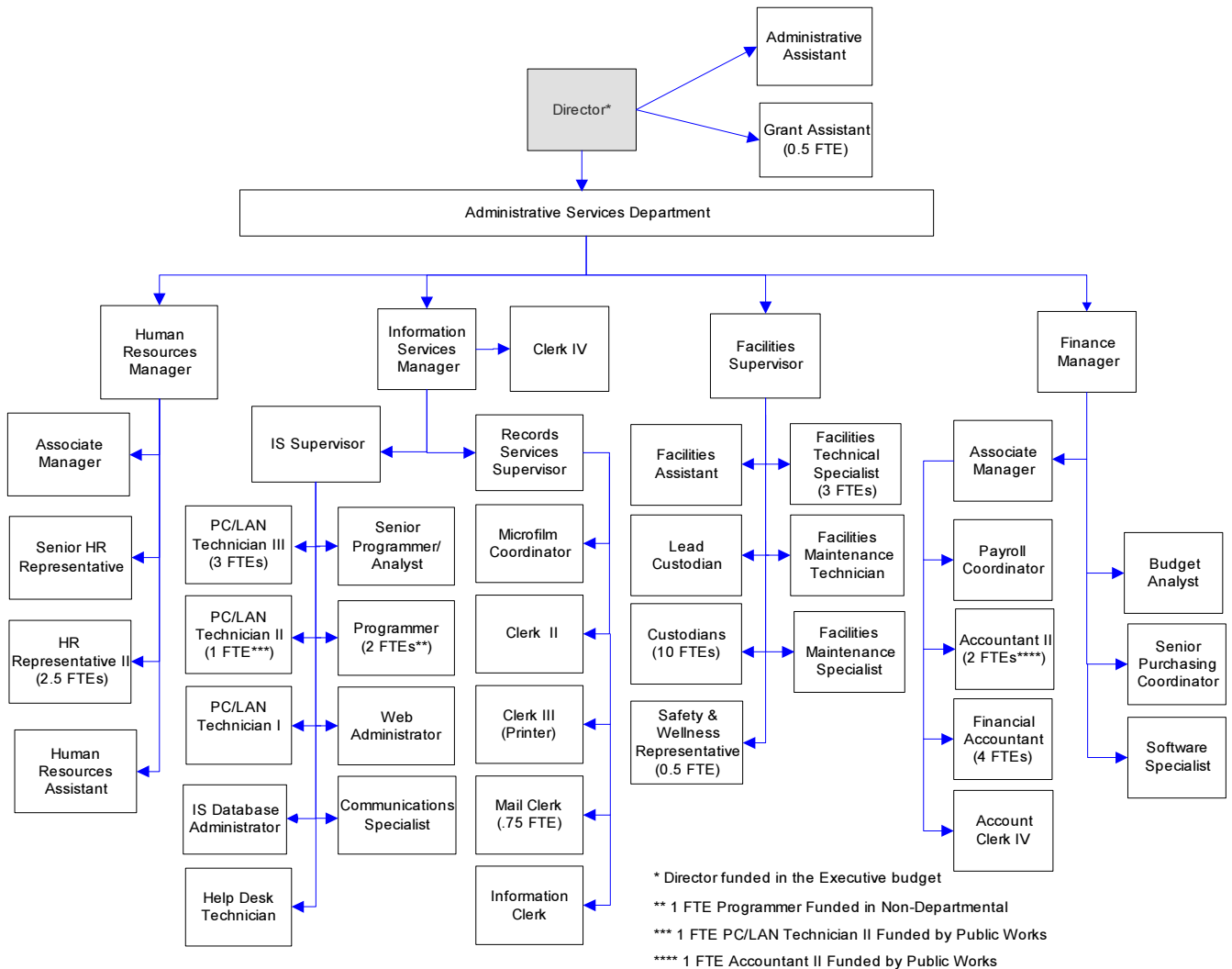


# Administrative Services Department



## 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**

- Provide improved coordination and communication between the A.S. divisions and with the Executive Office.
  - Participate in division manager meetings with the director and assist to improve flow of information and task assignments.
  - Assist in tracking progress of implementation of division action plans.
  - Support 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.
  - Coordinate Administrative 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.
  - Develop additional forms for standardized contracts and continue to provide training in Contract Creator application.
- Coordinate county government grant efforts:
    - A. Identify current grants.
    - B. Design a management system to track and monitor efforts.
    - C. Assist department management in grant development efforts.
    - D. Assist department management in developing agreements with consultants/organizations to compile specialized grant applications.
    - E. Monitor WACERT grant program.
    - F. Monitor Title II and Title III Secure Rural Schools Grants.
    - G. Research potential funding and funding cycles at federal level, state level and passthrough grants, foundations.
  - Set up grant resource information on intranet.

#### **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.
- 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 annual budget.
- Earn the GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2002 comprehensive annual financial report.
- Conduct two payroll preparer “user” meetings and two claims preparer “user” meetings.

**Human Resources****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 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.
- If not concluded due to “Question for Representation” process, complete negotiations for the Master collective bargaining agreement that expired December 31, 2001.
- Complete negotiations for any other open collective bargaining agreements.
- Renew contracts or conduct RFP processes for service providers: a) TPA workers' compensation; b) employee assistance program; c) TPA self-insured medical plan; d) direct reimbursement dental plan; e) labor/legal services.
- 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.

Objectives continued

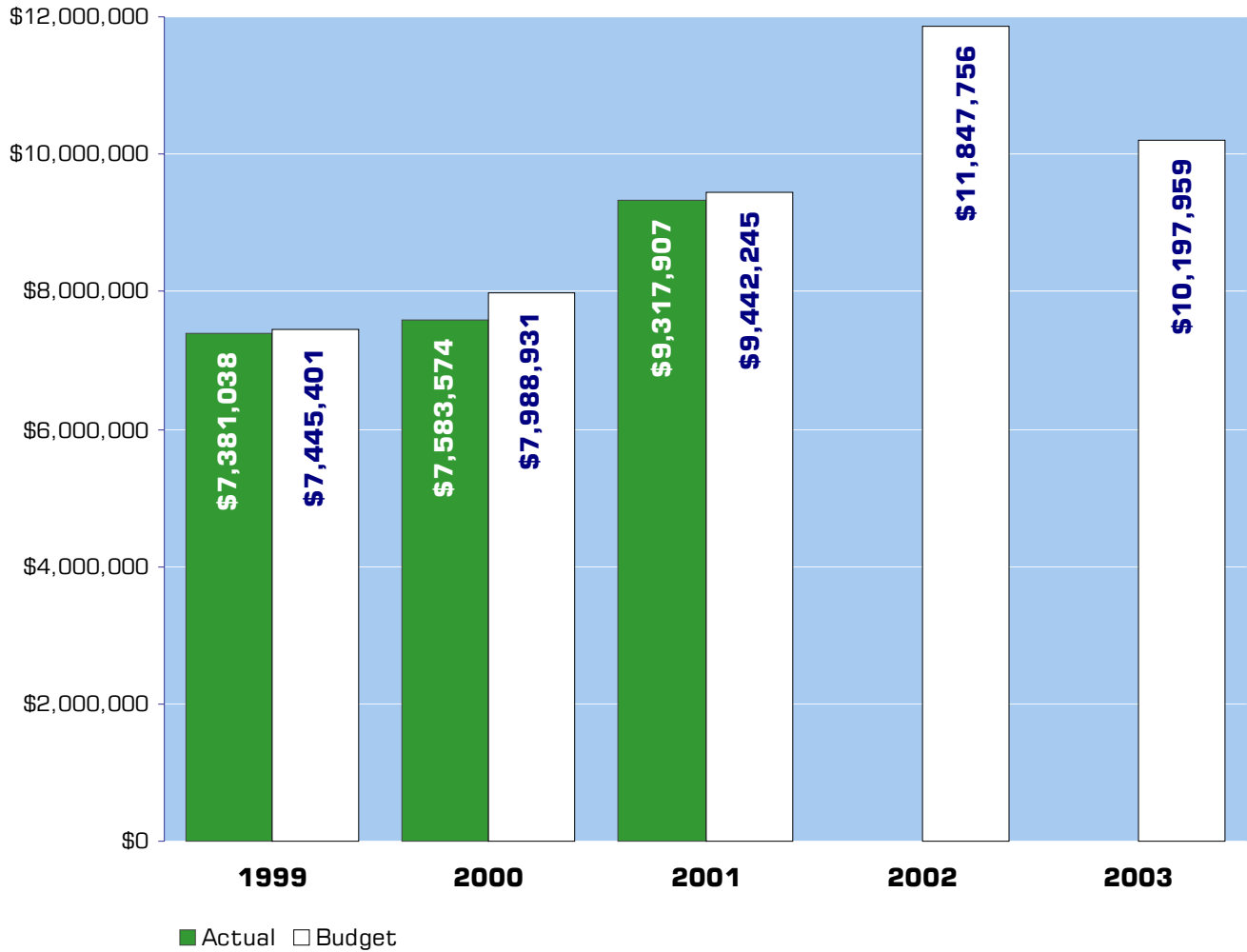
Human Resources continued

- Strengthen county management and operations through organizational development opportunities.
- Work on benefit and staffing alternatives to address county financial situation.

**Information Services**

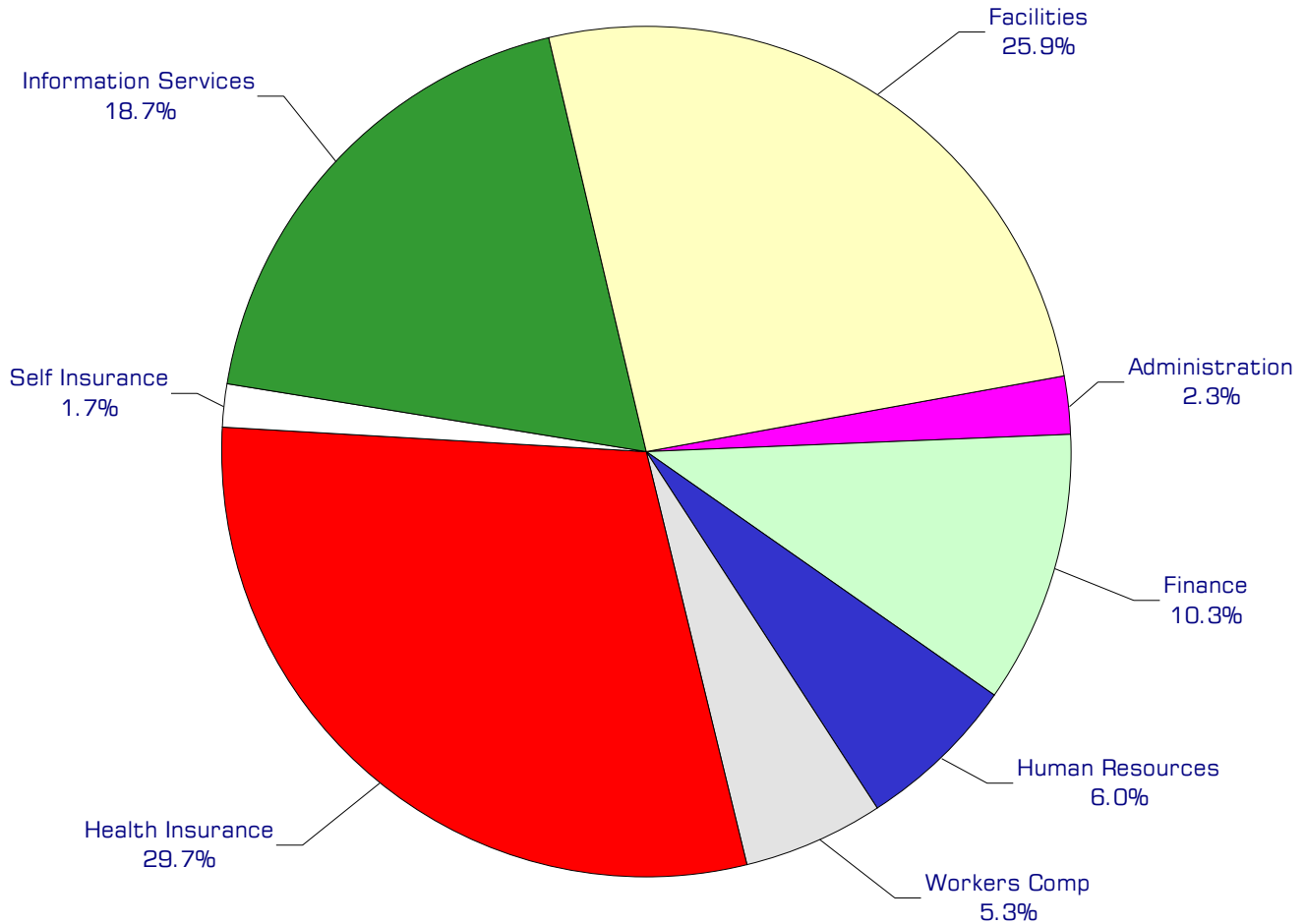
- Continue developing and implementing electronic business solutions to assist in bringing government to the citizens of Whatcom County.
- Continue implementation and consolidation of county's intranet.
- Finalize infrastructure upgrade from Token Ring to Ethernet on desktop computers.
- Improve service levels to all departments in all areas of responsibility.
- Continue with Windows 2000 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.
- Provide departments with information about potential postage cost savings in order to effectively deal with USPS postage increases.

# Expenditure Trends



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

# 2003 Budget by Program



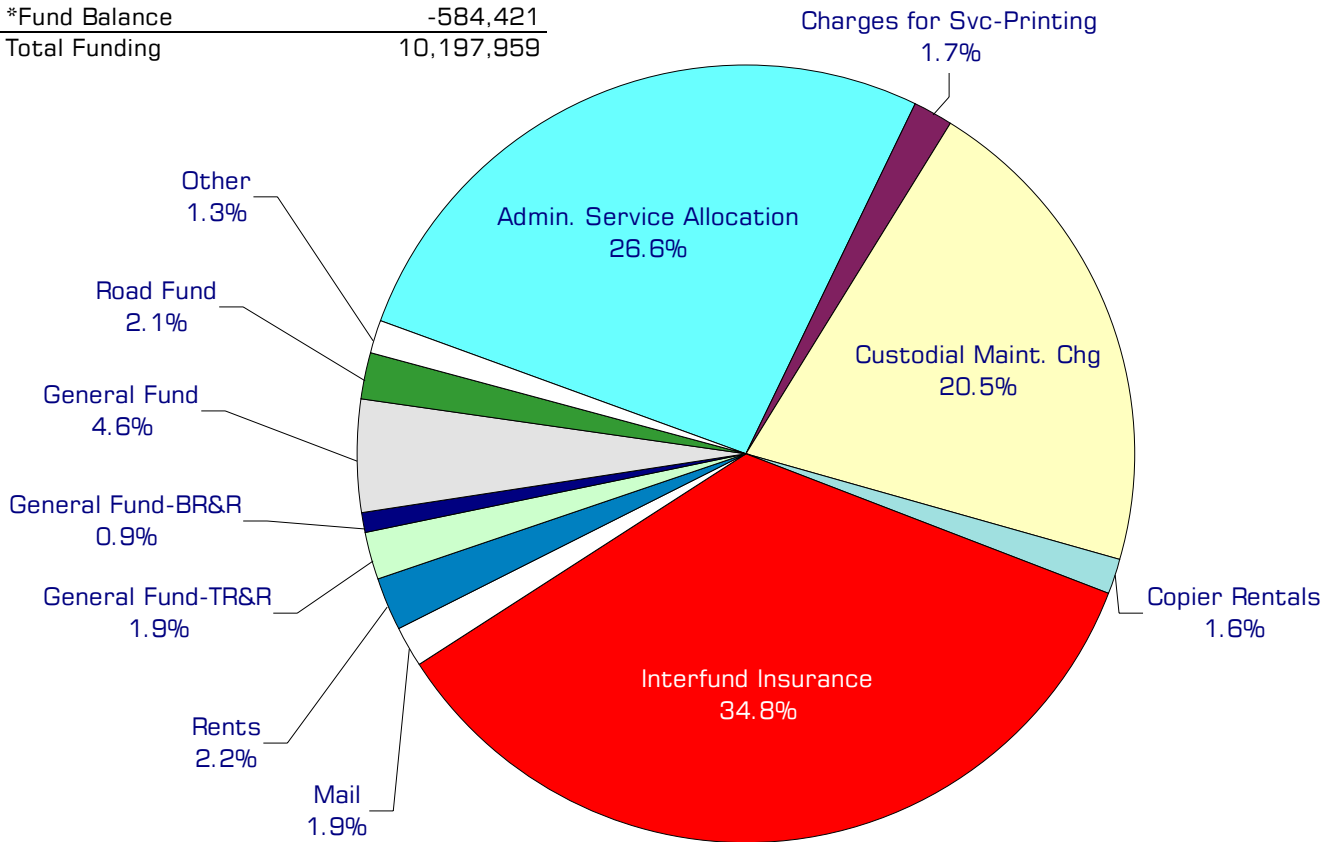
NOTE: Capital expenditures and interfund operating and residual equity transfers are not shown to more accurately reflect ongoing operational costs.

# Program Summary

	Actual 1999	Actual 2000	Actual 2001	Budget 2002	Budget 2003	\$ Change 2002 to 2003	% Change 2002 to 2003
<b>OPERATIONS</b>							
<b>Administrative Services Fund</b>							
Administration	61,480	82,244	93,877	146,019	232,979	86,960	59.55%
Finance	739,620	754,489	809,712	1,002,033	1,047,756	45,723	4.56%
Human Resources	572,490	555,606	629,410	634,531	614,526	(20,005)	-3.15%
Workers Comp	610,410	460,496	954,452	585,000	545,000	(40,000)	-6.84%
Health Insurance	1,451,244	1,924,494	2,520,320	3,070,258	3,029,592	(40,666)	-1.32%
Self Insurance	71,561	128,092	105,890	178,172	178,307	135	0.08%
Information Services	1,535,659	1,580,424	1,938,014	1,937,101	1,904,859	(32,242)	-1.66%
Property Appraisal	-	-	-	7,010	7,010	-	0.00%
Facilities	2,256,023	2,020,258	2,125,386	4,230,918	2,637,930	(1,592,988)	-37.65%
TR&R	82,551	77,471	140,846	-	-	-	0.00%
BR&R	-	-	-	56,714	-	(56,714)	-100.00%
<b>Total Admin Svcs Operations</b>	<b>7,381,038</b>	<b>7,583,574</b>	<b>9,317,907</b>	<b>11,847,756</b>	<b>10,197,959</b>	<b>(1,649,797)</b>	<b>-13.92%</b>
<b>CAPITAL</b>							
<b>Administrative Services Fund</b>							
Administration	-	-	-	-	26,200	26,200	0.00%
Finance	3,483	10,079	50,710	3,000	3,000	-	0.00%
Human Resources	2,680	5,526	1,163	3,000	3,000	-	0.00%
Information Services	114,744	133,900	152,313	266,960	92,000	(174,960)	-65.54%
Facilities	27,684	51,548	22,320	57,985	17,600	(40,385)	-69.65%
TR&R	-	125,225	173,614	403,687	400,000	(3,687)	-0.91%
<b>Total Admin Svcs Capital</b>	<b>148,591</b>	<b>326,278</b>	<b>400,120</b>	<b>734,632</b>	<b>541,800</b>	<b>(192,832)</b>	<b>-26.25%</b>
<b>TRANSFERS</b>							
<b>Administrative Services Fund</b>							
Administration	-	-	761	-	-	-	0.00%
Finance	-	-	6,293	-	-	-	0.00%
Human Resources	-	-	4,291	-	-	-	0.00%
Information Services	-	-	11,052	-	-	-	0.00%
Facilities	282,773	272,973	266,173	253,660	254,473	813	0.32%
TR & R	257,332	-	-	-	-	-	0.00%
<b>R.E.E.T. Fund</b>	<b>648,379</b>	<b>670,133</b>	<b>665,847</b>	<b>689,428</b>	<b>994,012</b>	<b>304,584</b>	<b>44.18%</b>
<b>Civic Center Bldg Impr Fund</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>
<b>Total Admin Svcs Transfers</b>	<b>1,188,484</b>	<b>943,106</b>	<b>954,417</b>	<b>943,088</b>	<b>1,248,485</b>	<b>305,397</b>	<b>32.38%</b>
<b>TOTAL Administrative Svcs</b>	<b>8,718,113</b>	<b>8,852,958</b>	<b>10,672,444</b>	<b>13,525,476</b>	<b>11,988,244</b>	<b>(1,537,232)</b>	<b>-11.37%</b>

# 2003 Funding Sources

Admin. Service Allocation	2,870,917
Charges for Svc-Printing	182,716
Custodial Maint. Chg	2,210,782
Copier Rentals	170,000
Interfund Insurance	3,747,299
Mail	206,000
Rents	236,564
General Fund-TR&R	200,000
General Fund-BR&R	100,000
General Fund	496,184
Road Fund	222,618
Other	139,300
*Fund Balance	-584,421
<b>Total Funding</b>	<b>10,197,959</b>



\*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.

**General Fund**

\$200,000 to fund the Technology Revolving Fund (TR&R) and \$100,000 to fund the Building Revolving Fund (BR&R). Other onetime additional service requests totalled \$496,184.

**Road Fund**

Operating transfers in from the Road Fund to pay for a geographic information officer, a computer technician, and \$111,790 to fund the Technology Revolving Fund (TR&R).

**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 and parking fees.

**Fund Balance**

Fund balance will increase by \$581,421 in 2003. The graph on previous page does not include capital, operating transfers or Tort Fund.

## Performance / Activity Measures

	Actual 1999	Actual 2000	Actual 2001	Projected 2002	Projected 2003
<b>Facilities Management</b>					
Avg square footage serviced per custodian	22,500	22,500	22,500	22,500	22,500
Jail service requests	1,311	1,350	1,400	1,860	2,300
Juvenile Detention service requests	280	280	270	350	450
All other service requests	2,220	2,220	2,000	2,888	3,000
Preventive Maintenance Actions		400	400	1,000	1,100
<b>Finance</b>					
County accounts payable vouchers	35,705	31,882	36,010	34,092	30,000
District accounts payable vouchers	27,657	29,706	32,658	33,804	35,000
County payroll checks and direct deposits	26,804	26,819	27,702	28,068	29,000
District payroll checks and direct deposits	4,472	4,665	4,804	4,968	5,100
Purchase Orders issued	4,000	3,532	3,923	3,500	2,000
<b>Human Resources</b>					
Total Jobs Filled	92	117	159	100	100
Promotions & Transfers (jobs filled internally)	35%	51%	46%	50%	50%
Time to Fill Jobs Internally (ave weeks)	6.4	4.2	6.2	6.0	6.0
Time to Fill Jobs Externally (ave weeks)	9.5	8.5	11.3	11.0	11.0
Turnover (separations divided by authorized positions)	6.7%	9.3%	7.2%	9.2%	9%
Job Descriptions Updated	71	117	120	100	100
Training Hours - Management & Customer Service	1,668	471	1,692	500	500
Training Hours - Safety & Risk Management	1,347	730	1,092	1,200	1,200
Average Cost of Workers' Compensation Claims	1,787	1,532	8,271	3,000	3,000

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Performance / Activity Measures continued

	Actual 1999	Actual 2000	Actual 2001	Projected 2002	Projected 2003
Information Services					
Programming requests completed	725	1,250	637	750	700
AS/400 service calls	1,650	2,825	1,672	2,250	2,300
Phone service calls	605	212	228	275	300
PC/LAN service calls	18,983	19,128	20,122	23,275	24,000
Servers supported	28	30	31	35	38
PCs supported	725	748	800	760	820
Employees trained in-house		208	295	320	300
Average annual web page visitors		122,400	1,721,772	1,646,280	2,000,000
Pounds of records destroyed in accordance with retention schedules	44,000	53,620	35,310	55,000	40,000
Files/boxes retrieved from the Records Center for County depts.	1,051	1,017	1,193	1,000	1,500
Total cubic feet of records transferred/stored at Records Center	4,627	4,554	5,367	5,000	6,000
Rolls of microfilm produced: Treasurer's Office	12	14	17	13	17
Rolls of microfilm produced: Other (case files & misc. projects)	252	405	353	60	60
Rolls of microfilm produced: Clerk's Daily	27	26	25	27	27
Print orders completed on time	89%	89%	90%	95%	95%
Amount saved through daily presort mail/bulk mail processes	4,245	4,300	5,245	3,500	5,000

# Expenditures Summary

Actual 1999	Actual 2000	Actual 2001	Budget 2002	Budget 2003	\$ Change 2002 to 2003	% Change 2002 to 2003
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**ADMINISTRATIVE SERVICES FUND**

<b>507100 AS - Administration</b>							
Salaries & Wages	36,844	47,915	60,753	63,406	138,523	75,117	118.47%
Benefits	12,964	13,725	14,967	17,575	33,868	16,293	92.71%
Supplies	7,401	4,496	2,182	8,750	8,000	(750)	-8.57%
Other Services & Charges	4,271	16,108	15,975	56,288	52,588	(3,700)	-6.57%
Capital Outlay	-	-	-	-	26,200	26,200	0.00%
<i>Total Administration</i>	61,480	82,244	94,638	146,019	259,179	113,160	77.50%
<b>507130 &amp; 507420 AS - Finance</b>							
Salaries & Wages	438,489	436,717	490,619	549,840	570,354	20,514	3.73%
Benefits	106,637	103,286	128,712	139,232	151,433	12,201	8.76%
Supplies	26,199	26,270	21,637	31,788	29,488	(2,300)	-7.24%
Other Services & Charges	161,405	178,633	156,669	281,173	296,481	15,308	5.44%
Capital Outlay	3,483	10,079	50,710	3,000	3,000	-	0.00%
Debt Service	6,890	9,583	12,075	-	-	-	0.00%
Operating Transfers	-	-	6,293	-	-	-	0.00%
<i>Total Finance</i>	743,103	764,568	866,715	1,005,033	1,050,756	45,723	4.55%
<b>507140 AS - Human Resources</b>							
Salaries & Wages	321,376	329,379	341,289	352,624	349,863	(2,761)	-0.78%
Benefits	85,558	82,104	81,507	88,167	86,502	(1,665)	-1.89%
Supplies	17,951	16,078	15,337	21,700	18,200	(3,500)	-16.13%
Other Services & Charges	147,605	128,045	191,277	172,040	159,961	(12,079)	-7.02%
Capital Outlay	2,680	5,526	1,163	3,000	3,000	-	0.00%
Operating Transfers	-	-	4,291	-	-	-	0.00%
<i>Total Human Resources</i>	575,170	561,132	634,864	637,531	617,526	(20,005)	-3.14%
<b>507300 AS - Workers Compensation</b>							
Other Services & Charges	610,410	460,496	954,452	585,000	545,000	(40,000)	-6.84%
<i>Total H/R Workers Comp.</i>	610,410	460,496	954,452	585,000	545,000	(40,000)	-6.84%
<b>507340, 507360 AS - Health Insurance</b>							
Other Services & Charges	1,451,244	1,924,494	2,520,320	3,070,258	3,029,592	(40,666)	-1.32%
<i>Total H/R Health Insurance</i>	1,451,244	1,924,494	2,520,320	3,070,258	3,029,592	(40,666)	-1.32%
<b>507310, 507320, 507330 AS - Self Insurance Other</b>							
Other Services & Charges	71,561	128,092	105,890	178,172	178,307	135	0.08%
<i>Total AS Self Ins. Other</i>	71,561	128,092	105,890	178,172	178,307	135	0.08%

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Expenditures Summary continued

	Actual 1999	Actual 2000	Actual 2001	Budget 2002	Budget 2003	\$ Change 2002 to 2003	% Change 2002 to 2003
507110, 507120, 507400, 507410 AS - Information Services							
Salaries & Wages	652,055	735,115	818,082	845,880	879,585	33,705	3.98%
Benefits	188,000	193,755	231,849	218,687	236,899	18,212	8.33%
Supplies	380,971	396,145	472,028	467,950	459,950	(8,000)	-1.71%
Other Services & Charges	314,633	255,409	416,055	404,584	328,425	(76,159)	-18.82%
Capital Outlay	114,744	133,900	152,313	266,960	92,000	(174,960)	-65.54%
Operating Transfers	-	-	11,052	-	-	-	0.00%
<i>Total Information Services</i>	1,650,403	1,714,324	2,101,379	2,204,061	1,996,859	(207,202)	-9.40%
507600 AS - Property Appraisal							
Other Services & Charges	-	-	-	7,010	7,010	-	0.00%
<i>Total AS - Property Apprais</i>	-	-	-	7,010	7,010	-	0.00%
50710 & 50728 ADS - Facilities Management							
Salaries & Wages	543,330	557,790	582,962	628,539	659,694	31,155	4.96%
Benefits	174,172	163,763	165,045	200,736	227,239	26,503	13.20%
Supplies	250,356	216,594	199,508	213,526	201,581	(11,945)	-5.59%
Other Services & Charges	1,244,520	1,074,066	1,166,333	3,175,307	1,536,606	(1,638,701)	-51.61%
Intergov Service & Charges	43,645	8,045	11,538	12,810	12,810	-	0.00%
Capital Outlay	27,684	51,548	22,320	57,985	17,600	(40,385)	-69.65%
Operating Transfers	282,773	272,973	266,173	253,660	254,473	813	0.32%
<i>Total Facilities Management</i>	2,566,480	2,344,779	2,413,879	4,542,563	2,910,003	(1,632,560)	-35.94%
507700 TR&R							
Supplies	68,490	28,969	140,846	-	-	-	0.00%
Other Services & Charges	14,061	48,502	-	-	-	-	0.00%
Operating Transfers	257,332	-	-	-	-	-	0.00%
Capital Outlay	-	125,225	173,614	403,687	400,000	(3,687)	-0.91%
<i>Total TR&amp;R</i>	339,883	202,696	314,460	403,687	400,000	(3,687)	-0.91%
507800 BR&R							
Intergov Service & Charges	-	-	-	56,714	-	(56,714)	-100.00%
<i>Total BR&amp;R</i>	-	-	-	56,714	-	(56,714)	-100.00%
<i>Total AS Fund</i>	8,069,734	8,182,825	10,006,597	12,836,048	10,994,232	(1,841,816)	-14.35%
<b>326 R.E.E.T.</b>							
Operating Transfers	648,379	670,133	665,847	689,428	994,012	304,584	44.18%
<i>Total R. E. E. T.</i>	648,379	670,133	665,847	689,428	994,012	304,584	44.18%
<b>331 CIVIC CENTER BLDG IMPROVEMENT FUND</b>							
Residual Equity Transfers	-	-	-	-	-	-	0.00%
<i>Total Civic Ctr Bldg Imprvmt</i>	-	-	-	-	-	-	0.00%
<b>TOTAL ADMIN SVCS</b>	8,718,113	8,852,958	10,672,444	13,525,476	11,988,244	(1,537,232)	-11.37%

