



Multnomah County Oregon

Board of Commissioners & Agenda

connecting citizens with information and services

BOARD OF COMMISSIONERS

Ted Wheeler, Chair

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-3308 FAX (503) 988-3093

Email: mult.chair@co.multnomah.or.us

Deborah Kafoury, Commission Dist. 1

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-5220 FAX (503) 988-5440

Email: district1@co.multnomah.or.us

Jeff Cogen, Commission Dist. 2

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-5219 FAX (503) 988-5440

Email: district2@co.multnomah.or.us

Judy Shiprack, Commission Dist. 3

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-5217 FAX (503) 988-5262

Email: district3@co.multnomah.or.us

Diane McKeel, Commission Dist. 4

501 SE Hawthorne Boulevard, Suite 600
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Email: district4@co.multnomah.or.us

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R-11 CORRECTION

FEBRUARY 10 & 12, 2009

BOARD MEETINGS

FASTLOOK AGENDA ITEMS OF INTEREST

Pg 2	9:00 a.m. Tuesday New Board Orientation Budget Overview Work Session
Pg 2	9:30 a.m. Thursday Opportunity for Public Comment on Non-Agenda Matters
Pg 2	9:30 a.m. Thursday Multnomah County's Comprehensive Annual Financial Report
Pg 2	10:00 a.m. Thursday Tax Abatement Report
Pg 3	10:30 a.m. Thursday Resolution Accepting Portland-Multnomah County Animal Services Taskforce Report and Creating a Joint City- County Animal Services Implementation Team
Pg 4	11:30 a.m. Thursday Resolution Approving Department of Health Rules and Regulations Implementing Nutrition Labeling Policy

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Tuesday, February 10, 2009 - 9:00 AM
Multnomah Building, Sixth Floor Commissioners Conference Room 635

WORK SESSION

- 9:00 to 10:30** New Board Orientation Budget Overview: Information Technology. Presented by Sherry Swackhamer, Tim Boylan, Keith Johnson and Gary Wohlers.
- 10:30 to 12:00** New Board Orientation Budget Overview: Capital and Infrastructure Needs. Presented by Cecilia Johnson, Jane McFarland, Bob Thomas, John Lindenthal, Mindy Harris and Mark Campbell.
-

Thursday, February 12, 2009 - 9:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

REGULAR MEETING

REGULAR AGENDA

PUBLIC COMMENT - 9:30 AM

Opportunity for Public Comment on non-agenda matters. Testimony is limited to three minutes per person. Fill out a speaker form available in the Boardroom and turn it into the Board Clerk.

AUDITOR'S OFFICE - 9:30 AM

- R-1 Presentation of Multnomah County's Comprehensive Annual Financial Report, Component Unit Financial Reports, and Schedule of Expenditures of Federal Awards and Management Advisory Comment Letter for the year ending June 30, 2008. Presented by The Multnomah County Audit Committee represented by LaVonne Griffin-Valade, Mindy Harris, and Craig Stroud and by Moss Adams represented by Jim Lanzarotta and Debbie Smith-Wagar. 30 MINUTES REQUESTED.

NON-DEPARTMENTAL - 10:00 AM

- R-2 Tax Abatement Report Presentation from City of Portland Commissioner Nick Fish. 30 MINUTES REQUESTED.

DEPARTMENT OF COMMUNITY SERVICES – 10:30 AM

R-3 RESOLUTION Accepting the City of Portland-Multnomah County Animal Services Taskforce Report and Creating a Joint City-County Animal Services Implementation Team. Presented by City of Portland Commissioner Randy Leonard, Mike Oswald, and Taskforce Members. 30 MINUTES REQUESTED.

COMMISSION ON CHILDREN, FAMILIES AND COMMUNITY – 11:00 AM

R-4 NOTICE OF INTENT to Submit a \$200,000 Grant Request to the United Way for Coalition for Homeless Families Infrastructure Development and Homeless Family Advocacy

DEPARTMENT OF COUNTY HUMAN SERVICES – 11:05 AM

R-5 BUDGET MODIFICATION DCHS-21 Appropriating \$1,513,732 in Additional Case Management Funding from the State of Oregon, and Making Position Changes to Implement the Approved Developmental Disabilities Services Division Reorganization

R-6 BUDGET MODIFICATION DCHS-22 Appropriating a Total of \$335,488 in Additional State Funding for Community Service's, Energy Services Program to Increase Number of Households that Receive Assistance and Increase Staffing to Manage Increased Inspection Caseload

DEPARTMENT OF COMMUNITY SERVICES – 11:10 AM

R-7 First Reading and Possible Adoption of an ORDINANCE Amending County Land Use Code, Comprehensive Plans and Maps to Adopt Portland's Recent Land Use Code, Plan and Map Revisions Related to the Retail Sales and Services Regulations for Division Main Street in Compliance with Metro's Functional Plan and Declaring an Emergency

R-8 RESOLUTION Granting the City of Portland Access to County Property for Road Purposes

DEPARTMENT OF HEALTH – 11:20 AM

R-9 NOTICE OF INTENT to Submit a Grant Application to the United Way of the Columbia-Willamette Community Investment Grant Program

R-10 NOTICE OF INTENT to Submit a Grant Application of up to \$200,000 to the United Way of the Columbia-Willamette to Support an Initiative to Address Disparities in the Latino Teen Birth Rate

MULTNOMAH COUNTY BOARD OF HEALTH – 11:30 AM

(Recess as the Multnomah County Board of Commissioners and convene as the Multnomah County Board of Health)

R-11 RESOLUTION Approving the County Department of Health Rules and Regulations Implementing the Nutrition Labeling Policy

(Adjourn as the Multnomah County Board of Health and reconvene as Multnomah County Board of Commissioners)

BOARD COMMENT

Opportunity (as time allows) for Commissioners to provide informational comments to Board and public on non-agenda items of interest or to discuss legislative issues.



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MULTNOMAH COUNTY 2009-2010 BUDGET WORK SESSIONS AND HEARINGS

ALL MEETINGS ARE OPEN TO THE PUBLIC

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Tuesday, Feb 10
9:00 a.m. to 10:30 a.m.

New Board Orientation– Conference Room 635
Information Technology Budget Overview

Tuesday, Feb 17
9:00 a.m. to 10:00 a.m.
10:00 a.m. to 12:00 p.m.

Revenue Forecast, Second Quarter Spending Report
State and Local Revenue Options

CABLE PLAYBACK INFO:

Tuesday, February 17 – 9:00 AM LIVE Channel 29
Friday, February 20 – 8:00 PM Channel 29
Saturday, February 21 – 2:00 PM Channel 29
Sunday, February 22 – 11:00 AM Channel 29

Tuesday, Feb 24
9:00 a.m. to 10:30 a.m.
10:30 a.m. to 12:00 p.m.

Options for Reducing Employee Costs and Saving Jobs
Capital and Infrastructure Needs Budget Overview

CABLE PLAYBACK INFO:

Tuesday, February 24 – 9:00 AM LIVE Channel 29
Friday, February 27 – 8:00 PM Channel 29
Saturday, February 28 – 2:00 PM Channel 29
Sunday, March 1 – 11:00 AM Channel 29

Monday, Mar 2

6:00 p.m. to 8:00 p.m.

Budget Community Forum hosted by the
Multnomah County Board and the Citizen
Involvement Committee to get public input in
Health and Human Services
Multnomah County East Building, Sharron Kelley
Conference Rooms A & B
600 NE 8th Street, Gresham

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Monday, Mar 16

Budget Community Forum hosted by the Multnomah County Board and the Citizen Involvement Committee to get public input in Public Safety Services

6:00 p.m. to 8:00 p.m.

Multnomah Building, Commissioners Boardroom

Thursday, April 23

9:30 a.m. to 12:00 p.m.

Chair Ted Wheeler's Executive Budget Message Public Hearing and Consideration of Resolution Approving the Chair's Proposed Fiscal Year 2009 Budget for Submittal to the Tax Supervising and Conservation Commission as Required by ORS 294.421

CABLE PLAYBACK INFO:

Thursday, April 23 - 9:30 AM LIVE Channel 30

Saturday, April 25 - 10:00 AM Channel 29

Sunday, April 26 - 11:00 AM Channel 30

Tuesday, April 28 - 8:15 PM Channel 29

Tuesday, May 5

9:00 a.m. to 12:00 p.m.

Budget Work Session

Tuesday, May 5

1:00 p.m. to 3:00 p.m.

Budget Work Session

Tuesday, May 5

6:00 p.m. to 8:00 p.m.

Public Hearing on the Multnomah County Budget North Portland Library, Second Floor Meeting Room 512 North Killingsworth Street, Portland

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Wednesday, May 6
9:00 a.m. to 12:00 p.m. if needed Budget Work Session

Thursday, May 7
9:30 a.m. *Public Hearing and Consideration of Approval of the 2009-2010 Dunthorpe Riverdale Sanitary Service District No. 1 Proposed Budget for Submittal to Tax Supervising and Conservation Commission*

Thursday, May 7
9:40 a.m. *Public Hearing and Consideration of Approval the 2009-2010 Mid-County Street Lighting Service District No. 14 Proposed Budget for Submittal to Tax Supervising and Conservation Commission*

CABLE PLAYBACK INFO:

Thursday, May 7 - 9:30 AM LIVE Channel 30
Saturday, May 9 - 10:00 AM Channel 29
Sunday, May 10 - 11:00 AM Channel 30
Tuesday, May 12 - 8:15 PM Channel 29

Tuesday, May 12
9:00 a.m. to 12:00 p.m. Budget Work Session

Tuesday, May 12
1:00 p.m. to 3:00 p.m. Budget Work Session

Wednesday, May 13
9:00 a.m. to 12:00 p.m. if needed Budget Work Session

MULTNOMAH COUNTY 2009-2010 BUDGET WORK SESSIONS AND HEARINGS

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Wednesday, May 13

6:00 p.m. to 8:00 p.m.

***Public Hearing on the 2009-2010 Multnomah County Budget, Multnomah County East Building, Sharron Kelley Conference Room
600 NE 8th Street, Gresham***

Tuesday, May 19

9:00 a.m. to 12:00 p.m.

Budget Work Session

Tuesday, May 19

1:00 p.m. to 3:00 p.m.

Budget Work Session

Tuesday, May 26

9:00 a.m. to 12:00 p.m.

Budget Work Session

Tuesday, May 26

1:00 p.m. to 3:00 p.m.

Budget Work Session

Tuesday, May 26

6:00 p.m. to 8:00 p.m.

***Public Hearing on the County Budget
Multnomah Building, Commissioners Boardroom***

Wednesday, May 27

11:00 a.m. to 12:00 p.m.

***Tax Supervising and Conservation Commission
Public Hearings on the Multnomah County 2009 Supplemental Budget and the 2010 Approved Budget***

MULTNOMAH COUNTY 2009-2010 BUDGET WORK SESSIONS AND HEARINGS

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**Thursday, Jun 4
9:30 a.m.**

Public Hearing and Resolution Adopting the 2009-2010 Budget for Multnomah County Pursuant to ORS 294

CABLE PLAYBACK INFO:

**Thursday, June 4 - 9:30 AM LIVE Channel 30
Saturday, June 6 - 10:00 AM Channel 29
Sunday, June 7 - 11:00 AM Channel 30
Tuesday, June 9 - 8:15 PM Channel 29**



MULTNOMAH COUNTY
AGENDA PLACEMENT REQUEST (revised 09/22/08)

Board Clerk Use Only

Meeting Date: 02/10/09
Agenda Item #: WS-1
Est. Start Time: 9:00 AM
Date Submitted: 01/27/09

Agenda Title: New Board Orientation: Budget Overview: Information Technology

Note: If Ordinance, Resolution, Order or Proclamation, provide exact title. For all other submissions, provide a clearly written title sufficient to describe the action requested.

Requested Meeting Date: 2/10/09 Amount of Time Needed: 1.5 hrs
Department: County Management Division: Information Technology
Contact(s): Sherry Swackhamer
Phone: 503-988-4183 Ext. 04183 I/O Address: 503/4
Presenter(s): Sherry Swackhamer, Tim Boylan, Keith Johnson, Gary Wohlers

General Information

1. What action are you requesting from the Board?

We are requesting to brief the Board regarding the Information Technology Budget.

2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer this action affects and how it impacts the results.

This is a briefing to orient the Board about the County's Information Technology Budget. The briefing will include an overview of Information Technology, a discussion of the services provided, and discussions of both the expense and capital budgets.

3. Explain the fiscal impact (current year and ongoing).

NA, this is a briefing only.

4. Explain any legal and/or policy issues involved.

NA, this is a briefing only.

5. Explain any citizen and/or other government participation that has or will take place.

NA, this is a briefing only.

Required Signature

Elected Official or Department/ Agency Director:

Carol M. Ford

Date: 01/27/09

Agenda

- Information Technology Overview
 - Historic Perspective
 - Current
- Service Descriptions
- 2009 Highlights To Date
- FY09 Expense Budget
 - Overview
 - Data Processing
 - Telecommunications
- FY09 Capital Budget
 - Overview of Capital Budgeting
 - IT Advisory Board
 - Projects
- Key Challenges
- Feedback and Q&A

Multnomah County Information Technology

New Board Orientation
Information Technology Budget Overview
February 10, 2009



Multnomah County, Oregon
multco.us

County IT Budget Overview Agenda

- Information Technology Overview
 - Industry Trends
 - Historical Perspective
 - Organization Charts
 - Staffing Ratios
 - Landscape
- Key Challenges
- FY09 Adopted Budget
 - Expense Budget
 - Capital Budget
- IT Services
 - Service Descriptions
 - 2009 Highlights
- Feedback and Q & A



IT Industry in 2009

Gartner* Strategic Technology Ranking	2008	2009
Virtualization	5	1
Cloud Computing/computing fabric	8	2
Servers--beyond Blades		3
Web-oriented Architecture	7	4
Enterprise Mash-ups	6	5
Specialized systems		6
Social software/networking	10	7
Unified Communications	2	8
Business Intelligence		9
Green IT	1	10

*IT Industry Research and Advisory Group



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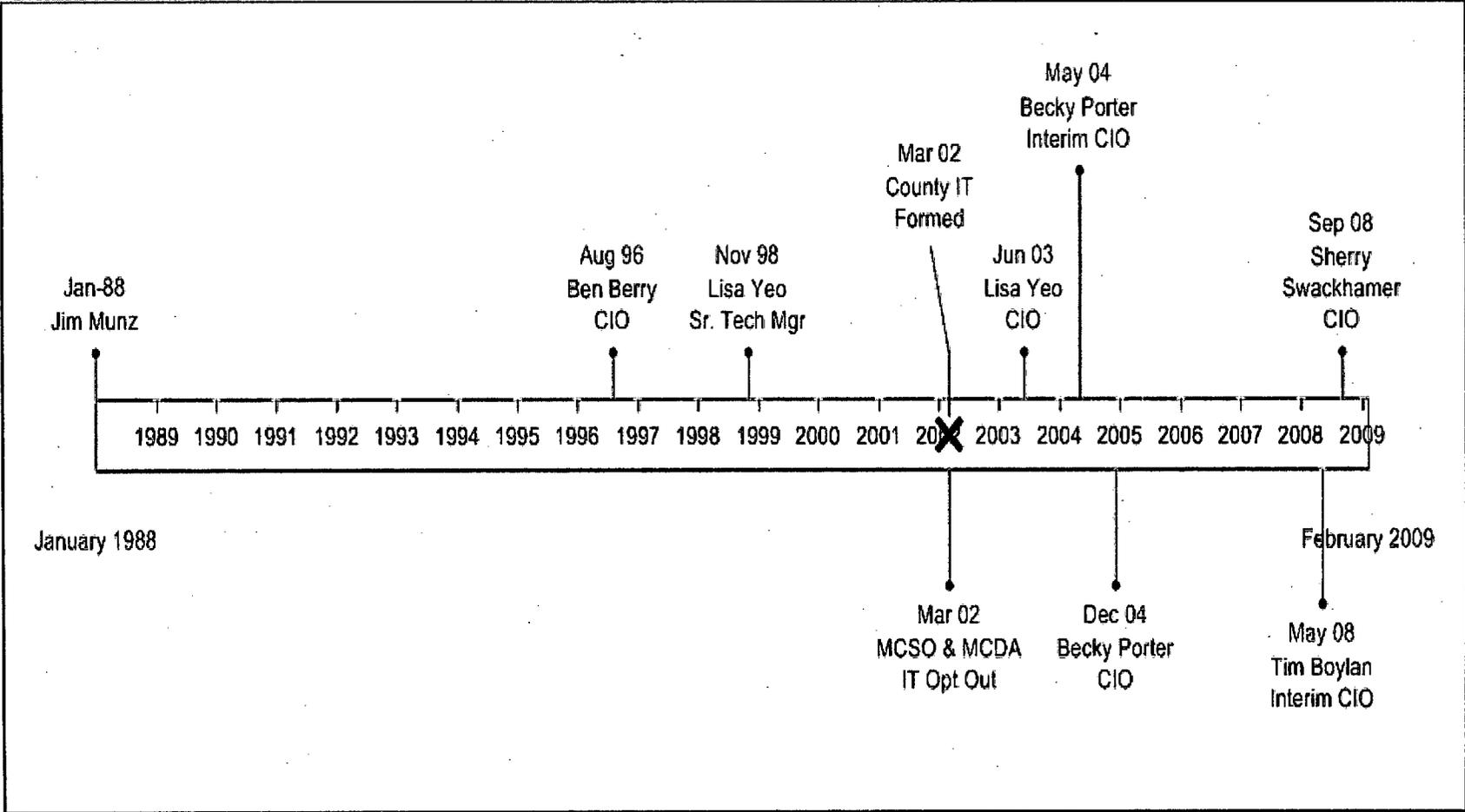
Government IT in 2009

NASCIO* Priority Strategy Ranking	2008	2009
Consolidation	1	1
Shared Services	6	2
Budget and Cost Control		3
Information Security	2	4
Digital Records Management	4	5
ERP Strategy		6
Green IT		7
Transparency		8
Health IT	5	9
Governance	8	10

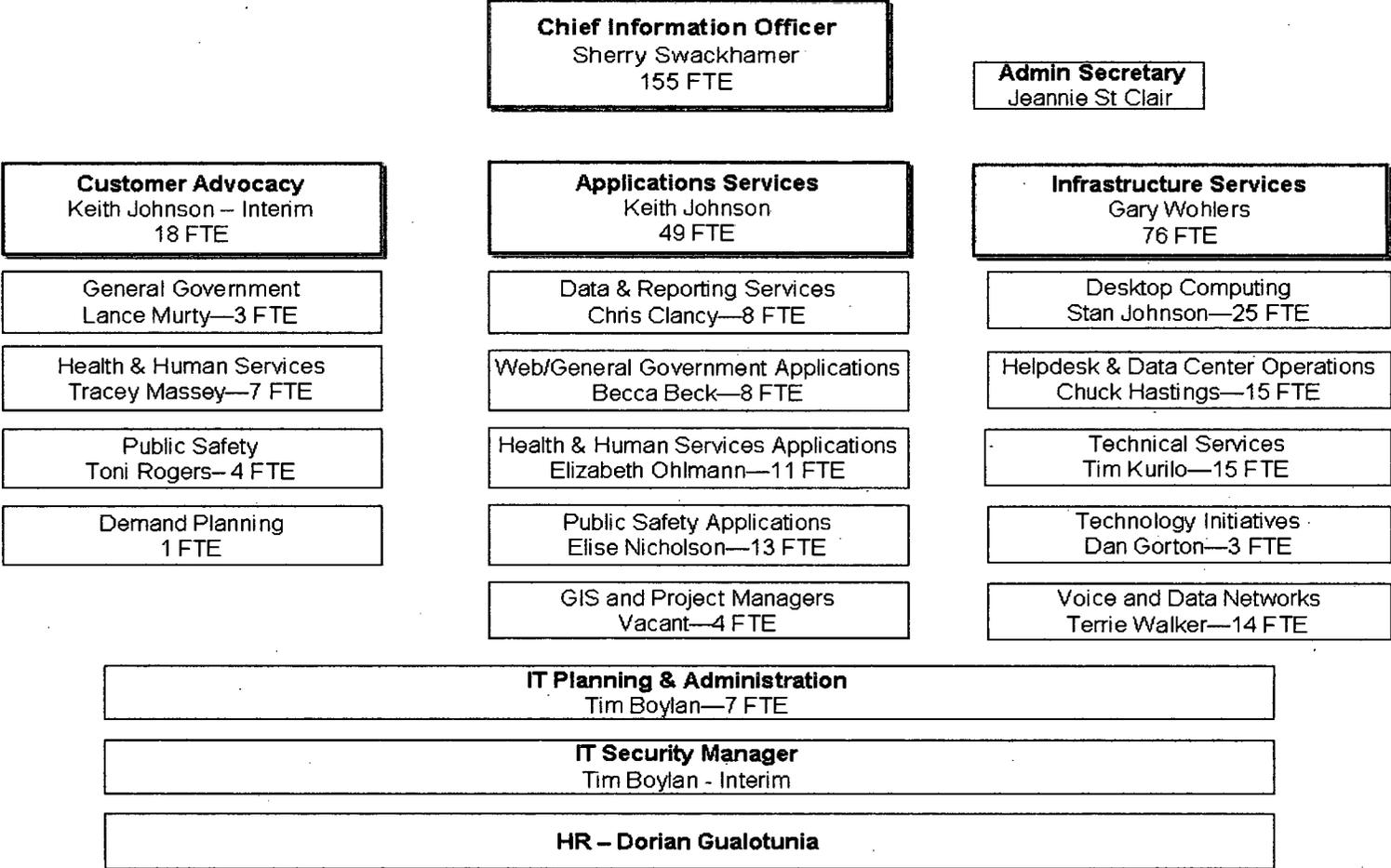
*National Association of State CIOs



County IT Evolution 1988 to Present



Organization Chart



Staffing Ratios

- What is the right answer?
 - Too many—unnecessary bureaucracy
 - Too few—loss of staff productivity
- What should be considered for IT organizations?
 - Functional Areas
 - Complexity of Environment
 - Staff to management
 - Users to management
 - PCs to management
- Where are we?
 - Staff to IT management: 1:6.7 or 15% (1:7 or 16%)*
 - Users to IT management: 1:162 (1:175)*
 - PCs to IT management: 1:249 (1:167)*

** Benchmarks from 2008, Computer Economics, Inc., Composite Rankings*

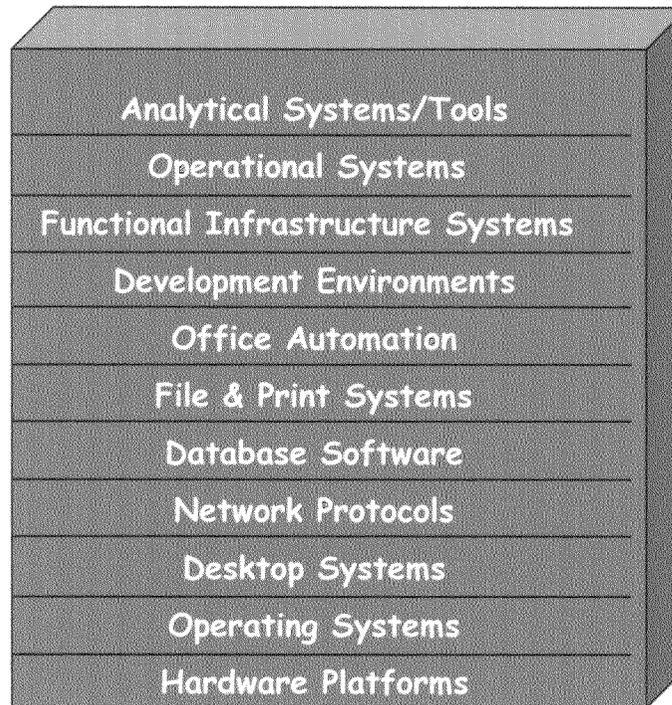


Current Landscape

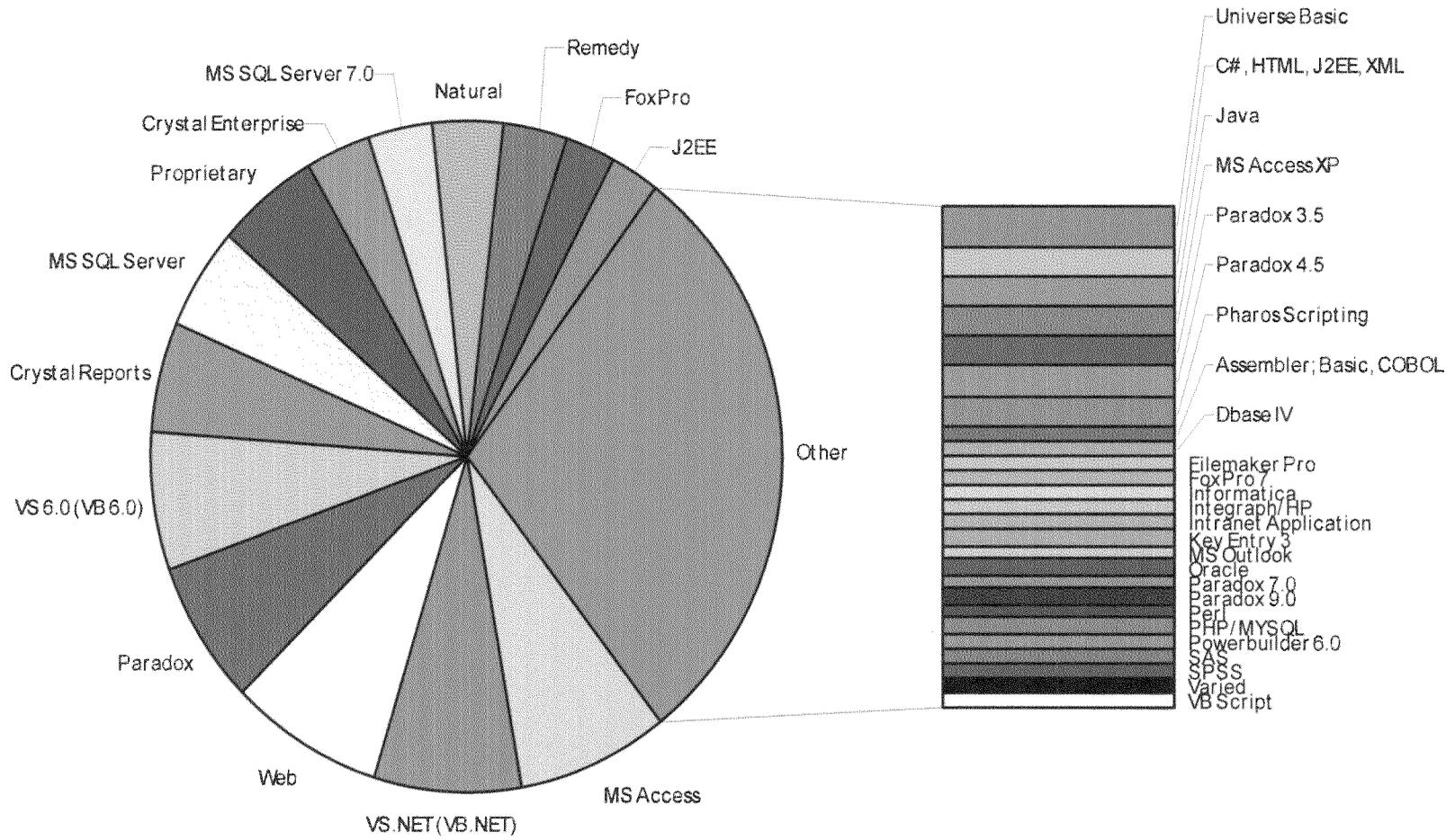
- Complex technical environment...evolved since 1996
- Culture focused on rules and customers, sacrificing innovation and employee morale
- FY09 Adopted Total Budget—\$42.2 million
- Active Service Requests—212
- 156 positions
- 108 Circuits
- 344 Servers
- 4,730 PCs and Laptops
- 93 Locations
- 447 Business Applications



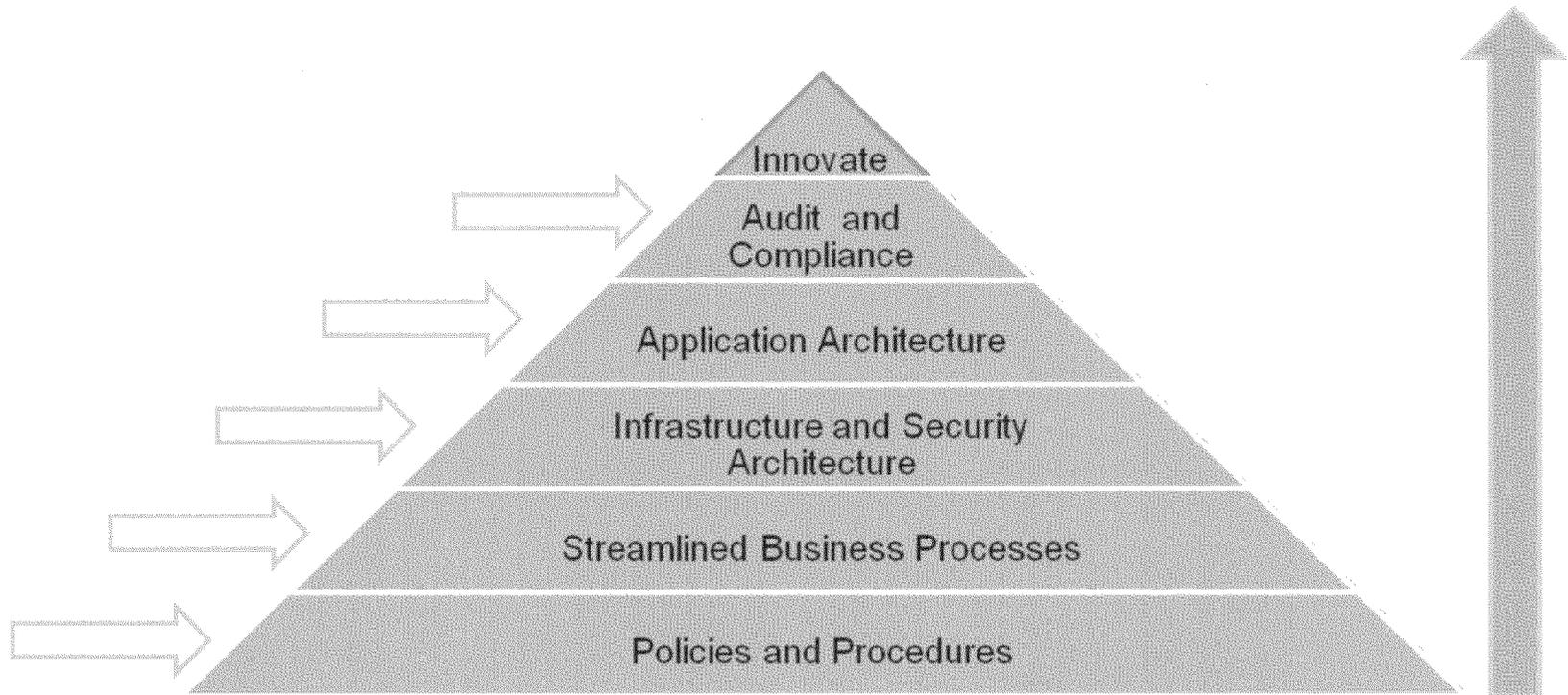
Technology Architecture



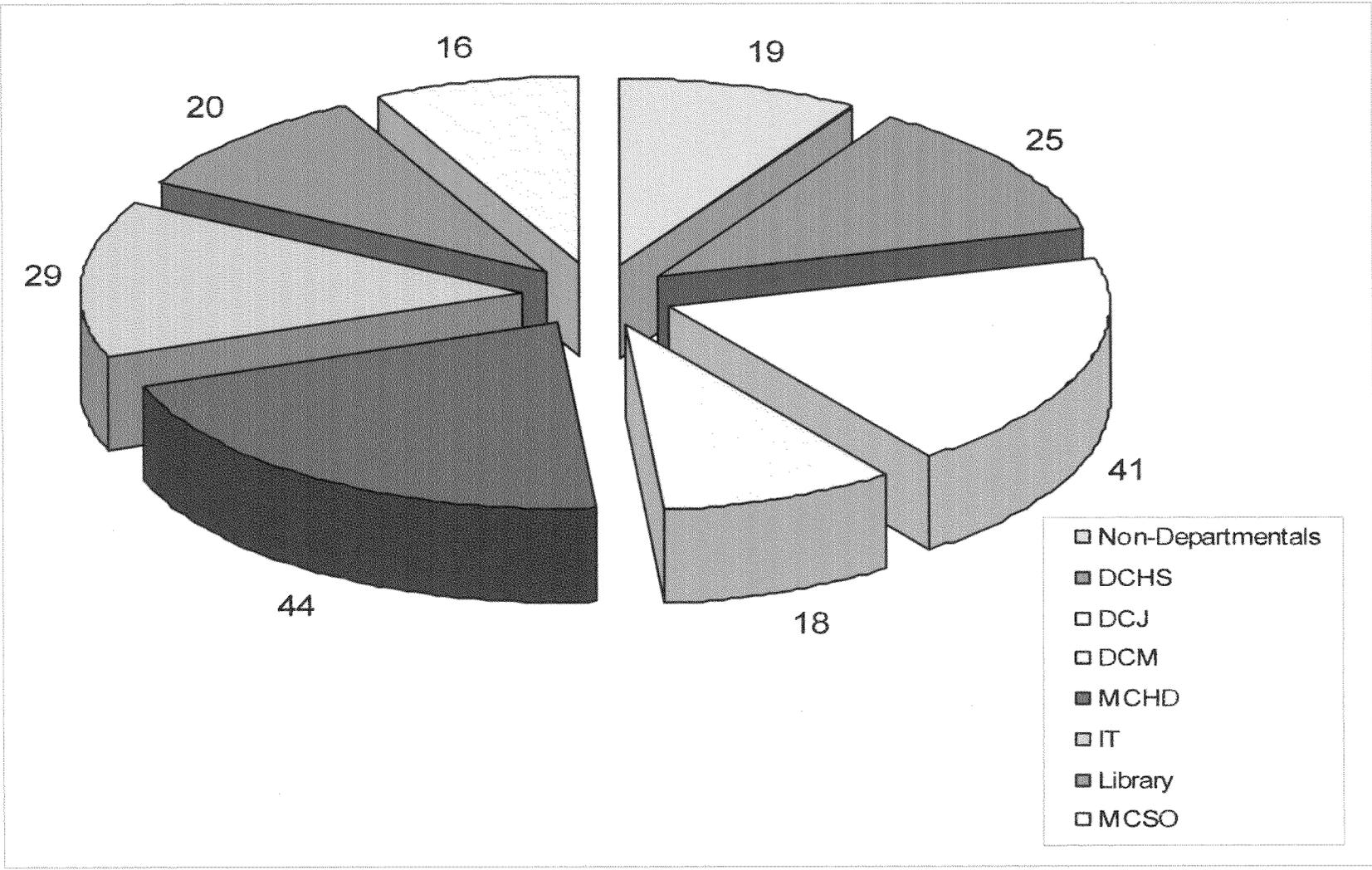
Breakdown of County Technologies



Competency Hierarchy

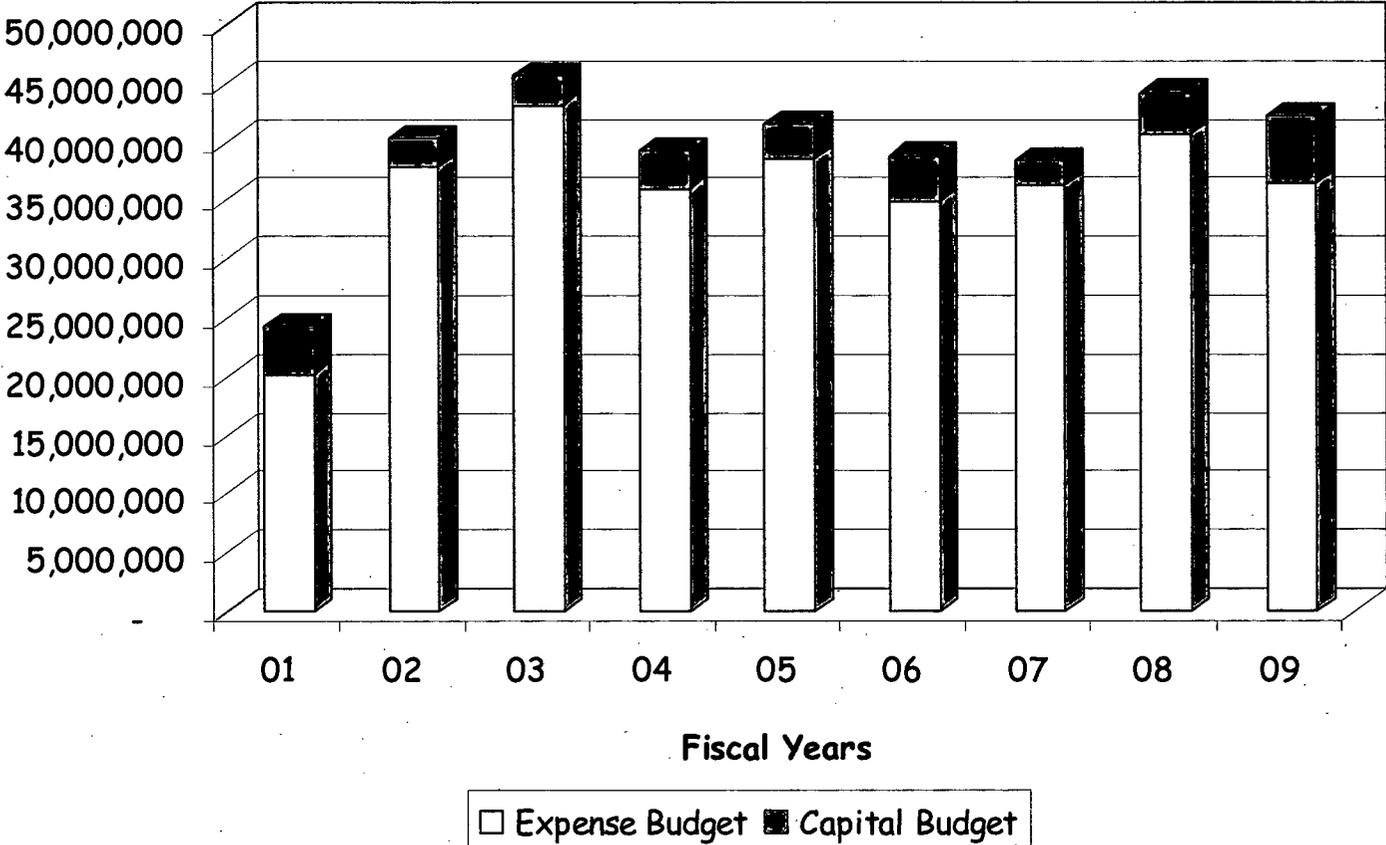


Active Service Requests

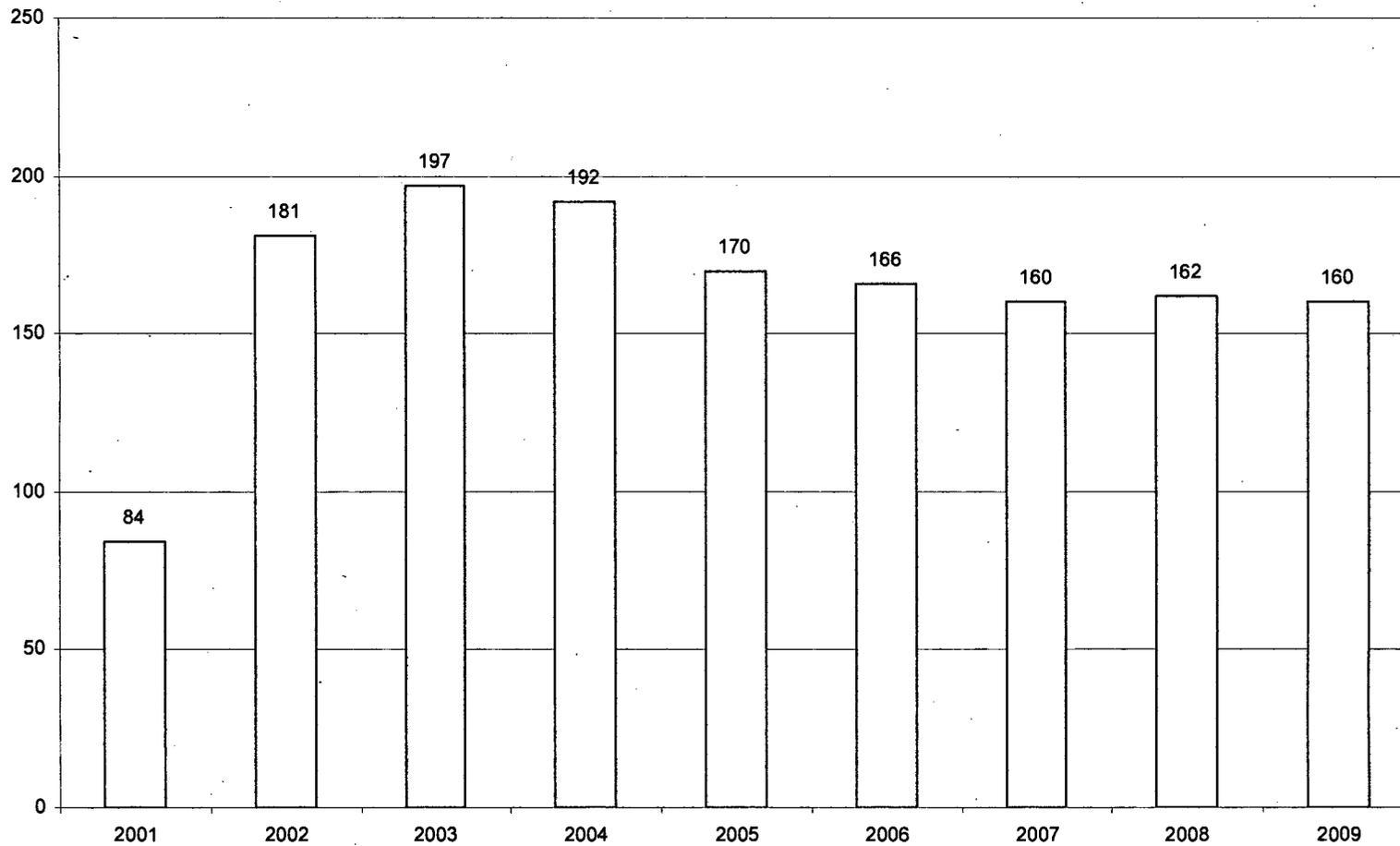


Budget Trends

IT Adopted Budget - FY01 through FY09



Staffing Trends



Multnomah County, Oregon
multco.us

IT Priority Strategies

IT Priority Strategies	2008	2009
Keep the Lights On	1	1
Culture and Employee Morale	6	2
Budget and Cost Control	5	3
Strategy: Simplification/Consolidation	7	4
Projects in Process	2	5
PPM Maximization		6
Collaboration Tools		7
Disaster Recovery/Security/Risk	10	8
Governance	9	9
Green IT		10

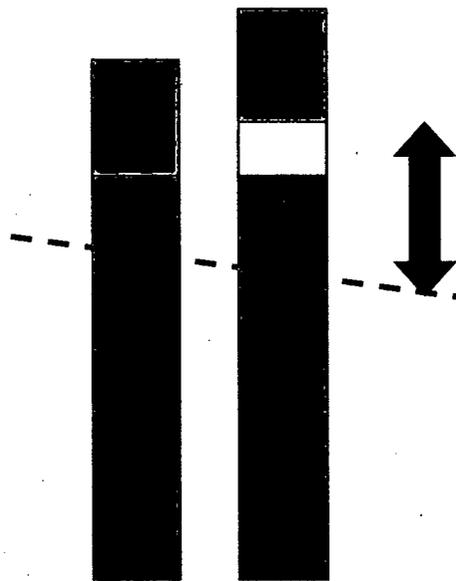


Key Challenges

- Customers can't "afford" what we have
- Economic conditions drive increased demand for IT services, in direct conflict with budget reductions
- Current culture limits ability to innovate
- Existing technical environment is difficult to scale, modernize or "revolutionize" quickly
- Governance/prioritization of day-to-day projects occurs in departmental silos
- Aging workforce: Loss of institutional knowledge, stress on remaining staff, and inability to replace retirees
- Limited resource capacity will result in a focus of "keeping the lights on"



Funding Gap

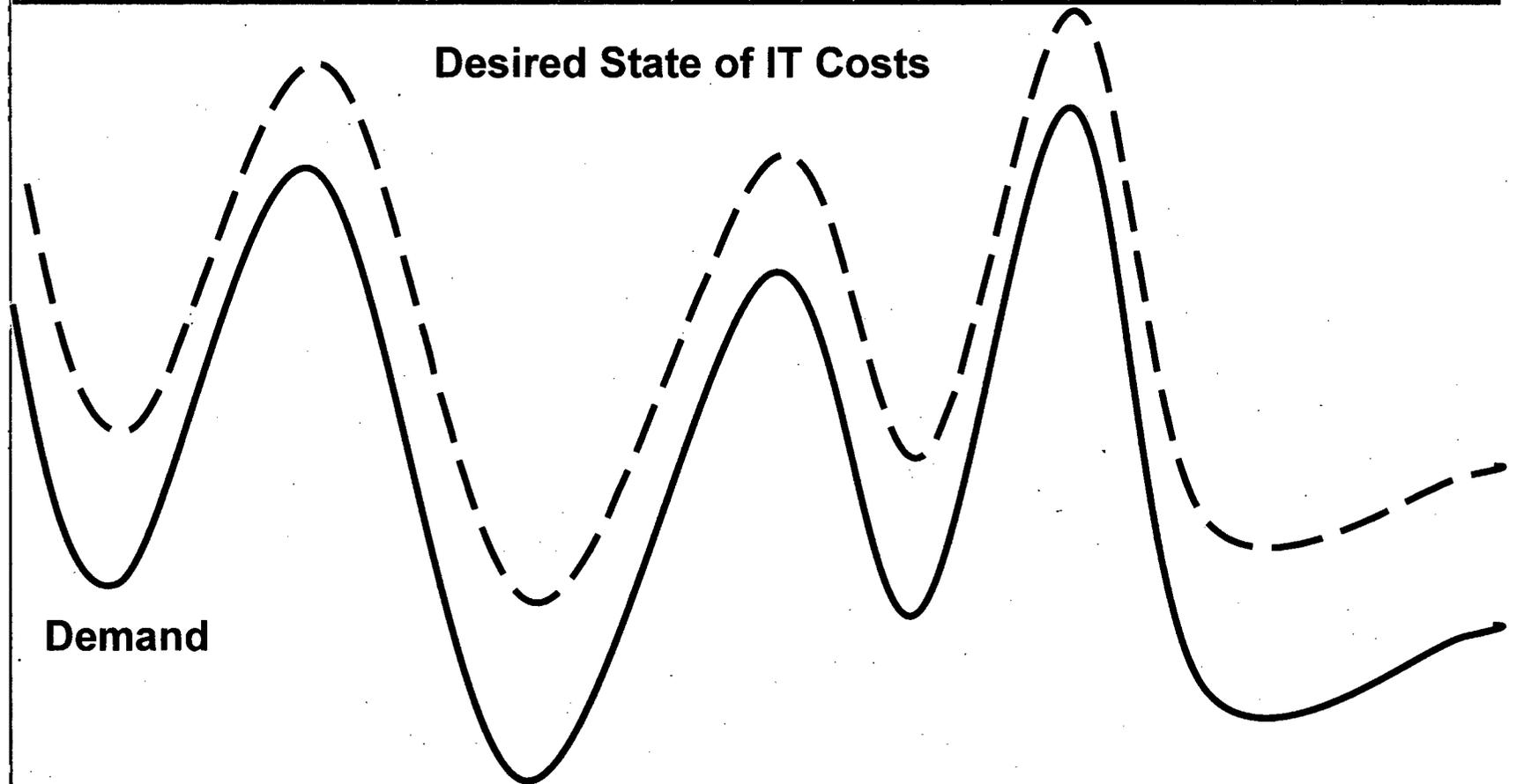


- Base maintenance costs without adding incremental functionality
- Investment spending from approved projects
- "New Maintenance" resulting from new investments
- ↕ Funding Gap

Scalability

Current State of IT Costs

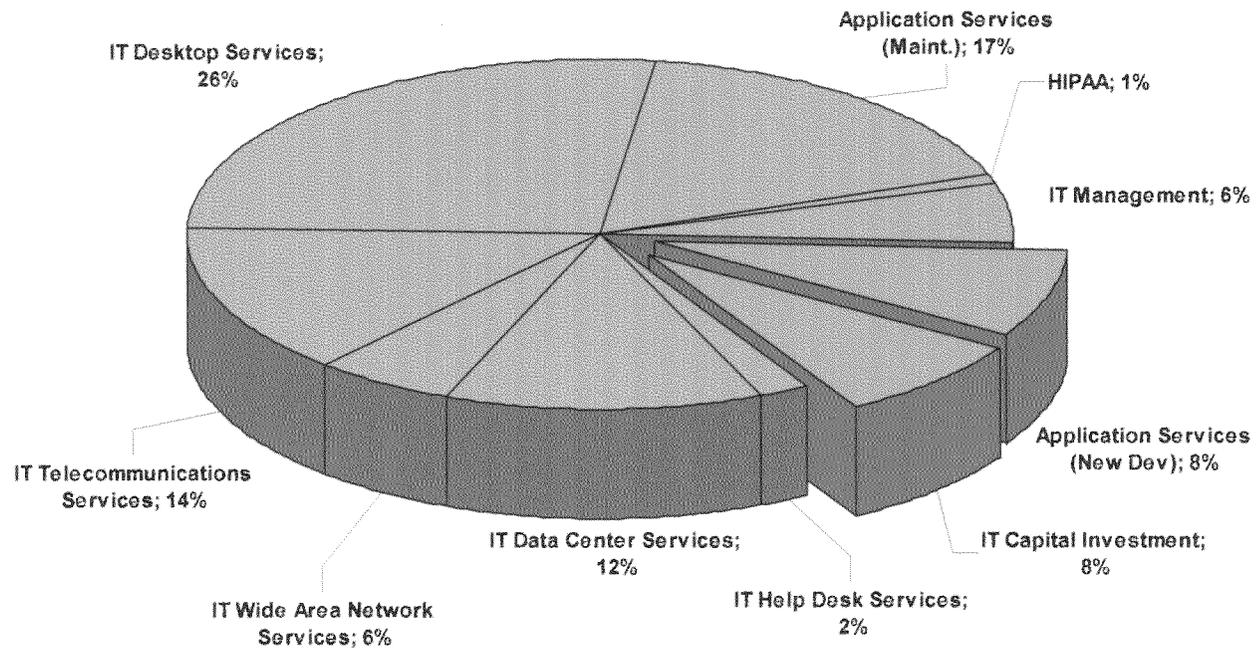
Desired State of IT Costs



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Lights-On vs. New Capacity Capacity

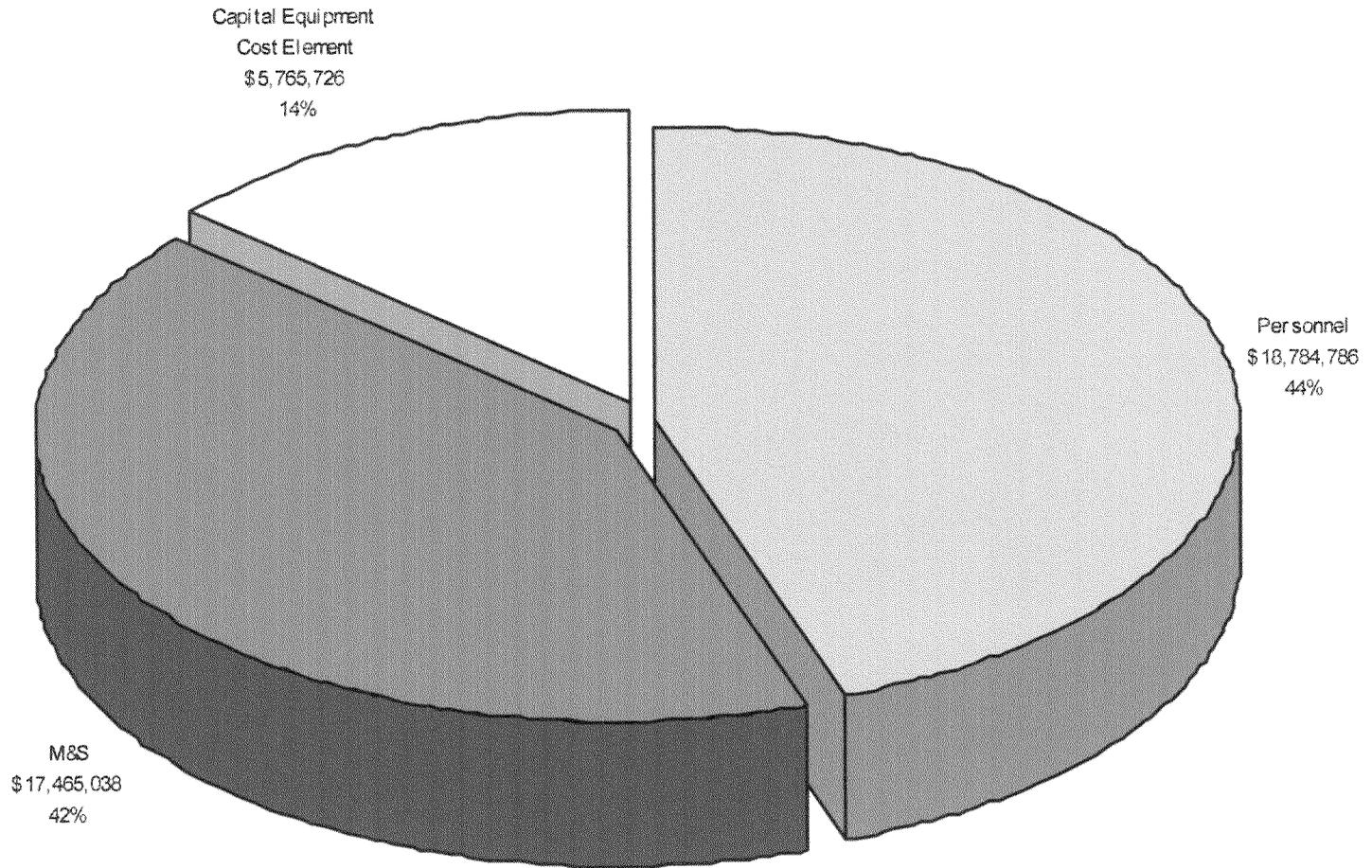
Total Lights On Maintenance
84%



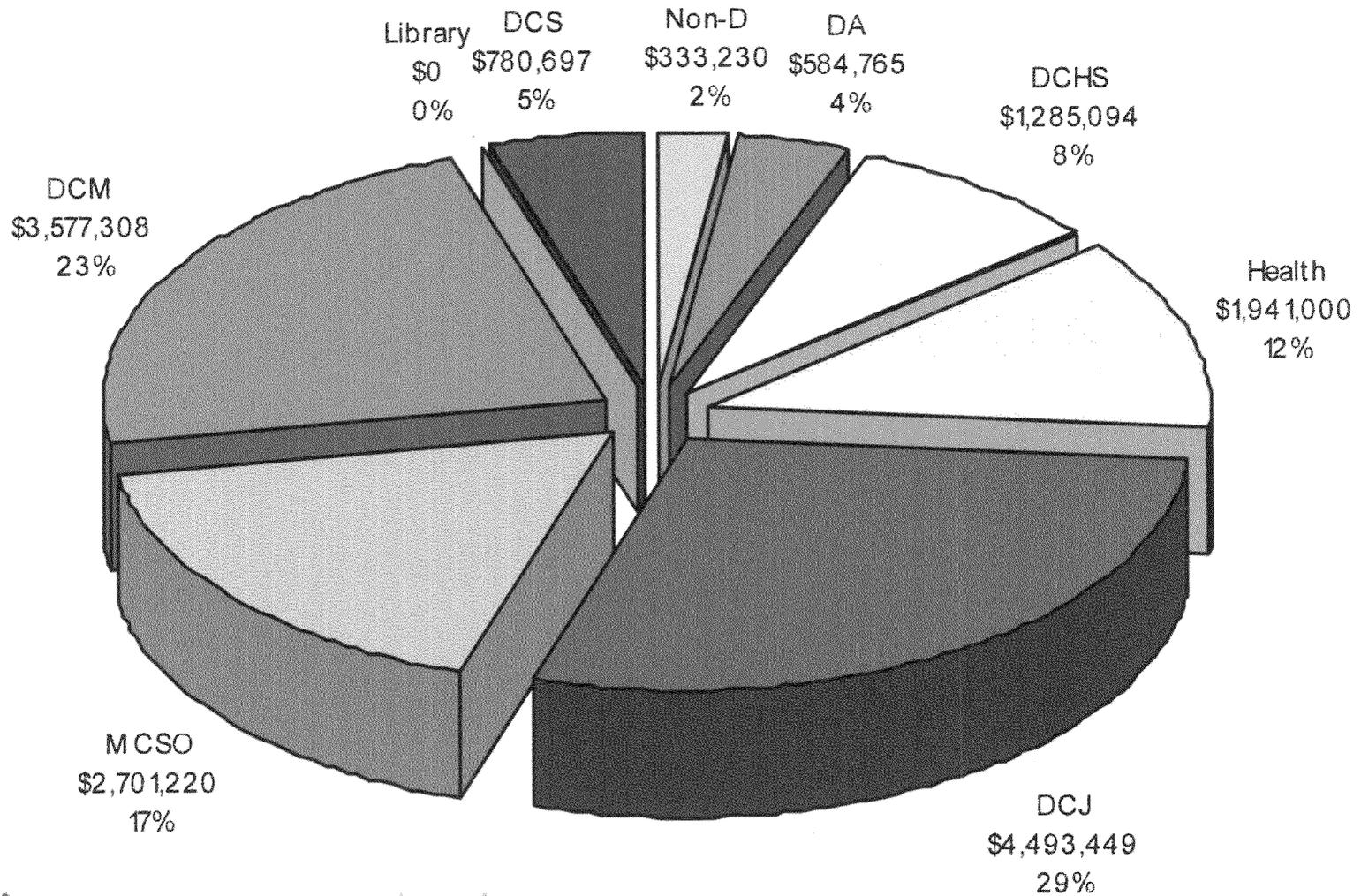
Total New Capacity Development
16%



FY09 IT Budget



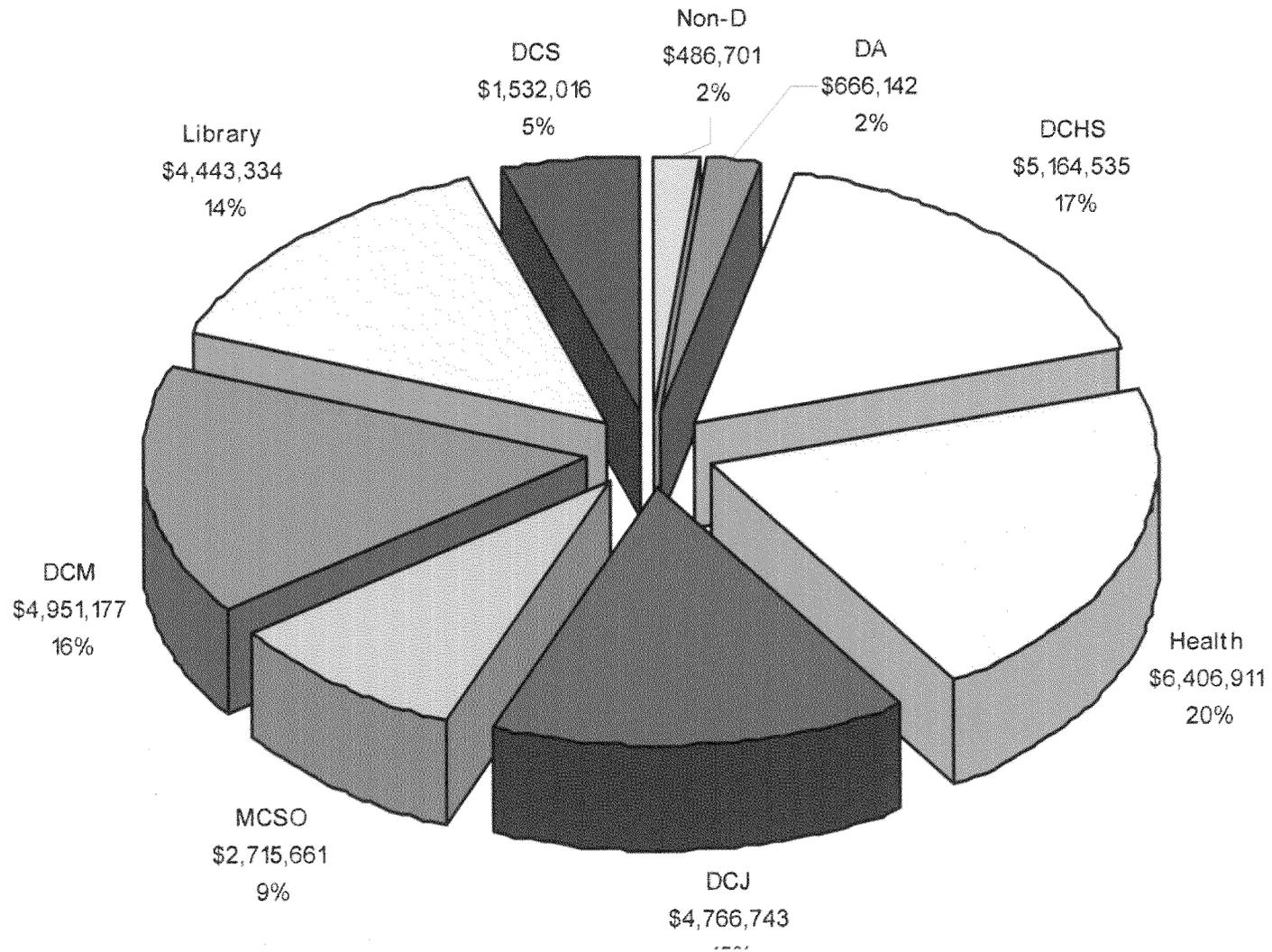
FY09 Revenue by Department General Fund Only



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FY09 Revenue by Department All Funding Sources



IT Expense Budget

- FY09 Adopted Expense Budget—\$36.2M
- Percent from General Fund ~ 50%
- IT Rate Model allocates cost of services based on cost drivers such as PCs, WAN circuits, and Servers
- Cost drivers are reviewed by IT Advisory Board
- IT expense budget has been relatively constant over the last 3-5 years



IT Capital Budget

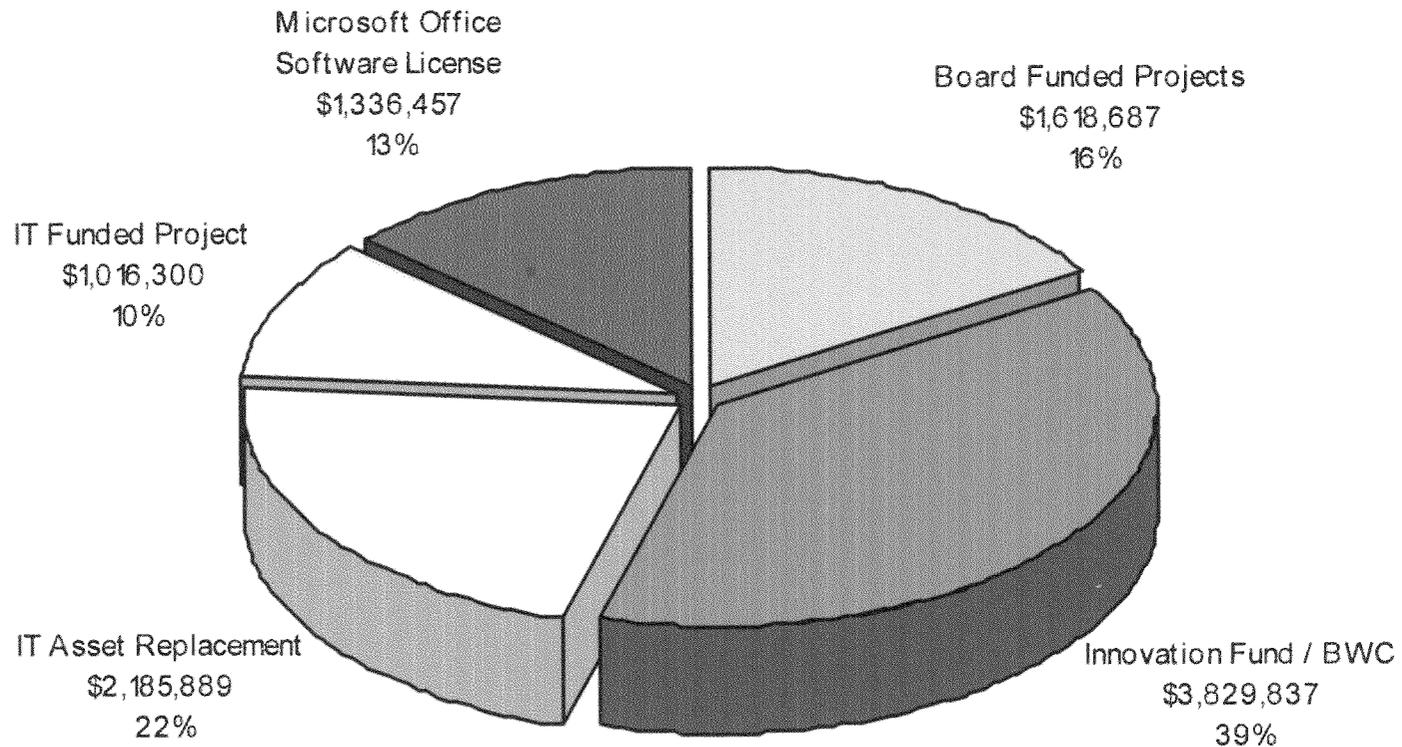
- Asset replacement for PCs, laptops, servers and telecom equipment
- Microsoft Office software license
- IT Projects > \$75,000 funded through IT Innovation and Investment Fund
- Board approved projects carried forward from FY08



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FY09 Capital Expenditures Budget



IT Advisory Board (ITAB)

- Subcommittee of Operations Council
- Representation from each department, Sheriff's Office, and District Attorney's Office
- Role: Evaluate, recommend, and oversee projects funded by IT Innovation and Investment Fund, provide input into IT budget process, provide input into IT strategic planning
- First county-wide view of IT capital projects
- Oversight for FY08 and FY09 funded projects
 - Seven Projects Funded in FY08* = \$5 million
 - Five Projects Funded in FY09 = \$2.6 million
 - DCHS: Client Case Management & Service Billing, \$1.1 million
 - DCHS: Find a Home Website, \$73,000
 - DCJ: Defendants' Supervision Kiosks, \$100,000
 - DCJ: JJIS Supplemental Information System, \$950,000
 - MCDA: Content & Document Management, \$364,000

* FY08 Projects Funded thru Chair's Executive Budget



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ITAB Project Evaluation Criteria

- Evaluation tool based on best practice, Six Sigma Model
- Department Proposals required to include scope document and total cost of ownership model
- Evaluation Criteria
 - Improved Service Quality to County Constituents
 - Improved Service Quality to Internal Customers
 - Reduced County Risk or Liability (compliance and mandates)
 - Return on Investment
 - Amount, Availability, and Sustainability of IT Resources
- Sponsor agreement required for all funded projects



IT Services

- Application Services
- Infrastructure
- Planning and Administration

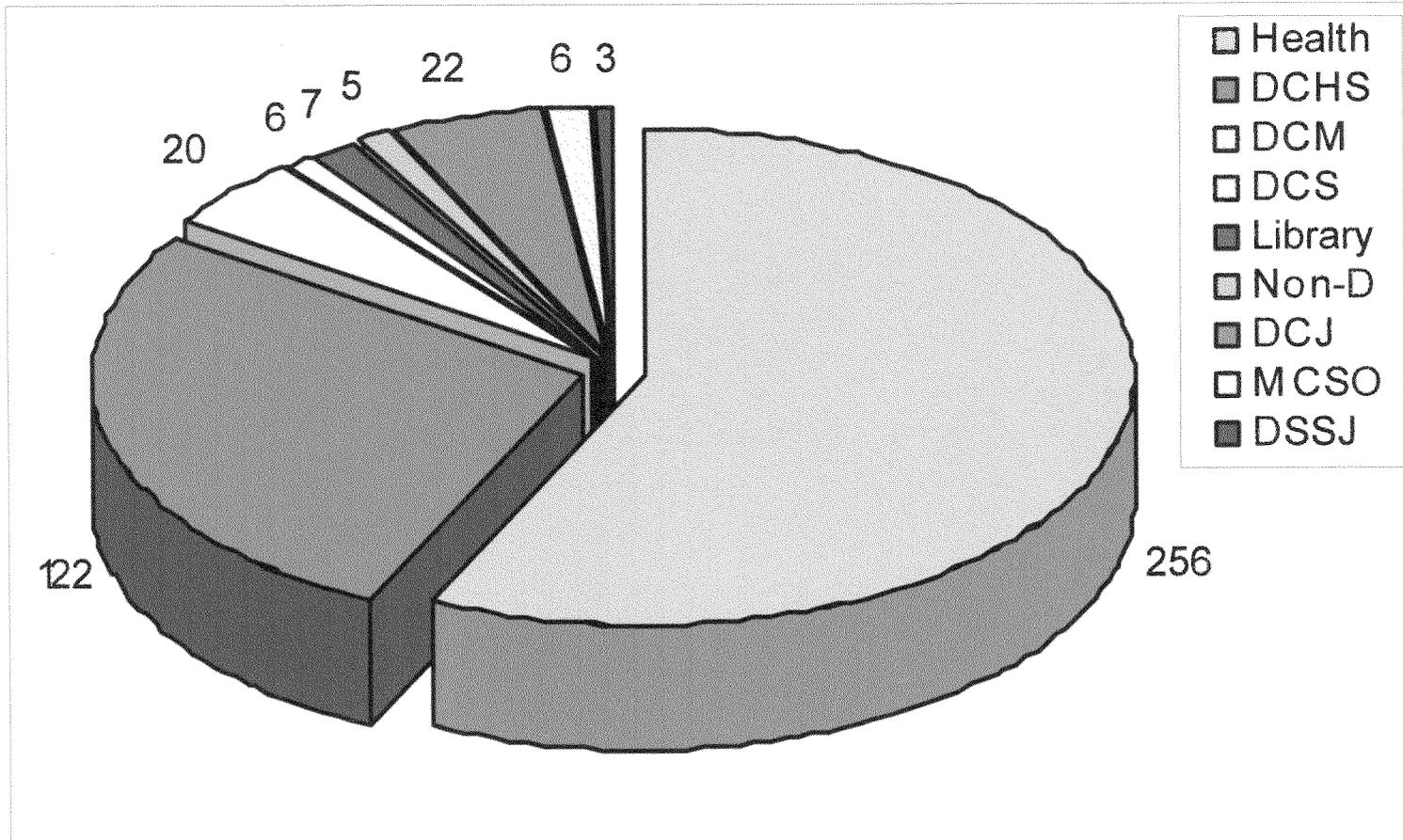


Application Services

- Sr. Manager – Keith Johnson
 - Business Analysis (Customer Advocacy)
 - Data and Reporting Services
 - Web/General Government
 - Health and Human Services
 - Public Safety



Applications by Department



Business Analysis (Customer Advocacy)

- HHS Manager – Tracey Massey
- General Government – Lance Murty
- Public Safety – Toni Rogers
- Services
 - Understand the business needs of the customer
 - Develop requirements
 - Prioritize and manage IT expectations
 - Project Management
 - Quality Assurance Testing



Data and Reporting Services

- Manager – Chris Clancy
- Supports:
 - Database Administration ~ 400 Databases
 - Oracle ~ 8 servers
 - Microsoft SQL Server ~ 50 servers
 - Miscellaneous databases ~ 1,000+
 - Reporting Administration ~ 10 Servers
 - Crystal reports ~ 677 reports
 - Microsoft Reporting Services



Web/General Government

- Applications Manager – Becca Beck
- Customer Advocacy Manager – Lance Murty
- Supports (~38 Applications):
 - Dept of County Management
 - Dept of Community Services
 - Library
 - Non-Departmental
 - Public Web Site and MINT
 - GIS (Geographical Information System)



Health & Human Services

- Applications Manager – Liz Ohlmann
- Customer Advocacy Manager – Tracey Massey
- Supports:
 - Health Department (~256 Applications)
 - Integrated Clinical Services
 - Community Health Services
 - Finance and Business Services
 - Dept of Community Human Services (~122 Applications)
 - Mental Health and Addition Services
 - Aging and Disability Services
 - Developmental Disabilities
 - Community Services
 - Domestic Violence
 - Business Services and Contracts



Public Safety

- Applications Manager – Elise Nicholson
- Customer Advocacy Manager – Toni Rogers
- Supports:
 - Department of Community Justice (~22 Applications)
 - Multnomah County Sheriff's Office (~6 Applications)
 - DSS-J (~3 Applications)
 - Public Safety Partners
 - Courts and Public Defenders
 - District Attorney
 - Portland Police
 - LPSCC
 - Oregon Department of Corrections
 - Others



Application Services Major Projects

- Data and Reporting Services
 - Database platform consolidation
 - Crystal X to Business Objects XI upgrade
 - SPIN and SWIS upgrades to SQL 2005
 - Cedars Staging
 - Corrections Health - EHR implementation
- Web/General Government
 - A&T Replacement System
 - Public Web Site Redesign
 - Land Use Planning Permitting Replacement System
 - Library Event Finder
 - Budget Application Replacement
 - GIS Strategic Planning
 - Web Server Replacement
- MCHD
 - Corrections Health - EHR Implementation
 - Cedars Data Mart
 - Cedars Staging
 - Financial Accounts Receivable Reports
 - Food Handlers Replacement
 - Restaurant Inspection System Replacement
 - TOURS Expansion (Ryan White Grant)



More Projects

- DCCHS
 - Developmental Disabilities Systems Consolidation
 - Weatherization System Replacement
 - Raintree/MHASD System Replacement
 - Find-A-Home Website Upgrade
- DCJ
 - JJIS Supplemental System
 - SPIN Case Plan Enhancement
 - Counseling Monthly Report and JJIS Base Extract
- MCSO
 - Ad Hoc Reporting
 - Inmate Pay
 - Jail Group Scheduling
 - Caseload Explorer Access
- Public Safety Partners
 - Outside Agency Notification
 - Bench Probation Report
 - Report Distribution System
 - Access to Portland Police Bureau System



Infrastructure Services

- Sr. Manager – Gary Wohlers
- Services
 - Desktop Computing
 - Helpdesk and Data Center Operations
 - Technical Services
 - Technical Initiatives
 - Voice and Data Networks



Desktop Computing

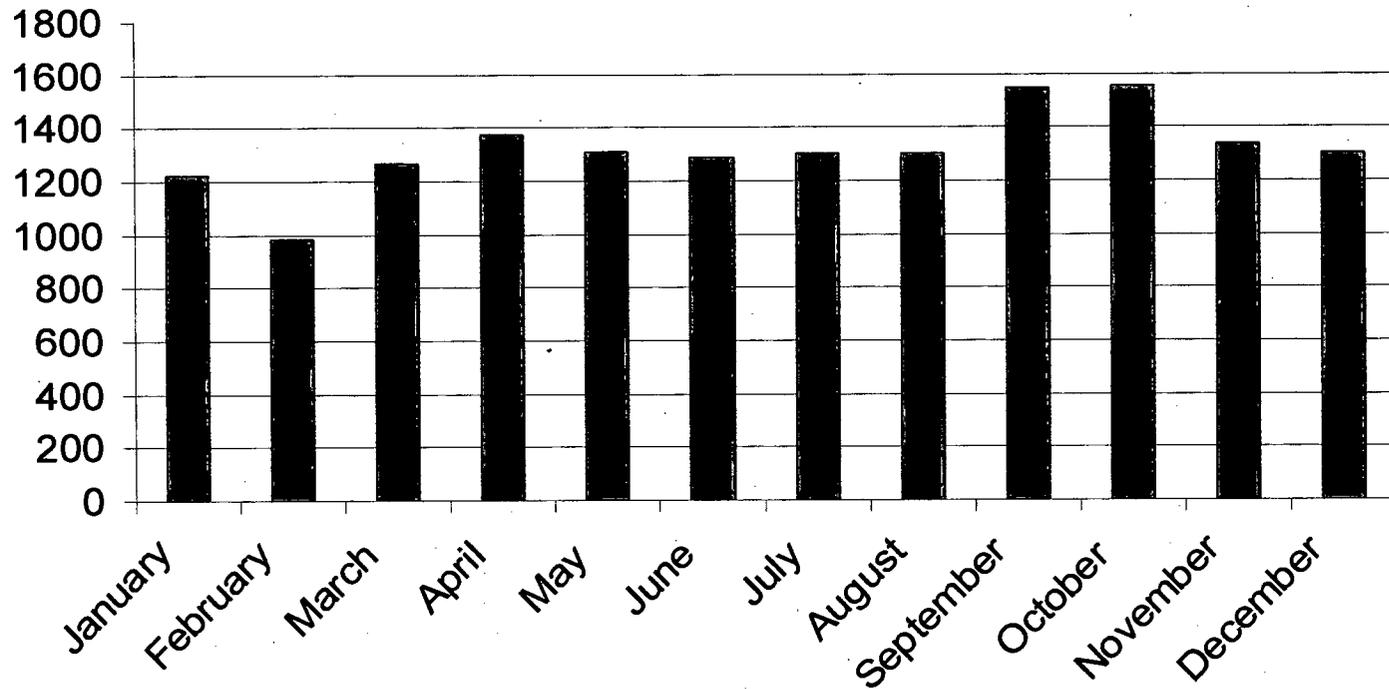
- Manager – Stan Johnson
- Supports:
 - PC's, laptops and printers
 - 3,980 PCs (includes 500 Public Use)
 - 750 laptops
 - 850 printers
 - Manage ~ 10TB of customer working files



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Completed Desktop Service Requests



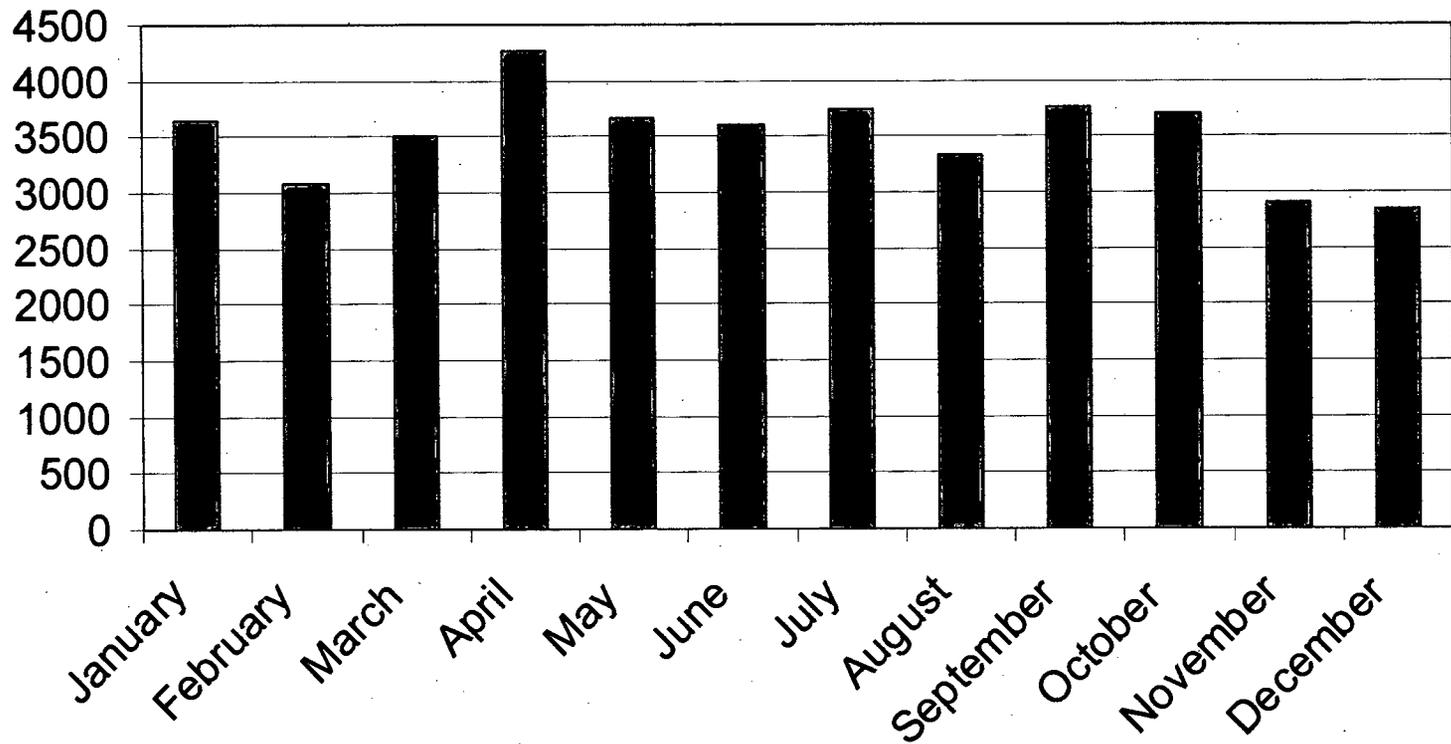
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Help Desk and Operations

- Manager – Chuck Hastings
- Helpdesk
 - Central point of contact for technical support
 - Manage ~ 42,000 customer incidents and work requests annually
- Data Center Operations
 - Data center management, 24x7
 - Manage backups for data and disaster recovery
 - Administer IT's Change Notification System



New Help Desk Requests



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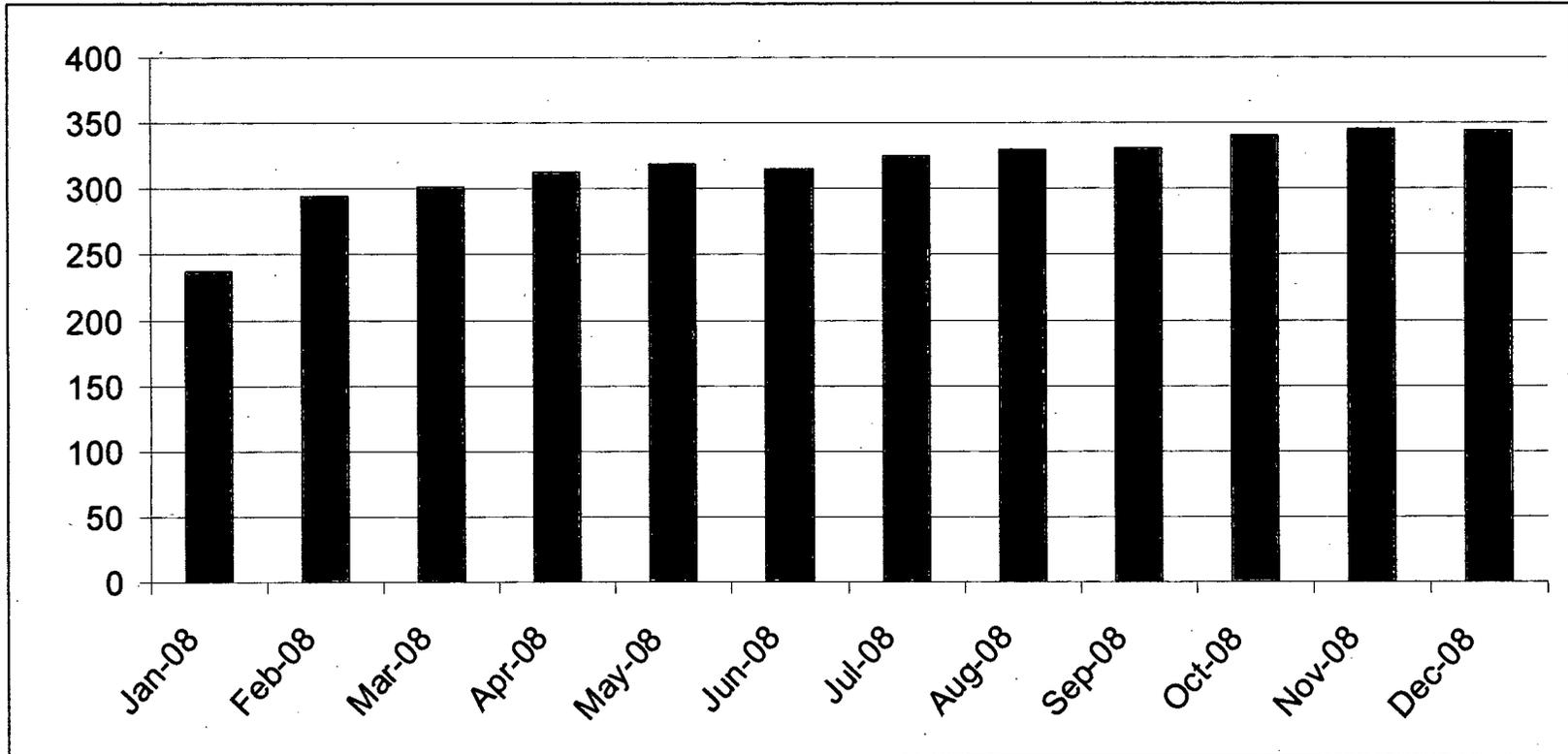
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Technical Services

- Manager – Tim Kurilo
- Supports:
 - Enterprise servers, software and storage
 - E-mail
 - Secure file transfers
 - Web infrastructure
 - Real Server administration – live broadcasts and recording, Kitty Cam support



Server Growth Trend



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Technology Initiatives

- Manager – Dan Gorton
 - Provide project management for IT Infrastructure projects
 - Planning & Organizing
 - Managing Resources
 - Managing Risks and Issues
 - Coordination of cross-functional IT projects
 - Scope, Time & Budget



Voice and Data Networks

- Manager – Terrie Walker
- Supports:
 - Voice, Video and Data Network
 - WAN Devices ~ 500 routers, switches and firewalls
 - VPN Services ~ 820 accounts
 - PBX's – 27 hubs
 - Wireless Services ~ 356 pagers, 1,399 cell devices
 - Video Conferencing--23 units
 - Moves, Adds, Changes ~ 4,000 per year



Infrastructure Major Projects

- Desktop
 - Annual PC Replacements ~ 1,000
 - Annual Printer Replacements ~ 125
 - Planning for Desktop Encryption
 - Roadmap for Desktop Computing
- Tech Services
 - Storage Area Network Upgrade
 - Tiered Storage for Dev and QAT
 - Improved storage performance
 - Backups to Isolated Network
 - Secure File Transfer Upgrade
- Voice and Data Networks
 - Upgrade End of Life LAN Devices
 - Fixed Mobile Convergence Pilot
 - Soft Phone Pilot
 - VPN Functionality Analysis



Planning & Administration

- Supports all business functions of IT
 - Budget and Finance
 - Procurement
 - Contract Management
 - Travel & Training
 - HR and Staffing Coordination
 - Office Administration Support



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Budget and Finance

- Creation of IT Rate Model
- Coordination of expense budget creation
- Reporting and monitoring of fund and cost center budgets
- Revenue and Expense projections
- Project accounting support



Procurement

- Purchases all technology for the County:
 - Hardware: PCs, Servers, Printers, Networking, Peripherals
 - Software: Microsoft Office, Desktop Applications, Server Applications
 - Contracts: Software and implementation, system development, projects, etc.



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Procurement Volume

- FY08 Purchasing by Type:
 - Purchase Orders: 644 transactions totaling \$8.51 million
 - Central Stores Orders: 994 transactions totaling \$1.51 million
 - Credit Card Orders: 1,057 transactions totaling \$730,000
 - Contracts: 11 contracts signed totaling \$1.98 million



Administrative Support

- Scheduling
- Travel & Training
- Meeting coordination for staff, vendors and projects
- Time entry
- HR maintenance and processing
- Recruitment support



Information Security

- Policy development
 - IT, County-wide, Partner
- Incident response and support
 - Virus, attack, vulnerability
- Investigation support
 - Litigation, HR, Labor Relations
- Training & Consulting
 - New Employee, IT Project, County Leaders



2008-2009 Highlights

- **County Human Services**
 - EASA Team Video Conferencing
 - Volunteer Emergency Registry
- **Community Justice**
 - Telestaff System Implementation
 - SPIN Case Plan 2 Enhancements
 - SPIN Upgrade to SQL Server 2005 w/replication for reporting
 - Call Pilot Rollout—East County Parole and Probation Office
- **Community Services**
 - Kitty Cam
 - Land Use Permitting System Vendor Selection
 - Elections Night Support
- **DSS-J**
 - eCourt Reports
 - Field Supervision Reports
 - Custom Reports for Circuit Courts—DUI Sentencing
- **Health Department**
 - Information & Referral System Replacement
 - Food Handler's Website Phase II Implementation
 - CEDARS: Incremental File Processing
 - CEDARS: Data Mart; Financial Reports; and Maternity Reports
- **Library**
 - Public WiFi Implementation, all locations
 - Firewall Replacement
 - Print Management System Implementation
 - Lock-a-Shelf System Pilot



2008-2009 Highlights

- **Sheriff's Office**
 - SWIS subsystem—Court Ordered Restrictions
 - SWIS Batch Reporting Migration to Virtual Environment

- **Other (County Management, Non-Departmental, Others)**
 - State Courts Telecom Project
 - Chair's Web Site Redesign
 - DART Fall Property Tax Statement Processing
 - DART Kiosk Deployment
 - DART Technology Enhancement Project Vendor Selection

- **Enterprise**
 - Email Routing, MCSO/MCDA/County
 - Real Server Upgrade
 - Project Portfolio Management (PPM) System Implementation
 - Firewall Replacement: Enterprise
 - SQL 2005 Platform Installation
 - New Printer Deployment, > 100
 - Court House Phone System Upgrade



Feedback / Q&A



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MULTNOMAH COUNTY
AGENDA PLACEMENT REQUEST (revised 09/22/08)

Board Clerk Use Only

Meeting Date: 02/10/09
Agenda Item #: WS-1
Est. Start Time: 10:30 AM
Date Submitted: 01/23/09

Agenda Title: Budget Overview: Capital and Infrastructure Needs

Note: If Ordinance, Resolution, Order or Proclamation, provide exact title. For all other submissions, provide a clearly written title sufficient to describe the action requested.

Requested Meeting Date:	<u>2/10/09</u>	Amount of Time Needed:	<u>1.5 hrs</u>
Department:	<u>County Management</u>	Division:	<u>Budget/Finance</u>
Contact(s):	<u>Karyne Kieta</u>		
Phone:	<u>503-988-3312</u>	Ext.	<u>22457</u>
		I/O Address:	<u>503/5/531</u>
Presenter(s):	<u>Cecilia Johnson, Jane McFarland, Bob Thomas, John Lindenthal, Mindy Harris, Mark Campbell</u>		

General Information

1. What action are you requesting from the Board?

We are requesting to brief the Board regarding the Capital Improvement Program, process, financing and challenges.

2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer this action affects and how it impacts the results.

This is a briefing to orient the Board about the County's Capital Improvement Program. The presentation will include information from Budget, Finance, Transportation and Facilities. The Capital Program for IT and Fleet will be addressed at a different time.

3. Explain the fiscal impact (current year and ongoing).

NA, this is a briefing only.

4. Explain any legal and/or policy issues involved.

NA, this is a briefing only.

5. Explain any citizen and/or other government participation that has or will take place.

NA, this is a briefing only.

Required Signature

**Elected Official or
 Department/
 Agency Director:**

Date: 01/23/09

Board Briefing

Capital & Infrastructure Overview

February 10, 2009



Agenda

- **Capital Overview (FTE & Dollars)**
- **Capital Strategy (Funding Priorities & Long Term Revenue)**
- **Challenges (Current & Future)**
- **Financial Policies**

Presenters

- **Facilities & Property Management Division – Bob Thomas & John Lindenthal**
- **Transportation Division – Kim Peoples & Ian Cannon**
- **Financial Policies – Mark Campbell**

CAPITAL OVERVIEW (FTE & DOLLARS)

Facilities & Property Management Division

Multnomah County's Building Portfolio

- 3.2 Million sq ft 132 buildings
- Owned space, 2.8 Million sq ft
- \$1.0 Billion estimated replacement value for major buildings only
- Leased space, 400 K sq ft

FY 2009 Budget

- \$41 M Facilities Management, \$58 M Capital Program
- \$ 14.26 per sq ft, \$2.35 capital per sq ft investment
- 96.5 FTE

CAPITAL STRATEGY

Funding Priorities & Long Term Revenue

Managing Short Term and Long Term Risk:

- Balancing maintenance & capital
- Preventative maintenance reduces deferred maintenance
- Reduction in deferred maintenance reduces capital needs

Likewise:

- Reducing maintenance increases deferred maintenance
- Increasing deferred maintenance increases capital needs

CAPITAL STRATEGY

Funding Priorities & Long Term Revenue

Facilities Strategic Plan – (Adopted 2005)

1. Plan called for migrating the County's real estate portfolio to include only well sited, high-performance, affordable, and sustainable facilities by 2015.
2. Strategic Plan called to fully fund the operating costs of owned Tier 1 facilities including compliance and preventative maintenance. In addition, the County will stay completely current on its non-seismic capital maintenance program.
 - Tier System to manage assets
 - Disposition Plan to reduce portfolio size
3. Ensure that FPM is utilizing the best practices for buildings and operations.

CAPITAL STRATEGY

Funding Priorities & Long Term Revenue

Capital Improvement Program (CIP) 5-yr plan – Process

- Input for projects – Departments, Operations and Maintenance, Project Managers, Property Managers, Facility Asset Management Evaluation (FAME)
- Funding Priority* – Projects are evaluated and ranked.
 - *Priorities are fire/life safety, roofs, building envelope, plumbing, HVAC, electrical, etc.

CHALLENGES (Current & Future)

FY2009 Challenges

- **Current – BCC direction needed**
 - East County Justice Center
 - Downtown Courthouse repairs
 - McCoy Building urgent repairs

CHALLENGES (Current & Future)

Future Challenges - Attaining Goals of Strategic Plan

- long range revenues
- Note: need \$4.58/sq.ft./yr for 30 yrs to meet current projected needs excluding seismic

Managing the risk – Facilities Alternatives/choices –

- status quo – not recommended
- change portfolio, i.e. size or configuration
- sustainable funding

CAPITAL OVERVIEW (FTE & DOLLARS)

Transportation Division

Capital Assets

- **300 Miles of Roads** – 10% Urban (in the cities of Fairview, Troutdale, Wood Village), 90% Rural
- **6 Willamette River Bridges** - 5 in City of Portland, 1 Rural (Sauvie Island)

FY09 Budget

- **Roads**
 - 12 FTE
 - \$10.0M
- **Bridges**
 - 19 FTE
 - \$11.6M
- **Transportation Planning**
 - 3 FTE

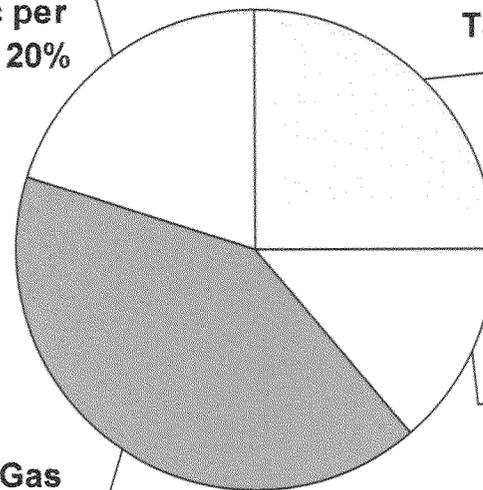
CAPITAL STRATEGY

Revenue



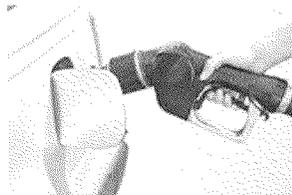
Multnomah
County Gas
Tax (3¢ per
gallon), 20%

Weight Mile
Tax, 25%



State Gas
Tax (24¢ per
gallon), 41%

Vehicle
Registration,
14%



Percentages are rounded.

CAPITAL STRATEGY

Capital Improvement Plan and Program (CIPP)

- Developed through work with the communities, the City of Portland and East County cities, the Bicycle and Pedestrian Advisory Committee, and Engineering and Transportation Planning staff.
- The Plan identifies and sets priorities for bridge, road, bicycle, pedestrian, and preservation projects that support communities and a thriving economy.
- The Program assigns available funds to the highest ranked projects, based on: Safety, Support of Land Use Goals, Engineering Evaluation, Community Support.

CAPITAL STRATEGY

Priorities – Current Debt Obligations

- 257th Avenue @ Orient Drive Loan
- Sauvie Island Bridge Loan
- 223rd RR Undercrossing

Priorities – Funded Projects

- Morrison Bridge Bicycle/Pedestrian Facility
- 238th Avenue Safety

CAPITAL STRATEGY

Priorities - Pending Funding

- Sellwood Bridge
- Cornelius Pass Road Safety
- Beaver Creek Culvert Replacements (partially funded - \$1M of \$7M)
- Morrison Bridge Deck Replacement (partially funded - \$6.6M of \$10M)
- Broadway Bridge Painting

CHALLENGES (Current & Future)

- Declining Revenues: Since 1993, the number of vehicle miles traveled has risen by 19%, while gas tax revenues have increased 3%. Vehicles are more fuel efficient.
- Since 1993 inflation is up more than 50%.
- County has backlog of deferred maintenance, particularly for roads, that is growing at an alarming rate. (20 year funding gaps; Roads \$355M, Bridges \$490M).
- County's core responsibility to provide a safe environment for the traveling public is seriously compromised by lack of funds.
- County is currently unable to fund an adequate transportation capital improvement program.

REVENUE OPPORTUNITIES

- Federal Economic Stimulus Package
- Governor's Transportation Package
- Federal Transportation Reauthorization Legislation

FINANCIAL POLICIES

General Obligation Bonds

- require vote approval
- secured by property tax levy
- not subject to Measure 5 limits
- current rating (Moody's) – AA1

Full Faith & Credit Obligations

- do not require voter approval
- secured by any County revenue source(s)
- current rating (Moody's) – AA2

FINANCIAL POLICIES

■ Policy Statement – Short Term and Long Term Debt Financings

“The County will attempt to meet its capital maintenance, replacement, or acquisition requirements on a pay-as-you-go basis. If the amount of the capital requirement cannot be met on a pay-as-you-go basis, if it is financially beneficial to issue debt, and if the project has been determined to benefit future citizens, the County will evaluate the feasibility of issuing a long-term debt financing instrument.”

FINANCIAL POLICIES

■ Statutory debt limits

- State of Oregon – GO Bonds
- 2% of real market value = \$2 Billion
- State of Oregon – Full Faith & Credit Bonds
- 1% of real market value = \$1 Billion

■ BUT, practically speaking

- debt limit = what we can afford to support in annual debt payments

FINANCIAL POLICIES

■ Internal County Policy

- more restrictive than statutory limits
- linked to ability to pay
- limits impact of debt on ongoing programs

- Non-voter approved debt limited to annual payments that do not exceed 5% of General Fund Revenues (*Financial & Budget Policies, pp. 22-23*)

FINANCIAL POLICIES

Current Outstanding Debt by Type

	Principal Balance	Annual Debt Service	# Years to Payoff
General Obligation Bonds	\$ 63,125,000	\$ 9,232,000	9
Revenue Bonds	5,320,000	827,000	8
Pension Obligation Bonds	165,583,000	13,542,000	22
Full Faith & Credit Obligations	75,505,000	6,993,000	12
Certificates of Participation	12,550,000	1,851,000	5
Capital Leases	1,043,000	118,000	24
Total Debt	\$ 323,126,000	\$ 32,563,000	
(Less) GO Bonds	(63,125,000)	(9,232,000)	
(Less) Pension Obligation Bonds	(165,583,000)	(13,542,000)	
(Less) Revenue Bonds	(5,320,000)	(827,000)	
Debt Subject to County Policy	\$ 89,098,000	\$ 8,962,000	
General Fund Revenues (FY 2009)		\$ 343,000,000	
Current GF Supported Debt as % of Revenue		2.61%	
Available Annual Debt Service per Policy		\$ 8,188,000	