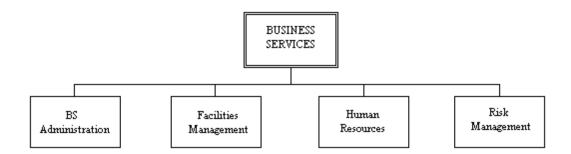
BUSINESS SERVICES



MISSION STATEMENT

To provide a core foundation of business practices and consultation that assists Marion County departments to achieve their missions.

GOALS AND OBJECTIVES

Goal 1	Provide training goals and obje	ng and professional development opportunities that align with the county's ctives.
	Objective 1	Establish a strategic training and development plan that supports employee, volunteer and team success.
	Objective 2	Identify and deliver training opportunities designed to emphasize and motivate high productivity and excellence in customer service.
	Objective 3	Maximize learning and cost efficiency by utilizing a wide variety of training methods with a focus on intact teams, just-in-time and on-demand training.
Goal 2		aty resources by improving employee safety and health in order to increase and reduce absenteeism and the cost of insurance.
	Objective 1	Develop, promote and manage a comprehensive safety and wellness program.
	Objective 2	Educate and inform employees about the importance of awareness, self-care, and behavioral change in improving wellness, productivity and work-life balance.
	Objective 3	Consult with departments to ensure compliance with occupational safety and health requirements.
Goal 3		nt and effective volunteer engagement practices that promote inclusiveness by aningful volunteer activities to meet the needs of county departments and

volunteers to assist with delivering services to citizens.

Provide county departments the support necessary to recruit and manage

residents.
Objective 1

	Objective 2	Coordinate with community partners to ensure that volunteer resources are effectively activated, monitored and evaluated during and after emergencies.
Goal 4		nterprise approach to employee relations, performance management and practices across county departments.
	Objective 1	Develop educational plans for management team members who are new to supervision, new to the county or needing additional assistance to ensure collective bargaining agreements, personnel policies and statutes are adhered to consistently.
	Objective 2	Recommend employee relations practices necessary to establish a positive employer/employee relationship and promote a high level of employee morale and motivation.
Goal 5		hysical assets of the county (facilities, infrastructure, mechanical/electrical ad grounds) to ensure a safe, comfortable and productive workplace for d visitors.
	Objective 1	Develop capital improvement plans and a new facility master plan for 5- and 10-year facilities life cycle, replacement, retrofit, and redevelopment.
	Objective 2	Develop and implement construction, maintenance, and custodial standards that promote efficiency, energy savings, and highest value asset management.
	Objective 3	Extend life cycle of all physical assets through effective preventive maintenance working toward 65% of all work orders in this category, or approaching 2:1 preventive maintenance versus corrective maintenance ratio.
	Objective 4	Provide the highest level of responsiveness to customers utilizing continuous improvement concepts and technologies that promote improved customer service, meaningful data collection, proactive work habits, and a quality environment for county staff and the community.
		quanty environment for county start and the community.

DEPARTMENT OVERVIEW

The purpose of the Business Services Department is to provide core business services to support the county departments in delivering their services to customers and clients. The Business Services Department has four programs and 57.5 full time employees.

The department's commitment is to deliver top-quality service by demonstrating professionalism, collaborative partnerships, quality services and products, leadership, and a safe and healthy work environment. Business Services provides facility maintenance and operations, human resources administration, employee and labor relations, recruitment, professional training and development, employee benefits, safety and wellness, liability and workers compensation insurance management, and volunteer coordination.

	Resource an	d Requirement	Summary		
Business Services	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 12-13 ADOPTED	+/- %
RESOURCES					
Intergovernmental Federal	0	16,930	0	10,000	n.a.
Intergovernmental State	0	0	21,589	0	-100.00%
Charges for Services	640,314	351,696	282,915	315,993	11.69%
Admin Cost Recovery	5,656,171	5,820,504	6,185,207	6,108,705	-1.24%
General Fund Transfers	56,174	0	0	0	n.a.
Other Fund Transfers	0	7,410	20,471	0	-100.00%
Settlements	0	29	0	0	n.a.
TOTAL RESOURCES	6,352,659	6,196,569	6,510,182	6,434,698	-1.16%
REQUIREMENTS					
Personnel Services					
Salaries and Wages	3,183,779	3,072,868	3,092,208	2,996,229	-3.10%
Fringe Benefits	1,597,064	1,579,751	1,718,307	1,771,447	3.09%
Total Personnel Services	4,780,843	4,652,620	4,810,515	4,767,676	-0.89%
Materials and Services					
Supplies	138,753	121,526	163,405	161,995	-0.86%
Materials	47,027	78,878	39,333	39,142	-0.49%
Communications	22,571	20,749	23,878	26,672	11.70%
Utilities	1,369	860	22,738	13,922	-38.77%
Contracted Services	233,270	291,449	360,302	276,120	-23.36%
Repairs and Maintenance	279,582	304,601	288,614	309,600	7.27%
Rentals	216,802	137,277	188,133	192,816	2.49%
Miscellaneous	65,889	64,344	103,117	140,630	36.38%
Total Materials and Services	1,005,263	1,019,684	1,189,520	1,160,897	-2.41%
Administrative Charges	566,554	517,670	498,147	506,125	1.60%
Capital Outlay	0	6,595	12,000	0	-100.00%
TOTAL REQUIREMENTS	6,352,660	6,196,569	6,510,182	6,434,698	-1.16%
FTE	62.50	62.50	60.25	57.50	-4.6%

PROGRAMS

The Business Services programs are shown on the following table:

Summary of Programs

	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 2012-13 ADOPTED	+/- %
RESOURCES					
BS Administration	925,706	854,237	725,325	531,181	-26.77%
Facilities Management	3,386,847	3,362,686	3,471,638	3,602,912	3.78%
Risk Management	766,122	794,269	900,023	921,574	2.39%
Human Resources	1,273,985	1,185,376	1,413,196	1,379,031	-2.42%
TOTAL RESOURCES	6,352,659	6,196,569	6,510,182	6,434,698	-1.16%
REQUIREMENTS					
BS Administration	925,706	854,237	725,325	531,181	-26.77%
Facilities Management	3,386,847	3,362,686	3,471,638	3,602,912	3.78%
Risk Management	766,122	794,269	900,023	921,574	2.39%
Human Resources	1,273,985	1,185,376	1,413,196	1,379,031	-2.42%
TOTAL REQUIREMENTS	6,352,659	6,196,569	6,510,182	6,434,698	-1.16%

BS Administration Program

- Provides overall planning, direction and supervision of the department.
- Provides payroll, purchasing and contracts, accounts receivable, and accounts payable services to department programs and services.
- Performs department budget preparation, monitoring and reporting.
- Provides clerical and managerial support to the department director and programs.
- Performs countywide key and key card management.
- Provides countywide work order support.

Program Summary

Business Services				Program: BS A	Administration
	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 12-13 ADOPTED	+/- %
RESOURCES					
Charges for Services	3,462	3,597	2,400	3,250	35.42%
Admin Cost Recovery	922,244	850,640	722,925	527,931	-26.97%
TOTAL RESOURCES	925,706	854,237	725,325	531,181	-26.77%
REQUIREMENTS					
Personnel Services					
Salaries and Wages	317,209	509,701	399,215	282,719	-29.18%
Fringe Benefits	151,789	257,124	221,545	169,963	-23.28%
Total Personnel Services	468,998	766,825	620,760	452,682	-27.08%
Materials and Services					
Supplies	3,977	3,353	3,225	2,525	-21.71%
Materials	1,919	1,906	950	700	-26.32%
Communications	1,071	1,645	980	1,472	50.20%
Contracted Services	624	397	730	645	-11.64%
Repairs and Maintenance	412	1,025	300	300	0.00%
Rentals	3,964	3,660	35,051	28,522	-18.63%
Miscellaneous	1,288	4,287	4,725	4,640	-1.80%
Total Materials and Services	13,255	16,272	45,961	38,804	-15.57%
Administrative Charges	443,454	71,139	58,604	39,695	-32.27%
TOTAL REQUIREMENTS	925,707	854,236	725,325	531,181	-26.77%
FTE	5.00	9.00	7.75	5.00	-35.5%

FTE By Position Title By Program

Program: BS Administration	
Position Title	FTE
Accounting Specialist	1.00
Administrative Assistant	1.00
Business Services Director	1.00
Contracts Specialist	1.00
Department Specialist 3	1.00
Program BS Administration FTE Total:	5.00

BS Administration Program Budget Justification

RESOURCES

Changes to program resources include a small increase in Charges for Services to other agencies due for support to the Courthouse Square Condominium Association.

REQUIREMENTS

FTE

Two FTE were transferred out to other departments. One Business Systems Analyst was transferred to Information Technology in the FY 11-12 1st Supplemental Budget. One Business Systems Analyst was transferred to Finance in the FY 11-12 2nd Supplemental Budget.

One vacant Department Specialist 2 in Administration has been deleted and replaced with a Building Maintenance Specialist due to increased needs to maintain multiple locations after the move from Courthouse Square.

Personnel Services

Normal Personnel Services increases attributed to step increases and fringe benefit cost increases are included in the FY 12-13 personnel expenditures, although these are offset by the decreases in FTE.

The result of the replacement of a Department Specialist 2 with a Building Maintenance Specialist is a net savings of \$12,064 in Personnel Services because the former was being paid at the longevity rate and the latter position will be at entry level. The Business Services Administration program saves the entire cost of the Department Specialist 2 position from its elimination.

Materials and Services

No significant changes in Materials and Services.

Administrative Charges

The decrease was a large percent relative to the rather small total budgeted for Administrative Charges. Decreases were experienced in almost all Administrative Charges accounts, with small dollar amounts reallocated to other programs to more appropriately reflect use of the charged services.

Transfers Out

Not Applicable

Contingency

Not Applicable

Other

Not Applicable

Facilities Management Program

- Performs repairs, preventive maintenance, renovations, and construction services for countyowned and leased facilities.
- Provides long-range facility needs assessment, planning, and funding requirements.
- Oversees building fire, life, safety and security systems.
- Manages facilities management database systems including the facilities conditions assessment program and the FacilityDude work order system.
- Administers energy efficiency and resource conservation programs, including grant funding.
- Performs custodial, courier and grounds maintenance services.
- Does designs, budgeting, bidding, and management for capital improvement projects.
- Develops and presents five-year, countywide prioritized Capital Improvement Projects list.

	Pr	ogram Summa	ry		
Business Services				Program: Faciliti	es Management
	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 12-13 ADOPTED	+/- %
RESOURCES					
Charges for Services	515,439	260,565	199,134	226,809	13.90%
Admin Cost Recovery	2,871,407	3,094,683	3,252,033	3,376,103	3.82%
Other Fund Transfers	0	7,410	20,471	0	-100.00%
Settlements	0	29	0	0	n.a.
TOTAL RESOURCES	3,386,847	3,362,686	3,471,638	3,602,912	3.78%
REQUIREMENTS					
Personnel Services					
Salaries and Wages	1,725,116	1,592,780	1,617,054	1,667,013	3.09%
Fringe Benefits	932,294	874,051	953,219	1,054,422	10.62%
Total Personnel Services	2,657,410	2,466,831	2,570,273	2,721,435	5.88%
Materials and Services					
Supplies	108,558	99,432	136,850	136,970	0.09%
Materials	33,322	66,912	29,473	25,842	-12.32%
Communications	13,025	13,532	14,800	14,196	-4.08%
Utilities	1,369	860	22,738	13,922	-38.77%
Contracted Services	1,958	1,354	50,371	10,260	-79.63%
Repairs and Maintenance	250,528	283,108	270,400	308,100	13.94%
Rentals	201,913	121,962	63,281	64,238	1.51%
Miscellaneous	9,963	12,385	20,877	19,950	-4.44%
Total Materials and Services	620,637	599,544	608,790	593,478	-2.52%
Administrative Charges	108,800	289,716	280,575	287,999	2.65%
Capital Outlay	0	6,595	12,000	0	-100.00%
TOTAL REQUIREMENTS	3,386,847	3,362,686	3,471,638	3,602,912	3.78%
FTE	38.50	36.50	35.50	36.50	2.8%

FTE By Position Title By Program

Custodial Supervisor Custodial Worker 1 Custodial Worker 2 Electrician 1 Electrician 2 Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Position Title	
Building Maintenance Specialist Sr Custodial Supervisor Custodial Worker 1 Custodial Worker 2 Electrician 1 Electrician 2 Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier Maint Control Clerk	Building Maintenance Specialist	
Custodial Worker 1 Custodial Worker 2 Electrician 1 Electrician 2 Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Building Maintenance Specialist Sr	
Custodial Worker 2 Electrician 1 Electrician 2 Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Custodial Supervisor	
Electrician 1 Electrician 2 Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Custodial Worker 1	
Electrician 2 Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Custodial Worker 2	
Facilities Analyst Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Electrician 1	
Facilities Maintenance and Systems Coordinator Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Electrician 2	
Facilities Program Manager Facilities Project Coordinator Groundskeeper Mail Courier	Facilities Analyst	
Facilities Project Coordinator Groundskeeper Mail Courier	Facilities Maintenance and Systems Coordinator	
Groundskeeper Mail Courier	Facilities Program Manager	
Mail Courier	Facilities Project Coordinator	
	Groundskeeper	
Maint Control Clerk	Mail Courier	
	Maint Control Clerk	
Maintence Supervisor	Maintence Supervisor	

Facilities Management Program Budget Justification

RESOURCES

Increase of \$27,675 in Charges for Services due to increased facilities user fees and parking revenue. Parking revenue based on Courthouse Square employees being established in their current locations.

REQUIREMENTS

FTE

A Building Maintenance Specialist has been added at a cost of \$60,781 due to increased needs to maintain multiple locations after the move from Courthouse Square. Funding was provided by the elimination of one vacant Department Specialist 2 position in the Administration program.

Personnel Services

Normal Personnel Services increases attributed to step increases and fringe benefit cost increases are included in the FY 12-13 personnel expenditures, offset by the addition of one position.

Salaries and Wages were decreased in Personnel Services by \$10,000 as a result of Facilities Maintenance going to four day work weeks, ten hour days.

Materials and Services

Facilities Management Program had an overall increase of \$5,159. This was the result of an increase in the Miscellaneous category which includes commercial travel, lodging, meals and conferences for job-specific continuing education and training for Facilities Administration staff and an increase in Repairs and Maintenance to reflect actual expenditures. This increase is offset by a decrease in Contracted Services and Communications in the Facilities Maintenance service.

Administrative Charges

Slight increase, not significant.

Transfers Out

Not Applicable

Contingency

Not Applicable

Other

Not Applicable

Risk Management Program

- Manages auto, general liability and workers' compensation claims.
- Consults with and guides all departments on loss prevention and employee safety.
- Analyzes and adjusts the balance between risk retention and risk transfer.
- Procures appropriate insurance coverage.
- Ensures adequate funding to recover from accidental loss.
- Reviews contracts to identify risk and appropriate transfer of risk.
- Provides resources to assist employees in achieving optimal physical and mental health.
- Administers employee benefit plans, including medical, vision, dental, employee assistance program, life and long-term disability insurance, deferred compensation, unemployment, PERS and pre-tax plans.

	Pr	ogram Summa	ry		
Business Services				Program: Ris	k Management
	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 12-13 ADOPTED	+/- %
RESOURCES					
Intergovernmental Federal	0	16,930	0	10,000	n.a.
Intergovernmental State	0	0	21,589	0	-100.00%
Charges for Services	92,820	66,551	60,730	64,658	6.47%
Admin Cost Recovery	673,302	710,788	817,704	846,916	3.57%
TOTAL RESOURCES	766,122	794,269	900,023	921,574	2.39%
REQUIREMENTS					
Personnel Services					
Salaries and Wages	374,772	362,331	390,590	405,297	3.77%
Fringe Benefits	165,850	159,383	185,490	190,015	2.44%
Total Personnel Services	540,622	521,714	576,080	595,312	3.34%
Materials and Services					
Supplies	18,128	13,493	17,580	16,650	-5.29%
Materials	8,069	8,605	7,300	9,650	32.19%
Communications	4,271	3,436	4,880	5,090	4.30%
Contracted Services	130,711	138,981	171,569	150,265	-12.42%
Repairs and Maintenance	23,833	15,389	250	250	0.00%
Rentals	5,667	3,092	32,544	36,531	12.25%
Miscellaneous	31,620	30,304	32,045	46,975	46.59%
Total Materials and Services	222,300	213,300	266,168	265,411	-0.28%
Administrative Charges	3,200	59,255	57,775	60,851	5.32%
TOTAL REQUIREMENTS	766,122	794,269	900,023	921,574	2.39%
FTE	6.00	6.00	6.00	6.00	0.0%

FTE By Position Title By Program

Program: Risk Management	
Position Title	FTE
Benefits Manager	1.00
Claims Adjuster	1.00
Employee Services Manager	0.50
Human Resources Specialist	1.00
Human Resources Specialist (Confidential)	0.50
Loss Control Manager	1.00
Safety & Wellness Coordinator	1.00
Program Risk Management FTE Total:	6.00

Risk Management Program Budget Justification

RESOURCES

This will be the third budget year of the Oregon Health & Science University SHIELD (Safety & Health Improvement: Enhancing Law Enforcement Departments) grant (four-year, \$2.5 million study). Marion County Sheriff's Office employees are being assessed on their fitness and wellness. Anticipate reduction in amount received based on steady decline in the first two years of grant term. Federally funded by the National Institute for Occupational Safety and Health.

REQUIREMENTS

FTE

No change.

Personnel Services

The Personnel Services increase is attributed to normal Salaries and Wages and Fringe Benefit cost increases, e.g., step increases, and a Public Employee Retirement System (PERS) increase due to elimination of a PERS subsidy.

Materials and Services

Risk Management Program had an overall reduction of \$4,000 due to an anticipated decrease in grant revenues. A minor increase in the Benefits service to third party administrator contracts, particularly Insurance Administrative Services, has been offset by reductions in the category of Contracted Services in the Wellness service.

Administrative Charges

No significant change.

Transfers Out

Not Applicable

Contingency

Not Applicable

Other

Not Applicable

Human Resources Program

- Provides employee relations, investigations and assistance in the interpretation of the personnel rules, county policies and collective bargaining agreements.
- Provides compensation, classification and organizational analysis.
- Maintains the Human Resources Management System (HRMS-Oracle module).
- Manages contract negotiations, training and handling of unfair labor practice complaints, grievances, unit clarifications, mediation and arbitration proceedings.
- Conducts pre-employment testing and assessments.
- Provides training and resources for county management and line staff.
- Provides training and support for county staff to effectively manage volunteer resources and cultivate opportunities for the public to participate in meaningful volunteer experiences.
- Provide recruitment services and maintain electronic recruitment system (NEOGOV).

Program Summary

Business Services				Program: Hur	nan Resources
	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 12-13 ADOPTED	+/- %
RESOURCES					
Charges for Services	28,593	20,983	20,651	21,276	3.03%
Admin Cost Recovery	1,189,218	1,164,393	1,392,545	1,357,755	-2.50%
General Fund Transfers	56,174	0	0	0	n.a.
TOTAL RESOURCES	1,273,985	1,185,376	1,413,196	1,379,031	-2.42%
REQUIREMENTS					
Personnel Services					
Salaries and Wages	766,682	608,055	685,349	641,200	-6.44%
Fringe Benefits	347,131	289,194	358,053	357,047	-0.28%
Total Personnel Services	1,113,813	897,249	1,043,402	998,247	-4.33%
Materials and Services					
Supplies	8,089	5,248	5,750	5,850	1.74%
Materials	3,716	1,456	1,610	2,950	83.23%
Communications	4,204	2,136	3,218	5,914	83.78%
Contracted Services	99,976	150,717	137,632	114,950	-16.48%
Repairs and Maintenance	4,809	5,079	17,664	950	-94.62%
Rentals	5,258	8,564	57,257	63,525	10.95%
Miscellaneous	23,017	17,367	45,470	69,065	51.89%
Total Materials and Services	149,071	190,567	268,601	263,204	-2.01%
Administrative Charges	11,100	97,560	101,193	117,580	16.19%
TOTAL REQUIREMENTS	1,273,985	1,185,376	1,413,196	1,379,031	-2.42%
FTE	13.00	11.00	11.00	10.00	-9.1%

FTE By Position Title By Program

Position Title	FTI
Department Specialist 3	1.00
Employee Services Manager	0.50
Human Resources Analyst Sr	3.00
Human Resources Program Manager	1.00
Human Resources Specialist	2.00
Human Resources Specialist (Confidential)	1.50
Volunteer Services Coordinator	1.00
ogram Human Resources FTE Total:	10.00

Human Resources Program Budget Justification

RESOURCES

There is a slight increase in Charges for Services to other agencies for services provided to Marion County Housing Authority and Mid-Valley Behavioral Care Network.

REQUIREMENTS

FTE

Elimination of vacant Human Resources Supervisor position.

Personnel Services

The Personnel Services Salaries and Wages and Fringe benefits decreases are attributed to elimination of the Human Resources Supervisory position, partially offset by normal increases, e.g., step increases and fringe benefit cost increases for other positions. Elimination of the position results in a savings of \$90,618 in Personnel Services.

Materials and Services

Human Resources Program had an overall reduction of \$5,397. The Maintenance and Repairs category was reduced by \$16,714. The funds were moved to Subscriptions to cover costs for NEOGOV, the on-line recruitment application, and Volgistics, the web-based volunteer database. There were slight increases in Contracted Services and Communications. These increases were offset by a reduction in Legal Services of \$15,000 due to more accurately anticipating expenditures for collective bargaining support and costs of defending grievances and arbitrations in addition to Marion County Legal Counsel taking a greater role in labor relations.

Administrative Charges

Slight decrease, not significant.

Transfers Out

Not Applicable

Contingency

Not Applicable

Other

Not Applicable

FUNDS

The Business Services Department budget consists of one fund, which is the Central Services Fund.

Department Budget by Fund

Fund Name	FY 09-10 ACTUAL	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 2012-13 ADOPTED	% of Total
RESOURCES					
FND 580 Central Services	6,352,659	6,196,569	6,510,182	6,434,698	100.00%
TOTAL RESOURCES	6,352,659	6,196,569	6,510,182	6,434,698	100.0%
REQUIREMENTS					
FND 580 Central Services	6,352,659	6,196,569	6,510,182	6,434,698	100.00%
TOTAL REQUIREMENTS	6,352,659	6,196,569	6,510,182	6,434,698	100.0%

KEY DEPARTMENT ACCOMPLISHMENTS

- Completed delivery of customer service training to all Marion County employees at the direction of the Board of Commissioners.
- Successfully negotiated collective bargaining agreements with MCLEA and FOPPO, finalizing each within budget and without arbitration.
- Successfully implemented NEOGOV, an on-line recruitment service, greatly expanding the pool of Marion County job applicants (5,177 applicants in 2008; 1,930 in 2009; 3,414 in 2010; rose to 4,598 applicants in just six months of 2011 when NEOGOV launched).
- Coordinated more than 7,000 volunteers, delivering nearly \$3 million value of service to the county.
- Successfully completed implementation of the new Oracle Advanced Benefits module and conducted open enrollment with successful launch during the first January pay period.
- Continued implementation of the Oregon Health and Science University Shield Grant, a first of its kind study of safety and health in law enforcement; included installation of wellness facility at the Marion County Jail with donated exercise equipment.
- Oversaw wellness program that resulted in Marion County being named healthiest employer of 2011 by the Portland Business Journal.
- Completed installation of six new energy efficient boilers at the Marion County Jail; project was completed at approximately half of the original cost estimate.
- Installed new HVAC system in clerk's vault at Marion County Courthouse allowing secure and environmentally correct storage of county records dating to prior to statehood in 1859.
- Successfully launched new Computerized Maintenance Management System providing greater functionality, better tracking of hours and parts, and user friendliness.

KEY INDICATORS

#1: Days Away, Restricted or Transferred (DART) Rate

Definition and Purpose

The DART rates are days away, restricted or transferred from work. It is used to compare occupational injury rates.

Significance

To protect the health and safety of Marion County employees by reducing the number of workplace injuries. This indicator ties to the county strategic priority for Operational Efficiency and Quality Service - Goal #1: Provide efficient, effective, and responsive government through stewardship and accountability. Keeping employees on the job helps avoid delays, keeps employees productive, and provides continuity of service.

Data Units Fiscal Year

DART rates kept below Oregon's occupational safety rates reported for public entities.

FY 09-10 Actual	FY 10-11 Actual
Marion County 3.70 Public Entities 5.70	Marion County 3.16 Public Entities 5.10

Explanation of Trends and Changes

While the DART rate declined slightly, Risk Management is developing a comprehensive behavioral based safety program aimed at reducing the rate further.

2: Ratio of Preventive Maintenance Hours to Repair Hours

Definition and Purpose

Effective preventive maintenance programs help reduce facilities operating costs (utilities and repairs) while extending the life of building systems. Failure to perform adequate preventive maintenance increases the hours required to repair building systems.

Significance

This indicator will demonstrate whether or not adequate preventive maintenance is being performed. This indicator ties to the county strategic priority for Operational Efficiency and Quality Service - Goal #1: Provide efficient, effective, and responsive government through stewardship and accountability. Reduction in operating costs, utilities, and reduction of hours required to repair building systems.

Data Units Calendar Year

Ratio of repair hours to preventive maintenance hours:

CY 2009 Actual	CY 2010 Actual	CY 2011 Actual	
2.8:1	2.1:1	2.8:1	

Explanation of Trends and Changes

Computerized Maintenance Management Software (CMMS) has been replaced. Information gathering is much more reliable and reporting functions more adaptable and useful, so current and future data reports will be accurate. Since that change and the emphasis on preventive maintenance (PM), the department has increased PM to corrective maintenance (CM) ratios with a targeted goal of PMs equaling 65% of all work orders over the next two years.

#3: Employee Retention Rate

Definition and Purpose

Measure the stability of the Marion County workforce. A stable workforce usually results in lower costs and improved customer service.

Significance

Retention rates measure the stability of the workforce. Low employee retention rates may indicate the need for evaluation and remediation to decrease turnover rates. This indicator ties to the county strategic priority for Operational Efficiency and Quality Service - Goal #1: Provide efficient, effective, and responsive government through stewardship and accountability. High retention rates reflect employee satisfaction and morale and ensures continuity of services and expertise.

Data Units Fiscal Year

FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Actual
90.44%	93.57%	91.20%

Explanation of Trends and Changes

The total retention rate was lower in FY10-11 due in part to the layoffs that occurred in 2011. The retention rate was 93.82 if involuntary separations are removed from the total retention rate calculation.

Resources by Fund Detail

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
coo central services	11 07 10	111011	11112	111210	111210	111210
Intergovernmental Federal						
331990 Other Federal Revenues	0	16,930	0	10,000	10,000	10,000
Intergovernmental Federal Total	0	16,930	0	10,000	10,000	10,000
Intergovernmental State						
332990 Other State Revenues	0	0	21,589	0	0	0
Intergovernmental State Total	0	0	21,589	0	0	0
Charges for Services						
341620 User Fees	137,828	135,280	125,000	135,000	135,000	135,000
342200 Property Leases	78,635	4,665	4,800	4,900	4,900	4,900
342300 Department Parking Charges	52,690	10,890	18,480	15,840	15,840	15,840
342310 Parking Permits	189,011	67,988	50,160	66,383	66,383	66,383
344300 Restitution	50	0	0	0	0	0
344800 EAIP Reimbursement	2,400	25,794	500	3,000	3,000	3,000
344999 Other Reimbursements	27,729	5,019	0	0	0	0
347101 Central Svcs to Other Agencies	74,823	50,441	33,050	39,390	39,390	39,390
347998 Services to Other Depts Closed	3,640	0	0	0	0	0
347999 Svcs to Other Agencies Closed	21,089	0	0	0	0	0
348700 Wellness Program	52,420	51,619	50,925	51,480	51,480	51,480
Charges for Services Total	640,314	351,696	282,915	315,993	315,993	315,993
Admin Cost Recovery						
411200 Business Services Allocation	0	0	694,580	968,014	968,014	968,014
411210 Facilities Mgt Allocation	2,375,647	2,437,580	2,280,524	1,923,748	1,923,748	1,923,748
411220 Custodial Allocation	988,573	1,088,852	924,276	962,128	962,128	962,128
411230 Courier Allocation	91,010	50,475	47,233	50,144	50,144	50,144
411250 Risk Management Allocation	467,773	437,128	817,704	846,916	846,916	846,916
411255 Benefits Allocation	0	371,515	0	0	0	0
411260 Human Resources Allocation	1,733,168	1,323,938	1,392,545	1,357,755	1,357,755	1,357,755
411800 MCBEE Allocation	0	111,016	28,345	0	0	0
Admin Cost Recovery Total	5,656,171	5,820,504	6,185,207	6,108,705	6,108,705	6,108,705
General Fund Transfers						
381100 Transfer from General Fund	56,174	0	0	0	0	0

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
General Fund Transfers Total	56,174	0	0	0	0	0
Other Fund Transfers						
381455 Xfr from Facility Renovation	0	7,410	20,471	0	0	0
Other Fund Transfers Total	0	7,410	20,471	0	0	0
Settlements						
382100 Settlements	0	29	0	0	0	0
Settlements Total	0	29	0	0	0	0
Central Services Total	6,352,659	6,196,569	6,510,182	6,434,698	6,434,698	6,434,698
Business Services Grand Total	6,352,659	6,196,569	6,510,182	6,434,698	6,434,698	6,434,698

Requirements by Fund Detail

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
Personnel Services						
Salaries and Wages						
511110 Regular Wages	2,575,427	2,495,020	2,933,368	2,857,885	2,857,885	2,857,885
511120 Temporary Wages	25,591	26,955	0	0	0	(
511130 Vacation Pay	143,768	141,690	0	0	0	(
511140 Sick Pay	108,379	81,023	0	0	0	(
511150 Holiday Pay	129,937	130,353	0	0	0	(
511160 Comp Time Pay	23,701	20,101	16,000	5,000	5,000	5,000
511180 Differential Pay	10,538	10,284	11,380	11,380	11,380	11,380
511210 Compensation Credits	115,757	109,901	103,220	92,604	92,604	92,604
511220 Pager Pay	5,316	12,072	13,000	12,500	12,500	12,500
511240 Leave Payoff	24,739	23,027	0	0	0	(
511280 Cell Phone Pay	992	455	0	0	0	(
511290 Health Insurance Waiver Pay	1,842	2,932	3,240	4,860	4,860	4,860
511410 Straight Pay	0	1,056	0	0	0	(
511420 Premium Pay	17,354	17,766	12,000	12,000	12,000	12,000
511450 Premium Pay Temps	437	231	0	0	0	(
Salaries and Wages Total	3,183,779	3,072,868	3,092,208	2,996,229	2,996,229	2,996,229
Fringe Benefits						
512110 PERS	336,682	328,939	471,174	458,079	458,079	458,079
512120 401K	34,415	33,212	33,738	32,596	32,596	32,590
512130 PERS Debt Service	161,438	126,827	141,069	132,991	132,991	132,99
512140 PERS Rate Subsidy	0	0	(87,873)	0	0	(
512200 FICA	239,979	232,498	231,063	224,760	224,760	224,760
512310 Medical Insurance	691,048	723,677	791,605	789,600	789,600	789,600
512320 Dental Insurance	82,731	79,223	89,866	84,760	84,760	84,760
512330 Group Term Life Insurance	11,220	10,683	8,770	8,545	8,545	8,545
512340 Long Term Disability Insurance	11,922	14,869	18,828	20,619	20,619	20,619
512400 Unemployment Insurance	12,751	12,311	14,289	13,890	13,890	13,890
512520 Workers Comp Insurance	1,550	1,520	1,778	1,725	1,725	1,725
512600 Wellness Program	2,459	2,328	2,368	2,298	2,298	2,298
512610 Employee Assistance Program	1,770	1,663	1,632	1,584	1,584	1,584
512700 County HSA Contributions	9,100	12,000	0	0	0	(
Fringe Benefits Total	1,597,064	1,579,751	1,718,307	1,771,447	1,771,447	1,771,447
Personnel Services Total	4,780,843	4,652,620	4,810,515	4,767,676	4,767,676	4,767,670

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
Materials and Services						
Supplies						
521010 Office Supplies	6,684	7,268	6,800	7,675	7,675	7,675
521050 Janitorial Supplies	49,434	56,475	58,100	62,100	62,100	62,100
521060 Electrical Supplies	18,707	16,990	30,000	30,000	30,000	30,000
521070 Departmental Supplies	30,153	14,489	34,100	29,250	29,250	29,250
521080 Food Supplies	770	336	0	0	0	0
521090 Uniforms and Clothing	3,771	645	3,500	3,500	3,500	3,500
521110 First Aid Supplies	9	91	150	150	150	150
521140 Vaccines	12,464	10,850	14,180	13,500	13,500	13,500
521170 Educational Supplies	3,935	200	200	0	0	0
521190 Publications	3,470	3,156	3,875	3,715	3,715	3,715
521210 Gasoline	8,403	10,785	11,500	11,105	11,105	11,105
521220 Diesel	590	0	500	500	500	500
521230 Propane	68	62	200	200	200	200
521240 Automotive Supplies	0	9	0	0	0	C
521300 Safety Clothing	96	74	200	200	200	200
521310 Safety Equipment	200	97	100	100	100	100
Supplies Total Materials	138,753	121,526	163,405	161,995	161,995	161,995
522020 Crushed Rock	54	0	0	0	0	0
522060 Sign Materials	109	1,190	250	250	250	250
522070 Paint	3,087	2,194	3,000	3,000	3,000	3,000
522080 Building Materials	62	2,288	0	0	0	C
522100 Parts	449	871	0	0	0	0
522110 Batteries	2,753	887	1,600	1,600	1,600	1,600
522120 Tires and Accessories	0	84	0	0	0	C
522140 Small Tools	9,323	12,685	6,405	4,500	4,500	4,500
522150 Small Office Equipment	5,071	2,555	3,000	3,050	3,050	3,050
522160 Small Departmental Equipment	12,601	43,597	22,140	22,542	22,542	22,542
522170 Computers Non Capital	11,466	10,201	1,288	1,400	1,400	1,400
522180 Software	2,053	2,325	1,650	2,800	2,800	2,800
Materials Total	47,027	78,878	39,333	39,142	39,142	39,142
Communications						
523010 Telephone Equipment	0	102	0	0	0	0
523020 Phone and Communication Svcs	0	0	0	2,432	2,432	2,432
523040 Data Connections	1,008	997	1,000	1,000	1,000	1,000
523050 Postage	8,616	5,323	7,108	4,810	4,810	4,810
523060 Cellular Phones	11,300	12,790	15,770	18,430	18,430	18,430
523070 Pagers	1,647	1,537	0	0	0	0
Communications Total	22,571	20,749	23,878	26,672	26,672	26,672

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
Materials and Services						
Utilities						
524010 Electricity	0	1	10,125	10,982	10,982	10,982
524040 Natural Gas	0	0	2,457	1,482	1,482	1,482
524050 Water	211	469	3,562	123	123	123
524070 Sewer	0	0	4,328	164	164	164
524090 Garbage Disposal and Recycling	1,158	390	2,266	1,171	1,171	1,171
Utilities Total	1,369	860	22,738	13,922	13,922	13,922
Contracted Services						
525110 Consulting Services	429	0	1,750	4,500	4,500	4,500
525160 Wellness Services	0	0	0	18,500	18,500	18,500
525177 Employment Agencies	6,500	13,000	0	0	0	0
525355 Engineering Services	0	0	10,000	10,000	10,000	10,000
525450 Subscription Services	0	840	0	21,135	21,135	21,135
525510 Legal Services	89,356	106,621	105,000	90,000	90,000	90,000
525620 Insurance Brokers	77,693	60,428	84,600	85,000	85,000	85,000
525630 Insurance Admin Services	24,119	46,625	25,000	28,800	28,800	28,800
525710 Printing Services	2,849	4,371	4,180	2,700	2,700	2,700
525715 Advertising	1,254	2,822	2,000	1,900	1,900	1,900
525735 Mail Services	0	23	492	795	795	795
525740 Document Disposal Services	229	422	450	450	450	450
525770 Interpreters	1,020	0	0	1,500	1,500	1,500
525999 Other Contracted Services	29,823	56,295	126,830	10,840	10,840	10,840
Contracted Services Total	233,270	291,449	360,302	276,120	276,120	276,120
Repairs and Maintenance						
526010 Office Equipment Maintenance	0	0	500	250	250	250
526011 Dept Equipment Maintenance	4,872	4,167	4,800	4,800	4,800	4,800
526012 Vehicle Maintenance	2,938	3,362	1,700	1,700	1,700	1,700
526021 Computer Software Maintenance	62,880	40,329	60,864	47,400	47,400	47,400
526030 Building Maintenance	194,209	209,875	175,750	190,450	190,450	190,450
526031 Elevator Maintenance	100	19,078	0	20,000	20,000	20,000
526032 Roof Maintenance	0	38	5,000	5,000	5,000	5,000
526050 Grounds Maintenance	14,584	27,752	40,000	40,000	40,000	40,000
Repairs and Maintenance Total	279,582	304,601	288,614	309,600	309,600	309,600
Rentals						
527110 Fleet Leases	41,932	40,200	38,376	39,372	39,372	39,372
527120 Motor Pool Mileage	1,306	1,081	1,600	1,575	1,575	1,575
527130 Parking	17	15	70	50	50	50
527140 County Parking	0	320	0	480	480	480

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
Materials and Services						
527210 Building Rental Private	60	141	130,269	131,593	131,593	131,593
527240 Condo Assn Assessments	154,836	76,902	0	0	0	0
527300 Equipment Rental	18,651	18,619	17,818	19,746	19,746	19,746
Rentals Total	216,802	137,277	188,133	192,816	192,816	192,816
Miscellaneous						
529110 Mileage Reimbursement	2,395	5,483	6,277	6,500	6,500	6,500
529120 Commercial Travel	3,132	2,040	4,847	9,250	9,250	9,250
529130 Meals	1,446	522	2,374	2,025	2,025	2,025
529140 Lodging	4,800	4,706	8,525	10,930	10,930	10,930
529210 Meetings	76	333	700	950	950	950
529220 Conferences	4,845	4,808	22,995	14,075	14,075	14,075
529230 Training	20,479	13,038	32,524	71,280	71,280	71,280
529300 Dues and Memberships	2,770	7,048	5,855	6,640	6,640	6,640
529430 Safety Incentives EAIP	0	540	0	0,010	0,010	0,010
529440 Safety Grants	7,050	6,827	7,000	7.000	7,000	7,000
529650 Pre Employment Investigations	339	383	100	50	50	50
529740 Fairs and Shows	286	48	275	275	275	275
529820 Vehicle Registration	0	93	0	0	0	0
529840 Professional Licenses	260	1,400	645	655	655	655
529850 Device Licenses	1,478	134	1,500	1,500	1,500	1,500
529860 Permits	1,612	2,949	500	500	500	500
529910 Awards and Recognition	14,921	9,599	9,000	9,000	9,000	9,000
529999 Miscellaneous Expense	0	4,394	0	0	0	0
Miscellaneous Total	65,889	64,344	103,117	140,630	140,630	140,630
Materials and Services Total	1,005,263	1,019,684	1,189,520	1,160,897	1,160,897	1,160,897
Administrative Charges						
611100 County Admin Allocation	37,673	57,155	63,277	63,217	63,217	63,217
611110 Governing Body Allocation	20,052	0	0	0	0	0
611300 Legal Services Allocation	24,687	27,488	31,633	42,857	42,857	42,857
611400 Information Tech Allocation	119,553	129,464	157,097	164,793	164,793	164,793
611410 FIMS Allocation	48,941	47,472	62,236	58,559	58,559	58,559
611420 Telecommunications Allocation	45,769	47,972	26,876	22,369	22,369	22,369
611430 Info Tech Direct Charges	18,972	10,694	0	0	0	0
611600 Finance Allocation	46,681	47,807	49,260	51,608	51,608	51,608
611700 Utilities Allocation	64,766	61,243	0	0	0	0
611800 MCBEE Allocation	11,660	7,875	4,968	5,722	5,722	5,722
614100 Liability Insurance Allocation	49,200	23,900	27,000	18,200	18,200	18,200
614200 WC Insurance Allocation	78,600	56,600	75,800	78,800	78,800	78,800

580 - Central Services	Actual FY 09-10	Actual FY 10-11	Budget FY 11-12	Proposed FY 12-13	Approved FY 12-13	Adopted FY 12-13
Administrative Charges Total	566,554	517,670	498,147	506,125	506,125	506,125
Capital Outlay						
531300 Departmental Equipment Capital	0	0	12,000	0	0	0
532400 Off Road Vehicles	0	6,595	0	0	0	0
Capital Outlay Total	0	6,595	12,000	0	0	0
Central Services Total	6,352,660	6,196,569	6,510,182	6,434,698	6,434,698	6,434,698
Business Services Grand Total	6,352,660	6,196,569	6,510,182	6,434,698	6,434,698	6,434,698

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