TECHNOLOGY SERVICES

FY23-24 BUDGET PRESENTATION

CLACKAMAS COUNTY

Tab 14 - 1

FY22-23 Major Accomplishments

AREA	DESCRIPTION
New Buildings / Moves	Coordination and associated project management in the technical design of several key building projects (Courthouse, DTD Roads, Sandy Clinic, Oak Lodge & Gladstone Libraires, New Behavioral Health Building) and required staff / technology services relocations.
Strategic Planning	Continued coordination with departments on the development of Technology Strategic Plans. Leveraging results to tune process to be more effective and productive. Initial phases of development of several key Strategic plans (Security, M365 Cloud and COOP). Also development of plans for the establishment of a Security Program, Project Management Competency and budget support.
Life / Safety	Completed Alertus Emergency Notification System installations for Community Corrections, Juvenile Department, Public Safety Training Center and Sandy Health Center. Implementing in the DSB and PSB Buildings. Continue to maintain Private Network E911 and 1100+ security cameras. Providing technical assistance on other related projects as needed such as County Emergency Phones.
Unified Communications	Continued enhancement and expansion of remote worker services including Web browser based telephones and Web browser based Call Center Agent applications, Voice and Email integration. IP phones and WebChat. Expanded telework capabilities.
CBX – ARPA Project	Phase 1 of ARPA fiber infrastructure underway. Currently connecting unserved and underserved residences with up to 1Gig speeds available from serving ISP. Working on design of Phase 2 and proposals for additional grant funding to further expand connectivity.
Security	Comprehensive internal security baseline audit. Implemented County wide policies for passwords and authentication. Established formal processes for incident response and vulnerability assessment. Established an Information Security Standards Handbook, built partnerships with Federal / State security agencies. Vulnerability management process including endpoint protection for Elections.
M365	Increased usage of SharePoint for document management and collaboration, list management such as project tracking and many other workflows. Integrated SharePoint with other county systems including public document retrieval, Accela permitting system and Treasury system. Established governance processes for workflow, data sharing, and collaboration. Prepping for Azure site.
ERP	Implemented projects such as Remote Worker for submitting work request, Resume Parsing tool for job applicants, Payroll to GL data integration, Equal Pay Act Phase 1, Kickoff of Paid Leave Act etc. Supplemented support team with staff and tools along with enhanced program governance.
Expanded GIS and Development Tools	The GIS team has expanded its use of technology to meet the needs of its internal partners and external customers. Examples of initiatives include Community Broadband Speed Test Survey, Public Facing Wildfire Evacuation Zones, In-Home Vaccinations, and Voter Precincts Web Application. Through innovation in GIS (such as ArcGIS) and Development / Data technology (such as PowerBI and Power Apps) new solutions that improve efficiency, safety and accuracy while reducing costs are available.

Tab 14 - 2

Technology Services

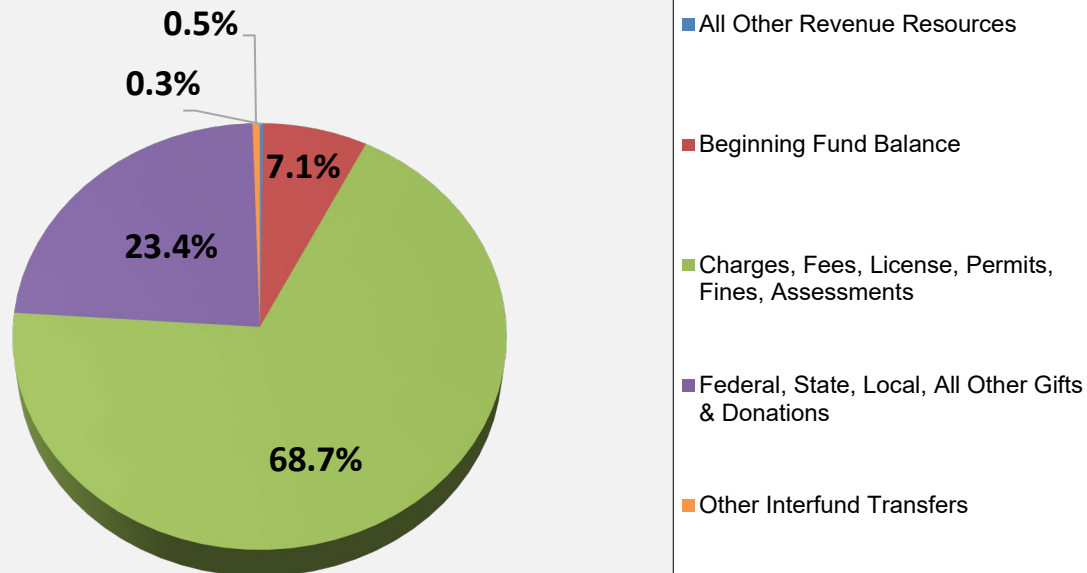| Line of Business/Program	Results Measure	FY21-22 Actual	FY22-23 Target	FY22-23 Projected Performance	FY23-24 Target
Office of Director	Technology Strategic Partnerships with Departments	5%	50%	20%	50%
Business Apps	% of days where core systems are available	99.7%	99+ %	100 %	99+ %
Enterprise Apps	Average costs per supported application	$24,351	< $24,500	$24,019	$24,500
Departments Apps	Average costs per major application (In FY22-23, definition of application was modified resulting in a fewer count)	$24,497	< $30,000	$68,441	$60,000
GIS Applications	# of GIS layers supported	100	100	110	110
Telecommunications	Estimated savings to County using Telecom vs Industry	$344,000	$250,000	$364,000	$250,000
CBX	Estimated annual savings for public agencies	$1,678,220	$1,550,000	$1,730,000	$1,700,000
Network Services	# supported connected devices	5428	5200	5738	6000
Technical Services	$ annual allocated costs per computing device (FY23-24 New Allocation Model will require adjusted unit cost calculation)	$1,848	<$2,000	$1,698	N/A

Program Profiles: FY23-24 Summary

Line of Business	Program Name	BCC Priority	Total Funds	% County General Fund	% Restricted Funds	Mandate: Fed/State/City /IGA/None	% Program Operated by County	Metrics %Target Meet/Exceed/ Improve (*1)
Admin	Office of Director	Build Public Trust Through Good Gov't	$1.2M	0	0	N	100 %	83%
Apps	Business Apps	Build Public Trust Through Good Gov't	$2.1M	0	0	F / S / C	100 %	100%
	Enterprise Apps	Ensure Safe, Healthy & Secure Communities Build Public Trust through Good Gov't	$1.9M	0	0	N	100 %	95%
	Department Apps	Ensure Safe, Healthy & Secure Communities Build Public Trust through Good Gov't	$615,971	0	0	N	100 %	90%
	GIS Apps	Ensure Safe, Healthy & Secure Communities Build Public Trust through Good Gov't	$1.1M	0	28.7 %	C	100 %	100%
Comm	Telecomm	Build Strong Infrastructure Build Public Trust through Good Gov't	$4.3M	0	0	N	100 %	88%
	CBX	Honor, Utilize, Promote & Invest Nat'l Resources Ensure Safe, Health, & Secure Communities Build Public Trust Through Good Gov't	$9.8M	0	71.8 %	F / I	100 %	85%
Tech	Network Services	Build Strong Infrastructure Build Public Trust through Good Gov't	$1.3M	0	0	F	100 %	~90%
	Technical Services	Build Strong Infrastructure Build Public Trust through Good Gov't	$7.5M	0	0	F	100 %	~87%

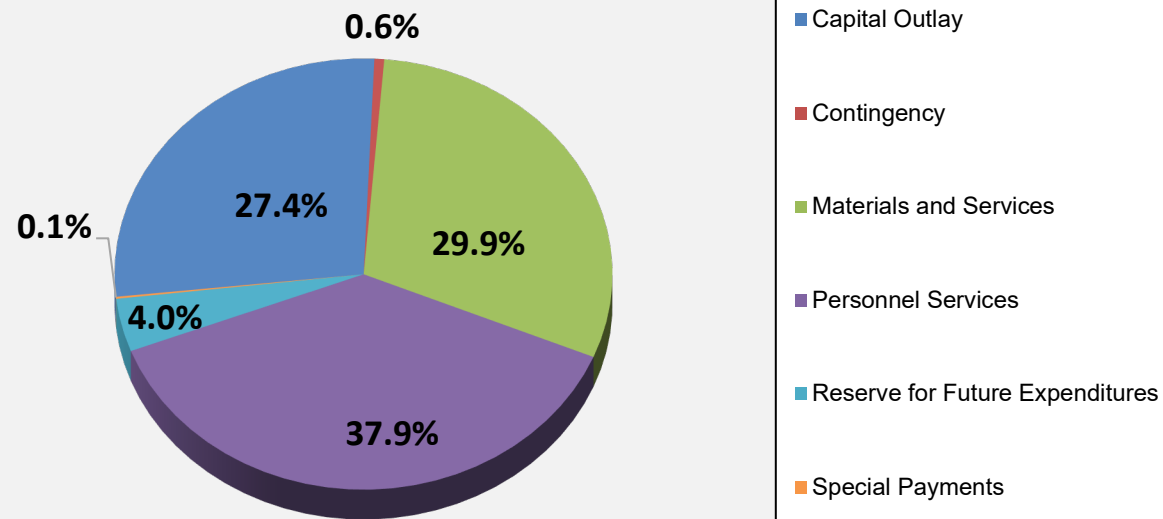*1 – Target Metrics performance is based on estimated changes at Program Level, some metrics changing and unavailable

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FY23-24 Revenue and Expenses

Revenues

0.5%
0.3%
7.1%
23.4%
68.7%

- All Other Revenue Resources
- Beginning Fund Balance
- Charges, Fees, License, Permits, Fines, Assessments
- Federal, State, Local, All Other Gifts & Donations
- Other Interfund Transfers

Expenses

0.6%
0.1%
27.4%
29.9%
4.0%
37.9%

- Capital Outlay
- Contingency
- Materials and Services
- Personnel Services
- Reserve for Future Expenditures
- Special Payments

Tab 14 - 5

Line of Business Name	Program Name	FY 23-24 * ARPA Fund (230)	FY 23-24 Clackamas Broadband Utility Fund (602)	FY 23-24 Technology Services Fund (747)	FY 23-24 Total Budget	FY 23-24 General Fund Support in Budget**	FY 23-24 Total FTE
Administration	Executive Leadership & Administration			1,274,495	1,274,495	-	5.0
Applications	Business Systems			2,138,762	2,138,762	-	5.0
Applications	County Wide Applications			1,921,526	1,921,526	-	8.0
Applications	Departmental Applications			615,971	615,971	-	3.0
Applications	Geographic Information (GIS)	-		1,115,933	1,115,933	-	5.0
Communication Services	Telecommunication Services	-		4,315,357	4,315,357	-	7.0
Communication Services	Clackamas Broadband eXchange	7,065,823	2,771,091		9,836,914	-	6.0
Technical Services	Network Services			1,351,228	1,351,228	-	3.0
Technical Services	Technical Operations	-		7,573,525	7,573,525	-	15.0
		7,065,823	2,771,091	20,306,797	30,143,711	-	57.0
	FY 22-23 Budget (Amended)	9,705,823	3,051,220	23,760,725	36,517,768	-	57.0
	$ Increase (Decrease)	(2,640,000)	(280,129)	(3,453,928)	(6,374,057)	-	0.0
	% Increase (Decrease)	-27.2%	-9.2%	-14.5%	-17.5%	-	0.0%

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

Tab 14 - 6

Technology Services

18-Technology Services (TS) / 230-Special Grants Fund
Summary of Revenue and Expense

	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	$ Change from Prior Year Budget	% Change from Prior Year Budget
Beginning Fund Balance	-	-	1,515,000	-	-	(1,515,000)	-100%
Federal, State, Local, All Other Gifts & Donations	-	394,177	8,190,823	2,640,000	7,065,823	(1,125,000)	-14%
Operating Revenue	**-**	**394,177**	**8,190,823**	**2,640,000**	**7,065,823**	**(1,125,000)**	**-14%**
Total Revenue	**-**	**394,177**	**9,705,823**	**2,640,000**	**7,065,823**	**(2,640,000)**	**-27%**
Personnel Services	-	53,885	390,823	90,000	250,000	(140,823)	-36%
Materials and Services	-	118,560	2,147,500	1,800,000	650,000	(1,497,500)	-70%
Capital Outlay	-	221,732	7,167,500	750,000	6,165,823	(1,001,677)	-14%
Operating Expenditure	**-**	**394,177**	**9,705,823**	**2,640,000**	**7,065,823**	**(2,640,000)**	**-27%**
Total Expense	**-**	**394,177**	**9,705,823**	**2,640,000**	**7,065,823**	**(2,640,000)**	**-27%**
Revenues Less Expenses	-	-	-	-	-		

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

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Technology Services

18-Technology Services (TS) / 602-Clackamas Broadband Utility
Summary of Revenue and Expense

	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	$ Change from Prior Year Budget	% Change from Prior Year Budget
Beginning Fund Balance	761,786	373,699	346,000	336,916	45,000	(301,000)	-87%
Federal, State, Local, All Other Gifts & Donations	-	32,270	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,411,833	1,527,237	2,410,220	1,950,671	2,681,091	270,871	11%
All Other Revenue Resources	36,922	38,761	295,000	187,000	45,000	(250,000)	-85%
Operating Revenue	**1,448,755**	**1,598,267**	**2,705,220**	**2,137,671**	**2,726,091**	**20,871**	**1%**
Total Revenue	**2,210,541**	**1,971,966**	**3,051,220**	**2,474,587**	**2,771,091**	**(280,129)**	**-9%**
Personnel Services	502,156	692,190	933,469	947,126	814,940	(118,529)	-13%
Materials and Services	650,316	710,901	841,545	757,461	856,095	14,550	2%
Capital Outlay	611,906	174,606	1,186,000	680,000	1,000,000	(186,000)	-16%
Operating Expenditure	**1,764,377**	**1,577,697**	**2,961,014**	**2,384,587**	**2,671,034**	**(289,980)**	**-10%**
Debt Service	-	-	-	-	-	-	-
Special Payments	32,175	57,353	45,000	45,000	45,000	-	0%
Contingency	-	-	45,207	-	55,057	9,850	22%
Total Expense	**1,796,552**	**1,635,050**	**3,051,221**	**2,429,587**	**2,771,091**	**(280,130)**	**-9%**
Revenues Less Expenses	**413,989**	**336,916**	**-**	**45,000**	**-**		

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

Tab 14 - 8

Technology Services

18-Technology Services (TS) / 747-Technology Services Fund
Summary of Revenue and Expense

	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	$ Change from Prior Year Budget	% Change from Prior Year Budget
Beginning Fund Balance	7,072,121	4,984,782	5,693,642	5,693,695	2,103,000	(3,590,642)	-63%
Federal, State, Local, All Other Gifts & Donations	7,210	2,386	35,000	-	-	(35,000)	-100%
Charges, Fees, License, Permits, Fines, Assessments	16,908,210	16,970,939	17,609,083	17,642,725	18,020,797	411,714	2%
Revenue from Bonds & Other Debts	2,880	-	-	-	-	-	-
All Other Revenue Resources	129,147	78,796	33,000	33,170	33,000	-	0%
Other Interfund Transfers	-	-	390,000	390,000	150,000	(240,000)	-62%
General Fund Support	-	-	-	110,000	-	-	-
Operating Revenue	**17,047,447**	**17,052,122**	**18,067,083**	**18,175,895**	**18,203,797**	**136,714**	**1%**
Total Revenue	**24,119,568**	**22,036,904**	**23,760,725**	**23,869,590**	**20,306,797**	**(3,453,928)**	**-15%**
Personnel Services	9,253,025	8,532,278	9,933,070	9,851,250	10,369,143	436,073	4%
Materials and Services	6,782,271	6,996,348	10,487,693	10,215,377	7,521,500	(2,966,193)	-28%
Capital Outlay	2,354,869	814,583	2,239,962	1,699,963	1,080,000	(1,159,962)	-52%
Operating Expenditure	**18,390,164**	**16,343,209**	**22,660,725**	**21,766,590**	**18,970,643**	**(3,690,082)**	**-16%**
Transfers	744,622	-	-	-	-	-	-
Contingency	-	-	300,000	-	136,155	(163,845)	-55%
Reserve for Future Expenditures	-	-	800,000	-	1,200,000	400,000	50%
Total Expense	**19,134,786**	**16,343,209**	**23,760,725**	**21,766,590**	**20,306,798**	**(3,453,927)**	**-15%**
Revenues Less Expenses	**4,984,782**	**5,693,695**	**-**	**2,103,000**	**-**		

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

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Significant Policy and/or Financial Issues

Description	Impact
Vacancies	For FY22-23, TS averaged 6 vacancies out of 57 FTE. In the past this has averaged 1 or 2. Given the required workload, a 10% vacancy rate has a critical impact on all the available service levels and in some cases, a reliance on contracted support.
Security Requirements / Threats	Increase in cybersecurity attacks and attempts to compromise user identity for fraudulent activity. Ransomware and stolen passwords remain the most common risk. In addition to continued improvement of security processes, there is the increasing costs of tools, licensing, cyber insurance & compliance. Any security plan requires reinforcement by County wide policy for training / awareness.
Cloud services and subscription licensing models	An industry wide shift towards subscription-based licensing is contributing towards rising costs for all licensing and software services. Once limited to externally hosted or cloud-based services, this is now common practice for locally installed software as well. This shift requires revision to the traditional "purchase with annual maintenance" model and will be reflected in future budget cycles.
Project and Portfolio Management	Portfolio management function enables a collaborative partnership between Technology Services and customers, helps align technology solutions with business needs and priorities and technology needs with available resources while supporting the overall business strategic plans. It is more important than ever that strategic planning, policy and governance are part of the technology solutions across the whole enterprise. To ensure effective implementation of technology solutions and reduce costs due to inefficiencies or failures, proper project management is imperative. This skill is a premium & often not part of the solution. While an additional cost, the ultimate implementation cost is reduced when effective project management with business analysis is built into all projects to ensure that they stay within scope, time and budget.
Changing Business Model / Utilization	As technology evolves, business requirements change and resources are stretched, the funding model for procuring and maintaining technology needs to adapt as well. Beyond just revenue levels, the methodology for cost recovery needs to adapt as well – such as the telecom infrastructure fee structure.
New Building Projects / Moves	Providing Technology design & project management in collaboration with Architects, Project Teams and County Departments on the New Courthouse, New DTD Roads Facility, New Behavioral Health Bldg. & H3S moves, Oak Lodge & Gladstone Libraries, New Sandy Health Clinic. While critical, does require significant staff resources and time.

Thank you

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Tab 14 - 12

Line of Business Name	Program Name	FY 23-24 * ARPA Fund (230)	FY 23-24 Clackamas Broadband Utility Fund (602)	FY 23-24 Technology Services Fund (747)	FY 23-24 Total Budget	FY 23-24 General Fund Support in Budget**	FY 23-24 Total FTE
Administration	Executive Leadership & Administration			1,274,495	1,274,495	-	5.0
Applications	Business Systems			2,138,762	2,138,762	-	5.0
Applications	County Wide Applications			1,921,526	1,921,526	-	8.0
Applications	Departmental Applications			615,971	615,971	-	3.0
Applications	Geographic Information (GIS)	-		1,115,933	1,115,933	-	5.0
Communication Services	Telecommunication Services	-		4,315,357	4,315,357	-	7.0
Communication Services	Clackamas Broadband eXchange	7,065,823	2,771,091		9,836,914	-	6.0
Technical Services	Network Services			1,351,228	1,351,228	-	3.0
Technical Services	Technical Operations	-		7,573,525	7,573,525	-	15.0
		7,065,823	2,771,091	20,306,797	30,143,711	-	57.0
	FY 22-23 Budget (Amended)	9,705,823	3,051,220	23,760,725	36,517,768	-	57.0
	$ Increase (Decrease)	(2,640,000)	(280,129)	(3,453,928)	(6,374,057)	-	0.0
	% Increase (Decrease)	-27.2%	-9.2%	-14.5%	-17.5%	-	0.0%

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

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Purpose Statement

The purpose of the Technology Services Office (TS) 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.

The Office of the Director Program proposes a budget of $1,274,495 a decrease of $667,814 from current amended funding levels (mainly due to a supplemental adjustment in FY22-23 for some carry-over projects and a change in the Allocation model for FY23-24). 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.

Performance Narrative

The Executive Leadership & Administration Program proposed a budget of $1,274,495.

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 FY23-24 planned priority projects include:
 - Continue implementing Technology Services Performance Clackamas Plan (New 2023 PC2 Version) including key objectives
 - Completion and initial implementation of Technology Services Strategic Plans for Security, Disaster Recovery & Office365 Cloud
 - Continue to expand utilization of TS Business Analyst and Development of a Technology Services Project Management Competency
 - Complete development and rollout of TS Policy Manual, including best practices and data governance
 - Expand the role of TS in Departmental Business design and decision in projects, budgets and technology plans
 - Continue to coordinate technical requirements for key County projects such as the new Courthouse, DTD Building, County Libraries,
   New DTD Roads Building, new Behavioral Health Building, and related moves.
 - Continue to move Technology services into hybrid services models with combination on premise and hosted services including
   Microsoft 365, Applications, SharePoint, Hybrid Data Storage and COOP services. Corresponding change in Virtual Server Model.
 - Implement new and advanced security measures, monitoring, training, policy, data governance and enforcement
 - Adapt the TS Funding and billing model as required to new Allocation model and Capital Replacement Process

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	Technology Services will develop, and maintain, a County Technology Strategic Plan(s) that covers Technology Services and Initiatives.	5% *1	50%	~ 20%	50%
Result	% of staff with documented professional and technical training plan	~60%	100%	~ 100%	100%
Efficiency	Total estimated annual donated actual value for Technology for Teaching	$49,530	$30,000	$9,740 *2	N/A

Program includes:

Mandated Services   No

Shared Services   No

Grant Funding   No

Explanation

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

*2 Due to technology changes and available inventory, drastic reduction in requests. The T2 NPO was terminated in Q2. Other options are under review for repurposing / recycling of e-waste. New metric will be used next Fiscal Year.

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

	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	398,064	31,040	534,000	533,595	120,000	(414,000)	-78%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,490,668	1,400,177	1,408,309	1,408,309	1,154,495	(253,814)	-18%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	51,146	-	-	170	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	1,541,814	1,400,177	1,408,309	1,408,479	1,154,495	(253,814)	-18%
Total Revenue	1,939,877	1,431,217	1,942,309	1,942,074	1,274,495	(667,814)	-34%
Personnel Services	1,045,915	647,797	1,051,238	1,037,140	1,088,693	37,455	4%
Materials and Services	503,516	428,865	891,071	784,934	185,802	(705,269)	-79%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	1,549,432	1,076,662	1,942,309	1,822,074	1,274,495	(667,814)	-34%
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	230,000	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	1,779,432	1,076,662	1,942,309	1,822,074	1,274,495	(667,814)	-34%
Revenues Less Expenses	160,446	354,555	-	120,000	-		

Notes:
Moved to new County Allocation Model for internal distribution

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Purpose Statement

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

Performance Narrative

The Business Services Program proposed a budget of $2,138,762. 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.

Major Initiatives:
• Implemented resume parsing tool for job applicants. The resume parsing will place the applicable information into the candidate application reducing the amount of data entry required.
• Implemented Payroll to GL streamlined process from Time and Attendance system (Workforce Software) through Payroll and the General Ledger. The implementation reduces the amount of journal entries required by users to 'fix' data.
• Implemented the usage of the Remote Worker allowing employees to submit a request to work remotely. The process flowed from the employee to the manager for approval.
• Implemented OpenGov Budget Upload tool to create an ability for the Budget Department to process the annual and supplemental budget updates quicker without having to get other users and Technology Services involved.
• Planned implementation of new cloud based Workforce for timekeeping, Accounts Receivable for Peoplesoft, Contracts, Equal Pay Act, and several reporting / workflow enhancements.
• Begin implementation on enhanced Benefits Management System.
• Expand the Peoplesoft Support team by hiring a additional senior developer and contractor support.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	% of County respondents who rate business systems' services as good or excellent	95.00%	100%	N/A *1	N/A
Result	% of days where core systems are operational (during normal business hours / excluding scheduled maintenance)	~99.7%	99+%	~ 99.8%	99+%
Efficiency	$ Estimated program Proposed expenditure per power user per system w/o maintenance costs. *2 - Finance System @ 699 users - HR System @ 162 users *3 - HR ESS Self Service @ 2884 users	1379.00 5846.00 363.00	2,000.00 7,000.00 450.00	1,646.24 7,103.20 399.00	2,000.00 7,000.00 450.00

Program includes:

Mandated Services | **No**

Shared Services | **No**

Grant Funding | **No**

Explanation

*1 Due to changes in the FY23-24 Performance Clackamas for Technology Services and changes in the use of surveys, unable to provide accurate numbers related this measure for last FY at this time
*2 Does not include software licensing / maintenance or the Workforce Implementation Contractor.
*3 Updated Security procedures resulted in fewer admin accounts

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	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	677,184	439,095	455,700	455,700	3,000	(452,700)	-99%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,604,561	1,212,822	1,664,547	1,664,547	2,135,762	471,215	28%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	-	-	-	-	-
Other Interfund Transfers	-	-	390,000	390,000	-	(390,000)	-100%
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	1,604,561	1,212,822	2,054,547	2,054,547	2,135,762	81,215	4%
Total Revenue	2,281,744	1,651,917	2,510,247	2,510,247	2,138,762	(371,485)	-15%
Personnel Services	704,630	745,685	872,425	861,500	1,007,959	135,534	16%
Materials and Services	848,114	830,066	1,637,822	1,645,747	1,130,803	(507,019)	-31%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	1,552,744	1,575,750	2,510,247	2,507,247	2,138,762	(371,485)	-15%
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	514,622	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	2,067,366	1,575,750	2,510,247	2,507,247	2,138,762	(371,485)	-15%
Revenues Less Expenses	214,379	76,166	-	3,000	-		

Notes:
Moved to new County Allocation Model

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Applications

County Wide Applications

Purpose Statement

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

Performance Narrative

The County Wide Applications Program proposed a budget of $1,921,526. These resources will provide a continuation of analysis, development and support of applications and data systems to meet the business requirements of the County staff. This results in providing the public and businesses the important services they require in an efficient, accessible and reliable format (especially mobile and GIS).

Some priority projects include :
 - Upgrade to the County Internet and Intranet sites to major version. Continue support and provide security updates.
 - Continue expanding low code development with Microsoft Power Platform and SharePoint
 - Continue replacement of Application Extender. Project is 94% complete.
 - Developed and continue support of Appointment Schedulers for vaccines and class schedulers.
 - Upgraded, standardized and improved the delivery of tax statements
 - Continued and expanded rollout of Sharepoint training, support and development. Further support departments
   to be able to develop their own solutions.
 - Continue to develop web based applications to help departments in the delivery of services to the County.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	% of developed applications that meet customer requirements. (Survey)	98%	95%	N/A *1	N/A
Demand	# of Software Evaluation Group (SEG) requests for evaluation	40	30	95 *2	100
Efficiency	$ Average program expenditure per supported application w/o maintenance or Prof Services (~ 80 apps)	$24,351	$24,500	$24,019	$24,500

Program includes:

Mandated Services   **No**

Shared Services   **No**

Grant Funding   **No**

Explanation

*1 Due to changes in the FY23-24 Performance Clackamas for Technology Services and changes in the surveys, unable to provide accurate numbers related this measure for last FY at this time
*2 In FY22-23 SEG process was expanded to include additional types of requests and provide improved reporting

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	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	**973**	**1,000**	**72,000**	**112,000**	**10,000**	**(62,000)**	**-86%**
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,803,851	1,819,155	1,943,094	1,943,094	1,911,526	(31,568)	-2%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	**1,803,851**	**1,819,155**	**1,943,094**	**1,943,094**	**1,911,526**	**(31,568)**	**-2%**
Total Revenue	**1,804,824**	**1,820,155**	**2,015,094**	**2,055,094**	**1,921,526**	**(93,568)**	**-5%**
Personnel Services	1,216,271	1,319,544	1,565,193	1,599,755	1,677,665	112,472	7%
Materials and Services	460,935	362,090	449,901	445,339	243,861	(206,040)	-46%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	**1,677,205**	**1,681,633**	**2,015,094**	**2,045,094**	**1,921,526**	**(93,568)**	**-5%**
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	**1,677,205**	**1,681,633**	**2,015,094**	**2,045,094**	**1,921,526**	**(93,568)**	**-5%**
Revenues Less Expenses	127,619	138,522	-	10,000	-		

Notes:
Moved to new County Allocation Model

Tab 14 - 19

Applications

Departmental Applications

Purpose Statement

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

Performance Narrative

The Department Applications Program proposed a budget of $615,971. 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 :
• Continue to support DTD efforts going paperless for their permits by bringing Septic and Planning into
  Development Direct system. Continue supporting integrations between electronic plan review and
  permitting systems. Implementation of Plans Anywhere for inspectors to easy access up-to-date, approved
  plans and documents required for inspections.
• Continue to work with Health Centers to support current EHR Cerner system and its plans for migrating to
  different EHR system. Work with Health Centers to establish data warehouse and Power BI Dashboards.
• Continue to develop new support services and opportunities to assist the departments in the use of technology to
  deliver services to County businesses and Citizens.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	Estimated % Uptime for major supported systems (w/o upgrades or emergencies)	99.50%	99.80%	> 99%	99.80%
Output	# Major supported departmental applications / Reports with dedicated technical staff (*1)	25	25	9 *1	10
Efficiency	Estimated annual adopted support costs per major departmental application (w/o Capital / Reserves / Maintenance costs)	$24,497	$30,000	$68,441 *1	$60,000

Program includes:

Mandated Services | No |

Shared Services | No |

Grant Funding | No |

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

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	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	20,974	16,000	51,000	61,000	10,000	(41,000)	-80%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	565,456	581,491	611,427	611,427	605,971	(5,456)	-1%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	-	-	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	**565,456**	**581,491**	**611,427**	**611,427**	**605,971**	**(5,456)**	**-1%**
Total Revenue	**586,430**	**597,491**	**662,427**	**672,427**	**615,971**	**(46,456)**	**-7%**
Personnel Services	439,457	420,038	501,122	518,785	529,703	28,581	6%
Materials and Services	104,514	94,756	161,306	143,642	86,268	(75,038)	-47%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	**543,970**	**514,794**	**662,428**	**662,427**	**615,971**	**(46,457)**	**-7%**
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	**543,970**	**514,794**	**662,428**	**662,427**	**615,971**	**(46,457)**	**-7%**
Revenues Less Expenses	42,459	82,697	-	10,000	-		

Notes:
Moved staff reimbursement from allocation to direct bill

Tab 14 - 21

Applications

Geographic Information (GIS)

Purpose Statement

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

Performance Narrative

The GIS Program proposed a budget of $1,115,933. 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:
- Continue to maintain the County aerial and lidar photo sets, enhance the online mapping applications CMAP & PlanMap.
- Phased rollout of new ESRI Portal tools to increase services directly available to staff and in advanced applications
- Expanded utilization and availability of GIS / Tax lot information for public use and services
- Develop new GIS based applications to support location based services for County staff, citizens and businesses.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Output	Estimated # GIS Data Layers Supported	100	100	110	N/A *1
Result	% of GIS projects completed that meet customer requirements (survey)	97%	99%	100%	99%
Efficiency	$ Program expenditure per GIS data layer supported w/o maintenance (Proposed)	$11,020	$13,000	$9,917	N/A *1

Program includes:

Mandated Services   **No**

Shared Services   **No**

Grant Funding   **No**

Explanation   *1 For FY23-24 the Performance Clackamas Plan for Technology Services will alter some of the metrics including GIS Data Layers to be more relevant to performance. This will change the Output/Efficiency metrics for FY23-24 as they are implemented.

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

	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	**425,254**	**501,000**	**91,000**	**181,000**	**51,000**	**(40,000)**	**-44%**
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	7,210	1,357	35,000	-	-	(35,000)	-100%
Charges, Fees, License, Permits, Fines, Assessments	1,442,138	1,359,359	1,074,582	1,074,582	1,031,933	(42,649)	-4%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	11,286	17,531	33,000	33,000	33,000	-	0%
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	**1,460,634**	**1,378,247**	**1,142,582**	**1,107,582**	**1,064,933**	**(77,649)**	**-7%**
Total Revenue	**1,885,888**	**1,879,247**	**1,233,582**	**1,288,582**	**1,115,933**	**(117,649)**	**-10%**
Personnel Services	1,245,803	1,005,038	891,691	938,010	939,722	48,031	5%
Materials and Services	284,214	240,204	341,891	299,572	176,211	(165,680)	-48%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	**1,530,017**	**1,245,242**	**1,233,582**	**1,237,582**	**1,115,933**	**(117,649)**	**-10%**
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	**1,530,017**	**1,245,242**	**1,233,582**	**1,237,582**	**1,115,933**	**(117,649)**	**-10%**
Revenues Less Expenses	355,871	634,005	-	51,000	-		

Notes:
Moved to new County Allocation Model

Tab 14 - 23

Technical Services

Network Services

Purpose Statement

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

Performance Narrative

The Network Services Program proposed a budget of $1,351,228. 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:
 - Continue replacement of aging equipment and design next generation of County networking architecture and
   services to maximize performance, efficiencies, security and technology opportunities.
 - Continue to deploy new / enhanced security measures to protect County data and crucial services, including cloud.
 - Design and installation of new building and relocations networks as required.
 - Enhance mobile / remote services including new options and cloud services, especially for Telework.
 - Design and implement enhanced network access controls aligned with Zero Trust best practices
 - Continue to enhance wireless and remote access capabilities and performance

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	% of days where all core networking infrastructure is operational (excluding scheduled maintenance)	99.9+%	99.90%	~ 99.9+%	99.90%
Output (*1)	# Allocated supported connected devices (PC / Printers / Scanners / Laptops / CCTV) (w/o Smart phones or switches)	5,428	5,200	5,738	6,000
Efficiency	Estimated annual Proposed program expenditure per allocated device (w/o Capital / Communications / Maint costs)	$236.24	$250	$215.79	$250

Program includes:

Mandated Services   **No**

Shared Services   **No**

Grant Funding   **No**

Explanation   *1 - Network device counts continue to climb with many users choosing to maintain multiple devices, as well as an increase of new types of devices such as sensors, phones, and other small appliances. This trend is expected to continue.

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	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	122,521	(218,200)	202,000	202,000	159,000	(43,000)	-21%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	-	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	1,126,053	1,373,072	1,276,315	1,276,314	1,192,228	(84,087)	-7%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	50,000	50,000	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	1,176,053	1,423,072	1,276,315	1,276,314	1,192,228	(84,087)	-7%
Total Revenue	1,298,574	1,204,872	1,478,315	1,478,314	1,351,228	(127,087)	-9%
Personnel Services	584,744	486,841	605,848	584,000	658,306	52,458	9%
Materials and Services	357,011	350,393	872,466	735,314	692,922	(179,544)	-21%
Capital Outlay	-	-	-	-	-	-	-
Operating Expense	941,755	837,234	1,478,314	1,319,314	1,351,228	(127,086)	-9%
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	941,755	837,234	1,478,314	1,319,314	1,351,228	(127,086)	-9%
Revenues Less Expenses	356,819	367,638	-	159,000	-		

Notes:
Moved to new County Allocation Model

Tab 14 - 25

Technical Services

Purpose Statement

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

Performance Narrative

The Technical Services Program proposed a budget of $7,573,525.

Overall, this budget is reduced for FY23-24 due to the large reserve capital expenditures in FY21-22 & FY22-23 for network and systems upgrades. Reserves are reduced and will start the build up again for future planned expenditures. Allocation rates are changing to be in line with the new FY23-34 Allocation Model, metrics will be updated to work with the new model.

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:
 - Design and Implementation of revised comprehensive disaster recovery plan. Expansion of offsite secondary backups
   using secure cloud storage. Develop COOP plan to restore services in advent of a disruption including offsite services.
 - Expand Virtual Services / Server Farms to be more fault tolerant, enhanced performance capabilities.
 - Continue implementation and rollout of Microsoft 365 and Azure Cloud services. Implement processes for safe
   data classification, collaboration, and auditing.
 - Implement Multi-Factor Authentication and identity management for all local systems or cloud services that
   contain sensitive data. Continue to monitor, review, evolve and enhance all aspects of security including governance,
   user training, detection, prevention and recovery.
 - Enhance the technical support and available options for remote access, telework, and communication services.
 - Continue to utilize County hybrid services model, review options to leverage secure cloud services where appropriate.
 - Implement and expand enhanced technical training services for County staff as resources available.
 - Integrate enhanced and automated MFR metrics to align with County Outcome based budgeting initiatives.
- Work with departments to enhance technical services including Call Center support, training, and technology solutions

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Output	# of Technology Procurements	429	300	282	300
Efficiency	Estimated annual Call Center / Systems adopted operating costs per allocated user (w/o Capital / Reserves / Maintenance costs)	2,678 @ $1,423.74	$1,500	2,730 @ $1,372.99	N/A *1
Efficiency	$ allocated costs per PC (tier 1) (Goal <= 5% increase)	$1,848.54 - 11.09 %	< $2,000 < 5%	$1,698.27 - 8.10 % (*1)	N/A *1

Program includes:

Mandated Services   **No**

Shared Services   **No**

Grant Funding   **No**

Explanation   The large fund balance roll each FY are to carry forward the build up of capital reserves to fund the replacement of equipment on a scheduled basis without cyclic adjustments to allocation. Reserves are spend as scheduled to replace planned equipment or renew large maintenance contracts.

     *1 - The new Allocation Model for FY23-24 continues to utilize PC and Account Counts but in a different manor, rate and calculation method, this metric will be updated in FY23-24 to follow the new allocation methodology.

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	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	3,769,311	2,892,958	3,329,459	3,189,917	1,100,000	(2,229,459)	-67%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	15,630	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	5,503,026	5,613,165	5,601,039	5,601,039	6,323,525	722,486	13%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	-	257	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	150,000	150,000	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	**5,503,026**	**5,629,052**	**5,601,039**	**5,601,039**	**6,473,525**	**872,486**	**16%**
Total Revenue	**9,272,337**	**8,522,010**	**8,930,498**	**8,790,956**	**7,573,525**	**(1,356,973)**	**-15%**
Personnel Services	2,943,433	2,797,313	3,089,784	2,928,500	3,070,415	(19,369)	-1%
Materials and Services	2,102,453	2,329,929	3,470,714	3,492,456	2,686,955	(783,759)	-23%
Capital Outlay	1,821,153	312,138	1,270,000	1,270,000	480,000	(790,000)	-62%
Operating Expense	**6,867,038**	**5,439,380**	**7,830,498**	**7,690,956**	**6,237,370**	**(1,593,128)**	**-20%**
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	800,000	-	1,200,000	400,000	50%
Contingency	-	-	300,000	-	136,155	(163,845)	-55%
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	**6,867,038**	**5,439,380**	**8,930,498**	**7,690,956**	**7,573,525**	**(1,356,973)**	**-15%**
Revenues Less Expenses	2,405,299	3,082,630	-	1,100,000	-		

Notes:
Moved to new County Allocation Model

Tab 14 - 27

Communication Services

Telecommunication Services

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 $4,315,357. These resources will continue to provide analysis, installation and reliable support of critical County communications, Life / Safety systems and physical data / voice infrastructure to efficiently meet the business requirements of the County departments while maintaining flat rates.

Some priority projects include:
- Continue to upgrade the County voice servers to latest version to enhance performance and capabilities.
- Continue to add new / enhanced Unified Communication Services such as web browser based telephones (WebRTC), unified messaging, Smart Call Centers, smart messaging, VoIP communications, remote communications, smart devices etc.
- Complete installations of the Alertus Emergency Notification System, including the DSB & PSB Buildings. Expand to other facilities as required by the County. Assist in other related security projects.
- Assist in the planning and implementation of the County Telecommuting Plan to ensure reliability, cost control and effective communications regardless of staff location
- Technology design & technology project management of new County buildings such as the Courthouse, DTD Roads, Clinics, Libraries, etc.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	% of days where there are no service interruptions to core telecomm services (excluding scheduled maintenance or loss of County electricity)	~ 100%	99.50%	~ 100%	99.99%
Result	Average response time for work orders (during scheduled business hours) in hours	3.67 (*1)	2.00	3.11 (*1)	2.00 (*2)
Efficiency	Estimated annual $ savings for County by utilizing Telecom work orders versus industry average	~ $344,000	$250,000	~ $364,000 (*3)	$250,000

Program includes:

Mandated Services   **No**

Shared Services   **No**

Grant Funding   **No**

Explanation   *1 - The increased response time is due to continuing large increase in the work order count and many large scale projects, such as the new Courthouse. Also the disperse support area with most staff offsite.
*2 - It is expected that once telecommuting is more onsite, the response times should become back to more normal times.
*3 - The large savings increase is due to the continued increase of work orders for this period.

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180302-Telecommunication Services
BCC Priority Alignment: Strong Infrastructure
Budget Summary

	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	1,657,840	1,321,889	958,483	958,483	650,000	(308,483)	-32%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	9,529	-	-	-	-	-
Charges, Fees, License, Permits, Fines, Assessments	3,372,457	3,611,646	4,029,770	4,063,413	3,665,357	(364,413)	-9%
Revenue from Bonds & Other Debts	2,880	-	-	-	-	-	-
All Other Revenue Resources	16,715	11,008	-	-	-	-	-
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	110,000	-	-	-
Operating Revenue	3,392,052	3,632,184	4,029,770	4,173,413	3,665,357	(364,413)	-9%
Total Revenue	5,049,892	4,954,073	4,988,253	5,131,896	4,315,357	(672,896)	-13%
Personnel Services	1,072,772	1,134,153	1,355,769	1,383,560	1,396,679	40,910	3%
Materials and Services	2,121,515	2,354,045	2,662,522	2,668,373	2,318,678	(343,844)	-13%
Capital Outlay	533,715	502,444	969,962	429,963	600,000	(369,962)	-38%
Operating Expense	3,728,003	3,990,643	4,988,253	4,481,896	4,315,357	(672,896)	-13%
Debt Service	-	-	-	-	-	-	-
Special Payments	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	-	-	-	-	-
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	3,728,003	3,990,643	4,988,253	4,481,896	4,315,357	(672,896)	-13%
Revenues Less Expenses	1,321,889	963,431	-	650,000	-		

Notes:
CCTV Allocation was moved to Direct Bill in line with new MGT Model

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Communication Services

Clackamas Broadband eXchange

Purpose Statement

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

Performance Narrative

The CBX Program proposed a budget of $9,836,914. These resources will continue to provide design, construction and reliable support of the fiber infrastructure to efficiently provide connectivity to public and private customers, maintain self sufficiency and managed growth. Continued expansion via construction to new customers is expected to continue. This program is fully self supportive.

Some priority projects include:
- Continue to implement recommendations of CBX Business Plan.
- Continue to expand the fiber infrastructure and add additional customers.
- Continue to develop and construct Phase 1 & 2 of the ARPA Grant Broadband Expansion Project.
- Develop a proposal for additional grant funding to continue the expansion of CBX into areas of minimal access
- Implement and resale services on an eastern fiber route as backup connectivity for ISP customers including the County.
- Implement additional ISP Partnership projects as opportunities are available, especially in under-served areas.
- Continue to research and pursue additional funding opportunities, new partners and new potential service options.

Key Performance Measures

		FY 21-22 Actual	FY 22-23 Target	FY 22-23 Actuals as of 03/01/23	FY 23-24 Target
Result	$ Annual estimated savings for public institutions utilizing CBX (includes redundant connections)	$1,678,220	$1,550,000	~ $1,730,000	$1,700,000
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%	99.99%	100.00%
Efficiency	$ Average estimated program expenditure per mile of fiber supported w/o construction costs. (*1)	370 miles @ $4,703	350 miles @ $4,500	381 miles @ $4,504	396 miles @ $4,500

Program includes:

Mandated Services   **No**

Shared Services   **No**

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

Explanation   *1 - Increase due to additional construction staff to do most of the repairs / builds. Since this metric does not include constructing costs, savings of staff over contractors is not reflected. Also, many new connects are underground or farther away from connection points causing overall costs per mile to increase. M&S costs are also increasing. Does not include ARPA Coverage.

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	FY20-21 Actuals	FY21-22 Actuals	FY22-23 Amended Budget	FY22-23 Projected Year-End	FY23-24 Budget	Change from Prior Yr Budget	% Change from Prior Yr Budget
Beginning Fund Balance	761,786	373,699	1,861,000	336,916	45,000	(1,816,000)	-98%
Taxes	-	-	-	-	-	-	-
Federal, State, Local, All Other Gifts & Donations	-	402,317	8,190,823	2,640,000	7,065,823	(1,125,000)	-14%
Charges, Fees, License, Permits, Fines, Assessments	1,411,833	1,527,237	2,410,220	1,950,671	2,681,091	270,871	11%
Revenue from Bonds & Other Debts	-	-	-	-	-	-	-
All Other Revenue Resources	36,922	38,761	295,000	187,000	45,000	(250,000)	-85%
Other Interfund Transfers	-	-	-	-	-	-	-
General Fund Support	-	-	-	-	-	-	-
Operating Revenue	1,448,755	1,968,314	10,896,043	4,777,671	9,791,914	(1,104,129)	-10%
Total Revenue	2,210,541	2,342,013	12,757,043	5,114,587	9,836,914	(2,920,129)	-23%
Personnel Services	502,156	721,944	1,324,292	1,037,126	1,064,940	(259,352)	-20%
Materials and Services	650,316	835,463	2,989,045	2,557,461	1,506,095	(1,482,950)	-50%
Capital Outlay	611,906	396,338	8,353,500	1,430,000	7,165,823	(1,187,677)	-14%
Operating Expense	1,764,377	1,953,746	12,666,837	5,024,587	9,736,857	(2,929,980)	-23%
Debt Service	-	-	-	-	-	-	-
Special Payments	32,175	57,353	45,000	45,000	45,000	-	0%
Transfers	-	-	-	-	-	-	-
Reserve for Future Expenditures	-	-	-	-	-	-	-
Contingency	-	-	45,207	-	55,057	9,850	22%
Unappropriated Ending Fund Balance	-	-	-	-	-	-	-
Total Expense	1,796,552	2,011,099	12,757,044	5,069,587	9,836,914	(2,920,130)	-23%
Revenues Less Expenses	413,989	330,914	-	45,000	-		

Notes:
ARPA Grant continues to provide funding for additional construction

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