

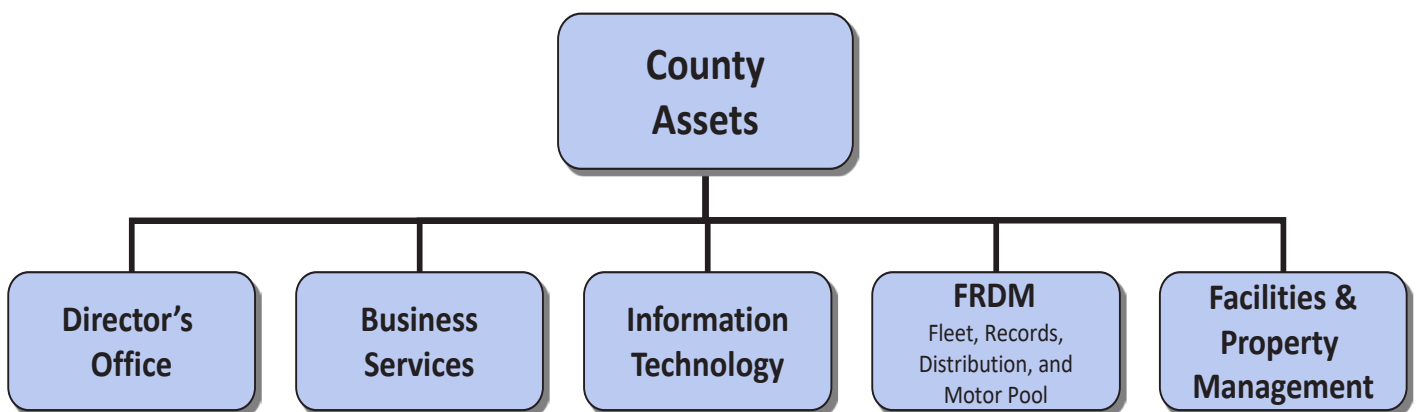
Department Overview

The Department of County Assets (DCA) plans for, acquires, maintains and manages County assets. Often described as the backbone of the County, DCA coordinates the use of tools, infrastructure, staff and programs for the efficient and effective delivery of critical community services to ensure that those who serve the community have what they need to provide excellent services. We strive for a thriving community built on information, spaces, and services for everyone.

DCA is comprised of the Director’s Office and four divisions :

- The Director’s Office provides strategic leadership and planning, human resources, diversity and equity and budget support for the overall department. DCA identifies and evaluates opportunities to implement best practices, integrate service delivery, streamline and improve administrative functions, and promote innovative business tools and processes.
- Facilities and Property Management Division (FPM) manages or coordinates work at over 3.8 million gross square feet of owned and leased space.
- Information Technology (IT) provides telecommunication, network, and hardware support, and manages devices and applications that deliver comprehensive data to inform decision-making for diverse and complex programs across the county.
- Fleet, Records, Distribution Services, and Motor Pool maintain and manage fleet and motor pool vehicles; maintain and archive County records; and provide pickup and delivery of mail and other items.
- Business Services provides procurement, contracting, finance, capital planning and accounts payable, and other services to DCA. The team also provides countywide strategic sourcing functions and provides procurement, contracting and administrative support to Nondepartmental offices.

DCA’s priorities for FY 2024 include the following goal areas within our three year strategic plan: excellent service, collaborative partnerships, inclusive workplace, operational effectiveness, and innovation.



Budget Overview

The FY 2024 budget for the Department of County Assets (DCA) is \$633.3 million, a \$33.0 million decrease from the FY 2023 budget. It includes: \$10.5 million in the General fund, \$179.5 million in Internal Service funds and \$443.3 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 (\$33.0) million include the following: capital funds decreased as construction proceeds and funds are spent down, including the (\$39.3) million for the Library Capital Bond Construction (78228A-J), (\$20.5) million for the Behavioral Health Resources Center (78219), and (\$2.4) million in American Rescue Plan (ARP) projects. Capital funds also increased \$5.6 million for funds transferred from the Department of Community Justice in FY 2023, \$3.6 million for the Rockwood Community Health Center (78237-78239), and \$8.3 million for funds transferred from the Joint Office of Homeless Services in FY 2023. There is an increase \$7.7 million in personnel costs and 4.00 FTE in DCA, mostly in the Facilities and Property Management and Information Technology divisions.

The following programs are new or restructured. A full list of new DCA programs can be found in the Budget Director’s Message.

- Ongoing resources reallocated for DCA Directors Office Analyst Position (78000B) and Records Management Content Manager Position (78404B) \$264,173 and 2.00 FTE.
- Facilities capital projects such as the Justice Center Critical Electrical System Upgrade (78233B), Rockwood Community Health Center (78237-78239), and Arbor Lodge Shelter Renovation (78243) \$14,262,285.
- Information Technology capital projects such as Radio System Replacement (78304C), Financial Data Mart (78329) and Website Digital Service Transformation Strategy (78332) \$2,900,000.

Budget Trends	FY 2022	FY 2023	FY 2023	FY 2024	Difference
	Actual	Current Estimate	Adopted Budget	Proposed Budget	
Staffing FTE	384.50	394.00	394.00	398.00	4.00
Personnel Services	\$61,159,244	\$67,000,008	\$71,487,878	\$79,146,658	\$7,658,780
Contractual Services	61,630,855	106,891,868	486,635,511	441,931,897	(44,703,614)
Materials & Supplies	44,331,783	52,144,132	53,849,847	67,633,490	13,783,643
Internal Services	29,434,958	29,811,649	28,294,306	24,458,494	(3,835,812)
Debt Service	249	7,097,729	7,097,729		(7,097,729)
Capital Outlay	<u>16,584,758</u>	<u>9,666,992</u>	<u>18,939,618</u>	<u>20,132,817</u>	<u>1,193,199</u>
Total Costs	\$213,141,847	\$272,612,378	\$666,304,889	\$633,303,356	(\$33,001,533)

Does not include cash transfers, contingencies or unappropriated balances.

Successes and Challenges

DCA's FY 2023 strategic project accomplishments include:

Excellent Service:

- Continued support for the transition of procurement and contract activities for the Joint Office for Homeless Services (JOHS) and ongoing support of Emergency Management in the warming/cooling shelters.
- Digitization, digital archive, and social media initiative to make all located County records regarding Vanport available digitally by the 75th anniversary of the 1948 flood in May, as a service to the community.
- Began construction and held ground-breaking ceremonies for Operations Center, Holgate Library, and Midland Library, with two additional projects (North Portland, Albina) scheduled in spring 2023.
- Secured a site for the new East County Library (ECL) and partnered with City of Gresham and TriMet in overall site development of both ECL property and adjacent properties.

Collaborative Partnerships:

- Completed the construction and IT build-out of the Behavioral Health Resource Center.
- Supported the reopening of Animal Services after a three year closure, relaunching pet adoption and fostering services on the web, and the provision of iPad based intake services at the facility.
- Assisted Joint Office Of Homeless Services with acquisitions and room block agreements.
- Conducted extensive and innovative community engagement across the portfolio of library projects.
- Completed the design for the Arbor Lodge new housing shelter.

Inclusive Workplace:

- Investment in Gender Inclusion training where staff will gain knowledge about how gender identity and structures impact our lives and our capacity to influence positive change.
- Hosted six College to Country (C2C) interns across three divisions.
- Launched Manager Coaching Circles in partnership with Organizational Learning where managers learn how to lead with race, gain knowledge about management best practices, and develop skills to create an inclusive work space.
- Launched an All DCA Competencies series for non-management staff focusing on Multnomah County Employee Core Competencies.
- Trained and supported 15 Peer Partners who assist with technical, logistical and cultural onboarding to DCA.

Operational Effectiveness:

- Ensured that all 2700+ staff with County supplied iPhones are archiving text messages and images per State records retention laws.

Successes and Challenges (continued)

- Completed the inaugural year of Multco Capstone. Collaborated with IT for disposition of email accounts that met their retention requirements, reducing maintenance costs and lowering risk due to over retention.
- Activated new functionality in the County's electronic document and records management system (EDRMS) Content Manager that allows customers to directly search for and request their physical files from Records Center storage.
- Relocated the Library Capital Bond Project Management Office from leased space to the Multnomah Building
- Completed the setup of a new County IT disaster recovery and backup site in Denver, CO, out of the Cascadia Subduction Zone, and the decommissioning of our old site in Hillsboro.

Innovation:

- Completed the build-out of the IT infrastructure and equipment and deployment of the new Mobile Library.
- Completed the Mobile Medical Clinic purchase.
- Received an Electric Mobility Grant through the Oregon Clean Fuels program to procure an electric vehicle (EV) box truck for Library Operations, supporting County sustainability goals.
- Completed the foundation of our new Enterprise Data and Analytics Platform (Business Intelligence), including the go-live of Microsoft PowerBI tools for reporting.

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

- FPM construction projects support sustainability and Certification Office for Business Inclusion and Diversity (COBID) participation.
- IT work includes design characteristics based on user centered principles, using agile methodologies, and anticipation of technology use by people with various abilities.
- DCA's continued partnership with CityFleet brings best practices to fleet maintenance.
- DCA's strategic sourcing efforts employ procurement best practices and incorporate sustainability, buying local and equity values.

Key challenges include:

- Global supply chain issues impacting DCA's ability to deliver timely services.
- High inflation on products and services coupled with the unpredictable availability and costs of labor and materials in the maintenance and construction industries.
- Growing complexity and increasing volume of work.
- Recruiting in a red-hot nationwide IT job market is making the hiring of open positions extremely challenging.

COVID-19 & American Rescue Plan Diversity, Equity, and Inclusion

County Assets provides ongoing support to County Departments during the pandemic. The impacts to our organization have been less financial and more about re-prioritizing the focus of our work.

Equity and inclusion are core DCA values and we make an intentional effort to incorporate them into all of the work that we do. Externally, in our project partnerships with other departments, we apply an equity lens to all proposed solutions, operations, and sites. Internally, we are actively evaluating how we can make DCA a more inclusive workplace for everyone.

Because DCA provides internal services, we rely on information from other departments to understand the impacts our services have on different communities throughout the County. Through our planning and development conversations with other departments, we work to understand how we can better support their services and provide the data they need to make more equitable decisions. Additionally, this year we provided a three-part training to all managers to evaluate the role that equity plays in their budgeting decisions, understand where to get additional data, assess equity impacts within our program offers, and use our program offers as a way to transparently share our budget decisions with the community. We also leveraged our equity tools for managers to include their employees in program budget decision making.

We are evaluating the way equity shows up in the internal services that we provide in two ways. First, we try to understand how DCA services address disparities in our community through planning discussions with department partners. Examples of these services include support for Joint Office of Homeless Services (JOHS) programs to serve houseless community members, libraries, and social programs such as Preschool for All. Second, we strive to increase our ability to make data driven decisions and more strategically use our resources to understand the impact of County services within specific demographic groups. Data is driving the development and planning of critical community assets such as the Behavioral Health Resource Center, the Community Connectivity road map to address the digital divide, Homelessness Information System (HMIS), and many others.

Within DCA, we are working diligently to meet the County and our department workforce equity goals and increase the feeling of safety, trust, and belonging for all staff. We are in the midst of several initiatives in our ongoing commitment to intentionally create an inclusive work environment for everyone.

When the County implemented the Workforce Equity Strategic Plan (WESP) in 2019, DCA created an Equity Committee to monitor the recommendations implementation. Since initially implementing the recommendations, the Equity Committee and DCA HR have created a process to evaluate and refine the initiatives and while also continuing to introduce new programs. The

Diversity, Equity, and Inclusion (continued)

Equity Committee meets monthly and is led by our Equity and Inclusion Manager. We hired our new Equity and Inclusion Manager in late 2022.

In FY 2023 as part of DCA’s Strategic Plan, we have three major initiatives underway supporting our Inclusive Workplace goal and support diversity, equity and inclusion. The first initiative is an employee engagement strategy comprising six activities designed to support our inclusive workplace goal. One of those activities is a custom-designed gender inclusion training. The second initiative is a six month standardized management training program designed to develop manager’s competencies in alignment with the County’s. These Coaching Circles provide managers with a small cohort designed to support and learn from each other. The third initiative is the development of an overall equity strategy. We have been focused on equity in budgeting as part of this initiative.

Key to our overall commitment to our employees is obtaining regular feedback. We continue to leverage our monthly employee engagement survey that allows us to keep a pulse on our workforce. This monthly survey is one of the key tools for assessing employee feelings of inclusion in the department. The survey gauges changes in employee feelings of safety, trust, and belonging over time by specific team and demographic information. It is also a way for employees to provide anonymous comments and suggestions to the DCA Leadership Team to shape the way the department works. As we enter our third year using the tool, we are looking at more specific ways to address trends in some areas including focus groups, listening sessions, and individual manager coaching.

Budget by Division

Division Name	FY 2024 General Fund	Other Funds	Total Division Cost	Total FTE
DCA Director's Office	\$4,882,449	\$0	\$4,882,449	20.00
Business Services	5,578,392	0	5,578,392	29.00
Facilities & Property Management	0	530,239,727	530,239,727	142.75
Information Technology	0	90,246,791	90,246,791	178.50
Fleet, Records, Distribution Services & Motor Pool	0	<u>24,746,749</u>	<u>24,746,749</u>	<u>27.75</u>
Total County Assets	\$10,460,841	\$645,233,267	\$655,694,108	398.00

Includes cash transfers, contingencies and unappropriated balances

Director's Office

The Department of County Assets (DCA) Director's Office provides leadership, strategic direction, assessment, and accountability in the oversight and management of County assets. This work includes information technology (IT), facilities and property management (FPM), fleet, records, motor pool, and distribution services, and oversight of Budget and Planning, Human Resource and Business Service Team. The Director's Office works with County departments and elected officials to establish priorities and guidelines for department-wide engagement in strategic countywide initiatives including the Future of Work, the Workforce Equity Strategic Plan (WESP), and Climate Action Plan. DCA ensures that those who serve the community have what they need to provide excellent services and envisions a thriving community built on information, spaces, and services for everyone. DCA's goals include delivering timely and valuable services, building and maintaining relationships, building and promoting a high quality and diverse workforce that feel safe bringing their whole self to work, developing practices to streamline processes and deliver value, and promoting a culture of innovation, creative problem solving, and continuous improvement. The DCA Director's Office provides leadership, strategic direction, operational assessment, and accountability to ensure these goals are met.

The Director's Office is responsible for leading key initiatives for the Department including:

- The effectiveness of the department's three-year Strategic Plan
- Employee engagement plan and pulse survey
- Annual DCA All Staff event designed to foster relationships and communication
- Equity Strategy including monitoring the WESP recommendations
- Space consolidation and the County's future facilities footprint
- Development of the County Digital Access road map
- County Electric Vehicle Strategy

Significant Changes

Program Offer 78000B DCA Director's Office Analyst Position: This adds a new position to increase DCA's capacity to measure the success of our WESP and other employee inclusion initiatives as well as our externally facing customer service initiative, business process improvements, and environmental impact planning.

Business Services

The Business Services Division within the Department of County Assets provides the business and finance expertise to support DCA. Business Services serves as the trusted stewards of public dollars and, as such, provides core accounting functions and ensures internal controls and compliance with accounting (GAAP, GASB, and GFOA) and contracting policies, standards, requirements, and best practices.

This program provides strategic leadership in finance and accounting, procurement, contracting, and strategic sourcing services to DCA and the Non Departmental Offices and Elected Officials in these three functional areas:

1. Procurement and Contracting provides contract development, negotiation, risk assessment, risk management, vendor management and contract administration in the areas of commercial services, construction, leases, software acquisition and maintenance, repair, architecture and engineering across County operations.
2. Finance supports DCA and Nondepartmental offices with administrative services which include capital project accounting and administration, accounts receivable, accounts payable, grant accounting, travel arranging and reconciliation, procurement card management services, and general accounting support.
3. Strategic Sourcing focuses on the selection and sourcing of goods and services applicable to all departments across the County. DCA Business Services teams participate in Countywide strategic committees such as the Financial Management Forum, Procurement Committees and Finance Users Groups.

Significant Changes

The Business Services division enhanced and expanded support for a significant increase in grant funded activities undertaken by DCA, Emergency Management, and Non-Departmental units.

Facilities and Property Management

The Facilities and Property Management Division (FPM) manages or coordinates work at over 3.8 million gross square feet of owned and leased space. FPM's mission is to proactively plan, operate, manage and renovate County properties in a safe, accessible, effective, and efficient manner. FPM strives to provide innovative, sustainable, and affordable solutions for the delivery of effective County public services.

While buildings are FPM's business, people are its purpose. In addition to serving clients' specific needs, FPM has a broader vision of supporting thriving communities and promoting stewardship of taxpayers' assets. FPM strives to limit the County's environmental impact through energy efficiency projects, recycling, sustainable procurement processes and Green Building construction practices. FPM supports local businesses, diversity and equity by contracting with many Minority-Owned Business, Women-Owned Business, Service Disabled Veteran, Emerging Small Business (MWSDVESB) and Oregon Forward firms for services.

In FY 2024, FPM will continue to serve all departments and programs in the County. FPM will support and adapt to the continued growth and innovation of the Joint Office of Homeless Services in their efforts to provide solutions for the houseless community across our County. Many staff will focus on the Library Capital Bond Program's projects ensuring that the construction and renovation work is managed well. The planning, leasing and interiors teams intend to work with colleagues across the County to right-size their space. FPM will continue efforts to support the County's diversity, equity and inclusion goals by ensuring our buildings are welcoming, safe and accessible for all County staff and residents.

Significant Changes

The FY 2024 FPM budget is continuing to build upon strategic investments within the community and DCA's commitment to ensure that those who serve the community have what they need to provide excellent services.

One-time-only (OTO) funds will be used for significant upgrades and remodeling of the Rockwood Health Center (78237-78239), replacement of machine guard on FPM equipment (78202B) and to continue the security-focused building improvements identified by the Workplace Security team (78003). In addition to the OTO funding for the Justice Center Electrical System Upgrade - Bus Duct Replacement (78233B) this project will see a change in funding from the City of Portland which will be via an expense reimbursement rather than a cash transfer; City of Portland reimburses the County 41% of the total incurred project costs.

The Library Capital Bond Construction program offers 78228A-J continues in partnership with the Library District to deliver on bond funded projects. The Bond Premium Reserve funding is added for construction cost escalation in Program Offers 78228C, 78228D, 78228E, 78228F. Program offer 78228A includes a \$1.0 million cash transfer from the Library District to support refresh projects. In program offer 78228F, \$1.0 million in Bond Premium Reserve funding is transferred to the project for the Albina property purchase and development of the site.

Information Technology

Information Technology's (IT's) mission is to leverage technology to drive innovation, efficiency, and cost savings. IT's vision is to provide County employees, residents and visitors the technology and information they need, any time, any place. This vision became reality during the pandemic and has continued to be the new normal in the workplace. The mission and vision guide the development and implementation of the County's FY 2024 technology services. Our mission and vision frame our work and empower IT employees to solve challenges by focusing on priority projects and by embracing new technologies to enhance service and reduce costs. Equity and sustainability are key elements of decision-making when evaluating new processes and technology options through the use of the Equity and Empowerment Lens. We keep digital accessibility at the forefront of our minds.

The IT Division manages more than 10,600 PCs, laptops, and mobile devices, 6,975 phone numbers, 712 servers, 120 network circuits and approximately 500 business applications. IT supports a wide array of business applications across primary health care, social services, transportation, bridges, facilities, finance, payroll, benefits, animal services, elections, emergency management, assessment and taxation, land use planning, libraries, detention center management and community justice. IT also supports the County's public facing web presence, and an employee intranet. Employees using these systems are located in more than 140 County sites as well as thousands of remote locations, and the technologies required are as diverse as the lines of business.

Significant Changes

The FY 2024 IT budget is focused on access to services, transformation of data into information, and the replacement of obsolete technology.

One-time-only (OTO) funds will be used to modernize obsolete systems, deliver on large-scale projects and implement new programs to support the County. The County will fund phase 2 of the Radio System Replacement (78304C) modernizing equipment and improving coverage and the Financial Data Mart (78329) which will increase the County's ability to make data driven decisions. The Website Digital Service Transformation Strategy (78332) will lay the groundwork to transform the County's internal and external websites using human centered design principles. In partnership with the Health Department the Supplemental Datasets for Analytics and Reporting project (78334) will leverage data to improve business decisions. This project is funded with OTO funds and funding from Integrated Clinical Services.

Preschool for All (PFA)- Preschool Early Learning (78335) project will complete the implementation of the technology solutions to support parents applying to, County staff administering, and Preschool providers participating in the program. PFA funding will be used to fund this project.

Fleet, Records, Distribution, and Motor Pool

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

- Fleet Services provides vehicle and equipment maintenance and repair services, including offering transportation and related support services that are responsive to the needs of all agencies throughout Multnomah County. The program ensures vehicles are kept in good working condition and are easy to access and operate, so they are available to deliver the critical services our community needs. Fleet provides services to the more than 800 fleet assets that are critical for County agencies to meet their service delivery goals. In FY 2021, Fleet Services implemented our Fleet Business Strategy, a blueprint for our next 3-5 years. FY 2024 continues the customer service centered initiatives.
- Records Management supports creation, storage, retrieval, accessibility, protection, preservation, research, destruction and access to public records dating back to 1849; and leads and supports countywide strategic information initiatives. The program’s goal is to ensure that all members of the public are able to inspect county public records as mandated by Oregon Public Records Law, and that the departments creating, managing, protecting, and destroying public records do so in a manner that retains their authenticity, integrity, and reliability as documentation of our County’s decision-making, policies, and community involvement.
- Distribution Services provides central coordination of a complex and multifaceted system of distribution logistics across more than 95 County locations. We support the County’s equity initiative by managing the logistical needs of departments, community members and vulnerable populations. This program manages the logistical needs of the County. Serving as the centralized mailing center, Distribution Services moves a variety of items every day, via fixed routes and/or special delivery, including U.S. Mail, County records, interoffice mail and recyclables.
- The Motor Pool Program supplies a shared pool of vehicles and car sharing options for County use, enabling employees an accessible and convenient option for work-related travel. Motor Pool services provide important short-term transportation options for staff working at off-site locations. Motor Pool Services connect with numerous County departments with an overarching goal to seamlessly support and engage with the community.

Significant Changes

Program Offer 78400 Fleet Services: Fleet operations non-personnel expenditures increase due to supply chain, fuel costs and inflationary pressures. In addition, FTE increases by 1.0 FTE due to a budget neutral Limited Duration Appointment position conversion to permanent FTE.

Program Offer 78404B Records Management Content Manager Position: This adds a new Data Analyst position to continue the successful expansion of Content Manager, the electronic document records management system.

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 2023 General Fund	Other Funds	Total Cost	FTE
DCA Director's Office					
78000A	DCA Director's Office	\$1,093,048	\$0	\$1,093,048	4.00
78000B	DCA Director's Office Analyst Position	119,131	0	119,131	1.00
78001	DCA Human Resources	1,682,524	0	1,682,524	8.00
78002	DCA Budget & Planning	1,487,746	0	1,487,746	7.00
78003	Countywide Safety and Security Infrastructure	500,000	0	500,000	0.00
Business Services					
78101	DCA Business Services Procurement & Contracting	3,424,596	0	3,424,596	17.50
78102	DCA Business Services Finance	1,640,128	0	1,640,128	9.00
78104	DCA Business Services Countywide Strategic Sourcing	513,668	0	513,668	2.50
Facilities & Property Management					
78200	Facilities Director's Office	0	4,681,949	4,681,949	12.75
78201	Facilities Debt Service and Capital Fee Pass Through	0	6,349,134	6,349,134	0.00
78202A	Facilities Operations and Maintenance	0	29,477,592	29,477,592	78.50
78202B	Facilities Machine Guards	0	445,000	445,000	0.00
78203	Facilities Client Services	0	17,358,712	17,358,712	9.00
78204	Facilities Capital Operation Costs	0	2,617,870	2,617,870	12.30
78205	Facilities Capital Improvement Program	0	26,125,196	26,125,196	0.00
78206A	Facilities Capital Asset Preservation Program	0	35,465,422	35,465,422	0.00
78206B	Facilities Juvenile Detention Building Improvements	0	5,631,928	5,631,928	0.00
78207	Facilities Interiors Group	0	837,325	837,325	4.20
78208	Facilities Utilities	0	6,568,390	6,568,390	0.00
78209	Facilities Lease Management	0	11,014,140	11,014,140	2.00
78210A	Facilities Strategic Planning and Projects	0	1,544,115	1,544,115	6.00
78210B	Facilities Vance Property Master Plan	0	109,654	109,654	0.00
78212	Facilities Downtown Courthouse	0	5,485,461	5,485,461	0.00
78213	Library Construction Fund	0	9,767,727	9,767,727	0.00
78214	Health Headquarters Construction	0	528,366	528,366	0.00
78219	Behavioral Health Resource Center Capital	0	1,200,000	1,200,000	0.00
78221	MCDC Detention Electronics	0	516,125	516,125	0.00
78228A	Library Capital Bond Construction	0	53,638,780	53,638,780	18.00
78228B	Library Capital Bond Construction: Operations Center	0	19,465,055	19,465,055	0.00
78228C	Library Capital Bond Construction: Midland Library	0	20,035,003	20,035,003	0.00
78228D	Library Capital Bond Construction: Holgate Library	0	18,356,976	18,356,976	0.00

County Assets

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Prog. #	Program Name	FY 2023 General Fund	Other Funds	Total Cost	FTE
Facilities and Property Management, continued					
78228E	Library Capital Bond Construction: North Portland Library	0	10,360,842	10,360,842	0.00
78228F	Library Capital Bond Construction: Albina Library	0	44,830,804	44,830,804	0.00
78228G	Library Capital Bond Construction: East County Library	0	137,167,806	137,167,806	0.00
78228H	Library Capital Bond Construction: Belmont Library	0	25,401,827	25,401,827	0.00
78228I	Library Capital Bond Construction: Northwest Library	0	10,337,854	10,337,854	0.00
78228J	Library Capital Bond Construction: St. Johns Library	0	7,987,378	7,987,378	0.00
78233A	Justice Center Electrical System Upgrade - Bus Duct Replacement Phase 1	0	2,010,000	2,010,000	0.00
78233B	Justice Center Electrical System Upgrade - Bus Duct Replacement Phase 2	0	2,390,000	2,390,000	0.00
78234	New Animal Services Facility	0	491,011	491,011	0.00
78235	Walnut Park Redevelopment Planning	0	170,000	170,000	0.00
78237	Rockwood Community Health Center - Priority 1	0	740,535	740,535	0.00
78238	Rockwood Community Health Center - Priority 2	0	1,210,250	1,210,250	0.00
78239	Rockwood Community Health Center - Priority 3	0	1,621,500	1,621,500	0.00
78243	Arbor Lodge Shelter Renovation	0	8,300,000	8,300,000	0.00
Information Technology					
78301A	IT Innovation & Investment Projects	0	2,903,714	2,903,714	0.00
78301G	Technology Improvement Program - Red Cap	0	186,640	186,640	0.00
78302	IT Planning, Projects & Portfolio Management	0	2,559,334	2,559,334	10.00
78303	IT Help Desk Services	0	1,357,944	1,357,944	7.75
78304A	IT Telecommunications Services	0	3,172,517	3,172,517	6.00
78304B	Radio System Replacement (Phase 1)	0	1,350,000	1,350,000	0.00
78304C	Radio System Replacement (Phase 2)	0	1,400,000	1,400,000	0.00
78305	IT Mobile Device Expense Management	0	2,461,776	2,461,776	1.00
78306	IT Network Services	0	4,782,470	4,782,470	6.00
78307	IT Desktop Services	0	3,503,242	3,503,242	19.50
78308	IT Asset Replacement	0	10,286,074	10,286,074	0.00
78309	IT Portfolio Services: HD, ENT, MCSO, DA	0	2,668,526	2,668,526	7.50
78310	IT Software Development and Application Integration	0	2,914,143	2,914,143	13.00
78311	IT Portfolio Services: DCS, NonD/EM, DCA, DCM,ERP	0	2,125,136	2,125,136	9.00
78312	IT Data & Reporting Services	0	8,889,731	8,889,731	32.00
78313	IT ERP Application Services	0	4,048,035	4,048,035	7.00
78314	IT Enterprise and Web Application Services	0	6,232,342	6,232,342	14.00
78315	IT Portfolio Services: Library	0	707,013	707,013	3.00
78316	IT Shared Operating Expenses	0	8,567,776	8,567,776	4.00

County Assets

fy2024 proposed budget

Prog. #	Program Name	FY 2023 General Fund	Other Funds	Total Cost	FTE
Information Technology, continued					
78317	IT Data Center & Technical Services	0	7,314,996	7,314,996	24.75
78327	IT Cybersecurity and Data Compliance Services	0	2,945,813	2,945,813	6.00
78329	Financial Data Mart Phase 2	0	1,200,000	1,200,000	0.00
78330	CEDARS Replacement	0	4,895,000	4,895,000	0.00
78331	IT Portfolio Services: DCHS, DCJ, JOHS, LPSCC	0	2,263,183	2,263,183	8.00
78332	Website Digital Service Transformation Strategy	0	300,000	300,000	0.00
78334	Health - Supplemental Datasets for Analytics and Reporting	0	800,000	800,000	0.00
78335	Preschool For All - Preschool Early Learning	0	411,386	411,386	0.00
Fleet, Records, Distribution Services & Motor Pool					
78400	Fleet Services	0	6,849,816	6,849,816	12.00
78401	Fleet Vehicle Replacement	0	11,508,887	11,508,887	0.00
78402	Motor Pool	0	1,451,959	1,451,959	2.25
78403	Distribution Services	0	2,237,316	2,237,316	6.50
78404	Records Management	0	2,553,729	2,553,729	6.00
78404B	Records Management Content Manager Position	0	<u>145,042</u>	<u>145,042</u>	<u>1.00</u>
Total County Assets		\$10,460,841	\$645,233,267	\$655,694,108	398.00

Includes cash transfers, contingencies and unappropriated balances

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$938,434	\$0	\$984,064	\$0
Contractual Services	\$80,000	\$0	\$4,454	\$0
Materials & Supplies	\$73,881	\$0	\$52,272	\$0
Internal Services	\$99,370	\$0	\$52,258	\$0
Total GF/non-GF	\$1,191,685	\$0	\$1,093,048	\$0
Program Total:	\$1,191,685		\$1,093,048	
Program FTE	4.00	0.00	4.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,183,778	\$0	\$1,212,179	\$0
Total Revenue	\$1,183,778	\$0	\$1,212,179	\$0

Explanation of Revenues

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

Significant Program Changes

Last Year this program was: FY 2023: 78000A DCA Director's Office

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$119,131	\$0
Materials & Supplies	\$0	\$0	\$0	\$0
Total GF/non-GF	\$0	\$0	\$119,131	\$0
Program Total:	\$0		\$119,131	
Program FTE	0.00	0.00	1.00	0.00

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

Explanation of Revenues

This program offer is funded via the County's internal services. Internal service charges recover the costs associated with supporting Facilities and Property Management, Information Technology, Fleet and Distribution funds. Ongoing costs for FY 2025 and beyond will be incorporated into and recovered via the County's internal services.

Significant Program Changes

Last Year this program was:

Department: County Assets **Program Contact:** Patsy Moushey
Program Offer Type: Support **Program Offer Stage:** Proposed
Related Programs:
Program Characteristics:

Executive Summary

The goal of the Human Resources (HR) team is to support Department of County Asset (DCA) employees by recruiting; hiring; on-boarding; developing; and sustaining a healthy, diverse, and inclusive workforce. The HR team demonstrates the County's values of social justice, stewardship, sustainability and innovation by providing direct employee relations and workforce equity related services for nearly 450 staff members within DCA. This team is under the direction of the Human Resources Manager and reports to the DCA Director.

Program Description

To achieve our goal of "a healthy, diverse, and inclusive workforce", the HR team performs as a strategic business partner for managers and employees. HR staff work directly with managers on succession planning, workforce development, and managing job recruitments while ensuring compliance with the civil service process. They help monitor the timely and thorough completion of performance plans and appraisals, as well as advise managers on appropriate evaluation criteria and processes for all employees. They maintain employee information systems, data entry, complex records management and compliance, including timekeeping and required training. With respect to labor relations, the HR team interprets collective bargaining agreements and personnel rules, and participates on labor/management and bargaining teams. We work to ensure department compliance with the county's compensation and classification plans and policies.

The HR team also provides leadership, strategic planning and accountability regarding workforce diversity, equity and inclusion (DEI). To understand the unique needs and goals of DCA employees, we utilize several methods including: Countywide employee survey data, department pulse survey data, direct employee and group feedback sessions. HR staff create effective DEI strategies and tools for employees and managers in alignment with the Workforce Equity Strategic Plan, participate in the department equity community, and collaborate with the Complaints Investigation Unit (CIU) to make sure we are supporting employees most negatively impacted.

This program is an administrative program within DCA providing a full range of HR services to approximately 450 regular, temporary/on-call, and limited duration employees of the DCA divisions, which in turn serve the other County departments. The supported employees include members of AFSCME Local 88, IUOE Local 701 (Operating Engineers) and members of IBEW Local 48 (Electrical Workers). Additionally, non-represented executive and management employees. All DCA employees can request HR services at any time by directly contacting the HR team.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of recruitments	59	60	75	60
Outcome	Percent of recruitments that are successful (end in a hire).	130%	90%	95%	95%
Output	% of new & transferring regular employees that receive all performance reviews during their trial service period.	96%	95%	95%	95%

Performance Measures Descriptions

- PM #1 - Number of recruitments.
- PM #2 - Percent of recruitments that are successful (end in a hire). Some may result in more than one hire.
- PM #3 - Percent of new and transferring regular status employees that receive all performance reviews during their trial service period.

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 matters. Multnomah County Home Rule Charter including any Executive Orders, Administrative and Personnel Rules that are adopted. Three labor agreements necessitate contract compliance regarding wages, hours, working conditions and other employment-related matters.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$1,377,272	\$0	\$1,537,441	\$0
Contractual Services	\$15,000	\$0	\$15,000	\$0
Materials & Supplies	\$40,174	\$0	\$9,952	\$0
Internal Services	\$129,781	\$0	\$120,131	\$0
Total GF/non-GF	\$1,562,227	\$0	\$1,682,524	\$0
Program Total:	\$1,562,227		\$1,682,524	
Program FTE	8.00	0.00	8.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,457,657	\$0	\$1,682,524	\$0
Total Revenue	\$1,457,657	\$0	\$1,682,524	\$0

Explanation of Revenues

Costs of the HR team are allocated proportionately among users. Internal service charges and general funds cover the costs associated with support of the Facilities, Information Technology, Fleet, and Distribution Funds.

Significant Program Changes

Last Year this program was: FY 2023: 78001 DCA Human Resources

Department: County Assets

Program Contact: Lisa Whedon

Program Offer Type: Support

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

The Budget and Planning team provides financial planning, forecasting, and reporting services to the Department of County Assets (DCA). The team develops the countywide cost allocations and recovery for DCA's internal services. Equity is incorporated throughout all phases of the budget process, from development and planning through implementation, measurement, and evaluation.

Program Description

This program is a DCA administrative program and reports to the DCA Director. Services are provided to DCA divisions, County departments, and external stakeholders. These services include providing planning and structure for the DCA funding, allocating costs equitably across the County and within DCA divisions, providing tools for budgeting and modeling scenarios, monitoring budget to actual spend to ensure funding decisions are meeting intended targets, aligning with DCA and County values around equity and inclusion to understand whether underserved populations are impacted by funding decisions. Funding decisions are discussed within DCA, the Chair's Office, Central Budget, County departments and with the Community Budget Advisory Board (CBAC).

This program coordinates countywide annual internal service rate development and capital planning, monitoring and reporting on internal services, countywide asset management, capital improvement funds and large capital projects. The team also prepares monthly internal service cost allocation journal entries to recover costs from County departments and external stakeholders. The program provides recommendations and data on internal cost allocation methods and strategies, capital planning and spending, and planning for long-term obligations.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Conduct monthly and/or quarterly current year estimates meetings with management	9	9	9	9
Outcome	Expenditures are in alignment with approved budget as demonstrated through budget to actuals reporting	100%	100%	100%	100%

Performance Measures Descriptions

PM #1 - Number of meetings designed to create awareness and inform decision makers

PM #2 - Monitor and communicate actual expenditures to budget to ensure funding decisions are followed.

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$1,242,960	\$0	\$1,364,729	\$0
Materials & Supplies	\$36,124	\$0	\$37,215	\$0
Internal Services	\$113,861	\$0	\$85,802	\$0
Total GF/non-GF	\$1,392,945	\$0	\$1,487,746	\$0
Program Total:	\$1,392,945		\$1,487,746	
Program FTE	7.00	0.00	7.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,387,623	\$0	\$1,487,746	\$0
Total Revenue	\$1,387,623	\$0	\$1,487,746	\$0

Explanation of Revenues

Costs are allocated and recovered 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 2023: 78002 DCA Budget & Planning

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$1,000,000	\$0	\$500,000	\$0
Total GF/non-GF	\$1,000,000	\$0	\$500,000	\$0
Program Total:	\$1,000,000		\$500,000	
Program FTE	0.00	0.00	0.00	0.00

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

Explanation of Revenues

This program is funded with one-time-only General Funds

Significant Program Changes

Last Year this program was: FY 2023: 78003B Countywide Safety and Security Infrastructure

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.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$2,757,318	\$0	\$3,069,383	\$0
Contractual Services	\$4,200	\$0	\$1,748	\$0
Materials & Supplies	\$63,040	\$0	\$43,766	\$0
Internal Services	\$353,066	\$0	\$309,699	\$0
Total GF/non-GF	\$3,177,624	\$0	\$3,424,596	\$0
Program Total:	\$3,177,624		\$3,424,596	
Program FTE	17.50	0.00	17.50	0.00

Program Revenues				
Other / Miscellaneous	\$2,777,979	\$0	\$2,989,604	\$0
Total Revenue	\$2,777,979	\$0	\$2,989,604	\$0

Explanation of Revenues

Costs are allocated proportionately among users: 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 DCA divisions (Facilities, Information Technology, Fleet, and Distribution Funds), and reimburse the General Fund for these services.

Significant Program Changes

Last Year this program was: FY 2023: 78101A DCA Business Services Procurement & Contracting

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$1,322,016	\$0	\$1,443,350	\$0
Materials & Supplies	\$16,800	\$0	\$45,968	\$0
Internal Services	\$167,393	\$0	\$150,810	\$0
Total GF/non-GF	\$1,506,209	\$0	\$1,640,128	\$0
Program Total:	\$1,506,209		\$1,640,128	
Program FTE	9.00	0.00	9.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,226,449	\$0	\$1,261,524	\$0
Total Revenue	\$1,226,449	\$0	\$1,261,524	\$0

Explanation of Revenues

Costs are allocated proportionately among users: County 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 2023: 78102 DCA Business Services Finance

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$422,822	\$0	\$466,936	\$0
Materials & Supplies	\$4,033	\$0	\$4,668	\$0
Internal Services	\$45,854	\$0	\$42,064	\$0
Total GF/non-GF	\$472,709	\$0	\$513,668	\$0
Program Total:	\$472,709		\$513,668	
Program FTE	2.50	0.00	2.50	0.00

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

Explanation of Revenues

Program is funded with General Funds

Significant Program Changes

Last Year this program was: FY 2023: 78104 DCA Business Services Countywide Strategic Sourcing

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Internal Service

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

DCA's Facilities and Property Management (FPM) Division Director's Office provides accountable leadership to connect, elevate, and be of service to the Division's work units, including client services, operations & maintenance, strategic planning, and project delivery. FPM administration includes ensuring that work to design, construct, renovate, operate, maintain, acquire and lease facilities is done with high quality, excellent service and equitable outcomes at the forefront of all decisions. As stewards of taxpayer dollars, making good financial decisions is a high priority while also prioritizing the environmental and social impact of decisions. The FPM team strives to ensure County facilities are welcoming, safe and accessible.

Program Description

The FPM Director's Office provides oversight and guidance on the acquisition, operation, and maintenance of County-owned and County-leased properties. The Director's Office oversees planning and construction projects. We ensure that thoughtful decisions are made to ensure that buildings are in good condition and are welcoming to all occupants and visitors. We ensure that design and construction projects are implemented and delivered with high quality, effective management and a collaborative approach.

The Director's Office leverages the County's Workforce Equity Strategic Plan and DCA's strategic plan to guide its efforts to create a work environment where everyone feels that they belong. Teams are supported to work respectfully and professionally with all County departments and programs. We use our core values of stewardship, equity, collaboration, innovation, and integrity when making recommendations on real estate and facilities issues. Our technology and systems analytics teams centralize and maintain all critical building information, coordinate technology systems, administer division-wide process improvement projects, and provide data and metrics so managers can measure success and see how the work they do matters.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Average employee engagement score	10	25	25	30
Outcome	Number of active corrective tasks division-wide	N/A	N/A	3,800	3,000

Performance Measures Descriptions

PM #1 - Average employee engagement score compared to the previous year. Increasing score indicates improvement.
 PM #2 - Number of active corrective tasks Division-wide. This is a new measure. Declining numbers indicate improvement.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$126,452	\$1,993,965	\$0	\$2,299,763
Contractual Services	\$0	\$11,570	\$0	\$12,162
Materials & Supplies	\$0	\$147,571	\$0	\$166,023
Internal Services	\$0	\$1,843,530	\$0	\$2,204,001
Total GF/non-GF	\$126,452	\$3,996,636	\$0	\$4,681,949
Program Total:	\$4,123,088		\$4,681,949	
Program FTE	1.00	11.95	0.00	12.75

Program Revenues				
Financing Sources	\$0	\$123,621	\$0	\$0
Total Revenue	\$0	\$123,621	\$0	\$0

Explanation of Revenues

Facilities Operating Fund programs such as this 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 2023: 78200A Facilities Director's Office

The FY 2024 budget replaces \$126K of one-time General Fund revenue for an Administrative Analyst Senior (1.00 FTE) with ongoing internal service revenue. Otherwise FTE changes reflect realignments within FPM to better reflect organizational structure.

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Internal Services	\$0	\$5,980,481	\$0	\$5,974,731
Cash Transfers	\$0	\$365,182	\$0	\$374,403
Total GF/non-GF	\$0	\$6,345,663	\$0	\$6,349,134
Program Total:	\$6,345,663		\$6,349,134	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$5,948,436	\$0	\$5,942,679
Total Revenue	\$0	\$5,948,436	\$0	\$5,942,679

Explanation of Revenues

Facilities Operating Fund programs such as this 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 2023: 78201 Facilities Debt Service and Capital Fee Pass Through

Department: County Assets **Program Contact:** Michael Smith
Program Offer Type: Internal Service **Program Offer Stage:** Proposed
Related Programs:
Program Characteristics:

Executive Summary

The Facilities' Operations and Maintenance (O&M) Program includes the operation, maintenance, and repair of County properties, including mechanical, electrical and structural systems. The goal is to provide well maintained, sustainable and safe facilities, ensuring all regulatory codes and mandates are met, that meet the needs of all people who reside, work in or visit County facilities. To achieve this, the O&M teams include a diverse workforce and apply the lens of equity and inclusion to build collaborative teams, incorporate continuous review and improvement of policies, procedures and "Think Yes" problem solving methodology. Decisions are made to improve the quality of the County's building portfolio, extend the life of buildings, reduce the environmental footprint, and improve the safety and health of all facilities.

Program Description

The O&M Program consists of multiple trade groups who cover the 24/7 year round activities necessary to effectively maintain the County's diverse facility portfolio. Staff complete two types of maintenance activities: proactive and reactive. Examples of proactive activities include changing filters on HVAC units, generator tests, roof inspections, fire/life system testing, and video and building systems maintenance. These activities reduce the need for capital improvements, reduce the number of unscheduled shutdowns, and extend the life of equipment. Reactive work activities including making small repairs and addressing more significant issues such as a failed boilers, air handlers, power distribution systems, electronic systems, plumbing systems, building security, access, or other building structure or system components. The O&M teams help identify and prioritize short term and long term capital projects.

The O&M program goals are to properly and safely operate and maintain facilities, conserve energy and resources through the optimization of more efficient equipment and systems, provide welcoming, safe, and functional facilities to effectively serve County stakeholders and all populations that the County serves. Work prioritization is made based on safety, equity, staff availability and operational needs. Impacts to reducing services could result in the reduction of available County services to provide proactive work and could reduce response times for reactive work.

The O&M Program aligns with County department and stakeholder values to provide facilities that serve all populations served by County departments at all times, including during severe weather and disaster events, while applying a "Think Yes" approach.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Preventive maintenance work order costs as a percent of total maintenance work order costs	42%	45%	41%	45%
Outcome	Customer satisfaction surveys with a result of "very satisfied" out of 100%	82%	90%	85%	85%

Performance Measures Descriptions

PM #1 - The percentage of proactive maintenance work demonstrates the level of effort on proactive monitoring and maintenance of building systems. Focus on preventive maintenance maximizes life cycle and reduces cost of breakdown repair.

PM #2 - Customer satisfaction surveys: Percentage of submitted customer reviews marked "very satisfied" out of 100%

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$11,698,109	\$0	\$12,763,922
Contractual Services	\$0	\$447,981	\$0	\$525,410
Materials & Supplies	\$0	\$13,193,367	\$0	\$13,817,609
Internal Services	\$0	\$2,109,160	\$0	\$2,370,651
Total GF/non-GF	\$0	\$27,448,617	\$0	\$29,477,592
Program Total:	\$27,448,617		\$29,477,592	
Program FTE	0.00	77.50	0.00	78.50

Program Revenues				
Other / Miscellaneous	\$0	\$39,624,853	\$0	\$42,929,214
Beginning Working Capital	\$0	\$431,732	\$0	\$496,399
Service Charges	\$0	\$1,053,157	\$0	\$1,120,046
Total Revenue	\$0	\$41,109,742	\$0	\$44,545,659

Explanation of Revenues

Facilities Operating Fund programs such as this 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. In FY 2023, \$390K of reserves revenue funds an OSHA mandated HVAC systems pipe-labeling project and \$105K of prior years' one-time-only funding for Security programming is carried over.

Significant Program Changes

Last Year this program was: FY 2023: 78202A Facilities Operations and Maintenance

The FY 2024 budget replaces \$124K of one-time General Fund revenue for a Facilities Specialist 2 (1.00 FTE) with ongoing internal service revenue. In addition, includes an additional \$300K in materials and supplies for contract HVAC rooftop unit maintenance and a supervisor position (1.00 FTE) reclassified down from a manager and reassigned from Client Services (78203) for more concentrated supervision in the Compliance work group.

Department: County Assets

Program Contact: Jon Ison

Program Offer Type: New

Program Offer Stage: Proposed

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

Executive Summary

This program offer is for contracted work to purchase and install machine guarding for all antiquated equipment with moving parts. This will improve safety for our staff, and will ensure compliance with Occupational Safety and Health Administration (OSHA) standards.

Program Description

This program will add safety guards on antiquated equipment with moving parts that present a potential safety hazard to employees and contractors. This equipment is located in buildings across the County. Facilities and Property Management (FPM) will work with the contractor to determine the priority order of replacements. Because the contractor is specialized, the ability to complete all buildings across the County is unlikely within one fiscal year. These newly designed and installed guards will bring the County equipment in compliance with OSHA. This program is in alignment with the County's safety, trust and belonging values

This project will span FY 2024 through FY 2025 and costs are projected to be \$445,000. In FY 2024 forty-eight buildings will be upgraded at an approximate cost of \$5,000/building or \$240,000. The remaining forty-one buildings will be upgraded in FY 2025 using the remaining funds from project.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Install machine guards to equipment in identified buildings	N/A	N/A	N/A	48
Outcome	Compliance with OSHA standards on completed buildings	N/A	N/A	N/A	100%

Performance Measures Descriptions

PM-1 - Install safety guards on equipment with moving parts in a minimum of 48 buildings.

PM-2 - Achieve compliance with OSHA standards on completed buildings in PM-1

Legal / Contractual Obligation

OHSA Requirement 1910.212(a)(2) General requirements for machine guards.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Materials & Supplies	\$0	\$0	\$0	\$445,000
Total GF/non-GF	\$0	\$0	\$0	\$445,000
Program Total:	\$0		\$445,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$445,000
Total Revenue	\$0	\$0	\$0	\$445,000

Explanation of Revenues

This program offer may be funded using one-time-only general funds

Significant Program Changes

Last Year this program was:

Legal / Contractual Obligation

The Facilities Division contracts with Oregon Forward Firms to provide janitorial and landscaping services.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,693,068	\$0	\$1,630,993
Contractual Services	\$100,000	\$12,536,255	\$0	\$14,509,473
Materials & Supplies	\$0	\$678,061	\$0	\$803,177
Internal Services	\$0	\$355,489	\$0	\$415,069
Total GF/non-GF	\$100,000	\$15,262,873	\$0	\$17,358,712
Program Total:	\$15,362,873		\$17,358,712	
Program FTE	0.00	10.00	0.00	9.00

Program Revenues				
Other / Miscellaneous	\$0	\$6,815,223	\$0	\$7,988,055
Total Revenue	\$0	\$6,815,223	\$0	\$7,988,055

Explanation of Revenues

Facilities Operating Fund programs such as this 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 2023: 78203A Facilities Client Services

The FY 2024 budget replaces \$100K of one-time General Fund revenue for the transition to electric leaf blowers with ongoing internal service revenue. In addition, increases in contractual services is in Enhanced Services (\$800K in security and \$390K in janitorial). Also, a manager position (1.00 FTE) is reclassified down to a supervisor and moved to Operations and Maintenance (78202) for more focused supervision in the Compliance work group.

Legal / Contractual Obligation

There are a number of projects carrying over into FY 2024 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,140,351	\$0	\$1,145,904
Materials & Supplies	\$0	\$88,800	\$0	\$123,541
Internal Services	\$0	\$1,304,042	\$0	\$1,348,425
Total GF/non-GF	\$0	\$2,533,193	\$0	\$2,617,870
Program Total:	\$2,533,193		\$2,617,870	
Program FTE	0.00	11.90	0.00	12.30

Program Revenues				
Other / Miscellaneous	\$0	\$1,717,800	\$0	\$1,811,227
Total Revenue	\$0	\$1,717,800	\$0	\$1,811,227

Explanation of Revenues

This program is primarily funded by the Asset Preservation (2509) funds.

AP Fees: \$1,811,227

Significant Program Changes

Last Year this program was: FY 2023: 78204 Facilities Capital Operation Costs

FTE changes are reflection of reallocation of resources within FPM.

Department: County Assets **Program Contact:** Greg Hockert
Program Offer Type: Internal Service **Program Offer Stage:** Proposed
Related Programs: 78204, 78206A, 78213
Program Characteristics:

Executive Summary

The Capital Improvement Program actively monitors, upgrades, and improves the County's portfolio of Tier II and III buildings. The program preserves the County's assets by investing in improvements that maintain building values and provide accessible, maintainable, functional, and energy efficient facilities for the operating programs. Decisions are based on these priorities: life, safety, fire, and equity. The majority of the funding for this offer comes from the fees from Capital Improvement Program fees (CIP), but also from projects funded by one-time-only offers, grants, and client funded projects.

Program Description

The Capital Improvement Program (CIP) provides funding for the annual 5-year Capital Plan that focuses on the County's primary owned Tier II and III buildings. A Tier II building is one that is a desirable part of the County's long-term portfolio but has significant deferred maintenance needs which must be addressed. A Tier III building is one that is not economical or is impractical to bring to County standards and is therefore designated for disposition. Capital expenditures are avoided or minimized in Tier III facilities pending disposition of the building, if possible.

The program allows Capital fees, bond/levy, grants, and other funding components to be distributed based on priorities established with the aid of a detailed needs assessment and a decision-scoring matrix that prioritizes fire, life, safety, maintainability, equipment life cycle, and equity. The program looks for project efficiencies that benefit the maintenance staff, building users, and extend the useful life of the building, plus a strong allocation of project funds to diverse local vendors.

The 5-year CIP Plan sets clear goals to distribute project funds equitably across County departments and buildings. The plan fosters communication with departments as well as providing a tool to facilitate collaboration with both internal and external clients and building users.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of new projects added to the Capital Improvement Program projects portfolio	5	6	7	10
Outcome	Percent of projects planned for completion during a fiscal year that are completed in that fiscal year.	64%	75%	55%	60%

Performance Measures Descriptions

PM #1 - Number of new capital projects added to the Capital Improvement Program (CIP) 5-year plan portfolio to be implemented and managed by FPM project managers in the fiscal year.

PM #2 - Percent of projects scheduled to be completed during a fiscal year that are actually completed in that fiscal year.

Legal / Contractual Obligation

There are a number of projects carrying over into FY 2024 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$23,385,826	\$0	\$25,589,977
Materials & Supplies	\$0	\$116,400	\$0	\$0
Capital Outlay	\$0	\$521,843	\$0	\$535,219
Total GF/non-GF	\$0	\$24,024,069	\$0	\$26,125,196
Program Total:	\$24,024,069		\$26,125,196	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$12,425,892	\$0	\$13,257,964
Financing Sources	\$0	\$171,068	\$0	\$163,398
Interest	\$0	\$75,000	\$0	\$150,000
Beginning Working Capital	\$0	\$11,196,032	\$0	\$12,397,277
Service Charges	\$0	\$156,077	\$0	\$156,557
Total Revenue	\$0	\$24,024,069	\$0	\$26,125,196

Explanation of Revenues

Fund 2507 Capital Improvement Program:
 BWC \$11.9 million from project carryover; \$0.5 million from asset replacement program offer
 IGA City of Portland share of Justice Center Projects \$0.1 million
 Intl Svc Reimbursement CIP fee from County occupants \$5.3 million
 Cash transfer revenue from external clients \$0.2 million
 Other revenue \$8.0 million from client funded projects
 Interest income \$0.1 million

Significant Program Changes

Last Year this program was: FY 2023: 78205 Facilities Capital Improvement Program

Legal / Contractual Obligation

There are a number of projects carrying over into FY 2024 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$0	\$927,175
Contractual Services	\$0	\$27,456,075	\$0	\$34,538,247
Total GF/non-GF	\$0	\$27,456,075	\$0	\$35,465,422
Program Total:	\$27,456,075		\$35,465,422	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$8,314,398	\$0	\$7,197,693
Financing Sources	\$0	\$194,114	\$0	\$211,005
Interest	\$0	\$100,000	\$0	\$200,000
Beginning Working Capital	\$0	\$20,856,303	\$0	\$28,663,249
Service Charges	\$0	\$99	\$0	\$118
Total Revenue	\$0	\$29,464,914	\$0	\$36,272,065

Explanation of Revenues

BWC from routine project carryover \$28.7 million
 Intl Svc Reimbursement AP fee from County occupants \$7.2 million
 Cash transfer revenue from external clients \$0.2 million
 Interest income \$0.2 million

Significant Program Changes

Last Year this program was: FY 2023: 78206 Facilities Capital Asset Preservation Program

Beginning working capital carryover increased year over year due to global material shortages which resulted in longer lead times for projects.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$1,193,446	\$0	\$5,631,928
Internal Services	\$3,200,000	\$0	\$0	\$0
Total GF/non-GF	\$3,200,000	\$1,193,446	\$0	\$5,631,928
Program Total:	\$4,393,446		\$5,631,928	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$1,935,050
Beginning Working Capital	\$0	\$0	\$0	\$3,696,878
Total Revenue	\$0	\$0	\$0	\$5,631,928

Explanation of Revenues

BWC carryover from FY 2023 \$3.7 million
 Intl Svc Reimbursement AP fee from County occupants \$1.9 million

Significant Program Changes

Last Year this program was: FY 2023: 50051B Juvenile Detention Building Improvements

In FY 2023, the estimated project budget was \$7.2M. This consisted of \$3.2M in program offer 50051B (Juvenile Detention Building Improvements) and \$1.3M in program offer 78206 (Facilities Capital Asset Preservation Program), with the remaining \$2.7M planned in future years of the capital improvement plan.

We now estimate the total project budget to be \$8.2M. The difference is due to inflation and a more trauma informed plan and design for the pods. In addition to the funds previously approved, \$1 million was added to the project by the Department of Community Justice using FY 2023 operating funds. With Board approval in FY 2023, all project funds will be transferred into this DCA program offer.

Legal / Contractual Obligation

There are a number of projects carrying over into FY 2024 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$715,179	\$0	\$748,058
Contractual Services	\$0	\$10,560	\$0	\$11,102
Materials & Supplies	\$0	\$13,416	\$0	\$17,130
Internal Services	\$0	\$93,248	\$0	\$61,035
Total GF/non-GF	\$0	\$832,403	\$0	\$837,325
Program Total:	\$832,403		\$837,325	
Program FTE	0.00	4.40	0.00	4.20

Program Revenues				
Other / Miscellaneous	\$0	\$404,855	\$0	\$881,032
Total Revenue	\$0	\$404,855	\$0	\$881,032

Explanation of Revenues

Facilities Operating Fund programs such as this is 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 2023: 78207 Facilities Interiors Group

Slight increase of 0.20 FTE which reflect realignments within FPM to better reflect organizational structure.

Legal / Contractual Obligation

Contractual obligations with Trash/Recycling companies.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Materials & Supplies	\$0	\$6,744,220	\$0	\$6,568,390
Total GF/non-GF	\$0	\$6,744,220	\$0	\$6,568,390
Program Total:	\$6,744,220		\$6,568,390	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$5,944,769	\$0	\$5,770,511
Total Revenue	\$0	\$5,944,769	\$0	\$5,770,511

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 2023: 78208 Facilities Utilities

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$300,121	\$0	\$324,923
Contractual Services	\$0	\$57,273	\$0	\$60,205
Materials & Supplies	\$0	\$9,731,298	\$0	\$10,603,302
Internal Services	\$0	\$25,778	\$0	\$25,710
Total GF/non-GF	\$0	\$10,114,470	\$0	\$11,014,140
Program Total:	\$10,114,470		\$11,014,140	
Program FTE	0.00	2.00	0.00	2.00

Program Revenues				
Other / Miscellaneous	\$0	\$10,056,785	\$0	\$10,954,232
Service Charges	\$0	\$1,187,992	\$0	\$1,175,745
Total Revenue	\$0	\$11,244,777	\$0	\$12,129,977

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 2023: 78209 Facilities Lease Management

New leases in the FY 2024 budget include Market Street Shelter (\$460K), Macadam Building (\$423K), Rockwood Market Hall Building (\$280K), and Delta Park Warehouse (\$239K).

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,117,035	\$0	\$1,289,367
Contractual Services	\$0	\$283,115	\$0	\$135,610
Materials & Supplies	\$0	\$6,313	\$0	\$11,179
Internal Services	\$0	\$116,872	\$0	\$107,959
Total GF/non-GF	\$0	\$1,523,335	\$0	\$1,544,115
Program Total:	\$1,523,335		\$1,544,115	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$676,794	\$0	\$573,444
Total Revenue	\$0	\$676,794	\$0	\$573,444

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 2023: 78210A Facilities Strategic Planning and Projects

FY 2024 reduces the professional services budget (contractual services) to better align with recent years' spending.

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs: 78210A, 90004

Program Characteristics:
Executive Summary

In FY 2018, the County authorized one-time-only (OTO) funds to survey the Vance Property to support development of a long term master plan. Department of Community Services (DCS) Planning and County Leadership along with Department of County Assets (DCA) Facilities and Property Management (FPM) formed a steering committee in FY 2018 in order to build a roadmap of master planning efforts to date and outline next steps. The Vance Vision was presented in FY 2023. This work includes community engagement to center the voices of the underrepresented and to provide recommendations for development on these properties. Efforts to further community engagement, explore development potential and site conditions will continue in FY 2024.

Program Description

This Vance Property Master Plan program offer includes environmental site technical studies to continue a master planning process. It will lead to enhanced development options which make better use of the former quarry and the associated park portion on the west side of the property. Technical work completed to date include an ALTA Survey, gas and water monitoring, landfill waste field investigations, and installation of additional ground water monitoring stations, wetland delineation, and the development of the Vance Vision. DCS program offer #90004 - Vance Vision Next Steps also supports this offer.

The goal of Vance Vision is to develop a structured process with a clear framework for creating a set of options and recommendations for any future development or disposition of the County-owned parcels in this area. The Vision considers the needs of DCS, including infrastructure, service provision, and present and future division land use needs, as well as any financial impact to the Road fund. Key stakeholders include members from the Governor's Regional Solutions team, County leadership, Community Leadership Team, City of Gresham, Metro, Port of Portland, DCS, MCHD, and FPM.

Through a formal solicitation, Cascadia Partners and their team was hired in 2019 to provide master planning services toward this effort that includes programming, community engagement, financial analysis, feasibility analysis, and technical advice on creating development options for this property. This Vance Vision was presented to the Board of County Commissioners in March 2022. Community engagement, exploration of development potential and site conditions continues through feasibility analysis and conceptual planning efforts for the areas defined in the Vision. The intent of the engagement process is to center the voices of underrepresented and marginalized communities about their vision for the Vance properties as well as hear from County staff about what potential county needs could be accommodated on the site. Based on alignment with County policies and goals and community benefit, the team will provide guidance on future implementation of the various options.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Issue Request for Information (RFI) for interest and development strategies for Vision areas	N/A	N/A	0	1
Outcome	Define the stabilization strategy to address the slope feature on the properties.	N/A	N/A	20%	100%

Performance Measures Descriptions

- PM #1 - Issue a Request for Information (RFI) to determine interest and development strategies for Vision Areas
- PM #2 - Define the stabilization strategy to address the slope feature on the properties.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$150,619	\$0	\$109,654
Total GF/non-GF	\$0	\$150,619	\$0	\$109,654
Program Total:	\$150,619		\$109,654	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$40,000	\$0	\$0
Beginning Working Capital	\$0	\$110,619	\$0	\$109,654
Total Revenue	\$0	\$150,619	\$0	\$109,654

Explanation of Revenues

This program is funded by \$110K of unspent prior years' one-time-only General Fund.

Significant Program Changes

Last Year this program was: FY 2023: 78210B Facilities Vance Property Master Plan

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

The new Central Courthouse replaced the 100 year old historic courthouse. The new courthouse incorporates the current standards in courthouse design and construction, energy efficiency as well as operational and maintenance efficiency. The project is in mediation.

Program Description

Occupancy by the State Courts took place on October 6, 2020. The project was substantially complete on December 11, 2020. Operational workflow testing and final occupancy certification took place following substantial completion. The project has completed the warranty period and there are a few minor items left to close out with Hoffman. The County is currently in mediation and final expenses may carry over into FY 2024. A parking lot for the Sheriff's transport vehicles on an existing surface parking area near the courthouse will be complete in winter 2023.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Complete project closeout	95%	100%	100%	100%
Outcome	MCSO Transport Lot completed and operational	N/A	100%	50%	100%
Outcome	Project financial closeout	95%	100%	100%	100%

Performance Measures Descriptions

- PM #1 - Complete project closeout
- PM #2 - MCSO transport lot complete and operational
- PM #3 - Project financial closeout.

Legal / Contractual Obligation

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

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$6,053,978	\$0	\$5,485,461
Internal Services	\$0	\$60,000	\$0	\$0
Total GF/non-GF	\$0	\$6,113,978	\$0	\$5,485,461
Program Total:	\$6,113,978		\$5,485,461	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$6,113,978	\$0	\$5,485,461
Total Revenue	\$0	\$6,113,978	\$0	\$5,485,461

Explanation of Revenues

• \$5.5 million working capital carryover from FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78212 Facilities Downtown Courthouse

Legal / Contractual Obligation

There are a number of projects carrying over into FY 2024 that have contractual obligations to vendors and/or service providers.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$9,420,382	\$0	\$9,767,727
Total GF/non-GF	\$0	\$9,420,382	\$0	\$9,767,727
Program Total:	\$9,420,382		\$9,767,727	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$3,217,864	\$0	\$3,214,918
Interest	\$0	\$50,000	\$0	\$100,000
Beginning Working Capital	\$0	\$6,152,518	\$0	\$6,452,809
Total Revenue	\$0	\$9,420,382	\$0	\$9,767,727

Explanation of Revenues

BWC estimated carry forward \$6.5 million
Capital fee on owned Library buildings \$3.2 million
Interest income \$0.1 million

Significant Program Changes

Last Year this program was: FY 2023: 78213 Library Construction Fund

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$260,000	\$0	\$528,366
Total GF/non-GF	\$0	\$260,000	\$0	\$528,366
Program Total:	\$260,000		\$528,366	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$240,351
Beginning Working Capital	\$0	\$260,000	\$0	\$288,015
Total Revenue	\$0	\$260,000	\$0	\$528,366

Explanation of Revenues

\$288K working capital carryover from FY 2023
\$240K Misc Revenue

Significant Program Changes

Last Year this program was: FY 2023: 78214 Health Headquarters Construction

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:

Executive Summary

The Behavioral Health Resource Center (BHRC) addresses an on-going housing emergency. Thousands of people in Multnomah County and the Metro region are facing housing instability and homelessness. Those experiencing behavioral health issues often face additional barriers to accessing shelter, housing and participating in services. The renovation and build-out of the County-owned building at Southwest 333 Park Avenue and adjacent parcel of land greatly support the need for these services and programs. The building opened in December 2023.

Program Description

The Multnomah County Health Department, in collaboration with our community partners, identified the need in our community for a centrally located, dedicated behavioral health resource center to provide daytime services, overnight sheltering, and transitional housing to the growing number of people experiencing homelessness with disabling conditions, including behavioral health issues such as mental illness and substance use disorders. This project is the first of its kind and provides a dedicated facility to serve this population, which disproportionately affects populations of color.

An executive project team was assembled to review the feasibility of purchasing property at 333 SW Park Avenue and the adjacent parking lot on SW Oak Street. Through feasibility studies, the site was identified as an excellent location with a flexible interior and exterior space for this specific purpose. Additional analysis led to the path of renovating the current building for the new center. A Project Management Team (PMT) was formed with members from the Multnomah County Mental Health & Addiction Services (MHASD), Facilities & Property Management (FPM), The Klash Group, Carleton Hart Architecture (CHA), and Mortenson Construction.

After the PMT completed programming and design, the project received Portland Design Commission approval in December 2020 and construction documents were prepared. The FAC-1 Design and Construction Plan set the project budget at \$26M for the renovation of the building and construction of the plaza. The Board of County Commissioners approved the construction of BHRC in Resolution 2021-032. The BHRC facility opened for operations on 12/5/2022. A few items remain that are being completed by the project team. Additionally, restoration and improvements are being defined for the South parking lot. All work is scheduled to be completed in FY 2024

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Construction of Behavioral Health Resource Center complete	85%	100%	90%	100%
Outcome	Complete project closeout.	N/A	N/A	50%	100%

Performance Measures Descriptions

- PM-1 Construction of Behavioral Health Resource Center completed.
- PM-2 Complete project closeout (new measure).

Legal / Contractual Obligation

Contractual obligations to vendors and/or service providers

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$14,574,521	\$0	\$1,200,000
Internal Services	\$0	\$21,750	\$0	\$0
Debt Service	\$0	\$7,097,729	\$0	\$0
Total GF/non-GF	\$0	\$21,694,000	\$0	\$1,200,000
Program Total:	\$21,694,000		\$1,200,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$12,670,000	\$0	\$0
Interest	\$0	\$24,000	\$0	\$0
Beginning Working Capital	\$0	\$9,000,000	\$0	\$1,200,000
Total Revenue	\$0	\$21,694,000	\$0	\$1,200,000

Explanation of Revenues

- \$1.2 million working capital carryover from FY 2023

Significant Program Changes

Last Year this program was: FY 2023: 78219 Behavioral Health Resource Center Capital

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:

Executive Summary

The Multnomah County Justice Center, located in downtown Portland, is a 16-story building with 2 sublevels, of which 9 floors are operated as a jail. The security electronics were overhauled in 2006, when new PLC's (Programmable Logic Controllers) and touch panels (operator interfaces) were installed, along with a new fire alarm system and a small video system upgrade. Since then, due to changes in technology, the analog intercom and video systems became difficult to support. New technologies installed will lower cost while improving the operation, maintainability, and safety of the facility. Decisions were made on these priorities: fire, life, safety, and equity. Funds for this program have been supported primarily through OTO General funds with some support from Fund 2507.

Program Description

This project work has been completed. Under this project, the intercom and video surveillance systems at MCDC at the Justice Center were upgraded to newer technologies, utilizing the same equipment and brands that were recently installed in the other County detention facilities and have become County standard. This project identified areas with inadequate video coverage and added new cameras and technologies to ensure compliance with the current PREA Standards. Additionally, this will extend the lifetime of the security electronics for another 15-20 years with appropriate maintenance and software upgrades.

This project replaced 6 different systems: Intercom system, video surveillance system, PLC/Touchscreen systems, Access Control system, administrative intercom phone system, and the Genetic IP-based video management system (VMS). A network of digital encoders were installed on each floor, which will convert the existing analog camera signal to an IP-based signal, which is then routed to the servers and the associated touchscreen workstation viewing monitors. New PC-based workstations were provided at each touchscreen station to allow the operator to view the associated cameras for the operator's area of responsibility, controlled by the operator's touchscreen workstation. Images were brought up automatically in response to intercom, door operations, or alarms, or the operator can manually select single camera viewing, or a combination of different multiple-camera views.

This project will fully close out in FY 2024, if not sooner.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Prioritized order for system implementation	1	1	1	1
Outcome	Percent of systems successfully implemented	98%	100%	100%	100%
Outcome	Complete project closeout.	N/A	N/A	75%	100%

Performance Measures Descriptions

PM #1: Prioritized order for system implementation

PM #2: Anticipated that 100% of the systems implementation will be completed in FY 2023.

PM #3: Complete project closeout.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$730,674	\$0	\$516,125
Total GF/non-GF	\$0	\$730,674	\$0	\$516,125
Program Total:	\$730,674		\$516,125	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$570,674	\$0	\$0
Beginning Working Capital	\$0	\$160,000	\$0	\$516,125
Total Revenue	\$0	\$730,674	\$0	\$516,125

Explanation of Revenues

This program offer is funded by Beginning Working Capital.

Significant Program Changes

Last Year this program was: FY 2023: 78221 MCDC Detention Electronics

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$620,116	\$0	\$487,451
Contractual Services	\$0	\$26,703,865	\$0	\$28,379,759
Materials & Supplies	\$0	\$0	\$0	\$2,782,226
Internal Services	\$0	\$444,599	\$0	\$27,865
Unappropriated & Contingency	\$0	\$51,659,288	\$0	\$21,961,479
Total GF/non-GF	\$0	\$79,427,868	\$0	\$53,638,780
Program Total:	\$79,427,868		\$53,638,780	
Program FTE	0.00	18.00	0.00	18.00

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$1,020,000
Financing Sources	\$0	\$0	\$0	\$0
Interest	\$0	\$0	\$0	\$2,611,218
Beginning Working Capital	\$0	\$79,427,868	\$0	\$50,007,562
Total Revenue	\$0	\$79,427,868	\$0	\$53,638,780

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

\$28,046,083 Beginning Working Capital carry over from FY 2023

\$21,961,479 Bond Premium Reserve Funds

\$1,027,500 cash transfer revenue from The Library District

\$2,611,218 interest income

Significant Program Changes

Last Year this program was: FY 2023: 78228A Library Capital Bond Construction

Unappropriated & Contingency is reduced as \$28,777,157 in Bond Premium Reserve funding is being transferred to Library Capital Bond projects in related program offers 78228C-G.

Projects in related program offers 78228B-J will receive a larger share of personnel and internal service expenses, which reduces those budgets in this program offer. The Materials & Supplies budget is increased for Furniture, Fixtures and Equipment (FF&E). The Library District is adding \$1,027,500 in cash transfer revenue to support scope enhancements in the light touch and efficiency (Refresh) projects.

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$654,150	\$0	\$602,399
Contractual Services	\$0	\$53,023,978	\$0	\$15,886,568
Materials & Supplies	\$0	\$0	\$0	\$2,505,258
Internal Services	\$0	\$0	\$0	\$470,830
Total GF/non-GF	\$0	\$53,678,128	\$0	\$19,465,055
Program Total:	\$53,678,128		\$19,465,055	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$29,664
Beginning Working Capital	\$0	\$53,678,128	\$0	\$19,435,391
Total Revenue	\$0	\$53,678,128	\$0	\$19,465,055

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by Beginning Working Capital carry over from FY 2023 \$29,664 in rebates from Energy Trust of Oregon credits.

Significant Program Changes

Last Year this program was: FY 2023: 78228B Library Capital Bond Construction: Operations Center

Beginning Working Capital and the Contractual Services budget are decreased in FY 2024 as construction progresses and funds are spent down. The Materials & Supplies budget is increased for Furniture, Fixtures and Equipment (FF&E).

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$383,999	\$0	\$433,399
Contractual Services	\$0	\$29,129,402	\$0	\$17,362,687
Materials & Supplies	\$0	\$0	\$0	\$2,002,629
Internal Services	\$0	\$0	\$0	\$236,288
Total GF/non-GF	\$0	\$29,513,401	\$0	\$20,035,003
Program Total:	\$29,513,401		\$20,035,003	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$29,513,401	\$0	\$20,035,003
Total Revenue	\$0	\$29,513,401	\$0	\$20,035,003

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by \$19,307,846 in Beginning Working Capital carry over from FY 2023 and \$727,157 in Bond Premium Reserve funds.

Significant Program Changes

Last Year this program was: FY 2023: 78228C Library Capital Bond Construction: Midland Library

\$727,157 in Bond Premium Reserve funding is added for construction cost escalation. Beginning Working Capital and the Contractual Services budgets are decreased as the project progresses and funds are spent down. The Materials & Supplies budget is increased for Furniture, Fixtures and Equipment (FF&E).

Program #78228D - Library Capital Bond Construction: Holgate Library FY 2024 Proposed

Department: County Assets **Program Contact:** Tracey Massey
Program Offer Type: Existing **Program Offer Stage:** Proposed
Related Programs: 78228A, 78228B, 78228C, 78228E through 78228J
Program Characteristics:

Executive Summary

The Holgate Library project builds an approximately 21,000 square foot new library on the existing site. Project decision considerations include Library pillars, priorities, environmental sustainability, and operational efficiencies.

Program Description

This multi-year project completed design, obtained permits, established the Guaranteed Maximum Price (GMP), and started construction in FY 2023. Construction is expected to be completed in FY 2024. A new 21,000 square foot library building will replace the current Holgate Library, more than doubling space for service. The project has a minimum aspirational goal for COBID (Certification Office for Business Inclusion and Diversity) certified firm participation in construction of 20% over the life of the project.

The new Holgate Library will be a neighborhood library - a location smaller than 30,000 square feet that provides limited amenities and a community-driven collection.

Holgate Library has long served an incredibly diverse community including emerging new immigrant populations who will find greater access to services and amenities. The new building will provide ample space for community use, including flexible meeting rooms, enhanced programming, and intentional space planning.

Community outreach and engagement will utilize diverse approaches through virtual, in-person and additional community meetings with translation and interpretation services. The building design will receive input from Community Design Advocates (CDAs), paid community members who will provide two-way feedback between community organizations. Key activities include robust community engagement to inform design, onboarding of paid positions for Community Design Advocates and the project delivery team meeting their schedule and goals.

Link to Library building website: <https://multcolib.org/about/building-libraries-together>

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Percent of certified COBID firms contracted for construction	N/A	N/A	28%	20%
Outcome	CDA satisfaction rating (1 to 5) with their experience as paid grassroots community engagement members	4.4	4.0	4.0	4.0

Performance Measures Descriptions

PM#1 - This measure addresses the percentage of COBID Certified firms contracts by dollars committed
 PM#2 - This measure reflects the commitment to include and amplify community voice throughout the bond projects, and is a measure of community advocates' satisfaction with their experience as paid grassroots community engagement members
 In FY 2023 the project completed design development and construction documents and executed a Guaranteed Maximum Price (GMP) Amendment

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$354,846	\$0	\$402,293
Contractual Services	\$0	\$25,737,221	\$0	\$16,336,315
Materials & Supplies	\$0	\$0	\$0	\$1,402,318
Internal Services	\$0	\$0	\$0	\$216,050
Total GF/non-GF	\$0	\$26,092,067	\$0	\$18,356,976
Program Total:	\$26,092,067		\$18,356,976	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$26,092,067	\$0	\$18,356,976
Total Revenue	\$0	\$26,092,067	\$0	\$18,356,976

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by \$17,506,976 in Beginning Working Capital carry over from FY 2023 and \$850,000 in Bond Premium Reserve funds.

Significant Program Changes

Last Year this program was: FY 2023: 78228D Library Capital Bond Construction: Holgate Library

\$850,000 in Bond Premium Reserve funding is added for construction cost escalation. Beginning Working Capital and the Contractual Services budgets are decreased as the project progresses and funds are spent down. The Materials & Supplies budget is increased for Furniture, Fixtures and Equipment (FF&E).

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$228,621	\$0	\$229,996
Contractual Services	\$0	\$10,842,690	\$0	\$9,804,404
Materials & Supplies	\$0	\$0	\$0	\$230,976
Internal Services	\$0	\$0	\$0	\$95,466
Total GF/non-GF	\$0	\$11,071,311	\$0	\$10,360,842
Program Total:	\$11,071,311		\$10,360,842	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$2,500
Beginning Working Capital	\$0	\$11,071,311	\$0	\$10,358,342
Total Revenue	\$0	\$11,071,311	\$0	\$10,360,842

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by \$9,158,342 in Beginning Working Capital carry over from FY 2023 and \$1.2 million in Bond Premium Reserve funds.

Significant Program Changes

Last Year this program was: FY 2023: 78228E Library Capital Bond Construction: North Portland Library

\$1.2 million in Bond Premium Reserve funding is added to support seismic retrofitting. Beginning Working Capital and the Contractual Services budgets are decreased as the project progresses and funds are spent down. The Materials & Supplies budget is increased for Furniture, Fixtures and Equipment (FF&E).

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$517,667	\$0	\$613,448
Contractual Services	\$0	\$46,018,218	\$0	\$43,131,970
Materials & Supplies	\$0	\$0	\$0	\$704,050
Internal Services	\$0	\$0	\$0	\$381,336
Total GF/non-GF	\$0	\$46,535,885	\$0	\$44,830,804
Program Total:	\$46,535,885		\$44,830,804	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$46,535,885	\$0	\$44,830,804
Total Revenue	\$0	\$46,535,885	\$0	\$44,830,804

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by \$39,380,804 in Beginning Working Capital carry over from FY 2023 and \$5.45 million in Bond Premium Reserve funds.

Significant Program Changes

Last Year this program was: FY 2023: 78228F Library Capital Bond Construction: Albina Library

The house to the east of the Albina Library on Knott Street (236 NE Knott St, Portland, OR 97212) was purchased in August 2022. The Library identified the value of potential future expansion onto this adjacent property. Purchasing this property allows for flexibility and growth, aligning with Library priorities for the bond program. \$1 million in Bond Premium Reserve funding is transferred to the project for the property purchase and development of the site.

An additional \$4.45 million in Bond Premium Reserve funding is added to support historic seismic and program requirements. Beginning Working Capital and the Contractual Services budgets are decreased as the project progresses and funds are spent down. The Materials & Supplies budget is increased for Furniture, Fixtures and Equipment (FF&E).

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,019,722	\$0	\$1,294,292
Contractual Services	\$0	\$123,476,417	\$0	\$134,817,825
Materials & Supplies	\$0	\$0	\$0	\$10,845
Internal Services	\$0	\$0	\$0	\$1,044,844
Total GF/non-GF	\$0	\$124,496,139	\$0	\$137,167,806
Program Total:	\$124,496,139		\$137,167,806	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$124,496,139	\$0	\$137,167,806
Total Revenue	\$0	\$124,496,139	\$0	\$137,167,806

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by \$116,617,806 in Beginning Working Capital carry over from FY 2023 and \$20.55 million in Bond Premium Reserve funds.

Significant Program Changes

Last Year this program was: FY 2023: 78228G Library Capital Bond Construction: East County Flagship Library

The original project budget was developed in preparation for Ballot Measure 26-211. A significant effort by the Real Estate team evaluated multiple sites for potential purchase and site acquisition for the East County Library. The County entered into an Letter of Intent with TriMet in June 2022 for the TriMet Gresham City Hall Park and Ride site. Extensive program analysis of the 2.5 acre site was completed.

\$20.55 in Bond Premium Reserve funding is added for higher escalation of construction costs, structured parking and service deliveries, outdoor plaza / civic space, auditorium space and program scope development, and unforeseen poor subsurface soil conditions.

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$215,854	\$0	\$286,529
Contractual Services	\$0	\$25,907,258	\$0	\$25,084,284
Materials & Supplies	\$0	\$0	\$0	\$2,294
Internal Services	\$0	\$0	\$0	\$28,720
Total GF/non-GF	\$0	\$26,123,112	\$0	\$25,401,827
Program Total:	\$26,123,112		\$25,401,827	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$26,123,112	\$0	\$25,401,827
Total Revenue	\$0	\$26,123,112	\$0	\$25,401,827

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by Beginning Working Capital carry over from FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78228H Library Capital Bond Construction: Belmont Library

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$153,206	\$0	\$163,328
Contractual Services	\$0	\$10,857,714	\$0	\$10,152,490
Materials & Supplies	\$0	\$0	\$0	\$1,629
Internal Services	\$0	\$0	\$0	\$20,407
Total GF/non-GF	\$0	\$11,010,920	\$0	\$10,337,854
Program Total:	\$11,010,920		\$10,337,854	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$11,010,920	\$0	\$10,337,854
Total Revenue	\$0	\$11,010,920	\$0	\$10,337,854

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by Beginning Working Capital carry over from FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78228I Library Capital Bond Construction: Northwest Library

Legal / Contractual Obligation

There are contractual obligations to consultants/vendors carrying over into FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$71,021	\$0	\$113,369
Contractual Services	\$0	\$8,537,612	\$0	\$7,863,809
Materials & Supplies	\$0	\$0	\$0	\$755
Internal Services	\$0	\$0	\$0	\$9,445
Total GF/non-GF	\$0	\$8,608,633	\$0	\$7,987,378
Program Total:	\$8,608,633		\$7,987,378	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$8,608,633	\$0	\$7,987,378
Total Revenue	\$0	\$8,608,633	\$0	\$7,987,378

Explanation of Revenues

Revenue is from the sale of General Obligation Bonds 2021A (Tax-exempt) and 2021B (Federally Taxable).

Funds for this program are through Fund 2517 - Multnomah County Library Capital Construction Fund.

This program offer will be funded by Beginning Working Capital carry over from FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78228J Library Capital Bond Construction: St. Johns Library

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:

Executive Summary

The Justice Center Critical Electrical System Upgrade Bus Duct Replacement program offer is for early construction work to replace the electrical Bus Duct System. In FY 2023, early construction phase costs are \$2M (\$1.2M County and \$0.8M City of Portland). Electrical system at Justice Center is the County's greatest operational risk given the system's poor condition and the impact of a system failure. Failure of this system could result in needing to relocate all occupants. The total estimated cost to replace the system is estimated at \$25.1 million as of March 2023.

Program Description

The Justice Center building's incoming building electrical service, bus ducts, and electrical distribution equipment are mostly of original construction (1981), are in poor condition, include sections that cannot be maintained, and is in need of replacement. Failure of these systems could result in a complete electrical outage and require the building to be vacated for a year or more. Project is intended to be split the costs with the City of Portland with 59% of the project paid for by the County and 41% by the City, based on the building's occupancy split.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Execute IGA with the City of Portland	N/A	1	1	1
Outcome	Develop a project plan	N/A	100%	90%	100%

Performance Measures Descriptions

PM#1: Execute agreement with the City of Portland and develop a project plan. Starting project requires agreements with the City of Portland and a contractor.

PM#2: Develop a project plan.

Legal / Contractual Obligation

IGA with the City of Portland

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$7,300,458	\$0	\$2,010,000
Cash Transfers	\$0	\$600,458	\$0	\$0
Total GF/non-GF	\$0	\$7,900,916	\$0	\$2,010,000
Program Total:	\$7,900,916		\$2,010,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$5,500,000	\$0	\$400,000
Financing Sources	\$0	\$1,800,458	\$0	\$0
Beginning Working Capital	\$0	\$600,458	\$0	\$1,610,000
Total Revenue	\$0	\$7,900,916	\$0	\$2,010,000

Explanation of Revenues

BWC carryover \$1.61 million
City of Portland IGA \$400,000

Significant Program Changes

Last Year this program was: FY 2023: 78233B Justice Center Critical Electrical System Upgrade - Bus Duct

Intergovernmental Revenue decreases year over year due to funding change with the City of Portland. Funding will be via expense reimbursement rather than cash transfer; City of Portland pays 41% of the total incurred project costs.

Department: County Assets **Program Contact:** Dan Zalkow

Program Offer Type: New **Program Offer Stage:** Proposed

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

Executive Summary

The Justice Center Critical Electrical System Upgrade Bus Duct Replacement program offer is for early construction work to replace the electrical Bus Duct System. Electrical system failure at the Justice Center is the County's greatest operational risk given the system's poor condition and the impact of a system failure. Failure of this system could result in needing to relocate all occupants. The total estimated cost to replace the system is estimated at \$25.1 million.

Program Description

The Justice Center building's incoming building electrical service, bus ducts, and electrical distribution equipment are mostly of original construction (1981), are in poor condition, include sections that cannot be maintained, and is in need of replacement. Failure of these systems could result in a complete electrical outage and require the building to be vacated for a year or more. Project costs are intended to be shared with the City of Portland with 59% of the project paid for by the County and 41% by the City, based on the building's occupancy split.

In FY 2024, the County will execute a contract with a contractor in order to begin construction work. This work will include contractor mobilization, decommissioning one elevator and installing a wall to separate it from the other elevators. Work platforms will be fabricated and installed on all floors as well as purchasing of the main switchgear and thousands of feet electrical conduit and wire.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Execute a contract with a contractor and submit for permits	N/A	N/A	N/A	1
Outcome	Begin submittal process	N/A	N/A	N/A	75%
Outcome	Begin construction	N/A	N/A	N/A	10%

Performance Measures Descriptions

PM#1 - Execute a contract with a contractor in order to begin construction.

PM#2 - Begin submittal process

PM#3 - Begin construction process, including procuring equipment.

Legal / Contractual Obligation

Intergovernmental agreement (IGA) with the City of Portland.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$0	\$0	\$2,390,000
Total GF/non-GF	\$0	\$0	\$0	\$2,390,000
Program Total:	\$0		\$2,390,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$880,000
Financing Sources	\$0	\$0	\$0	\$1,510,000
Total Revenue	\$0	\$0	\$0	\$2,390,000

Explanation of Revenues

One-time-only General Fund request in the amount of \$1.51M and City of Portland IGA in the amount of \$880,000.

Significant Program Changes

Last Year this program was:

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

This program offer is to design and deliver a new Animal Services facility that supports Multnomah County Animal Services' operational needs and furthers its goals to provide equitable services to the public and high quality care to the animals in the shelter.

Program Description

Multnomah County Animal Services (MCAS) is the county's sole public animal shelter and control agency. MCAS protects the health, safety and welfare of people and pets throughout Multnomah County, including the cities of Portland, Gresham, Troutdale, Fairview, Wood Village, Maywood Park and all unincorporated areas, 365 days a year. MCAS is currently located in a facility in Troutdale that was constructed in 1968. The facility doesn't meet the current or future operational needs of the program. Per the 2015 Facilities Asset Strategic Plan, the shelter is one of the lowest performing facilities in the County's portfolio. The goal of this program is to develop a new animals services facility that supports the program's operational needs and furthers its goals to provide equitable services to the people and high quality care to the animals in the shelter.

This project will deliver a new, efficient, modern, flexible, sustainable and responsive facility for MCAS. The facility will be sited and designed with the goal of providing equitable services to county residents and to enable the program to serve people and pets with excellence. The new shelter will provide greater access to the public and promote health and safety for staff, visitors, and animals. This project aligns with County and department values by integrating access, equity, health, safety and inclusion into both the development process and the qualities of a new facility. The new facility will lead in sustainable practices with a focus to long term operational efficiencies. This project will seek input from all key stakeholders throughout this development process. These stakeholders include the public who receive services, staff, leadership, animal welfare partners. The project team will develop a webpage to share project updates similar to other major capital projects.

It is expected the full development of this project will be greater than \$1.0M, therefore this capital development project will comply with the FAC-1 administrative process. The Programming and Concept Plan will be completed in March 2023. The FAC-1 Preliminary Planning proposal will be brought to the Board of County Commissioners in the first half of FY 2024. This will authorize the next steps in the development of the New Animal Service Facility.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	BCC FAC-1 Presentations	N/A	1	0	1
Outcome	Conceptual Planning and Design Complete	N/A	100%	90%	100%

Performance Measures Descriptions

PM#1 Board of County Commissioners receive and approve preliminary planning proposal in accordance with FAC-1 Administrative Procedure.

PM#2 50% complete with schematic design of a new facility. This will provide greater definition of the requirements and systems for the new facility.

Legal / Contractual Obligation

Contractual obligation for design and consulting.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$500,000	\$0	\$491,011
Total GF/non-GF	\$0	\$500,000	\$0	\$491,011
Program Total:	\$500,000		\$491,011	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$500,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$491,011
Total Revenue	\$0	\$500,000	\$0	\$491,011

Explanation of Revenues

In 2016, the Board of County Commissioners adopted Resolution 2016-069, directing that the proceeds from the sale of the Edgefield North property, also known as the Pig Farm, be used toward the rehabilitation or replacement of the MCAS shelter.

In FY 2023, \$500,000 of sale proceeds was transferred out of the Animal Control Fund 01508 that were previously transferred from the General Fund in FY's 2019, 2021 and 2022.

In FY 2024, \$491,011 working capital carryover from FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78234 New Animal Services Facility

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

This program offer provides funding for consulting services to continue to develop property development options and ideas for the Walnut Park property.

Program Description

The Walnut Park property and surrounding area requires a sizeable investment to modernize and advance the use of the space. The County invested in a development feasibility study during FY 2021-22. The feasibility study resulted in recommendations to solicit a development partner or other consultant services to continue to advance the Walnut Park initiative based on County leadership direction. This program offer provides funding for consulting services to continue to develop a plan. The work in FY 2023 and early FY 2024 will provide the County with needed information to determine the next steps in the redevelopment of the Walnut Park site.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Project plan identifying the schedule for the project.	N/A	1	1	1
Outcome	Clear next steps for Walnut Park development will be approved, and a plan for the next phase identified.	N/A	100%	90%	100%

Performance Measures Descriptions

PM-1 - Project plan identifying the schedule

PM-2 - Next steps for Walnut Park development approved and a plan for next phase identified

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$200,000	\$0	\$170,000
Total GF/non-GF	\$0	\$200,000	\$0	\$170,000
Program Total:	\$200,000		\$170,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$200,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$170,000
Total Revenue	\$0	\$200,000	\$0	\$170,000

Explanation of Revenues

\$170K working capital carryover from FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78235 Walnut Park Redevelopment Planning

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$0	\$0	\$740,535
Total GF/non-GF	\$0	\$0	\$0	\$740,535
Program Total:	\$0		\$740,535	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$740,535
Total Revenue	\$0	\$0	\$0	\$740,535

Explanation of Revenues

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

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$0	\$0	\$1,210,250
Total GF/non-GF	\$0	\$0	\$0	\$1,210,250
Program Total:	\$0		\$1,210,250	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$1,210,250
Total Revenue	\$0	\$0	\$0	\$1,210,250

Explanation of Revenues

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

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$0	\$0	\$1,621,500
Total GF/non-GF	\$0	\$0	\$0	\$1,621,500
Program Total:	\$0		\$1,621,500	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$1,621,500
Total Revenue	\$0	\$0	\$0	\$1,621,500

Explanation of Revenues

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

Significant Program Changes

Last Year this program was:

Department: County Assets

Program Contact: Dan Zalkow

Program Offer Type: New

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

This program offer allocates balances of one-time capital funding for use in developing the Arbor Lodge Shelter.

Program Description

In December of 2020, as part of its COVID-19 response and utilizing resources from the Coronavirus Aid, Relief, and Economic Security Act's Coronavirus Relief Fund, the County acquired what is now known as the future Arbor Lodge Shelter, a former commercial retail space in North Portland, for \$2.65 million, to expand emergency shelter capacity. Since that time, and while initial redevelopment planning was underway to retrofit the site for permanent use as a shelter, it has been used as a temporary shelter and vaccination clinic.

Originally built as a commercial pharmacy in 1998, the future Arbor Lodge Shelter is located at 1952 N. Lombard Street (at the intersection of N. Lombard St. and N. Denver Ave.). The current plan is to serve up to 106 people with a combination of 88 congregate beds and an additional 18 tiny shelters on the grounds outside of the main building. It will prioritize placements for individuals living in the adjacent neighborhood and will be a mixed-gender, adult-only facility. During the 2021 Legislative Session, the Legislature allocated \$5.0 million in House Bill 5006 to help fund this redevelopment project.

Construction is anticipated to begin in February 2023 and is expected to be completed in January 2024 with the facility opening in February 2024. The temporary shelter located at the Arbor Lodge site closed in mid-October of 2022 and all participants have been relocated to another shelter. The process of dismantling the existing temporary shelter and preparation for the renovation of the existing building and construction of the future plaza and Tiny Shelter Village has begun.

The Board of County Commissioners approved funding of \$9.4 million for this project with resolution 2022-108.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Complete renovation project	N/A	N/A	N/A	100%
Outcome	Joint Office of Homeless Services is able to provide services to intended population	N/A	N/A	N/A	100%

Performance Measures Descriptions

The completion of the renovation of the project to provide necessary services.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$0	\$0	\$8,231,812
Materials & Supplies	\$0	\$4,750,000	\$0	\$0
Internal Services	\$0	\$0	\$0	\$68,188
Total GF/non-GF	\$0	\$4,750,000	\$0	\$8,300,000
Program Total:	\$4,750,000		\$8,300,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$4,750,000	\$0	\$8,300,000
Total Revenue	\$0	\$4,750,000	\$0	\$8,300,000

Explanation of Revenues

\$8.3 million working capital carryover from FY 2023

Significant Program Changes

Last Year this program was: FY 2023: 30208A Safety off the Streets - Emergency Shelter Strategic Investment

In FY 2023, the Board of County Commissioners is scheduled to approve a supplemental budget to move project funds from the Joint Office of Homeless Services (JOHS) Federal State Fund into the JOHS Capital Fund in the Department of County Assets.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$486,148	\$0	\$220,838
Contractual Services	\$0	\$2,560,969	\$0	\$2,547,215
Materials & Supplies	\$0	\$246,000	\$0	\$135,661
Total GF/non-GF	\$0	\$3,293,117	\$0	\$2,903,714
Program Total:	\$3,293,117		\$2,903,714	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$2,580,000	\$0	\$0
Beginning Working Capital	\$0	\$713,117	\$0	\$2,903,714
Total Revenue	\$0	\$3,293,117	\$0	\$2,903,714

Explanation of Revenues

Funded with Beginning Working Capital (BWC).

Significant Program Changes

Last Year this program was: FY 2023: 78301A IT Innovation & Investment Projects

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$250,000	\$0	\$186,640
Total GF/non-GF	\$0	\$250,000	\$0	\$186,640
Program Total:	\$250,000		\$186,640	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$250,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$186,640
Total Revenue	\$0	\$250,000	\$0	\$186,640

Explanation of Revenues

Funded with Beginning Working Capital (BWC).

Significant Program Changes

Last Year this program was: FY 2023: 78301G Technology Improvement Program - Red Cap and Lawlog

Department: County Assets **Program Contact:** Vikki Scotti
Program Offer Type: Internal Service **Program Offer Stage:** Proposed
Related Programs:
Program Characteristics:

Executive Summary

The Portfolio and Project Management (PPM) team plans, organizes, and controls project team activities and addresses project risks and issues to ensure that high-impact IT projects are completed successfully. We use high quality, inclusive and equitable project management practices that are repeatable and highly predictive of success. Through these projects, the PPM program delivers the new and enhanced technology that every department and program depends on to succeed in their missions. We ensure that current project work matches current organizational priorities with in-demand IT resources across project portfolios. Funding decisions for this program are made in cooperation with DCA, County departments, the Chair's Office, Central Budget and the Community Budget Advisory Board.

Program Description

The PPM program is a shared organizational entity available to assist County departments with their prioritized project work. The PPM program is designed to provide leadership, best practices, research, support and training for Portfolio and Project Management in DCA IT. PPM provides project management using consistent, scalable, inclusive processes and tools to match the approach and style to the type of information technology project needed. PPM brings diverse people together in building project teams utilizing many skills including interpersonal, change and conflict management, user-centered design and facilitation techniques. Listening to and asking questions of customers is key to project success. By listening, the PPM learns how departments want to use technology. By asking questions, PPM clarifies how a project can be actively anti-racist and how our customers want the world to be different as a result. To achieve these results, PPM provides the skills needed to deliver solutions and value on time, within budget and scope. After project completion, we perform project retrospectives to continually improve our processes, skills and tools. In this way, the PPM program creates an atmosphere of continuous learning for project managers to enhance their skills and provide coaching to others. For Portfolio Management, we provide portfolio analysis and decision data needed for the IT management team to ensure that the right projects are being done at the right time. PPM provides a central repository of portfolio, program, and project information that reports the value provided by IT to each department and predicts future budgetary needs.

Without the PPM program, there would be a lower level of certainty relating to technology delivery and adoption as well as a lower level of coordination over project work. This lack of coordination leads to a higher level of uncertainty of technology adoption. PPM ensures that projects are planned, scoped and delivered to the departments that service the County's residents and visitors most in need. Without the communications and training efforts driven by PPM, technology improvements could exist but end users would not know about it or how to use it. Without the PPM program, there would be less alignment between the work being performed and the goals of the department, customers and the organization as a whole. All County workers may access the IT PPM Commons site for the status of priority technology projects and information on project management processes and practices at any time.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Maintain ratio of planned to unplanned work for actual time worked	75%	78%	76%	77%
Outcome	Number of strategic reports shared with leaders improving transparency.	22	12	24	30
Outcome	Percent of strategic projects completed on time per project schedules baseline.	50%	75%	44%	75%
Outcome	Incorporate the equity lens to determine if and how projects impact the community or end-users.	70%	100%	80%	100%

Performance Measures Descriptions

PM #1 Output-Designed to ensure that project management staff are working on planned projects.
PM #2 Outcome - Ensures that information concerning strategic IT projects are consistently shared with County leadership.
PM #3 Outcome - Helps ensure that resources are applied to the most strategic projects.
PM #4 Outcome - Measures the extent to which equity practices through the lens and 5 Ps have been brought into the IT Project Management practices.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$2,318,430	\$0	\$2,408,387
Contractual Services	\$0	\$786,346	\$0	\$107,260
Materials & Supplies	\$0	\$67,304	\$0	\$43,287
Internal Services	\$0	\$400	\$0	\$400
Total GF/non-GF	\$0	\$3,172,480	\$0	\$2,559,334
Program Total:	\$3,172,480		\$2,559,334	
Program FTE	0.00	10.00	0.00	10.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,427,242	\$0	\$2,460,934
Beginning Working Capital	\$0	\$745,238	\$0	\$98,400
Total Revenue	\$0	\$3,172,480	\$0	\$2,559,334

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics. The remaining BWC is for the costs associated to close out the remainder of the Tyler Technologies contract.

Significant Program Changes

Last Year this program was: FY 2023: 78302 IT Planning, Projects & Portfolio Management

This program offer reflects the transfer of the Beginning Working Capital (BWC) related to the DART-Orion post go-live project that was completed in the prior year (FY 2023). The remaining BWC is for the costs associated to close out the remainder of the Tyler Technologies contract.

Department: County Assets

Program Contact: Shireen Khormooji

Program Offer Type: Internal Service

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:

Executive Summary

The IT Help Desk offer provides a single point of contact for computer system troubleshooting, information, mobile device support and technical assistance. It supports County staff in furthering their goals to serve the residents of and visitors to Multnomah County. Professional, customer service oriented staff provide support, track service requests, answer questions, offer informal instruction, resolve problems or escalate issues to other IT teams, when necessary.

Program Description

The IT Help Desk Services provides support and proactive diagnosis of computer equipment and software issues for more than 6,000 employees and business partners. By focusing on first call resolution of problems, such as inability to access documents, working with Google and Word documents, spreadsheets, and other desktop applications, the Help Desk is able to minimize escalations to other IT teams and resolve customer problems as quickly as possible. The Help Desk provides support of mobile devices in use by County staff. Mobile support includes troubleshooting and support of mobile phones and management of mobile phones in the County's mobile management tool. Services are provided 24x7, 365 days a year to ensure that customer needs are addressed in a timely manner to enable County employees to focus on their mission to serve the public.

In addition to resolving specific issues with desktop applications and vendor provided applications, the Help Desk also provides ad hoc training for software and hardware use, to minimize future problems that hinder employees' ability to work effectively. Help Desk staff provides support and help for internal IT functions such as the Applications, Desktop, Data Center, and Administration groups. The Help Desk averages 2,500 customer tickets per month. Of those tickets, an average of 64% are resolved at the Help Desk. The remaining 36%, that are not able to be resolved at the Help Desk, are escalated to Level 2 IT support for resolution. Equity is incorporated into the Help Desk support process by ensuring we are able to effectively communicate with our customers. If there are language barriers the team will try to use the best mode of communication to connect with the customer. We use plain language (non technical) and patience to ensure the customer feels supported.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of customer tickets processed	19,514	30,000	30,000	30,000
Outcome	90% of customers rate the IT Help Desk as a 4 or higher on surveys (5 being the highest score)	N/A	90%	90%	90%
Outcome	Calls resolved at the Help Desk	60%	60%	60%	60%

Performance Measures Descriptions

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

PM #2 Output – 90% customers that rate the IT Help Desk as a 4 or higher on customer satisfaction surveys (5 being the highest score)

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,160,529	\$0	\$1,276,337
Contractual Services	\$0	\$1,800	\$0	\$72,000
Materials & Supplies	\$0	\$13,480	\$0	\$9,607
Total GF/non-GF	\$0	\$1,175,809	\$0	\$1,357,944
Program Total:	\$1,175,809		\$1,357,944	
Program FTE	0.00	7.75	0.00	7.75

Program Revenues				
Other / Miscellaneous	\$0	\$1,175,809	\$0	\$1,357,944
Total Revenue	\$0	\$1,175,809	\$0	\$1,357,944

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 2023: 78303 IT Help Desk Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases. Increase in contractor costs to support sustained increase in help desk calls.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,365,682	\$0	\$1,426,431
Contractual Services	\$0	\$8,743	\$0	\$60,725
Materials & Supplies	\$0	\$1,737,078	\$0	\$1,679,095
Internal Services	\$0	\$16,200	\$0	\$6,266
Total GF/non-GF	\$0	\$3,127,703	\$0	\$3,172,517
Program Total:	\$3,127,703		\$3,172,517	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,882,308	\$0	\$3,157,615
Service Charges	\$0	\$14,408	\$0	\$14,902
Total Revenue	\$0	\$2,896,716	\$0	\$3,172,517

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 2023: 78304A IT Telecommunications Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$1,505,000	\$0	\$1,350,000
Capital Outlay	\$0	\$95,000	\$0	\$0
Total GF/non-GF	\$0	\$1,600,000	\$0	\$1,350,000
Program Total:	\$1,600,000		\$1,350,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$1,600,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$1,350,000
Total Revenue	\$0	\$1,600,000	\$0	\$1,350,000

Explanation of Revenues

Funded with Beginning Working Capital (BWC).

Significant Program Changes

Last Year this program was: FY 2023: 78304B Radio System Replacement

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Materials & Supplies	\$0	\$0	\$0	\$1,400,000
Total GF/non-GF	\$0	\$0	\$0	\$1,400,000
Program Total:	\$0		\$1,400,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$1,400,000
Total Revenue	\$0	\$0	\$0	\$1,400,000

Explanation of Revenues

This program is funded with one-time-only General Funds

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$152,258	\$0	\$157,432
Contractual Services	\$0	\$1,972,642	\$0	\$2,076,896
Materials & Supplies	\$0	\$166,087	\$0	\$227,448
Total GF/non-GF	\$0	\$2,290,987	\$0	\$2,461,776
Program Total:	\$2,290,987		\$2,461,776	
Program FTE	0.00	1.00	0.00	1.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,176,112	\$0	\$2,237,996
Beginning Working Capital	\$0	\$114,875	\$0	\$223,780
Total Revenue	\$0	\$2,290,987	\$0	\$2,461,776

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 2023: 78305 IT Mobile Device Expense Management

Year-over-year personnel cost increases due to cost of living adjustments and step increases.

Department: County Assets

Program Contact: Rodney Chin

Program Offer Type: Internal Service

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

The Network Services program provides stable and secure networks for data communications between county buildings, data centers, external networks and a disaster recovery site in Denver, CO. Our mission is to provide the network infrastructure needed to facilitate digital communication between systems, applications and people in the most effective and efficient manner. We ensure our efforts and capabilities are aligned with organizational goals that ultimately support the programs that address the needs of our residents. We treat all departments and service requests as important and use inclusive and equitable practices to ensure we are delivering to the needs of our customers who represent our communities. Funding decisions are made in cooperation with DCA, County departments, the Chair's Office, Central Budget.

Program Description

Network infrastructure, personnel and support are critical to ensure digital communications are available and reliable to all county operations. Network 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 deliver many aspects of connectivity including routing and switching, firewall management, physical cabling, IP address management, monitoring, troubleshooting and incident management. This program also provides wireless network access and manages remote access (VPN) for County employees to securely connect to County data from any location that has Internet connectivity. Network Services work closely with external partners such as the City of Portland to create secure network links in order to share vital data. Our diverse workforce demands people are connected to the services they need. Equity is incorporated throughout all objectives of the service, from development and planning, recruiting, training, implementation, and evaluation as it aligns with the needs of its internal customers. Network Services will apply an equity lens to ensure equitable distribution of services, therefore providing the connectivity needs our programs require to deliver to our underserved residents and communities. For example, outfitting our libraries with high-speed internet access so residents with financial or societal constraints can have equal access to technology, business and commerce delivered via the internet.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	County WAN sites network availability 24 x 7, excluding scheduled maintenance.	99.9%	99.9%	99.9%	99.9%
Outcome	ServiceNow customer service satisfaction survey.	95%	75%	75%	75%

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 ensure prioritized response and customer satisfaction of support.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,345,822	\$0	\$1,452,355
Contractual Services	\$0	\$130,000	\$0	\$133,000
Materials & Supplies	\$0	\$3,147,780	\$0	\$3,196,115
Internal Services	\$0	\$1,000	\$0	\$1,000
Total GF/non-GF	\$0	\$4,624,602	\$0	\$4,782,470
Program Total:	\$4,624,602		\$4,782,470	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,832,558	\$0	\$4,782,470
Total Revenue	\$0	\$4,832,558	\$0	\$4,782,470

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 2023: 78306 IT Network Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases.

Department: County Assets

Program Contact: Kaleb Smith

Program Offer Type: Internal Service

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

The Desktop Services program supports end users with desktops, laptops, tablets, smartphones, printers, multifunction device vendor management, iPads and other personal computing devices. This includes hardware and software procurement, installation, upgrades, maintenance, asset management and proper disposal of all devices. Remote and on-site support are provided to improve user productivity. The funding decisions are made in cooperation with DCA, the Chair's Office, Central Budget.

Program Description

Desktop Services manages more than 7,000 County devices (desktops, laptops, tablets, printers, multifunction devices, iPhones, iPads and other personal computing devices). PCs for public use in the libraries, assessment & taxation and land use planning are also supported to provide residents and visitors with access to view public records on-line. The desktop team is responsible for life cycle management (renewal and replacement), software upgrades and inventory management for all desktop devices. Desktop support staff follow best practices for standardization, resulting in faster performance, reliability, better stability and greater security. They are also an escalation point for Help Desk ticket resolution.

Desktop Services continues to see increased demand for laptops given given the County's mobile workforce. The program has been impacted by long supply chain shortages and delays. IT Desktop continues to mitigate this impact by anticipating demand, engaging vendors and reviewing alternatives.

Equity is incorporated into the Desktop Support process by ensuring we are able to support all customers. We focus on the issues customers have and prioritize work by impact. PC refresh is performed based on a set schedule of when the asset is no longer under manufacturer warranty. If there are language barriers the team will find the best mode of communication to connect with the customer. We use plain language (non technical) and patience to ensure the customer feels supported. The Desktop team is working diligently to remove barriers and to support users with accommodations, specialized hardware or software needs. As a result of the pandemic, we moved to contactless pickup for hardware within the Multnomah Building. This process is more convenient for staff to pick up equipment at their convenience.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Desktop device moves are completed 90% on time for requests received 5 days prior to move date	98%	90%	95%	90%
Outcome	New hire devices installed and functional on employee start date on requests received 5 days prior to start day	90%	95%	95%	95%
Outcome	Device refresh occurs within 3 months of warranty end date	65%	70%	70%	70%

Performance Measures Descriptions

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

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

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$2,990,052	\$0	\$3,302,156
Contractual Services	\$0	\$266,071	\$0	\$174,568
Materials & Supplies	\$0	\$27,295	\$0	\$26,518
Total GF/non-GF	\$0	\$3,283,418	\$0	\$3,503,242
Program Total:	\$3,283,418		\$3,503,242	
Program FTE	0.00	19.50	0.00	19.50

Program Revenues				
Other / Miscellaneous	\$0	\$3,283,418	\$0	\$3,503,242
Total Revenue	\$0	\$3,283,418	\$0	\$3,503,242

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 2023: 78307 IT Desktop Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$116,421	\$0	\$0
Contractual Services	\$0	\$371,000	\$0	\$480,000
Materials & Supplies	\$0	\$3,531,650	\$0	\$5,444,394
Capital Outlay	\$0	\$3,746,361	\$0	\$4,361,680
Total GF/non-GF	\$0	\$7,765,432	\$0	\$10,286,074
Program Total:	\$7,765,432		\$10,286,074	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,975,212	\$0	\$5,274,116
Beginning Working Capital	\$0	\$4,390,220	\$0	\$5,011,958
Total Revenue	\$0	\$9,365,432	\$0	\$10,286,074

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics. Beginning Working Capital is mostly budgeted for IT related equipment.

Significant Program Changes

Last Year this program was: FY 2023: 78308 IT Asset Replacement

Year over year beginning working capital carryover increased due to supply chain constraints which have impacted our ability to procure hardware and supplies.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,622,823	\$0	\$2,147,113
Contractual Services	\$0	\$500,000	\$0	\$500,000
Materials & Supplies	\$0	\$26,907	\$0	\$21,413
Total GF/non-GF	\$0	\$2,149,730	\$0	\$2,668,526
Program Total:	\$2,149,730		\$2,668,526	
Program FTE	0.00	6.50	0.00	7.50

Program Revenues				
Other / Miscellaneous	\$0	\$2,299,412	\$0	\$2,668,526
Total Revenue	\$0	\$2,299,412	\$0	\$2,668,526

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 2023: 78309 IT Health and Human Services Application Services

Year-over-year personnel cost increases due to cost of living adjustments, step increases and additional 1.00 FTE transferred from program offer 78312.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$2,674,279	\$0	\$2,847,410
Materials & Supplies	\$0	\$113,107	\$0	\$66,733
Total GF/non-GF	\$0	\$2,787,386	\$0	\$2,914,143
Program Total:	\$2,787,386		\$2,914,143	
Program FTE	0.00	13.00	0.00	13.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,040,133	\$0	\$2,914,143
Total Revenue	\$0	\$4,040,133	\$0	\$2,914,143

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 2023: 78310 IT Public Safety Application Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases.

Department: County Assets **Program Contact:** Tony Chandler

Program Offer Type: Internal Service **Program Offer Stage:** Proposed

Related Programs:
Program Characteristics:

Executive Summary

IT General Government Application Services provide software systems and services for the Department of County Assets (DCA), Department of County Management (DCM), Department of Community Services (DCS), and Non-Departmental offices. Services include relationship management, business analysis, GIS services and development to implement and maintain in-house and vendor software. The program focuses on delivering high business value technology to departments and constituents, while maintaining existing systems through application life-cycle and project governance. Project governance within IT and in partnership with County departments incorporates business efficiency and continuity with a lens focused on serving the diverse needs of the County with equitable engagement in mind.

Program Description

The IT General Government Application Services group supports core systems for DCM, DCA and DCS, and provides support for small applications and data and analytics reporting for Non-Departmental offices. The program supports ERP platforms (Workday, TRIRIGA, Jaggaer, Questica) and includes the following services:

Managing requests for IT services and ensuring requests are well-defined, prioritized and scheduled in alignment with department and County priorities; understanding and defining operational needs and recommending effective, innovative technology solutions; designing, building, testing, and implementing the selected solutions while sustaining existing systems. Strategies include:

- 1) Applying IT resources focused on new project requests in accordance with department governance forums including consideration of the workforce equity strategic plan (WESP) and core competencies as guidance.
- 2) Evaluating existing applications and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests;
- 3) Leveraging County resources by reusing existing systems, evaluating departmental needs across the enterprise to leverage systems and prevent redundancy, and using total cost of ownership to make informed IT investment decisions; and
- 4) Following Think Yes principles to ensure creativity and partnerships that provide for clear, sustainable and equitable solutions.

These strategies will result in an increase in IT resources focused on high value projects that meet the needs of the County's cultural and service objectives.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Governance forums enabling the application of the strategies and equity lens defined in this program.	80%	100%	80%	85%
Outcome	Projects and tickets vetted through governance forums aligning technical strategies and equity lens.	70%	70%	70%	80%

Performance Measures Descriptions

Output - Governance forums, for all business channels, that enable the application of the strategies and equity lens defined in this program.

Outcome - Measured by the assessment of hours spent by General Government resources working on vetted/documented workload versus ad hoc requests that may arise outside of governance structures.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,831,517	\$0	\$2,052,613
Materials & Supplies	\$0	\$62,450	\$0	\$72,523
Cash Transfers	\$0	\$280,000	\$0	\$0
Total GF/non-GF	\$0	\$2,173,967	\$0	\$2,125,136
Program Total:	\$2,173,967		\$2,125,136	
Program FTE	0.00	10.00	0.00	9.00

Program Revenues				
Other / Miscellaneous	\$0	\$1,991,960	\$0	\$2,125,136
Total Revenue	\$0	\$1,991,960	\$0	\$2,125,136

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 2023: 78311A IT General Government Application Services

The FY 2024 budget replaces \$271K of one-time General Fund revenue for an IT Manager 1 (1.00 FTE) with ongoing internal service revenue. In addition, transferring 1.00 FTE to program offer 78313.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$6,591,065	\$0	\$7,255,266
Contractual Services	\$0	\$90,000	\$0	\$163,964
Materials & Supplies	\$0	\$1,515,536	\$0	\$1,470,501
Total GF/non-GF	\$0	\$8,196,601	\$0	\$8,889,731
Program Total:	\$8,196,601		\$8,889,731	
Program FTE	0.00	32.00	0.00	32.00

Program Revenues				
Other / Miscellaneous	\$0	\$8,196,601	\$0	\$8,889,731
Total Revenue	\$0	\$8,196,601	\$0	\$8,889,731

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 2023: 78312A IT Data & Reporting Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases. Personnel cost increases also reflect a change in the composition of the workforce (ex. job class changes from Database Administrator to Database Administrator Senior, among other more senior roles). In addition, a limited duration staffing position was transferred from program offer 78314 to this offer in FY 2024.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,247,736	\$0	\$1,545,866
Contractual Services	\$0	\$185,000	\$0	\$0
Materials & Supplies	\$0	\$2,547,861	\$0	\$2,502,169
Total GF/non-GF	\$0	\$3,980,597	\$0	\$4,048,035
Program Total:	\$3,980,597		\$4,048,035	
Program FTE	0.00	6.00	0.00	7.00

Program Revenues				
Other / Miscellaneous	\$0	\$4,162,604	\$0	\$4,048,035
Total Revenue	\$0	\$4,162,604	\$0	\$4,048,035

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 2023: 78313 IT ERP Application Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases offset by reduction in Contractual Services. Increase of 1.00 FTE, as a transfer from program offer 78311 to 78313.

Department: County Assets **Program Contact:** `ilima kennedy
Program Offer Type: Internal Service **Program Offer Stage:** Proposed
Related Programs:
Program Characteristics:

Executive Summary

Enterprise Web Services provides reliable, equitable services, used across departmental boundaries, serving all County lines of business. These services include Google Apps for Government, mobile enterprise, digital accessibility, public websites (e.g., multco.us, multcopets.org and multcolib.org) and internal websites like commons.multco.us and ticketing and project planning tools like ServiceNow. In total, this program supports more than 30 applications used internally and by the public.

Program Description

Enterprise and Web Application Services include managing customer relationships; capturing and prioritizing IT service requests; understanding and defining business needs; designing, building, implementing, and maintaining innovative software and enterprise productivity and mobile tools; managing vendor systems and relationships; maintaining and enhancing legacy systems.

Enterprise Web Services provide the standard platforms for applications that enable access via the internet/intranet to County program information, community self-serve/direct access to County services, digital accessibility and electronic transaction processing.

Enterprise Web Services include web platform support and maintenance, Google Apps for Government administration, ServiceNow, and support for specific web systems including the public website, the Multnomah County Library's public site, and the County's intranet (Multco Commons). A focus has been made on using open source tools (i.e. Drupal) and innovative hosting solutions to save on costs to the County.

Equity is incorporated throughout all objectives of the service from development though support, and is specifically important because of the public nature of this program offer. An example is ensuring public digital forms are usable by individuals with a diverse set of disabilities. Additionally, all services include understanding and defining enterprise business needs, recommending effective and innovative technology solutions, constructing and upgrading platforms as required, and ensuring the integrity and security of the platforms.

Key to effectively providing these services is meeting common, cross department needs and identifying new opportunities, while at the same time standardizing services and platforms in order to provide a low total cost of ownership.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Percent of employee hours spent on direct customer work versus IT Enterprise and administrative work	27%	28%	27%	28%
Outcome	Percent of time production systems are available for customer usage (excluding planned outages)	99%	99%	99%	99%

Performance Measures Descriptions

PM #1 - Measures the amount of time employees are working on direct customer tasks. Goal is to increase this output.

PM #2 - Measures the availability of production systems.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$3,268,674	\$0	\$3,298,303
Contractual Services	\$0	\$45,000	\$0	\$160,000
Materials & Supplies	\$0	\$2,441,974	\$0	\$2,774,039
Total GF/non-GF	\$0	\$5,755,648	\$0	\$6,232,342
Program Total:	\$5,755,648		\$6,232,342	
Program FTE	0.00	15.00	0.00	14.00

Program Revenues				
Other / Miscellaneous	\$0	\$5,755,648	\$0	\$6,232,342
Total Revenue	\$0	\$5,755,648	\$0	\$6,232,342

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 2023: 78314 IT Enterprise and Web Application Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases. One position (1.00 FTE) was transferred to program offer 78312 (IT Data & Reporting Services), to better align with team reporting.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$651,733	\$0	\$705,365
Materials & Supplies	\$0	\$11,176	\$0	\$1,648
Total GF/non-GF	\$0	\$662,909	\$0	\$707,013
Program Total:	\$662,909		\$707,013	
Program FTE	0.00	2.00	0.00	3.00

Program Revenues				
Other / Miscellaneous	\$0	\$662,909	\$0	\$707,013
Total Revenue	\$0	\$662,909	\$0	\$707,013

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 2023: 78315 IT Library Application Services

This program offer reflects the addition of 1.00 FTE due to the conversion of an IT Manager 1 Limit Duration appointment position to a permanent FTE.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,138,408	\$0	\$1,056,736
Contractual Services	\$0	\$765,932	\$0	\$130,896
Materials & Supplies	\$0	\$235,272	\$0	\$271,190
Internal Services	\$0	\$11,664,753	\$0	\$4,958,050
Capital Outlay	\$0	\$2,128,644	\$0	\$2,150,904
Total GF/non-GF	\$0	\$15,933,009	\$0	\$8,567,776
Program Total:	\$15,933,009		\$8,567,776	
Program FTE	0.00	4.00	0.00	4.00

Program Revenues				
Other / Miscellaneous	\$0	\$13,775,608	\$0	\$6,416,872
Beginning Working Capital	\$0	\$2,180,432	\$0	\$2,150,904
Total Revenue	\$0	\$15,956,040	\$0	\$8,567,776

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 2023: 78316 IT Shared Operating Expenses

A reduction of \$6.8M in Internal Services related to ERP Debt paid in FY 2023. The final year of debt service paid for with one-time-only General Fund resources in program offer 10026.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$4,889,614	\$0	\$5,337,400
Contractual Services	\$0	\$46,500	\$0	\$143,800
Materials & Supplies	\$0	\$1,434,084	\$0	\$1,833,796
Total GF/non-GF	\$0	\$6,370,198	\$0	\$7,314,996
Program Total:	\$6,370,198		\$7,314,996	
Program FTE	0.00	24.75	0.00	24.75

Program Revenues				
Other / Miscellaneous	\$0	\$6,370,198	\$0	\$7,314,996
Total Revenue	\$0	\$6,370,198	\$0	\$7,314,996

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 2023: 78317 IT Data Center & Technical Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases. Software related expenses previously funded with American Rescue Program offer 78901 in FY 2023 are included in this program offer and funded via internal service charges.

Legal / Contractual Obligation

Compliance Obligations
HIPAA - Protected Health Information
CJIS - Criminal Justice Information
OCITPA _ Oregon Consumer Protection Act

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,288,316	\$0	\$1,372,356
Contractual Services	\$0	\$136,000	\$0	\$143,711
Materials & Supplies	\$0	\$1,311,788	\$0	\$1,429,746
Total GF/non-GF	\$0	\$2,736,104	\$0	\$2,945,813
Program Total:	\$2,736,104		\$2,945,813	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,736,104	\$0	\$2,945,813
Total Revenue	\$0	\$2,736,104	\$0	\$2,945,813

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 2023: 78327 IT Cybersecurity and Data Compliance Services

Year-over-year personnel cost increases due to cost of living adjustments and step increases.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$0	\$0	\$1,200,000
Total GF/non-GF	\$0	\$0	\$0	\$1,200,000
Program Total:	\$0		\$1,200,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$1,200,000
Total Revenue	\$0	\$0	\$0	\$1,200,000

Explanation of Revenues

This program is funded with one-time-only General Funds

Significant Program Changes

Last Year this program was:

Department: County Assets

Program Contact: Chris Clancy

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

CEDARS is a critical data system for the Health Department. The system is more than 15 years old and struggles to meet the needs of all of the Health Department's divisions. The Health Clinics, Public Health Program, and administrative programs rely on the data to make data driven decisions to serve underrepresented communities who are impacted by the work that we do. This effort is expected to be multi-year. We are currently in Year 1 and an analysis of the needs of the key stakeholders and a recommendation about the future technology solution is underway. We will transition to investigating solution options later this FY. This program offer will fund a set of project team members within Information Technology and the Health Department.

Program Description

CEDARS (Clarity Extract Database and Reporting System) is a set of databases currently used for reports that are critical for strategic and operational functioning of programs at the Health Department. Multnomah County IT developed CEDARS in early 2000s, and has since only maintained it in its current form without any significant updates to the databases or to meet evolved business needs. CEDARS currently contains a database that is a weekly extract of patients' electronic health record (EHR) information from EPIC, a data warehouse that was built by IT, a database that houses stored procedures built by IT and now maintained by department developers and other databases that are used by data analysts and decision-makers. The Finance Business Management Division, Integrated Clinical Services (Community Health Center) Division, some Public Health Division Programs, Corrections Health Division, and Health Officer rely in part on CEDARS to provide analytics and make business decisions as part of service to the under-represented communities.

CEDARS is a legacy system that is expensive to support and maintain, poses compliance risks, and doesn't meet the needs of Health Department's divisions.

This project is expected to be multi-year (2-4) as a result of both the complexity and scope. It will involve stakeholders from across the Health Department and will require an analysis of complex data transformation and business rules embedded in the current system as well as considering out of box data warehouse solutions or other capabilities built by EPIC or OCHIN and learning from best practices of other entities using OCHIN EPIC. FY 2024 of this initiative involves analysis of stakeholder needs and a recommended future technology solution.

An analysis of the needs of the key stakeholders and a recommendation about the future technology solution is underway, once that is complete we will begin investigating solution options. This program offer will fund a project team to address the identified needs.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Requirements will be gathered and agreed upon by stakeholders.	N/A	100%	98%	98%
Outcome	Solutions outlined to meet prioritized requirements	N/A	N/A	95%	95%

Performance Measures Descriptions

PM#1 - Key requirements to inform the solution are the key deliverable for this phase

PM#2 - A thorough set of options presented to stakeholders for consideration

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Contractual Services	\$0	\$5,000,000	\$0	\$4,895,000
Total GF/non-GF	\$0	\$5,000,000	\$0	\$4,895,000
Program Total:	\$5,000,000		\$4,895,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$5,000,000	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$4,895,000
Total Revenue	\$0	\$5,000,000	\$0	\$4,895,000

Explanation of Revenues

This program will carryover unspent one-time-only revenues from the FY 2023.

Significant Program Changes

Last Year this program was: FY 2023: 78330 CEDARS Replacement

Department: County Assets

Program Contact: Daniel Cole

Program Offer Type: Existing

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:

Executive Summary

IT Portfolio Management Services provides effective alignment of IT services and software systems for the Department of County Human Services (over 50 systems), the Department of County Justice (60 systems), the Joint Office of Homeless Services, and Local Public Safety Coordinating Council. Portfolio Management focuses on delivering high business value technology to departments and constituents, maintaining existing systems through application life-cycle management, implementing and supporting vendor systems, and project governance. Portfolio Management works collaboratively across the IT enterprise to ensure that the technology solutions provided align with business partner needs, in support of the business' priorities and strategies, while remaining fiscally prudent within budget limits.

Program Description

Program services include managing requests for IT services and ensuring they are well-defined, prioritized and scheduled in alignment with departmental and County needs. They also include understanding and defining operational needs, recommending effective innovative solutions and designing, building, testing, and implementing the selected solutions. The program continues maintaining, supporting and sustaining existing systems through improved life-cycle planning, project governance and resource accountability.

Strategies include:

- 1) Applying IT resources focused on new project requests in accordance with department governance forums including consideration of the workforce equity strategic plan (WESP) and core competencies as guidance.
- 2) Evaluating existing applications and identifying opportunities for consolidation, retirement, and other means of reducing maintenance requests;
- 3) Leveraging County resources by reusing existing systems, evaluating departmental needs across the enterprise to leverage systems and prevent redundancy, and using total cost of ownership to make informed IT investment decisions; and
- 4) Following Think Yes principles to ensure creativity and partnerships that provide for clear, sustainable and equitable solutions.

Strategies will result in an increase in IT resources focused on high value projects that meet the needs of the County's cultural and service objectives.

This program also manages and supports the Homeless Management Information System (HMIS) for the Tri-County region including Multnomah, Clackamas, and Washington Counties.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Governance forums established enabling the application of the strategies and equity lens defined in this program.	N/A	N/A	25%	100%
Outcome	Projects and tickets vetted through governance forums aligning technical strategies and equity lens.	N/A	N/A	25%	50%

Performance Measures Descriptions

Output - Governance forums, for all business channels, that enable the application of the strategies and equity lens defined in this program.

Outcome - Measured by the assessment of hours spent by resources working on vetted/documented workload versus ad hoc requests that may arise outside of governance structures.

Legal / Contractual Obligation

None

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,688,429	\$0	\$1,796,530
Contractual Services	\$0	\$456,200	\$0	\$456,200
Materials & Supplies	\$0	\$0	\$0	\$10,453
Total GF/non-GF	\$0	\$2,144,629	\$0	\$2,263,183
Program Total:	\$2,144,629		\$2,263,183	
Program FTE	0.00	8.00	0.00	8.00

Program Revenues				
Other / Miscellaneous	\$0	\$667,200	\$0	\$2,263,183
Financing Sources	\$0	\$75,000	\$0	\$0
Total Revenue	\$0	\$742,200	\$0	\$2,263,183

Explanation of Revenues

This program offer is new in FY 2024 and is designed to reflect the ongoing support for its designated portfolio of County departments. As a result, all of the staffing (and dollars) associated with this offer are coming from already established program offers. The program offers affected are: 78309, 78310, and 78311B (8.00 FTE combined, \$2.1M transferred). County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last Year this program was:

Legal / Contractual Obligation

The County's Executive Rule 273 makes a reference that websites and other digital assets should meet County web standards. These standards need to be developed to current industry best practices.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$0	\$0
Contractual Services	\$0	\$0	\$0	\$300,000
Materials & Supplies	\$0	\$0	\$0	\$0
Total GF/non-GF	\$0	\$0	\$0	\$300,000
Program Total:	\$0		\$300,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$0	\$300,000
Total Revenue	\$0	\$0	\$0	\$300,000

Explanation of Revenues

This program is funded with one-time-only General Funds

Significant Program Changes

Last Year this program was:

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$690,852	\$0	\$0	\$790,062
Materials & Supplies	\$0	\$0	\$0	\$9,938
Total GF/non-GF	\$690,852	\$0	\$0	\$800,000
Program Total:	\$690,852		\$800,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$400,000
Financing Sources	\$0	\$0	\$0	\$400,000
Total Revenue	\$0	\$0	\$0	\$800,000

Explanation of Revenues

This program is funded with one-time-only General Funds in the amount of \$400,000 and \$400,000 from the Health Department Integrated Clinical Services via internal service billing.

Significant Program Changes

Last Year this program was: FY 2023: 40108 IT: IT Business System Analyst

Legal / Contractual Obligation

Preschool for all measure 26-214

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$0	\$225,013
Contractual Services	\$0	\$0	\$0	\$100,000
Materials & Supplies	\$0	\$0	\$0	\$86,373
Total GF/non-GF	\$0	\$0	\$0	\$411,386
Program Total:	\$0		\$411,386	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$0	\$0	\$411,386
Total Revenue	\$0	\$0	\$0	\$411,386

Explanation of Revenues

This program is funded through a voter-approved tax revenue source and costs will be recovered via Internal Service Reimbursements.

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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$1,515,129	\$0	\$1,689,142
Contractual Services	\$0	\$29,213	\$0	\$49,178
Materials & Supplies	\$0	\$2,207,257	\$0	\$2,344,054
Internal Services	\$0	\$1,596,504	\$0	\$1,745,413
Capital Outlay	\$0	\$781,392	\$0	\$967,159
Cash Transfers	\$0	\$378,800	\$0	\$54,870
Total GF/non-GF	\$0	\$6,508,295	\$0	\$6,849,816
Program Total:	\$6,508,295		\$6,849,816	
Program FTE	0.00	11.00	0.00	12.00

Program Revenues				
Other / Miscellaneous	\$0	\$5,750,427	\$0	\$6,065,896
Beginning Working Capital	\$0	\$711,622	\$0	\$680,252
Service Charges	\$0	\$46,246	\$0	\$103,668
Total Revenue	\$0	\$6,508,295	\$0	\$6,849,816

Explanation of Revenues

The program is funded by internal service charges.

Significant Program Changes

Last Year this program was: FY 2023: 78400 Fleet Services

Fleet operations non-personnel expenditures increase due to supply chain, fuel costs and inflationary pressures. In addition, FTE increases by 1.00 FTE due to a Limited Duration Appointment position conversion to permanent FTE.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Capital Outlay	\$0	\$10,921,339	\$0	\$11,508,887
Total GF/non-GF	\$0	\$10,921,339	\$0	\$11,508,887
Program Total:	\$10,921,339		\$11,508,887	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,629,586	\$0	\$2,954,347
Financing Sources	\$0	\$378,800	\$0	\$54,870
Beginning Working Capital	\$0	\$7,912,953	\$0	\$8,499,670
Total Revenue	\$0	\$10,921,339	\$0	\$11,508,887

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; thus, the source of these proceeds is Local. 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 2023: 78401 Fleet Vehicle Replacement

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$238,645	\$0	\$269,152
Contractual Services	\$0	\$658,648	\$0	\$631,772
Materials & Supplies	\$0	\$3,892	\$0	\$4,101
Internal Services	\$0	\$342,454	\$0	\$352,602
Capital Outlay	\$0	\$405,525	\$0	\$194,332
Total GF/non-GF	\$0	\$1,649,164	\$0	\$1,451,959
Program Total:	\$1,649,164		\$1,451,959	
Program FTE	0.00	2.25	0.00	2.25

Program Revenues				
Other / Miscellaneous	\$0	\$1,258,966	\$0	\$1,257,627
Beginning Working Capital	\$0	\$389,313	\$0	\$194,332
Service Charges	\$0	\$885	\$0	\$0
Total Revenue	\$0	\$1,649,164	\$0	\$1,451,959

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 2023: 78402 Motor Pool

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$644,084	\$0	\$722,774
Contractual Services	\$0	\$695,946	\$0	\$698,584
Materials & Supplies	\$0	\$25,529	\$0	\$26,597
Internal Services	\$0	\$525,458	\$0	\$557,226
Capital Outlay	\$0	\$199,511	\$0	\$232,135
Total GF/non-GF	\$0	\$2,090,528	\$0	\$2,237,316
Program Total:	\$2,090,528		\$2,237,316	
Program FTE	0.00	6.50	0.00	6.50

Program Revenues				
Other / Miscellaneous	\$0	\$1,876,102	\$0	\$1,988,697
Beginning Working Capital	\$0	\$199,511	\$0	\$232,135
Service Charges	\$0	\$14,915	\$0	\$16,484
Total Revenue	\$0	\$2,090,528	\$0	\$2,237,316

Explanation of Revenues

Distribution Services is funded via internal service charges.

Significant Program Changes

Last Year this program was: FY 2023: 78403 Distribution Services

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$832,188	\$0	\$904,936
Contractual Services	\$0	\$326,859	\$0	\$342,620
Materials & Supplies	\$0	\$155,749	\$0	\$153,919
Internal Services	\$0	\$883,263	\$0	\$969,753
Capital Outlay	\$0	\$140,003	\$0	\$182,501
Total GF/non-GF	\$0	\$2,338,062	\$0	\$2,553,729
Program Total:	\$2,338,062		\$2,553,729	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	\$0	\$2,097,593	\$0	\$2,406,945
Beginning Working Capital	\$0	\$240,167	\$0	\$291,372
Service Charges	\$0	\$302	\$0	\$454
Total Revenue	\$0	\$2,338,062	\$0	\$2,698,771

Explanation of Revenues

Records Management is funded via internal service charges.

Significant Program Changes

Last Year this program was: FY 2023: 78404 Records Management

Department: County Assets

Program Contact: Lauren Kelly

Program Offer Type: New

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Executive Summary

This program supports Department of County Asset's stewardship of public records by funding a Data Analyst position to continue the successful expansion of electronic document records management system, Content Manager, an enterprise tool to manage electronic records compliance with County regulations, the Health Insurance Portability and Accountability Act, Criminal Justice Information Services Security Policy, state, and federal laws and regulations.

Program Description

This program adds a full time Content Manager (CM) Analyst position. The CM Analyst will assist with the short term goals of on-boarding four Human Resources programs (Central HR, Health Department HR, Department of Community Justice HR and Labor Relations) into Content Manager and responding to Content Manager tickets and service issues. This includes: conducting basic testing of functionality, Access Controls, and system Functions Permissions in the test environment; transferring approved builds from Test into Training (as needed) and Production environments; adapting end-user quick reference guides (QRGs) to new custom builds; serving as a resource for basic troubleshooting and end-user training; updating onboarding project documentation and entry into Content Manager; updating End-User and Records Management & Archives Content Manager manuals; conducting initial bulk uploads via Dataport; assisting with new customer consultations and onboarding project initiations and resolving simple tickets. The Analyst will assist with longer term projects by conducting organizational structure field mapping between Workday and Content Manager systems, common records category identification/mapping to retention schedules, and implementation of functional classification for all County records.

Aside from DCA's legal and stewardship obligations, the innovations produced by this program (person) in conjunction with the existing team members will provide resources, efficiencies, and more effective leveraging of existing county systems and resources to elevate the County's compliance with records management obligations.

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

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Register all onboarding project documentation & updated RMA manual in Content Manager.	N/A	N/A	N/A	100%
Outcome	Successful completion of four In Process/Proposed on-boarding.	N/A	N/A	N/A	75%
Output	Timely ticket resolution & better absence coverage.	N/A	N/A	N/A	90%

Performance Measures Descriptions

PM #1 - Register all on-boarding project documentation & updated RMA manual in Content Manager.

PM #2 - Successful completion of four In Process/Proposed on-boarding.

PM#3 - Timely ticket resolution & better absence coverage.

Legal / Contractual Obligation

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

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$0	\$145,042
Materials & Supplies	\$0	\$0	\$0	\$0
Total GF/non-GF	\$0	\$0	\$0	\$145,042
Program Total:	\$0		\$145,042	
Program FTE	0.00	0.00	0.00	1.00

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

Explanation of Revenues

This program offer is funded via Beginning Working Capital and a reduction in Information Technology fund for ongoing FY 2024 costs. Ongoing costs for FY 2025 and beyond will be incorporated into and recovered via the County's internal services.

Significant Program Changes

Last Year this program was: