

# Facilities Management

**FY23-24 BUDGET PRESENTATION** 



## FY22-23 Major Accomplishments

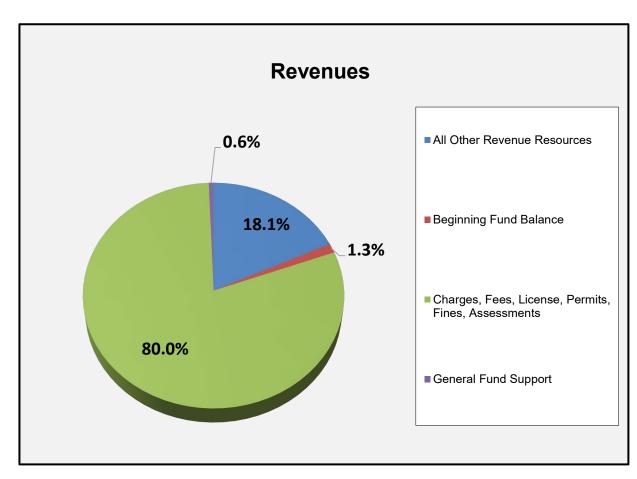
| AREA                               | DESCRIPTION  |
|------------------------------------|--|
| 150501-<br>Administrative Services | In FY22-23 Program 150501-Administrative Services completed the implementation of our new Project module within the Facilities asset management system, zLink. This new tool allows us to better track, manage and report on General, Interfund, Funding Authorization and Capital Projects. Reporting has also been significantly improved to better categorize the various expense types such as labor, materials and contracted services. |
| 150502-<br>Construction            | In FY22-23 we moved our Landscape Maintenance and Project work from Program 150503-Maintenance into Program 150502-Construction. This change allows us to better manage funds by shifting more of the work in-house.   |
| 150503-<br>Maintenance             | In FY22-23 Program 150503-Maintenance increased the focus on preventative maintenance to more proactively maintain buildings and County Assets while reducing the volume of re-active work requests. This increased focus on preventative maintenance will drive productivity while stabilizing the allocated work costs.  |
| 150504-<br>Utilities               | In FY22-23 we streamlined the utility payment process by setting up online accounts with auto-pay option to eliminate any potential for late payment and/or utility shutoff etc. This process includes a detailed review of utility usage and charges prior to the P-card approval in PeopleSoft.  |

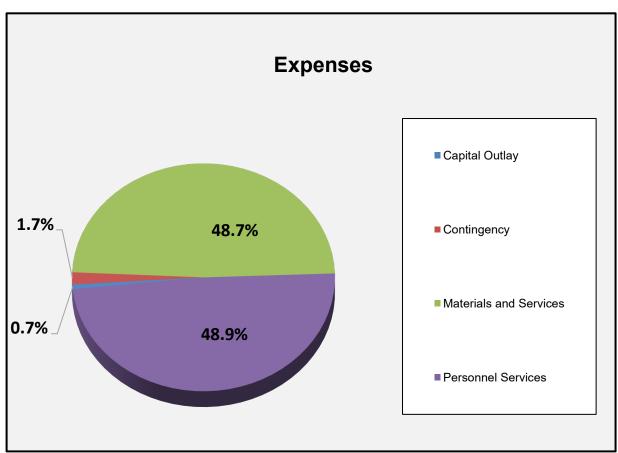
| Line of<br>Business/Program             | Results Measure  | FY21-22<br>Actual | FY22-23<br>Target | FY22-23<br>Projected<br>Performance | FY23-<br>24<br>Target |
|---|--|-------------------|-------------------|-------------------------------------|-----------------------|
| 150501-Administrative                   | 100% Service requests converted to work orders within 24 hours.  | 100%              | 95%               | 100%                                | 95%                   |
| Services                                | 75% of completed work orders closed within 2 weeks.  | 76%               | 75%               | 71%                                 | 75%                   |
| 150402-Courier &<br>Mailroom Operations | Surveyed respondents who "agree" or "strongly agree" that Courier and Mail Operations provides services that support their business operations |                   | 90%               | 95%                                 | 90%                   |
|   | 85% of surveyed customers who rate communication with Facilities Construction Staff as "good" or "very good".                                  | 96%               | 85%               | 100%                                | 85%                   |
| 150502-Construction                     | 75% of work orders received requesting project estimates assigned and a customer meeting scheduled within 2 weeks.                             | 100%              | 75%               | 100%                                | 75%                   |
|   | 100% Facilities with intrusion alarm systems.  | 83%               | 100%              | 90%                                 | 100%                  |
| 150503-Maintenance                      | 100% Facilities where required drills (Fire, Earthquake, Active shooter) are successfully conducted  | 100%              | 100%              | 92%                                 | 100%                  |
|   | 80% Facilities maintained in "good" or "excellent" condition using # completed preventative maintenance / scheduled preventative maintenance.  | 84%               | 80%               | 77%                                 | 80%                   |

### Program Profiles: FY23-24 Summary

| Line of<br>Business | Program Name                        | BCC Priority              | Total Funds<br>(in Millions) | % County<br>General<br>Fund | %<br>Restricted<br>Funds | Mandate:<br>Fed/State/City<br>/IGA/None | % Program<br>Operated by<br>County | Metrics: %<br>Target<br>Meet/Exceed/<br>Improve |
|---------------------|-------------------------------------|---------------------------|------------------------------|-----------------------------|--------------------------|---|------------------------------------|---|
| 150501              | Administrative<br>Services          | Accountable<br>Government | \$2,723,651                  | 0%                          | 7.3%                     | State-State<br>Courts, IGA-<br>WES/OSU  | 100%                               | Meet  |
| 150402              | Courier &<br>Mailroom<br>Operations | Accountable<br>Government | \$679,672                    | 14.6%                       | 0%                       | -                                       | 100%                               | Exceed  |
| 150502              | Construction                        | Accountable<br>Government | \$1,487,960                  | 0%                          | 0%                       | State-State<br>Courts, IGA-<br>WES/OSU  | 100%                               | Exceed  |
| 150503              | Maintenance                         | Accountable<br>Government | \$8,094,010                  | 0%                          | 0%                       | State-State<br>Courts, IGA-<br>WES/OSU  | 100%                               | Improve   |
| 150504              | Utilities                           | Accountable<br>Government | \$2,860,181                  | 0%                          | 2.4%                     | State-State<br>Courts, IGA-<br>WES/OSU  | 100%                               | N/A   |

### FY23-24 Revenue and Expenses







# Finance Department (15) Facilities Department Budget Summary by Fund

| Line of Business Name   | Program Name  | FY 23-24 Facilities Management Fund (744)        | FY 23-24  Total  Budget                          | FY 23-24  General Fund Support in Budget** | FY 23-24 Total FTE   |
|---|---|--|--|--|----------------------|
| Courier & Mail Operations Services  | Courier & Mail Operations   | 679,672  | 679,672  | 99,545                                     | 3.0                  |
| Facilities Management Facilities Management Facilities Management Facilities Management | Facilities Administrative Services Facilities Construction Facilities Maintenance Utilities | 2,723,651<br>1,487,960<br>8,094,010<br>2,860,181 | 2,723,651<br>1,487,960<br>8,094,010<br>2,860,181 | -<br>-<br>-<br>-                           | 12.0<br>10.0<br>30.0 |
|   | TOTAL   | 15,845,474                                       | 15,845,474                                       | 99,545                                     | 55.0                 |
|   | FY 22-23 Budget (Amended)<br>\$ Increase (Decrease)<br>% Increase ( Decrease)               | 17,726,652<br>(1,881,178)<br>-10.6%              | 17,726,652<br>(1,881,178)<br>-10.6%              | 99,545                                     | 52.0<br>3.0<br>5.8%  |

<sup>\*\*</sup>General Fund Support is the subsidy, net of any other revenue received by the department.

# 15-Finance / 744-Facilities Management Fund Summary of Revenue and Expense

| Federal, State, Local, All Other Gifts & Donations Charges, Fees, License, Permits, Fines, Assessment Charges, Fees, License, Permits, Fines, Assessment Revenue from Bonds & Other Debts Charges, Fees, License, Permits, Fines, Assessment Revenue from Bonds & Other Debts Charges, Fees, License, Permits, Fines, Assessment Charges, Fees, License, Casessment Charges, Fees, License, Permits, Fines, Assessment Cases Cases, Fees, License, Cases, Cas |                                  | FY20-21<br>Actuals | FY21-22<br>Actuals | FY22-23<br>Amended<br>Budget | FY22-23<br>Projected<br>Year-End | FY23-24<br>Budget | \$ Change<br>from Prior<br>Year Budget | % Change<br>from Prior<br>Year Budget |
|--|----------------------------------|--------------------|--------------------|------------------------------|----------------------------------|-------------------|--|---------------------------------------|
| Charges, Fees, License, Permits, Fines, Assessment         10,305,319         10,033,719         11,358,808         11,614,334         12,670,851         1,312,043         12,812,043           Revenue from Bonds & Other Debts         -         5,175         -         -         -         -         -           All Other Revenue Resources         2,328,590         2,702,659         2,565,410         2,585,715         2,865,181         299,771         12           General Fund Support         -         -         -         -         99,545         99,545         99,545           Operating Revenue         12,791,576         12,763,314         13,924,218         14,200,049         15,635,577         1,711,359         12           Total Revenue         15,803,203         15,002,785         17,726,652         16,371,823         15,845,474         (1,881,178)         -11           Personnel Services         5,482,809         5,968,202         6,865,013         6,270,883         7,746,715         881,702         13           Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         4           Capital Outlay         345,877         82,915         228,710         103,729         1   | Beginning Fund Balance           | 3,011,627          | 2,239,471          | 3,802,434                    | 2,171,774                        | 209,897           | (3,592,537)                            | -94%                                  |
| All Other Revenue Resources  Q.328,590 Q.702,659 Q.565,410 Q.585,715 Q.865,181 Q.99,771 Q.702,659 Q.702,65 |                                  | •                  | -                  | -<br>11,358,808              | -<br>11,614,334                  | -<br>12,670,851   | -<br>1,312,043                         | -<br>12%                              |
| General Fund Support         -         -         -         99,545         99,545           Operating Revenue         12,791,576         12,763,314         13,924,218         14,200,049         15,635,577         1,711,359         12           Total Revenue         15,803,203         15,002,785         17,726,652         16,371,823         15,845,474         (1,881,178)         -11           Personnel Services         5,482,809         5,968,202         6,865,013         6,270,883         7,746,715         881,702         13           Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         4           Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100   | Revenue from Bonds & Other Debts | -                  | 5,175              | -                            | -                                | -                 | -                                      | -                                     |
| Operating Revenue         12,791,576         12,763,314         13,924,218         14,200,049         15,635,577         1,711,359         12,711,359           Total Revenue         15,803,203         15,002,785         17,726,652         16,371,823         15,845,474         (1,881,178)         -13           Personnel Services         5,482,809         5,968,202         6,865,013         6,270,883         7,746,715         881,702         13           Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         4           Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100  | All Other Revenue Resources      | 2,328,590          | 2,702,659          | 2,565,410                    | 2,585,715                        | 2,865,181         | 299,771                                | 12%                                   |
| Total Revenue         15,803,203         15,002,785         17,726,652         16,371,823         15,845,474         (1,881,178)         -11           Personnel Services         5,482,809         5,968,202         6,865,013         6,270,883         7,746,715         881,702         13           Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         4           Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100  | General Fund Support             | -                  | -                  | -                            | -                                | 99,545            | 99,545                                 | -                                     |
| Personnel Services         5,482,809         5,968,202         6,865,013         6,270,883         7,746,715         881,702         13           Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         20           Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100  | Operating Revenue                | 12,791,576         | 12,763,314         | 13,924,218                   | 14,200,049                       | 15,635,577        | 1,711,359                              | 12%                                   |
| Personnel Services         5,482,809         5,968,202         6,865,013         6,270,883         7,746,715         881,702         13           Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         20           Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100  | Total Pavanua                    | 15 902 202         | 15 002 785         | 17 726 652                   | 16 271 922                       | 15 9/15 //7/      | /1 991 179\                            | -11%                                  |
| Materials and Services         6,735,046         6,779,895         7,390,976         7,787,315         7,721,271         330,295         200,000           Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100   | iotal Revenue                    | 15,605,205         | 15,002,765         | 17,720,032                   | 10,3/1,623                       | 13,043,474        | (1,001,170)                            | -1176                                 |
| Capital Outlay         345,877         82,915         228,710         103,729         106,711         (121,999)         -53           Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100  | Personnel Services               | 5,482,809          | 5,968,202          | 6,865,013                    | 6,270,883                        | 7,746,715         | 881,702                                | 13%                                   |
| Operating Expenditure         12,563,732         12,831,011         14,484,699         14,161,927         15,574,697         1,089,998         8           Transfers         1,000,000         -         2,000,000         2,000,000         -         (2,000,000)         -100  | Materials and Services           | 6,735,046          | 6,779,895          | 7,390,976                    | 7,787,315                        | 7,721,271         | 330,295                                | 4%                                    |
| Transfers 1,000,000 - 2,000,000 - (2,000,000) -100   | Capital Outlay                   | 345,877            | 82,915             | 228,710                      | 103,729                          | 106,711           | (121,999)                              | -53%                                  |
|  | Operating Expenditure            | 12,563,732         | 12,831,011         | 14,484,699                   | 14,161,927                       | 15,574,697        | 1,089,998                              | 8%                                    |
| Contingency 1,241,952 - 270,776 (971,176) -78  | Transfers                        | 1,000,000          | -                  | 2,000,000                    | 2,000,000                        | -                 | (2,000,000)                            | -100%                                 |
|  | Contingency                      | -                  | -                  | 1,241,952                    | -                                | 270,776           | (971,176)                              | -78%                                  |
|  |                                  |                    |                    |                              |                                  |                   |  |                                       |
| Total Expense 13,563,732 12,831,011 17,726,651 16,161,927 15,845,473 (1,881,178) -11   | Total Expense                    | 13,563,732         | 12,831,011         | 17,726,651                   | 16,161,927                       | 15,845,473        | (1,881,178)                            | -11%                                  |

Revenues Less Expenses 2,239,471 2,171,774

FY21-22: Presentation changes are the result of the new county-wide chart of account implementation.

209,896

### Significant Policy and/or Financial Issues

| Description  | Impact   |
|--|--|
| Facilities Management has recently implemented a dedicated "Emergency/After-Hours On-Call" program to provide the County and our County Partners with 24/7/365 support and response to building maintenance and alarm issues that require immediate action.    | This requires additional funds to be budgeted under Personnel Services to account for the on-call hours assigned to each of the designated (FDA,FDT,FDS) on-call positions.                            |
| Projected increases to both Electricity (+8%-11%) and Natural Gas (+10%-15%), with potential for mid-year adjustments next fiscal year. Many unknowns at the time of budget creation and our utility providers do not have the information we need that early. | If utility rates are increased in FY23-24 beyond current projections, we may be required to utilize Contingency funds.   |
| We are starting to see a significant increase in the volume of after-<br>hours meetings that are being scheduled in the PSB and DSB that<br>require Facilities Lobby Staff to be on-site.  | This change in demand has resulted in the need to increase the (Part-time/Temporary) hours of Facilities Lobby Staff personnel to provide the required coverage and support.                           |
| Fleet costs (Leases-Vehicle Rental) are increasing in FY23-24 and will now include a new administrative fee, work order fee along with an increase to shop labor.  | Facilities Management currently has (43) dedicated Maintenance and Construction vehicles that are serviced by fleet. This change will result in an increase to the Leases-Vehicle Rental account line. |



# Finance Department (15) Facilities Department Budget Summary by Fund

| Line of Business Name   | Program Name  | FY 23-24<br>Facilities<br>Management<br>Fund<br>(744) | FY 23-24<br>Total<br>Budget                      | FY 23-24  General Fund Support in Budget** | FY 23-24 Total FTE   |
|---|---|---|--|--|----------------------|
| Courier & Mail Operations Services  | Courier & Mail Operations   | 679,672   | 679,672  | 99,545                                     | 3.0                  |
| Facilities Management Facilities Management Facilities Management Facilities Management | Facilities Administrative Services Facilities Construction Facilities Maintenance Utilities | 2,723,651<br>1,487,960<br>8,094,010<br>2,860,181      | 2,723,651<br>1,487,960<br>8,094,010<br>2,860,181 | -<br>-<br>-<br>-                           | 12.0<br>10.0<br>30.0 |
|   | TOTAL   | 15,845,474  | 15,845,474                                       | 99,545                                     | 55.0                 |
|   |   |   |  |  |                      |
|   | FY 22-23 Budget (Amended)   | 17,726,652  | 17,726,652                                       | -  | 52.0                 |
|   | \$ Increase (Decrease)  | (1,881,178)   | (1,881,178)                                      | 99,545                                     | 3.0                  |
|   | % Increase ( Decrease)  | -10.6%  | -10.6%   | -  | 5.8%                 |

<sup>\*\*</sup>General Fund Support is the subsidy, net of any other revenue received by the department.



### **Facilities Management**

### **Facilities Administrative Services**

**Purpose Statement** 

The purpose of the Facilities Administrative Services program is to provide information, coordination, analysis and support with financial and asset management services to the Facilities Staff and Occupants of County Facilities.

### **Performance Narrative Statement**

The Facilities Administrative Services program proposes a \$2,723,651 budget in FY23-24 which is flat compared to last year. These resources will allow this program to effectively and efficiently manage County assets and submitted work requests, along with the submittal of payments and financial accounting while continuing to provide a high-level of service to our partners and customers.

**Key Performance Measures** 

|        |  | FY 20-21<br>Actual | FY 21-22<br>Actual | FY 22-23<br>Target | FY 22-23<br>Actuals<br>(as of Q3) | FY 23-24<br>Target |
|--------|--|--------------------|--------------------|--------------------|-----------------------------------|--------------------|
| Result | 100% service requests converted to work orders within 24 hours   | 99%                | 99%                | 100%               | 100%                              | 100%               |
| Result | 75% of completed work orders closed within 2 weeks   | 0%                 | 0%                 | 75%                | 72%                               | 75%                |
| Result | By January 1, 2021, the County will fully implement an asset management system allowing departments to track projects from beginning to end. (Strategic Result #4) | 100%               | 100%               | 100%               | 100%                              | 100%               |
| Result | # service requests converted to work orders  | 4645               | 1,243              | N/A                | 1731                              | N/A                |

| Mandated Services | N |
|-------------------|---|
| Shared Services   | N |
| Grant Funding     | N |

Explain all "Yes" boxes below

Program includes:

For help with shared services, see AOC Shared State-County Services page on intranet If grant funding, include length of grant and any match requirement (w/funding source)

In FY23-24, the department's programs were restructured. This change may have resulted in new performance measures

that will not show a history."



### 150501-Facilities Administrative Services

**BCC Priority Alignment: Accountable Government** 

**Budget Summary** 

|   | FY20-21<br>Actuals | FY21-22<br>Actuals | FY22-23<br>Amended<br>Budget | FY22-23<br>Projected Year-<br>End | FY23-24<br>Budget |             | % Change from<br>Prior Yr Budget |
|---|--------------------|--------------------|------------------------------|-----------------------------------|-------------------|-------------|----------------------------------|
| Beginning Fund Balance                              | 2,101,040          | 1,049,272          | 2,524,724                    | 894,064                           | 209,897           | (2,314,827) | -92%                             |
| Taxes   | -                  | -                  | -                            | -                                 | -                 | -           | -                                |
| Federal, State, Local, All Other Gifts & Donations  | 102,767            | 58,242             | -                            | -                                 | -                 | -           | -                                |
| Charges, Fees, License, Permits, Fines, Assessments | 4,262,169          | 4,194,571          | 1,941,684                    | 2,633,470                         | 2,508,754         | 567,070     | 29%                              |
| Revenue from Bonds & Other Debts                    | -                  | 5,175              | -                            | -                                 | -                 | -           | -                                |
| All Other Revenue Resources                         | 2,326,218          | 2,671,335          | -                            | 19,255                            | 5,000             | 5,000       | -                                |
| Other Interfund Transfers                           | -                  | -                  | -                            | -                                 | -                 | -           | -                                |
| General Fund Support                                | -                  | -                  | -                            | -                                 | -                 | -           | -                                |
| Operating Revenue                                   | 6,691,155          | 6,929,323          | 1,941,684                    | 2,652,725                         | 2,513,754         | 572,070     | 29%                              |
| Total Revenue                                       | 8,792,195          | 7,978,595          | 4,466,408                    | 3,546,789                         | 2,723,651         | (1,742,757) | -39%                             |
| Personnel Services                                  | 1,584,279          | 1,842,372          | 1,289,309                    | 1,399,263                         | 1,797,723         | 508,414     | 39%                              |
| Materials and Services                              | 4,812,767          | 3,139,974          | 984,146                      | 1,111,839                         | 645,928           | (338,218)   | -34%                             |
| Capital Outlay                                      | 345,877            | 74,464             | 228,710                      | 103,500                           | 80,000            | (148,710)   | -65%                             |
| Operating Expense                                   | 6,742,923          | 5,056,810          | 2,502,165                    | 2,614,602                         | 2,523,651         | 21,486      | 1%                               |
| Debt Service  | -                  | -                  | -                            | -                                 | -                 | -           | -                                |
| Special Payments                                    | -                  | -                  | -                            | -                                 | -                 | -           | -                                |
| Transfers   | 1,000,000          | -                  | 722,290                      | 722,290                           | -                 | (722,290)   | -100%                            |
| Reserve for Future Expenditures                     | -                  | -                  | -                            | -                                 | -                 | -           | -                                |
| Contingency   | -                  | -                  | 1,241,952                    | -                                 | 200,000           | (1,041,952) | -84%                             |
| Unappropriated Ending Fund Balance                  | <u>-</u>           | <u>-</u>           |                              | <u>-</u>                          | -                 | <u>-</u> -  |                                  |
| Total Expense                                       | 7,742,923          | 5,056,810          | 4,466,407                    | 3,336,892                         | 2,723,651         | (1,742,756) | -39%                             |
| Revenues Less Expenses                              | 1,049,272          | 2,921,785          | -                            | 209,897                           | _                 |             |                                  |

### Notes:

We are seeing an increase in the volume of after-hours meetings that require PSB/DSB lobby staff to be on-site. This has resulted in the need to increase hours of PT Facilities personnel. Another area that is impacting program 150501 is the increased Fleet costs (Leases-Vehicle Rental) associated with the (43) FM maintenance vehicles which now include new administrative and work order fee's, as well as an increase to shop labor. Lastly, we have a number of computer towers that are at end of life that will need to be replaced.



# Facilities Management Facilities Maintenance

### **Purpose Statement**

The purpose of the Facilities Maintenance program is to provide preventive and corrective asset maintenance services to County Departments and Agencies, so they can provide services to their customers in a safe, secure and well-maintained environment.

### **Performance Narrative Statement**

The Facilities Maintenance program proposes a budget of 8,094,010 in FY23-24, which is an increase of 5.5% to our current funding level. This increase is due to the rising costs associated with supplies and materials, as well as increases to contracted services. These resources will allow us to quickly respond to work request and proactively complete preventative maintenance on county assets.

**Key Performance Measures** 

|        |   | FY 20-21<br>Actual   | FY 21-22<br>Actual   | FY 22-23<br>Target | FY 22-23<br>Actuals<br>(as of Q3)                                  | FY 23-24<br>Target |
|--------|---|--|--|--------------------|--|--------------------|
| Result | \$ Corrective repairs/ \$ preventive maintenance  | \$1,279,472<br>Corrective<br>repair /<br>\$650,486<br>Preventative | \$1,462,228<br>Corrective<br>Repair /<br>\$671,477<br>Preventive | N/A                | \$1,018,496<br>Corrective<br>Repair /<br>\$520,250<br>Preventative | N/A                |
| Result | 100% Facilities where required fire evacuation drills are successfully conducted annually | 100%   | 100%   | 100%               | 100%   | 100%               |
| Result | 100% Janitorial inspections that meet maintenance and cleanliness standards               | 5%   | 0%   | 100%               | 50%  | 100%               |
| Result | 100% Facilities with intrusion alarm systems  | 75%  | 80%  | 100%               | 92%  | 100%               |
| Result | 75% of work orders completed within 2 weeks   | 88%  | 75%  | 75%                | 72%  | 75%                |
| Result | # Planned Corrective Actions completed  | 7692   | 7,744  | N/A                | 8214   | N/A                |

| -                 |   |
|-------------------|---|
| Mandated Services | Υ |
| Shared Services   | N |
| Grant Funding     | N |

Explain all "Yes" boxes below

Program includes:

For help with shared services, see AOC Shared State-County Services page on intranet If grant funding, include length of grant and any match requirement (w/funding source)

Explanation We must meet a

We must meet American with Disability Act (ADA), Occupational Safety and Health Administration (OSHA) and National Fire Protection Association (NFPA) requirements for the buildings.

In FY23-24, the department's programs were restructured. This change may have resulted in new performance measures that will not show a history."



### 150503-Facilities Maintenance

**BCC Priority Alignment: Accountable Government** 

**Budget Summary** 

|   | FY20-21<br>Actuals | FY21-22<br>Actuals | FY22-23<br>Amended<br>Budget | FY22-23<br>Projected Year-<br>End | FY23-24<br>Budget | Change from<br>Prior Yr Budget | % Change from<br>Prior Yr Budget |
|---|--------------------|--------------------|------------------------------|-----------------------------------|-------------------|--------------------------------|----------------------------------|
| Beginning Fund Balance                              | 909,075            | 1,159,307          | 1,277,710                    | 1,277,710                         | -                 | (1,277,710)                    | -100%                            |
| Taxes   | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Federal, State, Local, All Other Gifts & Donations  | 35,165             | 107,760            | -                            | -                                 | -                 | -                              | -                                |
| Charges, Fees, License, Permits, Fines, Assessments | 4,920,723          | 4,605,830          | 7,696,674                    | 7,405,417                         | 8,094,010         | 397,336                        | 5%                               |
| Revenue from Bonds & Other Debts                    | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| All Other Revenue Resources                         | 2,372              | 15,607             | -                            | -                                 | -                 | -                              | -                                |
| Other Interfund Transfers                           | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| General Fund Support                                | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Operating Revenue                                   | 4,958,260          | 4,729,197          | 7,696,674                    | 7,405,417                         | 8,094,010         | 397,336                        | 5%                               |
| Total Revenue                                       | 5,867,335          | 5,888,504          | 8,974,384                    | 8,683,127                         | 8,094,010         | (880,374)                      | -10%                             |
| Personnel Services                                  | 2,834,507          | 3,197,510          | 4,218,424                    | 3,648,598                         | 4,237,426         | 19,002                         | 0%                               |
| Materials and Services                              | 1,873,522          | 1,638,060          | 3,478,250                    | 3,756,735                         | 3,856,584         | 378,334                        | 11%                              |
| Capital Outlay                                      | -                  | 12,788             | -                            | 84                                | -                 | -                              | -                                |
| Operating Expense                                   | 4,708,029          | 4,848,357          | 7,696,674                    | 7,405,417                         | 8,094,010         | 397,336                        | 5%                               |
| Debt Service  | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Special Payments                                    | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Transfers   | -                  | -                  | 1,277,710                    | 1,277,710                         | -                 | (1,277,710)                    | -100%                            |
| Reserve for Future Expenditures                     | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Contingency   | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Unappropriated Ending Fund Balance                  | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Total Expense                                       | 4,708,029          | 4,848,357          | 8,974,384                    | 8,683,127                         | 8,094,010         | (880,374)                      | -10%                             |

### Notes:

**Revenues Less Expenses** 

Major change in moving Landscaping (Grounds Maintenance) out of 150503-Maintenace to 150502-Construction. This move will allow Maintenance to be more PM (Preventative Maintenance) focused which also better aligns with new strategic measures of Performance Clackamas. In addition, we have updated our Janitorial Services contract (TVW) to better support the current cleaning standards and requirements (post-pandemic). This contract update will result in an increase to our contracted service costs under material

1,040,146

1,159,307



# **Courier and Mail Operations Courier and Mail Operations**

### **Purpose Statement**

The purpose of the Courier and Mail Operations program is to provide coordinated mail processing services, US Mail, and small parcel distributions services to County employees so they can convey mail, small parcels, and other materials in the most cost effective manner.

### **Performance Narrative Statement**

The Courier and Mail Program proposes a budget of \$679,672 in FY23-24. This is a reduction of -15.2% or -\$122,054 vs. last years' budget, which was reduced -3% or -\$26,903 from the year prior. The reduction reflects a continued realignment of resources realized through the Performance Clackamas process and is intended to reflect the resources required to maintain the current high level of support to all County departments, agencies and districts. These resources will provide County departments, agencies and districts timely and coordinated mail processing, US mail and small parcel distribution services so they can successfully fulfill their strategic goals.

**Key Performance Measures** 

|        |   | FY 20-21<br>Actual | FY 21-22<br>Actual | FY 22-23<br>Target | FY 22-23<br>Actuals<br>(as of Q3) | FY 23-24<br>Target |
|--------|---|--------------------|--------------------|--------------------|-----------------------------------|--------------------|
| Result | Surveyed respondents who "agree" or<br>"strongly agree" that Courier and Mail<br>Operations provides services that<br>support their business operations | 90%                | 96%                | 90%                | 96%                               | 90%                |
| Result | Surveyed respondents who "agree" or<br>"strongly agree" that Courier and Mail<br>Operations provides quality customer<br>services                       | 96%                | 100%               | 90%                | 100%                              | 90%                |

| Program includes:         |   |
|---------------------------|---|
| Mandated Service          | es N  |
| lizabeth Comfort -Finance | Directo N Patrick Williams - Deputy Director  |
| Grant Funding             | N   |
| !                         | below vices, see AOC Shared State-County Services page on intranet length of grant and any match requirement (w/funding source)                   |
| Note:                     | In FY23-24, the department's programs were restructured. This change may have resulted in new performance measures that will not show a history." |



### 150402-Courier & Mail Operations

**BCC Priority Alignment: Accountable Government** 

**Budget Summary** 

| -<br>16,450<br>726,087<br>-<br>364<br>-<br>102,313<br><b>845,214</b><br><b>845,214</b><br>359,234<br>475,475 |   | -<br>-<br>752,882<br>-<br>56<br>-<br>28,465<br><b>781,403</b> | -<br>-<br>580,127<br>-<br>-<br>-<br>-<br>99,545<br><b>679,672</b> | -<br>(117,240)<br>-<br>-<br>-<br>(4,814)<br>(122,054) | -17%<br>-17%<br>15% |
|--|---|---|---|---|---------------------|
| 16,450 726,087 - 364 - 102,313 845,214 845,214   |   | 752,882<br>-<br>56<br>-<br>28,465<br>781,403                  | 99,545<br>6 <b>79,672</b>   | (4,814)<br>(122,054)                                  | -5%                 |
| 726,087<br>-<br>364<br>-<br>102,313<br><b>845,214</b><br><b>845,214</b>                                      | 104,359<br>801,726<br>801,726               | 752,882<br>-<br>56<br>-<br>28,465<br>781,403                  | 99,545<br>6 <b>79,672</b>   | (4,814)<br>(122,054)                                  | -5%                 |
| 364<br>-<br>102,313<br><b>845,214</b><br><b>845,214</b><br>359,234   | 104,359<br>801,726<br>801,726               | -<br>56<br>-<br>28,465<br><b>781,403</b>                      | 99,545<br>6 <b>79,672</b>   | (4,814)<br>(122,054)                                  | -5%                 |
| 364<br>-<br>102,313<br><b>845,214</b><br><b>845,214</b><br>359,234   | 104,359<br>801,726<br>801,726               | 56<br>-<br>28,465<br><b>781,403</b>                           | 99,545<br><b>679,672</b>  | (122,054)   | -15%                |
| 102,313<br><b>845,214</b><br><b>845,214</b><br>359,234   | 104,359<br>801,726<br>801,726               | 28,465<br><b>781,403</b><br><b>781,403</b>                    | 99,545<br><b>679,672</b>  | (122,054)   | -15%                |
| 102,313<br><b>845,214</b><br><b>845,214</b><br>359,234   | <b>801,726</b><br><b>801,726</b><br>348,126 | 781,403<br>781,403  | 99,545<br><b>679,672</b>  | (122,054)   | -15%                |
| <b>845,214 845,214</b> 359,234   | <b>801,726</b><br><b>801,726</b><br>348,126 | 781,403<br>781,403  | 679,672   | (122,054)   | -15%                |
| <b>845,214</b><br>359,234  | <b>801,726</b><br>348,126                   | 781,403   |   |   |                     |
| 359,234  | 348,126                                     |   | 679,672   | (122,054)   | 150/                |
| •  | •   |   |   |   | -15%                |
| •  | •   | 348,126   | 283,634   | (64,492)  | -19%                |
| -  | 4/4/30                                      | 433,277   | 369,327   | (55,403)  | -13%                |
|  |   |   | 26,711  | 26,711  | 15/0                |
| 834,709  | 772,856                                     | 781,403   | 679,672   | (93,184)  | -12%                |
| -  | -   | _   | _   | _   | ,                   |
| -  | -   | -   | -   | -   |                     |
| -  | -   | -   | -   | -   |                     |
| _  | _   | -   | _   | _   |                     |
| _  | _   | -   | _   | _   |                     |
| -  | -   | -   | -   | -   |                     |
| 834,709  | 772,856                                     | 781,403   | 679,672   | (93,184)  | -12%                |
|  |   |   |   |   |                     |



# Facilities Management Facilities Construction

### **Purpose Statement**

The purpose of the Facilities Construction program is to provide consultation, design, estimation, and project management services to County Departments and Agencies, so they can serve their customers in well-planned facilities.

#### **Performance Narrative Statement**

The Facilities Construction program proposes a \$1,487,960 budget which is flat when compared to last year. These resources will allow this program to continue to provide project estimation, design, construction and project management services for tenants and the County. These funds will allow us to make changes and improvements to County facilities that will better serve the department and citizens of Clackamas County.

**Key Performance Measures** 

|        |   | FY 20-21<br>Actual | FY 21-22<br>Actual | FY 22-23<br>Target | FY 22-23<br>Actuals as of<br>Q3 | FY 23-24<br>Target |
|--------|---|--------------------|--------------------|--------------------|---------------------------------|--------------------|
| Result | % of customers rate communication as<br>Effectively or Very Effectively.  | 100%               | 100%               | 85%                | 100%                            | 85%                |
| Result | 75% projects completed with 2 or fewer internal change orders   | 100%               | 100%               | 75%                | 100%                            | 75%                |
| Result | 75% of work orders received requesting project estimates assigned and a customer meeting scheduled within 2 weeks | 100%               | 100%               | 75%                | 100%                            | 75%                |
| Result | 75% completed within timeline estimate determined at project meeting  | 95%                | 100%               | 75%                | 100%                            | 75%                |
| Result | # Projects completed  | 176                | 63                 | N/A                | 73                              | N/A                |

| Shared Services | N |
|-----------------|---|
|                 |   |
| Grant Funding   | N |
|                 |   |

Explain all "Yes" boxes below

For help with shared services, see AOC Shared State-County Services page on intranet If grant funding, include length of grant and any match requirement (w/funding source)

Explanation

We must meet American with Disability Act (ADA), Occupational Safety and Health Administration (OSHA) and National Fire Protection Association (NFPA) requirements for the buildings.

In FY23-24, the department's programs were restructured. This change may have resulted in new performance measures that will not show a history."



### 150502-Facilities Construction

**BCC Priority Alignment: Accountable Government** 

**Budget Summary** 

|   | FY20-21<br>Actuals | FY21-22<br>Actuals | FY22-23<br>Amended<br>Budget | FY22-23<br>Projected Year-<br>End | FY23-24<br>Budget | Change from<br>Prior Yr Budget | % Change from<br>Prior Yr Budget |
|---|--------------------|--------------------|------------------------------|-----------------------------------|-------------------|--------------------------------|----------------------------------|
| Beginning Fund Balance                              | 1,511              | 30,892             | -                            | -                                 | -                 | -                              | -                                |
| Taxes   | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Federal, State, Local, All Other Gifts & Donations  | 19,735             | 32,952             | -                            | -                                 | -                 | -                              | -                                |
| Charges, Fees, License, Permits, Fines, Assessments | 1,122,426          | 1,225,002          | 1,485,050                    | 1,339,437                         | 1,487,960         | 2,910                          | 0%                               |
| Revenue from Bonds & Other Debts                    | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| All Other Revenue Resources                         | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Other Interfund Transfers                           | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| General Fund Support                                | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Operating Revenue                                   | 1,142,161          | 1,257,953          | 1,485,050                    | 1,339,437                         | 1,487,960         | 2,910                          | 0%                               |
| Total Revenue                                       | 1,143,672          | 1,288,845          | 1,485,050                    | 1,339,437                         | 1,487,960         | 2,910                          | 0%                               |
| Personnel Services                                  | 1,064,024          | 1,105,513          | 1,357,280                    | 1,223,022                         | 1,427,933         | 70,653                         | 5%                               |
| Materials and Services                              | 48,757             | 93,595             | 1,337,280                    | 116,270                           | 60,027            | (67,743)                       | -53%                             |
| Capital Outlay                                      | 48,737             | 88,977             | 127,770                      | 145                               | -                 | (07,743)                       | -5570                            |
| Operating Expense                                   | 1,112,781          | 1,288,084          | 1,485,050                    | 1,339,437                         | 1,487,960         | 2,910                          | 0%                               |
| Debt Service  | -                  | _                  | -                            | -                                 | _                 | -                              | -                                |
| Special Payments                                    | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Transfers   | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Reserve for Future Expenditures                     | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Contingency   | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Unappropriated Ending Fund Balance                  | -                  | -                  | -                            | -                                 | -                 | -                              | -                                |
| Total Expense                                       | 1,112,781          | 1,288,084          | 1,485,050                    | 1,339,437                         | 1,487,960         | 2,910                          | 0%                               |

### Notes:

**Revenues Less Expenses** 

Construction picking up landscaping in FY23-24 to better align with Performance Clackamas goals in regards to projects and direct billing. This change will also allow our Maintenance team to re-direct their focus from small projects towards more planned/preventative Maintenance. We are also still seeing the impact of inflation, as the rising cost of building materials and supplies continues to increase the overall project costs.

761

30,892



### **Facilities Management**

### **Utilities**

### **Purpose Statement**

The purpose of the Utilities program is to monitor and analyze Utility data with a focus on improving the energy usage and operation of buildings to meet County sustainability goals.

### **Performance Narrative Statement**

The Utilities program proposes a \$2,860,181 budget in FY23-24, which is an increase of 2% compared to last year. The resources for this program will continue to be used to pay the utility bills for all of the County owned and leased locations that Facilities Management oversees.

**Key Performance Measures** 

|        |   | FY 19-20<br>Actual | FY 20-21 Actual          | FY 21-22<br>Target       | FY 21-22<br>Actuals<br>(as of<br>12/31/21) | FY 22-23<br>Target |
|--------|---|--------------------|--------------------------|--------------------------|--|--------------------|
| Result | Reduce overall energy intensity (per sq. ft.) | 68.28%             | Discontinued in FY 19-20 | Discontinued in FY 19-20 | N/A  | N/A                |

| Program in | icludes: |
|------------|----------|
|------------|----------|

| Mandated Services | N |
|-------------------|---|
|                   |   |
| Shared Services   | N |

Grant Funding N

Explain all "Yes" boxes below

For help with shared services, see AOC Shared State-County Services page on intranet If grant funding, include length of grant and any match requirement (w/funding source)



### 150504-Utilities

**BCC Priority Alignment: Accountable Government** 

**Budget Summary** 

|   | FY20-21<br>Actuals | FY21-22<br>Actuals | FY22-23<br>Amended<br>Budget | FY22-23<br>Projected Year-<br>End | FY23-24<br>Budget |           | % Change from<br>Prior Yr Budget |
|---|--------------------|--------------------|------------------------------|-----------------------------------|-------------------|-----------|----------------------------------|
| Beginning Fund Balance                              | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Taxes   | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Federal, State, Local, All Other Gifts & Donations  | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Charges, Fees, License, Permits, Fines, Assessments | -                  | -                  | 235,400                      | 236,010                           | -                 | (235,400) | -100%                            |
| Revenue from Bonds & Other Debts                    | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| All Other Revenue Resources                         | -                  | 15,717             | 2,565,410                    | 2,566,460                         | 2,860,181         | 294,771   | 11%                              |
| Other Interfund Transfers                           | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| General Fund Support                                | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Operating Revenue                                   | -                  | 15,717             | 2,800,810                    | 2,802,470                         | 2,860,181         | 59,371    | 2%                               |
| Total Revenue                                       | -                  | 15,717             | 2,800,810                    | 2,802,470                         | 2,860,181         | 59,371    | 2%                               |
| Personnel Services                                  | -                  | -                  | _                            | -                                 | -                 | _         | -                                |
| Materials and Services                              | -                  | 1,864,652          | 2,800,810                    | 2,802,470                         | 2,789,405         | (11,405)  | 0%                               |
| Capital Outlay                                      | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Operating Expense                                   | -                  | 1,864,652          | 2,800,810                    | 2,802,470                         | 2,789,405         | (11,405)  | 0%                               |
| Debt Service  | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Special Payments                                    | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Transfers   | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Reserve for Future Expenditures                     | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Contingency   | -                  | -                  | -                            | -                                 | 70,776            | 70,776    | -                                |
| Unappropriated Ending Fund Balance                  | -                  | -                  | -                            | -                                 | -                 | -         | -                                |
| Total Expense                                       | -                  | 1,864,652          | 2,800,810                    | 2,802,470                         | 2,860,181         | 59,371    | 2%                               |

**Revenues Less Expenses** - (1,848,936) - - -

### Notes:

Currently seeing significant increases to both Electricity (+8%-11%) and Natural Gas (+10%-15%) costs with a potential for additional increases that would likely be staggered throughout the next fiscal year. Facilities has been working with our partners (PGE, NW Naturals etc.) but they are unable to communicate any specific information around additonal increases at this time. This is one of the major challenges of internal service departments having to start our budget so early in the year.