# Business and Community Services
# Citizens' Budget Advisory Committee
# Report on Budget Process

**Process** – Since November 2006 our committee has met several times. We began with meeting Department directors Cecilia Johnson and Carol Ford. Together we looked at last year's CBAC recommendations and heard how the two departments have responded to last year's feedback.

During the weeks following we have had an opportunity to interview managers of departments whose services are categorized under the two departments we represent. Some of the managers we met with included: Animal Services - Mike Oswald; Transportation (Bridges) - Stan Ghezzi; Assessment & Taxation –John Riles, Randy Walruff, Kathy Tuneberg, Information Technology – Becky Porter, Human Resources- Travis Graves, and we toured the elections building with John Kauffman .

Our initial discussions were to understand the general operational activities, organization structure, strategic direction, and the specific area's changes and needs for FY2008. We were able gain insight and perspective on the program offers presented from these areas.

**Major Changes** – Both departments - County Management and Community Services have remained intact this year. Overall, it seems the various program offers within the two departments are getting more data to support their budget requests and are more able to show historical performance. There are only a few new program offers for this next fiscal year.

**Recommendations/Concerns** –
*New program offers for the Department of Community Services that we feel should be supported are:*

Program offer #91004 – MCAS Shelter Dreams

The County needs to promote the public/private partnership that Animal Services has successfully used to finance several other programs. This Program offer puts in place a process to bring in more private funding sources. The caveat to this program offer is that the current private funding stream not be impacted.

Program offer #91018 - Land Use Planning Software

The County needs to update its infrastructure to improve effectiveness of the staff. A lack of funding for infrastructure only makes it more expensive and places the County with a liability it does not need. One such program is purchasing the new Land Use Planning software. Land Use Planning needs to react faster and more effectively to code enforcement and Measure 37 claims, as well as coordinating with the major urban areas within the County.

Program offer #91010 – Emergency Management –Enhanced

The Planning and Community Outreach positions identified in this offer are important to the successful integration of the County's Emergency Management Recovery Plan. These positions will coordinate the County's various disaster and emergency recovery plans

(including IT, Health, Sheriff, etc.) with those of community centered organizations (i.e. Red Cross), and other government agencies (Cities of Portland and Gresham, State of Oregon, Homeland Security, FEMA, and adjacent counties, etc..).

*Program offers for County Management that are new this year and we feel should also be funded are:*

Program offer #72024A – MultStat

This offer is tied to the development of performance measures that are critical to the Performance Based Budget process. It develops a process for providing accountability and process improvement to the responsible managers to meet performance goals and to enhance the reporting of critical performance measures.

Program 72038 – Assessment & Taxation & Recording Systems Upgrade

This system provides the process to assess and collect the major funding source for the County's General Fund. The program offer provides for an enhanced funding stream based on improved assessment, appraisal information. Anticipated improved revenue will re-pay the initial capital expenditure within 8-10 years. We believe this is a reasonable ROI based on the improved effectiveness of the dull implementation of the new systems capabilities.

Program 72045 – Facilities Mobile Asset Management Project

This system needs to be fully implemented to actually reach the expected results in effectiveness and efficient use of staff. The savings justification and performance measures identified seem to provide adequate support for support of this program offer. The system utilizes wireless mobile technology and needs to interface with the current facilities Module of SAP. Our understanding is this module upgrade can be implemented outside the SAP Upgrade (Program Offer 72092).

Program 72080A – Information Technology – Disaster Recovery (Option 1)

Disaster Recovery of County systems is important not only for the County but for those that depend on the County for services. Coordinating IT Disaster Recovery programs with those of the various county departments and Emergency Management are vital for any true success in this endeavor. Various business systems need to be categorized to ensure the most vital systems are operational first. Voice, data, and internet related systems need to be incorporated into the overall plan. The expense of the program can be mitigated by utilizing resources from the "Thin Client" program, that the County already owns.

Lastly, Disaster Recovery is an integrated process not a one time expense. All business system programs, as well as vendor, non-profit organizations, other government agency's systems need to be continually reviewed to ensure continued access in a disaster situation. The plans need to be tested at all levels with the goal an overall integrated system test.

Program 72092 SAP - System Upgrade

This is a critical operation system for the County and with the expiration of the current version in 2009. Now is the time to begin the upgrade process. The timeline for upgrading the system and interrelated system access is 9-12 months. While increased

maintenance fees will increase by 2-4% in 2009 in order to remain compliant with new laws and regulations, it is not stated what those expenses are actually. This would be helpful in supporting the Program Offer's case.

In general, we think it is time for the County to once again make large investments in technology, many which are one time costs. The efficiency resulting from these investments will improve County services and employee morals, as well as time management.

## Emerging Issues –

Last year this committee made this recommendation and would like to re-iterate it: Revenue generation for the Roads department needs to be improved. Either through a gas tax, user fee, or some other method.  The reduction of funding for this Fund, has caused a high level of deferred maintenance that will cost multi-million dollars to remedy.

**2006-2007 FY Citizen Budget Advisory Committee**
     Michele Biehler
     Iris Newhouse
     Bill Ross
     Helen Williams
     Sara Wilson
     Robert Wagner

**Our County staff liaisons are:**
     Jerry Elliott
     Tory Mitchell
     Bob Thomas