
Technology Services

Budget Presentation
FY24-25





Technology Services (18)

Department Budget Summary by Fund

Line of Business Name	Program Name	FY24-25	FY24-25	FY24-25	FY24-25	FY24-25 General Fund Support in Budget*	% of Total	FY24-25 FTE **		
		* ARPA Fund (230)	Clackamas Broadband Utility Fund (602)	Technology Services Fund (747)	Total Budget			Total	Filled	Vacant
Administration	Executive Leadership & Administration	164,281		2,001,209	2,165,490	-	0%	7.0	7.0	-
Applications	Business Systems			2,339,300	2,339,300	-	0%	5.0	4.0	1.0
	County Wide Applications			2,153,104	2,153,104	-	0%	8.0	8.0	-
	Departmental Applications			693,027	693,027	-	0%	3.0	1.0	2.0
	Geographic Information (GIS)			1,340,430	1,340,430	-	0%	5.0	5.0	-
Communication Services	Telecommunication Services			5,432,559	5,432,559	-	0%	7.0	7.0	-
	Clackamas Broadband eXchange	7,100,000	3,012,673		10,112,673	-	0%	6.0	5.0	1.0
Technical Services	Network Services			1,380,597	1,380,597	-	0%	3.0	3.0	-
	Technical Operations			8,656,905	8,656,905	-	0%	14.0	13.0	1.0
TOTAL		7,264,281	3,012,673	23,997,132	34,274,086	-	0%	58.0	53.0	5.0
FY23-24 Budget (Amended)		8,065,823	2,771,091	24,769,638	35,606,552	-	0%	58.0	54.0	4.0
\$ Increase (Decrease)		(801,542)	241,582	(772,506)	(1,332,466)	-		0.0	-1.0	1.0
% Increase (Decrease)		-10%	9%	-3%	-4%	-		0%	-2%	25%

* General Fund Support is a subsidy, net of any other revenue received by the department.

** FY24-25 FTE aligns to department's final budgeted All Position Report (APOS).

18-Technology Services (TS) / 230-Special Grants Fund

Summary of Revenue and Expense

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Average
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	-	-	-	-	-	-	-	-	-
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	394,177	1,057,804	7,065,823	7,065,823	7,100,000	34,177	0%	2,839,268	150%
Charges, Fees, License, Permits	-	-	-	-	-	-	-	-	-
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	1,000,000	-	164,281	(835,719)	-84%	-	-
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	394,177	1,057,804	8,065,823	7,065,823	7,264,281	(801,542)	-10%	2,839,268	156%
Total Revenue	394,177	1,057,804	8,065,823	7,065,823	7,264,281	(801,542)	-10%	2,839,268	156%
Personnel Services	53,885	69,134	250,000	250,000	-	(250,000)	-100%	124,340	-100%
Materials and Services	118,560	408,554	1,650,000	650,000	164,281	(1,485,719)	-90%	392,371	-58%
Capital Outlay	221,732	580,116	6,165,823	6,165,823	7,100,000	934,177	15%	2,322,557	206%
Operating Expenditure	394,177	1,057,804	8,065,823	7,065,823	7,264,281	(801,542)	-10%	2,839,268	156%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Total Expense	394,177	1,057,804	8,065,823	7,065,823	7,264,281	(801,542)	-10%	2,839,268	156%
Revenues Less Expenses	-	-	-	-	-				

18-Technology Services (TS) / 602-Clackamas Broadband Utility

Summary of Revenue and Expense

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Average
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	373,699	336,916	45,000	78,114	114,000	69,000	153%	262,910	-57%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	32,270	-	-	-	-	-	-	10,757	-100%
Charges, Fees, License, Permits	1,527,237	1,402,671	2,681,091	2,681,091	2,861,672	180,581	7%	1,870,333	53%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	38,761	35,164	45,000	45,000	37,000	(8,000)	-18%	39,642	-7%
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,598,267	1,437,835	2,726,091	2,726,091	2,898,672	172,581	6%	1,920,731	51%
Total Revenue	1,971,966	1,774,751	2,771,091	2,804,205	3,012,672	241,581	9%	2,183,641	38%
Personnel Services	692,190	758,902	814,940	814,939	1,096,804	281,864	35%	755,344	45%
Materials and Services	710,901	771,917	856,095	856,095	874,869	18,774	2%	779,638	12%
Capital Outlay	174,606	123,665	1,000,000	974,170	1,000,001	1	0%	424,147	136%
Operating Expenditure	1,577,697	1,654,483	2,671,034	2,645,204	2,971,673	300,639	11%	1,959,128	52%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	57,353	42,154	45,000	45,000	41,000	(4,000)	-9%	48,169	-15%
Transfers	-	-	-	-	-	-	-	-	-
Contingency	-	-	55,057	-	-	(55,057)	-100%	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Total Expense	1,635,050	1,696,637	2,771,091	2,690,204	3,012,673	241,582	9%	2,007,297	50%
Revenues Less Expenses	336,916	78,114	-	114,001	-			176,344	

18-Technology Services (TS) / 747-Technology Services Fund

Summary of Revenue and Expense

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:			% Change from 3-Year Average
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25	3-Year Average	
Beginning Fund Balance	4,984,782	5,693,695	6,365,840	6,365,840	2,987,955	(3,377,885)	-53%	5,681,439	-47%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	2,386	-	-	-	-	-	-	795	-100%
Charges, Fees, License, Permits	16,970,939	16,997,119	18,220,797	17,401,303	20,891,176	2,670,379	15%	17,123,120	22%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	78,796	131,739	33,000	110,000	118,000	85,000	258%	106,845	10%
Other Interfund Transfers	-	500,000	150,000	150,000	-	(150,000)	-100%	216,667	-100%
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	17,052,122	17,628,858	18,403,797	17,661,303	21,009,176	2,605,379	14%	17,447,428	20%
Total Revenue	22,036,904	23,322,553	24,769,637	24,027,143	23,997,131	(772,506)	-3%	23,128,867	4%
Personnel Services	8,532,278	9,029,831	10,369,143	10,133,956	11,009,451	640,308	6%	9,232,022	19%
Materials and Services	6,996,348	7,311,806	9,604,602	9,730,232	10,419,595	814,993	8%	8,012,795	30%
Capital Outlay	814,583	615,076	1,968,958	1,175,000	1,571,786	(397,172)	-20%	868,220	81%
Operating Expenditure	16,343,209	16,956,713	21,942,703	21,039,188	23,000,832	1,058,129	5%	18,113,037	27%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Contingency	-	-	1,626,935	-	346,300	(1,280,635)	-79%	-	-
Reserve for Future Expenditures	-	-	1,200,000	-	650,000	(550,000)	-46%	-	-
Total Expense	16,343,209	16,956,713	24,769,638	21,039,188	23,997,132	(772,506)	-3%	18,113,037	32%
Revenues Less Expenses	5,693,695	6,365,840	-	2,987,955	-			5,015,830	

Significant
Changes
from
FY23-24
Budget

Program	Changes
Technical Services	VMware Infrastructure Software Renewal (+800k)
	Microsoft Software Licensing (+500k)
Office of the Director	DSB Rent (+268k)
Telecom	Increased budget authority to process cell-phone billing pass-thru charges to/from departments (+400k)
Technical Services / Applications	Elimination of General Fund Subsidy revenue (-400k)
GIS	Reduced revenue from property recording fees (-120k)



Technology Services (18)

Department Budget Summary by Fund

Line of Business Name	Program Name	FY24-25	FY24-25	FY24-25	FY24-25	FY24-25	% of	FY24-25 FTE **		
		* ARPA Fund (230)	Clackamas Broadband Utility Fund (602)	Technology Services Fund (747)	Total Budget	General Fund Support in Budget*	Total	Total	Filled	Vacant
Administration	Executive Leadership & Administration	164,281		2,001,209	2,165,490	-	0%	7.0	7.0	-
Applications	Business Systems			2,339,300	2,339,300	-	0%	5.0	4.0	1.0
	County Wide Applications			2,153,104	2,153,104	-	0%	8.0	8.0	-
	Departmental Applications			693,027	693,027	-	0%	3.0	1.0	2.0
	Geographic Information (GIS)			1,340,430	1,340,430	-	0%	5.0	5.0	-
Communication Services	Telecommunication Services			5,432,559	5,432,559	-	0%	7.0	7.0	-
	Clackamas Broadband eXchange	7,100,000	3,012,673		10,112,673	-	0%	6.0	5.0	1.0
Technical Services	Network Services			1,380,597	1,380,597	-	0%	3.0	3.0	-
	Technical Operations			8,656,905	8,656,905	-	0%	14.0	13.0	1.0
TOTAL		7,264,281	3,012,673	23,997,132	34,274,086	-	0%	58.0	53.0	5.0
FY23-24 Budget (Amended)		8,065,823	2,771,091	24,769,638	35,606,552	-	0%	58.0	54.0	4.0
\$ Increase (Decrease)		(801,542)	241,582	(772,506)	(1,332,466)	-		0.0	-1.0	1.0
% Increase (Decrease)		-10%	9%	-3%	-4%	-		0%	-2%	25%

* General Fund Support is a subsidy, net of any other revenue received by the department.

** FY24-25 FTE aligns to department's final budgeted All Position Report (APOS).



Administration

Executive Leadership & Administration

Purpose Statement



The purpose of the Technology Services Office (TS) of the Director Program is to provide administrative, leadership, cybersecurity, finance, budget, policy, and planning services to Technology Services staff so they can make well informed and cost effective strategic decisions.

Performance Narrative

The Executive Leadership & Administration Program proposed a budget of \$2,165,490; an increase of \$333,995 from current amended funding levels from current funding levels of this program from the 747 Technology Services Fund. The increase is primarily due to rent costs related to our relocation to the county's Development Services Building and the transfer of two staff members into this program from other departmental programs. These resources will provide a continuation of management oversight and direction in the utilization of technology and technical resources for the County. This results in providing efficient and reliable technical solutions and support to meet the business needs of the County.

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Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
 Result	Technology Services will develop, and maintain, a County Technology Strategic Plan(s) that covers Technology Services and Initiatives.	5% *1	50%	50%	100%	100%
 Result	% of staff with documented professional goals and/or training plan	~60%	~60%	100%	100%	100%

Program includes:

- Mandated Services No
- Shared Services No
- Grant Funding Yes

Explanation

*1 Progress has been slow with reduced resources. Now with new resources and returned direction, the momentum is progressing on both Strategic and Departmental Technology Plans.



180101-Executive Leadership & Administration
 BCC Priority Alignment: Accountable Government

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	31,040	354,555	677,000	678,000	149,159	(527,841)	-78%	354,531	-58%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	-	-	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines	1,400,177	1,408,480	1,154,495	1,154,495	1,852,050	697,555	60%	1,321,051	40%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	1,000,000	-	164,281	(835,719)	-84%	-	-
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,400,177	1,408,480	2,154,495	1,154,495	2,016,331	(138,164)	-6%	1,321,051	53%
Total Revenue	1,431,217	1,763,035	2,831,495	1,832,495	2,165,490	(666,005)	-24%	1,675,582	29%
Personnel Services	647,797	950,141	1,088,693	1,089,477	1,414,090	325,397	30%	895,805	58%
Materials and Services	428,865	475,365	1,592,802	593,859	700,100	(892,702)	-56%	499,363	40%
Capital Outlay	-	-	-	-	-	-	-	-	-
Operating Expense	1,076,662	1,425,505	2,681,495	1,683,336	2,114,190	(567,305)	-21%	1,395,168	52%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	150,000	-	51,300	(98,700)	-66%	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	1,076,662	1,425,505	2,831,495	1,683,336	2,165,490	(666,005)	-24%	1,395,168	55%
Revenues Less Expenses	354,555	337,529	-	149,159	-	-	-	280,414	-

Notes:
 Two existing positions in TS were reallocated to this program.



Applications

Business Systems

Purpose Statement

The purpose of the Business Systems Program is to provide development, maintenance, integration, and support services for County Enterprise Resource Planning (ERP) applications, including Human Resources management, Finance, Payroll, and Budget systems, to the Board of County Commissioners, County leadership and County staff so they can plan and manage their financial and human resources assets. The major mission-critical supported applications include PeopleSoft Finance, PeopleSoft Human Capital Management, Workforce Software, and OpenGov.

Performance Narrative

The Business Services Program proposes a budget of \$2,339,300. These resources will continue to provide analysis, upgrades and reliable support of the County business systems to efficiently meet the business and operational requirements of the County departments.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Result	% of days where core systems are operational (during normal business hours / excluding scheduled maintenance)	~99.7%	~ 99.8%	99+%	99.9%	99+%

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**

Explanation



Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	439,095	76,166	239,000	239,000	75,000	(164,000)	-69%	251,420	-70%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	-	-	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines	1,212,822	1,529,547	2,135,762	1,930,762	2,264,300	128,538	6%	1,557,710	45%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	-	-	-	-	-	-	-
Other Interfund Transfers	-	390,000	-	-	-	-	-	130,000	-100%
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,212,822	1,919,547	2,135,762	1,930,762	2,264,300	128,538	6%	1,687,710	34%
Total Revenue	1,651,917	1,995,713	2,374,762	2,169,762	2,339,300	(35,462)	-1%	1,939,131	21%
Personnel Services	745,685	635,578	1,007,959	911,740	1,035,403	27,444	3%	764,334	35%
Materials and Services	830,066	1,236,240	1,366,803	1,183,022	1,303,897	(62,906)	-5%	1,083,109	20%
Capital Outlay	-	-	-	-	-	-	-	-	-
Operating Expense	1,575,750	1,871,819	2,374,762	2,094,762	2,339,300	(35,462)	-1%	1,847,444	27%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	1,575,750	1,871,819	2,374,762	2,094,762	2,339,300	(35,462)	-1%	1,847,444	27%
Revenues Less Expenses	76,166	123,895	-	75,000	-	-	-	91,687	-

Notes:
reverting partial embeds back to directed allocation



Applications

County Wide Applications

Purpose Statement

The purpose of the County Wide Applications Program is to provide applications management, development, integrations, support, and maintenance for applications that are custom-built and third-party hosted either on-premises or in the cloud. This program offers various cost-effective, innovative tools and solutions to County staff, the public, businesses, and other public agencies to enhance their services, streamline processes, increase efficiency and collaboration, maximize the use of evolving technologies, and achieve their business needs. The primary in-house developed web applications include CMap, Asset Management, Resource Scheduling Tools, and E-Payment Portals. Some major third-party supported applications include Drupal, PowerDMS, Adobe Acrobat Sign, MS SharePoint, MS Power Apps, and MS Power Automate.

Performance Narrative

The County Wide Applications Program proposed a budget of \$2,153,104. These resources will provide a continuation of analysis, development and support of applications and data systems to meet the business requirements of the County staff. This results in providing the public and businesses the important services they require in an efficient, accessible and reliable format (especially mobile and GIS).

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Output	# of Software Evaluation Group (SEG) requests for evaluation	40	159 ^{*1}	100	78	100
Output	Annual total # of developed or redesigned applications		11	10	64 ^{*2}	10

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**

Explanation *1 In FY22-23 SEG process was expanded to include additional types of requests and provide improved reporting

*2 FY23-24, included a project to update the architecture on an unusually large number of developed applications



180203-County Wide Applications
 BCC Priority Alignment: Strong Infrastructure

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	1,000	138,522	367,000	367,000	110,230	(256,770)	-70%	168,841	-35%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	-	-	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines	1,819,155	1,878,563	1,911,526	1,821,526	2,042,874	131,348	7%	1,839,748	11%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	-	-	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,819,155	1,878,563	1,911,526	1,821,526	2,042,874	131,348	7%	1,839,748	11%
Total Revenue	1,820,155	2,017,085	2,278,526	2,188,526	2,153,104	(125,422)	-6%	2,008,589	7%
Personnel Services	1,319,544	1,556,718	1,677,665	1,678,809	1,795,217	117,552	7%	1,518,357	18%
Materials and Services	362,090	366,718	305,861	399,487	342,887	37,026	12%	376,098	-9%
Capital Outlay	-	-	-	-	-	-	-	-	-
Operating Expense	1,681,633	1,923,436	1,983,526	2,078,296	2,138,104	154,578	8%	1,894,455	13%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	295,000	-	15,000	(280,000)	-95%	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	1,681,633	1,923,436	2,278,526	2,078,296	2,153,104	(125,422)	-6%	1,894,455	14%
Revenues Less Expenses	138,522	93,649	-	110,230	-	-	-	114,134	-

Notes:
 No significant changes



Applications

Departmental Applications

Purpose Statement

The purpose of the Departmental Applications Program is to provide business system support, maintenance, integrations, and customizations to County departments so they can have timely, reliable, and cost-effective use of their business-critical systems in support of their customers. Services provided include but are not limited to issue analysis & troubleshooting, reporting & analytics, user support, and vendor coordination. This program's primary area of expertise is county permitting and electronic health record systems. It also provides part-time support for other applications.

Performance Narrative

The Department Applications Program proposed a budget of \$693,027. These resources will continue to provide analysis, development and support of critical department data and applications to meet the business requirements of the County departments.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Result	Estimated % Uptime for major supported systems (w/o upgrades or emergencies)	99.50%	> 99%	99.8%	99.9%	99.8%
Output	# Major supported departmental applications / Reports with dedicated technical staff (*1)	25	9 *1	10	9	9

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**

Explanation *1 The definition of "application" was modified in FY22-23 to better relate to the support services provided by Technology Services - this results in fewer "counted" apps.



180204-Departmental Applications
 BCC Priority Alignment: Strong Infrastructure

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	16,000	82,697	199,500	199,500	-	(199,500)	-100%	99,399	-100%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	-	-	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines	581,491	611,427	605,971	361,370	693,027	87,056	14%	518,096	34%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	-	-	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	581,491	611,427	605,971	361,370	693,027	87,056	14%	518,096	34%
Total Revenue	597,491	694,124	805,471	560,870	693,027	(112,444)	-14%	617,495	12%
Personnel Services	420,038	470,368	529,703	474,602	548,304	18,601	4%	455,003	21%
Materials and Services	94,756	103,090	86,268	86,268	129,723	43,455	50%	94,704	37%
Capital Outlay	-	-	-	-	-	-	-	-	-
Operating Expense	514,794	573,457	615,971	560,870	678,027	62,056	10%	549,707	23%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	189,500	-	15,000	(174,500)	-92%	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	514,794	573,457	805,471	560,870	693,027	(112,444)	-14%	549,707	26%
Revenues Less Expenses	82,697	120,667	-	-	-			67,788	

Notes:
 Departmental embedded employees



Applications

Geographic Information (GIS)


Purpose Statement

The Purpose of the Geographic Information System (GIS) Program is to provide spatially integrated data and mapping services / applications to residents, businesses, County staff and other public agencies so they can make informed, location-based decisions using necessary geographic information.

Performance Narrative

The GIS Program proposed a budget of \$1,340,430. These resources will provide a continuation of analysis, development and support of GIS data and mapping applications to meet the business requirements of the County staff and public while maintaining flat rates on printed maps. This program also provides extensive mapping and aerial photo solutions for the County Departments and citizens.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
 Result	% of GIS projects completed that meet customer requirements (survey)	97%	100%	99%	100%	99%

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation



180205-Geographic Information (GIS)
 BCC Priority Alignment: Strong Infrastructure

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	501,000	634,058	423,280	423,280	70,280	(353,000)	-83%	519,446	-86%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	1,357	-	-	-	-	-	-	452	-100%
Charges, Fees, License, Permits, Fines	1,359,359	1,309,320	1,031,933	911,933	1,252,150	220,217	21%	1,193,537	5%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	17,531	17,036	33,000	10,000	18,000	(15,000)	-45%	14,856	21%
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,378,247	1,326,355	1,064,933	921,933	1,270,150	205,217	19%	1,208,845	5%
Total Revenue	1,879,247	1,960,413	1,488,213	1,345,213	1,340,430	(147,783)	-10%	1,728,291	-22%
Personnel Services	1,005,038	879,165	939,722	940,204	986,979	47,257	5%	941,469	5%
Materials and Services	240,204	257,750	262,211	405,009	338,451	76,240	29%	300,988	12%
Capital Outlay	-	-	-	-	-	-	-	-	-
Operating Expense	1,245,242	1,136,914	1,201,933	1,345,213	1,325,430	123,497	10%	1,242,456	7%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	286,280	-	15,000	(271,280)	-95%	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	1,245,242	1,136,914	1,488,213	1,345,213	1,340,430	(147,783)	-10%	1,242,456	8%
Revenues Less Expenses	634,005	823,499	-	-	-	-	-	485,835	-

Notes:
 Adjusted to better use county allocation model



Communication Services

Telecommunication Services

Purpose Statement

The purpose of Telecommunication Services is to provide phone, radio, security systems, audio visual, wiring and communications technical support services to County staff and other agencies so they can be secure in the work place and communicate reliably across unified leading edge systems with 24/7 support.

Performance Narrative

The Telecommunications Services Program proposed a budget of \$5,432,559. These resources will continue to provide analysis, installation and reliable support of critical County communications, Life / Safety systems and physical data / voice infrastructure to efficiently meet the business requirements of the County departments. In order to provide stable revenue and ensure that the county's telecommunications infrastructure maintenance needs are met, this program's revenue will primarily come from departmental allocations rather than direct billing in FY24-25.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Result	% of days where there are no service interruptions to core telecom services (excluding scheduled maintenance or loss of County electricity)	~ 100%	~ 100%	99.0%	100.0%	99.0%
Result	Average response time for work orders (during scheduled business hours) in hours	3.67 (*1)	5.13 (*1)	2.00	4.26	2.00

Program includes:

- Mandated Services **No**
- Shared Services **No**
- Grant Funding **No**

Explanation *1 - The increased response time is due to continuing large increase in the work order count and many large scale projects, such as the new Courthouse. Also the disperse support area with most staff offsite.



180302-Telecommunication Services
 BCC Priority Alignment: Strong Infrastructure

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	1,321,889	963,431	1,445,958	1,444,958	897,286	(548,672)	-38%	1,243,426	-28%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	9,529	1,342	-	-	-	-	-	3,624	-100%
Charges, Fees, License, Permits, Fines	3,611,646	3,508,239	3,865,357	3,705,464	4,435,273	569,916	15%	3,608,450	23%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	11,008	114,636	-	100,000	100,000	100,000	-	75,215	33%
Other Interfund Transfers	-	110,000	-	-	-	-	-	36,667	-100%
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	3,632,184	3,734,218	3,865,357	3,805,464	4,535,273	669,916	17%	3,723,955	22%
Total Revenue	4,954,073	4,697,648	5,311,315	5,250,422	5,432,559	121,244	2%	4,967,381	9%
Personnel Services	1,134,153	1,274,907	1,396,679	1,397,796	1,459,536	62,857	5%	1,268,952	15%
Materials and Services	2,354,045	2,189,290	2,700,678	2,535,340	2,955,737	255,059	9%	2,359,558	25%
Capital Outlay	502,444	54,972	1,213,958	420,000	1,017,286	(196,672)	-16%	325,805	212%
Operating Expense	3,990,643	3,519,169	5,311,315	4,353,136	5,432,559	121,244	2%	3,954,316	37%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	3,990,643	3,519,169	5,311,315	4,353,136	5,432,559	121,244	2%	3,954,316	37%
Revenues Less Expenses	963,431	1,178,479	-	897,286	-	-	-	1,013,065	-

Notes:
 Proposal under consideration to allocate some costs



Communication Services

Clackamas Broadband eXchange

Purpose Statement

The purpose of the Clackamas Broadband eXchange (CBX) program is to provide fiber optic design, allocation, installation and maintenance services to County departments, public institutions, bandwidth intensive businesses and ISP Providers so they can experience fast, reliable connectivity at a low cost while also providing business opportunities.

Performance Narrative

The CBX Program proposed a budget of \$10,112,673, which includes \$7,100,000 of specially designated grant funds. These resources will continue to provide design, construction and reliable support of the fiber infrastructure to efficiently provide connectivity to public and private customers, maintain self sufficiency and managed growth. Continued expansion via construction to new customers is expected to continue. This program is fully self supportive.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Result	% Days (24/7) where no interruptions occur due to problems or issues with the fiber network. (Excludes maintenance or emergency repairs)	99.9%	100.0%	99.9%	100.0%	100.0%
Result	# of miles of fiber supported	370 miles	389 miles	350 miles	389 miles	396 miles

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **YES** CBX is part of the ARPA Grant - 5 year total is \$10,100,000

Explanation CBX is part of the ARPA Grant - 5 year total is \$10,100,000



180303-Clackamas Broadband eXchange
 BCC Priority Alignment: Vibrant Economy

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	373,699	330,914	45,000	78,114	114,000	69,000	153%	260,909	-56%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	402,317	1,056,462	7,065,823	7,065,823	7,100,000	34,177	0%	2,841,534	150%
Charges, Fees, License, Permits, Fines	1,527,237	1,402,671	2,681,091	2,681,091	2,861,672	180,581	7%	1,870,333	53%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	38,761	35,164	45,000	45,000	37,000	(8,000)	-18%	39,642	-7%
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,968,314	2,494,298	9,791,914	9,791,914	9,998,672	206,758	2%	4,751,509	110%
Total Revenue	2,342,013	2,825,212	9,836,914	9,870,028	10,112,672	275,758	3%	5,012,418	102%
Personnel Services	721,944	828,036	1,064,940	1,064,939	1,096,804	31,864	3%	871,640	26%
Materials and Services	835,463	1,184,721	1,506,095	1,506,095	874,869	(631,226)	-42%	1,175,426	-26%
Capital Outlay	396,338	703,396	7,165,823	7,139,993	8,100,001	934,178	13%	2,746,576	195%
Operating Expense	1,953,746	2,716,153	9,736,857	9,711,027	10,071,673	334,816	3%	4,793,642	110%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	57,353	42,154	45,000	45,000	41,000	(4,000)	-9%	48,169	-15%
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	55,057	-	-	(55,057)	-100%	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	2,011,099	2,758,308	9,836,914	9,756,027	10,112,673	275,759	3%	4,841,811	109%
Revenues Less Expenses	330,914	66,904	-	114,001	-	-	-	170,607	-

Notes:
 ARPA Grant continues to provide funding for additional construction



Technical Services

Network Services

Purpose Statement

The purpose of the Network Services program is to provide network architecture, infrastructure, wireless, internet, security and networking related support services to staff, outside agencies and visitors so they can conduct business and achieve their business results utilizing a reliable, high performance, 24/7 secure network infrastructure.

Performance Narrative

The Network Services Program proposed a budget of \$1,380,597. These resources will continue to provide analysis, installation and reliable support of critical County network communications and security to efficiently meet the business requirements of the County departments.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Result	% of days where all core networking infrastructure is operational (excluding scheduled maintenance)	99.9+%	98.8%	99%	99.0%	99%

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**

Explanation



	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	(218,200)	367,638	159,000	159,000	36,000	(123,000)	-77%	102,813	-65%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	-	-	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines	1,373,072	1,276,315	1,192,228	1,192,228	1,344,597	152,369	13%	1,280,538	5%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	50,000	-	-	-	-	-	-	16,667	-100%
Other Interfund Transfers	-	-	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	1,423,072	1,276,315	1,192,228	1,192,228	1,344,597	152,369	13%	1,297,205	4%
Total Revenue	1,204,872	1,643,953	1,351,228	1,351,228	1,380,597	29,369	2%	1,400,018	-1%
Personnel Services	486,841	654,341	658,306	658,307	695,174	36,868	6%	599,830	16%
Materials and Services	350,393	296,007	692,922	656,921	685,423	(7,499)	-1%	434,440	58%
Capital Outlay	-	-	-	-	-	-	-	-	-
Operating Expense	837,234	950,348	1,351,228	1,315,228	1,380,597	29,369	2%	1,034,270	33%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	837,234	950,348	1,351,228	1,315,228	1,380,597	29,369	2%	1,034,270	33%
Revenues Less Expenses	367,638	693,605	-	36,000	-	-	-	365,748	-

Notes:
No significant changes



Technical Services

Technical Operations

Purpose Statement

The purpose of the Technical Services Line of Business is to provide technology support, network, system and storage administration, security, mobility, technology procurement, overall infrastructure support and call center services to County staff to effectively utilize County technology in support of their business requirements and services.

Performance Narrative

The Technical Operations Program proposed a budget of \$8,656,905.

The proposed budget has lowered reserves and increased capital and operating expenses due to scheduled replacement of infrastructure software and hardware systems in FY24-25.

These resources will continue to provide design, procurement, implementation and support of expanding critical technical services to meet the business requirements of the County departments.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Actual	FY 23-24 Target	FY 23-24 Actuals as of 03/01/24	FY 24-25 Target
Output	# of Technology Procurements	429	282	300	296	300
Output	# of Call Center Requests Resolved	4,890	6,112	6,000	8,278	6,000

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**



180403-Technical Operations
 BCC Priority Alignment: Strong Infrastructure

Budget Summary

	FY21-22 Actuals	FY22-23 Actuals	FY23-24 Amended Budget	FY23-24 Projected Year-End	FY24-25 Budget	Budget-to-Budget Changes:		3-Year Average	% Change from 3-Year Avg
						\$ FY23-24 to FY24-25	% FY23-24 to FY24-25		
Beginning Fund Balance	2,892,958	3,082,630	2,855,102	2,855,102	1,650,000	(1,205,102)	-42%	2,943,563	-44%
Taxes	-	-	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts	15,630	-	-	-	-	-	-	5,210	-100%
Charges, Fees, License, Permits, Fines	5,613,165	5,475,228	6,323,525	6,323,525	7,006,905	683,380	11%	5,803,973	21%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-	-	-
All Other Revenue Resources	257	68	-	-	-	-	-	108	-100%
Other Interfund Transfers	-	-	150,000	150,000	-	(150,000)	-100%	50,000	-100%
General Fund Support	-	-	-	-	-	-	-	-	-
Operating Revenue	5,629,052	5,475,295	6,473,525	6,473,525	7,006,905	533,380	8%	5,859,291	20%
Total Revenue	8,522,010	8,557,926	9,328,627	9,328,627	8,656,905	(671,722)	-7%	8,802,854	-2%
Personnel Services	2,797,313	2,608,613	3,070,415	2,983,021	3,074,747	4,332	0%	2,796,316	10%
Materials and Services	2,329,929	2,383,098	3,597,057	3,870,326	4,127,658	530,601	15%	2,861,117	44%
Capital Outlay	312,138	560,488	755,000	755,000	554,500	(200,500)	-27%	542,542	2%
Operating Expense	5,439,380	5,552,199	7,422,472	7,608,347	7,756,905	334,433	5%	6,199,975	25%
Debt Service	-	-	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	1,200,000	-	650,000	(550,000)	-46%	-	-
Contingency	-	-	706,155	-	250,000	(456,155)	-65%	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-	-	-
Total Expense	5,439,380	5,552,199	9,328,627	7,608,347	8,656,905	(671,722)	-7%	6,199,975	40%
Revenues Less Expenses	3,082,630	3,005,727	-	1,720,280	-	-	-	2,602,879	-

Notes:
 No significant changes