

Department of County Assets



To: County Business Partners
From: Bob Leek, Director, Department of County Assets
Subject: FY 2021 County Assets Cost Allocations and Service Rates
Date: December 6, 2019

This letter provides a broad overview of the Department of County Assets (DCA) cost allocations and service rates to departments for FY 2021. Our focus is to provide the highest level of customer service with a Think Yes attitude and to support the outcomes of the Workforce Equity Strategic Plan. Our goal is to build rate models which achieve the proper balance between simplicity and equity. Our objective and our ultimate responsibility is to adequately maintain the County's assets in support of the County's mission, vision, and values, and to successfully complete the investments in new assets to support the delivery of services to the public by all departments.

DCA Business Priorities

DCA is aligning our business priorities to support the County Department's priorities. In FY 2021, Information Technology will focus on completing "In Process" capital projects, implementing initial initiatives of the Digital Strategy refresh, and improving technology services based on customer service feedback. Facilities and Property Management will be focusing on opening the new Courthouse and DCJ East Campus buildings, construction of the Behavioral Health Resource Center, overall strategic planning, implementing a new construction project management and capital planning tool, and catching up on capital projects. Fleet Services will be focusing on implementation of year one of its strategic plan, with an emphasis on early initiatives related to customer service and operational improvements. Distribution Services will research mail process improvement solutions and route updates. Motor Pool will be focusing on the carshare contract renewal and operational guidance to bring more value to the program. Record Management and Archives will begin work on essential records and information identification; digital preservation system launch; improved records management through Capstone approach, automated capture, and systems integrations

Budget Target

Over the course of the budget planning process, DCA met with the Chair and her office. In Mid-November her decision was made to hold internal services to the cost of current services inflation of 5.19%, plus an adjustment for the new buildings and anticipated, extraordinary increases in janitorial costs. We reallocated funding, within DCA, to address critical or higher priority investments and needs, such as cybersecurity and regulatory compliance, while staying within current service levels.

County Assets Information Technology Fund Division

The Information Technology (IT) Division provides all IT services to County programs, including business application development and support, enterprise tools and capabilities, network management, information security, desktop support, technology refresh, data center operations, and reporting services.

This program is estimated to cost \$52.3 million, excluding the Enterprise Resource Planning (ERP) debt payment of \$6.7. With these exclusions, the IT program will increase 4.7% over FY 2020. The increase is based on factors related to overall county growth, security investments, and increases in personnel-related costs and are allocated to departments by rate drivers specific to the service being provided.

The Telecommunications program provides and manages voice and video communications. This program is estimated to cost \$3.3 million for FY 2021, a 2.9% increase from FY 2020, primarily due to increase in devices and plans. Program costs are allocated by phone number.

The Mobile Device Management program acquires, provisions, monitors, and pays for County-issued mobile devices. This program is estimated to cost \$1.2 million for FY 2021, a 1.3% increase from FY 2020.

County Assets Facilities Fund Division

The Facilities & Property Management (FPM) Division acquires, constructs, maintains, and manages the County's portfolio of building assets. This program is made up of multiple funds which receive internal service revenue, estimated to be \$65.7 million in FY 2021, an overall 2.8% increase from FY 2020. Debt decreased \$5.7 million due to debt repayment falling off of

Department of County Assets



the Multnomah, Multnomah County East and Blanchard building. Operations charges are estimated to be \$25.2 million in FY 2021 which is an 11.1% increase over FY 2020. This increase is primarily due to increases in personnel-related costs, adjustments for new buildings, extraordinary increase in janitorial costs, and regulatory compliance.

County Assets Distribution Fund Divisions

The **Distribution Services Division** provides pickup and delivery of mail and select supplies. This program is estimated to cost \$1.8 million for FY 2021, a 13.2% increase from FY 2020. The increase is due to beginning working capital subsidy and contractual increases.

The **Records Management Division** maintains, archives, and recycles public records; and provides records management training and consultation. This program is estimated to cost \$2.1 million in FY 2021, which includes \$267K in shredding services, a 14.7% increase from FY 2020, driven by an increase in personnel costs and beginning working capital subsidy.

County Assets Fleet Fund Divisions

The **Fleet Services Division** acquires, maintains, and manages the County's Fleet vehicles. This program is estimated to cost \$7.7 million in FY 2021. The total overall change to the County is 4.47% increase over FY 2020. Replacement costs are recovered on a per-vehicle basis, based on the lifecycle of the vehicle. Rates increase 5.3% in FY 2021, driven by an increase in personnel costs and beginning working capital subsidy.

The **Motor Pool Division** provides County-owned shared vehicles for single-trip or short-term use in two County locations and a CarShare program through Enterprise for the Downtown location. This program is expected to cost \$1.3 million in FY 2021. The total overall change to the County is 17.25% increase over FY 2020. Primary increase in contracts and beginning work capital subsidy.

Questions and Contacts

For any questions on your internal services for FY 2021, contact the resources listed below for each area, or send an email to dca.budget@multco.us for any DCA Budget questions.

For department-specific Information Technology questions, contact your department's Portfolio Manager, either Tony Chandler, Debra Lee, Jon Worona, or contact Tracey Massey, Deputy CIO.

Department of County Assets



For department-specific Facilities questions, please contact your department's Property Manager.

For department-specific Fleet Services questions, please contact Garret Vanderzanden at x83424.

For department-specific Distribution Services or Motor Pool questions, please contact Andrez Posada at x83533.

For department-specific Records Management questions, please contact Lauren Kelly at x83741.

Thank you to the Department of County Assets Management Team and the Administrative Hub Budget Team—Chris Brower, Papa Dialo, Joel Juve, Keiko Okuda, Jen Unruh, Becky Zou and Lisa Whedon for their hard work on this year's rates and cost allocation plans.