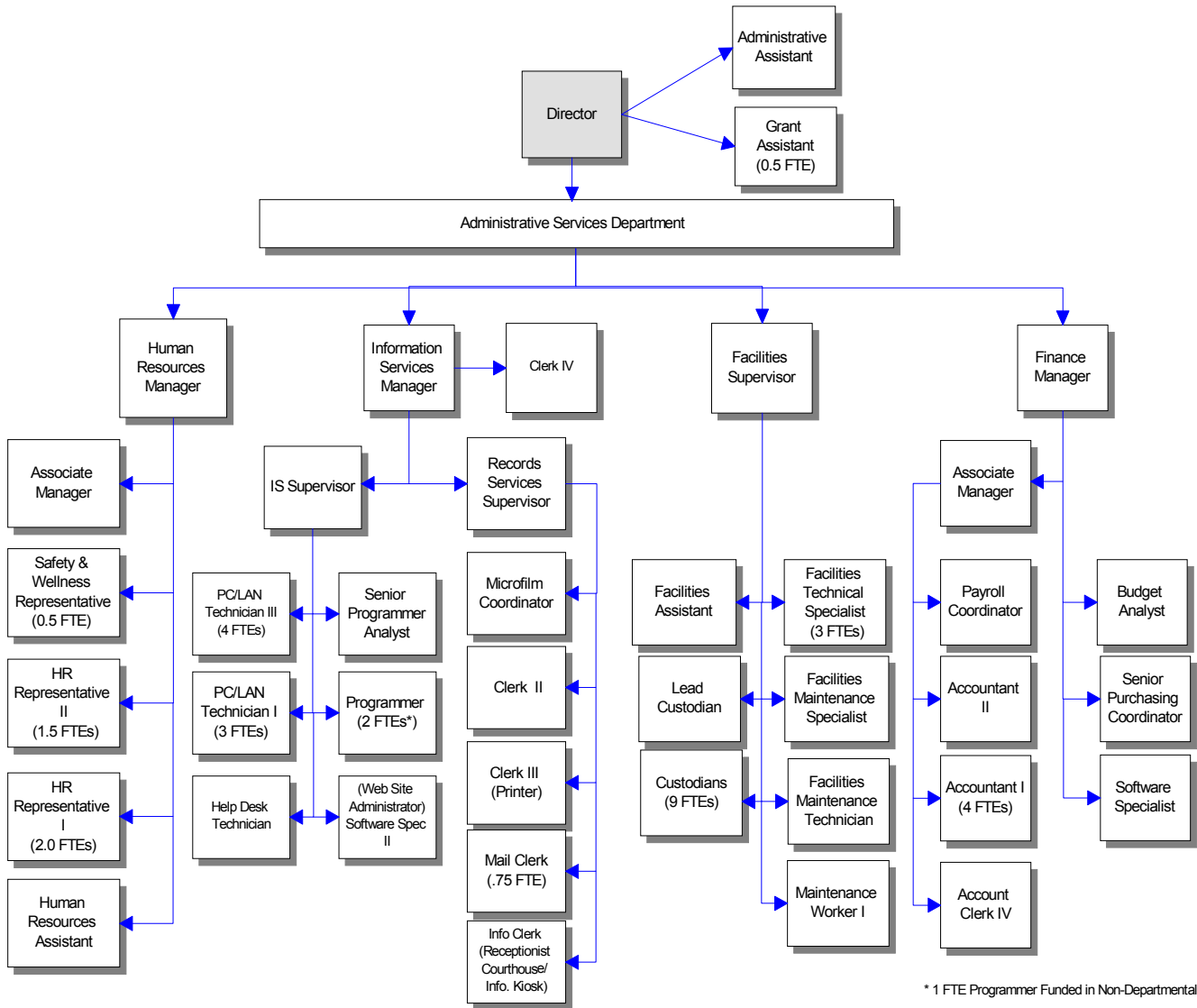


Administrative Services Department



Mission & Objectives

Mission

Provide high quality support to county departments so that citizens of Whatcom County receive responsive, efficient and cost-effective government services. The components of Administrative Services include: Administration, Facilities, Finance, Human Resources, and Information Services.

Objectives

Administration

- Support the AS Director in administration of the AS Department, as well as the role of Deputy Administrator, by providing coordination and communication between the divisions and with the Executive Office.
- Participate in division manager meetings with the director and prepare action guides for areas targeted to improve flow of information and task assignments; assist in tracking progress of implementation of division action plans.
- Provide support for cross-divisional and county-wide efforts through coordination of various working groups (Computer & Technology Advisory Committee, Financial Management Working Group, Financial Management Committee) and division and county-wide strategic planning.
- Implement standardized boiler contract language guidelines. Develop training program for all county department personnel in usage.
- Complete projects as targeted and assigned.
- Coordinate county government grants efforts.
 - A. Identify current grants.
 - B. Identify areas of need.
 - C. Design a management system to track and monitor efforts.
 - D. Assist department management in grant development efforts.
 - E. Identify and develop agreements with consultants/organizations to compile specialized grant applications.
 - F. Monitor WACERT grant program.
- Identify potential funding and their funding cycles
 - A. Federal level
 - B. State level and pass-through
 - C. Foundations
- Facilitate regional grant effort between community based organizations, university, cities and county.
 - A. Develop web site
 - B. Identify and link with other web sites
 - C. Establish and maintain a library of information and resources
- Produce reports as needed in all objectives.

Objectives continued

Facilities Management

- Continue development of the preventive maintenance repair program for county building mechanical equipment. This program will enable Facilities Management staff to make repairs before problems escalate and become significantly more costly. This work will be done in conjunction with the addition of a second Facilities Maintenance Technician.
- Continue ongoing safety/security reviews of all county facilities.
- Complete a comprehensive inventory of facility adjustments and corrections for increasing serviceability and flexibility of county facilities.
- Enhance training and service levels by providing staff more training opportunities.
- Produce an informational package that explains how Facilities Management operates, what services are included in the Facilities Management Square Footage Fee, procedure for requesting work to be done, etc.
- Develop and implement a procedure for evaluating our maintenance and custodial services on a quarterly basis.
- Provide ongoing training for Facilities Management staff in emergency response procedures. These procedures will identify which utilities to turn off and which to leave operational, when to evacuate facilities, what agencies to notify, etc.
- Work with all county departments to coordinate all remodel and construction projects.
- Work with county departments to compile and coordinate a Facilities Master Plan for the 5, 10, 15, and 20 years.

Finance

- Coordinate annual budget preparation and present to the County Council in accordance with county charter.
- Issue 26 county payrolls and 12 district payrolls accurately and on time.
- Complete 2000 annual report within statutory deadline.
- Document and issue 70,500 warrants in compliance with all legal requirements, resulting in no audit discrepancies.
- Administer 150 bids in compliance with all legal requirements.
- Issue 1099's and W2's within federal deadlines.
- Issue four quarterly financial reports within 45 days of the end of each quarter.
- Administer fixed asset tracking system and perform annual inventory.
- Issue budget status reports by the 15th of each month.
- Earn the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for annual budget.
- Submit the annual report to the GFOA Certificate of Achievement for Excellence in Financial Reporting program.
- Complete development and implementation of financial system graphical user interface.
- Conduct two payroll preparer "user" meetings and two claims preparer "user" meetings.
- Implement organization-wide accounts receivable system.
- Integrate accounting elements of Health Department's software with Whatcom County's general ledger.

Objectives continued

- Make purchasing bids, bidders lists and bid opening results available on the Internet.
- Implement and coordinate a quarterly financial projections system that incorporates input from county departments.
- Provide support for implementation of organization-wide performance measurement.

Human Resources

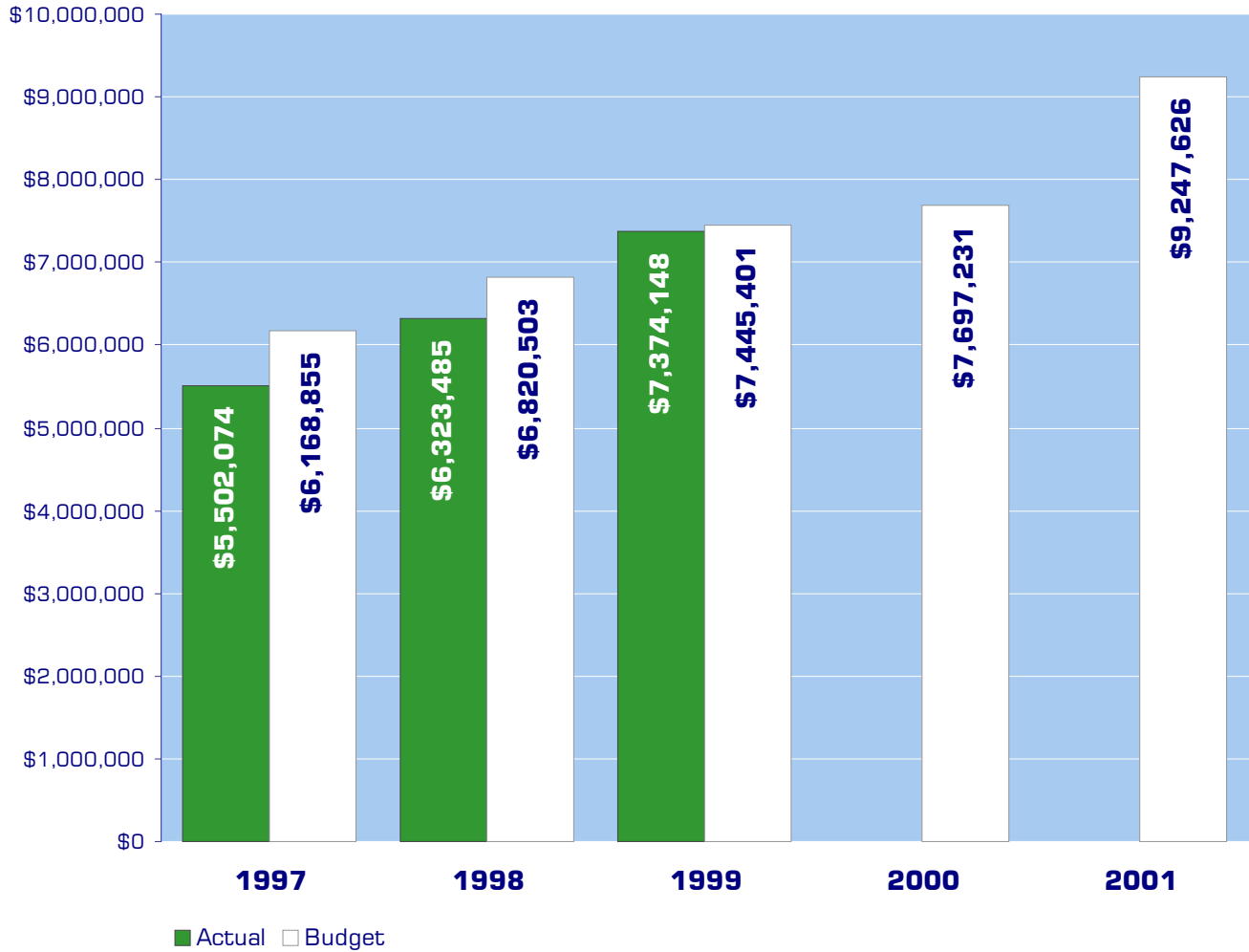
- Conduct Request for Proposals (RFP) processes for professional labor negotiator & unrepresented dental plan administrator.
- Begin negotiations for four collective bargaining agreements expiring 12/31/2001.
- If not concluded, bring Deputy Sheriff's negotiations to a close through mediation or arbitration.
- Continue redrafting personnel administrative policies and procedures to incorporate changes dictated by law and county business needs into plain English format.
- Identify priority supervisory training needs and develop methods for most effectively meeting those needs.
- Offer customer service training sessions for employees.
- Strengthen county management and operations through organizational development opportunities.

Information Services

- Develop and implement electronic business solutions to assist in bringing government to the citizens of Whatcom County.
- Continue implementation and consolidation of county's intranet
- Begin enhancements to wire plant for speedier access to information.

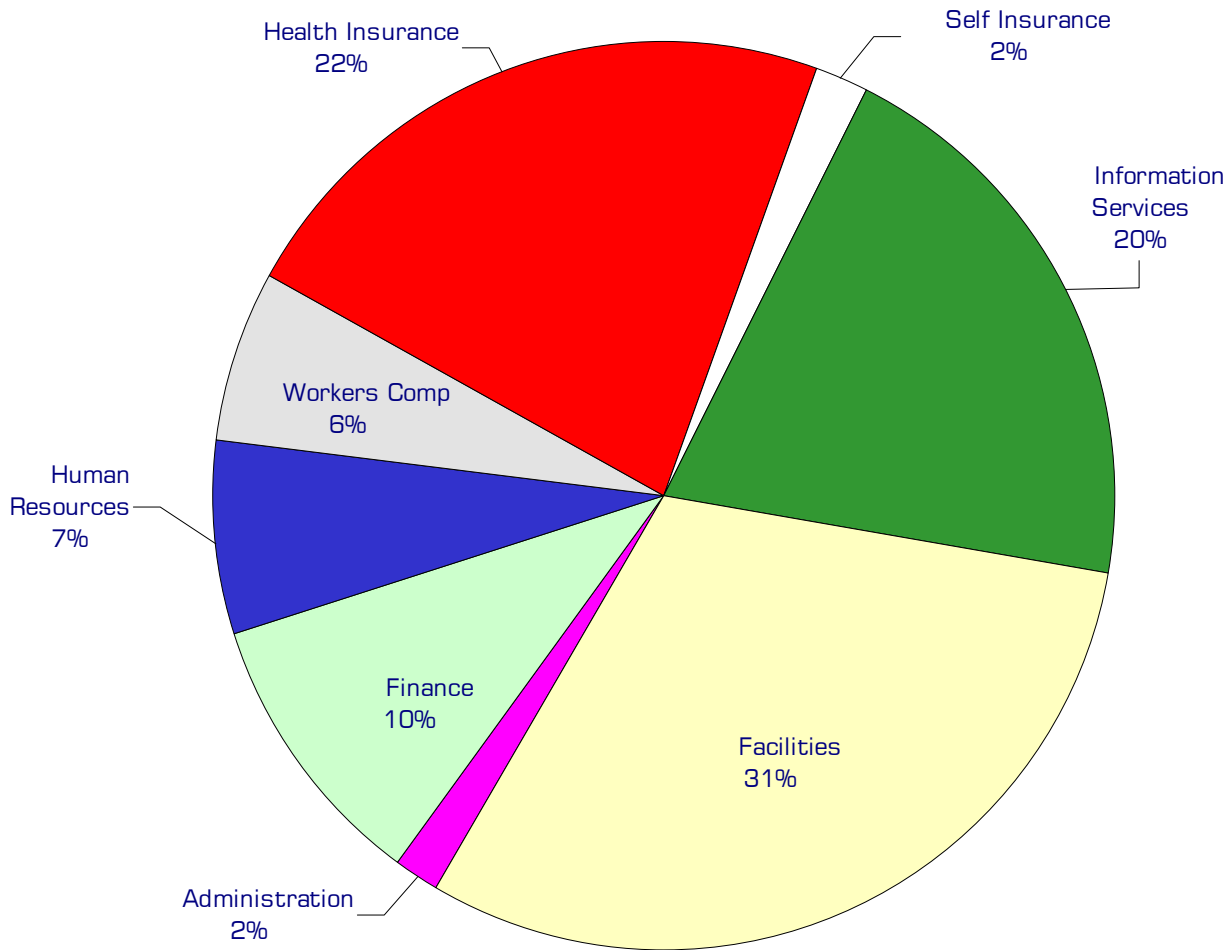
- Improve service levels to all departments in all areas of responsibility.
- Continue in-house training sessions for county employees on standardized software, Groupwise and Internet usage.
- Ensure 98% of all supported equipment is operational 100% of the time.
- Continue to apply budgeted resources to decrease microfilm backlog with a long-term goal of being current with all of the county departments' microfilming projects.
- Achieve and maintain 95% on-time delivery of printed goods while providing good communication with affected department personnel when delivery will be delayed.
- Provide departments with information about potential postage cost savings, resulting in a decrease in postage costs.

Expenditure Trends



NOTE: Capital expenditures and interfund operating transfers are not shown to more accurately reflect ongoing operational costs.

2001 Budget by Program



NOTE: Capital expenditures and interfund operating and residual equity transfers are not shown to more accurately reflect ongoing operational costs.

Program Summary

Actual 1997	Actual 1998	Actual 1999	Budget 2000	Budget 2001	\$ Change 2000 to 2001	% Change 2000 to 2001
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OPERATIONS

Administrative Services

507 Administrative Services Fund

Administration	53,702	52,780	61,480	136,958	151,103	14,145	10.33%
Finance	674,354	697,053	732,730	934,595	938,120	3,525	0.38%
Human Resources	494,572	539,620	572,490	588,206	629,602	41,396	7.04%
Workers Comp	364,825	460,855	610,410	458,954	565,000	106,046	23.11%
Health Insurance	1,223,830	1,274,418	1,451,244	1,600,089	2,074,776	474,687	29.67%
Self Insurance	80,437	79,168	71,561	159,958	193,372	33,414	20.89%
Information Services	1,132,418	1,319,206	1,535,659	1,728,734	1,877,375	148,641	8.60%
Property Appraisal	-	-	-	7,010	7,010	-	0.00%
Facilities	1,477,936	1,900,385	2,256,023	2,070,626	2,811,268	740,642	35.77%
TR&R	-	-	82,551	12,101	-	(12,101)	-100.00%
Total Admin Svcs Operations	5,502,074	6,323,485	7,374,148	7,697,231	9,247,626	1,550,395	20.14%

CAPITAL

Administrative Services Fund

Administration	11,582	5,308	-	-	-	-	0.00%
Finance	65,825	10,733	3,483	9,284	62,700	53,416	575.36%
Human Resources	9,490	13,187	2,680	3,000	4,000	1,000	33.33%
Information Services	89,673	146,023	114,744	164,013	258,000	93,987	57.30%
Facilities	3,979	21,252	27,684	79,167	169,700	90,533	114.36%
TR&R	-	-	-	513,528	250,000	(263,528)	-51.32%
Total Admin Svcs Capital	180,549	196,503	148,591	768,992	744,400	(24,592)	-3.20%

TRANSFERS

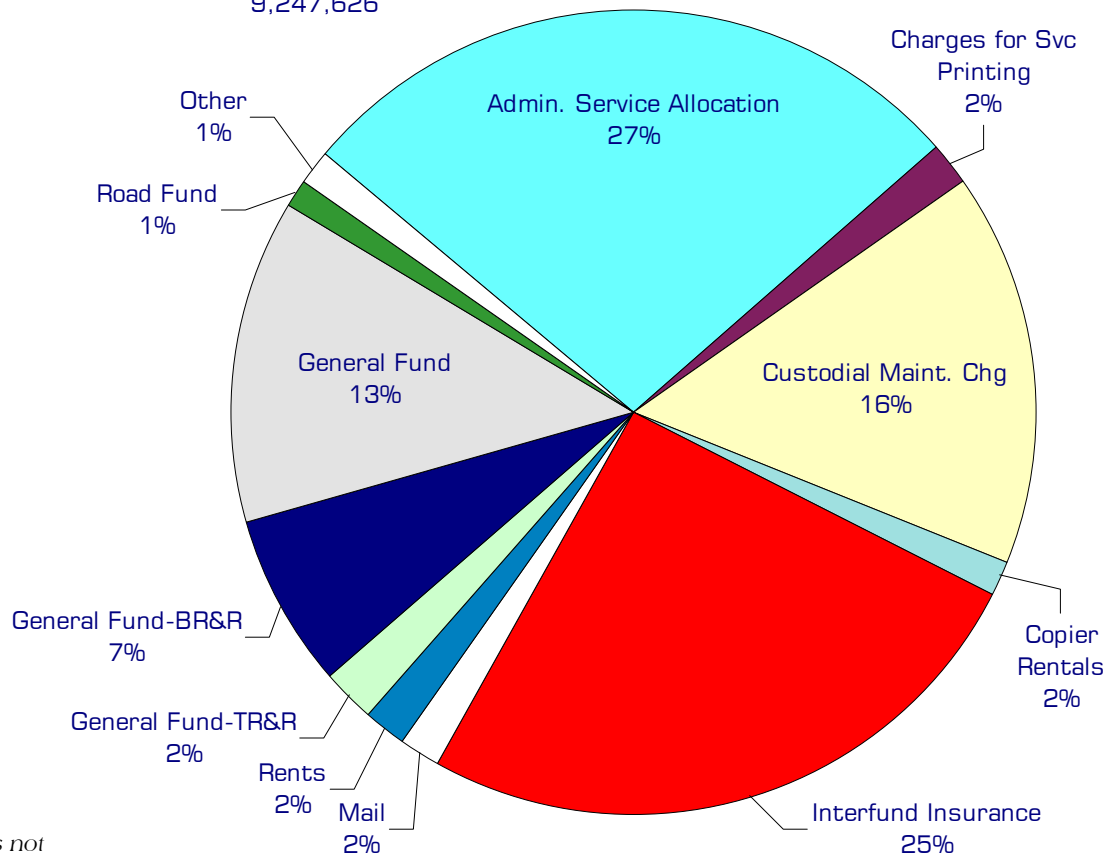
Administrative Services Fund

Finance	3,744	5,601	6,890	-	-	-	0.00%
Facilities	25,158	26,284	282,773	284,197	258,348	(25,849)	-9.10%
TR & R	-	10,728	257,332	-	-	-	0.00%
R.E.E.T. Fund	750,000	621,562	648,379	672,983	666,393	(6,590)	-0.98%
Courthouse Expansion	51,058	-	-	-	-	-	0.00%
Civic Center Bldg Improvemen	-	2,530,000	-	-	-	-	0.00%
Total Admin Svcs Transfers	829,960	3,194,175	1,195,374	957,180	924,741	(32,439)	-3.39%

TOTAL Administrative Services	6,512,583	9,714,163	8,718,113	9,423,403	10,916,767	1,493,364	15.85%
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2001 Funding Sources

Admin. Service Allocation	3,036,386
Charges for Svc-Printing	183,326
Custodial Maint. Chg	1,743,311
Copier Rentals	170,000
Interfund Insurance	2,812,348
Mail	197,000
Rents	166,216
General Fund-TR&R	250,000
General Fund-BR&R	778,000
General Fund	1,431,109
Road Fund	135,560
Other	138,100
*Fund Balance	-1,793,730
Total Funding	9,247,626



**Fund balance is not included in the above chart.*

Funding Sources continued

Administrative Services Allocation

Interfund charge to distribute a portion of the cost of AS general services, such as Human Resources, Information Services, Administration and Accounting, to independent funds. The charge is allocated based on payroll costs and the General Fund was not assessed.

Charges for Services Printing

Revenue generated from the sale of printing services to county departments.

Custodial Maintenance Charge

A charge per square foot to fund utilities, custodial services and maintenance of county facilities maintained by AS - Facilities.

Copier Rentals

Rental charged for the operation, maintenance and replacement of electrostatic copiers owned by Administrative Services Department.

Interfund Insurance

Interfund assessments to provide for the cost of general liability insurance, health insurance, unemployment insurance and workers compensation insurance.

Mail

Interfund charges for postage.

Rents

Revenue received for office space rental in the Civic Center Building and courthouse coffee shop.

General Fund

\$250,000 to fund the Technology Revolving Fund (TR&R) and \$778,000 for onetime additional service requests to fund the Building Revolving Fund (BR&R). Other onetime additional service requests totaled \$1,432,109.

Road Fund

Operating transfer from the Road Fund to pay for a computer technician position and for repairs and maintenance at the NW Annex.

Other

Includes revenues of \$50,000 from the sale of copy & computer paper to county departments, charges to title companies for access to real property information on AS/400, parking fees and investment interest.

Fund Balance

Fund balance will increase by \$1,793,730 in 2001. Graph on previous page does not include capital, operating transfers or Tort Fund.

Performance / Activity Measures

Actual 1997	Actual 1998	Actual 1999	Projected 2000	Projected 2001
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Facilities Management					
Avg square footage serviced per custodian	22,500	22,500	22,500	22,500	22,500
Jail service requests	900	1,150	1,311	1,350	1,400
Juvenile Detention service requests	275	260	280	280	270
All other service requests	2,400	2,376	2,220	2,220	2,000
Preventive Maintenance Actions				400	400
Finance					
County accounts payable vouchers	34,428	35,392	35,705	33,628	34,000
District accounts payable vouchers	23,196	24,684	27,657	26,228	26,500
County payroll checks and direct deposits	24,970	27,334	26,804	26,570	27,000
District payroll checks and direct deposits	3,996	4,230	4,472	4,602	4,600
Purchase Orders issued	4,768	4,157	4,000	3,500	3,000
Human Resources					
Total Jobs Filled	116	133	92	100	100
Jobs filled internally through transfer or promotion	49%	38%	35%	40%	40%
Jobs filled through internal movement (ave weeks in response time)*	4.3	4.4	6.4	5	5
Jobs filled externally (ave weeks response time)*	7.8	7.2	9.5	9	9
*Response time: Time lapse from signed requisition & job description information received by HR until date of interviews.					
Turnover Rate	7.5%	8.2%	6.7%	7.0%	7.0%
Job descriptions updated	91	75	71	80	80
Training hours - Management Skills	200	640	1,668	500	1,000
Average Cost of Workers' Compensation Claims	554	2,709	1,787	2,360	2,478

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Performance / Activity Measures continued

	Actual 1997	Actual 1998	Actual 1999	Projected 2000	Projected 2001
Information Services					
Programming requests completed	382	330	725	350	400
AS/400 service calls	1,575	1,489	1,650	1,400	2,000
Phone service calls	167	190	605	200	250
PC/LAN service calls	-	-	18,983	19,000	19,000
Server's supported	12	12	28	30	30
PC's supported	517	530	725	700	760
Employees trained in-house				225	300
Average annual web page visitors				122,400	125,000
Pounds of records destroyed in accordance with retention schedules	24,775	42,435	44,000	40,000	42,000
Files/boxes retrieved from the Records Center for County depts.	347	627	1,051	600	1,000
Total cubic feet of records transferred/stored at Records Center		3,597	4,627	4,500	5,000
Rolls of microfilm produced: Treasurer's Office	14	13	12	13	13
Rolls of microfilm produced: Other (case files & misc. projects)	61	332	252	60	60
Rolls of microfilm produced: Auditor's Daily	73	84	78	80	-
Rolls of microfilm produced: Clerk's Daily	26	28	27	28	27
Percentage of Print orders completed on time	92%	88%	89%	92%	95%
Amount saved through daily presort mail/bulk mail processes	5,334	5,350	4,245	5,500	3,500

Expenditures Summary

	Actual 1997	Actual 1998	Actual 1999	Budget 2000	Budget 2001	\$ Change 2000 to 2001	% Change 2000 to 2001
ADMINISTRATIVE SERVICES FUND							
507100 AS - Administration							
Salaries & Wages	33,153	32,950	36,844	52,029	62,344	10,315	19.83%
Benefits	9,838	9,723	12,964	12,391	16,711	4,320	34.86%
Supplies	5,998	4,306	7,401	9,250	8,750	(500)	-5.41%
Other Services & Charges	4,713	5,801	4,271	63,288	63,298	10	0.02%
Capital Outlay	11,582	5,308	-	-	-	-	0.00%
Total Administration	65,284	58,088	61,480	136,958	151,103	14,145	10.33%
507130 & 507420 AS - Finance							
Salaries & Wages	396,085	410,329	438,489	496,315	500,446	4,131	0.83%
Benefits	105,646	109,950	106,637	122,715	132,479	9,764	7.96%
Supplies	27,275	31,454	26,199	30,034	29,188	(846)	-2.82%
Other Services & Charges	145,348	145,320	161,405	285,531	276,007	(9,524)	-3.34%
Capital Outlay	65,825	10,733	3,483	9,284	62,700	53,416	575.36%
Debt Service	3,744	5,601	6,890	-	-	-	0.00%
Operating Transfers	-	-	-	-	-	-	0.00%
Total Finance	743,923	713,387	743,103	943,879	1,000,820	56,941	6.03%
507140 AS - Human Resources							
Salaries & Wages	280,535	305,712	321,376	334,157	342,272	8,115	2.43%
Benefits	73,029	77,290	85,558	78,550	84,864	6,314	8.04%
Supplies	17,244	21,554	17,951	21,700	22,200	500	2.30%
Other Services & Charges	123,764	135,064	147,605	153,799	180,266	26,467	17.21%
Capital Outlay	9,490	13,187	2,680	3,000	4,000	1,000	33.33%
Total Human Resources	504,062	552,807	575,170	591,206	633,602	42,396	7.17%
507300 AS - Workers Compensation							
Supplies	-	-	-	-	-	-	0.00%
Other Services & Charges	364,825	460,855	610,410	458,954	565,000	106,046	23.11%
Total H/R Workers Comp.	364,825	460,855	610,410	458,954	565,000	106,046	23.11%
507340, 507360 AS - Health Insurance							
Other Services & Charges	1,223,830	1,274,418	1,451,244	1,600,089	2,074,776	474,687	29.67%
Total H/R Health Insurance	1,223,830	1,274,418	1,451,244	1,600,089	2,074,776	474,687	29.67%
507310, 507320, 507330 AS - Self Insurance Other							
Supplies	(352)	-	-	-	-	-	0.00%
Other Services & Charges	80,789	79,168	71,561	159,958	193,372	33,414	20.89%
Operating Transfers	-	-	-	-	-	-	0.00%
Total AS Self Ins. Other	80,437	79,168	71,561	159,958	193,372	33,414	20.89%
507110, 507120, 507400, 507410 AS - Information Services							
Salaries & Wages	482,497	568,581	652,055	829,016	865,324	36,308	4.38%
Benefits	136,667	160,601	188,000	214,950	230,944	15,994	7.44%
Supplies	306,934	342,500	380,971	397,650	414,950	17,300	4.35%
Other Services & Charges	206,320	247,524	314,633	287,118	366,157	79,039	27.53%
Capital Outlay	89,673	146,023	114,744	164,013	258,000	93,987	57.30%
Total Information Services	1,222,091	1,465,229	1,650,403	1,892,747	2,135,375	242,628	12.82%

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Expenditures Summary continued

	Actual 1997	Actual 1998	Actual 1999	Budget 2000	Budget 2001	\$ Change 2000 to 2001	% Change 2000 to 2001
507600 AS - Property Appraisal							
Other Services & Charges	-	-	-	7,010	7,010	-	0.00%
Total AS - Property Appraisal	-	-	-	7,010	7,010	-	0.00%
50710 & 50728 ADS - Facilities Management							
Salaries & Wages	476,577	490,140	543,330	577,982	643,875	65,893	11.40%
Benefits	154,771	153,945	174,172	174,995	206,646	31,651	18.09%
Supplies	140,968	202,380	250,356	145,504	180,531	35,027	24.07%
Other Services & Charges	681,709	877,973	1,244,520	1,143,134	1,767,406	624,272	54.61%
Intergov Service & Charges	23,911	30,203	43,645	29,011	12,810	(16,201)	-55.84%
Capital Outlay	3,979	21,252	27,684	79,167	169,700	90,533	114.36%
Debt Service	-	145,744	-	-	-	-	0.00%
Operating Transfers	25,158	26,284	282,773	284,197	258,348	(25,849)	-9.10%
Total Facilities Management	1,507,073	1,947,921	2,566,480	2,433,990	3,239,316	805,326	33.09%
507700 TR&R							
Supplies	-	-	68,490	-	-	-	0.00%
Other Services & Charges	-	-	14,061	12,101	-	(12,101)	-100.00%
Operating Transfers	-	10,728	257,332	-	-	-	0.00%
Capital Outlay	-	-	-	513,528	250,000	(263,528)	-51.32%
Total TR&R	-	10,728	339,883	525,629	250,000	(275,629)	-52.44%
Total AS Fund	5,711,525	6,562,601	8,069,734	8,750,420	10,250,374	1,499,954	17.14%
326 R.E.E.T.							
Capital Outlay	-	-	-	-	-	-	0.00%
Operating Transfers	750,000	621,562	648,379	672,983	666,393	(6,590)	-0.98%
Total R.E.E.T.	750,000	621,562	648,379	672,983	666,393	(6,590)	-0.98%
327 COURTHOUSE EXPANSION FUND							
Debt Service	51,058	-	-	-	-	-	0.00%
Total Courthouse Expansion	51,058	-	-	-	-	-	0.00%
331 CIVIC CENTER BLDG IMPROVEMENT FUND							
Residual Equity Transfers	-	2,530,000	-	-	-	-	0.00%
Total Civic Ctr Bldg Imprvmt Fund	-	2,530,000	-	-	-	-	0.00%
TOTAL ADMINISTRATIVE SVCS	6,512,583	9,714,163	8,718,113	9,423,403	10,916,767	1,493,364	15.85%

