

# Department of County Assets



To: County Business Partners  
From: Tracey Massey, Interim Director and CIO, Department of County Assets  
Subject: FY 2022 County Assets Cost Allocations  
Date: December 10, 2020 ( Revised March 24,2022)

This letter provides a broad overview of the Department of County Assets (DCA) cost allocations to departments for FY 2022. 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 addition to providing ongoing services, each division has identified key focus areas for FY22:

**Information Technology:** Supporting the increase in telework, completing capital projects in process, delivering an improved customer experience and advancing data strategy and technology.

**Facilities and Property Management:** Implementing the new construction project management and capital planning system that will help streamline administrative processes, catching up on deferred preventive maintenance and capital projects, aligning building capital strategy with County program delivery strategies, beginning strategic work to consolidate our facilities portfolio based on pandemic impact and assessing the Capital Program structure in preparation for FY 2023.

**Fleet Services:** Implementing year two of its strategic plan.

**Distribution Services:** Implementing parcel tracking and e-certified mailing process improvements and providing special delivery freight movement support for JOHS and EOC.

**Motor Pool:** Expanding car rental usage due to the pandemic and evaluating Carshare reintegration upon Countywide reopening.

**Record Management and Archives:** Developing resources to clarify public records law obligations and support compliance at individual, business unit, and Countywide level.

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## Budget Target

Over the course of the budget planning process, DCA met with the Chair and her office. In early-November, she constrained internal services by 1% and provided the following inflation: personnel 3.86%; internal services 4.3% and the remaining 1.9%. To meet the constraints and program needs, we reallocated funding within DCA to address critical or higher priority investments and needs, such as security and regulatory compliance, while staying within current service levels. In addition, the Chair approved the annual 8% increase to the Facilities capital program. The total Internal Service allocation is \$146.6M. This is a year over year increase of \$5.4M or 3.87%. Specific details are provided below.

Assumptions used to address the impact of the pandemic:

- Mothball rate for unoccupied owned space. Three models were presented to departments for owned space not occupied and where the building could be locked, lights off and systems shut off. Upon review of the facilities space, no building qualified for the rate as all buildings were being utilized by County staff.
- Device counts would be held to post covid level. Laptops, PCs and tablets were identified by departments as a part of the transition to teleworking or covid related were not included into the count to allocate Information Technology costs.
- Mobile device counts were held to FY 2021 count to allocate the program administration overhead. Data plans are a pass-through cost to departments.

## 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 \$66.6 million which is an increase of \$3.0 million or 4.7%. Which includes Data, Telecom, Enterprise Resource Planning (ERP) Debt and Wireless and Mobile Devices.

IT Data is \$54.7 million which is an increase of \$2.5 million or 4.7% over FY 2021. 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. In addition, Preschool for all costs are estimated to be \$306K which is reflected in data, telecom and software maintenance.

The Telecommunications program provides and manages voice and video communications. This program is estimated to cost \$3.3 million for FY 2022, a 1.6% increase from FY 2021, primarily due to increase in devices and plans. Program costs are allocated by phone number.

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The ERP program debt is \$6.8 million and no year over year change. This is year 4 of 7 for debt collection.

The Mobile Device Management program acquires, provisions, monitors, and pays for County-issued mobile devices. This program is estimated to cost \$1.7 million for FY 2022, a 40.2% increase from FY 2021. This increase is specifically related to the pandemic as we deployed over 652 new mobile devices and plans. We do anticipate the continued need for these mobile devices throughout FY 2022 but have discussed with all departments the option of using softphones instead of mobile devices.

## **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 \$67.6 million in FY 2022, an overall 4.2% increase from FY 2021. Operations charges are estimated to be \$25.5 million in FY 2022 which is a 1.5% increase over FY 2021. This increase is primarily due to increases in personnel-related costs and inflationary pressures. Capital Program annual 8% increase was approved by the Chair. Increases in leases due to inflationary increases, space expansion for Oak Street building and two new proposed leases for library sorting center and law library at Congress Center.

## **County Assets Distribution Fund Divisions**

The **Distribution Services Division** provides pickup and delivery of mail and select supplies. This program is estimated to cost \$1.5 million for FY 2022, an 8.1% decrease from FY 2021. The decrease is due to a decrease in pass-through mail volume related to the pandemic. The program is anticipating this reduction in usage through the first half of FY 2022 and resume normal operations thereafter.

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 2022, a slight increase of 0.2%. Shredding expense is projected to increase by \$14K or 5.4% due to an increase in usage.

- 3-yr driver lookback instead of 1-yr lookback was used to allocate record center costs. This was in response to department feedback to provide year over year consistency and less volatility of a large single event.

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- A portion of the Electronic document and records management system (Content Manager Software) cost was allocated using knowledge worker licenses. This was to provide transparency and equity across departments but not to disincentive the program.

Note: The District Attorney's Office Internal Service Rates received a one-time reduction of \$100K due to the significant increase to the department due to the shift of services during the pandemic. Records will use Beginning Working Capital to subsidize this one-time reduction.

## County Assets Fleet Fund Divisions

The **Fleet Services Division** acquires, maintains, and manages the County's Fleet vehicles. This program is estimated to cost \$7.6 million in FY 2022. The total overall change to the County is 0.7% decrease over FY 2021. Replacement costs are recovered on a per-vehicle basis, based on the lifecycle of the vehicle. Fleet operations increased \$234K or 4.8% in FY 2022, driven by an increase in personnel costs and beginning working capital subsidy. The Asset Replacement fund is decreasing \$292K or 10.5% due to normal replacement schedules.

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 \$1.2 million in FY 2022. The total overall change to the County is 6.6% decrease over FY 2021. Primary decrease in motor pool usage due to the pandemic and work re-balancing. The program is assuming to continue with this trend in the first half of FY 2022 with normal operations returning in January 2022.

## Questions and Contacts

For any questions on your internal services for FY 2022, contact the resources listed below for each area, or send an email to [dca.budget@multco.us](mailto: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, Interim Director and CIO.

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 Business Services Budget

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Team—Chris Brower, Joel Juve, John Maxwell, Keiko Okuda, Jen Unruh, Becky Zou and Lisa Whedon for their hard work on this year's rates and cost allocation plans.