

Administrative Services Department

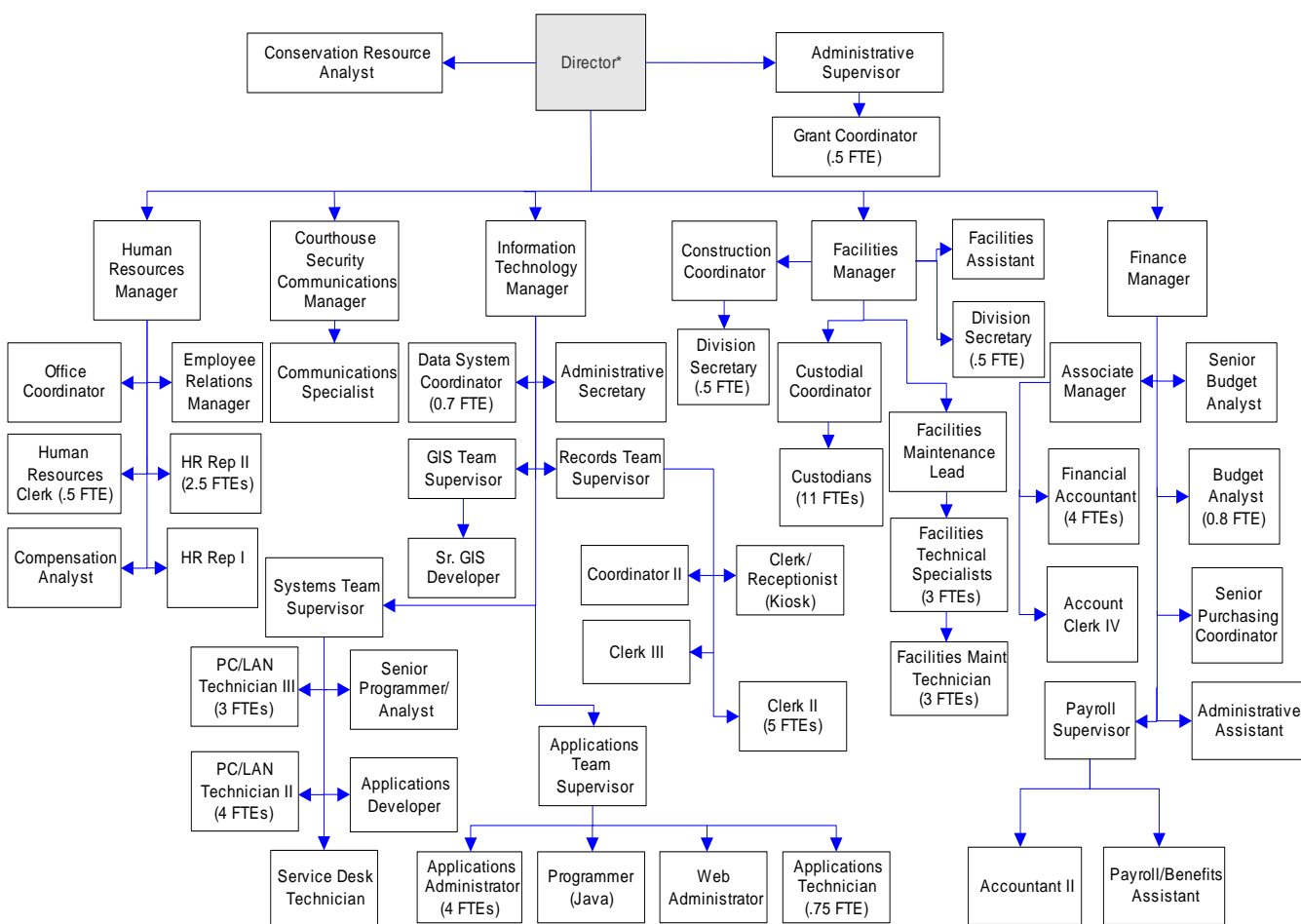
Administrative Services is an internal service department that provides a variety of support services, such as maintenance and custodial service, accounting, payroll, employee benefits, and information systems support to county departments and agencies. Divisions of Administrative Services are Courthouse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

FTE's for this department

Year	2003	2004	2005	*2006	*2007	*2008
FTE	60.75	67.45	72.95	77.55	81.75	81.05

**budget*

The chart below shows the organizational structure for 2007 only.



* Director funded in the Executive budget

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, Courthouse Security and Communications, Facilities, Finance, Human Resources, and Information Technology.

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.
- Track current Community Development Block Grants and evaluate the County's involvement in expanded use of these grants.
- Administer the Whatcom County Economic Development Investment Program.
- Plan for future space needs, including possible land and building purchases.
- Use LaserFiche to make contracts available to all departments.
- Implement Climate Protection and Energy Conservation Program.

Courthouse Security & Communications

- Coordinate Security Services.
- Log and acknowledge receipt of Public Records requests within one business day.
- Resolve voice and data communications work order requests within 2 business days.
- Prepare RFP for continuation of Security Services by 3rd quarter 2007.
- Complete a cost analysis study, network infrastructure plan, and bandwidth requirement study in preparation for a possible new telephone/voice mail system by the end of 2007.

Facilities Management

- Continue development and implementation of the preventative 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 County facilities.
- Provide training on an annual basis 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.
- Continue to work with all county departments to coordinate all remodel and construction projects as requests and needs arise.
- Upgrade JD Edwards financial system to the current release that best serves Whatcom County.
- Analyze Whatcom County's accounting organization to determine if it can be improved. This is a necessary first step in preparation for the replacement of our financial system.
- Administer fixed asset tracking system and perform department fixed asset inventory.
- Earn the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for biennial budget.
- Earn the GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2006 and 2007 comprehensive annual financial report.

Finance

- Issue 26 county payrolls and 12 district payrolls accurately and on time.
- Scan contracts into LaserFiche and develop a searchable database application.
- Document and issue warrants in compliance with all legal requirements.
- Administer 150 bids in compliance with all legal requirements.
- Issue 1099's and W2's within federal deadlines.
- Coordinate annual budget preparation and present to the County Council in accordance with county charter.
- Issue four quarterly financial reports within 45 days of the end of each quarter.
- Issue budget status reports by the 15th of each month.
- Study timekeeping software and determine if it is in the best interest of Whatcom County to implement a timekeeping system.
- Provide grant accounting awareness training to departments that receive grants.
- 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.

Human Resources

- Negotiate collective bargaining agreements which expire 12/31/06:
 - ◆ Corrections (Teamsters)
 - ◆ Ferry (IBU/MMP)
 - ◆ Sheriff's Support (Teamsters)

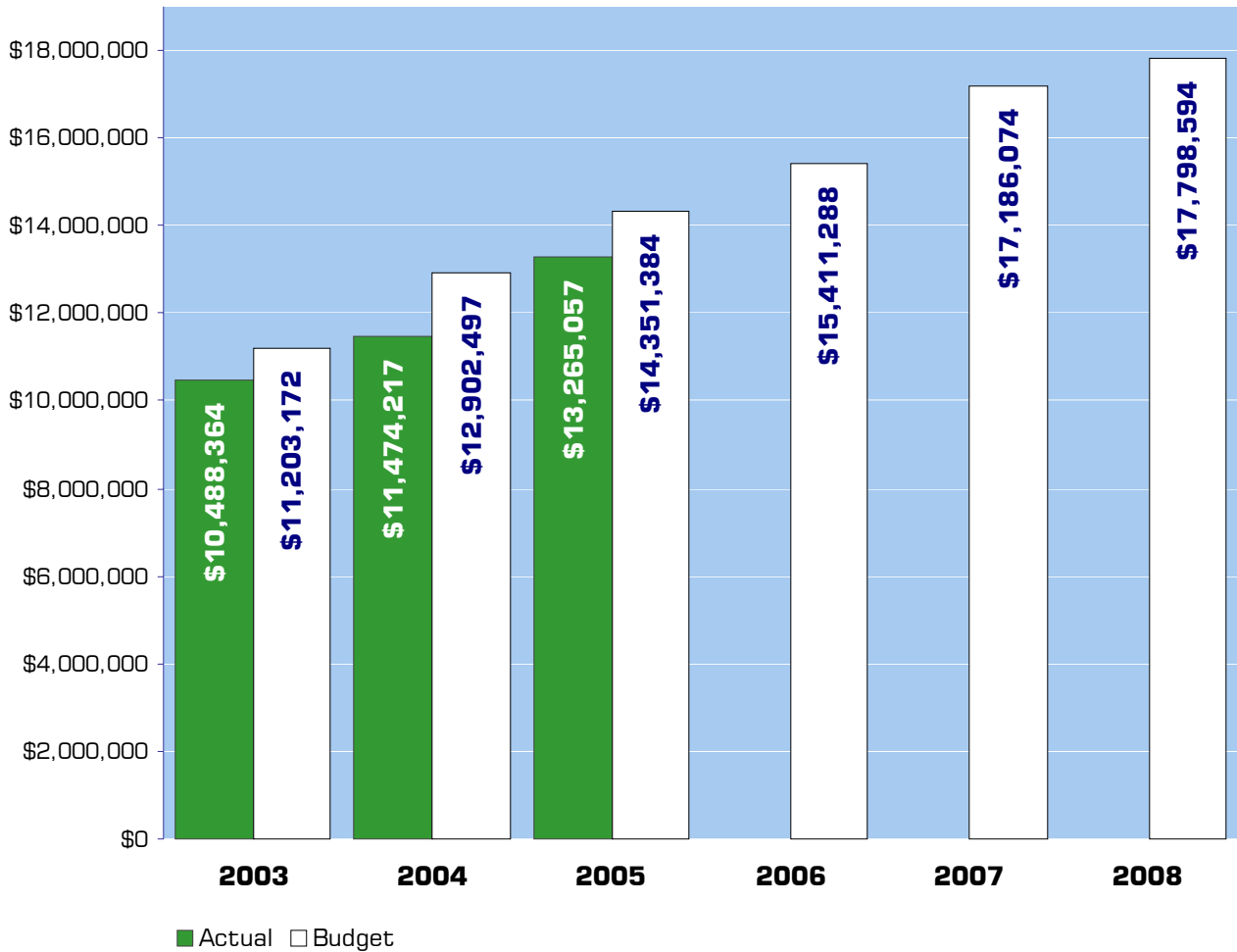
Objectives continued

- Negotiate collective bargaining agreements which expire 12/31/07:
 - ◆ Master (Teamsters)
 - ◆ IFPTE (Local 17)
 - ◆ Health Clerical (Teamsters)
 - ◆ WA State Nurses
- Conduct Request for Proposal process or negotiate renewals with administrative service providers:
 - ◆ Employee Assistance Program
 - ◆ Direct Reimbursement Dental Plan
 - ◆ Workers' Compensation Administrator
 - ◆ Self-Insured Medical Plan Administrator
 - ◆ Benefits Consultant
 - ◆ Section 125 Plan Provider
- Redraft personnel administrative policies and procedures to incorporate changes dictated by law and county business needs in plain English format.
- Identify and meet priority supervisory training 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 inter- and intranet resources.
- Reduce legal liability through prompt and effective investigation of complaints and workplace issues.

Information Technology

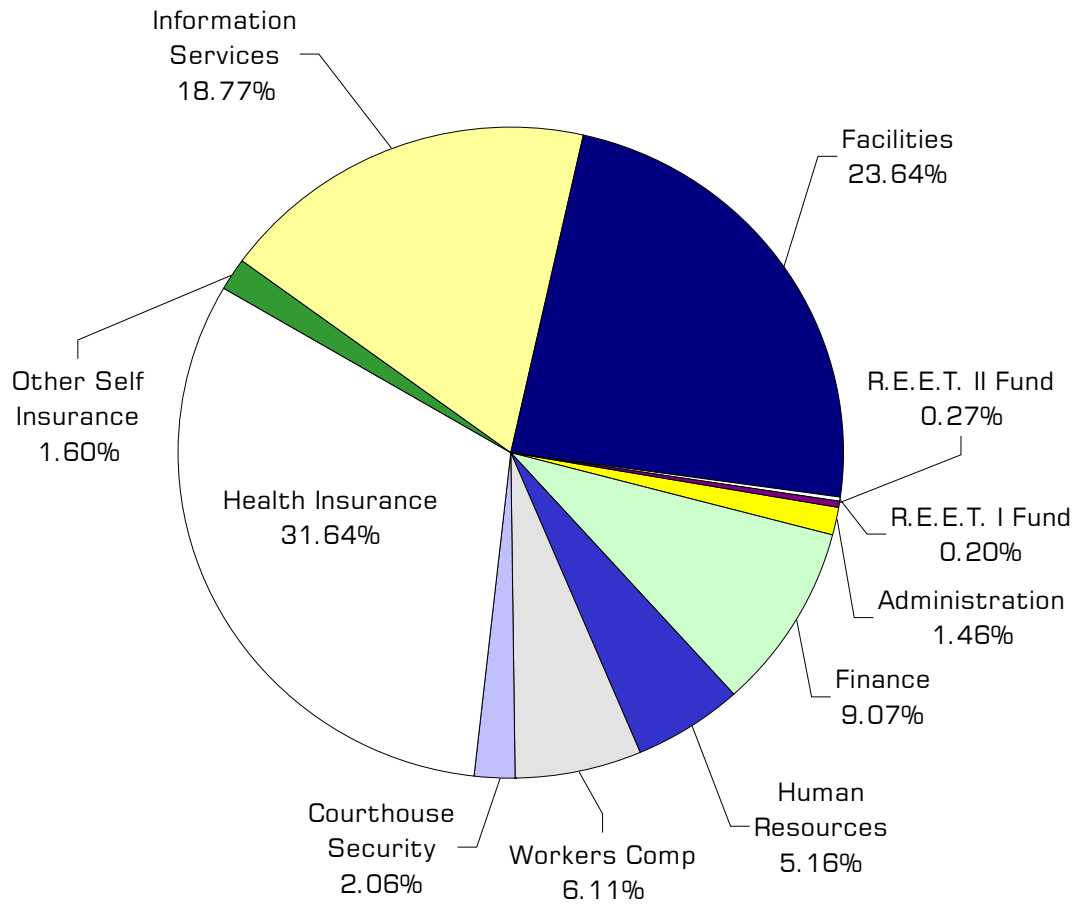
- Implement Service Desk Ticket System and produce monthly reports for customers.
- Improve new technology procurement and deployment process.
- Increase use of remote desktop computer support tools to maximize efficiency of existing support resources.
- Meet with each department quarterly to review business applications, develop service level agreements, review open projects and discuss future needs.
- Complete Phase I of the Law and Justice Data Integration Project.
- Expand document imaging system (LaserFiche) to include five new records.
- Integrate the permit system (Accela) and other technologies into the Permit Center operations.
- Meet monthly with Geographical Information Systems (GIS) committees to set course for Countywide GIS.
- Identify, document, prioritize, and publish Countywide GIS projects.
- Expand e-payment services and develop shopping cart features to expand the number of business transactions that can be completed via the website.
- Submit request to the WA State Archives for document imaging system approval.

Expenditure Trends



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

2007-2008 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 2003	Actual 2004	Actual 2005	Budget 2006	Budget 2007	Budget 2008
OPERATIONS						
Administrative Services Fund						
Administration	115,850	129,982	162,325	194,642	250,373	261,332
Finance	964,722	1,070,322	1,134,219	1,367,955	1,563,642	1,609,081
Human Resources	582,273	633,359	713,070	769,583	893,610	912,960
Courthouse Security & Communicat	-	-	126,493	187,043	313,668	406,385
Workers Comp	1,194,278	727,589	893,746	1,044,976	1,044,976	1,093,711
Health Insurance	2,654,348	3,655,797	4,262,599	4,470,610	5,223,856	5,845,939
Information Services	1,868,425	2,236,762	2,742,957	3,247,313	3,369,959	3,197,424
Other Self Insurance	159,605	171,945	115,218	267,547	279,035	281,289
Property Appraisal	-	-	-	7,010	7,010	7,010
Facilities	2,884,649	2,804,948	2,688,152	3,475,190	4,140,503	4,117,290
TR&R	59,393	32,591	277,401	3,798	-	-
BR&R	4,821	-	12,810	-	-	-
R.E.E.T. II Fund	-	10,923	129,368	100,621	65,000	30,000
R.E.E.T. I Fund	-	-	6,700	275,000	34,442	36,173
<i>Total Admin Svcs Operations</i>	10,488,364	11,474,217	13,265,057	15,411,288	17,186,074	17,798,594
CAPITAL						
Administrative Services Fund						
Finance	-	1,436	-	23,014	-	-
Human Resources	1,164	1,509	-	5,200	-	-
Courthouse Security & Communicat	-	-	-	57,500	150,176	15,000
Information Services	43,571	77,395	358,174	394,045	409,008	176,963
Facilities	338,153	39,590	20,370	774,285	54,000	35,000
TR&R	121,956	211,819	-	409,223	400,000	400,000
BR&R	-	-	9,742	-	-	-
R.E.E.T. II Fund	-	-	-	223,400	350,500	710,000
R.E.E.T. I Fund	-	875,817	-	100,000	205,500	120,000
Civic Center Bldg Impr Fund	34,432	2,431	-	-	-	-
Jail Construction Project	-	-	1,166,825	7,950,236	-	-
<i>Total Admin Svcs Capital</i>	539,276	1,209,997	1,555,111	9,936,903	1,569,184	1,456,963
TRANSFERS						
Administrative Services Fund						
Facilities	254,073	279,598	283,200	284,145	353,945	297,145
R.E.E.T. II Fund	-	-	-	-	32,570	34,430
R.E.E.T. I Fund	993,173	1,192,565	1,176,615	2,432,830	1,181,490	1,206,303
Civic Center Bldg Impr Fund	700,000	-	-	-	-	-
<i>Total Admin Svcs Transfers</i>	1,947,246	1,472,163	1,459,815	2,716,975	1,568,005	1,537,878
<i>TOTAL Administrative Svcs</i>	12,974,886	14,156,377	16,279,983	28,065,166	20,323,263	20,793,435
<i>Percent Change from Previous Year</i>	16.7%	9.1%	15.0%	72.4%	-27.6%	2.3%

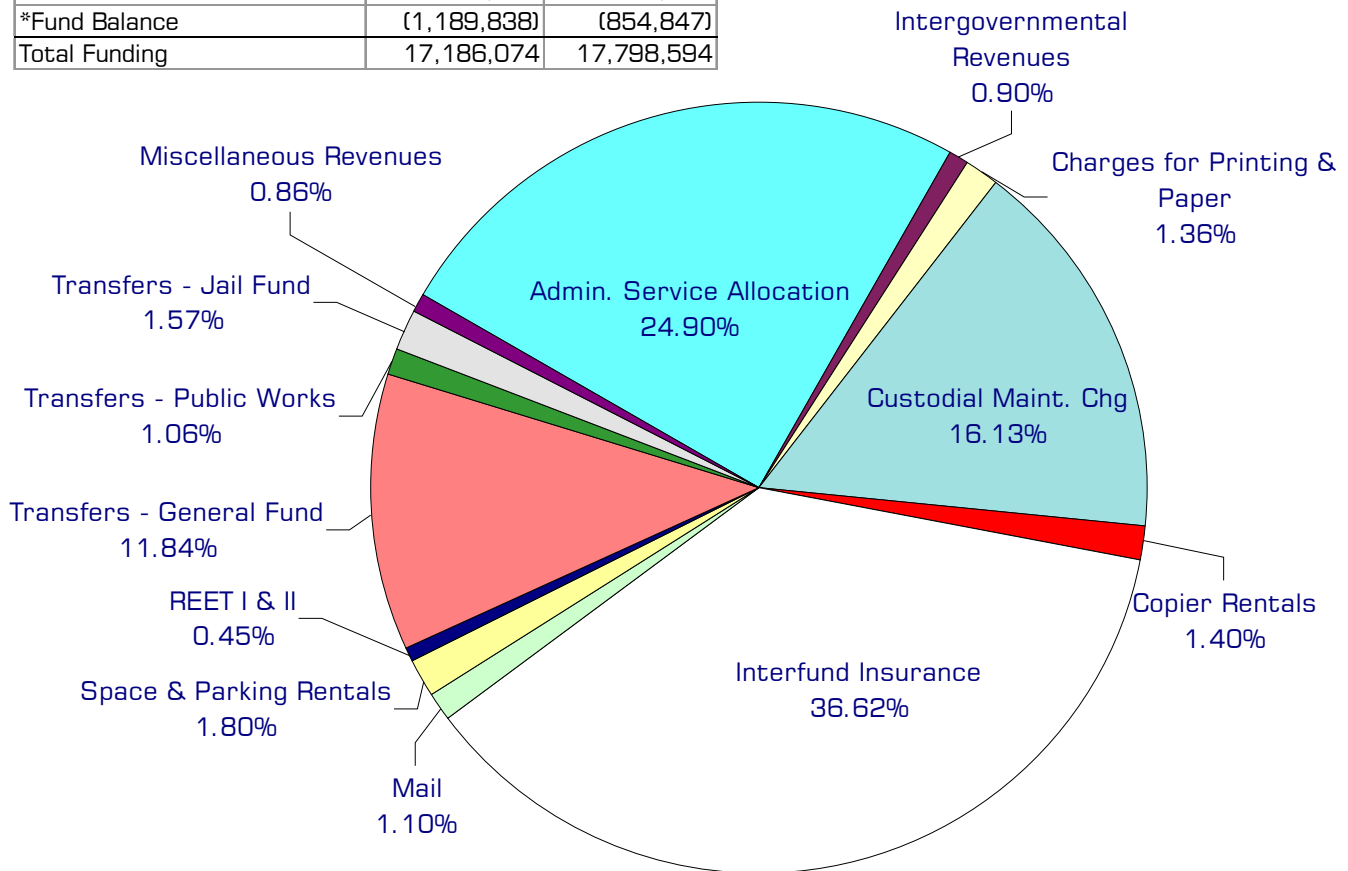
2007-2008 Funding Sources

	2007	2008
Admin. Service Allocation	4,542,643	4,678,922
Intergovernmental Revenues	334,169	0
Charges for Printing & Paper	250,289	252,131
Custodial Maint. Chg	2,943,048	3,030,376
Copier Rentals	260,000	260,000
Interfund Insurance	6,443,631	7,116,703
Mail	204,000	204,000
Space & Parking Rentals	333,677	333,677
REET I & II	99,442	66,173
Transfers - General Fund	2,308,113	2,076,078
Transfers - Public Works	198,204	193,832
Transfers - Jail Fund	315,000	265,000
Miscellaneous Revenues	143,696	176,549
*Fund Balance	(1,189,838)	(854,847)
Total Funding	17,186,074	17,798,594

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.

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**Fund balance is not included in chart.*

Funding Sources continued

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.

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.

REET I and II

Revenue from the Real Estate Excise Tax Funds I & II that will cover costs of professional site development design and real estate services for Parks projects and property acquisitions.

Transfers - General Fund

Transfers to fund one-time repairs and maintenance costs such as HVAC, carpet, roof replacements, and interior painting. Also, funding for newly approved personnel and operating costs during the current budget cycle. These ongoing costs will be incorporated into the administrative cost allocation and building maintenance fees in subsequent budget cycles.

Transfers - Public Works Funds

Transfers in from the Road Fund to pay for geographic information costs and maintenance management system software costs.

Miscellaneous Revenues

Includes charges to title companies for access to real property information on the county computer system, anticipated stop-loss recoveries from secondary insurers, PSE rebates and other minor amounts of unclassified revenue.

Fund Balance

Fund balance will increase by the amounts shown in the 2007-2008 funding source table on facing page. These amounts will be used to pay for capital projects and bond payments. The graph does not include capital or transfers. Tort Fund information is included in the Prosecuting Attorney's section.

Performance / Activity Measures

	Actual 2003	Actual 2004	Actual 2005	Projected 2006	Projected 2007	Projected 2008
<i>Facilities Management</i>						
Avg square footage serviced per custodian	22,500	24,000	24,000	24,000	25,000	25,000
Jail service requests	2,100	2,300	2,500	2,700	3,024	3,447
Juvenile Detention service requests	410	450	500	550	570	600
All service requests	2,934	3,200	3,400	3,792	4,171	4,797
Preventive Maintenance Actions	1,100	1,400	1,500	1,600	1,700	1,800
<i>Finance</i>						
County accounts payable vouchers	34,360	35,506	36,000	35,147	35,500	36,000
District accounts payable vouchers	37,015	37,413	37,700	39,089	40,000	40,500
County payroll checks and direct deposits	28,466	28,800	29,200	30,224	30,700	31,200
District payroll checks and direct deposits	5,160	5,353	5,530	5,686	5,750	5,800
Purchase Orders issued	3,465	3,500	3,000	3,900	3,900	3,900
<i>Human Resources</i>						
Total Jobs Filled	103	121	160	150	165	180
Turnover (separations/authorized positions)	6.4%	7.9%	7.7%	8%	9%	10%
Promotions & Transfers (jobs filled internally)	39%	48%	30%	37%	35%	35%
HR Time to Fill Jobs Internally (avg work days)	3.5	3.1	4.5	6	5	5
HR Time to Fill Jobs Externally (avg work days)	7.4	7.5	6.6	8	8	8
Job Descriptions Updated	84	103	87	100	125	150
Training Hrs - Management & Customer Service	698	1,118	1,317	1,228	1,200	1,250
Training Hrs - Safety & Risk Management	1,918	1,286	759	1,092	1,000	1,050
Cost Per Training Hr -- Employee Events	\$ 6	\$ 6	\$ 8	\$ 6	\$ 7	\$ 7
Cost Per Training Hr -- Supervisory Events	\$ 7	\$ 6	\$ 7	\$ 8	\$ 8	\$ 8

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Performance / Activity Measures continued

	Actual 2003	Actual 2004	Actual 2005	Projected 2006	Projected 2007	Projected 2008
<i>Information Services</i>						
Technology service requests				15,000	17,000	19,000
Computer devices supported (desktop/mobile)	831	1,070	1,144	1,275	1,400	1,575
New computer devices deployed within 4 weeks of complete order being received				50%	75%	100%
Servers supported	38	40	57	69	80	90
Major system uptime					98.5%	99%
Annual web site visitors		299,509	384,686	476,150	552,106	675,000
Annual off-hours web site visitors			120,000	157,129	182,194	250,000
Pounds of records destroyed in accordance with retention schedules	35,347	56,815	37,900	40,000	35,000	30,000
Files/boxes retrieved from the Records Center for County departments.	1,043	1,066	836	900	900	900
Number of pages stored in document imaging system (LaserFiche)		383,557	1,148,410	2,400,000	3,000,000	2,600,000
Print orders completed on time	94.9%	96.19%	97.75%	95%	95%	95%
Desktop GIS users				25	30	35
Centralized framework GIS layers					5	15

Expenditures Summary

	Actual 2003	Actual 2004	Actual 2005	Budget 2006	Budget 2007	Budget 2008
ADMINISTRATIVE SERVICES FUND						
507100 AS - Administration						
Salaries & Wages	74,361	88,269	97,660	99,821	144,656	150,074
Benefits	19,896	25,864	26,201	29,691	51,840	57,310
Supplies	1,372	1,582	2,680	9,400	6,000	6,000
Other Services & Charges	20,221	14,267	35,784	55,730	47,877	47,948
<i>Total Administration</i>	115,850	129,982	162,325	194,642	250,373	261,332
<i>Percent Change from Previous Year</i>	61.5%	12.2%	24.9%	19.9%	28.6%	4.4%
507130 & 507420 AS - Finance						
Salaries & Wages	575,276	618,741	666,714	707,192	744,090	760,369
Benefits	146,039	183,722	192,341	225,169	264,231	290,101
Supplies	22,804	24,955	24,745	38,196	38,366	38,366
Other Services & Charges	206,309	228,042	234,883	397,398	516,955	520,245
Capital Outlay	-	1,436	-	23,014	-	-
Debt Service	14,294	14,862	15,536	-	-	-
<i>Total Finance</i>	964,722	1,071,758	1,134,219	1,390,969	1,563,642	1,609,081
<i>Percent Change from Previous Year</i>	10.7%	11.1%	5.8%	22.6%	12.4%	2.9%
507140 & 507315 AS - Human Resources						
Salaries & Wages	350,531	366,900	425,714	429,879	492,213	502,552
Benefits	78,714	103,730	114,930	138,493	175,371	192,491
Supplies	13,090	14,660	13,478	20,545	19,333	19,333
Other Services & Charges	139,938	148,069	158,948	180,666	206,693	198,584
Capital Outlay	1,164	1,509	-	5,200	-	-
<i>Total Human Resources</i>	583,437	634,868	713,070	774,783	893,610	912,960
<i>Percent Change from Previous Year</i>	1.6%	8.8%	12.3%	8.7%	15.3%	2.2%
507160 & 507161 CH Security & Communications						
Salaries & Wages	-	-	84,610	130,224	131,787	133,851
Benefits	-	-	41,883	34,469	40,261	44,286
Supplies	-	-	-	4,650	4,650	4,650
Other Services & Charges	-	-	-	17,700	136,970	223,598
Capital Outlay	-	-	-	57,500	150,176	15,000
<i>Total CH Security & Communications</i>	-	-	126,493	244,543	463,844	421,385
<i>Percent Change from Previous Year</i>	0.0%	0.0%	0.0%	93.3%	89.7%	-9.2%
507300 AS - Workers Compensation						
Other Services & Charges	1,194,278	727,589	893,746	1,044,976	1,044,976	1,093,711
<i>Total H/R Workers Comp.</i>	1,194,278	727,589	893,746	1,044,976	1,044,976	1,093,711
<i>Percent Change from Previous Year</i>	31.6%	-39.1%	22.8%	16.9%	0.0%	4.7%
507340, 507360 AS - Health Insurance						
Other Services & Charges	2,654,348	3,655,797	4,262,599	4,470,610	5,223,856	5,845,939
<i>Total H/R Health Insurance</i>	2,654,348	3,655,797	4,262,599	4,470,610	5,223,856	5,845,939
<i>Percent Change from Previous Year</i>	23.1%	37.7%	16.6%	4.9%	16.8%	11.9%

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Expenditures Summary continued

	Actual 2003	Actual 2004	Actual 2005	Budget 2006	Budget 2007	Budget 2008
507310, 507320, 507330 AS - Self Insurance Other						
Salaries & Wages	-	-	644	3,000	3,750	3,750
Benefits	-	-	63	-	358	358
Supplies	-	-	5,223	-	1,250	1,250
Other Services & Charges	159,605	171,945	109,288	264,547	273,677	275,931
<i>Total AS Self Ins. Other</i>	159,605	171,945	115,218	267,547	279,035	281,289
<i>Percent Change from Previous Year</i>	50.9%	7.7%	-33.0%	132.2%	4.3%	0.8%
507101 - 507120, 507400, 507410 AS - Information Services						
Salaries & Wages	915,779	1,115,265	1,118,464	1,322,621	1,605,801	1,533,855
Benefits	242,412	311,247	304,561	437,173	583,974	636,080
Supplies	435,228	456,105	421,094	538,128	512,053	503,444
Other Services & Charges	275,006	354,145	898,838	949,391	668,131	524,045
Capital Outlay	43,571	77,395	358,174	394,045	409,008	176,963
<i>Total Information Services</i>	1,911,996	2,314,157	3,101,131	3,641,358	3,778,967	3,374,387
<i>Percent Change from Previous Year</i>	-7.6%	21.0%	34.0%	17.4%	3.8%	-10.7%
507600 AS - Property Appraisal						
Other Services & Charges	-	-	-	7,010	7,010	7,010
<i>Total AS - Property Appraisal</i>	-	-	-	7,010	7,010	7,010
<i>Percent Change from Previous Year</i>	-100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
50700-50784 & 5070501-5070505 AS - Facilities Management						
Salaries & Wages	656,816	648,343	810,805	862,216	926,738	946,364
Benefits	207,727	227,338	271,059	340,446	402,203	437,608
Supplies	218,433	274,835	232,499	203,936	321,062	248,212
Other Services & Charges	1,795,364	1,648,779	1,369,531	2,048,782	2,466,690	2,461,296
Intergov Service & Charges	6,309	5,653	4,258	19,810	23,810	23,810
Capital Outlay	338,153	39,590	20,370	774,285	54,000	35,000
Operating Transfers	254,073	279,598	283,200	284,145	298,345	297,145
Residual Equity Transfers	-	-	-	-	55,600	-
<i>Total Facilities Management</i>	3,476,875	3,124,136	2,991,722	4,533,620	4,548,448	4,449,435
<i>Percent Change from Previous Year</i>	4.6%	-10.1%	-4.2%	51.5%	0.3%	-2.2%
507700 TR&R						
Supplies	58,155	29,963	277,355	3,798	-	-
Other Services & Charges	1,238	2,628	46	-	-	-
Capital Outlay	121,956	211,819	-	409,223	400,000	400,000
<i>Total TR&R</i>	181,349	244,410	277,401	413,021	400,000	400,000
<i>Percent Change from Previous Year</i>	-39.0%	34.8%	13.5%	48.9%	-3.2%	0.0%

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Expenditures Summary continued

	Actual 2003	Actual 2004	Actual 2005	Budget 2006	Budget 2007	Budget 2008
507800 BR&R						
Other Services & Charges	4,821	-	12,810	-	-	-
Capital Outlay	-	-	9,742	-	-	-
<i>Total BR&R</i>	4,821	-	22,552	-	-	-
<i>Percent Change from Previous Year</i>	-91.1%	-100.0%	0.0%	-100.0%	0.0%	0.0%
<i>Total AS Fund</i>	11,247,281	12,074,642	13,800,476	16,983,079	18,453,761	18,656,529
<i>Percent Change from Previous Year</i>	7.8%	7.4%	14.3%	23.1%	8.7%	1.1%
324 R.E.E.T. II						
Salaries & Wages	-	185	-	-	-	-
Benefits	-	15	-	-	-	-
Supplies	-	36	-	-	-	-
Other Services & Charges	-	10,687	129,368	100,621	65,000	30,000
Capital	-	-	-	223,400	350,500	710,000
Operating Transfers	-	-	-	-	32,570	34,430
<i>Total R.E.E.T. II</i>	-	10,923	129,368	324,021	448,070	774,430
<i>Percent Change from Previous Year</i>	0.0%	0.0%	1084.4%	150.5%	38.3%	72.8%
326 R.E.E.T. I						
Other Services & Charges	-	-	6,700	275,000	34,442	36,173
Capital Outlay	-	875,817	-	100,000	205,500	120,000
Operating Transfers	993,173	1,192,565	1,176,615	2,432,830	1,181,490	1,206,303
<i>Total R.E.E.T. I</i>	993,173	2,068,382	1,183,315	2,807,830	1,421,432	1,362,476
<i>Percent Change from Previous Year</i>						
331 CIVIC CENTER BLDG IMPROVEMENT FUND						
Capital Outlay	34,432	2,431	-	-	-	-
Residual Equity	700,000	-	-	-	-	-
<i>Total Civic Ctr Bldg Impr Fund</i>	734,432	2,431	-	-	-	-
<i>Percent Change from Previous Year</i>	0.0%	-99.7%	-100.0%	0.0%	0.0%	0.0%
333 JAIL CONSTRUCTION PROJECT						
Capital Outlay	-	-	1,166,825	7,950,236	-	-
<i>Total Jail Construction Project</i>	-	-	1,166,825	7,950,236	-	-
<i>Percent Change from Previous Year</i>	0.0%	0.0%	0.0%	0.0%	-100.0%	0.0%
TOTAL ADMIN SVCS	12,974,886	14,156,378	16,279,984	28,065,166	20,323,263	20,793,435
<i>Percent Change from Previous Year</i>	16.7%	9.1%	15.0%	72.4%	-27.6%	2.3%

Services

Administration

Administration Support Services

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

Administrative Policies & Procedures

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

EDI Program Support

Prepare documents, loan and grant agreements for the EDI Program.

Grants Coordination

Coordinate County government grant efforts.

Standardization of Contracts

Monitor use of standardized contracts and provide training.

Courthouse Security and Communications

Security and Screening

Provide weapon screening services for access to the basement and floors 2-6 of the Courthouse, and for after-hours meetings as requested.

Public Records

Public Records Officer serves as a point-of-contact for citizens seeking public records.

Voice & Data Communications

Provide support for voice and data communications systems.

Facilities Management

Building Management

Provide property and asset management, project administration, planning, acquisition, design, construction, maintenance, custodial, grounds, security, parking and other related services for approximately 505,521 square feet.

Finance

Accounts Payable

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

Accounts Receivable

Generate, review, and post accounts receivable invoices.

Services continued

Asset Management

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

Annual State Audit

As mandated by state law, Whatcom County obtains an annual audit for compliance with governmental accounting standards and finance-related legal requirements of federal awards. Services are provided by the State Auditor's Office.

Budget Development

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

District Accounting/Disbursements

Issue warrants for payment of claims for 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.

Grants & Contracts

Review county-wide grants and contracts.

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.

Services continued

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, and 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.

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 900+ 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 Technology

GIS Coordination

Coordination of GIS activities throughout county departments.

Business Applications Management

Provide consultation, development, integration, life cycle management and support for Whatcom County's enterprise and department specific software applications.

Services continued

Computer Device Support

Provide desktop computer and mobile device support.

Internet Services Management

Continually maintain and enhance Whatcom County's web presence. Plan, develop, coordinate, implement, and administer content, infrastructure and applications.

Mid-Range Computer Services

Provide i520 mid-range server hardware and software support.

Network Operations

Plan, develop, coordinate and administer network and standard server operations.

Document Imaging/Microfilming Services

Meet state storage and preservation requirements. Prep, scan, film, process film process, edit, index and duplicate films of various county records.

Information Kiosk

Provide information to individuals who call Whatcom 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.

Paper Sales

Provide immediate access to copy and computer paper for departments when needed.

Printing Services

Provide in-house printing services. Design and order county envelopes and business cards. Coordinate print orders requiring vendor services.

Courier Service

Daily pickup and delivery of packages, mail and supplies from the Courthouse mailbox area to State St. Health, Forest St. Annex, Northwest Annex, Central Shop, Girard St. Health, Civic Center Building and Public Defender's Office.

Mailing Services

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