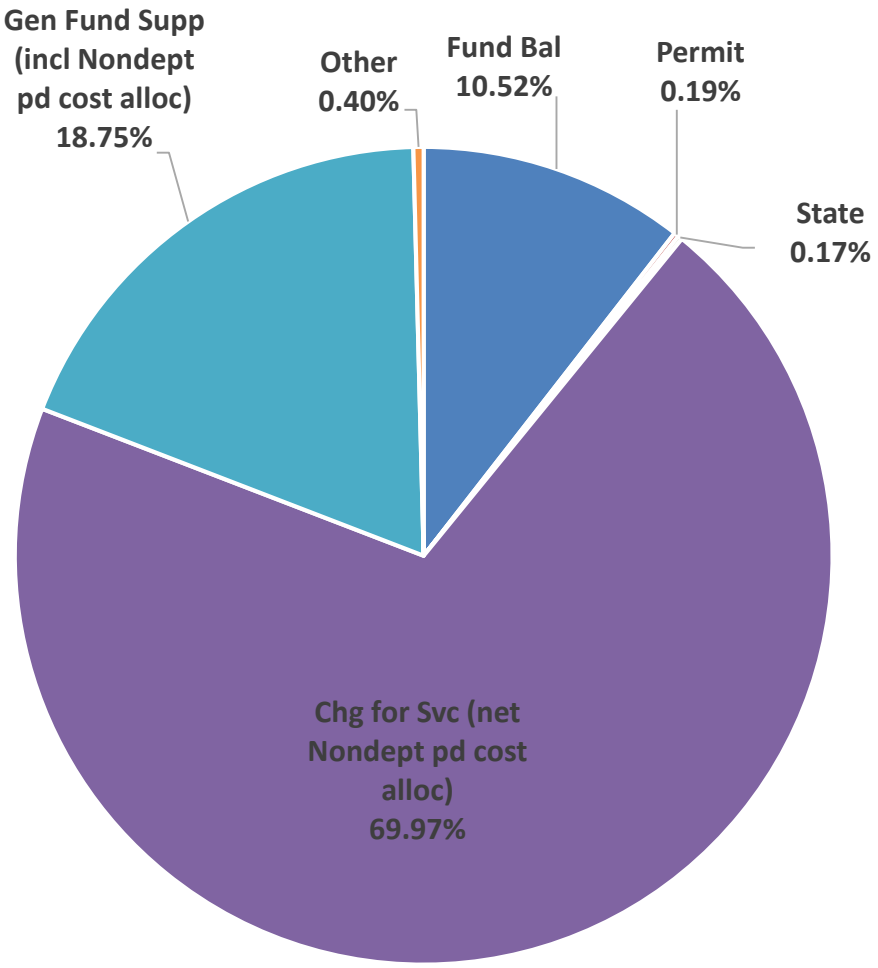
Technology Services

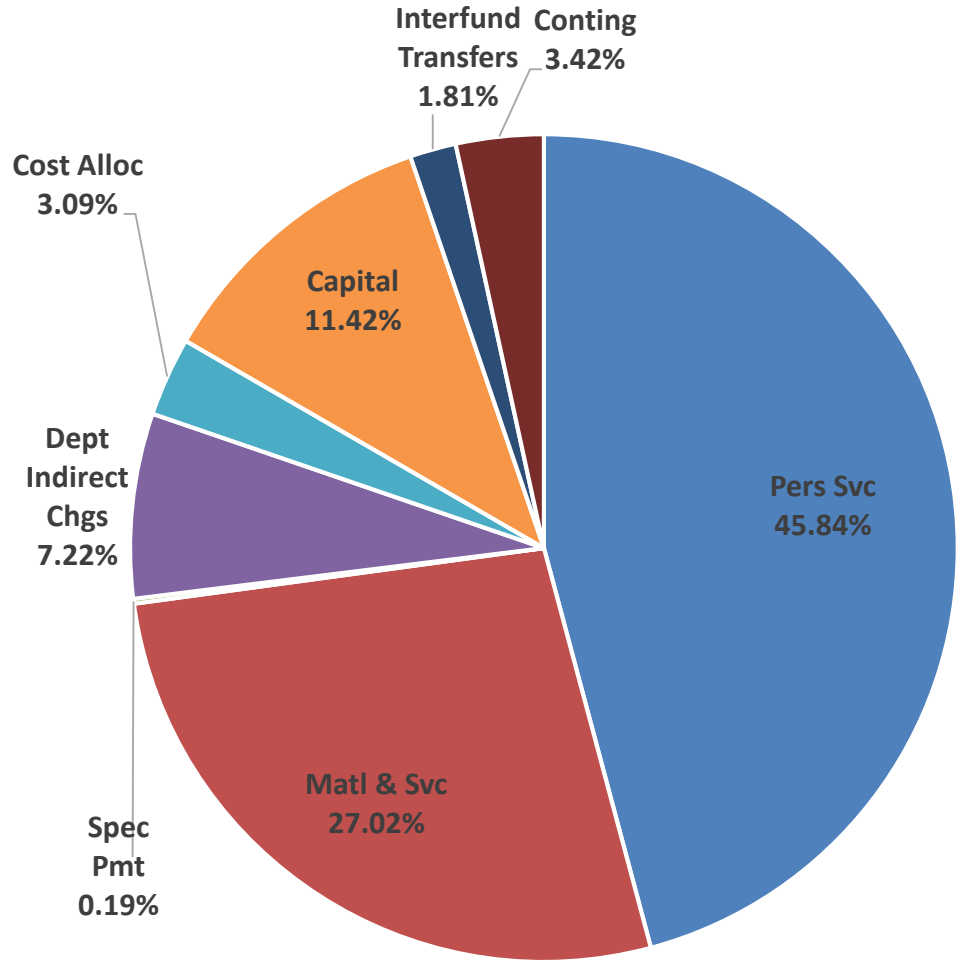
2020-2021 BUDGET PRESENTATION

CLACKAMAS COUNTY

Technology Services
2020/21 Revenue and Expenses

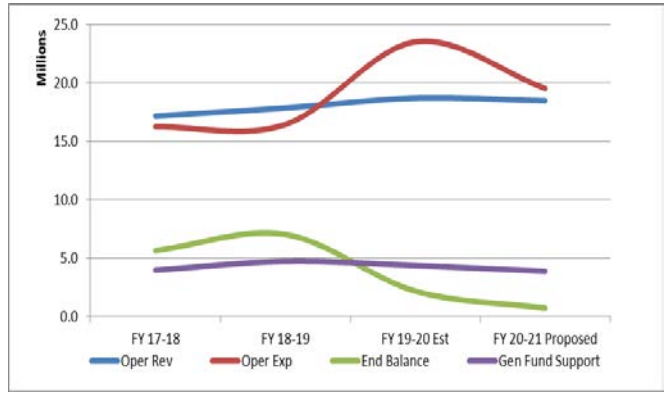


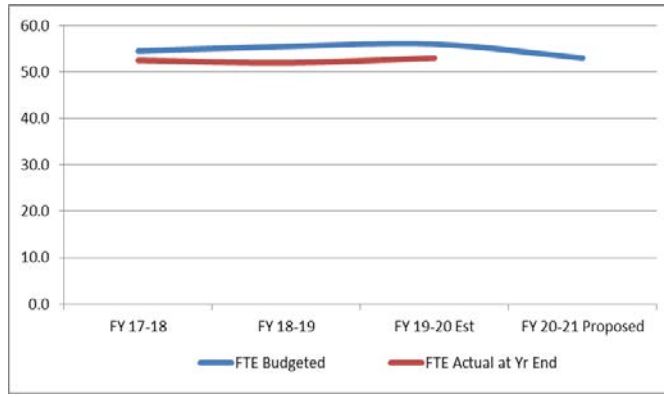
Expenditures



Technology Services
Summary of Revenue & Expenses

Summary of Revenue and Expense								
	FY 17-18	FY 18-19	FY 19-20 Adopted Budged	FY 19-20 Amended Budged	Projected Year End V2	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**4,728,676**	**5,652,700**	**2,371,667**	**7,022,898**	**7,022,898**	**2,172,232**	**-4,850,666**	**-69.1%**
Licenses & Permits	29,531	33,508	38,000	38,000	38,000	39,000	**1,000**	**2.6%**
State Grants & Revenues	84,000	89,000	35,000	35,000	42,000	35,000	**0**	**0%**
Charges for Service	16,745,069	17,412,213	18,588,943	18,911,943	18,496,488	18,314,964	**-596,979**	**-3.2%**
Other Revenues	267,737	275,987	83,200	83,200	116,839	83,200	**0**	**0%**
Interfund Transfers	35,000	35,000	0	0	0	0	**0**	**0%**
Operating Revenue	**17,161,337**	**17,845,708**	**18,745,143**	**19,068,143**	**18,693,327**	**18,472,164**	**-595,979**	**-3.1%**
% Change	-2.0%	4.0%	5.0%	6.9%	4.7%	-1.2%		
Personnel Services	8,701,426	9,072,829	10,032,072	9,967,072	10,199,760	9,462,436	**-504,636**	**-5.1%**
Materials & Services	3,978,898	4,587,509	5,091,535	6,848,975	6,337,149	5,577,333	**-1,271,642**	**-18.6%**
Indirect Costs	1,259,955	1,288,110	1,476,832	1,476,832	1,476,832	1,490,668	**13,836**	**0.9%**
Cost Allocation Charges	472,585	471,467	640,295	640,295	640,295	637,098	**-3,197**	**-0.5%**
Capital Outlay	1,801,365	1,011,015	2,851,118	6,132,909	4,851,957	2,358,102	**-3,774,807**	**-61.6%**
Operating Expenditure	**16,237,314**	**16,430,930**	**20,091,852**	**25,066,083**	**23,505,993**	**19,525,637**	**-5,540,446**	**-22.1%**
% Change	3.3%	1.2%	22.3%	52.6%	43.1%	-16.9%		
Debt Service	0	0		0	0	0	**0**	**0%**
Special Payments	23,082	44,581	38,000	38,000	38,000	39,000	**1,000**	**0.0%**
Interfund Transfers	0	0		0	0	372,800	**372,800**	**#DIV/0!**
Reserve for Future Expenditures	0	0	306,958	306,958	0	306,958	**0**	**0.0%**
Contingency	0	0	680,000	680,000	0	400,000	**-280,000**	**-41.2%**
Total Expenditure	**16,260,396**	**16,475,511**	**21,116,810**	**26,091,041**	**23,543,993**	**20,644,395**	**-5,446,646**	**-20.9%**
Ending Balance (if applicable) (includes Reserve & Contingency)	**5,629,617**	**7,022,897**	**986,958**	**0**	**2,172,232**	**0**	**0**	**0%**
General Fund Support (cost alloc to Nondept)	**3,961,883**	**4,712,410**	**4,356,401**	**4,356,401**	**4,356,401**	**3,869,815**	**-486,586**	**-11.2%**
Full Time Equiv Positions (FTE) Budgeted	54.5	55.5	56.0	56.0	56.0	53.0	**-3.0**	**-5.4%**
Full Time Equiv Positions (FTE) Filled at Yr End	52.5	52.0			53.0			
Full Time Equiv Positions (FTE) Vacant at Yr End	2.0	3.5			3.0			





Technology Services

Department Budget Summary by Fund

Line of Business / *Program*	FY 20/21 FTE	FY 20/21 Technology Services Fund 747	FY 20/21 Telecomm Services Fund 746	FY 20/21 CBX Fund 602	FY 20/21 Total Proposed Budget	FY 20/21 General Fund Subsidy in Proposed Budget **
Administration						
Office of the Director	5.0	1,776,668			1,776,668	-
Applications						
County Wide Applications	8.0	1,780,528			1,780,528	1,560,993
GIS	6.0	1,337,389			1,337,389	738,261
Department Applications	3.0	566,456			566,456	-
Technical Services						
Technical Services	16.0	6,281,072			6,281,072	171,000
Network Services	3.0	1,282,053			1,282,053	
Communication Services						
Telecommunication Services	6.0		3,860,468		3,860,468	-
CBX	2.0			2,154,200	2,154,200	-
Enterprise Business Systems						
Business Systems	4.0	1,605,561			1,605,561	1,399,561
TOTAL	53.0	$ 14,629,727	$ 3,860,468	$ 2,154,200	$ 20,644,395	$ 3,869,815
FY 19/20 Budget (Amended)	56.0	$ 18,711,465	$ 4,602,036	$ 2,777,540	$ 26,091,041	$ 4,356,401
$ Increase (Decrease)	-3.00	$ (4,081,738)	$ (741,568)	$ (623,340)	$ (5,446,646)	$ (486,586)
% Increase (Decrease)	-5.36%	-21.81%	-16.11%	-22.44%	-20.88%	-11.17%

** ***General Fund subsidy is support from unrestricted General Fund revenues, primarily property tax***
Subsidy does not include resources generated by operations such as charges for service (including costs allocated to users) and grants

** ***This Budget represents the Technology Services 11% General Fund reduction Package based on FY19-20 budget with General Fund of $4,356,401.***
This FY20-21 budget is a 2.24% total budget & 3 FTE reduction from the FY budget of $21,116,724 including a .34% reduction in allocation.

Technology Services
Performance Clackamas Strategic Results

BCC Priority	Measure	FY18-19 Actual	FY 19-20 Target	FY 19-20 Projected Perform.	FY20-21 Target
Good Government Strong Infrastructure	County Technology Strategic Plan aligned with Department requirements **	50%	75%	60%	100 %
Vibrant Economy Strong Infrastructure	$ Annual estimated savings for public institutions utilizing CBX fiber plant	1,275K	1,300K	1,375K	1,550K
Good Government Strong Infrastructure	% of days where core networking is operational	99.85%	99.90%	99.99%	99.99%

* Technology Services is an internal services department. As such our Performance Clackamas plan does not directly align with the County Plan. The TS plan assumes more of a service role in the support of the County Performance Clackamas Plan.

** These metrics are estimates based on current information, working on more accurate metric calculations

*** The Strategic Result for high speed internet availability throughout the County (Access for All) was moved to a Key Initiative

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Technology Services
2019 Major Accomplishments

- Developed a more effective and accurate Performance Clackamas Strategic Plan for Technology Services
- CBX implemented a ISP Partner project to deliver services to an under-served area of Mt. Hood
- CBX expanded the fiber plant into Washington and Multnomah Counties
- Implemented County wide Telecommuting / Communication solutions in response to the COVID-19 Pandemic
- Started the implementation of Unified Communications for the County to integrate services and control costs
- Created & staffed new Business Analyst position to increase coordination and communications with departments
- Upgraded County Storage and Backup Systems for capacity, performance, security and reliability
- Started major overhaul of County Network for enhanced performance, reliability, security and efficiency
- Implemented several new systems for the County and assisted in the expansion / upgrade of other key systems
- Migration to Windows 10 and Office 2016, setup internal architecture for forthcoming 365 and SharePoint services
- Continued move to a hybrid environment of cloud & on-premise services to enhance services and contain costs
- Implemented security training system, designing next level of security to maintain County safety and operations
- Implemented Alertus Building Emergency Notification Alert System for Community Corrections, designing solution for installation in PSB & DSB

Questions?

Technology Services

Department Mission

The mission of the Technology Services Department is to provide high quality, innovative and cost-effective technology to the public, County staff, and County Commissioners so they can provide and receive County services.

Technology Services

Dave Cummings - Director
FTE 53
Total Proposed $ 20,644,395
General Fund Support $ 3,869,815

Administration	Applications	Technical Services	Communication Services	Enterprise Business Systems
Dave Cummings - Dir Total Proposed $1,776,668	Eric Bohard - Mgr Total Proposed $3,684,373	Chris Fricke - Mgr Total Proposed $7,563,125	Ron Sandner - Mgr Total Proposed $6,014,668	Dave DeVore - Dpty Dir Total Proposed $1,605,561
Gen Fund $ -	Gen Fund $ 2,299,254	Gen Fund $ 171,000	Gen Fund $ -	Gen Fund $ 1,399,561

Office of the Director	County Wide Applications	Technical Services	Telecomm Services	Business Systems
FTE 5.00 Total Proposed $1,776,668	FTE 8.0 Total Proposed $1,780,528	FTE 16.00 Total Proposed $6,281,072	FTE 6.00 Total Proposed $3,860,468	FTE 4.00 Total Proposed $1,605,561
Gen Fund $ -	Gen Fund $ 1,560,993	Gen Fund $ 171,000	Gen Fund $ -	Gen Fund $ 1,399,561

GIS	Network	CBX
FTE 6.00 Total Proposed $1,337,389	FTE 3.00 Total Proposed $1,282,053	FTE 2.00 Total Proposed $2,154,200
Gen Fund $ 738,261	Gen Fund $ -	Gen Fund $ -

Department Applications
FTE 3.00 Total Proposed $566,456
Gen Fund $ -

Administration

Office of the Director

Purpose Statement

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

Performance Narrative

The Office of the Director Program Proposed a budget of $1,776,668, a decrease of $255,648 (-12.6%) from current amended funding levels (partially due to a supplemental adjustment in FY19-20 not carried forward into FY20-21).
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.

Some planned priority projects include:

- Implement new Technology Services 2019 Performance Clackamas Plan including key objectives:
  - Completion of 3 yr Technology Services Strategic Plan and integration with Departments' Strategic Plans
  - Implement and track new Technology Services MFR Metrics including analytics in OpenGov
  - Hire and establish role of new Technical Business Analyst, integrate position into departmental teams
  - Implement County Wide initiative to create efficient business workflows to resolve business requirements.
- Coordinate with County Administration on the new Red Soils Master Plan to include the potential new Court House, New OSU Extension Center, relocation of TS and H3S and other related technical support issues.
- Continue to move Technology services into hybrid services models with combination on premise and hosted services
- Implement new and advanced security measures, monitoring, training, policy, testing and enforcement

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19 -20 Actuals as of 12/31/19	FY 20-21 Target
Result	Technology Services will develop, and maintain, a County Technology Strategic Plan that covers Technology Services and Initiatives.	~50 %	~ 75%	~ 60%	100%
Result	% of staff with documented professional and technical training plan	~ 70%	80%	98%	100%
Efficiency	Total estimated annual donated actual value for Technology for Teaching	$47,520	$30,000	$41,125	$35,000

Program includes:

Mandated Services [No]

Shared Services [No]

Grant Funding [No]

Explanation: Technology Services recently implemented an updated 2019 Performance Clackamas Plan that includes new / updated metrics. These metrics vary from some older to new metrics which are still being developed. These metrics will be integrated into the Budget / Business Plan over the next year.

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**246,583**	**856,054**	**555,486**	**385,486**	**286,000**	**(269,486)**	**-48.5%**
Charges for Service	1,259,955	1,288,110	1,476,830	1,476,830	1,490,668	**13,838**	**0.9%**
Other Revenues	38,476	73,864	-	23,630	-	**-**	**0%**
Operating Revenue	**1,298,431**	**1,361,974**	**1,476,830**	**1,500,460**	**1,490,668**	**13,838**	**0.9%**
Total Rev - Including Beginning Bal	**1,545,014**	**2,218,028**	**2,032,316**	**1,885,946**	**1,776,668**	**(255,648)**	**-12.6%**
Personnel Services	830,171	991,433	970,144	1,002,580	1,002,636	**32,492**	**3.3%**
Materials & Services	169,972	375,719	482,651	277,845	227,023	**(255,628)**	**-53.0%**
Cost Allocation Charges	245,106	235,321	319,521	319,521	317,009	**(2,512)**	**-0.8%**
Operating Expenditure	**1,245,249**	**1,602,473**	**1,772,316**	**1,599,946**	**1,546,668**	**(225,648)**	**-12.7%**
Interfund Transfers	-	-	-	-	230,000	**230,000**	**0.0%**
Contingency	-	-	230,000	-	-	**(230,000)**	**-100.0%**
Total Exp - Including Special Categories	**1,245,249**	**1,602,473**	**2,002,316**	**1,599,946**	**1,776,668**	**(225,648)**	**-11.3%**
General Fund Support (if applicable)	**0**	**0**	**0**	**0**	**0**	**0**	**0%**
Full Time Equiv Pos (FTE) Budgeted	5.00	5.00	5.00	5.00	5.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	5.00	5.00	5.00	5.00			
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-		

Significant Issues and Changes

> In FY 19-20, this program had a supplemental budget adjust increase of $275,486. This was to complete carry over projects (such as Alertus beta install, CBX Business Plan development, replacement of aging TS desktops and office furniture. This was not part of the FY20-21 budget request.

> For FY 20-21 The $230,000 TS Unrestricted Contingency was transferred to General Fund.

Applications

County Wide Applications

Purpose Statement

The purpose of the County Wide Applications Program is to provide database, document management, business analysis, web and application development, integration and applications management services to County staff, the public, businesses and other public agencies so they can enhance services, utilize web and mobile delivery, share information, maximize the use of evolving technologies and achieve their business requirements.

Performance Narrative

The County Wide Applications Program Proposed a budget of $1,780,528, a decrease of $272,180 (-13.26%) from current funding levels. These resources will provide a continuation of analysis, development and support of applications 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).

Performance Metrics utilized are a mix from the TS 2015 & 2019 Performance Clackamas Plans as well as several surveys. This program will be adjusting the performance metrics over time to ensure they effectively measure efficient application design and integration.

Some priority projects include :

- Coordinate with Public & Government Affairs on the expanded / redesigned County Internal Intranet Site including new services, portals capability and applications utilizing Drupal Content Management System.
- Expanding development technologies to include hybrid services integration with Azure and 365.
- Re-form data analytics team to help promote analytic services and availability for the County, especially in the use of performance metrics for departments and governance compliance.
- Develop new Document Management system to integrate current document repositories, phase out AX, implement Sharepoint and provide enhanced service capabilities.

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Result	% of developed applications that meet customer requirements. (Survey)	94%	95%	100.00%	95%
Demand	# of Software Evaluation Group (SEG) requests for evaluation	12	25	32	25
Efficiency	$ Average program expenditure per supported application w/o maintenance (~ 75 apps) (Proposed)	$23,449	$24,500	$25,144	$22,154

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**

Explanation > For FY20-21, Staff was reduced by 1 FTE for a Web Developer.

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**333,194**	**131,000**	**51,900**	**51,900**	**26,000**	**(25,900)**	**-49.9%**
Charges for Service	1,658,113	1,874,009	2,000,808	2,000,808	1,754,529	**(246,279)**	**-12.3%**
Other Revenues	-		-	-	-	**-**	**0%**
Operating Revenue	**1,658,113**	**1,874,009**	**2,000,808**	**2,000,808**	**1,754,529**	**(246,279)**	**-12.3%**
Total Rev - Including Beginning Bal	**1,991,307**	**2,005,009**	**2,052,708**	**2,052,708**	**1,780,529**	**(272,179)**	**-13.3%**
Personnel Services	1,362,573	1,371,565	1,581,939	1,508,200	1,319,856	**(262,083)**	**-16.6%**
Materials & Services	250,166	178,392	171,388	219,127	158,801	**(12,587)**	**-7.3%**
Indirect Costs (Internal Dept Chgs)	229,083	229,564	265,830	265,830	268,320	**2,490**	**0.9%**
Cost Allocation Charges	27,980	25,721	33,551	33,551	33,551	**-**	**0.0%**
Operating Expenditure	**1,869,802**	**1,805,242**	**2,052,708**	**2,026,708**	**1,780,528**	**(272,180)**	**-13.3%**
Total Exp - Including Special Categories	**1,869,802**	**1,805,242**	**2,052,708**	**2,026,708**	**1,780,528**	**(272,180)**	**-13.3%**
General Fund Support (Non-Dept)	**1,523,369**	**1,747,675**	**1,925,765**	**1,925,765**	**1,560,993**	**-364,772**	**-18.9%**
Full Time Equiv Pos (FTE) Budgeted	9.00	9.00	9.00	9.00	8.00	(1.00)	-11.1%
Full Time Equiv Pos (FTE) Filled at Yr End	9.00	9.00	9.00	8.00			
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-		1.00			

Significant Issues and Changes

> As part of the organizational struture for Performance Clackamas, this Program includes both ORG budgets of Application Services (0225) and Document Management (0230)

> In FY19-20, a senior developer retired. In alignment with the 2019 TS Performance Clackamas Plan, TS reclassified this position to be the 1st TS full time Business Analyst with the task of facilitating communications between TS and the Departments as well as helping integrate the TS / Departmental Strategic Plans.

> In FY20-21, 1 FTE was cut from the Web Development Team

Applications

GIS

Purpose Statement

The Purpose of the Geographic Information System (GIS) Program is to provide spatially integrated data and mapping services 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 $1,337,389, a decrease of $73,087 (-5.2%) from current funding levels. 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.

Some priority projects include:
- Update the County aerial and lidar photo sets, enhance the online mapping applications CMAP & PlanMap.
- Limited rollout of new ESRI Desktop User Portal tools to increase services directly available to staff
- Finalize the wrap-up of the 20 year ORMAP Project with State of Oregon to cleanup and align tax lots

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Output	Estimated # GIS Data Layers Supported	98	98	100	100
Result	% of GIS projects completed that meet customer requirements (survey)	90%	99%	100%	99%
Efficiency	$ Program expenditure per GIS data layer supported w/o maintenance (Proposed)	$12,701	$13,000	$12,704	$13,074

Program includes:

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

Explanation

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**119,805**	**90,000**	**160,000**	**310,000**	**50,000**	**(110,000)**	**-68.8%**
State Grants & Revenues	84,000	89,000	35,000	42,000	35,000	**-**	**0%**
Charges for Service	1,164,272	1,148,941	1,182,476	1,182,836	1,219,389	**36,913**	**3.1%**
Other Revenues	35,816	50,100	33,000	33,000	33,000	**-**	**0%**
Interfund Transfers	35,000	35,000	-	-	-	**-**	**0%**
Operating Revenue	**1,319,088**	**1,323,041**	**1,250,476**	**1,257,836**	**1,287,389**	**36,913**	**3.0%**
Total Rev - Including Beginning Bal	**1,438,893**	**1,413,041**	**1,410,476**	**1,567,836**	**1,337,389**	**(73,087)**	**-5.2%**
Personnel Services	949,691	996,100	1,012,574	1,158,017	1,012,078	**(496)**	**0.0%**
Materials & Services	54,328	65,075	138,989	100,906	114,738	**(24,251)**	**-17.4%**
Indirect Costs (Internal Dept Chgs)	139,995	140,289	177,220	177,220	178,880	**1,660**	**0.9%**
Cost Allocation Charges	25,119	22,467	31,693	31,693	31,693	**-**	**0.0%**
Capital Outlay	-	-	25,000	50,000	-	**(25,000)**	**-100.0%**
Operating Expenditure	**1,169,133**	**1,223,931**	**1,385,476**	**1,517,836**	**1,337,389**	**(48,087)**	**-3.5%**
Total Exp - Including Special Categories	**1,169,133**	**1,223,931**	**1,385,476**	**1,517,836**	**1,337,389**	**(48,087)**	**-3.5%**
General Fund Support (Non-Dept)	**693,423**	**717,584**	**835,412**	**835,412**	**738,261**	**-97,151**	**-11.6%**
Full Time Equiv Pos (FTE) Budgeted	5.50	5.50	6.00	6.00	6.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	5.50	5.00	6.00	6.00			
Full Time Equiv Pos (FTE) Vacant at Yr End	-	0.50		-			

Significant Issues and Changes

> For FY19-20, the sharred part-time position was dropped.
> Due to a increase in data management requirements for the County, in FY19-20 a new GIS Analyst FTE was added. Most of the cost was covered by savings, reduction in capital expenses and shared expense with other County Departments.
> In FY19-20, a budget adjustmentt of $105,000 was amended to the Proposed budget. This was to help complete the ORMAP project and replace lost funding due to temporary budget reductions in FY18-19.

Applications

Department Applications

Purpose Statement

The Purpose of the Department Applications Program is to provide specialized business analysis, application development, maintenance, integration, customizations, and support services to County departments so they can have timely, reliable and cost effective use of their department business systems in support of their customers.

Performance Narrative

The Department Applications Program Proposed a budget of $566,456, a increase of $15,988 (2.9%) from current funding levels. 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.

Some priority projects include :
- Utilizing DTD Coordinator position, work with DTD to implement new E-Permitting applications to create new online permitting services and capability.
- Work with Health Department on resolution to several "orphaned" systems such as Baby Links and Cerner

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Result	Estimated % Uptime for major supported systems (w/o upgrades)	99.50%	99.80%	99.50%	99.80%
Output	# Major supported departmental applications / Reports with dedicated technical staff	56	59	59	59
Efficiency	Estimated annual Proposed support costs per major departmental application (w/o Capital / Reserves / Maintenance costs)	22 @ $29,881	$30,000	24 @ $29,602	24 @ $30,269

Program includes:

Mandated Services **No**

Shared Services **No**

Grant Funding **No**

Explanation

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**11,464**	**3,000**	**1,000**	**1,000**	**1,000**	**-**	**0.0%**
Charges for Service	359,117	359,320	549,468	549,468	565,456	**15,988**	**2.9%**
Other Revenues	128,305	70,470	-	-	-	**-**	**0%**
Operating Revenue	**487,422**	**429,790**	**549,468**	**549,468**	**565,456**	**15,988**	**2.9%**
Total Rev - Including Beginning Bal	**498,886**	**432,790**	**550,468**	**550,468**	**566,456**	**15,988**	**2.9%**
Personnel Services	356,939	313,415	430,690	429,690	450,812	**20,122**	**4.7%**
Materials & Services	6,123	5,390	20,764	20,764	15,800	**(4,964)**	**-23.9%**
Indirect Costs (Internal Dept Chgs)	76,361	76,521	88,610	88,610	89,440	**830**	**0.9%**
Cost Allocation Charges	11,909	8,186	10,404	10,404	10,404	**-**	**0.0%**
Operating Expenditure	**451,332**	**403,512**	**550,468**	**549,468**	**566,456**	**15,988**	**2.9%**
Total Exp - Including Special Categories	**451,332**	**403,512**	**550,468**	**549,468**	**566,456**	**15,988**	**2.9%**
General Fund Support (if applicable)	**-**	**-**	**-**	**-**	**-**	**-**	**0%**
Full Time Equiv Pos (FTE) Budgeted	3.00	3.00	3.00	3.00	3.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	3.00	3.00	3.00	3.00			
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-		

Significant Issues and Changes

> In FY18-19, The dedictaed Tourism FTE was transferred to Tourism.
> In FY18-19, a new dedicated FTE for DTD was created paid via allocation directly to DTD. This is a high level coordinator position.

Technical Services

Technical Services

Purpose Statement

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

Performance Narrative

The Technical Services Program Proposed a budget of $6,281,072, an decrease of $3,001,490 (-32.3%) from current FY19-20 amended funding levels, and a decrease of $241,352 (-3.7%) from current Proposed FY19-20 Budget. This is primarily due to a FY19-20 Amended budget increase - see below for more information. 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 while containing allocation growth to an annual average of 5% or less. (not including FY carry over of capital reserves or projects that are not completed within the initial budgeted fiscal year)

Some of the priority projects include:
- Install and implement major network remodel to include new performance and CJIS Security standards
- Develop custom asset management system to manage all equipment, licenses, allocation and utilization
- Expand Virtual Services / Server Farms to be more fault tolerant, enhanced performance capabilities.
- Configure, test and begin phased rollout of Microsoft Cloud services such as 365 and Azure
- Negotiate and implement new 3 year Microsoft Enterprise Agreement for County
- Increase security standards, update policies and rollout new County technology training program
- Expand County hybrid services model, review options to leverage cloud services where appropriate

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Output	# of Call Center Resolutions (Technical / Systems / Network Support)	10,957	11,000	~ 11,424	11,000
Efficiency	Estimated annual Call Center / Systems Proposed operating costs per allocated user (w/o Capital / Reserves / Maintenance costs)	2,746 @ $1,268.78	$1,330	2,815 @ $1,330.34	2,795 @ $1,332.04
Efficiency	$ allocated costs per PC (tier 1) (Goal <= 5% increase)	$2,147.43 1.71 %	< $2,254.80 < 5%	$2,185.92 1.79 %	$2,079.04 - 4.89 %

Program includes:

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

Explanation: The FY19-20 Amended budget was an increase of $2,760,138. This was primarily roll of Capital Replacement funds and uncompleted projects carried over from FY18-19 into FY19-20 for planned major upgrades to the County infrastructure and some new software packages. Some of these upgrades where completed in FY18-19, however much of the network upgrade will be rolled into FY19-20 & FY20-21 to be completed. Reserve roll will be much less in the following years as the replacement funds are built up again.

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**2,554,028**	**2,588,958**	**3,492,096**	**3,592,096**	**750,874**	**-2,741,222**	**-78.5%**
Charges for Service	5,083,000	5,387,891	5,790,466	5,848,317	5,530,198	**(260,268)**	**-4.5%**
Other Revenues	250	-	-	-	-	**-**	**0%**
Operating Revenue	**5,083,250**	**5,387,891**	**5,790,466**	**5,848,317**	**5,530,198**	**(260,268)**	**-4.5%**
Total Rev - Including Beginning Bal	**7,637,278**	**7,976,849**	**9,282,562**	**9,440,413**	**6,281,072**	**(3,001,490)**	**-32.3%**
Personnel Services	2,638,170	2,730,877	2,825,769	3,117,853	2,916,202	**90,433**	**3.2%**
Materials & Services	1,204,913	1,329,713	2,209,575	1,945,426	1,646,121	**(563,454)**	**-25.5%**
Indirect Costs (Internal Dept Chgs)	407,258	408,114	472,586	472,586	477,014	**4,428**	**0.9%**
Cost Allocation Charges	48,343	47,493	64,777	64,777	64,777	**-**	**0.0%**
Capital Outlay	659,526	426,817	3,177,897	3,088,897	570,000	**(2,607,897)**	**-82.1%**
Operating Expenditure	**4,958,210**	**4,943,014**	**8,750,604**	**8,689,539**	**5,674,114**	**(3,076,490)**	**-35.2%**
Reserve for Future Expenditures	-	-	306,958	-	306,958	**-**	**0%**
Contingency	-	-	300,000	-	300,000	**-**	**0%**
Total Exp - Including Special Categories	**4,958,210**	**4,943,014**	**9,357,562**	**8,689,539**	**6,281,072**	**(3,076,490)**	**-32.9%**
General Fund Support (if applicable)	**351,319**	**315,319**	**181,869**	**181,869**	**171,000**	**-10,869**	**-6.0%**
Full Time Equiv Pos (FTE) Budgeted	16.00	16.00	17.00	17.00	16.00	(1.00)	-5.9%
Full Time Equiv Pos (FTE) Filled at Yr End	15.00	15.00		16.00			0%
Full Time Equiv Pos (FTE) Vacant at Yr End	1.00	1.00		1.00	-		

Significant Issues and Changes

> Starting in FY14-15, Technical Support implemented a new Capital Replacement Program that allowed projected capital expenses for large infrastructure items (such as network, servers, storage etc.) to be built into the allocation and "reserved" each year as part of the fund balance roll to build up capital until required for large equipment replacement. This allowed funds to be built up to maintain / expand County infrastructure without potential failure of aging equipment nor the need to request large general fund infusions and/or unstable allocation rates.

> The FY19-20 Amended budget was an increase of $2,760,138. This was primarily roll of Capital Replacement funds and uncompleted projects carried over from FY18-19 into FY19-20 for planned major upgrades to the County infrastructure and some new software packages. Some of these upgrades where completed in FY18-19, however much of the network upgrade will be rolled into FY19-20 & FY20-21 to be completed. Reserve roll will be much less in the following years as the replacement funds are built up again.

Usually, the annual revenue to build these reserves are fairly flat and can be forecast.

Technical Services

Network Services

Purpose Statement

The purpose of the Network Services program is to provide network architecture, infrastructure, wireless, internet 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 $1,282,053, a decrease of $112,948 (-8.1%) from current Amended funding levels. 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 while containing annual allocations rate to an average of 5% or less.

Some of the priority projects include:
- Installation of new County network for increased performance, replace aging equipment, new CJIS regulations.
- Continue to deploy new / enhanced security measures to protect County data and crucial services.
- Installation of new building networks as required such as OSU Extension, new Clinics, relocates, etc
- Enhance mobile / remote services including new options and cloud services.

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Result	% of days where all core networking infrastructure is operational (excluding scheduled maintenance)	99.85%	99.90%	99.99%	99.90%
Output	# Allocated supported connected devices (PC / Printers / Scanners / Laptops / CCTV) (w/o Smart phones)	4,347	4,400	4,628	4,731
Efficiency	Estimated annual Proposed program expenditure per allocated device (w/o Capital / Communications / Maint costs)	$203.72	~ $190.00	$174.56	~$186.08

Program includes:

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

Explanation: The amended budget of FY19-20 included an increase of $322,684 as roll from prior year to complete several projects; TS1 beta-test of switches, procurement of multi-year maintenance agreements, new internet routers etc.
This roll is not part of the FY20-21 Proposed budget.

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**78,300**	**177,000**	**387,684**	**407,684**	**106,000**	**(281,684)**	**-72.7%**
Charges for Service	1,118,665	1,024,783	957,317	957,317	1,126,053	**168,736**	**17.6%**
Other Revenues	50,000	50,000	50,000	50,000	50,000	**-**	**0%**
Operating Revenue	**1,168,665**	**1,074,783**	**1,007,317**	**1,007,317**	**1,176,053**	**168,736**	**16.8%**
Total Rev - Including Beginning Bal	**1,246,965**	**1,251,783**	**1,395,001**	**1,415,001**	**1,282,053**	**(112,948)**	**-8.1%**
Personnel Services	572,230	584,955	631,631	642,263	610,792	**(20,839)**	**-3.3%**
Materials & Services	254,424	119,346	682,176	595,544	569,700	**(112,476)**	**-16.5%**
Indirect Costs (Internal Dept Chgs)	76,361	76,522	59,073	59,073	89,440	**30,367**	**51.4%**
Capital Outlay	-	-	(10,000)	-	-	**10,000**	**-100.0%**
Cost Allocation Charges	10,912	11,789	12,121	12,121	12,121	**-**	**0.0%**
Operating Expenditure	**913,927**	**792,612**	**1,375,001**	**1,309,001**	**1,282,053**	**(92,948)**	**-6.8%**
Total Exp - Including Special Categories	**913,927**	**792,612**	**1,375,001**	**1,309,001**	**1,282,053**	**(92,948)**	**-6.8%**
General Fund Support (if applicable)	**-**	**-**	**-**	**-**	**-**	**-**	**0%**
Full Time Equiv Pos (FTE) Budgeted	3.00	3.00	3.00	3.00	3.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	3.00	3.00	3.00	3.00	-		
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-	-	-	-		

Significant Issues and Changes

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 $3,860,468, a decrease of $741,568 (-16.1%) from current amended funding levels. These resources will continue to provide analysis, installation and reliable support of critical County communications, security systems and wiring to efficiently meet the business requirements of the County departments while maintaining flat rates.

Some priority projects include:
- Continue to upgrade the County phone switches to latest version to enhance performance and capabilities.
- Introduce new / enhanced Unified Communication Services such as integrated voice mail, Video Conferencing, Smart Call Centers, smart messaging etc.
- Install the Alertus Alert System in DSB / PSB and begin design for rest of the County.
- Replace the County CCTV Video storage array
- Assist with the technology design of the new County buildings such as OSU Extension and Courthouse.

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Result	% of days where there are no service interruptions to core telecomm services (excluding scheduled maintenance)	100.00%	99.50%	100.00%	99.99%
Result	Average response time for work orders (during scheduled business hours) in hours	2.08	2.00	2.12	2.00
Efficiency	Estimated annual $ savings for County by utilizing Telecom work orders versus industry average	$254,020	$250,000	$254,020	$263,790

Program includes:

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

Explanation: The FY19-20 amended budget increase ($828,978) is due to an supplemental increase with Operating Fund balance from FY18-19 planned for voice server upgrades. These upgrades are on hold until FY19-20 & FY20-21 along with a scheduled CCTV storage replacement.

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**1,114,437**	**1,492,099**	**1,820,789**	**1,820,789**	**936,358**	**(884,431)**	**-48.6%**
Charges for Service	2,718,417	2,852,283	2,781,247	2,830,581	2,924,110	**142,863**	**5.1%**
Other Revenues	12,635	24,590	-	10,009	-	**-**	**0%**
Operating Revenue	**2,731,052**	**2,876,873**	**2,781,247**	**2,840,590**	**2,924,110**	**142,863**	**5.1%**
Total Rev - Including Beginning Bal	**3,845,489**	**4,368,972**	**4,602,036**	**4,661,379**	**3,860,468**	**(741,568)**	**-16.1%**
Personnel Services	794,457	836,687	1,089,871	970,827	1,067,730	**(22,141)**	**-2.0%**
Materials & Services	1,318,859	1,439,763	1,928,196	1,990,177	1,772,746	**(155,450)**	**-8.1%**
Indirect Costs (Internal Dept Chgs)	127,268	153,043	177,220	177,220	178,880	**1,660**	**0.9%**
Cost Allocation Charges	59,388	62,802	81,797	81,797	81,112	**(685)**	**-0.8%**
Capital Outlay	53,418	55,888	1,324,952	505,000	760,000	**(564,952)**	**-42.6%**
Operating Expenditure	**2,353,390**	**2,548,183**	**4,602,036**	**3,725,021**	**3,860,468**	**(741,568)**	**-16.1%**
Total Exp - Including Special Categories	**2,353,390**	**2,548,183**	**4,602,036**	**3,725,021**	**3,860,468**	**(741,568)**	**-16.1%**
General Fund Support (if applicable)	**-**	**-**	**-**	**-**	**-**	**-**	**0%**
Full Time Equiv Pos (FTE) Budgeted	6.00	6.00	6.00	6.00	6.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	5.00	5.00		6.00	-		
Full Time Equiv Pos (FTE) Vacant at Yr End	1.00	1.00		-	-		

Significant Issues and Changes

> As part of the phone systems infrastructure for the County, Telecommunications operates 4 large phone servers. These are replaced or upgraded on average 1 every 2 years for a 8 year rotation. In order to keep rates flat, and have sufficient capital for maintaining the equipment, Telecommunications maintains an equipment replacement program that builds a capital replacement fund. Every other year a new server is procured / upgraded reducing this fund while the following year the fund is built back up and rolled into the next year. This results in sufficient funding to maintain the infrastructure without impacting rates but does cause a cyclic balance in Fund Balance and Capital Outlay.

> As with the Voice Servers, Telecommunications supports the Video Storage Arrays for the County's CCTV System. These are several large storage arrays that need to be upgraded / replaced every 4-5 years. This replacement program also maintains a capital reserve that rolls / grows year to year as needed to maintain the storage requirements for the County.

Communication Services

CBX

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 $2,154,200 a decrease of $300,340 (-12.2%) from current amended funding levels. 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 while containing annual rate increases to an average of 5% or less. Continued expansion via construction to new customers is expected to continue. This program is fully self supportive.

Some priority projects include:

- Once approved, Implement the comprehensive business plan outlining the future direction of CBX and potential development into an Internet Services Provider (ISP) to provide services in underserved areas of the County
- Complete the Proof of Concept (POC) projects for delivery of Internet service via an ISP Partner
- Complete several large projects such as Washington County Traffic Signals and Denver COOP Connection, etc.

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Result	$ Annual estimated savings for public institutions utilizing CBX (includes redundant connections)	$1,275,000	$1,300,000	$1,375,000	$1,550,000
Result	% Days (24/7) where no interruptions occur due to problems or issues with the fiber network. (Excludes maintenance or emergency repairs)	99.90%	99.90%	99.90%	100.00%
Efficiency	$ Average estmated program expenditure per mile of fiber supported w/o construction costs.	265 miles @ $3,146	$3,000	325 miles @ $2,912	350 miles @ $2,931

Program includes:

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

Explanation

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**270,865**	**313,589**	**408,340**	**408,340**	**15,000**	**(393,340)**	**-96.3%**
Licenses & Permits	29,531	33,508	38,000	38,000	39,000	**1,000**	**2.6%**
Charges for Service	1,821,396	1,339,917	2,331,000	1,808,000	2,100,000	**(231,000)**	**-9.9%**
Other Revenues	2,255	6,963	200	200	200	**-**	**0%**
Operating Revenue	**1,853,182**	**1,380,388**	**2,369,200**	**1,846,200**	**2,139,200**	**(230,000)**	**-9.7%**
Total Rev - Including Beginning Bal	**2,124,047**	**1,693,977**	**2,777,540**	**2,254,540**	**2,154,200**	**(623,340)**	**-22.4%**
Personnel Services	330,125	353,302	375,209	422,085	389,669	**14,460**	**3.9%**
Materials & Services	289,353	268,746	477,105	449,229	474,709	**(2,396)**	**-0.5%**
Indirect Costs (Internal Dept Chgs)	50,907	51,014	59,073	59,073	59,627	**554**	**0.9%**
Cost Allocation Charges	28,570	40,859	63,093	63,093	63,093	**-**	**0%**
Capital Outlay	1,088,421	527,136	1,615,060	1,208,060	1,028,102	**(586,958)**	**-36.3%**
Operating Expenditure	**1,787,376**	**1,241,057**	**2,589,540**	**2,201,540**	**2,015,200**	**(574,340)**	**-22.2%**
Special Payments	23,082	44,581	38,000	38,000	39,000	**1,000**	**2.6%**
Contingency	-	-	150,000	-	100,000	**(50,000)**	**-33.3%**
Total Exp - Including Special Categories	**1,810,458**	**1,285,638**	**2,777,540**	**2,239,540**	**2,154,200**	**(623,340)**	**-22.4%**
General Fund Support (if applicable)	**-**	**-**	**-**	**-**	**-**	**-**	**0%**
Full Time Equiv Pos (FTE) Budgeted	2.00	2.00	2.00	2.00	2.00	-	0%
Full Time Equiv Pos (FTE) Filled at Yr End	2.00	2.00	-	2.00	-	-	
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-		-		-	

Significant Issues and Changes

> Since FY13-14, CBX has been operating independently of the NTIA grant as a self-sustaining, self funded program.

> Many of the new fiber construction projects to extend the fiber plant out to new locations are actually funded by the customer being connected with CBX managing the project and after completion, assuming ownership and maintenance of the new fiber. The funding for these additional fiber projects is initially provided by CBX and then reimbursed back to CBX. This requires additional budget authority for CBX to both fund and receive reimbursement - this requires periodic supplemental budget adjustments to increase both the Charges for Services and Capital Outlay (Construction) budgets. This causes an "artificial" increase in expenses and revenues even though the projects are a net zero. This will occur through out the fiscal year as new projects are introduced and completed.

Enterprise Business Systems

Business Systems

Purpose Statement

The purpose of the Business Systems Program is to provide development, maintenance, integration, and support services for County human resources management, finance, payroll, and budget systems to Board of County Commissioners, County leadership and County staff so they can plan and manage their financial and human resource assets.

Performance Narrative

The Business Services Program Proposed a budget of $1,605,561 a decrease of $382,373 (-19.2%) from current amended funding levels. 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.

Some priority project include:
- Upgrade of Workforce Time Keeping System. Several smaller upgrades to PeopleSoft HR & FIN Systems
- In coordination with Human Resources and Finance, analysis of current PeopleSoft implementation to determine potential long term Enterprise Resource Planning (ERP) solutions and costs.
- Assist as required in the implementation of Equal Pay Act
- Implement the new Budget System OpenGov to replace the old BRASS system
- Design and implement the restructured Finance Chart of Accounts in PeopleSoft and all sub-systems

Key Performance Measures

		FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
Result	% of County respondents who rate business systems' services as good or excellent	95.00%	100%	100% (Survey)	100%
Result	% of days where core systems are operational (during normal business hours / excluding scheduled maintenance)	99.90%	100%	99.65%	99+%
Efficiency	$ Estimated program Proposed expenditure per power user per system w/o maintenance costs. - Finance System @ 266 users - HR System @ 180 users - HR ESS Self Service @ 2810 users	 4,375.12 6,465.46 414.16	 4,,600.00 7,000.00 450.00	 4,832.43 7,141.26 457.45	 3,858.98 5,702.72 365.30

Program includes:

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

Explanation: FY18-19 & FY19-20 had PeopleSoft true up adjustments to the annual licensing agreement FY20-21 Transferred 1 FTE (MFR Coordinator) to Administration. This transfer will not be reflected in the Program Budget as a reduction until FY21-22.

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	**-**	**1,000**	**145,603**	**45,603**	**1,000**	**(144,603)**	**-99.3%**
Charges for Service	1,562,134	2,136,959	1,842,331	1,842,331	1,604,561	**(237,770)**	**-12.9%**
Interfund Transfers	-	-	-	-	-	**-**	**0%**
Operating Revenue	**1,562,134**	**2,136,959**	**1,842,331**	**1,842,331**	**1,604,561**	**(237,770)**	**-12.9%**
Total Rev - Including Beginning Bal	**1,562,134**	**2,137,959**	**1,987,934**	**1,887,934**	**1,605,561**	**(382,373)**	**-19.2%**
Personnel Services	867,070	894,495	1,049,245	948,245	692,661	**(356,584)**	**-34.0%**
Materials & Services	430,760	805,365	738,131	738,131	597,695	**(140,436)**	**-19.0%**
Indirect Costs (Internal Dept Chgs)	152,722	153,043	177,220	177,220	149,067	**(28,153)**	**-15.9%**
Cost Allocation Charges	15,261	16,829	23,338	23,338	23,338	**-**	**0%**
Interfund Transfer	-	-	-	-	142,800	**142,800**	**0.0%**
Capital Outlay	-	1,174	-	-	-	**-**	**0.0%**
Operating Expenditure	**1,465,813**	**1,870,906**	**1,987,934**	**1,886,934**	**1,605,561**	**(382,373)**	**-19.2%**
Total Exp - Including Special Categories	**1,465,813**	**1,870,906**	**1,987,934**	**1,886,934**	**1,605,561**	**(382,373)**	**-19.2%**
General Fund Support (if applicable)	**1,393,772**	**1,931,959**	**1,637,331**	**1,637,331**	**1,399,561**	**-237,770**	**-14.5%**
Full Time Equiv Pos (FTE) Budgeted	6.00	6.00	5.00	5.00	4.00	(1.00)	-20.0%
Full Time Equiv Pos (FTE) Filled at Yr End	5.00	5.00		5.00	-		
Full Time Equiv Pos (FTE) Vacant at Yr End	1.00	1.00			-		

Significant Issues and Changes

> In FY18-19 the ERP Manager retired. The position was reclosed to a Project Coordinator to manage multiple projects for TS and the County. The recruitment was awarded to a TS Technician from the Call Center. Position was moved to program 0216 Office of the Director. The vacant technician position was frozen then dropped from the budget so the FTE in this program was not replaced allowing a 1 FTE savings to the General Fund starting in mid FY19-20.

> FY20-21 Tranfer of MFR Coordinator to Administration. Will be reflected as a reduction in FY21-22