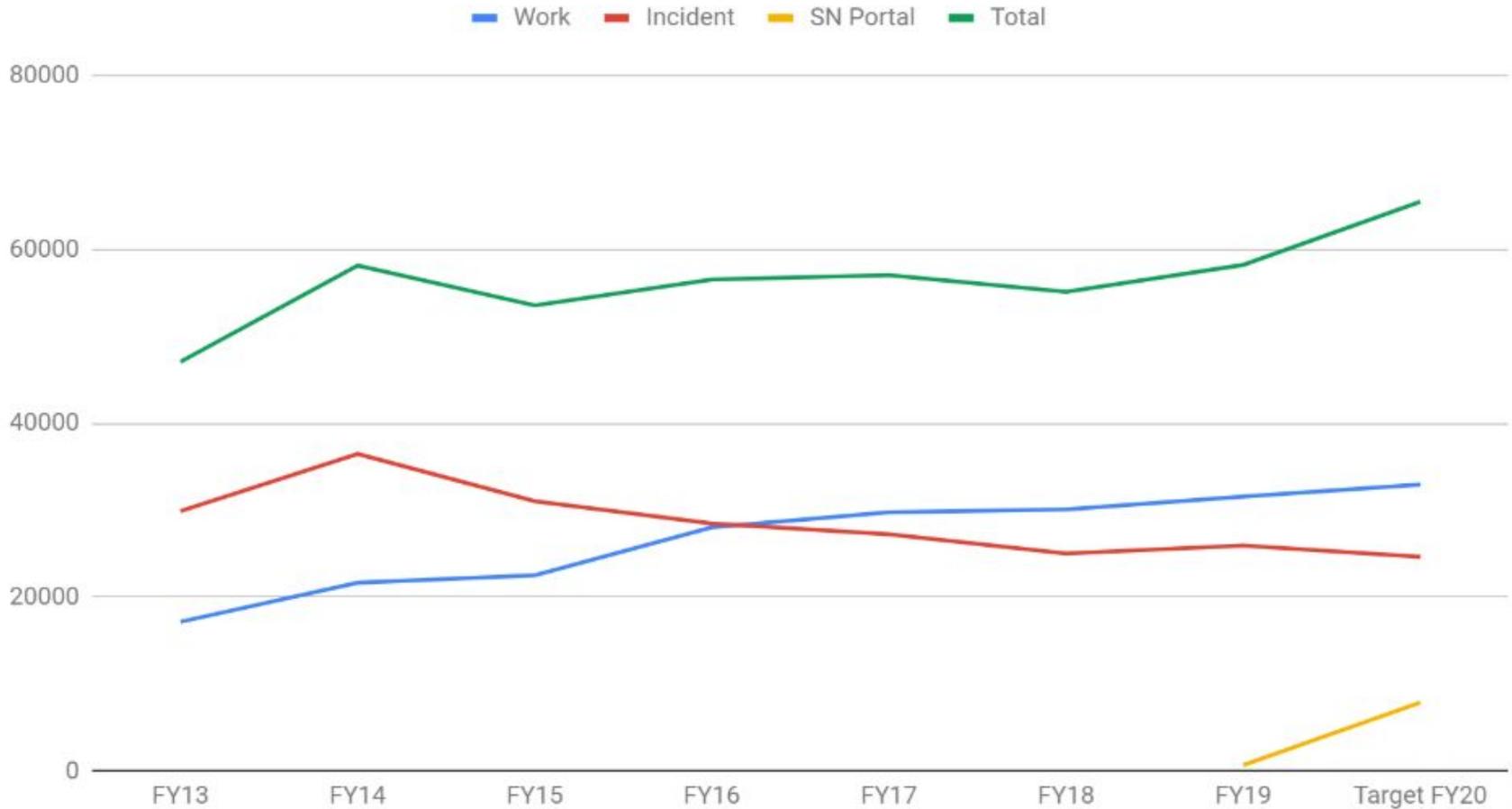


- Other Funds decreased by \$3.9M
- Decrease 1.0 FTE; reallocated position to Director's Office
- Decrease is due to a combination of increases in operations and ERP project completion
- Operations increased \$3.8M or 5.6% due to \$1.6M increase in asset replacement and \$0.9M Orion Project moved from DCM. Remaining increase is due to inflation of personnel cost, pay equity impact, and increased licensing fees
- Telecom increase \$100K due to an additional 276 direct/indirect lines
- New program offers:
 - Program #78326 - DART Orion Assessment & Taxation Project



Information Technology: IT Help Desk

Information Technology: IT HelpDesk



Strategic Direction: Information Technology

Priorities

- Complete / deliver the work outlined in the Digital Strategic Plan
- Continue the work to ensure Safety, Trust and Belonging within the IT culture
- Evaluate and change service delivery in the wake of the County's COVID-19 responses

Challenges

- Balance the impact of COVID-19 response with existing priorities
- Stay in front of emerging cybersecurity and privacy threats
- Ensure strategic projects get the focus and resources required for success



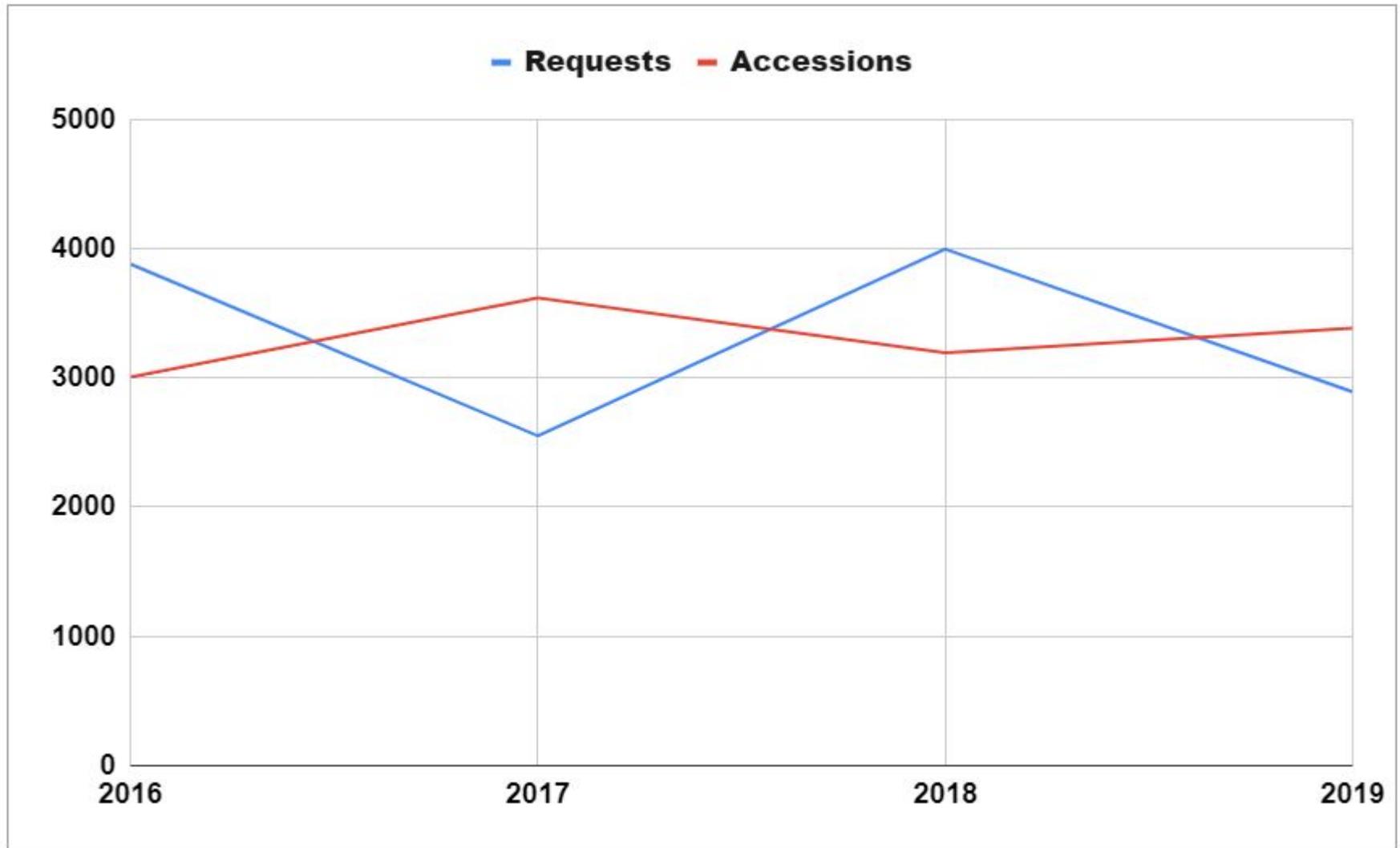
Fleet, Motor Pool, Distribution and Records



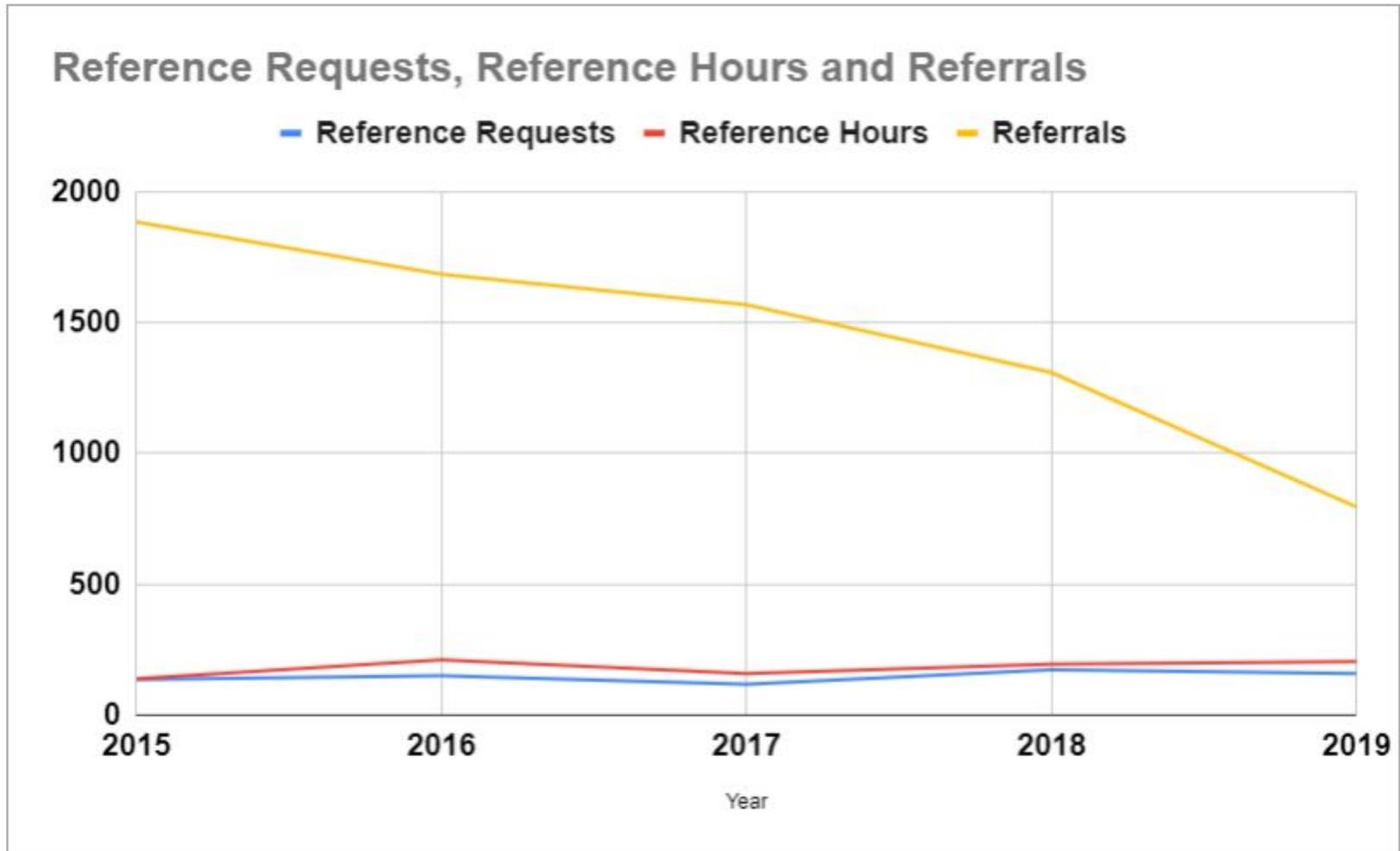
- Other Funds increased by \$0.5M
- Decrease of 0.2 FTE reallocated to Director's Office
- Minimal operations YOY increases in personnel costs, materials and services
- Increase of \$470K in Fleet Asset Replacement collection, which include 3rd year of gap collection
- CarShare change in costing, changing to a per vehicle per month rather than an hourly rate. This change was incorporated into the internal service rate



Records Center: County-Wide Usage



Archives: Public Interaction



Strategic Direction: Fleet, Motor Pool, Distribution, Records

Priorities

- Support Health Clinic lab and supply transport
- Enterprise CarShare Program Maximization
- Increase equitable access to records for workforce and public
- Develop and implement Green Fleet Strategy

Challenges

- CarShare contract renewal
- Inadequate records storage and research space
- Increased traffic affecting Distribution routes
- Planning activities for vehicle replacement and new additions with impact to manufacturers related to COVID-19



Legislative Impacts & Future Policy Issues

- Indirect Impacts from Other Departments
- Telework policy changes anticipated
- Privacy law changes in place temporarily
- Records retention regulations



COVID-19 Impacts: Statistics

- **FPM**

- Helped open 4 shelters and 2 motels for emergency shelters
- Completed 1,173 individual ID card access changes

- **IT**

- Moved ~2500 employees to telework capabilities
- Deployed 250+ laptops to the field with 1-2 day turnaround
- Increased Virtual Private Network capacity with 1600 user/day
- Processed 2000 help desk requests per week at peak
- Google Meet Video calls increase from 35/day to 1200/day
- CISCO WebEx video calls increased from 2-3/day to 50/day
- Converted 12 call centers to virtualized remote centers

- **HUB**

- Created process delivering 26,000 meals to shelters



COVID-19 Impacts: FY 2020 and FY 2021

FY 2020 Operational

- Redeploying resources; productivity impacts
- Staff absenteeism and essential employee burnout
- Some shift from strategic to emergency focus
- Balancing ongoing operations and new shelter support needs
- Borrowing and return of equipment for teleworking needs
- Address cleaning supplies and PPE supply chain issues

FY 2020 Budget

- New and increased response costs; adding resources

FY 2021 Operational and Budget

- Intergovernmental agreements
- Ongoing shelter support
- Possible adjustment of internal service rates



COVID-19 Impacts: Reductions & Revenue Loss

Other reductions and impacts

- Non-Represented Staff COLA and Merit impact
- Potential State impacts / reductions

Other revenue impacts

- Indirect impacts from other Departments
- Gresham Fleet / City Fleet reductions



Summary

Open and Occupy
New Downtown
Courthouse

Planning to Shift
from Today to a
new Tomorrow

Support Shelters
and Transitional
Housing Sites

Refresh of
strategic plans

Technology and
Facilities
Modernization

Implement DCA
Workforce Equity
Strategy



Questions

