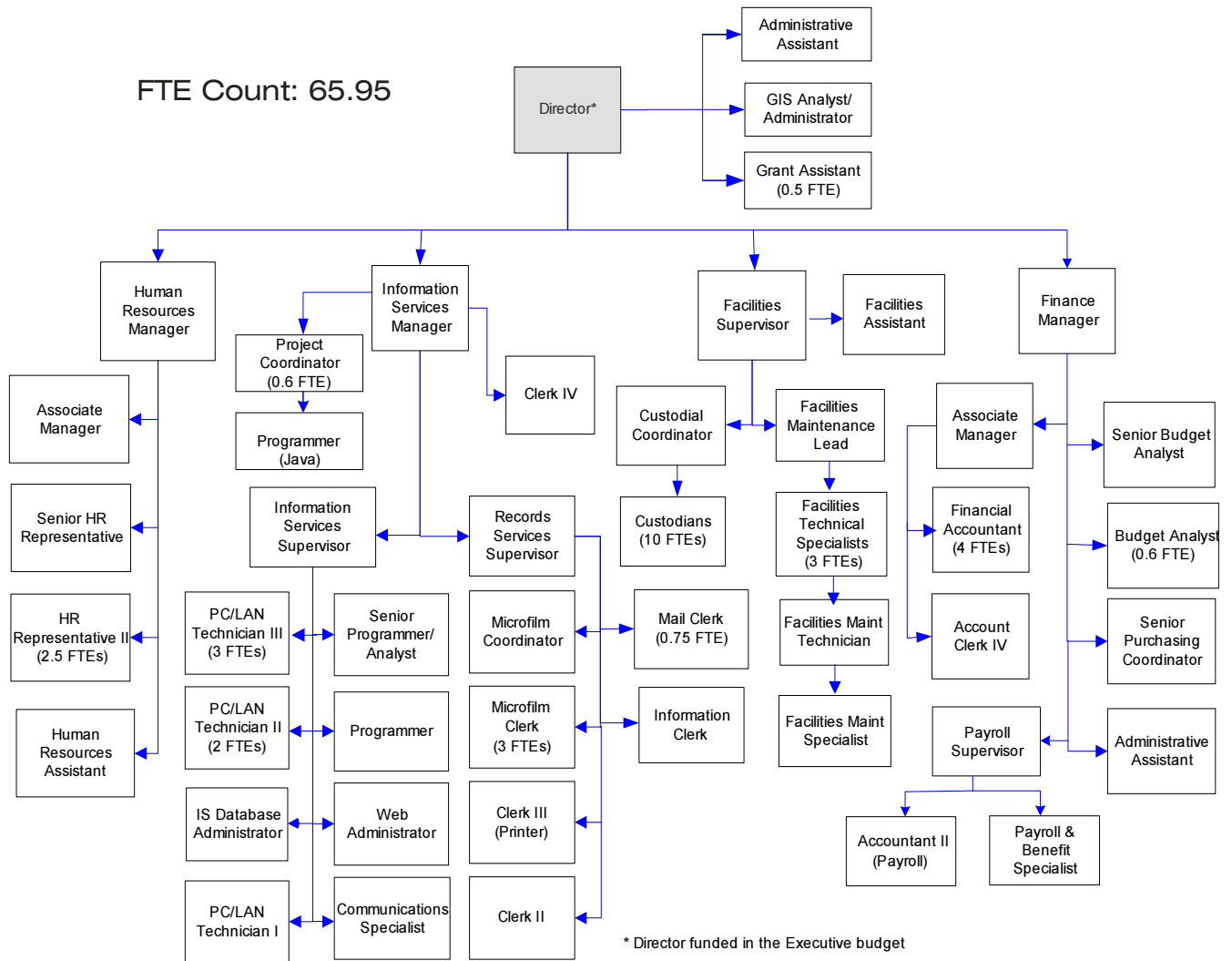


# Administrative Services Department

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.



## 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, and Information Services.

### Objectives

#### Administration

- Implement the Law and Justice Data Integration Project to improve information sharing, reduce duplicate data entry, increase accuracy and reliability of data, real-time availability of data, increase officer safety, and increase public safety.
- Hold weekly meetings with AS Managers to improve quality of services and communication between the AS divisions.
- Implement a coordinated Geographic Information System (GIS) in Whatcom County through coordination of the GIS steering committee; establish meeting schedules; complete internal and external needs assessments; develop internal communications strategy; recommend training standards; review staffing requirements; develop data standards and protocols; and create, recommend, and implement a GIS strategy plan.
- Complete updated Information Services Strategic Plan.
- Coordinate the AS Policy Writing Group in developing and/or reviewing administrative policies and procedures for the organization.

- Compile data and review need for revisions to County Code.
- Grant assistant will complete training on the Community Development Block Grant Program and evaluate the county's involvement in expanded use of these grants.
- Compile data regarding the implementation and evaluation of the Economic Development Investments (EDI) program.
- Complete the Master Facility Plan for Whatcom County, recommend and, as appropriate, initiate next phases of the plan implementation.

#### 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.
- Enhance staff education/training/service levels by providing more training opportunities.
- Produce an informational package that explains how Facilities Management operates, what services are included in the Facilities Management Square Footage Fee, procedure for requesting work to be done, etc.
- Develop and implement a procedure for evaluating our maintenance and custodial services on a quarterly basis.

## Objectives continued

- Provide ongoing training for Facilities Management staff for procedures to be followed in responding to emergency situations: which utilities to turn off and which to leave operational, when to evacuate facilities, what agencies to notify.
- Work with all county departments to coordinate all remodel and construction projects.
- Work with all county departments to compile and coordinate a Facilities Master Plan for the county, including 5, 10, 15, and 20 year plans.
- Completely replace the carpeting in Juvenile Probation and Detention areas.
- Re-lamp and clean approximately one third of the fluorescent light fixtures in the jail and the courthouse.
- Replace the courthouse's leaking roof drainage system.
- Provide courthouse grounds keeping.
- Implement an ongoing interior painting schedule for all Whatcom County facilities.
- Design and develop specifications for a minimum security jail, elections center, and storage center.
- Seal and re-stripe county parking lots.
- 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.
- Issue budget status reports by the 15th of each month.
- Earn the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for annual budget.
- Earn the GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2003 comprehensive annual financial report.
- Conduct two payroll preparer "user" meetings and two claims preparer "user" meetings.

## Finance

- Coordinate annual budget preparation and present to the County Council in accordance with county charter.
- Issue 26 county payrolls and 12 district payrolls accurately and on time.
- Document and issue 61,500 warrants in compliance with all legal requirements, resulting in no audit discrepancies.
- Negotiate collective bargaining agreements that expire 12/31/04:
  - International Federation of Professional and Technical Engineers (IFPTE) - Local 17 Master (Teamsters)
  - Health Clerical (Teamsters)
  - Washington State Nurses Association
- Conduct Request for Proposal (RFP) processes for service providers:
  - a) TPA workers' compensation;
  - b) Employee assistance program;
  - c) Direct reimbursement dental;
  - d) Legal/labor.

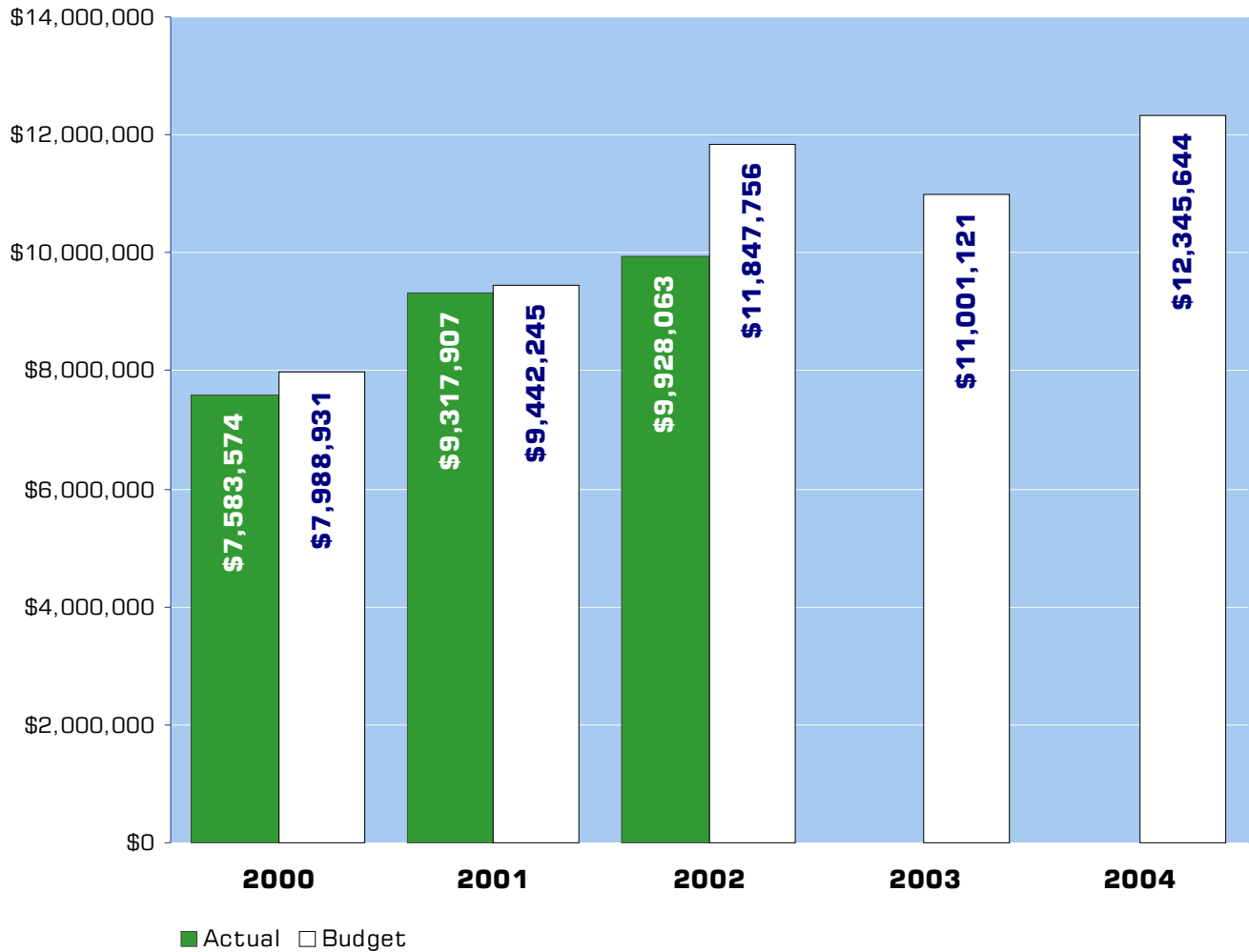
## Objectives continued

- Renew contract with a professional labor negotiator.
- 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.
- Complete the Windows 2000 upgrade on remaining desktop computers by the fourth quarter.
- Conduct at least two sets of in-house training sessions for county employees on standardized software and Internet usage.
- Keep 98% of all supported equipment operational 100% of the time.
- Apply budgeted resources to decrease microfilm backlog with a five-year goal of being current with all of the county departments' 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.

## Information Services

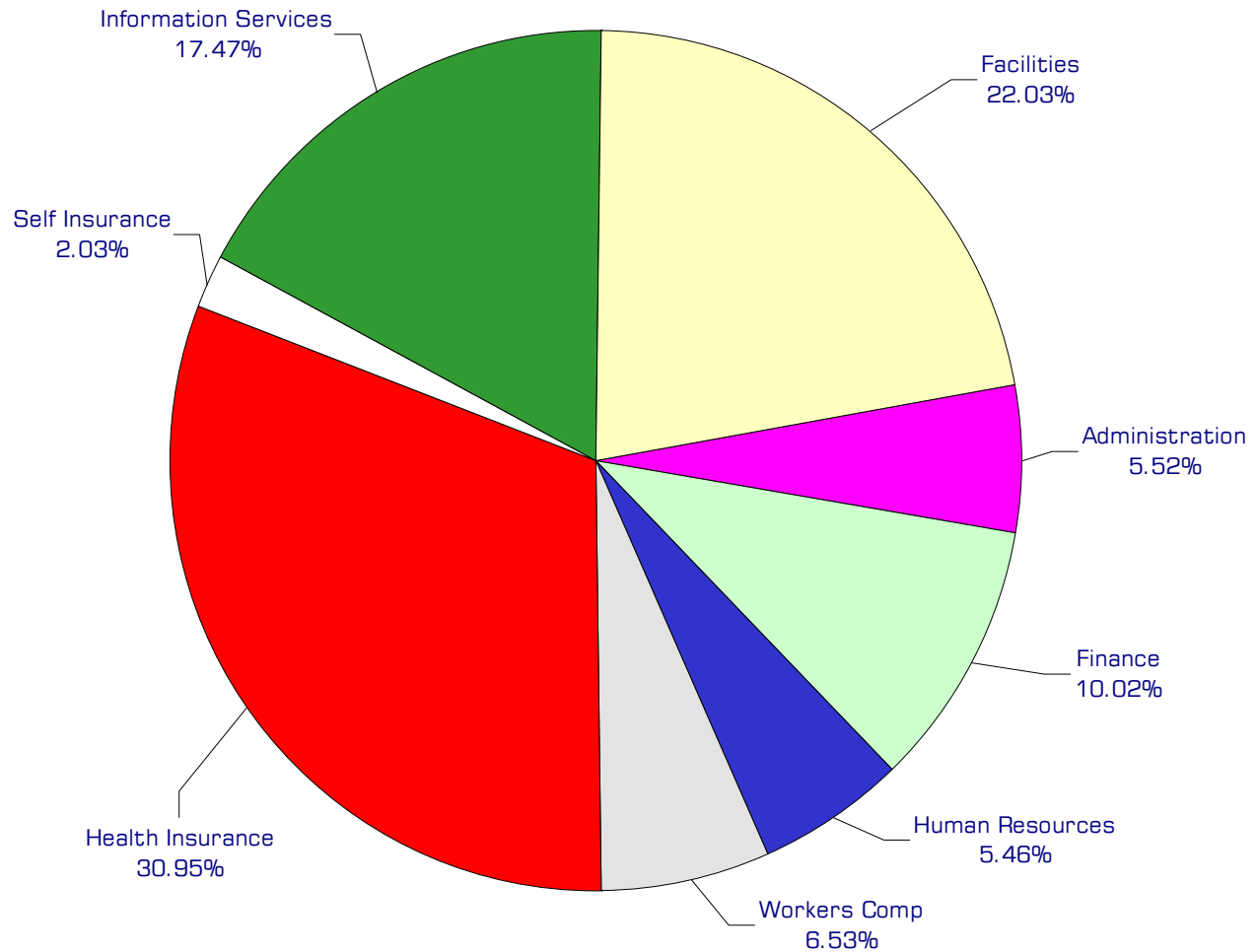
- Continue the microfilming of county records including records from Superior Court, Planning and Development Services, Sheriff's Office, Treasurer's Office and Engineering.
- Implement electronic business solutions to assist in bringing government to the citizens of Whatcom County.
- Improve service levels to all departments in all areas of responsibility.

## Expenditure Trends



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

## 2004 Budget by Program



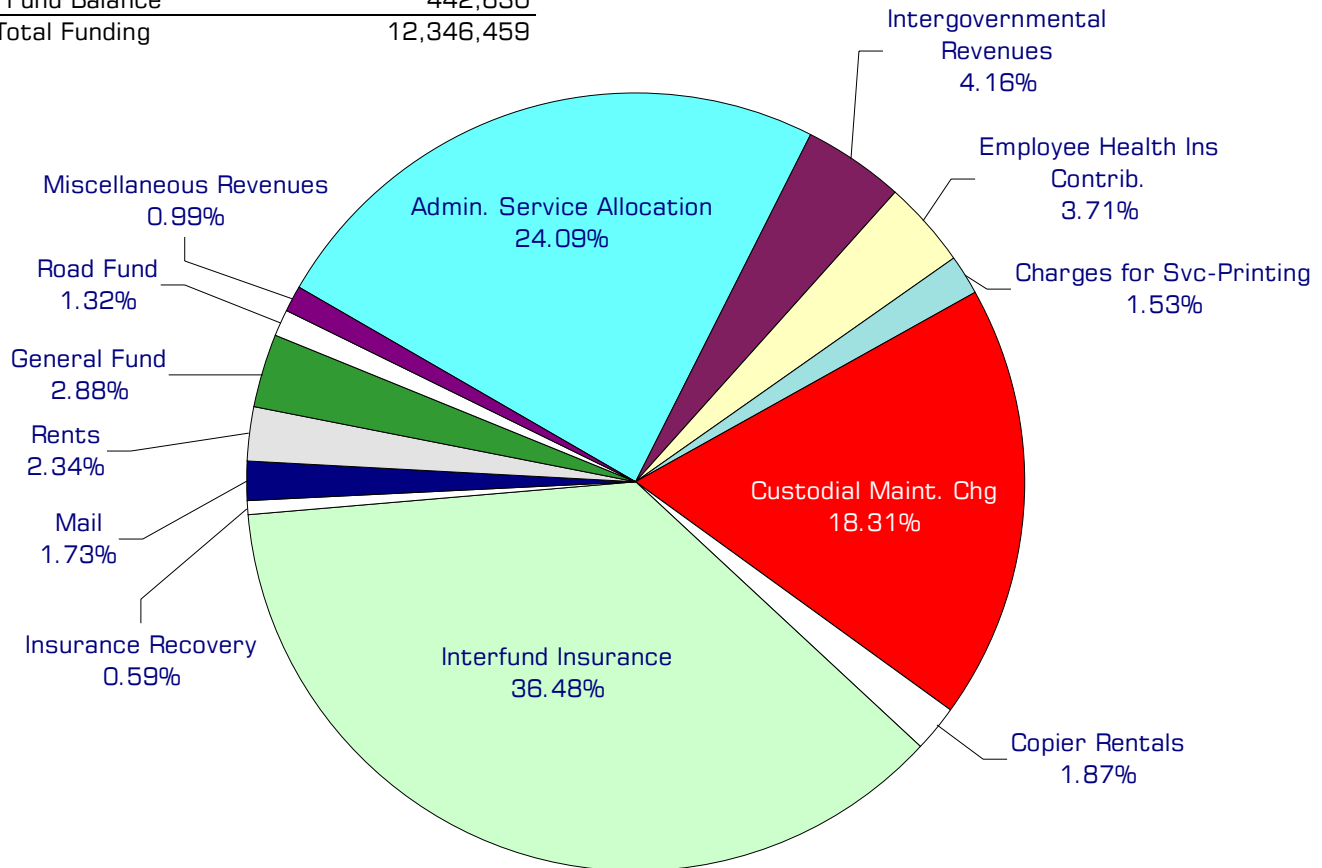
*NOTE: Capital expenditures and interfund operating and residual equity transfers are not shown to more accurately reflect ongoing operational costs.*

# Program Summary

	Actual 2000	Actual 2001	Actual 2002	Amended Budget 2003	Budget 2004	\$ Change 2003 to 2004	% Change 2003 to 2004
<b>OPERATIONS</b>							
<b>Administrative Services Fund</b>							
Administration	82,244	93,877	71,741	232,979	681,625	448,646	192.57%
Finance	754,489	809,712	871,733	1,057,858	1,236,737	178,879	16.91%
Human Resources	555,606	629,410	574,235	614,526	674,001	59,475	9.68%
Workers Comp	460,496	954,452	912,769	545,000	805,653	260,653	47.83%
Health Insurance	1,924,494	2,520,320	2,238,211	3,029,592	3,821,394	791,802	26.14%
Self Insurance	128,092	105,890	103,466	178,307	251,118	72,811	40.83%
Information Services	1,580,424	1,938,014	1,925,360	1,928,326	2,156,412	228,086	11.83%
Property Appraisal	-	-	424	7,010	7,010	-	0.00%
Facilities	2,020,258	2,125,386	3,040,367	3,354,895	2,712,509	(642,386)	-19.15%
TR&R	77,471	140,846	135,671	-	-	-	0.00%
BR&R	-	-	54,086	52,628	-	(52,628)	-100.00%
<i>Total Admin Svcs Operations</i>	<i>7,583,574</i>	<i>9,317,907</i>	<i>9,928,063</i>	<i>11,001,121</i>	<i>12,346,459</i>	<i>1,345,338</i>	<i>12.23%</i>
<b>CAPITAL</b>							
<b>Administrative Services Fund</b>							
Administration	-	-	-	26,200	67,300	41,100	156.87%
Finance	10,079	50,710	-	3,000	3,000	-	0.00%
Human Resources	5,526	1,163	-	3,000	2,400	(600)	-20.00%
Information Services	133,900	152,313	142,890	92,000	82,000	(10,000)	-10.87%
Facilities	51,548	22,320	30,332	364,958	43,500	(321,458)	-88.08%
TR&R	125,225	173,614	161,717	401,194	400,000	(1,194)	-0.30%
<b>Civic Center Bldg Impr Fund</b>	-	-	-	37,894	-	(37,894)	-100.00%
<i>Total Admin Svcs Capital</i>	<i>326,278</i>	<i>400,120</i>	<i>334,939</i>	<i>928,246</i>	<i>598,200</i>	<i>(330,046)</i>	<i>-35.56%</i>
<b>TRANSFERS</b>							
<b>Administrative Services Fund</b>							
Administration	-	761	-	-	-	-	0.00%
Finance	-	6,293	-	-	-	-	0.00%
Human Resources	-	4,291	-	-	-	-	0.00%
Information Services	-	11,052	-	-	-	-	0.00%
Facilities	272,973	266,173	253,160	254,473	254,598	125	0.05%
<b>R.E.E.T. Fund</b>	670,133	665,847	689,428	994,012	1,192,565	198,553	19.97%
<i>Total Admin Svcs Transfers</i>	<i>943,106</i>	<i>954,417</i>	<i>942,588</i>	<i>1,248,485</i>	<i>1,447,163</i>	<i>198,678</i>	<i>15.91%</i>
<b>TOTAL Administrative Svcs</b>	<b>8,852,958</b>	<b>10,672,444</b>	<b>11,205,590</b>	<b>13,177,852</b>	<b>14,391,822</b>	<b>1,213,970</b>	<b>9.21%</b>

## 2004 Funding Sources

Admin. Service Allocation	2,867,358
Intergovernmental Revenues	494,991
Employee Health Ins Contrib.	441,546
Charges for Svc-Printing	182,716
Custodial Maint. Chg	2,179,458
Copier Rentals	223,000
Interfund Insurance	4,342,741
Insurance Recovery	70,278
Mail	206,000
Rents	278,024
General Fund	343,200
Road Fund	157,217
Miscellaneous Revenues	117,300
*Fund Balance	442,630
<b>Total Funding</b>	<b>12,346,459</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.

### **Employee Health Insurance Contributions**

Amounts withheld from employees to fund their portion of health insurance premiums.

### **Charges for Services Printing**

Revenue generated from the sale of printing services to county departments.

### **Custodial Maintenance Charge**

A charge per square foot to fund utilities, custodial services and maintenance of county facilities maintained by AS - Facilities.

### **Copier Rentals**

Rental charged for the operation, maintenance and replacement of electrostatic copiers owned or leased by the 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.

### **Rents**

Revenue received for office space rental in the Civic Center Building.

### **General Fund**

\$200,000 to fund the Technology Revolving Fund (TR&R), \$100,000 to fund the Building Revolving Fund (BR&R), and \$43,200 to assist in funding a geographical information analyst position.

### **Road Fund**

Operating transfers in from the Road Fund to pay for a geographic information analyst, a computer technician, and \$37,800 to fund the Technology Revolving Fund (TR&R).

### **Miscellaneous Revenues**

Includes revenues of \$50,000 from the sale of copy & computer paper to county departments, charges to title companies for access to real property information on AS/400 and parking fees.

### **Fund Balance**

Fund balance will decrease by \$441,815 in 2004. The graph on previous page does not include capital, operating transfers or Tort Fund.

## Performance / Activity Measures

	Actual 2000	Actual 2001	Actual 2002	Projected 2003	Projected 2004
<b>Facilities Management</b>					
Avg square footage serviced per custodian	22,500	22,500	22,500	22,500	24,000
Jail service requests	1,350	1,400	1,860	2,300	2,300
Juvenile Detention service requests	280	270	350	450	450
All other service requests	2,220	2,000	2,888	3,000	3,200
Preventive Maintenance Actions	400	400	1,000	1,100	1,400
<b>Finance</b>					
County accounts payable vouchers	31,882	36,010	36,272	33,681	34,000
District accounts payable vouchers	29,706	32,658	38,651	37,652	38,000
County payroll checks and direct deposits	26,819	27,702	28,008	27,996	28,050
District payroll checks and direct deposits	4,665	4,804	4,995	5,136	5,200
Purchase Orders issued	3,532	3,923	3,577	3,000	3,000
<b>Human Resources</b>					
Total Jobs Filled	117	159	127	130	130
Promotions & Transfers (jobs filled internally)	51%	46%	42%	45%	45%
Time to Fill Jobs Internally (avg weeks)	4.2	6.2	3.7	4	4
Time to Fill Jobs Externally (avg weeks)	8.5	11.3	11.6	9	9
Turnover (separations divided by authorized positions)	9.3%	7.2%	8.8%	9%	9%
Job Descriptions Updated	117	120	92	96	100
Training Hours - Management & Customer Service	471	1,692	573	500	500
Training Hours - Safety & Risk Management	730	1,092	816	1,700	700
Average Cost of Workers' Compensation Claims	1,532	8,271	2,218	2,500	2,750

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Performance / Activity Measures continued

	Actual 2000	Actual 2001	Actual 2002	Projected 2003	Projected 2004
Information Services					
Programming requests completed	1,250	637	517	700	575
AS/400 service calls	2,825	1,672	2,573	2,300	2,500
Phone service calls	212	228	68	300	250
PC/LAN service calls	19,128	20,122	16,400	24,000	20,000
Servers supported	30	31	35	38	40
PCs supported	748	800	827	820	850
Employees trained in-house	208	295	270	300	300
Average annual web page visitors	122,400	1,721,772	2,364,671	2,000,000	2,750,000
Pounds of records destroyed in accordance with retention schedules	53,620	35,310	52,915	40,000	50,000
Files/boxes retrieved from the Records Center for County departments.	1,017	1,193	1,135	1,500	1,200
Total cubic feet of records transferred/stored at Records Center	4,554	5,367	5,616	6,000	6,500
Rolls of microfilm produced: Treasurer's Office	14	17	12	17	-
Rolls of microfilm produced: Other (case files & misc. projects)	405	353	236	236	230
Rolls of microfilm produced: Clerk's Daily	26	25	27	27	27
Print orders completed on time	89%	90%	91.5%	95%	95%
Amount saved through daily presort mail/bulk mail processes	4,300	5,245	2,127	5,000	2,200

# Expenditures Summary

	Actual 2000	Actual 2001	Actual 2002	Amended Budget 2003	Budget 2004	\$ Change 2003 to 2004	% Change 2003 to 2004
<b>ADMINISTRATIVE SERVICES FUND</b>							
507100 AS - Administration							
Salaries & Wages	47,915	60,753	54,639	135,823	226,140	90,317	66.50%
Benefits	13,725	14,967	10,626	33,868	59,756	25,888	76.44%
Supplies	4,496	2,182	642	8,000	8,500	500	6.25%
Other Services & Charges	16,108	15,975	5,834	55,288	387,229	331,941	600.39%
Capital Outlay	-	-	-	26,200	67,300	41,100	156.87%
<i>Total Administration</i>	<i>82,244</i>	<i>94,638</i>	<i>71,741</i>	<i>259,179</i>	<i>748,925</i>	<i>489,746</i>	<i>188.96%</i>
507130 & 507420 AS - Finance							
Salaries & Wages	436,717	490,619	505,206	579,582	656,862	77,280	13.33%
Benefits	103,286	128,712	129,737	152,307	182,619	30,312	19.90%
Supplies	26,270	21,637	23,548	29,488	32,688	3,200	10.85%
Other Services & Charges	178,633	156,669	201,609	296,481	364,568	68,087	22.97%
Capital Outlay	10,079	50,710	-	3,000	3,000	-	0.00%
Debt Service	9,583	12,075	11,633	-	-	-	0.00%
Operating Transfers	-	6,293	-	-	-	-	0.00%
<i>Total Finance</i>	<i>764,568</i>	<i>866,715</i>	<i>871,733</i>	<i>1,060,858</i>	<i>1,239,737</i>	<i>178,879</i>	<i>16.86%</i>
507140 AS - Human Resources							
Salaries & Wages	329,379	341,289	334,440	349,863	374,175	24,312	6.95%
Benefits	82,104	81,507	90,583	86,502	100,504	14,002	16.19%
Supplies	16,078	15,337	12,929	18,200	17,733	(467)	-2.57%
Other Services & Charges	128,045	191,277	136,283	159,961	181,589	21,628	13.52%
Capital Outlay	5,526	1,163	-	3,000	2,400	(600)	-20.00%
Operating Transfers	-	4,291	-	-	-	-	0.00%
<i>Total Human Resources</i>	<i>561,132</i>	<i>634,864</i>	<i>574,235</i>	<i>617,526</i>	<i>676,401</i>	<i>58,875</i>	<i>9.53%</i>
507300 AS - Workers Compensation							
Other Services & Charges	460,496	954,452	912,769	545,000	805,653	260,653	47.83%
<i>Total H/R Workers Comp.</i>	<i>460,496</i>	<i>954,452</i>	<i>912,769</i>	<i>545,000</i>	<i>805,653</i>	<i>260,653</i>	<i>47.83%</i>
507340, 507360 AS - Health Insurance							
Other Services & Charges	1,924,494	2,520,320	2,238,211	3,029,592	3,821,394	791,802	26.14%
<i>Total H/R Health Insurance</i>	<i>1,924,494</i>	<i>2,520,320</i>	<i>2,238,211</i>	<i>3,029,592</i>	<i>3,821,394</i>	<i>791,802</i>	<i>26.14%</i>
507310, 507320, 507330 AS - Self Insurance Other							
Other Services & Charges	128,092	105,890	103,466	178,307	251,118	72,811	40.83%
<i>Total AS Self Ins. Other</i>	<i>128,092</i>	<i>105,890</i>	<i>103,466</i>	<i>178,307</i>	<i>251,118</i>	<i>72,811</i>	<i>40.83%</i>

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Expenditures Summary continued

	Actual 2000	Actual 2001	Actual 2002	Amended Budget 2003	Budget 2004	\$ Change 2003 to 2004	% Change 2003 to 2004
<b>507110, 507120, 507400, 507410 AS - Information Services</b>							
Salaries & Wages	735,115	818,082	851,561	898,377	1,042,253	143,876	16.02%
Benefits	193,755	231,849	212,706	238,678	292,361	53,683	22.49%
Supplies	396,145	472,028	446,792	459,950	459,950	-	0.00%
Other Services & Charges	255,409	416,055	414,301	331,321	361,848	30,527	9.21%
Capital Outlay	133,900	152,313	142,890	92,000	82,000	(10,000)	-10.87%
Operating Transfers	-	11,052	-	-	-	-	0.00%
<b>Total Information Services</b>	<b>1,714,324</b>	<b>2,101,379</b>	<b>2,068,250</b>	<b>2,020,326</b>	<b>2,238,412</b>	<b>218,086</b>	<b>10.79%</b>
<b>507600 AS - Property Appraisal</b>							
Other Services & Charges	-	-	424	7,010	7,010	-	0.00%
<b>Total AS - Property Appraisal</b>	<b>-</b>	<b>-</b>	<b>424</b>	<b>7,010</b>	<b>7,010</b>	<b>-</b>	<b>0.00%</b>
<b>50710 &amp; 50728 ADS - Facilities Management</b>							
Salaries & Wages	557,790	582,962	595,436	671,750	708,706	36,956	5.50%
Benefits	163,763	165,045	195,875	228,380	246,475	18,095	7.92%
Supplies	216,594	199,508	250,839	215,885	173,000	(42,885)	-19.86%
Other Services & Charges	1,074,066	1,166,333	1,991,715	2,226,070	1,571,518	(654,552)	-29.40%
Intergov Service & Charges	8,045	11,538	6,502	12,810	12,810	-	0.00%
Capital Outlay	51,548	22,320	30,332	364,958	43,500	(321,458)	-88.08%
Operating Transfers	272,973	266,173	253,160	254,473	254,598	125	0.05%
<b>Total Facilities Management</b>	<b>2,344,779</b>	<b>2,413,879</b>	<b>3,323,859</b>	<b>3,974,326</b>	<b>3,010,607</b>	<b>(963,719)</b>	<b>-24.25%</b>
<b>507700 TR&amp;R</b>							
Supplies	28,969	140,846	135,671	-	-	-	0.00%
Other Services & Charges	48,502	-	-	-	-	-	0.00%
Capital Outlay	125,225	173,614	161,717	401,194	400,000	(1,194)	-0.30%
<b>Total TR&amp;R</b>	<b>202,696</b>	<b>314,460</b>	<b>297,388</b>	<b>401,194</b>	<b>400,000</b>	<b>(1,194)</b>	<b>-0.30%</b>
<b>507800 BR&amp;R</b>							
Other Services & Charges	-	-	54,086	2,628	-	(2,628)	-100.00%
Capital Outlay	-	-	-	50,000	-	(50,000)	-100.00%
<b>Total BR&amp;R</b>	<b>-</b>	<b>-</b>	<b>54,086</b>	<b>52,628</b>	<b>-</b>	<b>(52,628)</b>	<b>-100.00%</b>
<b>Total AS Fund</b>	<b>8,182,825</b>	<b>10,006,597</b>	<b>10,516,162</b>	<b>12,145,946</b>	<b>13,199,257</b>	<b>1,053,311</b>	<b>8.67%</b>
<b>326 R.E.E.T.</b>							
Operating Transfers	670,133	665,847	689,428	994,012	1,192,565	198,553	19.97%
<b>Total R.E.E.T.</b>	<b>670,133</b>	<b>665,847</b>	<b>689,428</b>	<b>994,012</b>	<b>1,192,565</b>	<b>198,553</b>	<b>19.97%</b>
<b>331 CIVIC CENTER BLDG IMPROVEMENT FUND</b>							
Capital Outlay	-	-	-	37,894	-	(37,894)	-100.00%
<b>Total Civic Ctr Bldg Impr Fund</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>37,894</b>	<b>-</b>	<b>(37,894)</b>	<b>-100.00%</b>
<b>TOTAL ADMIN SVCS</b>	<b>8,852,958</b>	<b>10,672,444</b>	<b>11,205,590</b>	<b>13,177,852</b>	<b>14,391,822</b>	<b>1,213,970</b>	<b>9.21%</b>

