FY 2018-19
BUDGET WORKSHOP

GENERAL SERVICES

Janette Pell
Department Director

Administration and Finance
Capital Projects
Facilities and Real Estate Management
Fleet Operations
Information and Communications Technology
Purchasing, Surplus and Mail

ONE COUNTY. ONE FUTURE.
KEY CHALLENGES / EMERGING ISSUES

• Facility Maintenance
• Cyber Security
• Public Safety Radio Upgrades and Funding
• Workplace Security
• Solar and Energy Efficiency
• Northern Branch Jail construction
• Main Jail infrastructure, renovation, and Americans with Disabilities Act (ADA)
### SUMMARY

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>$47,959,700</td>
</tr>
<tr>
<td>Capital</td>
<td>$14,691,500</td>
</tr>
<tr>
<td>General Fund</td>
<td>$8,621,800</td>
</tr>
<tr>
<td>FTEs</td>
<td>115.5</td>
</tr>
<tr>
<td>Use of One-Time for Ongoing Operations</td>
<td>$0, 0%</td>
</tr>
<tr>
<td>Service Level Reductions</td>
<td>$0</td>
</tr>
<tr>
<td>Restoration Requests</td>
<td>$0</td>
</tr>
<tr>
<td>Expansion Requests</td>
<td>$650,000 GF + $356,200 SR</td>
</tr>
</tbody>
</table>
CITIZENS PROJECTS DETAIL

• Fire Operations & Administration Center - Buellton, $6.0M
  Fire District Funds, Replace building to support staffing requirements

• Information Technology and Communication Infrastructure $3.9M
  ISF Funds, Upgrade and replace infrastructure (e.g. network, security)

• Vehicle Replacements, $2.4M
  ISF Funds, New County vehicle and equipment replacements

• Public Health, San Antonio Building HVAC, $0.5M
  PH Funds, Replace failing steam heating unit and air conditioning

• Public Health, SB Health Care Center, $0.2M
  PH Funds, Provide safety and security upgrades and additional exam rooms
FY 2018-19 SOURCE OF FUNDS

- **Charges for Services**: $34,536,700; 53%
- **Miscellaneous Revenue**: $506,500; 1%
- **Other Financing Sources**: $8,717,800; 14%
- **Intrafund Expenditure Transfers (-)**: $1,246,300; 2%
- **Decreases to Fund Balances**: $9,576,300; 15%
- **General Fund Contribution**: $8,621,800; 13%
- **Intergovernmental**: $183,600; 0%
- **Fund Balance Impact (-)**: $0; 0%
- **Licenses, Permits and Franchises, $50,600**: 0%
- **Use of Money and Property, $1,151,900**: 2%
- **Charges for Services**: $34,536,700; 53%
STAFFING SUMMARY
FY 2017-18 ANTICIPATED ACCOMPLISHMENTS

• Completed Phase I of the Isla Vista Community Center.
• Completed Public Safety Radio coverage enhancements.
• Vehicle property insurance rates renegotiated lowering the annual insurance premiums by nearly 45%, and the deductible per incident was lowered from $20k to $10k.
• Responded to over 400 emergency work orders for broken water lines, HVAC failures, vandalism, sewer back-ups, broken windows, and roof leaks.
• Implemented electronic property management system (Yardi) tracking 265 active agreements.
FY 2017-18 ANTICIPATED ACCOMPLISHMENTS

• Implemented a new General Services Call Center for one stop assistance to County departments.

• Established a geographically redundant Data Center in Santa Maria as a backup to Emergency Operations Center (EOC) – consolidated all systems from 3 data centers to 2.

• Completed a Countywide Procurement Analysis (Renew ’22) with recommendations for improving the efficiency and effectiveness of procurement processes in the County.

• Improved the Mail and Surplus Property Office to allow for easier departmental use of dropping off mail, batteries, and e-waste.
FY 2017-18 ANTICIPATED ACCOMPLISHMENTS

Disaster Support

• Over 5,500 hours of Logistical Coordination (Largest Non-Public Safety/Non-Public Works effort)

• Created new digital Resource Tracking System for the EOC

• Actively assisted with resource recovery efforts (FEMA Reimbursement)

• Established frequently used emergency contracts
DEFERRED MAINTENANCE ACCOMPLISHMENTS

• Completed over $4M in Deferred, Routine, and Emergencies
• Isla Vista Medical Clinic parking lot
• Coroner’s Office remodel, carpet, paint, and HVAC
• Main Jail generator, HVAC, routine, and emergencies
• Inmate Services HVAC and roof
• Public Health Calle Real parking lots and generator
• DSS painting, and Lompoc HVAC
• Engineering Building painting
FY 2018-19 OBJECTIVES

• Complete the Northern Branch Jail Project.

• Implement the County's commissioning program and energy efficiency standards to improve the County's sustainability initiatives.

• Identify the most critical deferred maintenance projects and complete within Fiscal Year.

• Work with all Departments to establish fossil fuel reduction goals (total fuel gallons used annually), provide reporting data and monitor progress.
FY 2018-19 OBJECTIVES

• Update the Countywide Information Technology Strategic Plan.
• Complete the strategic plan to identify costs to upgrade the County’s Public Safety Radio System.
• Further digitize the Mail and Surplus Property processes for a more streamlined service.
• Continue to pursue implementation of the Countywide Procurement Analysis (Renew ‘22) recommendations.
• Facilitate a simplified $100k vendor aggregate contract process.
• Finalize all required contracts to support the opening & operation of the Northern Branch Jail.
## PERFORMANCE MEASURES

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>2015-16 ACTUAL</th>
<th>2016-17 ACTUAL</th>
<th>2017-18 EST. ACTUAL</th>
<th>2018-19 RECOMMENDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers satisfied or highly satisfied with services provided by the Department (Target = 100%)</td>
<td>NA</td>
<td>87% 650/750</td>
<td>89% 668/750</td>
<td>92% 690/750</td>
</tr>
<tr>
<td>Capital projects completed within expected time and budget estimates and according to project customer expectations. (Target = 100%)</td>
<td>NA</td>
<td>100% 8/8</td>
<td>100% 5/5</td>
<td>100% 6/6</td>
</tr>
<tr>
<td>Preventative work orders completed within 30 days of assigned due date. (Target = 95%)</td>
<td>NA</td>
<td>NA</td>
<td>91% 1,834/2,000</td>
<td>95% 1,900/2,000</td>
</tr>
<tr>
<td>Percent of Real Property Projects completed on time (Target = 95%)</td>
<td>NA</td>
<td>NA</td>
<td>93% 15/16</td>
<td>90% 18/20</td>
</tr>
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</table>
## PERFORMANCE MEASURES

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</thead>
<tbody>
<tr>
<td>Assigned Fleet Availability. (Target = 100%; Weighted Average)</td>
<td>97.7%</td>
<td>97.83%</td>
<td>97.85%</td>
<td>98%</td>
</tr>
<tr>
<td>Percentage of customers surveyed who rate the ICT Operations Center incident handling process as “Satisfactory” or better. (Target = 100%)</td>
<td>99% (88/89)</td>
<td>97% (152/157)</td>
<td>98% (147/150)</td>
<td>97% (194/200)</td>
</tr>
<tr>
<td>Percentage of dollars spent annually Countywide with County of Santa Barbara local vendors for County services and supplies. (Target = 60%)</td>
<td>61% ($106M/$173M)</td>
<td>60% ($98M/$163M)</td>
<td>60% ($87M/$146M)</td>
<td>60% ($99M/$165M)</td>
</tr>
</tbody>
</table>
RENEW ’22 | FY 2018-19 IMPLEMENTATION

Actions or evaluations that are already underway
• Administrative Parking Lot Valet Service Pilot – Revenue Opportunity
• Countywide Procurement Analysis
• Capital Improvement five year plan
• Call Center
• Coordinated Geographic Information Systems (GIS)
• Centralization of technology standards

Proposals that are consistent with existing BOS policy or direction
• Refine countywide IT strategic plan
• Energy efficiency master plan
• Cloud migration (e.g. Office 365, Web hosting)
• ServiceNow platform

Ideas that involve a change in BOS policy or direction
• Local Vendor Preference revision
Local Vendor Preference Revision

- Local vendors have a 6% preference or margin on bids for tangible goods above a non-local vendor; Proposal is to suspend or revise the policy

Pros

- Increase competition and save money
- Increase vendor participation and more variety of discretion in items not produced locally
- Better tracking of local vs non-local bid participation

Cons

- Potential for reduction in local business
- May have a reduction in sales tax within local economy

Next Step

Internal County review > public outreach > seek ordinance change > implementation
• Enterprise Resource Planning system (ERP) for core processes
• Countywide sharing of Information Technology resources
• Continue Cloud migration (e.g. storage solutions)
• Project management office
• Centralize Courier Services
FY 2018-19 SERVICE LEVEL REDUCTIONS

NONE
## RESTORATION / EXPANSION REQUESTS

<table>
<thead>
<tr>
<th>DESCRIPTION OF REQUEST</th>
<th>FTE(s)</th>
<th>AMOUNT (GFC)</th>
<th>AMOUNT (NON-GFC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Information &amp; Communications Tech Support</td>
<td>2.0</td>
<td>$0</td>
<td>$356,200</td>
</tr>
<tr>
<td>2 Administrative Campuses ADA Transition Plan</td>
<td>0</td>
<td>150,000*</td>
<td></td>
</tr>
<tr>
<td>3 Workplace Security Improvements</td>
<td>0</td>
<td>400,000*</td>
<td></td>
</tr>
<tr>
<td>4 Water Saving Projects</td>
<td>0</td>
<td>100,000*</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$650,000</strong></td>
<td><strong>$356,200</strong></td>
</tr>
</tbody>
</table>

*One-Time Funding
SUMMARY

• Positive changes and improvements in all parts of the Department in FY 2017-18
• Completed over $4M FY 2017-18 Maintenance Projects
• Finished the planned FY 2017-18 Public Safety Radio coverage enhancement projects
• Updated the Department’s Strategic Plan
• Renew ‘22 efforts already underway
• Substantial investment in Departmental Human Capital
NORTHERN BRANCH JAIL PROJECT

AB 900 Northern Branch Jail Team
(General Services and Sheriff’s Office)
### SUMMARY

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<tr>
<th>Category</th>
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<tbody>
<tr>
<td>Operating</td>
<td>$35,364,200</td>
</tr>
<tr>
<td>Capital</td>
<td>$400,000</td>
</tr>
<tr>
<td>General Fund</td>
<td>$0</td>
</tr>
<tr>
<td>FTEs</td>
<td>0</td>
</tr>
<tr>
<td>Est State Reimbursement through FY 2017-18</td>
<td>$56M of $80M</td>
</tr>
<tr>
<td>Percent Complete through FY 2017-18</td>
<td>60%</td>
</tr>
<tr>
<td>Estimated Completion</td>
<td>Spring 2019</td>
</tr>
<tr>
<td>Estimated Occupancy</td>
<td>Summer 2019</td>
</tr>
</tbody>
</table>
FY 2017-18 ANTICIPATED ACCOMPLISHMENTS

• Successful management of the construction phase of the onsite construction and completion of the offsite utilities.

• Received timely AB900 State award reimbursements exceeding the projected schedule and minimizing impacts to cash flow.

• Successful coordination with the BSCC and State Fire Marshal on construction issues allowing unimpeded construction.
FY 2018-19 OBJECTIVES

• Coordinating commissioning efforts to ensure sustainable, energy efficient systems perform as designed.

• Manage furniture fixture and equipment (FF&E) procurement to allow the Sheriff to transition into the facility.

• Finalize all required contracts to support the opening & operation of the Northern Branch Jail.

• Completion in Spring 2019.
QUOTE

“Done right, a strategic intent is really one decision that makes 1,000 decisions.”

— Greg McKeown, Essentialism