General Services

Budget & Positions (FTEs)
- Operating: $11,205,862
- Capital: 9,110,255
- Positions: 121.2 FTEs

Bob Nisbet
Department Director

Support Services
- Technical Services
  - 2007-08 and prior
Capital Improvements
Financial Services

Source of Funds
- Self-Insurance Premiums: 32.45%
- Vehicle Services: 13.95%
- General Fund Contribution: 10.59%
- Other Revenue: 7.53%
- Other Charges for Services: 5.43%
- Cost Allocation Revenue: 3.79%
- Reprographics: 1.45%
- Other Financing Sources: 16.41%
- Other Financing Uses: 10.93%

Use of Funds
- Financial Services: 36.83%
- Capital Improvements: 0.15%
- Capital Assets: 13.05%
- Support: 39.03%

Staffing Trend
Note: Decline in 2008-09 primarily due to formation of new Information Technology Department.
### General Services Department Summary

**Use of Funds Summary**

<table>
<thead>
<tr>
<th>Source of Funds Summary</th>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Expenditure</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Services</td>
<td>$23,516,954</td>
<td>$24,982,686</td>
<td>$24,629,431</td>
</tr>
<tr>
<td>Support</td>
<td>22,783,922</td>
<td>25,318,276</td>
<td>26,885,295</td>
</tr>
<tr>
<td>Technical</td>
<td>9,772,953</td>
<td>11,008,249</td>
<td>10,998,661</td>
</tr>
<tr>
<td>Capital Improvements</td>
<td>(120)</td>
<td>1,331,451</td>
<td>106,000</td>
</tr>
<tr>
<td><strong>Operating Sub-Total</strong></td>
<td>56,073,709</td>
<td>61,545,211</td>
<td>63,844,838</td>
</tr>
<tr>
<td>Less: Intra-County Revenues</td>
<td>(44,375,275)</td>
<td>(48,266,718)</td>
<td>(50,396,655)</td>
</tr>
<tr>
<td><strong>Operating Total</strong></td>
<td>11,698,434</td>
<td>13,218,493</td>
<td>13,448,183</td>
</tr>
<tr>
<td><strong>Capital Assets</strong></td>
<td>16,927,126</td>
<td>13,573,700</td>
<td>14,642,045</td>
</tr>
<tr>
<td><strong>Expenditure Total</strong></td>
<td>$28,625,560</td>
<td>$26,756,183</td>
<td>$28,090,228</td>
</tr>
</tbody>
</table>

**Non-Operating Expenditure**

- Capital Assets: 16,927,126
- Expenditure Total: 28,625,560

**Other Financing Sources**

- Operating Transfers: 2,788,626
- Designated for Future Uses: 10,750,868
- Department Total: 42,165,054

**Character of Expenditures**

<table>
<thead>
<tr>
<th>Operating Expenditure</th>
<th>FY 06-07</th>
<th>FY 07-08</th>
<th>FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Salaries</td>
<td>$9,931,260</td>
<td>$10,541,497</td>
<td>$10,220,969</td>
</tr>
<tr>
<td>Overtime</td>
<td>164,265</td>
<td>180,135</td>
<td>287,754</td>
</tr>
<tr>
<td>Extra Help</td>
<td>214,043</td>
<td>329,021</td>
<td>347,799</td>
</tr>
<tr>
<td>Benefits</td>
<td>3,404,570</td>
<td>4,009,415</td>
<td>3,676,886</td>
</tr>
<tr>
<td><strong>Salaries &amp; Benefits Sub-Total</strong></td>
<td>13,714,138</td>
<td>15,060,068</td>
<td>14,533,408</td>
</tr>
<tr>
<td>Services &amp; Supplies</td>
<td>38,365,710</td>
<td>41,249,338</td>
<td>44,299,386</td>
</tr>
<tr>
<td><strong>Operating Sub-Total</strong></td>
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<td>61,545,211</td>
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</table>

**Note:** Presentation of the individual program amounts for fiscal years 2006-07 and 2007-08 have been adjusted to provide a consistent level of detail with the fiscal year 2008-09 budget, however, the totals for 2006-07 and 2007-08 have not been changed.

### Source of Funds Summary

**Departmental Revenues**

- Interest: $2,798,978
- Communication Services: 3,183,488
- Vehicles Services: 8,439,408
- ITS: 5,041,249
- Reprographics: 1,028,567
- Utilities: --
- Cost Allocation Revenue: 1,716,484
- Other Charges for Services: 5,360,282
- Self Insurance Premiums: 20,969,373
- Miscellaneous Revenue: 3,214,618
- Revenue Sub-Total: $28,625,560
- Less: Intra-County Revenues: (44,375,275)
- Revenue Total: 11,698,434

**General Fund Contribution**

- 10,108,803

**Other Financing Sources**

- Operating Transfers: 8,258,521
- Sale of Property: 1,197,783
- Proceeds of Long-term Debt: 2,390,133
- Use of Prior Fund Balances: 12,832,642
- Department Total: $42,165,054

**Position Summary**

- Permanent:
  - Financial Services: 45.5
  - Support: 67.0
  - Technical: 46.5
  - Total Permanent: 159.0

- Non-Permanent:

<table>
<thead>
<tr>
<th>Extra Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.9</td>
</tr>
<tr>
<td>2.0</td>
</tr>
<tr>
<td>1.1</td>
</tr>
<tr>
<td>2.0</td>
</tr>
</tbody>
</table>

**Total Positions**

- 159.0

**Note:** FTE and position totals may not sum correctly due to rounding.
MISSION STATEMENT
General Services provides a full range of business functions, guidance, and expertise that enable county government to deliver public services effectively.

Budget Organization
In 2007-08, the General Services Department included three primary divisions: Financial Services, Support Services and Technical Services, with an adopted 157.5 FTEs. A fourth division, Capital Improvements, is included to provide financial information related to capital projects. For 2008-09, General Services Recommended FTE count is reduced to 121.2, due to the following proposed restructuring:

The Technical Services Division, with 6 subdivisions in 2007-08, is restructured as follows:
- -37.0 FTEs: Subdivisions Customer Support, Network & Operations, Technical Shop and Communications move to newly-created Information Technology Department.
- -2.9 FTEs: Subdivision Government Access TV (2.9 FTEs) move to General County Programs.
- Subdivision Print Shop (7.0 FTEs) remains in General Services but move to the Financial Services Division, to be accounted for in an Internal Services Fund.

Accordingly, data prior to 2008-09 for the Technical Services Division is included with General Services but the 2008-09 Recommended Amounts are included in the new structure. Details for the new Information Technology Department can be found in that department’s D-Pages.

Other restructuring events:
- -4.0 FTEs move from General Services Financial Services Division to the newly created Information Technology Department as administrative support.
- +4.0 FTEs move from the Public Works Department to General Services Support Division due to the fleet consolidation to provide improved operational efficiency.
- +2.6 FTEs move from the Public Works Department to General Services Support Division due to the real property consolidation to provide improved operational efficiency.

In addition:
- +1.0 FTE, an Energy Manager position, was added to General Services Support Division during 2007-08.

General Services utilizes Internal Service Funds (ISFs) to account for many of the business functions it provides to County departments, including:
- Utilities – within the Support Services Division, this fund accounts for Countywide management of utilities.
- Vehicle Operations and Maintenance – within the Support Services Division, this fund accounts for the maintenance, servicing, and repair of all County vehicles.
- Reprographics & Digital Services – within the Financial Services Division, this new fund accounts for Countywide offset printing, copying, bindery, and imaging services.

Other Countywide business functions provided include facility planning, construction, maintenance, janitorial, energy management, and real estate services by the Support Services Division; and purchasing, surplus property and mail courier services by the Financial Services Division.

Activity Indicators
New WC claims filed decreased from 03-04 through 05-06 due to favorable law changes, Courts leaving the county system, and successful ergonomic programs. In 06-07, claims increased due to exposure to TB in the PH & Sheriff's departments; and DSS claims increasing after an unusually low number of claims filed for that department in 05-06.

Square footage increased between 04 & 06 with the Juvenile Hall, Animal Shelter and Schwartz building. In 07 08, Carmen Lane & La Morada buildings were added. In 2008-09, Lompoc Station 51, CRA Archive Bldg, and 4 Los Prietos staff residence will be occupied and ready for maintenance.
The number of vehicles has not significantly varied over the past 5 years. In 08-09, Fire plans to add 4 new assigned vehicles. The 3 pool vehicles added in 07-08 were used, formerly assigned to departments but no longer needed, and were placed in Lompoc and Betteravia to meet the increased demand in North County. 52 of the operating vehicles are non-motorized trailers.

Within the Strategic Plan, the department came up with 5 goals, or focus areas, which are actively being pursued in order for the department to achieve its Mission, and Vision for the future. Current year accomplishments, proposed strategic actions, and proposed key projects for each of these 5 focus areas and one additional focus area, Create and Maintain the County’s Infrastructure, are summarized below:

Focus Area: Customer-Focus. Customers expectations are consistently met or exceeded.

Current Year (FY 07-08) Accomplishments:
- Distributed and reported on a Countywide General Services’ Customer Survey.
- Each cost center manager conducted at least eight customer contact meetings to gauge the level of satisfaction of services provided or additional services needed.
- Became key partner with the Sheriff’s department for the North County Jail project.
- Implemented a new scanning service within Reprographics.

Proposed Strategic Actions:
- Offer new services to County departments based upon their identified needs.
- Monitor and respond to facility maintenance work order feedback in a timely manner.
- Make it easy to do business with General Services.
- Open and enhance avenues of communication.

Proposed Key Projects:
- Re-establish Committee Organized to Optimize Public Purchasing (CO-OPP) formed to attract more local vendors and to improve our Local Vendor Outreach Program.
- Enhance the delivery of services in North County.
- Develop online access to utility billing for County departments’ use.
- Develop a mid-year update on Workers’ Compensation and General Liability costs for departments to improve transparency and communication.

Focus Area: Financial. General Services is known for being fiscally responsible.

Current Year (FY 07-08) Accomplishments:
- Improved rate setting process by providing data for Risk Premiums, Vehicle Rates, and Radio Rates to departments before budget kickoff.
- Completed a “desk top inventory” of radio equipment by providing detailed data to all departments for their review before the finalization of the radio rates.
- Projections now show that the deficit in the Workers’ Compensation Fund will be eliminated 4 years earlier than the ten year plan established in FY 02-03.
- Projections now show that the deficit in the General Liability Fund will be eliminated in 2009-10, right on schedule with the seven year plan established in FY 02-03.

**Department Priorities and Their Alignment with County Goals**

Last year, the department updated its three-year Strategic Plan with one of the objectives being to align the department’s plan with the Board of Supervisor’s vision of creating a customer-focused culture throughout the County, and to promote the Board’s three fundamental values of Accountability, Customer-Focus, and Efficiency (ACE).

The department’s Strategic Plan is based on the Balanced Scorecard developed by Dr. Robert Kaplan and Dr. David Norton in 1996. In essence, the Balanced Scorecard is a carefully selected set of quantifiable measures derived from an organization’s strategy. The measures represent a tool for leaders to use in communicating to employees and customers the outcomes necessary for the organization to realize its ultimate vision for itself.

General Services’ Vision is to be the trusted partner of its customers—the other County departments—for providing exceptional service and innovative business solutions.

The Balanced Scorecard methodology views an organization’s performance through four perspectives, three of which align very nicely with the Board’s ACE value model as follows:

<table>
<thead>
<tr>
<th>Board of Supervisor’s Values (ACE)</th>
<th>General Services Use of “Balanced Scorecard”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability</td>
<td>Financial Perspective</td>
</tr>
<tr>
<td>Customer-Focus</td>
<td>Customer Perspective</td>
</tr>
<tr>
<td>Efficiency</td>
<td>Internal Process Perspective</td>
</tr>
<tr>
<td></td>
<td>Employee Learning and Growth Perspective</td>
</tr>
</tbody>
</table>

The fourth perspective (Learning and Growth of Employees) is at the foundation of the Balanced Scorecard, and is an essential component to the Board’s vision of a customer-focused culture within the County.
Proposed Strategic Actions:

- General Services’ cost center managers will continue to be accountable for their program budgets.
- Provide transparent rate calculation methodology.
- Focus on injury prevention and wellness programs to prevent workers’ compensation claims and lost time.
- Identify and implement energy projects that generate ongoing savings in utility costs.

Proposed Key Projects:

- Save outside consultant fees in the Workers’ Compensation Fund by combining the temporary back to work program with the permanent modified-alternative work program.
- Partner with the Auditor Controller’s Department to review the internal controls for all financial processes.
- Develop a Vehicle Request Form at the department level (V1) to roll into a County-wide Vehicle Request Summary Form (V2) that can be used during the budget approval process to determine which vehicles require replacement or addition to the fleet, including justification for equipment additions and how the service levels affect Santa Barbara County taxpayers.
- Perform a cost benefit analysis of purchasing primary insurance versus remaining self-funded for Workers’ Compensation costs and an analysis of outsourcing additional claims administration to a Third Party Administrator (TPA) versus in-house administration.

Focus Area: Process. We continually strive to maximize operational efficiency.

Current Year (FY 07-08) Accomplishments:

- Utilized the Computer-Aided Facility Management (CAFM) system to monitor and allocate utility billings for the newly created Utilities ISF.
- Expanded the availability of the Automated Motor Pool to the County Administration Building and Betteravia Government Center.
- Modernized the mail services program by implementing an online tracking system of mail en route to its destination.
- Upgraded surplus property program with online sales through “Public Surplus”, maintained by a commission-based outside vendor.

Proposed Strategic Actions:

- Evaluate key services regularly.
- Utilize technology to increase efficiency.
- Foster an environment of continual process improvement.
- Standardize operational planning processes.

Focus Area: Employees. We have a work force that is well-trained and motivated.

Current Year (FY 07-08) Accomplishments:

- Each staff member completed customer service training with an emphasis on ethics in the workplace.
- Each staff member completed harassment prevention and sensitivity training.
- Staff attended quarterly all hands motivational and team building meetings.
- Staff members were recognized through the department’s YES program, employee of the month, and other employee recognition programs.

Proposed Strategic Actions:

- Ensure that staff receives both mandated and job specific training.
- Continue focus on customer service training.
- Deliver services with a high level of professionalism.
- Develop coaching and mentoring skills for supervisors to enable succession planning.

Proposed Key Projects:

- Host California General Services Academy which trains General Services employees throughout the state annually.
- Develop a succession plan.
- Identify low cost or no cost training opportunities for this challenging fiscal year.

Focus Area: Safety. General Services leads the County in promoting a culture of safety.

Current Year (FY 07-08) Accomplishments:

- Expanded the use of the online safety training program Countywide for all departments to use at no cost.
- Successfully reduced workers’ compensation claims in our department from 13 claims in 06-07 to an estimated 4 claims in 07-08, a 69% decrease.
- Repaired cracked and potholed parking lot at Garden Street in Santa Barbara.
Proposed Strategic Actions:
- Ensure employees are up to date on safety compliance issues.
- Maintain a healthy and safe work environment for employees to enable us to meet our lost time objective and avoid costly workers’ compensation claims.
- Provide timely feedback on injuries and trends to departments through scorecards and injury data.
- Continue monthly meetings with department representatives to review the status of workers’ compensation claims.

Proposed Key Projects:
- Research programs and methods that can be implemented to promote injury prevention and wellness among all County employees.
- Each employee will successfully complete at least one safety training course per month utilizing the online program.
- Develop OSHA compliant certificate training classes in safety management through the Employee University to be offered to all County departments.
- Revise County safety manual.

Focus Area: Customer-Focus. Create and Maintain the County’s Infrastructure.

Current Year (FY 07-08) Accomplishments:
- Constructed a new Sheriff/Fire Station in Lompoc.
- Completed Ag Commissioner addition in Santa Maria.
- Completed four new staff residences at Los Prietos Boys Camp.
- Completed purchase and remodel of a new CARES facility for ADMHS in Santa Maria.

Proposed Strategic Actions:
- Complete capital projects on-time and within budget.
- Ensure the County buildings are adequately maintained.
- Ensure that maintenance and capital projects service delivery is transparent.

Proposed Key Projects:
- Design and construct an Emergency Operations Center.
- Replace the sewer at the main jail.
- Design an expansion of the Betteravia Administration building in Santa Maria.
- Construct an Archive building for Clerk-Recorder.
- Implement a full function work order system.
- Integrate the space planning data into Computer Aided Facility Maintenance (CAFM) database.

Significant Changes (FY 2007-08 Adopted to FY 2007-08 Estimated Actual)
Operating Expenditures
The Fiscal Year 2007-08 Estimated Actual operating expenditures increased by $2,300,000 to $63,844,000 from the Fiscal Year 2007-08 Adopted Budget. The 3.7% increase is due to:
- +$1,096,000 – Increases to the capital maintenance budget as a result of releasing the prior year’s designation;
- +$540,000 – Increases to SB Court Ceiling Renovation Project ($140k), and matches for two FEMA seismic grants at the Cook and Miller Court and the Santa Barbara Courthouse ($400k);
- +$400,000 – Increases to Courthouse Annex Public Defender remodel project;
- +$264,000 – Miscellaneous increases.

Operating Revenue
The Fiscal Year 2007-08 Estimated Actual revenues increased $3,565,000 to $61,777,000 from the Fiscal Year 2007-08 Adopted Budget. The 6.1% increase is due to:
- +$526,000 – Increased vehicles revenue;
- +$421,000 – Increased interest income earned in the Internal Service Funds.
- +$400,000 – Increases due to Countywide telephone work orders now isolated as “Charges for Services” revenue; formally the reimbursements for work orders were accounted for as a reduction of expenditures;
- +$400,000 – Increases for Santa Maria Betteravia Expansion that transferred after the start of the year;
- +$374,000 – Increases for Santa Barbara Courthouse Seismic project that transferred after the start of the year;
- +$214,000 – Increases in building rentals due to a tenant occupying a property for longer than anticipated;
- +$196,000 – Increases to miscellaneous revenue related to Courts and Underground Storage Tank Remediation;
- +$185,000 – Increases for Santa Maria Cook Seismic project that transferred after the start of the year;
- +$166,000 – Increases for communications services revenue;
- +$140,000 – Increases for Superior Court Improvements that transferred after the start of the year;
- +$130,000 – Increases due to Countywide telephone toll charges now isolated as “Charges for Services” revenue; formerly the reimbursements for toll charges were accounted for as a reduction of expenditures;
- +$104,000 – Increases in Capital Project billings;
- +$309,000 – Miscellaneous increases.
Capital Expenditures
The Fiscal Year 2007-08 Estimated Actual capital expenditures increased $1,104,000 to $14,642,000 from the FY 2007-08 Adopted budget. This 12% increase is due to:

- $594,000 – Unanticipated network connectivity and server projects;
- $313,000 – Increases for the Social Services carpet installation;
- $197,000 – Miscellaneous increases.

Significant Changes: (FY 2007-08 Estimated Actual to FY 2008-09 Recommended)

Operating Expenditures
The Fiscal Year 2008-09 Recommended Budget will decrease $10,774,000 to $53,071,000 from the Fiscal Year 2007-08 Estimated Actuals. The 16.9% decrease is primarily due to:

- $9,432,000 – Decreases in Customer Support, Network and Operations, Technical Support and Communications subdivisions; Recommended included in Information Technology department;
- $449,000 – Decreases in Government Access TV; Recommended included in General County Programs;
- $400,000 – Decreases to Courthouse Annex-Public Defender remodel;
- $293,000 – Decreases to Courthouse Annex-Public Defender remodel;
- $293,000 – Decreases in salaries and benefits in the Financial Services Administration subdivision ($470,000 due to the transfer of 4.0 FTEs to new Information Technology department, offset by salaries & benefits increases overall);
- $200,000 – Miscellaneous decreases.

Operating Revenue
The Fiscal Year 2008-09 Recommended Budget will decrease $10,813,000 to $50,964,000 from the Fiscal Year 2007-2008 Estimated Actuals. This 17.5% decrease is due to:

- $10,308,000 – Decreases in Customer Support, Network and Operations, Technical Support and Communications subdivisions; Recommended included in Information Technology department;
- $400,000 – Decreases to Santa Maria Betteravia expansion;
- $18,000 – Decreases in Government Access TV, Recommended included in General County Programs;
- $87,000 – Miscellaneous decreases.

Capital Expenditures
The Fiscal Year 2008-09 Recommended Budget for capital will decrease $5,532,000 to $9,110,000 over the fiscal year 2007-08 Estimated Actual. This decrease is due to:

- $4,405,000 – Decreases to projects nearing completion including the Lompoc Fire & Sheriff station;
- $688,000 – Decreases to the Carmen Lane remodel;
- $313,000 – Decreases to the Department of Social Services carpet installation;
- $194,000 – Decreases to the Santa Barbara Animal Shelter Remodel;
- $68,000 – Miscellaneous increases.

Fiscal Year 2008-09 constraints require the Department to implement certain service level reductions. Totaling $389,140, they include the following:

- $226,190 – Reduced maintenance service levels in both North and South County which result in a lower level of janitorial services, anticipated project delays and possible increased overtime;
- $47,950 – Reduced training budget by over 80%.
- $45,000 – Eliminated the entire budget for computer replacements.
- $40,000 – Reduced use of outside experts such as architects and engineering consultants.
- $30,000 – Reduced extra help which may result in slower payments to vendors and possible increased overtime.
## Use of Funds Summary

### Operating Expenditures
- **Administration**: 2,090,348 $, 2,567,139 $, 2,580,019 $, 2,079,197 $
- **Procurement**: 890,930, 1,029,584, 996,242, 1,063,594
- **Risk Management**: 20,535,676, 21,385,963, 21,053,170, 21,438,584
- **Reprographics**: --, --, --, 1,133,011

### Operating Sub-Total: **23,516,954** $, **24,982,686** $, **24,629,431** $, **25,714,386** $


### Operating Total: **(140,211)** $, **948,571** $, **629,518** $, **366,568** $

### Non-Operating Expenditures
- **Capital Assets**: 21,591, 58,000, 56,155, 72,000

### Non-Operating Sub-Total: **4,490,740** $, **4,548,931** $, **4,695,360** $, **4,091,259** $

## Character of Expenditures

### Operating Expenditures
- **Regular Salaries**: 2,858,094, 3,259,687, 3,139,147, 3,361,422
- **Overtime**: 14,826, --, 74,499, 11,000
- **Extra Help**: 52,506, 84,921, 46,178, 78,227
- **Benefits**: 926,546, 1,192,982, 1,083,497, 1,392,534

### Salaries & Benefits Sub-Total: **3,851,972** $, **4,537,590** $, **4,343,321** $, **4,843,183** $

- **Services & Supplies**: 19,304,437, 19,306,386, 19,040,550, 19,685,891
- **Depreciation Expense**: 1,810, 1,810, 6,200, 80,200
- **Damages & Losses**: 356,893, 1,135,000, 1,237,500, 1,040,000
- **Principal & Interest**: 1,842, 1,900, 1,860, 65,112

### Operating Sub-Total: **23,516,954** $, **24,982,686** $, **24,629,431** $, **25,714,386** $


### Operating Total: **(140,211)** $, **948,571** $, **629,518** $, **366,568** $

### Non-Operating Expenditures
- **Capital Assets**: 21,591, 58,000, 56,155, 72,000

### Non-Operating Sub-Total: **(118,820)** $, **1,006,571** $, **685,673** $, **438,568** $

## Source of Funds Summary

### Departmental Revenues
- **Interest**: 1,151,788 $, 1,075,000 $, 1,406,000 $, 1,499,400 $
- **Reprographics**: --, --, --, **1,015,000** $
- **Cost Allocation Revenue**: 309,520, 451,855, 451,854, 573,831
- **Other Charges for Services**: 2,455,100, 2,766,066, 2,717,971, 2,326,180
- **Self Insurance Premiums**: 20,969,373, 22,890,502, 22,856,300, 22,653,743
- **Miscellaneous Revenue**: 930,407, 440,000, 668,024, 500,600

### Revenue Sub-Total: **25,816,188** $, **27,623,423** $, **28,100,149** $, **28,568,754** $


### Revenue Total: **2,159,023** $, **3,589,308** $, **4,100,236** $, **3,220,936** $

### General Fund Contribution
- **373,496**, **612,470**, **434,036**, **492,808**

### Other Financing Sources
- **Operating Transfers**: 50,594, --, 16,899, --
- **Sale of Property**: 3,900, 1,000, 200, --
- **Proceeds of Long-term Debt**: (763), --, --, --
- **Use of Prior Fund Balances**: 1,906,000, 346,153, 143,989, 377,515

### Division Total: **4,490,740** $, **4,548,931** $, **4,695,360** $, **4,091,259** $

### Position Summary

#### Permanent
- **Administration**: 20.0, 16.2, 21.0, 19.3, 21.9, 17.0, 15.0
- **Procurement**: 9.5, 9.0, 9.5, 8.3, 9.5, 9.1, 9.5, 8.5
- **Risk Management**: 16.0, 14.6, 16.0, 16.0, 16.1, 16.0, 16.0
- **Reprographics**: --, --, --, --, --, 6.5, 6.5

#### Total Permanent: 45.5, 39.8, 46.5, 43.9, 46.5, 44.5, 49.0, 46.0

#### Non-Permanent
- **Contract**: --, 0.1, --, --, --, --, --, --
- **Extra Help**: --, --, 1.1, --, --, 1.1

#### Total Positions: 45.5, 39.8, 46.5, 45.0, 46.5, 44.5, 49.0, 47.1

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D-388
SERVICE DESCRIPTION

The Financial Services division delivers accounting, financial analysis, budgeting and administrative services within the department. In addition, it also provides risk management services (including the self-funded workers' compensation, general liability, medical malpractice, and property insurances, plus Countywide safety, back to work, and HIPAA compliance services), purchasing, surplus property handling, mail courier and reprographic services to all County departments and their employees.

Significant Changes (FY 2007-08 Adopted to FY 2007-08 Estimated Actual)

Operating Expenditures

Financial Services – Estimated Actual operating expenditures decreased by $353,000 to $24,629,000 from the FY 2007-08 Adopted Budget of $24,983,000. This 1.4% decrease is the result of:

- $150,000 – Decreases in outside legal fees paid by risk management funds;
- $150,000 – Decreases in malpractice paid losses;
- $53,000 – Miscellaneous decreases.

Operating Revenue

Estimated Actual operating revenues increased by $477,000, to $28,100,000, from the FY 2007-08 Adopted Budget of $27,623,000. This 1.7% increase is the result of:

- $331,000 – Increased interest income earned by the risk management funds;
- $240,000 – Increased insurance proceeds received in the risk management funds;
- $94,000 – Miscellaneous decreases.

Significant Changes (FY 2007-08 Estimated Actual to FY 2008-09 Recommended)

Operating Expenditures

Financial Services-Recommended Budget's operating expenditures will increase by $1,085,000 to $25,714,000 from the FY 2007-08 Estimated Budget of $24,629,000. This 4.4% increase is the result of:

- $495,000 – Increased salaries and benefits;
- $303,000 – Increased County Counsel fees paid by the risk management funds;
- $200,000 – Increased disability medical payments in the workers' compensation fund;
- $173,000 – Increased excess insurance payments paid by the risk management funds;
- $86,000 – Miscellaneous decreases.

Operating Revenue

The FY 2008-09 Recommended operating revenues will increase by $469,000, from the FY2007-08 Estimated Actuals of $28,100,000. This 1.7% increase is the result of:

- $1,015,000 – Increased reprographics revenue due to restructuring of Technical Services division resulting in the move of the Print Shop subdivision into the Financial Services division;
### Recurring Performance Measures

To improve workers' safety, the County will conduct its operations in order to maintain the rate of Workers' Compensation incident claims to 12 or less per 100 FTE employees Countywide.

As an efficient and responsive government, the County will maintain the rate of Workers' Compensation claims filed at no more than 90% of the previous year's actual claims filed.

As an efficient and responsive government, the County will maintain a quality workforce through completing 95-100% of departmental Employee Performance Reviews (EPRs) by the Anniversary Due Date.

To ensure an efficient and responsive government, the County will maintain the rate of General Liability claims filed at no more than 90% - 100% of the previous year's actual claims filed.

### Procurement

Spend at least 60% of the County's budget for services and supplies with local vendors.

<table>
<thead>
<tr>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>87,940,071</td>
<td>78,000,000</td>
<td>72,800,000</td>
<td>72,500,000</td>
</tr>
<tr>
<td>158,259,169</td>
<td>130,000,000</td>
<td>130,000,000</td>
<td>125,000,000</td>
</tr>
</tbody>
</table>

Award 90% of an estimated 60 formal bids for purchases over $25,000 within 60 days of receipt of requisition.

<table>
<thead>
<tr>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>99%</td>
<td>93%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>8%</td>
<td>6%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>54</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

### Risk Management

Place 100% of medically eligible employees in the Back to Work program within 2 working days of eligibility.

Develop and distribute at least one monthly Safety Awareness Announcement.

County brown mail is now scanned and can be tracked online for more efficient deliveries.

---

**Recurring Performance Measures**

<table>
<thead>
<tr>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.28</td>
<td>7.54</td>
<td>2.54</td>
<td>0</td>
</tr>
<tr>
<td>13</td>
<td>12</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>157</td>
<td>159</td>
<td>157</td>
<td>122</td>
</tr>
</tbody>
</table>

To improve workers' safety, the County will conduct its operations in order to maintain the rate of Workers' Compensation incident claims to 12 or less per 100 FTE employees Countywide.

As an efficient and responsive government, the County will maintain the rate of Workers' Compensation claims filed at no more than 90% of the previous year's actual claims filed.

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### Procurement

Spend at least 60% of the County's budget for services and supplies with local vendors.

<table>
<thead>
<tr>
<th>Actual FY 06-07</th>
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<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>55%</td>
<td>60%</td>
<td>56%</td>
<td>58%</td>
</tr>
</tbody>
</table>

Award 90% of an estimated 60 formal bids for purchases over $25,000 within 60 days of receipt of requisition.

<table>
<thead>
<tr>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>98%</td>
<td>93%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>3%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>7%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Risk Management

Place 100% of medically eligible employees in the Back to Work program within 2 working days of eligibility.

Develop and distribute at least one monthly Safety Awareness Announcement.

County brown mail is now scanned and can be tracked online for more efficient deliveries.
The County's general liability loss rate is lower than the CSAC-EIA average. Although the County has a higher than average cost per claim, it has a lower than average number of claims per $1 million payroll.

The County's workers' compensation loss rate is lower than the CSAC-EIA average. The County has a lower than average cost per claim and a lower than average number of claims per $1 million payroll.
### Use of Funds Summary

#### Operating Expenditures
- Facilities: FY 06-07 $13,729,031, FY 07-08 $15,567,475, FY 07-08 $17,376,368, FY 08-09 $16,490,970
- Fleet: FY 06-07 $8,144,637, FY 07-08 $8,948,919, FY 07-08 $8,666,736, FY 08-09 $9,866,818
- Architecture: FY 06-07 $910,254, FY 07-08 $801,882, FY 07-08 $842,191, FY 08-09 $892,991

#### Non-Operating Expenditures
- Capital Assets: FY 06-07 $5,822,072, FY 07-08 $1,675,700, FY 07-08 $1,988,025, FY 08-09 $1,740,000

#### Other Financing Uses
- Operating Transfers: FY 06-07 $978,363, FY 07-08 $3,832,833, FY 07-08 $1,278,975, FY 08-09 $3,163,608
- Designated for Future Uses: FY 06-07 $1,065,677, FY 07-08 $44,900, FY 07-08 $48,474, FY 08-09 $155,452

#### Character of Expenditures
- Regular Salaries: FY 06-07 $3,775,476, FY 07-08 $3,805,668, FY 07-08 $3,857,365, FY 08-09 $4,579,421
- Overtime: FY 06-07 $84,150, FY 07-08 $88,725, FY 07-08 $99,854, FY 08-09 $85,000
- Extra Help: FY 06-07 $47,188, FY 07-08 $130,647, FY 07-08 $163,885, FY 08-09 $73,047

#### Character of Expenditures for 2008-09
- Permanent Positions: 67.0, Non-Permanent Positions: 66.3

### Source of Funds Summary

#### Departmental Revenues
- Interest: FY 06-07 $636,184, FY 07-08 $92,000, FY 07-08 $92,000, FY 08-09 $495,000
- Vehicles Services: FY 06-07 $8,439,408, FY 07-08 $8,794,741, FY 07-08 $9,321,357, FY 08-09 $9,739,970
- Utilities: -- $5,281,549, FY 07-08 $5,615,111, FY 07-08 $5,859,400
- Cost Allocation Revenue: FY 06-07 $1,406,964, FY 07-08 $1,832,198, FY 07-08 $1,789,802, FY 08-09 $2,075,121
- Other Charges for Services: FY 06-07 $1,756,865, FY 07-08 $731,500, FY 07-08 $843,600, FY 08-09 $1,183,220
- Miscellaneous Revenue: FY 06-07 $1,406,964, FY 07-08 $1,832,198, FY 07-08 $1,789,802, FY 08-09 $2,075,121

#### General Fund Contribution
- FY 06-07 $9,400,092, FY 07-08 $6,813,410, FY 07-08 $6,685,244, FY 08-09 $6,900,839

#### Other Financing Sources
- Operating Transfers: FY 06-07 $951,388, FY 07-08 $181,500, FY 07-08 $634,297, FY 08-09 $358,000
- Sale of Property: FY 06-07 $58,911, FY 07-08 $50,000, FY 07-08 $15,000, FY 08-09 $15,000
- Use of Prior Fund Balances: FY 06-07 $6,586,411, FY 07-08 $5,928,178, FY 07-08 $3,594,702, FY 08-09 $4,747,990

#### Division Total
- FY 06-07 $20,016,004, FY 07-08 $17,574,581, FY 07-08 $16,125,560, FY 08-09 $15,888,434

### Position Summary

#### Permanent
- Facilities: FY 06-07 41.0, FY 07-08 40.9, FY 07-08 42.0, FY 08-09 42.7, FY 08-09 45.6, FY 08-09 44.6
- Fleet: FY 06-07 18.0, FY 07-08 17.9, FY 07-08 18.0, FY 08-09 18.0, FY 08-09 22.0, FY 08-09 21.5
- Architecture: FY 06-07 8.0, FY 07-08 7.0, FY 07-08 5.0, FY 08-09 4.9, FY 08-09 5.0, FY 08-09 5.0

#### Non-Permanent
- Contract: FY 06-07 --, FY 07-08 --, FY 07-08 2.0, FY 08-09 --, FY 08-09 1.0, FY 08-09 1.1
- Extra Help: FY 06-07 --, FY 07-08 --, FY 07-08 1.5, FY 08-09 --, FY 08-09 --, FY 08-09 1.0

#### Total Positions
- FY 06-07 67.0, FY 07-08 66.3, FY 07-08 65.0, FY 08-09 66.5, FY 08-09 66.0, FY 08-09 66.9, FY 08-09 72.6, FY 08-09 71.1
SERVICE DESCRIPTION

The Support Services division provides efficient County facility planning, design, construction, maintenance, janitorial and utility management services. Support Services also provides professional real estate services specializing in public agency acquisitions, leasing, and disposition of real property, and the acquisition, maintenance, and replacement of fleet vehicles.

Significant Changes (FY 2007-08 Adopted to FY 2007-08 Estimated Actual)

Operating Expenditures
Support – Estimated Actual operating expenditures increased by $1,567,000 to $26,885,000 from the FY2007-08 Adopted Budget of $25,318,000. This 6.2% increase is due to:

- $1,096,000 – Increases to the capital maintenance budget as a result of releasing the prior year’s designation;
- $230,000 – Increases due to mandated diesel retrofits;
- $215,000 – Increases to equipment maintenance costs;
- $26,000 – Miscellaneous increases.

Operating Revenue
The FY 2007-08 Estimated Actual operating revenues will increase by $1,373,000, to $19,272,000, from the FY2007-08 Adopted Budget of $17,899,000. This 7.7% increase is due to:

- $526,000 – Increases in vehicles revenue;
- $333,000 – Increases in reimbursements for utility costs;
- $214,000 – Increases in building rentals due to a tenant occupying a property for longer than anticipated;
- $196,000 – Increases to miscellaneous revenue related to Courts and underground storage tank remediation;
- $104,000 – Increases to capital project billings.

Significant Changes (FY 2007-08 Estimated Actual to FY 2008-09 Recommended)

Operating Expenditures
Support – Recommended Budget’s operating expenditures will increase by $365,000 to $27,251,000 from the Fiscal Year 2007-08 Estimated Budget of $26,885,000. This 1.4% increase is due to:

- $285,000 – Increases in salaries due to the 2.5 FTEs moved from Public Works for the real property agent consolidation;
- $80,000 – Miscellaneous increases.

Operating Revenue
The FY 2008-09 Recommended operating revenues will increase by $1,016,000, to $20,288,000, from the FY 2007-08 Estimated Actuals of $19,271,000. This 5.3% increase is due to:

- $419,000 – Increases in vehicles revenue;
- $348,000 – Increases in cost allocation revenue;
- $243,000 – Increases in reimbursements for utility costs;
- $6,000 – Miscellaneous increases.
### Recurring Performance Measures

<table>
<thead>
<tr>
<th>Fleet</th>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that Motor Pool Vehicles are immediately available 98% of the time for the estimated 21,000 customer requests annually.</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>Ensure that at least 83% of county's assigned vehicles are current on their service schedule.</td>
<td>79%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Ensure that at least 85% of county's &quot;Pool&quot; vehicles are current on their service schedule.</td>
<td>90%</td>
<td>90%</td>
<td>85%</td>
<td>90%</td>
</tr>
<tr>
<td>Maintain a 95% utilization rate of the 348 parking spaces available at the two County parking lots: SB Admin and Garden Street.</td>
<td>91%</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
</tr>
</tbody>
</table>

### Vehicle Operations

Electronic key boxes, like this one at the County Administration Building, were installed to increase operational efficiency and to provide convenience for County employees to pickup and return County pool vehicles 24 hours per day, 7 days a week.

Vehicle Operations makes the California Fleet News for the installation of electronic key boxes which allow employees to make vehicle reservations online, pickup and return vehicle keys 24/7.
The County Administration Building’s roof was replaced in 2007-08.

Vehicle Operations’ fueling station in Santa Maria was upgraded with new canopy and other mandated retrofits in 2007-08.
# GENERAL SERVICES
## Technical

### Use of Funds Summary

<table>
<thead>
<tr>
<th>Operating Expenditures</th>
<th>Actual (FY 06-07)</th>
<th>Adopted (FY 07-08)</th>
<th>Est. Actual (FY 07-08)</th>
<th>Recommended (FY 08-09)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Support</td>
<td>$473,313</td>
<td>$556,891</td>
<td>$477,201</td>
<td>--</td>
</tr>
<tr>
<td>Network and Operations</td>
<td>2,896,137</td>
<td>3,388,308</td>
<td>3,342,596</td>
<td>--</td>
</tr>
<tr>
<td>Technical Support</td>
<td>1,724,597</td>
<td>1,836,824</td>
<td>1,733,282</td>
<td>--</td>
</tr>
<tr>
<td>Communications</td>
<td>3,231,879</td>
<td>3,619,798</td>
<td>3,878,883</td>
<td>--</td>
</tr>
<tr>
<td>Print Shop</td>
<td>1,094,408</td>
<td>1,151,209</td>
<td>1,117,467</td>
<td>--</td>
</tr>
<tr>
<td>Government Access TV</td>
<td>352,619</td>
<td>455,219</td>
<td>449,232</td>
<td>--</td>
</tr>
<tr>
<td>Operating Sub-Total</td>
<td>9,772,953</td>
<td>11,008,249</td>
<td>10,998,661</td>
<td>--</td>
</tr>
<tr>
<td>Less: Intra-County Revenues</td>
<td>(10,084,080)</td>
<td>(10,772,475)</td>
<td>(10,928,082)</td>
<td>--</td>
</tr>
<tr>
<td>Operating Total</td>
<td>(311,127)</td>
<td>235,774</td>
<td>70,579</td>
<td>--</td>
</tr>
<tr>
<td>Non-Operating Expenditures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Assets</td>
<td>514,445</td>
<td>322,375</td>
<td>1,048,437</td>
<td>--</td>
</tr>
<tr>
<td>Expenditure Total</td>
<td>203,318</td>
<td>568,149</td>
<td>1,119,016</td>
<td>--</td>
</tr>
<tr>
<td>Other Financing Uses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Transfers</td>
<td>30,000</td>
<td>50,000</td>
<td>716,472</td>
<td>--</td>
</tr>
<tr>
<td>Designated for Future Uses</td>
<td>397,698</td>
<td></td>
<td>606,560</td>
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</tr>
<tr>
<td>Division Total</td>
<td>$631,016</td>
<td>$608,149</td>
<td>$2,442,048</td>
<td>--</td>
</tr>
</tbody>
</table>

### Character of Expenditures

<table>
<thead>
<tr>
<th>Operating Expenditures</th>
<th>Actual (FY 06-07)</th>
<th>Adopted (FY 07-08)</th>
<th>Est. Actual (FY 07-08)</th>
<th>Recommended (FY 08-09)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Salaries</td>
<td>3,297,690</td>
<td>3,476,142</td>
<td>3,224,457</td>
<td>--</td>
</tr>
<tr>
<td>Overtime</td>
<td>65,289</td>
<td>91,410</td>
<td>113,401</td>
<td>--</td>
</tr>
<tr>
<td>Extra Help</td>
<td>114,349</td>
<td>113,453</td>
<td>137,736</td>
<td>--</td>
</tr>
<tr>
<td>Benefits</td>
<td>1,071,060</td>
<td>1,267,563</td>
<td>1,128,876</td>
<td>--</td>
</tr>
<tr>
<td>Salaries &amp; Benefits Sub-Total</td>
<td>4,548,388</td>
<td>4,948,568</td>
<td>4,604,470</td>
<td>--</td>
</tr>
<tr>
<td>Services &amp; Supplies</td>
<td>3,974,124</td>
<td>4,710,086</td>
<td>5,083,720</td>
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</tr>
<tr>
<td>Depreciation Expense</td>
<td>1,181,239</td>
<td>1,280,546</td>
<td>1,241,416</td>
<td>--</td>
</tr>
<tr>
<td>Principal &amp; Interest</td>
<td>69,202</td>
<td>69,049</td>
<td>69,055</td>
<td>--</td>
</tr>
<tr>
<td>Operating Sub-Total</td>
<td>9,772,953</td>
<td>11,008,249</td>
<td>10,998,661</td>
<td>--</td>
</tr>
<tr>
<td>Less: Intra-County Revenues</td>
<td>(10,084,080)</td>
<td>(10,772,475)</td>
<td>(10,928,082)</td>
<td>--</td>
</tr>
<tr>
<td>Operating Total</td>
<td>(311,127)</td>
<td>235,774</td>
<td>70,579</td>
<td>--</td>
</tr>
</tbody>
</table>

### Source of Funds Summary

<table>
<thead>
<tr>
<th>Departmental Revenues</th>
<th>Actual (FY 06-07)</th>
<th>Adopted (FY 07-08)</th>
<th>Est. Actual (FY 07-08)</th>
<th>Recommended (FY 08-09)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest</td>
<td>$468,103</td>
<td>$404,100</td>
<td>$487,422</td>
<td>--</td>
</tr>
<tr>
<td>Communication Services</td>
<td>3,183,488</td>
<td>3,322,805</td>
<td>3,489,533</td>
<td>--</td>
</tr>
<tr>
<td>ITS</td>
<td>5,041,249</td>
<td>5,986,337</td>
<td>5,692,549</td>
<td>--</td>
</tr>
<tr>
<td>Reprographics</td>
<td>1,028,567</td>
<td>1,046,000</td>
<td>1,015,000</td>
<td>--</td>
</tr>
<tr>
<td>Other Charges for Services</td>
<td>124,452</td>
<td>86,500</td>
<td>631,000</td>
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</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>194,486</td>
<td>123,588</td>
<td>130,809</td>
<td>--</td>
</tr>
<tr>
<td>Revenue Sub-Total</td>
<td>10,040,345</td>
<td>10,569,330</td>
<td>11,446,313</td>
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</tr>
<tr>
<td>Revenue Total</td>
<td>(43,735)</td>
<td>(203,145)</td>
<td>518,231</td>
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</tr>
<tr>
<td>General Fund Contribution</td>
<td>335,215</td>
<td>447,219</td>
<td>408,553</td>
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</tr>
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</table>

### Position Summary

#### Permanent

<table>
<thead>
<tr>
<th>Position</th>
<th>FY 06-07</th>
<th>FY 07-08</th>
<th>FY 07-08</th>
<th>FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Support</td>
<td>3.0</td>
<td>2.9</td>
<td>3.0</td>
<td>3.3</td>
</tr>
<tr>
<td>Network and Operations</td>
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<td>13.7</td>
<td>14.0</td>
<td>12.5</td>
</tr>
<tr>
<td>Technical Support</td>
<td>9.0</td>
<td>8.4</td>
<td>9.0</td>
<td>8.3</td>
</tr>
<tr>
<td>Communications</td>
<td>11.0</td>
<td>11.0</td>
<td>11.0</td>
<td>10.4</td>
</tr>
<tr>
<td>Print Shop</td>
<td>6.5</td>
<td>6.6</td>
<td>6.5</td>
<td>6.6</td>
</tr>
<tr>
<td>Government Access TV</td>
<td>3.0</td>
<td>2.7</td>
<td>3.0</td>
<td>2.9</td>
</tr>
<tr>
<td>Total Permanent</td>
<td>46.5</td>
<td>47.3</td>
<td>46.5</td>
<td>46.2</td>
</tr>
</tbody>
</table>

#### Non-Permanent

<table>
<thead>
<tr>
<th>Position</th>
<th>FY 06-07</th>
<th>FY 07-08</th>
<th>FY 07-08</th>
<th>FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract</td>
<td>--</td>
<td>0.3</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Extra Help</td>
<td>--</td>
<td>0.0</td>
<td>--</td>
<td>0.0</td>
</tr>
<tr>
<td>Total Positions</td>
<td>46.5</td>
<td>47.7</td>
<td>46.5</td>
<td>46.2</td>
</tr>
</tbody>
</table>
SERVICE DESCRIPTION

The Technical Services division has been restructured for 2008-09. Most of this division is transferred to the new Information Technology department. Government Access TV is transferred to General County Programs. The Print Shop has stayed within General Services, but has moved to the Financial Services division.

Significant Changes (FY 2007-08 Adopted to FY 2007-08 Estimated Actual)

Operating Expenditures

Technical – Estimated Actual operating expenditures decreased by $10,000 to $10,998,000 from the FY 2007-08 Adopted Budget of $11,008,000. This .09% is due to miscellaneous decreases.

Operating Revenue

The FY 2007-08 Estimated Actual operating revenues increased by $877,000, to $11,446,000, from the FY 2007-08 Adopted Budget of $10,569,000. This 8.3% increase is due to:

-+$400,000 – Increases due to Countywide telephone work orders now isolated as “Charges for Services” revenue; formally the reimbursements for work orders were accounted for as a reduction of expenditures;

-+$166,000 – Increases for communications services revenue;

-+$130,000 – Increases due to Countywide telephone toll charges now isolated as “Charges for Services” revenue; formally the reimbursements for toll charges were accounted for as a reduction of expenditures;

-+$181,000 – Miscellaneous increases.

Significant Changes (FY 2007-08 Estimated Actual to FY 2008-09 Recommended)

Operating Expenditures

Technical - Recommended Budget’s operating expenditures will decrease by $10,999,000 to $0 from the Fiscal Year 2007-08 Estimated Budget of $10,999,000. This 100% decrease is due to the restructuring of the Technical Services Division:

-+$9,433,000 – Restructuring of Customer Support, Network and Operations, Technical Support and Communications subdivisions; included in Information Technology department;

-+$1,117,000 – Restructuring of Print Shop subdivision; included in the Financial Services division of General Services;

-+$449,000 – Restructuring of GATV; included in General County Programs.

Operating Revenue

The FY 2008-09 Recommended operating revenues will decrease by $11,446,000 to $0 from the FY 2007-08 Estimated Actuals of $11,446,000. This 100% decrease is due to the restructuring of Technical Services division:

-+$10,308,000 – Restructuring of Customer Support, Network and Operations, Technical Support and Communications subdivisions; included in Information Technology Department;

-+$1,120,000 – Restructuring of Print Shop subdivision, included in the Financial Services Division of General Services;

-+$18,000 – Restructuring of GATV, included in General County Programs.
**GENERAL SERVICES**

**Capital Improvements**

<table>
<thead>
<tr>
<th>Use of Funds Summary</th>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Expenditures</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Aviation</td>
<td>$ --</td>
<td>$ 36,000</td>
<td>$ 16,667</td>
<td>$ 16,000</td>
</tr>
<tr>
<td>Facilities Capital Projects</td>
<td>(120)</td>
<td>200,000</td>
<td>1,314,784</td>
<td>90,000</td>
</tr>
<tr>
<td>Operating Sub-Total</td>
<td>(120)</td>
<td>236,000</td>
<td>1,331,451</td>
<td>106,000</td>
</tr>
<tr>
<td>Less: Intra-County Revenues</td>
<td>--</td>
<td>(223,000)</td>
<td>(1,393,451)</td>
<td>(96,080)</td>
</tr>
<tr>
<td>Operating Total</td>
<td>(120)</td>
<td>13,000</td>
<td>(62,000)</td>
<td>9,920</td>
</tr>
<tr>
<td><strong>Non-Operating Expenditures</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Assets</td>
<td>10,568,898</td>
<td>11,481,625</td>
<td>11,549,428</td>
<td>7,298,255</td>
</tr>
<tr>
<td>Expenditure Total</td>
<td>10,568,778</td>
<td>11,494,625</td>
<td>11,487,428</td>
<td>7,308,175</td>
</tr>
<tr>
<td><strong>Other Financing Uses</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Transfers</td>
<td>1,776,777</td>
<td>--</td>
<td>220,060</td>
<td>427,000</td>
</tr>
<tr>
<td>Designated for Future Use</td>
<td>4,681,619</td>
<td>8,993,324</td>
<td>6,605,408</td>
<td>231,080</td>
</tr>
<tr>
<td>Division Total</td>
<td>$17,027,174</td>
<td>$20,487,949</td>
<td>$18,312,896</td>
<td>$7,966,255</td>
</tr>
</tbody>
</table>

**Character of Expenditures**

<table>
<thead>
<tr>
<th>Operating Expenditures</th>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services &amp; Supplies</td>
<td>(120)</td>
<td>236,000</td>
<td>1,331,451</td>
<td>106,000</td>
</tr>
<tr>
<td>Operating Sub-Total</td>
<td>(120)</td>
<td>236,000</td>
<td>1,331,451</td>
<td>106,000</td>
</tr>
<tr>
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<td>--</td>
<td>(223,000)</td>
<td>(1,393,451)</td>
<td>(96,080)</td>
</tr>
<tr>
<td>Operating Total</td>
<td>(120)</td>
<td>13,000</td>
<td>(62,000)</td>
<td>9,920</td>
</tr>
<tr>
<td>Non-Operating Expenditures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Assets</td>
<td>10,568,898</td>
<td>11,481,625</td>
<td>11,549,428</td>
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<tr>
<td>Expenditure Total</td>
<td>10,568,778</td>
<td>11,494,625</td>
<td>11,487,428</td>
<td>7,308,175</td>
</tr>
</tbody>
</table>

**Source of Funds Summary**

<table>
<thead>
<tr>
<th>Departmental Revenues</th>
<th>Actual FY 06-07</th>
<th>Adopted FY 07-08</th>
<th>Est. Actual FY 07-08</th>
<th>Recommended FY 08-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest</td>
<td>$542,903</td>
<td>$463,000</td>
<td>$470,000</td>
<td>$368,000</td>
</tr>
<tr>
<td>Other Charges for Services</td>
<td>1,023,865</td>
<td>412,000</td>
<td>1,397,451</td>
<td>281,080</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>675,913</td>
<td>1,246,000</td>
<td>1,091,893</td>
<td>1,458,145</td>
</tr>
<tr>
<td>Revenue Sub-Total</td>
<td>2,242,681</td>
<td>2,121,000</td>
<td>2,959,344</td>
<td>2,107,225</td>
</tr>
<tr>
<td>Less: Intra-County Revenues</td>
<td>-- (223,000)</td>
<td>(1,393,451)</td>
<td>(96,080)</td>
<td></td>
</tr>
<tr>
<td>Revenue Total</td>
<td>2,242,681</td>
<td>1,998,000</td>
<td>1,565,893</td>
<td>2,011,145</td>
</tr>
<tr>
<td>General Fund Contribution</td>
<td>(120)</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Other Financing Sources</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Transfers</td>
<td>7,186,540</td>
<td>9,572,084</td>
<td>7,630,786</td>
<td>4,258,590</td>
</tr>
<tr>
<td>Sale of Property</td>
<td>1,152,500</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Proceeds of Long-term Debt</td>
<td>2,372,287</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Use of Prior Fund Balances</td>
<td>4,073,286</td>
<td>9,017,865</td>
<td>9,116,217</td>
<td>1,696,520</td>
</tr>
<tr>
<td>Division Total</td>
<td>$17,027,174</td>
<td>$20,487,949</td>
<td>$18,312,896</td>
<td>$7,966,255</td>
</tr>
</tbody>
</table>

**CAPITAL ASSETS RECONCILED TO CAPITAL IMPROVEMENT PLAN (CIP)**

| General Services' funded capital improvements per CIP | $ 6,876,662 |
| Information Technology department improvements reported under General Services in CIP | (263,000) |
| Non-Profit improvements such as Legacy Foundation reported under General Services in CIP | (590,000) |
| Deferred Maintenance in CIP, but included in Support Services division's services & supplies | (1,000,000) |
| Capital improvements funding in General Services but reported under another department in CIP | 958,076 |
| Underground Storage Tank (UST) cleanup improvements, not in CIP | 521,000 |
| Capital Improvements division - several small projects not reported in CIP | 795,517 |
| **Total Capital Assets - Capital Improvements division** | **$7,298,255** |
| Support Services division - primarily vehicles, not in CIP | 1,740,000 |
| Financial Services division - equipment, not in CIP | 72,000 |
| **Total Capital Assets - General Services department** | **$9,110,255** |

One of the four new residences for staff at the Los Prietos Boys Camp completed in February 2008.
SERVICE DESCRIPTION
The Capital Improvements division, managed by the Support Services division, is used to account for the Santa Ynez Airport construction projects, the underground fuel tank remediation projects, and County capital projects managed by General Services.

Significant Changes (FY 2007-08 Adopted to FY 2007-08 Estimated Actual)
Operating Expenditures
Capital Improvements – Estimated Actual operating expenditures increased by $1,095,000 to $1,331,000 from the FY 2007-08 Adopted of $236,000. This increase is due to:
- +$540,000 – Increases to Santa Barbara Courthouse Ceiling Renovation Project ($140k), and matches for two FEMA seismic grants at the Cook and Miller Court and the Santa Barbara Courthouse ($400k);
- +$400,000 – Increases to Courthouse Annex-Public Defender remodel;
- +$159,000 – Increases to Santa Maria Cook Seismic project;
- -$4,000 – Miscellaneous decreases.

Operating Revenue
The FY 07-08 Estimated Actual operating revenues increased by $838,000, from the FY 2007-08 Adopted Budget of $2,121,000. This 39.5% increase is due to:
- +$400,000 – Increased transfers for the Santa Maria Betteravia Expansion project;
- +$374,000 – Increased transfers for the Santa Barbara Courthouse Seismic project;
- +$64,000 – Miscellaneous increases.

Capital Expenditures
Estimated Actual capital expenditures increased $68,000 to $11,549,000 from the FY 2007-08 Adopted budget. This less than 1% increase is due to:
- +$68,000 – Miscellaneous increases due to the various stages of completion on the construction projects in progress.

Significant Changes (FY 2007-08 Estimated Actual to FY 2008-09 Recommended)
Operating Expenditures
Capital Improvements - Recommended Budget's operating expenditures will decrease by $1,225,000 to $106,000 from the FY 2007-08 Estimated Budget of $1,331,000. This 92.0% decrease is due to:
- -$540,000 – Decreases to Santa Barbara Courthouse Ceiling Renovation Project ($140k), and matches for two FEMA seismic grants at the Cook and Miller Court and the Santa Barbara Courthouse ($400k);
- -$400,000 – Decreases to Courthouse Annex-Public Defender remodel;
- -$159,000 – Decreases to Santa Maria Cook Seismic project;
- -$126,000 – Miscellaneous decreases.

Operating Revenue
The FY 2008-09 Recommended operating revenues will decrease by $852,000, to $2,107,000, from the FY 2007-08 Estimated Actuals of $2,959,000. This 28.8% decrease is due to:
- -$400,000 – Decreases to Santa Maria Betteravia expansion project;
- -$374,000 – Decreases to Santa Barbara Courthouse Seismic project;
- -$185,000 – Decreases to Santa Maria Cook Seismic project;
- +$107,000 – Miscellaneous increases.

Capital Expenditures
Recommended Budget for capital will decrease $4,251,000 to $7,298,000 over the FY 2007-08 Estimated Actual. This decrease is due to:
- -$4,405,000 – Decreases for projects nearing completion including the Lompoc Fire & Sheriff station;
- +$154,000 – Miscellaneous increases.

GENERAL SERVICES
Capital Improvements (cont’d)

- -$400,000 – Decreases to Courthouse Annex-Public Defender remodel;
- -$159,000 – Decreases to Santa Maria Cook Seismic project;
- -$126,000 – Miscellaneous decreases.

Operating Revenue

Operating Expenditures

Capital Expenditures

Recommended Budget for capital will decrease $4,251,000 to $7,298,000 over the FY 2007-08 Estimated Actual. This decrease is due to:

- -$4,405,000 – Decreases for projects nearing completion including the Lompoc Fire & Sheriff station;
- +$154,000 – Miscellaneous increases.

General Services managed the construction of the new joint Fire and Sheriff station in Lompoc.
The County’s workers’ compensation 5 year average loss rate (cost per $100 payroll) compares favorably to our 5 benchmark counties. Generally, the County has a slightly higher cost per claim but a lower than average number of claims per $1 Million of payroll compared to each of the other California counties.

The County’s workers’ compensation claim frequency (per 100 FTE) increased from its low 10.4 in 05-06 to 12.1 in 06-07. However, the County’s 3 year average claim frequency is less than reported by ICMA members nationwide. County workers’ compensation claim frequency has decreased by 16.5% from 13.9 in 02/03 to a projected 11.6 in 07-08.

Adverse claim development resulted in a deficit increases in FY05-06 and FY06-07. However, rates were increased in FY07-08 and in the FY08-09 budget to bring the deficit reduction plan back on track. Current projections indicate that the deficit will be eliminated in FY09-10 as planned in FY02-03.