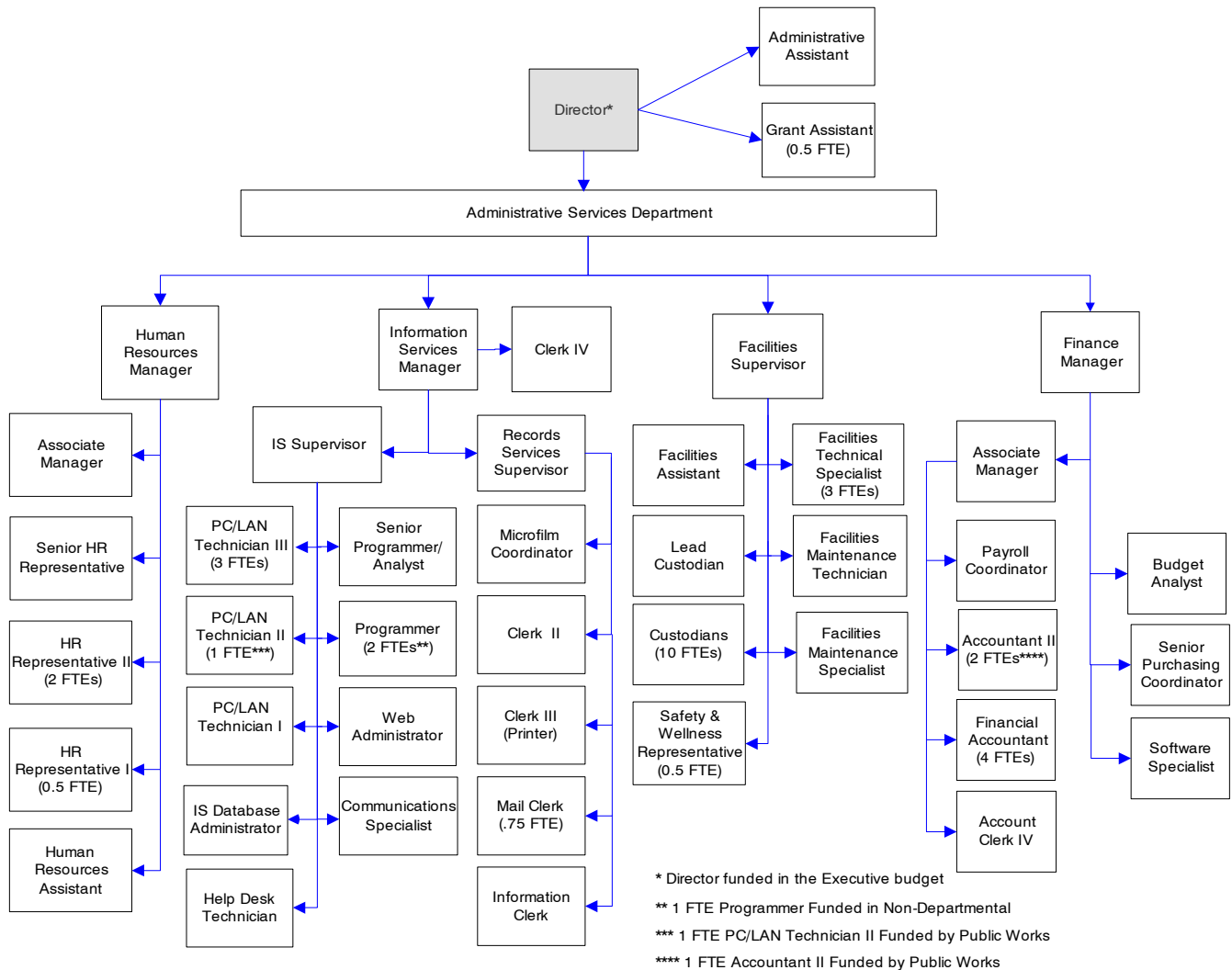


Administrative Services Department



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. Attend other subcommittee meetings as needed.
- Coordinate Policies & Procedures development for AS Department through AS-Policy Writing Group.
- Coordinate and oversee revisions to County Code to be made by County Administration based on comprehensive legal review.
- Monitor use of standardized contracts and continue to provide training in Contract Creator.
- 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 passthrough
 - C. Foundations

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.
- 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 staff education/training/service levels by providing more training opportunities.

Objectives continued

- 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 for procedures to be followed in responding to emergency situations - 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 all county departments to compile and coordinate a Facilities Master Plan for the county, including 5, 10, 15, and 20 year plans.
- 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 2002 annual budget.
- Update 2001 annual report to comply with the Government Accounting Standards Board Statement 34 and complete within statutory deadline.
- Earn the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting program for the 2001 comprehensive financial report.
- Provide at least two training sessions to claims preparers on how to process purchasing card payments.
- Conduct two payroll preparer "user" meetings and two claims preparer "user" meetings.

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.
- Document and issue approximately 61,500 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.

Human Resources

- Renew contracts or conduct request for proposal process for service providers: a) Third party administrator (TPA) workers' compensation; b) employee assistance program; c) TPA self-insured medical plan.
- Begin negotiations for collective bargaining agreements which expire 12/31/2002: a) Corrections Officers & Cooks; b) Sheriff's Support.
- If not concluded, bring negotiations to a close for collective bargaining agreements which expire 12/31/2001: a) Teamster Master; b) Health Clerical; c) Local 17; d) WSNA.

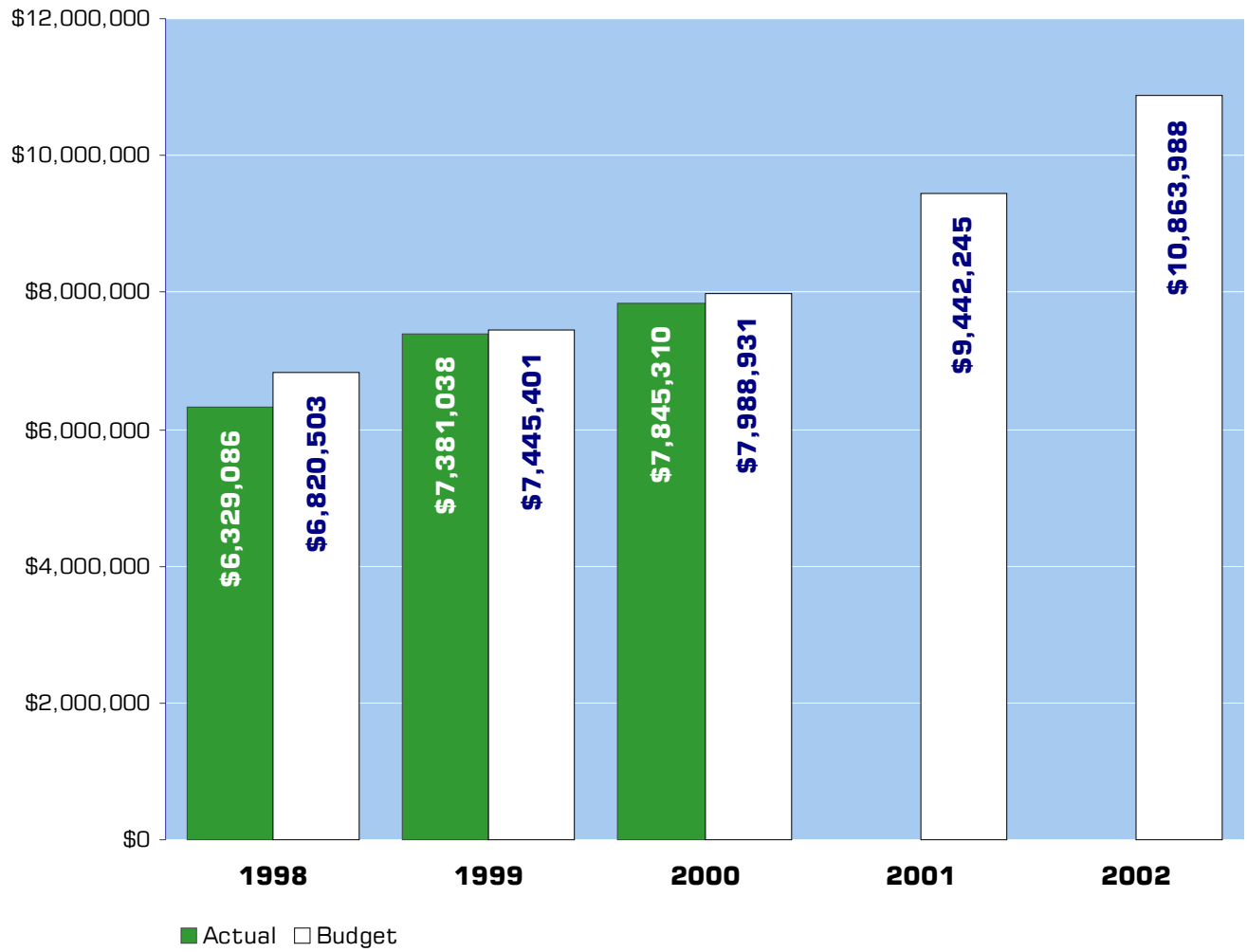
Objectives continued

- Continue redrafting personnel administrative policies and procedures to incorporate changes dictated by law and county business needs into plain English format.
- Continue to identify priority supervisory training needs and develop methods for most effectively meeting those needs.
- Strengthen county management and operations through organizational development opportunities.
- Provide departments with information about potential postage cost savings, resulting in a decrease in postage costs.

Information Services

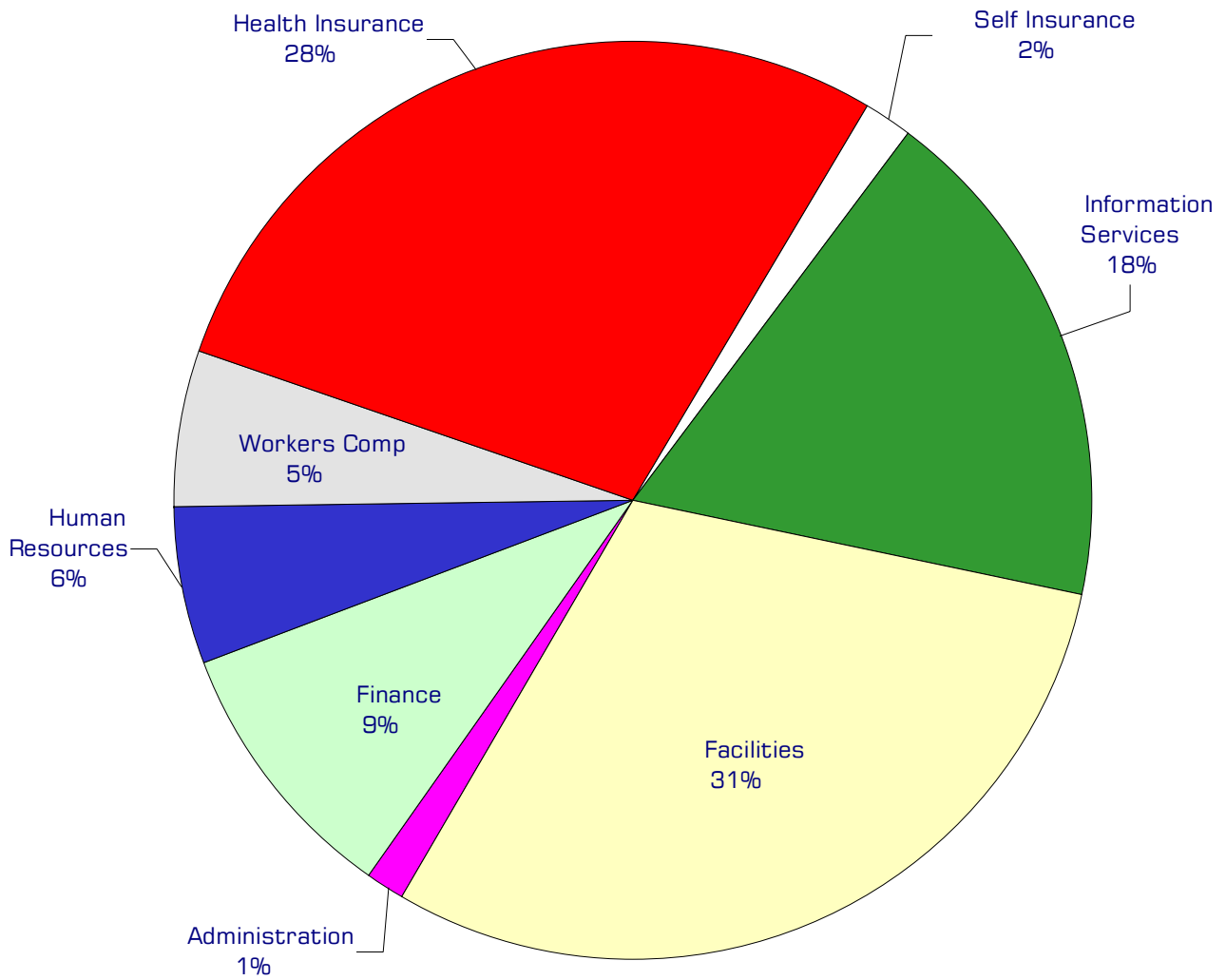
- Continue developing and implementing electronic business solutions to assist in bringing government to the citizens of Whatcom County.
- Continue implementation and consolidation of county's intranet.
- Finalize infrastructure upgrade to wire plant for speedier access to information.
- Improve service levels to all departments in all areas of responsibility.
- Continue with WIN2000 upgrade on remaining desktop computers.
- 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.

Expenditure Trends



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

2002 Budget by Program



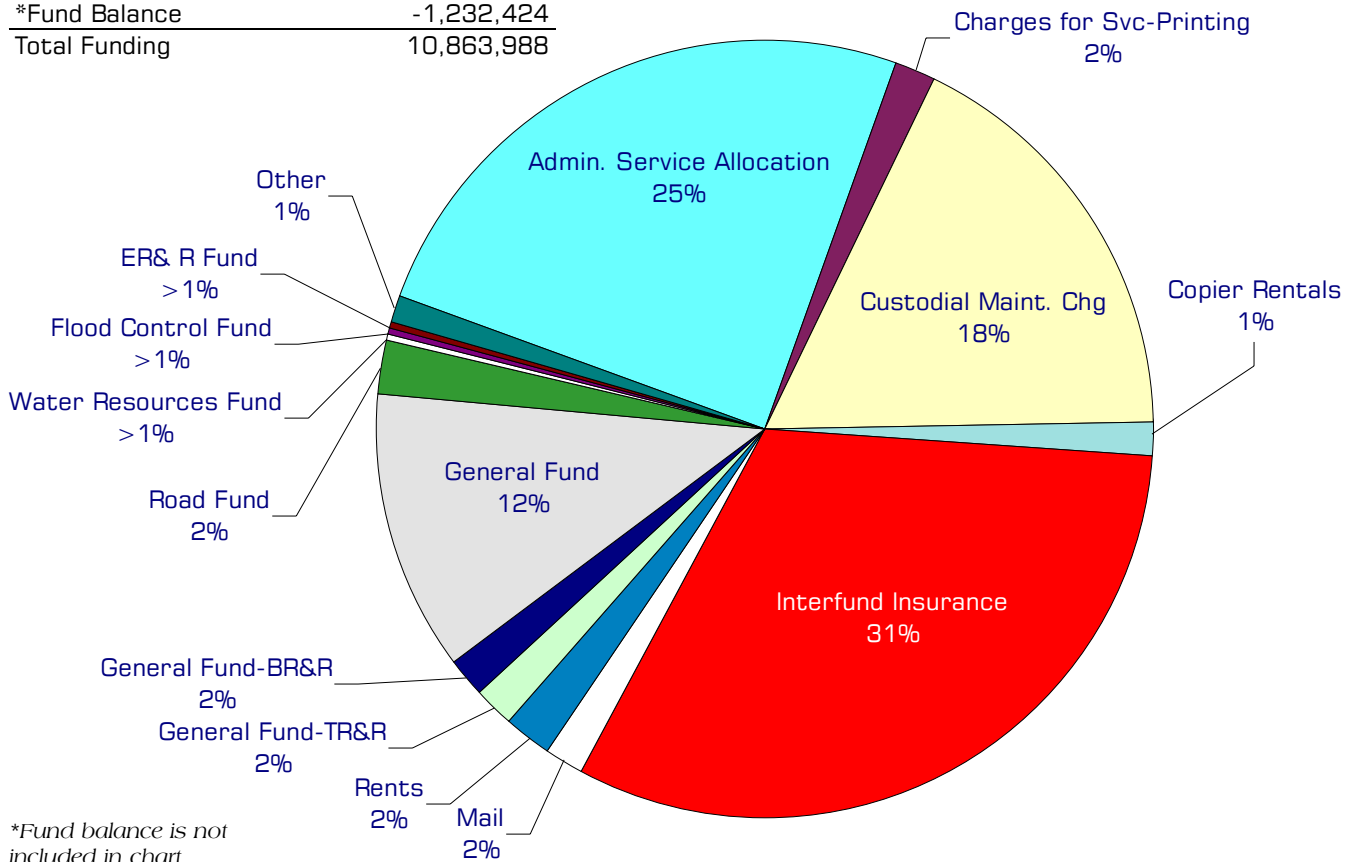
NOTE: Capital expenditures and interfund operating and residual equity transfers are not shown to more accurately reflect ongoing operational costs.

Program Summary

	Actual 1998	Actual 1999	Actual 2000	Budget 2001	Budget 2002	\$ Change 2001 to 2002	% Change 2001 to 2002
OPERATIONS							
Administrative Services Fund							
Administration	52,780	61,480	82,244	160,703	146,019	(14,684)	-9.14%
Finance	702,654	739,620	754,489	931,827	1,017,503	85,676	9.19%
Human Resources	539,620	572,490	555,606	625,311	630,174	4,863	0.78%
Workers Comp	460,855	610,410	554,301	565,000	585,000	20,000	3.54%
Health Insurance	1,274,418	1,451,244	2,089,804	2,074,776	3,070,258	995,482	47.98%
Self Insurance	79,168	71,561	130,713	193,372	194,572	1,200	0.62%
Information Services	1,319,206	1,535,659	1,580,424	1,872,728	1,950,021	77,293	4.13%
Property Appraisal	-	-	-	7,010	7,010	-	0.00%
Facilities	1,900,385	2,256,023	2,020,258	3,011,518	3,263,431	251,913	8.36%
TR&R	-	82,551	77,471	-	-	-	0.00%
Total Admin Svcs Operations	6,329,086	7,381,038	7,845,310	9,442,245	10,863,988	1,421,743	15.06%
CAPITAL							
Administrative Services Fund							
Administration	5,308	-	-	-	-	-	0.00%
Finance	10,733	3,483	10,079	62,700	3,000	(59,700)	-95.22%
Human Resources	13,187	2,680	5,526	4,000	3,000	(1,000)	-25.00%
Information Services	146,023	114,744	133,900	265,046	302,000	36,954	13.94%
Facilities	21,252	27,684	51,548	385,685	57,985	(327,700)	-84.97%
TR&R	-	-	125,225	250,000	400,000	150,000	60.00%
Total Admin Svcs Capital	196,503	148,591	326,278	967,431	765,985	(201,446)	-20.82%
TRANSFERS							
Administrative Services Fund							
Finance	-	-	-	6,293	-	(6,293)	-100.00%
Human Resources	-	-	-	4,291	-	(4,291)	-100.00%
Information Services	-	-	-	11,052	-	(11,052)	-100.00%
Facilities	26,284	282,773	272,973	266,673	253,660	(13,013)	-4.88%
TR & R	10,728	257,332	-	-	-	-	0.00%
R.E.E.T. Fund	621,562	648,379	670,133	666,393	689,428	23,035	3.46%
Civic Center Bldg Imprvmt	2,530,000	-	-	-	-	-	0.00%
Total Admin Svcs Transfers	3,188,574	1,188,484	943,106	954,702	943,088	(11,614)	-1.22%
TOTAL Administrative Services	9,714,163	8,718,113	9,114,694	11,364,378	12,573,061	1,208,683	10.64%

2002 Funding Sources

Admin. Service Allocation	3,036,386
Charges for Svc-Printing	182,716
Custodial Maint. Chg	2,138,051
Copier Rentals	170,000
Interfund Insurance	3,827,830
Mail	196,000
Rents	218,188
General Fund-TR&R	200,000
General Fund-BR&R	200,000
General Fund	1,418,640
Road Fund	277,713
Water Resources Fund	16,410
Flood Control Fund	35,145
ER& R Fund	40,033
Other	139,300
*Fund Balance	-1,232,424
Total Funding	10,863,988



*Fund balance is not included in chart.

Funding Sources continued

Administrative Services Allocation

Interfund charge to distribute a portion of the cost of Administrative Services 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

\$200,000 to fund the Technology Revolving Fund (TR&R) and \$200,000 to fund the Building Revolving Fund (BR&R). Other onetime additional service requests totalled \$1,418,640.

Road Fund

Operating transfers from the Road Fund to pay for a computer technician position, an accountant II position, a county-wide SQL server, LAN infrastructure, and \$102,995 to fund the Technology Revolving Fund (TR&R).

Water Resources Fund, Flood Control Fund, ER&R Fund

Operating transfers to pay for a county-wide SQL server and LAN infrastructure.

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 \$1,232,424 in 2002. The graph on previous page does not include capital, operating transfers or Tort Fund.

Performance / Activity Measures

	Actual 1998	Actual 1999	Actual 2000	Projected 2001	Projected 2002
Facilities Management					
Avg square footage serviced per custodian	22,500	22,500	22,500	22,500	22,500
Jail service requests	1,150	1,311	1,350	1,400	1,860
Juvenile Detention service requests	260	280	280	270	350
All other service requests	2,376	2,220	2,220	2,000	2,888
Preventive Maintenance Actions			400	400	1,000
Finance					
County accounts payable vouchers	35,392	35,705	31,882	31,224	31,000
District accounts payable vouchers	24,684	27,657	29,706	30,236	30,500
County payroll checks and direct deposits	27,334	26,804	26,819	26,982	27,100
District payroll checks and direct deposits	4,230	4,472	4,665	4,706	4,750
Purchase Orders issued	4,157	4,000	3,532	3,000	3,000
Human Resources					
Total Jobs Filled	133	92	117	160	125
Promotions & Transfers (jobs filled internally)	38%	35%	51%	46%	43%
Time to Fill Jobs Internally (avg weeks)	4.4	6.4	4.2	6.3	6
Time to Fill Jobs Externally (avg weeks)	7.2	9.5	8.5	11.3	11
Turnover (separations divided by authorized positions)	8.2%	6.7%	9.3%	8.0%	8.0%
Job Descriptions Updated	75	71	117	120	120
Training Hours - Management & Customer Service	640	1,668	471	1,095	700
Training Hours - Safety & Risk Management	1,311	1,347	730	1,500	1,500
Average Cost of Workers' Compensation Claims	2,709	1,787	1,532	2,000	2,000

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Performance / Activity Measures continued

	Actual 1998	Actual 1999	Actual 2000	Projected 2001	Projected 2002
Information Services					
Programming requests completed	330	725	1,250	400	750
AS/400 service calls	1,489	1,650	2,825	2,000	2,250
Phone service calls	190	605	212	250	300
PC/LAN service calls	2,758	18,983	19,128	19,000	23,275
Server's supported	12	28	30	31	35
PC's supported	530	725	748	760	760
Employees trained in-house			208	288	320
Average annual web page visitors			122,400	750,000	1,646,280
Pounds of records destroyed in accordance with retention schedules	42,435	44,000	53,620	42,000	55,000
Files/boxes retrieved from the Records Center for County depts.	627	1,051	1,017	1,000	1,000
Total cubic feet of records transferred/stored at Records Center	3,597	4,627	4,554	5,000	5,000
Rolls of microfilm produced: Treasurer's Office	13	12	14	13	13
Rolls of microfilm produced: Other (case files & misc. projects)	332	252	405	300	60
Rolls of microfilm produced: Auditor's Daily	84	78	55	-	-
Rolls of microfilm produced: Clerk's Daily	28	27	26	27	27
Print orders completed on time	88%	89%	89%	95%	95%
Amount saved through daily presort mail/bulk mail processes	5,350	4,245	4,300	3,500	3,500

Expenditures Summary

	Actual 1998	Actual 1999	Actual 2000	Budget 2001	Budget 2002	\$ Change 2001 to 2002	% Change 2001 to 2002
ADMINISTRATIVE SERVICES FUND							
507100 AS - Administration							
Salaries & Wages	32,950	36,844	47,915	62,344	63,406	1,062	1.70%
Benefits	9,723	12,964	13,725	16,711	17,575	864	5.17%
Supplies	4,306	7,401	4,496	8,750	8,750	-	0.00%
Other Services & Charges	5,801	4,271	16,108	72,898	56,288	(16,610)	-22.79%
Capital Outlay	5,308	-	-	-	-	-	0.00%
Total Administration	58,088	61,480	82,244	160,703	146,019	(14,684)	-9.14%
507130 & 507420 AS - Finance							
Salaries & Wages	410,329	438,489	436,717	500,446	564,140	63,694	12.73%
Benefits	109,950	106,637	103,286	126,186	142,202	16,016	12.69%
Supplies	31,454	26,199	26,270	29,188	29,988	800	2.74%
Other Services & Charges	145,320	161,405	178,633	276,007	281,173	5,166	1.87%
Capital Outlay	10,733	3,483	10,079	62,700	3,000	(59,700)	-95.22%
Debt Service	5,601	6,890	9,583	-	-	-	0.00%
Operating Transfers	-	-	-	6,293	-	(6,293)	-100.00%
Total Finance	713,387	743,103	764,568	1,000,820	1,020,503	19,683	1.97%
507140 AS - Human Resources							
Salaries & Wages	305,712	321,376	329,379	342,272	352,624	10,352	3.02%
Benefits	77,290	85,558	82,104	80,573	88,167	7,594	9.42%
Supplies	21,554	17,951	16,078	22,200	18,700	(3,500)	-15.77%
Other Services & Charges	135,064	147,605	128,045	180,266	170,683	(9,583)	-5.32%
Capital Outlay	13,187	2,680	5,526	4,000	3,000	(1,000)	-25.00%
Operating Transfers	-	-	-	4,291	-	(4,291)	-100.00%
Total Human Resources	552,807	575,170	561,132	633,602	633,174	(428)	-0.07%
507300 AS - Workers Compensation							
Other Services & Charges	460,855	610,410	554,301	565,000	585,000	20,000	3.54%
Total H/R Workers Comp.	460,855	610,410	554,301	565,000	585,000	20,000	3.54%
507340, 507360 AS - Health Insurance							
Other Services & Charges	1,274,418	1,451,244	2,089,804	2,074,776	3,070,258	995,482	47.98%
Total H/R Health Insurance	1,274,418	1,451,244	2,089,804	2,074,776	3,070,258	995,482	47.98%
507310, 507320, 507330 AS - Self Insurance Other							
Supplies	-	-	-	-	3,000	3,000	0.00%
Other Services & Charges	79,168	71,561	130,713	193,372	191,572	(1,800)	-0.93%
Total AS Self Ins. Other	79,168	71,561	130,713	193,372	194,572	1,200	0.62%

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Expenditures Summary continued

	Actual 1998	Actual 1999	Actual 2000	Budget 2001	Budget 2002	\$ Change 2001 to 2002	% Change 2001 to 2002
507110, 507120, 507400, 507410 AS - Information Services							
Salaries & Wages	568,581	652,055	735,115	865,324	845,880	(19,444)	-2.25%
Benefits	160,601	188,000	193,755	219,892	218,687	(1,205)	-0.55%
Supplies	342,500	380,971	396,145	420,355	442,950	22,595	5.38%
Other Services & Charges	247,524	314,633	255,409	367,157	442,504	75,347	20.52%
Capital Outlay	146,023	114,744	133,900	265,046	302,000	36,954	13.94%
Operating Transfers	-	-	-	11,052	-	(11,052)	-100.00%
<i>Total Information Services</i>	<i>1,465,229</i>	<i>1,650,403</i>	<i>1,714,324</i>	<i>2,148,826</i>	<i>2,252,021</i>	<i>103,195</i>	<i>4.80%</i>
507600 AS - Property Appraisal							
Other Services & Charges	-	-	-	7,010	7,010	-	0.00%
<i>Total AS - Property Appraisal</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>7,010</i>	<i>7,010</i>	<i>-</i>	<i>0.00%</i>
50710 & 50728 ADS - Facilities Management							
Salaries & Wages	490,140	543,330	557,790	643,875	628,539	(15,336)	-2.38%
Benefits	153,945	174,172	163,763	198,321	200,736	2,415	1.22%
Supplies	202,380	250,356	216,594	186,099	192,581	6,482	3.48%
Other Services & Charges	877,973	1,244,520	1,074,066	1,970,413	2,228,765	258,352	13.11%
Intergov Service & Charges	30,203	43,645	8,045	12,810	12,810	-	0.00%
Capital Outlay	21,252	27,684	51,548	385,685	57,985	(327,700)	-84.97%
Debt Service	145,744	-	-	-	-	-	0.00%
Operating Transfers	26,284	282,773	272,973	266,673	253,660	(13,013)	-4.88%
<i>Total Facilities Management</i>	<i>1,947,921</i>	<i>2,566,480</i>	<i>2,344,779</i>	<i>3,663,876</i>	<i>3,575,076</i>	<i>(88,800)</i>	<i>-2.42%</i>
507700 TR&R							
Supplies	-	68,490	28,969	-	-	-	0.00%
Other Services & Charges	-	14,061	48,502	-	-	-	0.00%
Operating Transfers	10,728	257,332	-	-	-	-	0.00%
Capital Outlay	-	-	125,225	250,000	400,000	150,000	60.00%
<i>Total TR&R</i>	<i>10,728</i>	<i>339,883</i>	<i>202,696</i>	<i>250,000</i>	<i>400,000</i>	<i>150,000</i>	<i>60.00%</i>
<i>Total AS Fund</i>	<i>6,562,601</i>	<i>8,069,734</i>	<i>8,444,561</i>	<i>10,697,985</i>	<i>11,883,633</i>	<i>1,185,648</i>	<i>11.08%</i>
326 R.E.E.T.							
Capital Outlay	-	-	-	-	-	-	0.00%
Operating Transfers	621,562	648,379	670,133	666,393	689,428	23,035	3.46%
<i>Total R.E.E.T.</i>	<i>621,562</i>	<i>648,379</i>	<i>670,133</i>	<i>666,393</i>	<i>689,428</i>	<i>23,035</i>	<i>3.46%</i>
331 CIVIC CENTER BLDG IMPROVEMENT FUND							
Residual Equity Transfers	2,530,000	-	-	-	-	-	0.00%
<i>Total Civic Ctr Bldg Imprvmt Fun</i>	<i>2,530,000</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>0.00%</i>
<i>TOTAL ADMINISTRATIVE SVCS</i>	<i>9,714,163</i>	<i>8,718,113</i>	<i>9,114,694</i>	<i>11,364,378</i>	<i>12,573,061</i>	<i>1,208,683</i>	<i>10.64%</i>

