

# Administrative Services Department

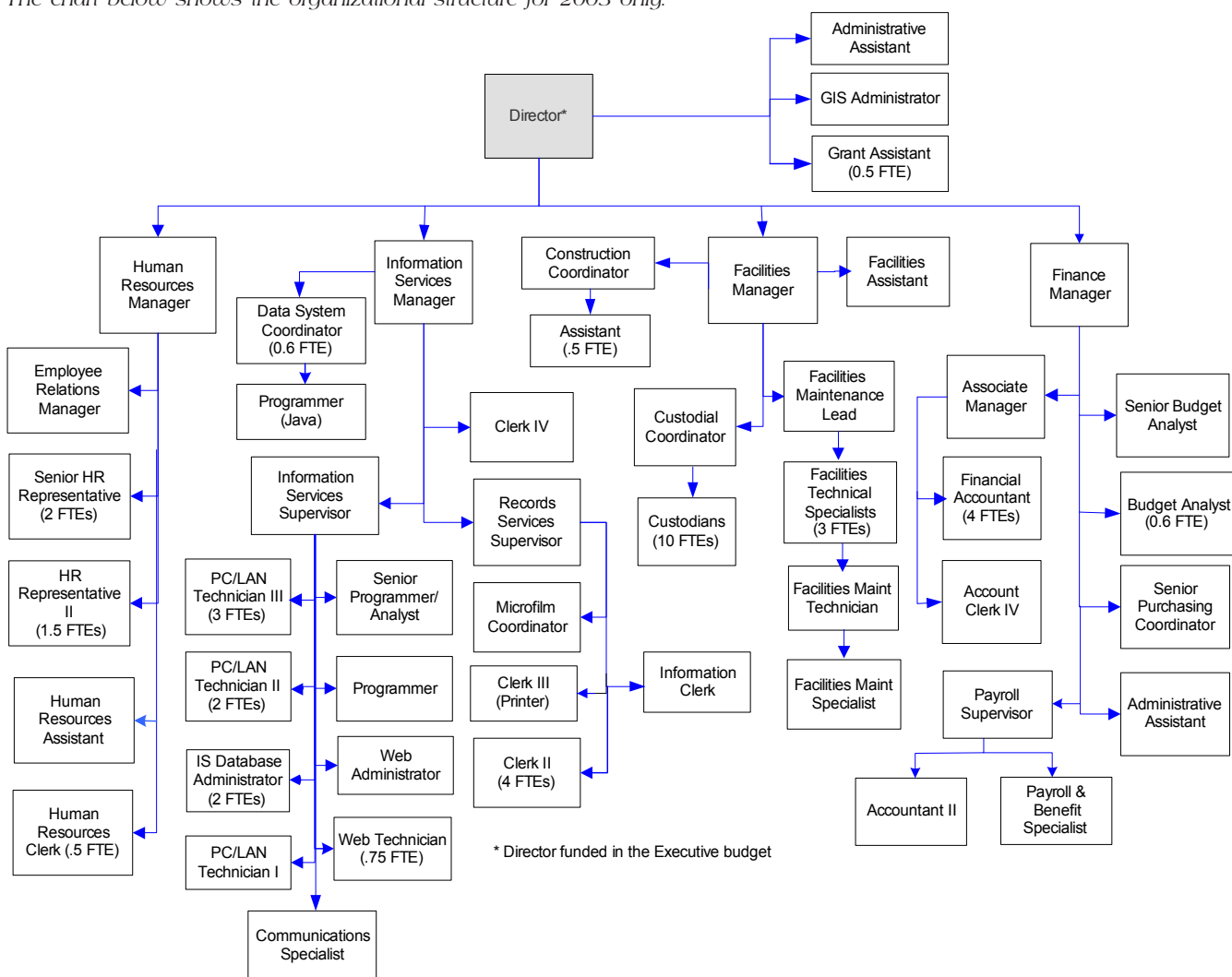
Administrative Services is an internal service department that provides a variety of support services, such as maintenance and custodial service, accounting, payroll, employee benefits, and information systems support to county departments and agencies. Divisions of Administrative Services are Facilities Management, Finance, Human Resources and Information Services.

## FTE's for this department

Year	2001	2002	2003	*2004	*2005	*2006
FTE	60.25	60.25	60.75	67.45	68.95	67.35

*\*budget*

The chart below shows the organizational structure for 2005 only.



## Mission & Objectives

### Mission

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

### Objectives

#### Administration

- Hold weekly meetings with Administrative Services (AS) Managers.
- Meet quarterly with AS Managers as a group to share ideas and suggestions on ways to improve services to all departments.
- Complete new Administrative Policies & Procedures for AS Department through AS-Policy Writing Group. Review and revise Policies & Procedures submitted by County departments.
- Complete the Master Facility Plan for Whatcom County, recommend and, as appropriate, initiate next phases of the plan implementation.
- Grant assistant will continue learning about the Community Development Block Grant Program and evaluate the County's involvement in expanded use of these grants.
- Evaluate the Economic Development Investments (EDI) Program.
- Meet with departments to analyze the success of the biennial budget process.

- Implement an Enterprise Geographic Information System (GIS) in Whatcom County.
- Meet monthly with policy/steering committee to set course for Whatcom County GIS.
- Meet monthly with technology committee to assist with technological concerns and plan for the future needs of GIS in Whatcom County.
- Develop internal communication strategy to be used throughout the county for GIS.
- Develop, share, and recommend GIS training standards.
- Review GIS staffing needs.
- Develop GIS data standards and protocols.
- Oversee construction activities surrounding the new minimum security jail project.

#### 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 on a daily basis and implement necessary corrections, repairs and/or modifications.
- Enhance staff education/training/service levels by providing more training opportunities with building operations, security systems, HVAC building automation system, customer service, project and time management and other training as it relates to the day to day tasks of Facilities Management.

## Objectives continued

- Continue evaluation of our maintenance and custodial services on a quarterly basis, review and implement new procedures as necessary throughout all Whatcom County facilities.
- Provide ongoing training on an annual basis for Facilities Management staff for procedures to be followed in responding to emergency situations, such as: which utilities to turn off and which to leave operational, when to evacuate facilities, what agencies to notify.
- Continue to work with all county departments to coordinate all remodel and construction projects as requests and needs arise.
- 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.
- Administer fixed asset tracking system and perform annual inventory.

### Finance

- Scan invoices into the organization-wide imaging system (LaserFiche) and develop an application that will integrate the image data into our existing accounts payable system.
- Scan contracts into LaserFiche and develop a searchable database application.
- Develop and implement a grant database application.
- Provide grant accounting procedure training to departments that receive grants.
- Develop and publish accounts payable and payroll web pages to our intranet.
- Integrate financial projections into Whatcom County's long term capital projects planning.
- Develop a network database application to create and manage supplemental budget requests.
- Coordinate biennial budget preparation and present to the County Council in accordance with county charter.
- Issue budget status reports by the 15th of each month.
- Earn the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the biennial budget.
- Earn the GFOA Certificate of Achievement for Excellence in Financial Reporting for the comprehensive annual financial reports.
- Conduct two payroll preparer "user" meetings and two claims preparer "user" meetings.

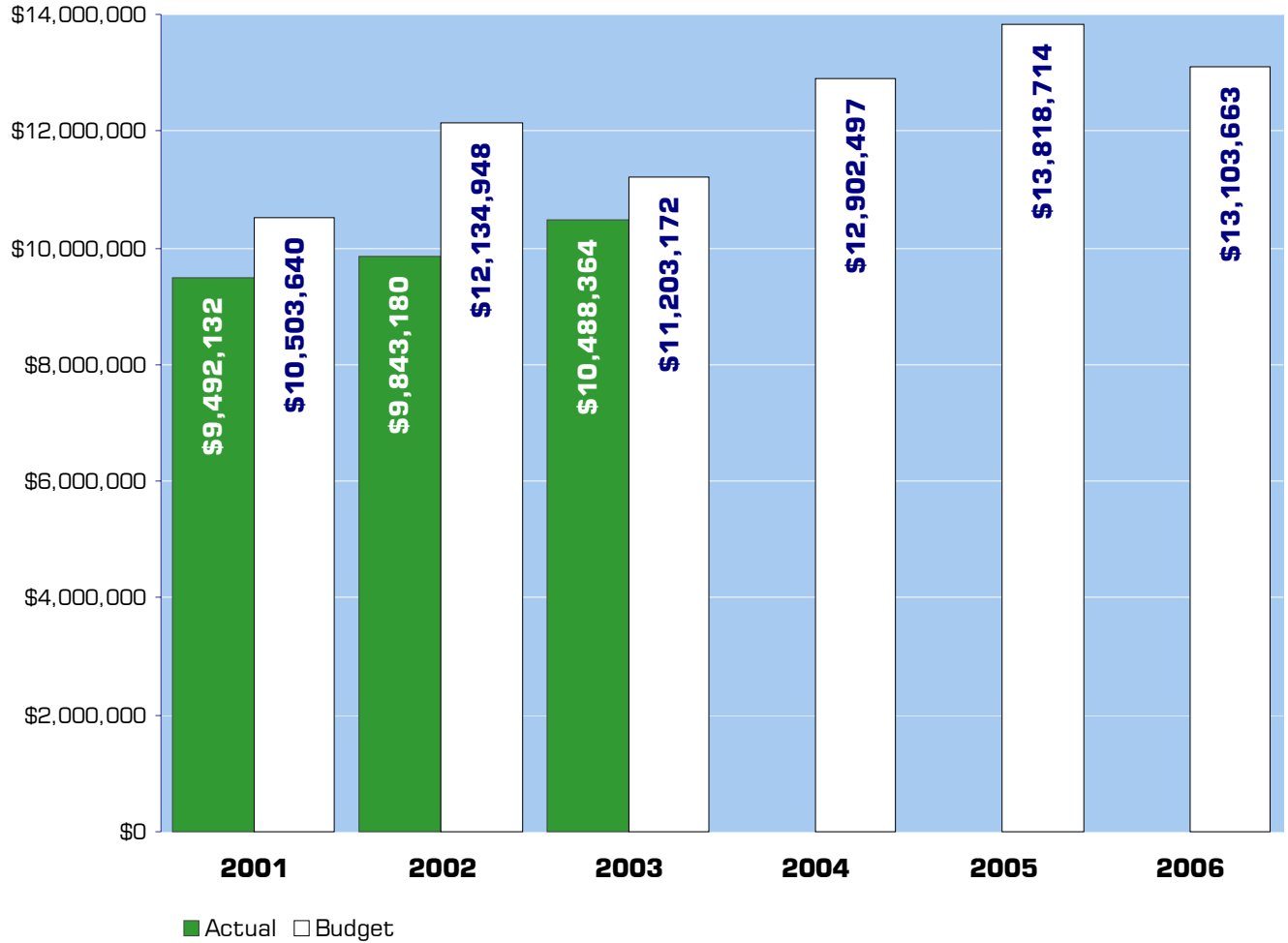
### Human Resources

- Complete transition to new workers' compensation administrator.
- Negotiate collective bargaining agreements which expire 12/31/04:
  - IFPTE - Local 17
  - Master (Teamsters)
  - Health Clerical (Teamsters)
  - Wa State Nurses Assoc

## Objectives continued

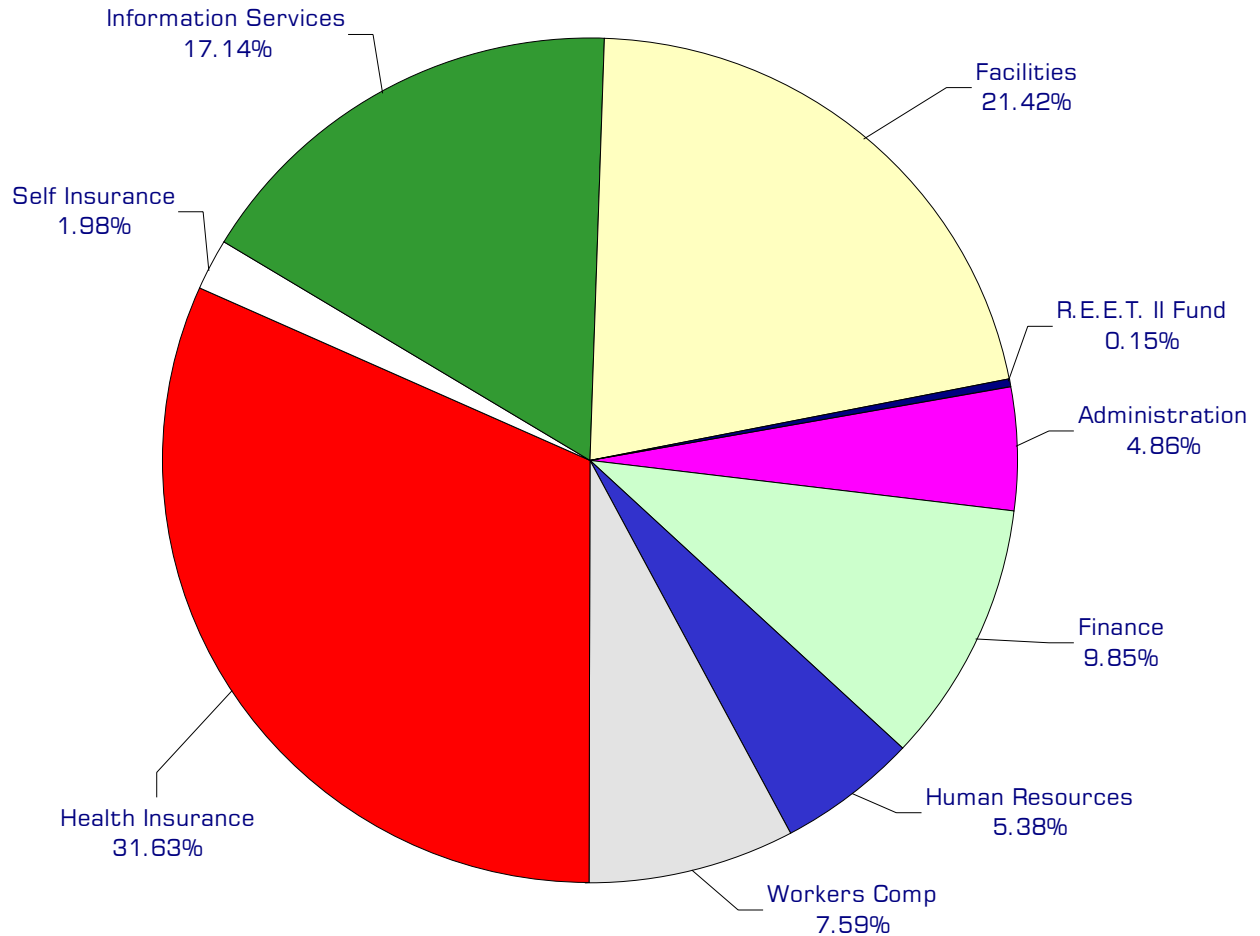
- Complete negotiations for any pending collective bargaining agreements still open 12/31/04:
    - a) Deputy Sheriffs' Guild
    - b) Corrections Officers
  - Consider RFP processes and negotiate administrative contracts with service providers:
    - a) Professional Labor Negotiator
    - b) Deferred Compensation Plan
  - Redraft personnel administrative policies and procedures to incorporate changes dictated by law and county business needs into plain English format.
  - Identify and meet priority supervisory training needs using methods to most effectively meet those needs.
  - Strengthen county management and operations and maintain critical knowledge and skills through organizational development opportunities.
  - Contain rate of increase to benefit costs and streamline benefit programs to address county financial situation while maintaining effective recruitment and retention tools.
  - Create Human Resources Internet and intranet resources for internal and external customers.
  - Reduce legal liability through prompt and effective investigation of complaints and workplace issues.
- Information Services**
- Finalize and publish policies and procedures identified in the Security and Governance Technical Audit.
  - Partner with AS-GIS to roll out enterprise GIS system.
  - Add new on-line forms via WIRE and the public website to assist departments in enhancing service to employees and the public.
  - Implement electronic business solutions to assist in bringing government to the citizens of Whatcom County.
  - Complete Phase I of the Law and Justice Data Integration Project.
  - Improve service levels to all departments in all areas of responsibility.
  - Conduct at least five sets of in-house training sessions for county employees on standardized software and Internet usage.
  - Complete installation of LaserFiche in the six departments given funding in the 2004 budget and begin installation in those departments approved for funding in the 2005 budget process.
  - Draft and publish policies and procedures for LaserFiche use.
  - Apply budgeted resources to decrease imaging/microfilm backlog with a five-year goal of being current with all of the county departments' imaging/microfilming projects.
  - Achieve and maintain a 95% on-time delivery of printed goods while providing good communication with affected department personnel when delivery will be delayed.
  - Analyze county departments' daily and standard mailings and make recommendations on ways to achieve potential cost savings to help control skyrocketing postage costs.

# Expenditure Trends



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

## 2005-2006 Budget by Program



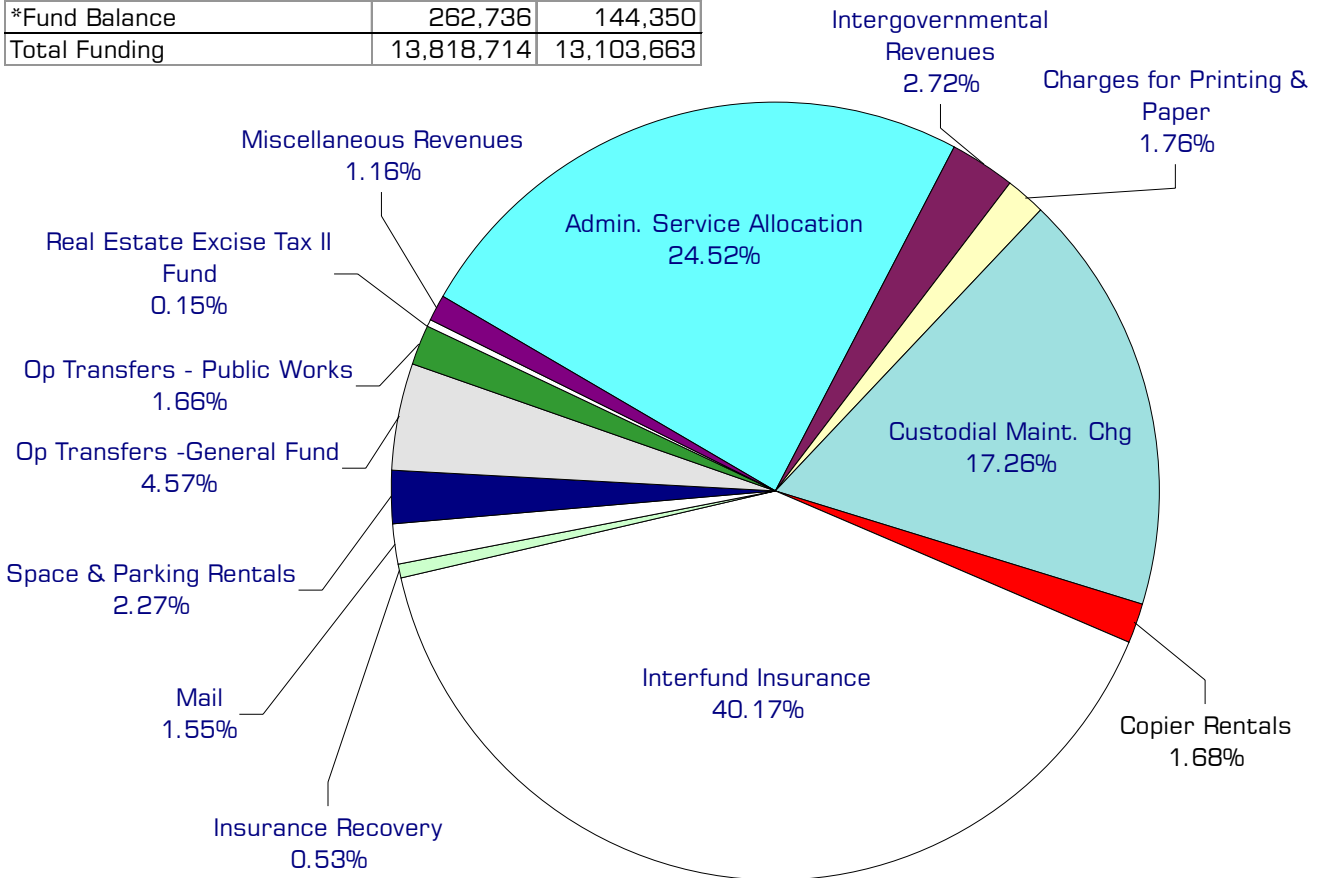
*NOTE: Capital expenditures and interfund operating and residual equity transfers are not shown to more accurately reflect ongoing operational costs.*

# Program Summary

	Actual 2001	Actual 2002	Actual 2003	Budget 2004	Budget 2005	Budget 2006
<b>OPERATIONS</b>						
<b>Administrative Services Fund</b>						
Administration	93,877	71,741	115,850	658,625	981,606	326,613
Finance	809,712	871,733	964,722	1,236,737	1,312,394	1,338,841
Human Resources	629,410	574,235	582,273	674,001	715,148	734,450
Workers Comp	953,635	907,833	1,194,278	805,653	998,562	1,044,976
Health Insurance	2,694,102	2,155,930	2,654,348	3,821,394	4,044,380	4,470,610
Self Insurance	107,150	105,800	159,605	251,118	265,454	267,547
Information Services	1,938,014	1,925,360	1,868,425	2,157,549	2,268,679	2,347,145
Property Appraisal	-	424	-	7,010	7,010	7,010
Facilities	2,125,386	3,040,367	2,884,649	3,121,839	3,185,481	2,566,471
TR&R	140,846	135,671	59,393	-	-	-
BR&R	-	54,086	4,821	-	-	-
<b>R.E.E.T. II Fund</b>	-	-	-	164,354	40,000	-
<b>Civic Center Bldg Impr Fund</b>	-	-	-	4,217	-	-
<i>Total Admin Svcs Operations</i>	9,492,132	9,843,180	10,488,364	12,902,497	13,818,714	13,103,663
<b>CAPITAL</b>						
<b>Administrative Services Fund</b>						
Administration	-	-	3,595	90,300	119,300	1,800
Finance	50,710	-	-	3,000	-	-
Human Resources	1,163	-	1,164	2,400	2,400	2,400
Information Services	152,313	142,890	39,975	83,904	287,500	67,000
Facilities	22,320	30,332	338,153	64,341	458,590	-
TR&R	173,614	161,717	121,956	400,000	400,000	400,000
<b>R.E.E.T. I Fund</b>	-	-	-	889,000	100,000	100,000
<b>Civic Center Bldg Impr Fund</b>	-	-	34,432	-	-	-
<i>Total Admin Svcs Capital</i>	400,120	334,939	539,275	1,532,945	1,367,790	571,200
<b>TRANSFERS</b>						
<b>Administrative Services Fund</b>						
Administration	761	-	-	-	-	-
Finance	6,293	-	-	-	-	-
Human Resources	4,291	-	-	-	-	-
Information Services	11,052	-	-	-	-	-
Facilities	266,173	253,160	254,073	254,598	284,535	284,145
<b>R.E.E.T. I Fund</b>	665,847	689,428	993,173	1,192,565	1,178,015	1,186,128
<b>Civic Center Bldg Impr Fund</b>	-	-	700,000	-	-	-
<i>Total Admin Svcs Transfers</i>	954,417	942,588	1,947,246	1,447,163	1,462,550	1,470,273
<i>TOTAL Administrative Svcs</i>	10,846,669	11,120,707	12,974,885	15,882,605	16,649,054	15,145,136

## 2005-2006 Funding Sources

	2005	2006
Admin. Service Allocation	3,157,525	3,345,013
Intergovernmental Revenues	721,127	0
Charges for Printing & Paper	232,716	232,716
Custodial Maint. Chg	2,288,148	2,288,151
Copier Rentals	223,000	223,000
Interfund Insurance	5,113,625	5,536,527
Insurance Recovery	70,278	70,278
Mail	206,000	206,000
Space & Parking Rentals	301,112	301,112
Op Transfers -General Fund	828,763	383,305
Op Transfers - Public Works	236,699	202,984
Real Estate Excise Tax II Fund	40,000	0
Miscellaneous Revenues	136,985	170,227
*Fund Balance	262,736	144,350
<b>Total Funding</b>	<b>13,818,714</b>	<b>13,103,663</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 (AS) general services, such as Human Resources, Information Services, Administration and Accounting to independent funds. The charge is allocated based on such factors as budget size and number of employees.

### Intergovernmental Revenue

A federal grant received by Administrative Services to fund a project coordinator and a programmer to implement a law and justice data integration project.

### Charges for Printing & Paper

Revenue generated from the sale of printing services and paper 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 or leased 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.

### Insurance Recovery

Anticipated stop-loss recovery from secondary insurers.

### Mail

Interfund charges for postage.

### Space and Parking Rentals

Revenue received for office space rental in the Civic Center Building and parking fees in the county parking lots.

### Operating Transfers - General Fund

Transfers to fund one-time repairs and maintenance costs such as HVAC, carpet, roof replacements, and interior painting.

### Operating Transfers - Public Works Funds

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

### Real Estate Excise Tax II Fund

Revenue from this fund will pay for the cost of roof replacement at Silver Lake Lodge.

### Miscellaneous Revenues

Includes amounts withheld from employees to fund their portion of health insurance premiums. Also includes charges to title companies for access to real property information on the county computer system.

### Fund Balance

Fund balance will decrease by the amounts shown in the 2005-2006 funding source table on facing page. The graph (on facing page) does not include capital, operating transfers or Tort Fund.

## Performance / Activity Measures

	Actual 2001	Actual 2002	Actual 2003	Projected 2004	Projected 2005	Projected 2006
<i>Facilities Management</i>						
Avg square footage serviced per custodian	22,500	22,500	22,500	24,000	24,000	24,000
Jail service requests	1,400	1,860	2,100	2,300	2,500	2,700
Juvenile Detention service requests	270	350	410	450	500	550
All other service requests	2,000	2,888	2,934	3,200	3,400	3,600
Preventive Maintenance Actions	400	1,000	1,100	1,400	1,500	1,600
<i>Finance</i>						
County accounts payable vouchers	36,010	36,272	34,360	35,506	36,000	36,200
District accounts payable vouchers	32,658	38,651	37,015	37,413	37,700	38,000
County payroll checks and direct deposits	27,702	28,008	28,466	28,800	29,200	29,600
District payroll checks and direct deposits	4,804	4,995	5,160	5,353	5,530	5,710
Purchase Orders issued	3,923	3,577	3,465	3,500	3,000	2,500
<i>Human Resources</i>						
Total Jobs Filled	159	127	105	110	110	110
Promotions & Transfers (jobs filled internally)	46%	42%	40%	50%	45%	45%
Time to Fill Jobs Internally (avg weeks)	6.2	3.7	3.5	3.5	3.5	3.5
Time to Fill Jobs Externally (avg weeks)	11.3	11.6	7.4	9	9	9
Turnover (separations divided by authorized positions)	7.2%	8.8%	6.4%	8%	8%	8%
Job Descriptions Updated	120	92	84	100	100	100
Training Hours - Management & Customer Service	1,692	573	520	800	750	750
Training Hours - Safety & Risk Management	1,092	816	2,243	1,800	1,000	1,000
Average Cost of Workers' Compensation Claims (\$)	8,271	2,218	4,414	4,000	4,400	5,000

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Performance / Activity Measures continued

	Actual 2001	Actual 2002	Actual 2003	Projected 2004	Projected 2005	Projected 2006
<i>Information Services</i>						
Programming requests completed	637	517	525	575	600	650
AS/400 service calls	1,672	2,573	2,140	2,500	2,200	2,000
Phone service calls	228	68	213	250	200	175
PC/LAN service calls	20,122	16,400	24,615	20,000	26,000	26,000
Servers supported	31	35	38	40	40	43
PCs supported	800	827	831	850	850	850
Employees trained in-house	295	270	225	300	250	300
Average annual web page visitors	1,721,772	2,364,671	2,000,000	2,750,000	3,500,000	4,000,000
Pounds of records destroyed in accordance with retention schedules	35,310	52,915	35,347	35,000	37,000	37,000
Files/boxes retrieved from the Records Center for County departments.	1,193	1,135	1,043	1,100	1,150	1,200
Total cubic feet of records transferred/stored at Records Center	5,367	5,616	5,896	6,000	6,200	6,400
Rolls of microfilm produced: Other (case files & misc. projects)	353	236	273	125	50	20
Pages Scanned: Other (case files & misc. projects)	-	-	-	300,000	600,000	600,000
Rolls of microfilm produced: Clerk's Daily	25	27	29	14	-	-
Pages Scanned: Clerks Daily	-	-	-	34,800	34,800	-
Print orders completed on time	90%	91.5%	94.9%	95%	95%	95%
Amount saved through daily presort mail/bulk mail processes	\$ 5,245	\$ 2,127	\$ 2,523	\$ 2,500	\$ 2,500	\$ 2,500

# Expenditures Summary

	Actual 2001	Actual 2002	Actual 2003	Budget 2004	Budget 2005	Budget 2006
<b>ADMINISTRATIVE SERVICES FUND</b>						
507100-507103 AS - Administration						
Salaries & Wages	60,753	54,639	74,361	210,140	244,165	151,390
Benefits	14,967	10,626	19,896	55,756	71,711	48,417
Supplies	2,182	642	1,372	24,500	39,942	13,442
Other Services & Charges	15,975	5,834	20,221	368,229	625,788	113,364
Capital Outlay	-	-	3,595	90,300	119,300	1,800
Operating Transfers	761	-	-	-	-	-
<b>Total Administration</b>	<b>94,638</b>	<b>71,741</b>	<b>119,445</b>	<b>748,925</b>	<b>1,100,906</b>	<b>328,413</b>
<i>Percent Change from Previous Year</i>	15.1%	-24.2%	66.5%	527.0%	47.0%	-70.2%
507130 & 507420 AS - Finance						
Salaries & Wages	490,619	505,206	575,276	656,862	673,193	683,330
Benefits	128,712	129,737	146,039	182,619	209,563	233,813
Supplies	21,637	23,548	22,804	32,688	43,628	35,688
Other Services & Charges	156,669	201,609	206,309	364,568	386,010	386,010
Capital Outlay	50,710	-	-	3,000	-	-
Debt Service	12,075	11,633	14,294	-	-	-
Operating Transfers	6,293	-	-	-	-	-
<b>Total Finance</b>	<b>866,715</b>	<b>871,733</b>	<b>964,722</b>	<b>1,239,737</b>	<b>1,312,394</b>	<b>1,338,841</b>
<i>Percent Change from Previous Year</i>	13.4%	0.6%	10.7%	28.5%	5.9%	2.0%
507140 AS - Human Resources						
Salaries & Wages	341,289	334,440	350,531	374,175	382,431	387,770
Benefits	81,507	90,583	78,714	100,504	123,781	137,744
Supplies	15,337	12,929	13,090	17,733	20,545	20,545
Other Services & Charges	191,277	136,283	139,938	181,589	188,391	188,391
Capital Outlay	1,163	-	1,164	2,400	2,400	2,400
Operating Transfers	4,291	-	-	-	-	-
<b>Total Human Resources</b>	<b>634,864</b>	<b>574,235</b>	<b>583,437</b>	<b>676,401</b>	<b>717,548</b>	<b>736,850</b>
<i>Percent Change from Previous Year</i>	13.1%	-9.5%	1.6%	15.9%	6.1%	2.7%
507300 AS - Workers Compensation						
Other Services & Charges	953,635	907,833	1,194,278	805,653	998,562	1,044,976
<b>Total H/R Workers Comp.</b>	<b>953,635</b>	<b>907,833</b>	<b>1,194,278</b>	<b>805,653</b>	<b>998,562</b>	<b>1,044,976</b>
<i>Percent Change from Previous Year</i>	107.1%	-4.8%	31.6%	-32.5%	23.9%	4.6%
507340, 507360 AS - Health Insurance						
Other Services & Charges	2,694,102	2,155,930	2,654,348	3,821,394	4,044,380	4,470,610
<b>Total H/R Health Insurance</b>	<b>2,694,102</b>	<b>2,155,930</b>	<b>2,654,348</b>	<b>3,821,394</b>	<b>4,044,380</b>	<b>4,470,610</b>
<i>Percent Change from Previous Year</i>	40.0%	-20.0%	23.1%	44.0%	5.8%	10.5%
507310, 507320, 507330 AS - Self Insurance Other						
Salaries & Wages	-	-	-	-	3,000	3,000
Other Services & Charges	107,150	105,800	159,605	251,118	262,454	264,547
<b>Total AS Self Ins. Other</b>	<b>107,150</b>	<b>105,800</b>	<b>159,605</b>	<b>251,118</b>	<b>265,454</b>	<b>267,547</b>
<i>Percent Change from Previous Year</i>	0.0%	-1.3%	50.9%	57.3%	5.7%	0.8%

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Expenditures Summary continued

	Actual 2001	Actual 2002	Actual 2003	Budget 2004	Budget 2005	Budget 2006
507110, 507120, 507400, 507410 AS - Information Services						
Salaries & Wages	818,082	851,561	915,779	1,042,253	1,096,779	1,119,957
Benefits	231,849	212,706	242,412	292,361	344,701	385,989
Supplies	472,028	446,792	435,228	461,087	446,343	446,343
Other Services & Charges	416,055	414,301	275,006	361,848	380,856	394,856
Capital Outlay	152,313	142,890	39,975	83,904	287,500	67,000
Operating Transfers	11,052	-	-	-	-	-
<i>Total Information Services</i>	<i>2,101,379</i>	<i>2,068,250</i>	<i>1,908,400</i>	<i>2,241,453</i>	<i>2,556,179</i>	<i>2,414,145</i>
<i>Percent Change from Previous Year</i>	<i>22.6%</i>	<i>-1.6%</i>	<i>-7.7%</i>	<i>17.5%</i>	<i>14.0%</i>	<i>-5.6%</i>
507600 AS - Property Appraisal						
Other Services & Charges	-	424	-	7,010	7,010	7,010
<i>Total AS - Property Appraisal</i>	<i>-</i>	<i>424</i>	<i>-</i>	<i>7,010</i>	<i>7,010</i>	<i>7,010</i>
<i>Percent Change from Previous Year</i>	<i>0.0%</i>	<i>0.0%</i>	<i>-100.0%</i>	<i>0.0%</i>	<i>0.0%</i>	<i>0.0%</i>
50700-50784 & 5070501-5070505 ADS - Facilities Management						
Salaries & Wages	582,962	595,436	656,816	708,706	736,519	751,013
Benefits	165,045	195,875	207,727	246,475	290,912	320,624
Supplies	199,508	250,839	218,433	194,250	207,500	197,500
Other Services & Charges	1,166,333	1,991,715	1,795,364	1,959,598	1,937,740	1,284,524
Intergov Service & Charges	11,538	6,502	6,309	12,810	12,810	12,810
Capital Outlay	22,320	30,332	338,153	64,341	458,590	-
Operating Transfers	266,173	253,160	254,073	254,598	284,535	284,145
<i>Total Facilities Management</i>	<i>2,413,879</i>	<i>3,323,859</i>	<i>3,476,875</i>	<i>3,440,778</i>	<i>3,928,606</i>	<i>2,850,616</i>
<i>Percent Change from Previous Year</i>	<i>2.9%</i>	<i>37.7%</i>	<i>4.6%</i>	<i>-1.0%</i>	<i>14.2%</i>	<i>-27.4%</i>
507700 TR&R						
Supplies	140,846	135,671	58,155	-	-	-
Other Services & Charges	-	-	1,238	-	-	-
Capital Outlay	173,614	161,717	121,956	400,000	400,000	400,000
<i>Total TR&amp;R</i>	<i>314,460</i>	<i>297,388</i>	<i>181,349</i>	<i>400,000</i>	<i>400,000</i>	<i>400,000</i>
<i>Percent Change from Previous Year</i>	<i>55.1%</i>	<i>-5.4%</i>	<i>-39.0%</i>	<i>120.6%</i>	<i>0.0%</i>	<i>0.0%</i>
507800 BR&R						
Other Services & Charges	-	54,086	4,821	-	-	-
<i>Total BR&amp;R</i>	<i>-</i>	<i>54,086</i>	<i>4,821</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>Percent Change from Previous Year</i>	<i>0.0%</i>	<i>0.0%</i>	<i>-91.1%</i>	<i>-100.0%</i>	<i>0.0%</i>	<i>0.0%</i>
<i>Total AS Fund</i>	<i>10,180,822</i>	<i>10,431,279</i>	<i>11,247,280</i>	<i>13,632,469</i>	<i>15,331,039</i>	<i>13,859,008</i>
<i>Percent Change from Previous Year</i>	<i>24.7%</i>	<i>2.5%</i>	<i>7.8%</i>	<i>21.2%</i>	<i>12.5%</i>	<i>-9.6%</i>

Expenditures Summary continued

	Actual 2001	Actual 2002	Actual 2003	Budget 2004	Budget 2005	Budget 2006
<b>324 R.E.E.T. II</b>						
Salaries & Wages	-	-	-	4,354	-	-
Other Services & Charges	-	-	-	160,000	40,000	-
<i>Total R.E.E.T. II</i>	-	-	-	164,354	40,000	-
<i>Percent Change from Previous Year</i>	0%	0.0%	0.0%	0.0%	-75.7%	-100.0%
<b>326 R.E.E.T. I</b>						
Capital Outlay	-	-	-	889,000	100,000	100,000
Operating Transfers	665,847	689,428	993,173	1,192,565	1,178,015	1,186,128
<i>Total R.E.E.T. I</i>	665,847	689,428	993,173	2,081,565	1,278,015	1,286,128
<i>Percent Change from Previous Year</i>	-0.6%	3.5%	44.1%	109.6%	-38.6%	0.6%
<b>331 CIVIC CENTER BLDG IMPROVEMENT FUND</b>						
Other Services & Charges	-	-	-	4,217	-	-
Capital Outlay	-	-	34,432	-	-	-
Residual Equity	-	-	700,000	-	-	-
<i>Total Civic Ctr Bldg Impr Fund</i>	-	-	734,432	4,217	-	-
<i>Percent Change from Previous Year</i>	0%	0.0%	0.0%	-99.4%	-100.0%	0.0%
<b>TOTAL ADMIN SVCS</b>	10,846,669	11,120,707	12,974,885	15,882,605	16,649,054	15,145,136
<i>Percent Change from Previous Year</i>	22.8%	2.5%	16.7%	22.4%	4.8%	-9.0%

## Services

### Administration

#### **Administration Support Services**

Provide support for the AS Director, in the administration of the department as well as his role of Deputy County Administrator, by providing coordination and communication between divisions and the Executive's Office.

#### **Administrative Policies & Procedures**

Oversight of development of Administrative Policies & Procedures by A.S.-Policies & Procedures Writing Group.

#### **Grants Coordination**

Coordinate County government grant efforts.

#### **Identify Grant Funding**

Identify potential funding sources and their funding cycles.

#### **Standardization of Contracts**

Monitor use of standardized contracts and provide training.

#### **GIS Administration**

Administration/Coordination of GIS Services for Whatcom County.

### Facilities Management

#### **Building Management**

Provide property and asset management including maintenance, custodial, grounds, security, parking and other related services for approximately 400,000 square feet. Provide project administration for facilities improvements and additions.

## Finance

#### **Accounts Payable**

Review, document, generate and distribute the organization's accounts payable warrants.

#### **Accounts Receivable**

Generate, review, and post accounts receivable invoices.

#### **Asset Management**

Track and account for all county capital and attractive assets from acquisition to final disposal. Monitor the organization for compliance with county polices and state laws.

#### **Budget Development**

Prepare, publish and distribute the county's biennial budget. Provide analytical support to Executive's Office.

Services continued

**District Accounting/Disbursements**

Issue warrants for payment of claims junior taxing districts.

**District Accounting/Payroll**

Issue paychecks for special purpose districts and perform related disbursement activities, tax reporting and recordkeeping.

**General Ledger & Annual Financial Report**

Maintain general ledger, internal accounting controls and prepare year-end financial statement.

**Jail Accounting**

Process jail billings to other agencies for jail usage, account reconciliations, and other accounting functions.

**Payroll**

Issue paychecks in compliance with union agreements, county policy and state law and perform related disbursement activities, tax reporting and recordkeeping.

**Public Works Accounting**

Provide accounting services for Public Works ER&R division.

**Purchasing**

Issue purchase orders, coordinate bids, RFP's and furniture orders. Monitor the organization's purchasing activities to ensure compliance with county policies and state law.

**Quarterly Financial Reports**

Compile and distribute a Whatcom County financial report four times a year.

**Human Resources**

**Classification & Compensation**

Administer compensation and classification system to recruit, motivate, evaluate, and retain employees with those skills and attributes which support the county's mission and strategic plan for services.

**Employee & Labor Relations**

Administer personnel policies; negotiate and administer eight collective bargaining agreements covering 81% of county employees; investigate complaints; resolve grievances; assure good employee relations.

**Employment & Recruitment**

Coordinate employment processes to ensure selection of best suited candidates with qualifications and experience to meet the county's needs and for compliance with applicable laws.

**Human Resources Information**

Optimize use of computer and other technology to make operations more efficient and cost effective and to make Human Resources information more readily accessible.

Services continued

**Management Services**

Provide consistent information and recommendations to management on labor, employment, performance, benefits, leaves and other personnel issues through individual and group consultation and training.

**Strategic Planning & Budgeting**

Assure that resources, systems and strategies for the management of Whatcom County's 800+ employees focus on priority organizational goals.

**Risk Management**

Foster a safe and healthy workplace by managing risks, and offering training and wellness activities.

**Employee Services**

Coordinate benefit programs (health & welfare, paid and unpaid leave, workers' compensation, unemployment, retirement), conduct new employee orientations, exit interviews, and promote employee training and development.

**Information Services**

**Computer Support**

AS/400, local and wide area networks and personal computer hardware/software support.

**Internet and Internal Intranet Development Services**

Plan, develop, coordinate and administer public internet website and internal employee intranet to provide county information in-line 24/7.

**Telecommunication Support**

Troubleshoot and repair telephone system problems, including voice mail. Coordinate services with local telephone companies.

**Wide Area Network (WAN) Integration**

Plan, develop, coordinate and administer the county's wide area network operations.

**Information Kiosk**

Provide information to individuals who call the county's main telephone number as well as assist walk-up customers.

**Records Management**

A centralized county records management program provides efficient records management services to comply with state and federal laws regarding storage, protection and disposal of all county records.

**Scanning/Microfilming**

Prepping, filming, film processing, editing, indexing and film duplicating of various county records for the purposes of meeting state storage and preservation requirements.

**Paper Sales**

Services continued

Paper is stocked in the Print Shop so departments have immediate access to copy and computer paper when it is needed.

**Printing Services**

Providing in-house printing services; designing and ordering county envelopes and business cards; and, coordinating print orders requiring vendor services.

**Courier Service**

Daily pickup and delivery of packages, mail and supplies from the courthouse mailbox area to State Street Health, Forest Street Annex, Northwest Annex, Central Shop, and Girard Street Health.

**Mailing Services**

Collect, weigh, meter, sort and bundle all outgoing county mail and send by most cost effective means, process all UPS and FedEx outgoing letters/packages and bill departments for usage.