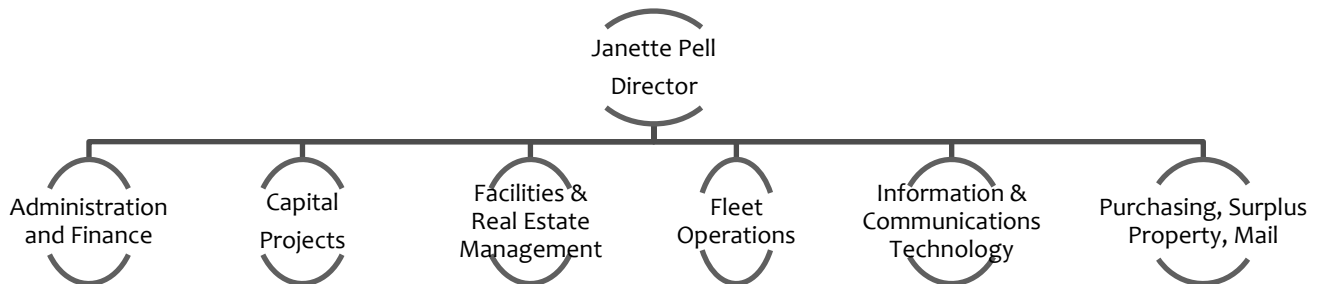


# General Services



## BUDGET & FULL-TIME EQUIVALENTS SUMMARY & BUDGET PROGRAMS CHART

Operating	\$ 47,549,580
Capital	\$ 13,585,562
FTEs	115.5



# General Services

## Department

---

### **MISSION STATEMENT**

---

General Services provides a full range of services, guidance, and expertise that enables County government to deliver public services effectively.

### **DEPARTMENT DESCRIPTION**

---

The General Services Department delivers an array of support services to the other County departments. The Department's vision is to provide excellent customer service and exceptional value in supporting the delivery of County services. These are the keystones to the Department's business culture. These services include the following:

#### Administration and Finance

Administration and Finance provides the fiscal and administrative support and oversight for the Department.

#### Capital Projects

Capital Projects provides full service planning, design, and construction of new County facilities, including remodels and related projects for all County departments.

#### Facilities & Real Estate Management

Facilities & Land Management provides safe and healthy facilities for County employees and visitors.

#### Fleet Operations

Fleet Operations meets all of the transportation needs of County departments by procuring, maintaining and disposing of all light, medium and heavy duty vehicles and equipment.

#### Information & Communications Technology

Information & Communications Technology enables County departments to provide effective services to citizens through innovative technology solutions.

#### Purchasing, Surplus Property, Mail

Purchasing provides centralized procurement and disposal of County commodities and supplies.

### **HIGHLIGHTS OF 2017-19 OBJECTIVES**

---

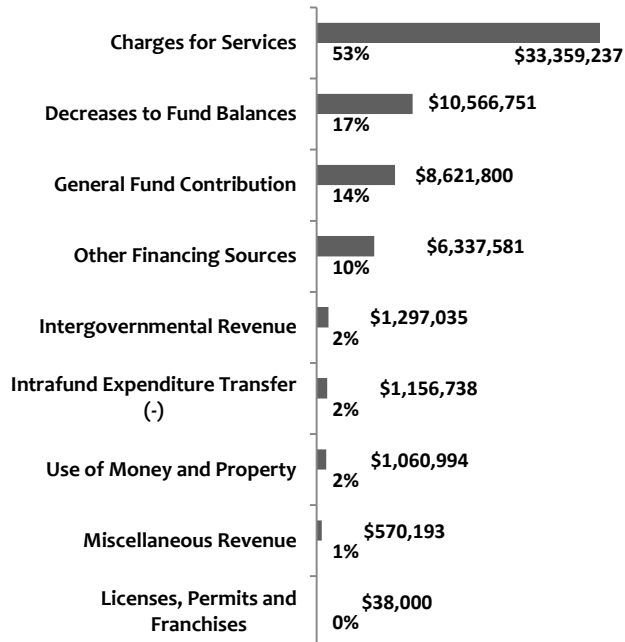
- Explore alternative service delivery models for sustained excellence in provided services.
- Manage the construction and finances of the Northern Branch Jail Project.
- Continue streamlined project delivery utilizing the Job Order contracting (JOC) program.
- Complete the rehabilitation and renovations at the Isla Vista Community Center and secure funding to augment future phases to address the plaza and landscaping.
- Consolidate all deferred maintenance data into one database, the County Maintenance Connection Program, for managing resources.
- Identify opportunities and implementation plans for County energy and utility commissioning initiatives (Green-energy options), including exploring the possibility of energy performance contracting.
- Continue efforts towards right sizing the County's vehicle fleet (Recurring).
- Consolidate three data centers to two, reduce costs and increase resiliency with greater geographic separation.
- Prepare a five year countywide strategic plan for the public safety microwave radio communication network. Improve public safety radio frequency coverage throughout Santa Barbara County.
- Pursue a new and more efficient Countywide purchasing system that will achieve savings for the County.

# General Services

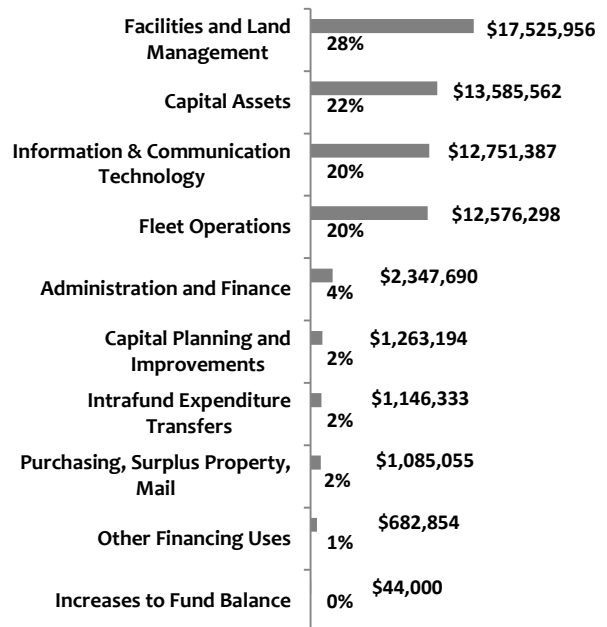
## Department

### RECOMMENDED SOURCES & USES OF FUNDS

#### Source of Funds - \$63,008,329

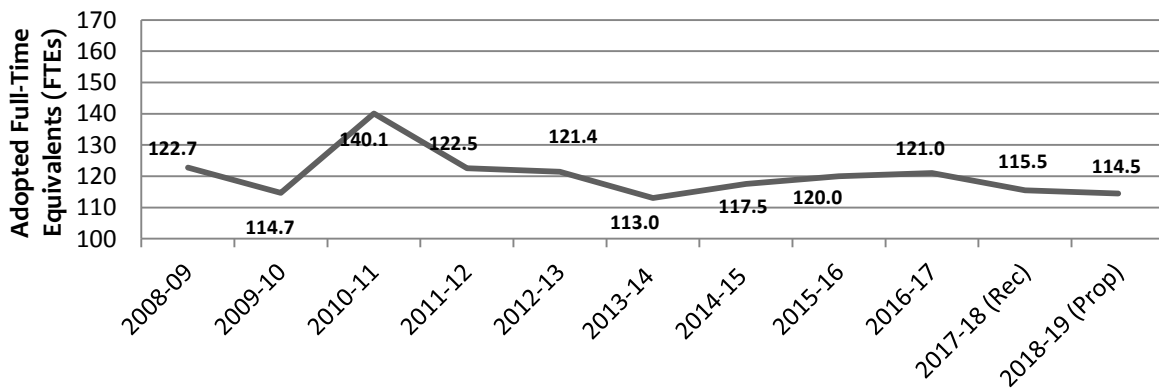


#### Use of Funds - \$63,008,329



### STAFFING TREND

The staffing trend values will differ from prior year budget books in order to show amounts without the impact of any vacancy factors.



# General Services

## Department

### BUDGET OVERVIEW

Staffing Detail By Budget Program	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
Administration and Finance	11.42	11.00	1.00	12.00	12.00
Capital Projects	5.45	8.00	(1.00)	7.00	7.00
Facilities and Real Estate Management	40.30	36.80	(2.30)	34.50	33.50
Fleet Operations	20.00	21.20	(1.20)	20.00	20.00
Information and Communications Technolo	32.82	34.00	-	34.00	34.00
Purchasing, Surplus and Mail	7.61	8.00	-	8.00	8.00
Unallocated	0.42	-	-	-	-
<b>Total</b>	<b>118.03</b>	<b>119.00</b>	<b>(3.50)</b>	<b>115.50</b>	<b>114.50</b>
<b>Budget By Budget Program</b>					
Administration and Finance	\$ 2,021,065	\$ 1,951,329	\$ 396,361	\$ 2,347,690	\$ 2,398,314
Capital Projects	785,572	1,396,936	(133,742)	1,263,194	1,280,642
Facilities and Real Estate Management	16,661,265	17,941,166	(415,210)	17,525,956	16,363,064
Fleet Operations	10,219,099	12,525,880	50,418	12,576,298	12,705,389
Information and Communications Technolo	10,967,140	12,379,805	371,582	12,751,387	12,920,106
Purchasing, Surplus and Mail	914,841	999,977	85,078	1,085,055	1,171,982
<b>Total</b>	<b>\$ 41,568,981</b>	<b>\$ 47,195,093</b>	<b>\$ 354,487</b>	<b>\$ 47,549,580</b>	<b>\$ 46,839,497</b>
<b>Budget By Categories of Expenditures</b>					
Salaries and Employee Benefits	\$ 15,086,812	\$ 16,425,530	\$ (253,576)	\$ 16,171,954	\$ 16,843,450
Services and Supplies	18,245,852	22,118,317	354,106	22,472,423	21,104,937
Other Charges	8,236,317	8,651,246	253,957	8,905,203	8,891,110
<b>Total Operating Expenditures</b>	<b>41,568,981</b>	<b>47,195,093</b>	<b>354,487</b>	<b>47,549,580</b>	<b>46,839,497</b>
Capital Assets	11,853,591	15,685,307	(2,099,745)	13,585,562	8,448,981
Other Financing Uses	745,719	677,175	5,679	682,854	683,095
Intrafund Expenditure Transfers (+)	1,054,060	922,201	224,132	1,146,333	1,146,333
Increases to Fund Balances	3,395,079	44,000	-	44,000	44,000
Fund Balance Impact (+)	1,329,165	-	-	-	4,723
<b>Total</b>	<b>\$ 59,946,595</b>	<b>\$ 64,523,776</b>	<b>\$ (1,515,447)</b>	<b>\$ 63,008,329</b>	<b>\$ 57,166,629</b>
<b>Budget By Categories of Revenues</b>					
Licenses, Permits and Franchises	\$ 37,217	\$ 40,000	\$ (2,000)	\$ 38,000	\$ 38,000
Use of Money and Property	1,339,910	1,052,877	8,117	1,060,994	1,060,994
Intergovernmental Revenue	1,226,982	1,405,959	(108,924)	1,297,035	319,905
Charges for Services	30,494,797	32,544,932	814,305	33,359,237	32,893,413
Miscellaneous Revenue	1,959,520	809,488	(239,295)	570,193	551,223
<b>Total Operating Revenues</b>	<b>35,058,426</b>	<b>35,853,256</b>	<b>472,203</b>	<b>36,325,459</b>	<b>34,863,535</b>
Other Financing Sources	4,780,067	10,151,500	(3,813,919)	6,337,581	3,010,000
Intrafund Expenditure Transfers (-)	1,065,516	933,062	223,676	1,156,738	1,156,738
Decreases to Fund Balances	9,737,027	8,666,558	1,900,193	10,566,751	8,568,761
General Fund Contribution	8,972,045	8,919,400	(297,600)	8,621,800	8,360,900
Fund Balance Impact (-)	333,513	-	-	-	1,206,695
<b>Total</b>	<b>\$ 59,946,595</b>	<b>\$ 64,523,776</b>	<b>\$ (1,515,447)</b>	<b>\$ 63,008,329</b>	<b>\$ 57,166,629</b>

# General Services

## Department

### **CHANGES & OPERATIONAL IMPACT: 2016-17 ADOPTED TO 2017-18 RECOMMENDED**

#### Staffing

- There is a 5.5 FTE decrease proposed for FY 2017-18. Due to a procedural irregularity with the budget development system, the FY 2016-17 Adopted Budget omitted the addition of two EDP Office Automation Specialists in Information and Communication Technology. The Budget Overview on the prior page should display 121.0 FTE instead of 119.0 FTE for FY 2016-17.

#### Expenditures

- Net operating expenditure increase of \$354,000 due to:
  - +\$354,000 increase in Services and Supplies is due to one time funds for maintenance projects.
  - +\$254,000 increase in Other Charges primarily reflects increases in depreciation due to the replacement of fully depreciated assets.
  - -\$254,000 decrease in Salaries and Employee Benefits primarily due to the unfunding of 5.5 FTEs.
- Net non-operating expenditure decrease of \$1,870,000 due to:
  - -\$2,100,000 decrease in Capital Assets reflects fewer vehicles required for fire, primarily two ladder trucks at \$2,350,000, and offset by an increase of \$925,000 for the public safety radio system.
  - +\$6,000 increase in Other Financing Uses in the Utility Fund for solar debt repayment.
  - +\$224,000 increase in Intrafund Expenditure Transfers (+) reflects increases in the pool of costs for internal Departmental allocation of administrative support.

These changes result in Recommended operating expenditures of \$47,550,000, non-operating expenditures of \$15,458,000, resulting in total expenditures of \$63,008,000. Non-operating expenditures primarily include capital assets.

#### Revenues

- Net operating revenue increase of \$472,000 due to:
  - +\$814,000 increase in Charges for Services primarily due to increases in water costs (\$271,000) and project management charges for the jail (\$243,000).
  - +\$8,000 increase in Use of Money and Property due to an increase in Interest Income (\$37,000) that is offset by a reduction in Other Rental of Buildings and Land (-\$29,000).
  - -\$2,000 decrease in Licenses, Permits and Franchises due to an estimated reduction in franchises.
  - -\$109,000 decrease in Intergovernmental Revenue reflects federal receipt of funding for capital improvements at the Santa Ynez Airport due to the project life cycle.
  - -\$239,000 decrease in Miscellaneous Revenue primarily reflects a recategorization of Courts revenue to the Intergovernmental Revenue-Other object level.

# General Services

## Department

### **CHANGES & OPERATIONAL IMPACT: 2016-17 ADOPTED TO 2017-18 RECOMMENDED (CONT'D)**

- Net non-operating revenue decrease of \$1,988,000 due to:
  - -\$3,814,000 decrease in Other Financing Sources primarily reflects decreased transfers in for various completed capital projects offset by an increase of \$925,000 for the public safety radio system.
  - -298,000 decrease in General Fund Contribution due to retirement costs and other County structural deficits, offset by an increase of \$18,000 for ongoing maintenance of the Isla Vista Community Center.
  - +\$224,000 increase in Intrafund Expenditure Transfers (-) reflects increases in the pool of costs for internal Departmental allocation of administrative support.
  - +\$1,900,000 increase to Fund Balances primarily from an increase of \$175,000 in the 18% Maintenance Policy funding, a one-time expansion of \$1,190,000 for maintenance, and an increase in the retained earnings draw in the IT fund for fully depreciated asset replacement.

These changes result in Recommended operating revenues of \$36,325,000, non-operating revenues of \$26,683,000 resulting in total revenues of \$63,008,000. Non-operating revenues primarily include General Fund Contribution, transfers, and decreases to fund balances.

### **CHANGES & OPERATIONAL IMPACT: 2017-18 RECOMMENDED TO 2018-19 PROPOSED**

It is anticipated that operating expenditures will decrease by \$710,000 and operating revenues will decrease by \$1,462,000. With the exclusion of Internal Service Funds, there is a budget gap of \$1,202,000 in FY 2018-19, to maintain FY 2017-18 levels of service. An additional source of funding would need to be identified to prevent for service level reductions.

### **RELATED LINKS**

For more information on the General Services' Office, refer to the Web site at <http://www.countyofsb.org/gs>.

# General Services

## Department

### PERFORMANCE MEASURES

Description	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Estimated Actual	FY 2017-18 Recommend	FY 2018-19 Proposed
<b>Administration and Finance</b>					
Percentage of customers who are satisfied or highly satisfied with services provided by the Department. (Target = 100%)	n/a	n/a	87% 650/750	90% 675/750	92% 690/750
Percent of Departmental Employee Performance Reviews (EPR's) Completed by the due date. (Target = 100%)	n/a	88% 99/112	100% 121/121	100% 115/115	100% 114/114
<b>Capital Projects</b>					
Percentage of projects that are completed within expected time and budget estimates and according to project customer expectations. (Target = 100%)	n/a	n/a	100% 8/8	90% 9/10	100% 10/10
<b>Facilities and Real Estate Management</b>					
Percentage of customers who rate real property services as satisfactory or better for large and complex completed transactions. (Target = 95%)	n/a	n/a	97% 29/30	90% 27/30	90% 27/30
Percentage of customers who rate janitorial services satisfactory or better based on random inspections and survey (Target = 95%)	n/a	n/a	n/a	95% 228/240	95% 228/240
Percentage of customers who submitted a facilities work request that rate service provided satisfactory or better (Target = 95%)	n/a	n/a	n/a	95% 12,065/12,700	95% 12,065/12,700
Percent of Real Property Projects completed on time. (Target = 100%)	n/a	n/a	n/a	80% 64/80	90% 72/80

# General Services

## Department

### PERFORMANCE MEASURES (CONT'D)

Description	FY 2014-15 Actual	FY 2015-16 Actual	FY 2016-17 Estimated Actual	FY 2017-18 Recommend	FY 2018-19 Proposed
<b>Fleet Operations</b>					
Assigned Fleet Availability. (Target = 100%; Weighted Average)	97.67%	97.67%	97.83%	98.00%	98.00%
Percentage of new vehicles purchased that are hybrid or alternatively fueled. (Target = 10%)	n/a	n/a	12.5% 13/104	10.0% 10/100	10.0% 10/100
<b>Information and Communications Technology</b>					
Percentage of customers surveyed who rate the ICT Operations Center incident handling process as "Satisfactory" or better. (Target = 100%)	n/a	99% 88/89	97% 152/157	97% 194/200	97% 194/200
Percentage of uptime for Countyofsb.org website. (Target = 100%)	99.15% 521k/525.9k minutes	99.61% 524k/525.9k minutes	99.50% 523k/525.9k minutes	99.90% 525k/525.9k minutes	99.90% 525k/525.9k minutes
Percentage of Countywide telephone system service repair calls resolved within one business day. (Target = 100%)	100% 754/754	99% 737/743	99% 1166/1174	100% 743/743	100% 743/743
<b>Purchasing, Surplus Property, Mail</b>					
Percentage of dollars spent annually Countywide with County of Santa Barbara local vendors for County services and supplies. (Target = 60%)	62% \$106M/\$171M	61% \$106M/\$173M	59% \$105M/\$176M	60% \$109M/\$181M	60% \$112M/\$186M
Percentage of formal bids awarded within 60 days of requisition receipt for purchases in excess of \$25,000. (Target = 100%)	100% 30/30	100% 26/26	100% 31/31	100% 32/32	100% 33/33



# General Services



# General Services

## Program

### **ADMINISTRATION AND FINANCE**

Administration and Finance Services provides financial and administrative services within the Department, including accounting, budgeting, financial reporting, accounts payable, accounts receivable, grant management, human resources support and payroll operations.

#### Staffing

Staffing Detail By Budget Program	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
DIRECTOR	1.00	1.00	-	1.00	1.00
DIVISION MANAGER	0.74	-	-	-	-
ASST DIRECTOR	1.54	2.00	1.00	3.00	3.00
BUSINESS MANAGER	1.00	1.00	-	1.00	1.00
EDP SYS & PROG ANLST SR	1.00	1.00	-	1.00	1.00
FINANCIAL OFFICE PRO	0.96	1.00	-	1.00	1.00
COST ANALYST	1.00	1.00	-	1.00	1.00
ACCOUNTANT	1.04	1.00	-	1.00	1.00
COMPUTER SYSTEMS SPEC	1.00	1.00	-	1.00	1.00
EXECUTIVE SECRETARY	1.00	1.00	-	1.00	1.00
FINANCIAL OFFICE PRO SR	1.00	1.00	-	1.00	1.00
EXTRA HELP	0.14	-	-	-	-
Total	<u>11.42</u>	<u>11.00</u>	<u>1.00</u>	<u>12.00</u>	<u>12.00</u>

# General Services

## Program

### ADMINISTRATION AND FINANCE (CONT'D)

#### Revenue & Expenditures

Budget By Categories of Expenditures	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
Salaries and Employee Benefits	\$ 1,766,112	\$ 1,722,126	\$ 344,299	\$ 2,066,425	\$ 2,117,049
Services and Supplies	143,206	116,350	(5,850)	110,500	110,500
Other Charges	111,746	112,853	57,912	170,765	170,765
Total Operating Expenditures	2,021,065	1,951,329	396,361	2,347,690	2,398,314
Total Expenditures	\$ 2,021,065	\$ 1,951,329	\$ 396,361	\$ 2,347,690	\$ 2,398,314
<b>Budget By Categories of Revenues</b>					
Charges for Services	1,122,708	1,029,867	(28,860)	1,001,007	1,001,007
Miscellaneous Revenue	3,996	-	-	-	-
Total Operating Revenues	1,126,704	1,029,867	(28,860)	1,001,007	1,001,007
Intrafund Expenditure Transfers (-)	1,054,060	921,462	223,676	1,145,138	1,145,138
Decreases to Fund Balances	131,217	-	146,421	146,421	146,421
General Fund Contribution	196,445	-	55,124	55,124	105,748
Total Revenues	\$ 2,508,426	\$ 1,951,329	\$ 396,361	\$ 2,347,690	\$ 2,398,314

#### 2016-17 Anticipated Accomplishments

- Provided oversight of the Northern Branch Jail Project finances. Submitted initial invoices and received State reimbursement totaling more than \$25.0 million.
- Maintained the County's Internal Service Funds for providing fleet, Information technology, communications, and utilities. Rebalanced financial support and staffing to keep the intradepartmental rates flat for FY 2017-18.
- Updated the Department's Vision, Mission and Values for strategic planning and team building.
- Reviewed and maintained the department's financial resources to ensure accurate accounting and funding for services.
- Ensured timely review and payment of accounts payables.
- Provided timely departmental recruitments, submission of employee performance reports and human resource requirements.

#### 2017-19 Objectives

- Explore alternative service delivery models for sustained excellence in provided services.
- Manage the Northern Branch Jail executive oversight, financial operation and annual audits.
- Review all departmental accounting processes and procedures to ensure compliance with all county, state and federal requirements.

# General Services

## Program

### **CAPITAL PROJECTS**

Capital Projects provides full service planning, design, and construction of new County facilities, including remodels and related projects for all County departments. Services include: feasibility and cost studies for proposed projects, architectural and operational programming, and assisting with development of the County's Capital Improvement Plan. Capital Improvements also includes the Office of the County Architect which provides services related to space planning and utilization in addition to management of historical projects.

### Staffing

Staffing Detail By Budget Program	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
PROJECT MANAGER	1.77	3.00	(1.00)	2.00	2.00
PURCHASING MANAGER	1.00	1.00	-	1.00	1.00
ASST DIRECTOR	(0.06)	-	-	-	-
ARCHITECT	1.00	1.00	-	1.00	1.00
CAPITAL PROJECTS COORD	0.58	2.00	-	2.00	2.00
FINANCIAL OFFICE PRO SR	1.00	1.00	-	1.00	1.00
EXTRA HELP	0.16	-	-	-	-
Total	5.45	8.00	(1.00)	7.00	7.00

# General Services

## Program

### CAPITAL PROJECTS (CONT'D)

#### Revenue & Expenditures

Budget By Categories of Expenditures	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
Salaries and Employee Benefits	\$ 743,884	\$ 1,174,785	\$ (130,118)	\$ 1,044,667	\$ 1,063,235
Services and Supplies	14,662	44,937	(1,617)	43,320	42,200
Other Charges	27,026	177,214	(2,007)	175,207	175,207
Total Operating Expenditures	785,572	1,396,936	(133,742)	1,263,194	1,280,642
Capital Assets	4,960,383	7,491,571	(632,571)	6,859,000	2,685,000
Other Financing Uses	5,613	-	-	-	-
Intrafund Expenditure Transfers (+)	165,344	144,543	115,179	259,722	259,722
Increases to Fund Balances	2,091,645	-	-	-	-
Total Expenditures	\$ 8,008,557	\$ 9,033,050	\$ (651,134)	\$ 8,381,916	\$ 4,225,364
<b>Budget By Categories of Revenues</b>					
Use of Money and Property	15,660	-	-	-	-
Intergovernmental Revenue	1,105,648	1,286,521	(134,016)	1,152,505	175,375
Charges for Services	1,077,061	680,500	259,500	940,000	562,396
Miscellaneous Revenue	1,151,597	-	-	-	-
Total Operating Revenues	3,349,965	1,967,021	125,484	2,092,505	737,771
Other Financing Sources	2,962,312	6,120,000	(1,170,000)	4,950,000	2,510,000
Decreases to Fund Balances	2,856,972	946,029	393,382	1,339,411	977,593
General Fund Contribution	442,072	-	-	-	-
Total Revenues	\$ 9,611,322	\$ 9,033,050	\$ (651,134)	\$ 8,381,916	\$ 4,225,364

#### 2016-17 Anticipated Accomplishments

- Reached the Northern Branch Jail Project (AB900) milestones including securing Board of Supervisor's approval to execute the contract, State approval of the construction award, and successful construction commencement and notice to proceed.
- Completed the New Cuyama Pool Reconstruction ahead of schedule, allowing the facility to return online during the summer 2016 season.
- Completed the Fire Station 13 restroom modifications on time and within budget.
- Completed the Public Defender Roof project as well as the security improvements, thus completing the RZEDB and COP funded projects.
- Completed the Santa Ynez Airport AIP 14 projects which consisted of airfield electrical upgrades.

# General Services

## Program

### ***CAPITAL PROJECTS (CONT'D)***

#### **2017-19 Objectives**

- Continue to successfully manage the construction of the Northern Branch Jail including expedited receipt of State reimbursement grant funds.
- Integrate facilities condition consultant reports into maintenance and capital project planning.
- Prioritize and integrate sustainable design principles into project planning, design, and construction.
- Complete the rehabilitation and renovations at the Isla Vista Community Center and secure funding to augment future phases to address the plaza and landscaping.
- Complete improvements to the Santa Ynez Airport by adding runway edge and threshold lights, taxiway edge lights, guidance signs and a new backup generator.
- Continue streamlined project delivery utilizing the Job Order contracting (JOC) program.
- Construct a storage facility for the Treasurer Tax Collector on the Calle Real Campus, replacing an existing north county storage facility being relinquished to the Laguna Sanitary District.
- Master plan a comprehensive Jail Upgrade Maintenance Program (JUMP) to address deficiencies within the Santa Barbara County main Jail, and plan for projects to be implemented in a 10 year program.
- Implement the County's commissioning program and energy efficiency standards and continue to work with Departments and stakeholders in improving the County's sustainability initiatives.

# General Services

## Program

### ***FACILITIES & REAL ESTATE MANAGEMENT***

Facilities & Real Estate Management provides safe and healthy facilities for County employees and visitors. It provides a full range of maintenance services and coordinates contracts for custodial and landscaping services for County-owned structures. Staff maintains over 2.3 million square feet of space in approximately 430 County-owned buildings. The Real Property Division provides professional real estate services to meet the needs of all County Departments. Those services include negotiating and preparing documents for all types of real estate transactions, and maintaining a database of all active and historic real estate related projects and transactions. The Division also maintains an inventory of all County-owned properties. This function also includes Energy Management efforts to improve the efficiency of the County's utilities and facilities.

### Staffing

Staffing Detail By Budget Program	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
DIVISION MANAGER	1.00	1.00	-	1.00	1.00
PROJECT MANAGER	-	1.00	1.00	2.00	2.00
ASST DIRECTOR	0.14	1.00	(1.00)	-	-
FACILITIES MANAGER	2.00	2.00	-	2.00	2.00
ENERGY MANAGER	1.00	1.00	-	1.00	1.00
REAL PROPERTY AGENT	2.19	3.00	(1.00)	2.00	2.00
ADMN OFFICE PRO	1.00	2.00	(0.50)	1.50	1.50
COST ANALYST	-	-	1.00	1.00	1.00
ACCOUNTANT	1.00	0.80	(0.80)	-	-
DEPT BUS SPEC	1.46	1.00	-	1.00	1.00
ADMN OFFICE PRO SR	2.00	1.00	-	1.00	1.00
BUILDING MAINT SUPV	3.23	4.00	(1.00)	3.00	3.00
MAINT ELECTRICIAN	1.00	1.00	-	1.00	1.00
MAINTENANCE PLUMBER	2.77	3.00	-	3.00	3.00
HVAC SPECIALIST	2.35	2.00	1.00	3.00	3.00
FACILITIES SUPERVISOR	-	1.00	(1.00)	-	-
MAINTENANCE CARPENTER	0.23	-	1.00	1.00	1.00
BUILDING MAINT WORKER	11.08	12.00	(1.00)	11.00	10.00
EXTRA HELP	7.86	-	-	-	-
Total	40.30	36.80	(2.30)	34.50	33.50

# General Services

## Program

### ***FACILITIES & REAL ESTATE MANAGEMENT (CONT'D)***

#### Revenue & Expenditures

Budget By Categories of Expenditures	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
Salaries and Employee Benefits	\$ 4,235,258	\$ 4,315,397	\$ (275,886)	\$ 4,039,511	\$ 4,314,330
Services and Supplies	10,150,203	11,353,099	(99,831)	11,253,268	9,829,650
Other Charges	2,275,804	2,272,670	(39,493)	2,233,177	2,219,084
Total Operating Expenditures	16,661,265	17,941,166	(415,210)	17,525,956	16,363,064
Capital Assets	161,847	100,000	(100,000)	-	-
Other Financing Uses	724,720	677,175	5,679	682,854	683,095
Intrafund Expenditure Transfers (+)	723,373	632,376	99,534	731,910	731,910
Increases to Fund Balances	1,203,434	44,000	-	44,000	44,000
Total Expenditures	\$ 19,474,639	\$ 19,394,717	\$ (409,997)	\$ 18,984,720	\$ 17,822,069
<b>Budget By Categories of Revenues</b>					
Licenses, Permits and Franchises	37,217	40,000	(2,000)	38,000	38,000
Use of Money and Property	1,034,314	818,827	(20,527)	798,300	798,300
Intergovernmental Revenue	121,334	119,438	25,092	144,530	144,530
Charges for Services	6,158,709	6,396,151	410,632	6,806,783	6,718,562
Miscellaneous Revenue	544,354	606,267	(209,618)	396,649	377,679
Total Operating Revenues	7,895,928	7,980,683	203,579	8,184,262	8,077,071
Other Financing Sources	243,659	658,000	(658,000)	-	75,000
Intrafund Expenditure Transfers (-)	11,456	11,600	-	11,600	11,600
Decreases to Fund Balances	1,773,000	2,595,308	866,630	3,461,938	1,700,766
General Fund Contribution	7,709,990	8,149,126	(822,206)	7,326,920	6,928,469
Total Revenues	\$ 17,634,033	\$ 19,394,717	\$ (409,997)	\$ 18,984,720	\$ 16,792,906

#### 2016-17 Anticipated Accomplishments

- Renovated the Isla Vista Clinic Building and moved tenants into vacant space.
- Responded to 400 emergency work orders such as broken water lines, HVAC failures, and roof leaks totaling over \$1.2 million dollars.
- Completed Security Assessment for 54 County Facilities and implementing recommendations as funds allowed.
- Completed 57 Deferred Maintenance Priority 1 projects identified in the Jorgensen's Report.
- Completed \$100,000 worth of Water Savings projects across the County; replacing high flow toilets, faucets, and installed auto controls for the Main Jail showers to limit shower length.
- Coroner's Building HVAC project completed to comply with the Grand Jury's recommendations.
- All Facilities Maintenance Workers attended "Building zero-net energy" training.
- Real Property restructured internal operations by adding a supervisor and project manager to help address a growing workload, which includes the recent addition of Flood Control and other Public Works projects. This new structure will improve customer service, accountability and efficiency.
- Transitioned to a new Property Management software system which tracks all County real estate projects and all County-owned properties.



# General Services

## Program

---

### ***FACILITIES & REAL ESTATE MANAGEMENT (CONT'D)***

---

#### **2017-19 Objectives**

- Consolidate all deferred maintenance data into one database, the County Maintenance Connection Program, for managing resources.
- Identify the most critical deferred maintenance projects and complete with designated funding.
- Work toward a streamlined process and comprehensive database to provide all County departments with Real Estate support and the provision of accurate and comprehensive information on all County-owned properties.
- Identify opportunities and implementation plans for County energy and utility commissioning initiatives (Green-energy options), including exploring the possibility of energy performance contracting.

# General Services

## Program

### FLEET OPERATIONS

Fleet Operations meets all of the transportation needs of the County procuring, maintaining and disposing of all light, medium and heavy duty vehicles and equipment, administration of the motor pool, and the fuel station operations.

#### Staffing

Staffing Detail By Budget Program	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
ASST DEPT LDR-EXEC	-	-	1.00	1.00	1.00
FLEET MANAGER	1.00	1.00	(1.00)	-	-
ACCOUNTANT	-	0.20	0.80	1.00	1.00
DEPT BUS SPEC	2.00	2.00	-	2.00	2.00
ADMN OFFICE PRO SR	1.00	2.00	(2.00)	-	-
LEAD MECHANIC	1.04	-	3.00	3.00	3.00
EQUIPMENT MECHANIC	3.96	5.00	(3.00)	2.00	2.00
AUTOMOTIVE MECHANIC	10.00	10.00	-	10.00	10.00
MOTOR POOL DISPATCH	1.00	1.00	-	1.00	1.00
Total	20.00	21.20	(1.20)	20.00	20.00

#### Revenue & Expenditures

Budget By Categories of Expenditures	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
Salaries and Employee Benefits	\$ 2,183,301	\$ 2,330,182	\$ (31,526)	\$ 2,298,656	\$ 2,375,083
Services and Supplies	4,559,940	6,584,807	(146,753)	6,438,054	6,490,718
Other Charges	3,475,858	3,610,891	228,697	3,839,588	3,839,588
Total Operating Expenditures	10,219,099	12,525,880	50,418	12,576,298	12,705,389
Capital Assets	4,648,603	5,424,500	(2,910,919)	2,513,581	2,476,000
Other Financing Uses	15,386	-	-	-	-
Total Expenditures	\$ 14,883,088	\$ 17,950,380	\$ (2,860,501)	\$ 15,089,879	\$ 15,181,389
<b>Budget By Categories of Revenues</b>					
Use of Money and Property	113,407	40,000	38,518	78,518	78,518
Charges for Services	10,768,663	12,355,880	41,356	12,397,236	12,397,236
Miscellaneous Revenue	161,123	130,000	(29,456)	100,544	100,544
Total Operating Revenues	11,043,193	12,525,880	50,418	12,576,298	12,576,298
Other Financing Sources	1,186,363	3,073,500	(2,910,919)	162,581	125,000
Decreases to Fund Balances	3,129,114	2,351,000	-	2,351,000	2,476,000
Total Revenues	\$ 15,358,670	\$ 17,950,380	\$ (2,860,501)	\$ 15,089,879	\$ 15,177,298

# General Services

## Program

---

### ***FLEET OPERATIONS (CONT'D)***

---

#### **2016-17 Anticipated Accomplishments**

- Significant progress made towards right sizing the County's vehicle fleet.
- New Sheriff's Department patrol car platform selected, vehicles prepped for service and delivered to customer
- County's fleet fossil fuel usage reduced by 3.09% calendar year 2016.
- Progress made towards adding additional hybrid\alternatively fueled vehicles to the County's motor pool vehicle fleet.
- All Vehicle Operations Team Members received advanced training on the Division's specialized fleet maintenance software.
- Hydrogen fuel cell vehicle added to the County's motor pool fleet.
- Implement the use of "Renewable diesel fuel "into the County's fleet operations (All County diesel fueled vehicles use renewable diesel).

#### **2017-19 Objectives**

- Continue efforts towards right sizing the County's vehicle fleet (Recurring).
- Reduce the County's fossil fuel usage by an additional 3.0%.
- Work with Risk Management to create a review committee to evaluate all County vehicle accidents.
- Manage the vehicle recall program.

# General Services

## Program

### **INFORMATION & COMMUNICATIONS TECHNOLOGY**

Information & Communications Technology enables County departments to provide effective services to citizens through innovative technology solutions. This Division delivers reliable information technology, telephone, and public safety radio network systems. Services include: telephone and voicemail services, Windows infrastructure and email services, web and application hosting, network security services, portable, mobile and base station radios, microwave communications, security systems, and audio video conferencing systems. These services are used by Santa Barbara County employees and partners.

### Staffing

Staffing Detail By Budget Program	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
DIVISION MANAGER	1.00	1.00	-	1.00	1.00
PROJECT MANAGER	1.00	1.00	-	1.00	1.00
ASST DIRECTOR	1.00	1.00	-	1.00	1.00
EDP OFFICE AUTO SPEC	12.69	13.00	-	13.00	13.00
EDP SYS & PROG ANLST SR	1.00	1.00	-	1.00	1.00
COMMUNICATIONS MANAGER	1.00	1.00	-	1.00	1.00
EDP NETWORK TECH	6.00	6.00	-	6.00	6.00
EDP SYS & PROG ANLST	1.00	1.00	-	1.00	1.00
RADIO COMMUNICATION SYSTEMS ENGINEER	0.27	-	1.00	1.00	1.00
COMM SYSTEMS SUPV	1.00	1.00	-	1.00	1.00
COMM EQUIP TECH SR	1.85	3.00	(1.00)	2.00	2.00
EDP OFFICE AUTO COORD	1.00	1.00	-	1.00	1.00
COMM EQUIP TECH	1.88	2.00	-	2.00	2.00
ELECTRONICS SYSTEMS TECH	1.00	1.00	-	1.00	1.00
FINANCIAL OFFICE PRO SR	1.00	1.00	-	1.00	1.00
EXTRA HELP	0.13	-	-	-	-
Total	<u>32.82</u>	<u>34.00</u>	<u>-</u>	<u>34.00</u>	<u>34.00</u>

\*Due to a procedural irregularity in FY 2016-17 Adopted Budget Salary Model, an additional 2.0 EDP Office Auto Spec are not displayed. The correct total in FY 2016-17 should be 15.00, reducing to 13.00 in FY 2017-18.

# General Services

## Program

### INFORMATION & COMMUNICATIONS TECHNOLOGY (CONT'D)

#### Revenue & Expenditures

Budget By Categories of Expenditures	2015-16 Actual	2016-17 Adopted	Change from FY16-17 Ado to FY17-18 Rec	2017-18 Recommended	2018-19 Proposed
Salaries and Employee Benefits	\$ 5,342,525	\$ 6,005,924	\$ (231,318)	\$ 5,774,606	\$ 5,939,932
Services and Supplies	3,351,871	3,984,824	610,102	4,594,926	4,598,319
Other Charges	2,272,745	2,389,057	(7,202)	2,381,855	2,381,855
Total Operating Expenditures	10,967,140	12,379,805	371,582	12,751,387	12,920,106
Capital Assets	2,082,757	2,669,236	1,543,745	4,212,981	3,287,981
Total Expenditures	\$ 13,049,898	\$ 15,049,041	\$ 1,915,327	\$ 16,964,368	\$ 16,208,087
<b>Budget By Categories of Revenues</b>					
Use of Money and Property	176,529	194,050	(9,874)	184,176	184,176
Charges for Services	11,367,656	12,082,534	131,677	12,214,211	12,214,212
Miscellaneous Revenue	98,350	73,221	(221)	73,000	73,000
Total Operating Revenues	11,642,536	12,349,805	121,582	12,471,387	12,471,388
Other Financing Sources	387,733	300,000	925,000	1,225,000	300,000
Decreases to Fund Balances	1,846,724	2,399,236	868,745	3,267,981	3,267,981
Total Revenues	\$ 13,876,992	\$ 15,049,041	\$ 1,915,327	\$ 16,964,368	\$ 16,039,369

#### 2016-17 Anticipated Accomplishments

- Developed the State's first comprehensive online historical archive of Board of Supervisor documents.
- Completed the redesign of the County Intranet "County Connect", including support for mobile devices.
- Launched an enterprise video surveillance service with centralized mass storage and flexible retention options.
- Established the Governing Board of Information Technology Systems to improve governance.
- Enrolled 2,400 County employees in the Cybersecurity Awareness program.
- Developed the use of an electronic signage system for County events, building and campus information.
- Completed implementation of Fire Radio Channels 4, 5 & 6 for increased coverage in North County.
- Installed new Fire Station Alerting system to reduce alerting times.
- Developed a self-service password reset service.
- Implemented a new IT Service Management system to better manage requests.

#### 2017-19 Objectives

- Consolidate three data centers to two, reduce costs and increase resiliency through greater geographic separation.
- Prepare a five year countywide strategic plan for the public safety microwave radio communication network.
- Improve public safety radio frequency coverage throughout Santa Barbara County.
- Transition the Countyofsb.org website hosting to the cloud, to provide redundancy and high availability.
- Establish relationships with additional telecommunication vendors to leverage cost saving communications solutions.
- Upgrade the countywide telephone operating system at all sites.