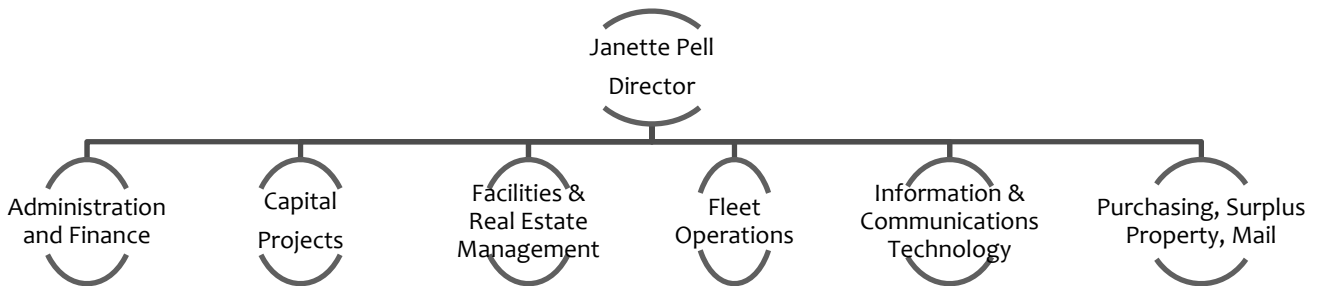


General Services



RECOMMENDED BUDGET & STAFFING SUMMARY & BUDGET PROGRAMS CHART

Operating	\$ 49,001,700
Capital	\$ 15,632,500
FTEs	117.5



General Services

Department

MISSION STATEMENT

Provide vital, sustainable, and innovative services to ensure that the County accomplishes its goals and objectives for the public good.

DEPARTMENT DESCRIPTION

The General Services Department delivers an array of support services to the other County departments. The Department's vision is to be *The Premier Resource for First Class Service*. 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 2018-19 OBJECTIVES

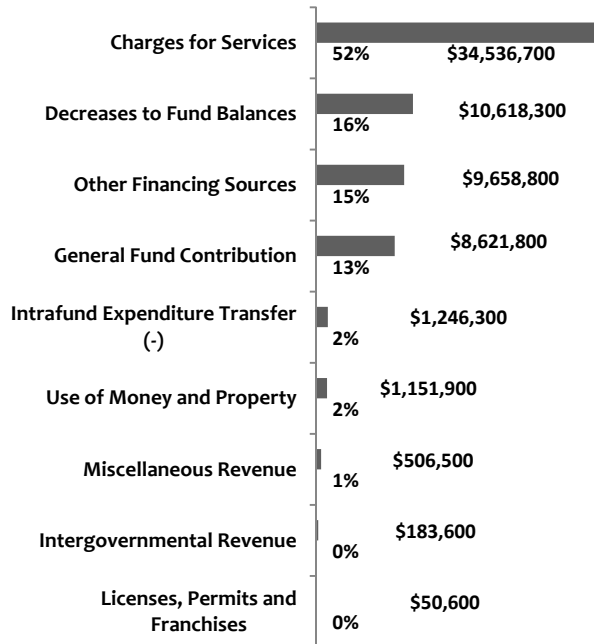
- Complete the Northern Branch Jail Project.
- Implement the County's commissioning program and energy efficiency standards to improve the County's sustainability initiatives.
- Identify the most critical deferred maintenance projects and complete within Fiscal Year.
- Work with all Departments to establish fossil fuel reduction goals (total fuel gallons used annually), provide reporting data and monitor progress.
- 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.

General Services

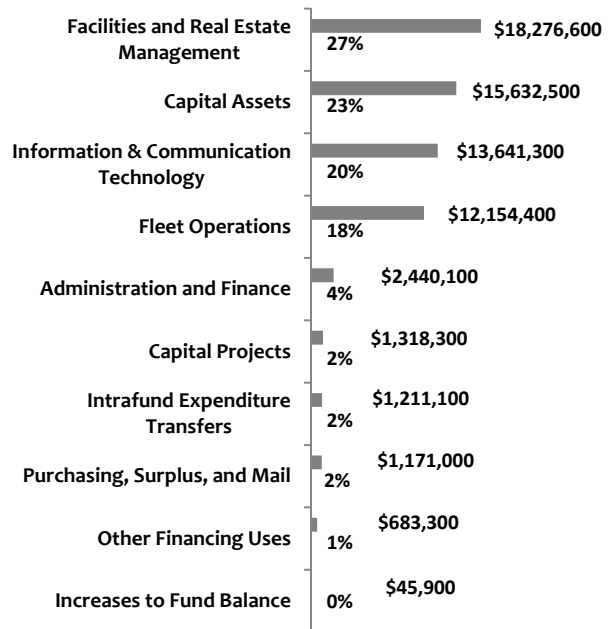
Department

RECOMMENDED SOURCES & USES OF FUNDS

Source of Funds - \$66,574,500

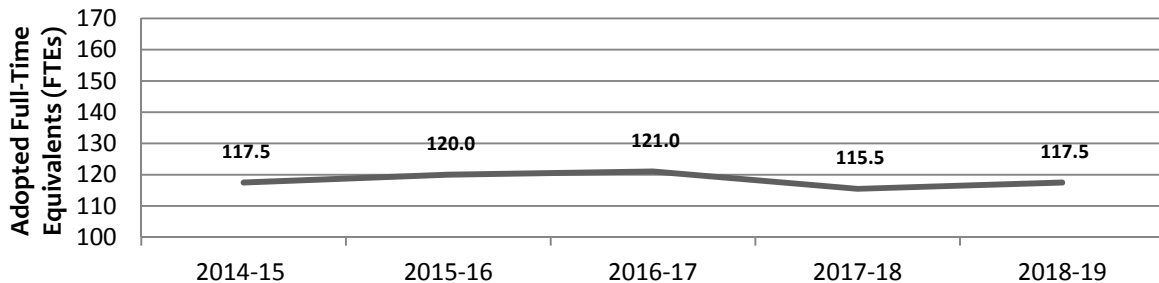


Use of Funds - \$66,574,500



STAFFING TREND

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.



General Services

Department

BUDGET OVERVIEW

Staffing Detail By Budget Program	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Administration and Finance	9.99	12.00	12.00	12.00	-
Capital Projects	5.89	7.00	7.00	7.00	-
Facilities and Real Estate Management	30.64	34.50	34.50	33.50	(1.00)
Fleet Operations	20.19	20.00	20.00	20.00	-
Information and Communications Technolc	32.88	34.00	34.00	37.00	3.00
Purchasing, Surplus and Mail	8.41	8.00	8.00	8.00	-
Unallocated	0.62	-	-	-	-
Total	108.62	115.50	115.50	117.50	2.00
Budget By Budget Program					
Administration and Finance	\$ 1,757,970	\$ 2,347,690	\$ 2,096,300	\$ 2,440,100	\$ 92,410
Capital Projects	1,103,317	1,263,194	1,240,900	1,318,300	55,106
Facilities and Real Estate Management	17,769,635	17,534,956	17,808,100	18,276,600	741,644
Fleet Operations	10,489,536	12,576,298	10,554,500	12,154,400	(421,898)
Information and Communications Technolc	11,652,339	12,751,387	12,206,500	13,641,300	889,913
Purchasing, Surplus and Mail	1,115,251	1,085,055	986,300	1,171,000	85,945
Total	\$ 43,888,048	\$ 47,558,580	\$ 44,892,600	\$ 49,001,700	\$ 1,443,120
Budget By Categories of Expenditures					
Salaries and Employee Benefits	\$ 15,084,764	\$ 16,171,954	\$ 14,535,300	\$ 16,639,600	\$ 467,646
Services and Supplies	20,098,750	22,481,423	21,079,200	22,737,000	255,577
Other Charges	8,704,534	8,905,203	9,278,100	9,625,100	719,897
Total Operating Expenditures	43,888,048	47,558,580	44,892,600	49,001,700	1,443,120
Capital Assets	9,519,502	13,585,562	13,235,800	15,632,500	2,046,938
Other Financing Uses	1,322,277	682,854	883,000	683,300	446
Intrafund Expenditure Transfers (+)	921,462	1,146,333	1,146,800	1,211,100	64,767
Increases to Fund Balances	1,220,018	44,000	2,298,100	45,900	1,900
Fund Balance Impact (+)	2,265,131	-	279,800	-	-
Total	\$ 59,136,438	\$ 63,017,329	\$ 62,736,100	\$ 66,574,500	\$ 3,557,171
Budget By Categories of Revenues					
Licenses, Permits and Franchises	\$ 50,571	\$ 38,000	\$ 36,000	\$ 50,600	\$ 12,600
Use of Money and Property	1,052,308	1,060,994	1,208,800	1,151,900	90,906
Intergovernmental Revenue	552,224	1,297,035	2,713,300	183,600	(1,113,435)
Charges for Services	31,527,291	33,359,237	33,218,000	34,536,700	1,177,463
Miscellaneous Revenue	1,064,582	570,193	564,900	506,500	(63,693)
Total Operating Revenues	34,246,976	36,325,459	37,741,000	36,429,300	103,841
Other Financing Sources	2,615,080	6,337,581	5,032,300	9,658,800	3,321,219
Intrafund Expenditure Transfers (-)	939,573	1,156,738	1,177,500	1,246,300	89,562
Decreases to Fund Balances	12,095,900	10,575,751	10,163,500	10,618,300	42,549
General Fund Contribution	8,919,400	8,621,800	8,621,800	8,621,800	-
Fund Balance Impact (-)	319,509	-	-	-	-
Total	\$ 59,136,438	\$ 63,017,329	\$ 62,736,100	\$ 66,574,500	\$ 3,557,171

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

General Services

Department

CHANGES & OPERATIONAL IMPACT: 2017-18 ADOPTED TO 2018-19 RECOMMENDED

Staffing

General Services staffing increased from Fiscal Year 2017-18 to 2018-19 by 2.0 FTE to a total of 117.5 FTE. The Department added the 2.0 FTE for FY2018-19 in the Information & Communications Technology (ICT) Division. Of note, 1.0 FTE was moved from Facilities and Real Estate Management to ICT to provide technical support to the Building Security System.

Expenditures

Net operating expenditure increase of \$1,443,000 due to:

- +\$720,000 increase in Other Charges primarily reflects increases in depreciation due to the replacement of fully depreciated assets.
- +\$468,000 increase in Salaries and Employee Benefits primarily due to negotiated increases and the addition of 2.0 FTE's for Information & Communications Technology technical support that was budgeted in the FY 2018-19 ISF rates.
- +\$256,000 increase in Services and Supplies primarily due an increase in Cost Allocation Plan of \$233,000. The Internal Service Funds have increases in expenditures (electricity, natural gas, water, refuse, and sewer) of +\$806,000 that are offset by a reduction in fuel costs of -\$750,000; and budgeted maintenance (routine, planned projects, and emergency) net funding remains consistent with FY 2017-18 amounts.

Net non-operating expenditure increase of \$2,114,000 primarily due to:

- +\$2,047,000 increase Capital Assets primarily due to additional Capital Projects such as but not limited to Fire Buellton Operations and Administration Center, ICT infrastructure and equipment, Public Safety Radio Upgrades, and vehicle replacements.

These changes resulted in Recommended operating expenditures of \$49,001,700, non-operating expenditures of \$17,572,800, resulting in total expenditures of \$66,574,500. Non-operating expenditures primarily include capital assets.

Revenues

Net operating revenue increase of \$104,000 primarily due to:

- +\$1,178,000 increase in Charges for Services primarily due to the anticipated increases for Internal Service Funds (ICT, Fleet, and Utilities).
- -\$1,113,000 decrease in intergovernmental Revenues primarily driven by the completion of the Santa Ynez Valley Airport Authority AIP-16 Safety Grading project from the prior year.
- +91,000 increase in Use of Money and Property primarily due to higher anticipated interest income.

General Services

Department

CHANGES & OPERATIONAL IMPACT: 2017-18 ADOPTED TO 2018-19 RECOMMENDED (CONT'D)

Net non-operating revenue increase of \$3,453,000 primarily due to:

- o +\$3,321,000 increase in Other Financing Sources primarily due to increases in Operating Transfers (In) – Other Funds for additional Capital Projects, driven by Fire’s Buellton Operations and Admin project.

These changes result in Recommended operating revenues of \$36,429,300, non-operating revenues of \$30,145,200 resulting in total revenues of \$66,574,500. Non-operating revenues primarily include decreases to Fund balances, Transfers and General Fund Contribution.

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 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 Estimated Actual	FY 2018-19 Recommend
Administration and Finance				
Percentage of customers who are satisfied or highly satisfied with services provided by the Department. (Target = 100%)	n/a	87% 650/750	89% 668/750	92% 690/750
Percent of Departmental Employee Performance Reviews (EPR's) Completed by the due date. (Target = 100%)	88% 99/112	100% 121/121	100% 115/115	100% 115/115
Capital Projects				
Percentage of projects that are completed within expected time and budget estimates and according to project customer expectations. (Target = 100%)	n/a	100% 8/8	100% 5/5	100% 6/6
Facilities and Real Estate Management				
Percentage of customers who rate real property services as satisfactory or better for large and complex completed transactions. (Target = 95%)	n/a	97% 29/30	90% 9/10	90% 14/15
Percentage of customers who rate janitorial services satisfactory or better based on random inspections with building tenant and vendor (Target = 95%)	n/a	n/a	95% 34/36	95% 34/36
Preventative Work Orders completed within 30 days of assigned due date (Target = 95%)	n/a	n/a	95% 1,834/2,000	95% 1,900/2,000
Percent of Real Property Projects completed on time. (Target = 100%)	n/a	n/a	93% 15/16	90% 18/20
Percent of County electricity (kWh) use from Solar. (Target = 20% by 2020, 100% by 2030)	13% 1,800 kWh/ 14,000 kWh	11% 1,600 kWh/ 14,000 kWh	11% 1,600 kWh/ 14,000 kWh	16% 2,200 kWh/ 14,000 kWh
Fleet Operations				
Assigned Fleet Availability. (Target = 100%; Weighted Average)	97.67%	97.83%	97.85%	98.00%
Percentage of new vehicles purchased that are hybrid or alternatively fueled. (Target = 10%)	n/a	12.5% 13/104	9.3% 6/56	10.0% 10/100
New vehicle in-service time: Length of time from delivery to in-service (Assigned and Motor Pool) target measured by vehicle class type (Target = 95%)	n/a	n/a	n/a	95% 86/90
Surplus vehicle disposal time: Length of time from a vehicle's retirement date to sold at auction within 90 days. (Target = 95%)	n/a	n/a	n/a	95% 86/90

General Services

Department

PERFORMANCE MEASURES (CONT'D)

Description	FY 2015-16 Actual	FY 2016-17 Actual	FY 2017-18 Estimated Actual	FY 2018-19 Recommend
Information and Communications Technology				
Percentage of customers surveyed who rate the ICT Operations Center incident handling process as "Satisfactory" or better. (Target = 100%)	99% 88/89	97% 152/157	98% 147/150	97% 194/200
Percentage of uptime for Countyofsb.org website. (Target = 100%)	99.61% 524k/525.9k minutes	99.50% 523k/525.9k minutes	99.50% 523k/525.9k minutes	99.90% 525k/525.9k minutes
Percentage of Countywide telephone system service repair calls resolved within one business day. (Target = 100%)	99% 737/743	99% 1166/1174	99% 513/516	100% 743/743
Purchasing, Surplus Property, Mail				
Percentage of dollars spent annually Countywide with County of Santa Barbara local vendors for County services and supplies. (Target = 60%)	61% \$106M/\$173M	60% \$98M/\$163M	60% \$87M/\$146M	60% \$99M/\$165M
Percentage of formal bids awarded within 60 days of requisition receipt for purchases in excess of \$25,000. (Target = 100%)	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 support within the Department and for the Countywide Internal Service Funds, including accounting, budgeting, financial reporting, accounts payable, accounts receivable, grant management, human resources support and payroll operations.

Staffing

Staffing Detail By Budget Program	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
DIRECTOR	0.84	1.00	1.00	1.00	-
ASST DIRECTOR	1.12	3.00	3.00	3.00	-
DIVISION MANAGER	0.02	-	-	-	-
BUSINESS MANAGER	1.00	1.00	1.00	1.00	-
EDP SYS & PROG ANLST SR	1.00	1.00	1.00	1.00	-
ENERGY MANAGER	0.02	-	-	-	-
COST ANALYST	1.00	1.00	1.00	1.00	-
FINANCIAL OFFICE PRO	1.00	1.00	1.00	1.00	-
ACCOUNTANT	1.00	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	-
Total	9.99	12.00	12.00	12.00	-

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

General Services

Program

ADMINISTRATION AND FINANCE (CONT'D)

Revenue & Expenditures

Budget By Categories of Expenditures	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Salaries and Employee Benefits	\$ 1,531,821	\$ 2,066,425	\$ 1,844,400	\$ 2,143,500	\$ 77,075
Services and Supplies	129,499	110,500	93,100	110,500	-
Other Charges	96,651	170,765	158,800	186,100	15,335
Total Operating Expenditures	1,757,970	2,347,690	2,096,300	2,440,100	92,410
Total Expenditures	\$ 1,757,970	\$ 2,347,690	\$ 2,096,300	\$ 2,440,100	\$ 92,410
Budget By Categories of Revenues					
Charges for Services	1,033,205	1,001,007	1,039,000	1,067,800	66,793
Miscellaneous Revenue	21,060	-	-	-	-
Total Operating Revenues	1,054,265	1,001,007	1,039,000	1,067,800	66,793
Other Financing Sources	22,350	-	-	-	-
Intrafund Expenditure Transfers (-)	921,462	1,145,138	1,145,400	1,209,700	64,562
Decreases to Fund Balances	-	146,421	146,400	155,400	8,979
General Fund Contribution	-	55,124	45,300	7,200	(47,924)
Total Revenues	\$ 1,998,077	\$ 2,347,690	\$ 2,376,100	\$ 2,440,100	\$ 92,410

2017-18 Anticipated Accomplishments

- Implemented a new General Services Call Center for one stop assistance to County departments.
- Developed a new emergency resource tracking system to better manage disaster events.
- Processed over 25,000 claims and invoices for the Department and Countywide Internal Service Funds.
- Provided fiscal oversight of the Northern Branch Jail Project processing nearly \$60.0 million of the \$111.0 million project.
- Updated the Department's Strategic Plan and aligned it with Renew '22 to continue advancing towards the Department's Vision and Mission.
- Substantial investment in Departmental Human Capital.

2018-19 Objectives

- Further streamline operations by digitizing where possible and reducing manual inefficiencies.
- Monitor the financial obligations of the Northern Branch Jail Project and prepare the final Audit Report.
- Revamp the County's Capital Improvement Program
- Improve internal process for tracking and reviewing Board letters.

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	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
ASST DIRECTOR	0.04	-	-	-	-
PROJECT MANAGER	3.00	3.00	3.00	3.00	-
ARCHITECT	1.00	1.00	1.00	1.00	-
CAPITAL PROJECTS COORD	1.85	2.00	2.00	2.00	-
FINANCIAL OFFICE PRO SR	-	1.00	1.00	1.00	-
Total	<u>5.89</u>	<u>7.00</u>	<u>7.00</u>	<u>7.00</u>	<u>-</u>

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

General Services

Program

CAPITAL PROJECTS (CONT'D)

Revenue & Expenditures

Budget By Categories of Expenditures	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Salaries and Employee Benefits	\$ 866,829	\$ 1,044,667	\$ 897,700	\$ 1,037,500	\$ (7,167)
Services and Supplies	57,624	43,320	46,600	30,400	(12,920)
Other Charges	178,864	175,207	296,600	250,400	75,193
Total Operating Expenditures	1,103,317	1,263,194	1,240,900	1,318,300	55,106
Capital Assets	1,334,331	6,859,000	5,083,000	8,410,000	1,551,000
Other Financing Uses	598,583	-	24,200	-	-
Intrafund Expenditure Transfers (+)	144,543	259,722	260,200	256,800	(2,922)
Increases to Fund Balances	825,291	-	24,400	1,900	1,900
Total Expenditures	\$ 4,006,065	\$ 8,381,916	\$ 6,632,700	\$ 9,987,000	\$ 1,605,084
Budget By Categories of Revenues					
Use of Money and Property	10,994	-	22,800	-	-
Intergovernmental Revenue	396,759	1,152,505	2,563,700	50,000	(1,102,505)
Charges for Services	923,780	940,000	910,000	632,000	(308,000)
Miscellaneous Revenue	(81,941)	-	1,600	-	-
Total Operating Revenues	1,249,592	2,092,505	3,498,100	682,000	(1,410,505)
Other Financing Sources	1,035,118	4,950,000	2,288,500	8,360,000	3,410,000
Decreases to Fund Balances	2,258,837	1,339,411	846,100	-	(1,339,411)
General Fund Contribution	-	-	-	945,000	945,000
Total Revenues	\$ 4,543,547	\$ 8,381,916	\$ 6,632,700	\$ 9,987,000	\$ 1,605,084

2017-18 Anticipated Accomplishments

- Achieved Northern Branch Jail Project (AB900) construction milestones including 50%+ completion of the facility and 100% completion of the offsite utilities work.
- Received AB900 reimbursements from the State consistently ahead of anticipated timeframes.
- Completed the Carpinteria Health Clinic Renovation within the revised budget and schedule.
- Completed the Casa Nueva tenant improvements for Child Support Services on time and within budget.
- Completed Phase I of the Isla Vista Community Center.
- Advanced the main jail deferred maintenance implementation plan.
- Completed improvements to the Santa Ynez Airport by adding runway edge and threshold lights, taxiway edge lights, guidance signs and a new backup generator.
- Completed the storage facility improvements for the Treasurer Tax Collector on the Calle Real Campus, replacing an existing north county storage facility being relinquished to the Laguna Sanitary District.

General Services

Program

CAPITAL PROJECTS (CONT'D)

2018-19 Objectives

- Continue to successfully manage the construction of the Northern Branch Jail including expedited receipt of State reimbursement grant funds.
- Design and construct Behavioral Wellness projects in support of the County's mental health initiatives.
- Complete the Franklin Clinic improvements and additional projects in accordance with Public Health's strategic plans.
- Integrate facilities condition consultant reports into maintenance and capital project planning.
- Prioritize and integrate sustainable design principles into project planning, design, and construction.
- Complete Phase II of the Isla Vista Community Center.
- Continue streamlined project delivery utilizing the Job Order contracting (JOC) program.
- Develop a plan for projects for the main jail to be implemented in a 10 year program in accordance with the implementation plan.
- Implement the County's commissioning program and energy efficiency standards to improve the County's sustainability initiatives.
- Develop projects resulting from the debt financing initiative in accordance with Capital Improvement Program prioritization.

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	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
DIRECTOR	0.01	-	-	-	-
ASST DIRECTOR	1.34	-	-	-	-
DIVISION MANAGER	1.00	1.00	1.00	1.00	-
PROJECT MANAGER	-	2.00	2.00	-	(2.00)
FACILITIES MANAGER	2.00	2.00	2.00	3.00	1.00
ENERGY MANAGER	0.98	1.00	1.00	1.00	-
COST ANALYST	0.92	1.00	1.00	1.00	-
TEAM/PROJECT LDR-GEN	1.00	-	-	2.00	2.00
ADMN OFFICE PRO	1.00	1.50	1.50	1.50	-
DEPT BUS SPEC	1.08	1.00	1.00	1.00	-
ACCOUNTANT	0.08	-	-	-	-
REAL PROPERTY AGENT	1.42	2.00	2.00	2.00	-
BUILDING MAINT SUPV	2.73	3.00	3.00	2.00	(1.00)
ADMN OFFICE PRO SR	1.08	1.00	1.00	1.00	-
HVAC SPECIALIST	1.00	3.00	3.00	3.00	-
MAINTENANCE PLUMBER	3.00	3.00	3.00	3.00	-
MAINT ELECTRICIAN	0.77	1.00	1.00	-	(1.00)
MAINTENANCE CARPENTER	0.58	1.00	1.00	-	(1.00)
BUILDING MAINT WORKER	10.65	11.00	11.00	12.00	1.00
Total	30.64	34.50	34.50	33.50	(1.00)

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

General Services

Program

FACILITIES & REAL ESTATE MANAGEMENT (CONT'D)

Revenue & Expenditures

Budget By Categories of Expenditures	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Salaries and Employee Benefits	\$ 4,054,794	\$ 4,039,511	\$ 3,573,900	\$ 3,852,300	\$ (187,211)
Services and Supplies	11,469,729	11,262,268	12,023,900	12,065,100	802,832
Other Charges	2,245,113	2,233,177	2,210,300	2,359,200	126,023
Total Operating Expenditures	17,769,635	17,534,956	17,808,100	18,276,600	741,644
Capital Assets	525,325	-	20,000	-	-
Other Financing Uses	704,802	682,854	838,100	683,300	446
Intrafund Expenditure Transfers (+)	632,376	731,910	731,600	779,500	47,590
Increases to Fund Balances	394,727	44,000	39,000	44,000	-
Total Expenditures	\$ 20,026,865	\$ 18,993,720	\$ 19,436,800	\$ 19,783,400	\$ 789,680
Budget By Categories of Revenues					
Licenses, Permits and Franchises	50,571	38,000	36,000	50,600	12,600
Use of Money and Property	853,700	798,300	851,000	851,900	53,600
Intergovernmental Revenue	155,465	144,530	149,600	133,600	(10,930)
Charges for Services	6,285,123	6,806,783	6,893,300	7,632,200	825,417
Miscellaneous Revenue	663,136	396,649	429,700	404,900	8,251
Total Operating Revenues	8,007,995	8,184,262	8,359,600	9,073,200	888,938
Other Financing Sources	292,520	-	78,700	-	-
Intrafund Expenditure Transfers (-)	18,111	11,600	32,100	36,600	25,000
Decreases to Fund Balances	3,425,312	3,470,938	3,530,200	4,349,800	878,862
General Fund Contribution	8,149,126	7,326,920	7,436,200	6,323,800	(1,003,120)
Total Revenues	\$ 19,893,064	\$ 18,993,720	\$ 19,436,800	\$ 19,783,400	\$ 789,680

2017-18 Anticipated Accomplishments

- Responded to over 400 emergency work orders for broken water lines, HVAC failures, vandalism, sewer back-ups, broken windows, and roof leaks.
- Implemented Security enhancements to County Facilities per the recommendations of the Security Assessment as funds allowed.
- Completed Water Savings projects through the County, replacing high flow toilets, faucets, and irrigation systems.
- Implemented a handheld device to staff to become paperless for responding to work requests.
- Continually provide an overall experience that delivers excellent customer service by producing sophisticated documents while meeting a completion date within targeted timeframes.
- Implemented County property management system (Yardi) tracking 265 active agreements.
- Increased the Real Property billing fee from \$98 to \$132 per hour to better represent actual costs.
- Implemented Survey Monkey to email Real Property Evaluation Survey with up-to-date analyzed results to better meet performance measures.
- Continued to utilize college interns to assist in the Yardi implementation.

General Services

Program

FACILITIES & REAL ESTATE MANAGEMENT (CONT'D)

2018-19 Objectives

- Continue efforts towards merging the three deferred maintenance reports (Jorgensen, Marx Okubo, and the County Deferred Maintenance) into the County Maintenance Connection Program to fully understand the impact of the \$64M back log of deferred maintenance.
- Identify the most critical deferred maintenance projects and complete within Fiscal Year.

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	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
ASST DIRECTOR	0.50	1.00	1.00	-	(1.00)
FLEET MANAGER	0.88	-	-	1.00	1.00
DEPT BUS SPEC	2.00	2.00	2.00	3.00	1.00
ACCOUNTANT	1.00	1.00	1.00	1.00	-
LEAD MECHANIC	3.00	3.00	3.00	3.00	-
ADMN OFFICE PRO SR	0.19	-	-	-	-
EQUIPMENT MECHANIC	2.00	2.00	2.00	2.00	-
AUTOMOTIVE MECHANIC	9.62	10.00	10.00	8.00	(2.00)
MOTOR POOL DISPATCH	1.00	1.00	1.00	1.00	-
STOREKEEPER	-	-	-	1.00	1.00
Total	20.19	20.00	20.00	20.00	-

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

Revenue & Expenditures

Budget By Categories of Expenditures	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Salaries and Employee Benefits	\$ 2,218,574	\$ 2,298,656	\$ 2,065,500	\$ 2,306,800	\$ 8,144
Services and Supplies	4,450,791	6,438,054	4,442,700	5,784,200	(653,854)
Other Charges	3,820,172	3,839,588	4,046,300	4,063,400	223,812
Total Operating Expenditures	10,489,536	12,576,298	10,554,500	12,154,400	(421,898)
Capital Assets	6,345,953	2,513,581	3,895,000	2,408,800	(104,781)
Other Financing Uses	18,891	-	20,700	-	-
Increases to Fund Balances	-	-	1,809,500	-	-
Total Expenditures	\$ 16,854,381	\$ 15,089,879	\$ 16,279,700	\$ 14,563,200	\$ (526,679)
Budget By Categories of Revenues					
Use of Money and Property	69,130	78,518	160,000	125,000	46,482
Charges for Services	11,025,739	12,397,236	12,200,000	11,927,800	(469,436)
Miscellaneous Revenue	462,274	100,544	107,600	101,600	1,056
Total Operating Revenues	11,557,143	12,576,298	12,467,600	12,154,400	(421,898)
Other Financing Sources	928,326	162,581	1,440,100	57,800	(104,781)
Decreases to Fund Balances	5,260,808	2,351,000	2,372,000	2,351,000	-
Total Revenues	\$ 17,746,278	\$ 15,089,879	\$ 16,279,700	\$ 14,563,200	\$ (526,679)

General Services

Program

FLEET OPERATIONS (CONT'D)

2017-18 Anticipated Accomplishments

- Established process to review all County vehicle accident with Risk management to help mitigate risk to the organization.
- Continued progress towards right sizing the County's vehicle fleet.
- County Fleet repair Shops have maintain their "ASE" Blue Shield of Excellence certifications.
- Vehicle property insurance rates were renegotiated through CSAC lowering the County's annual insurance premiums by nearly 45%, and the deductible per incident was lowered from \$20k to \$10k.

2018-19 Objectives

- Continue efforts towards right sizing the County's vehicle fleet (Recurring).
- Work with all County Departments to establish fossil fuel reduction goals (total fuel gallons used annually), provide reporting data and monitor progress.
- Ensure that all staff members receive a minimum of 40 hours of professional training.
- Improve the administration of fleet policies to ensure adherence.

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	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
ASST DIRECTOR	1.00	1.00	1.00	1.00	-
DIVISION MANAGER	1.00	1.00	1.00	1.00	-
PROJECT MANAGER	1.00	1.00	1.00	1.00	-
EDP OFFICE AUTO SPEC	13.12	13.00	13.00	15.00	2.00
EDP SYS & PROG ANLST SR	1.00	1.00	1.00	1.00	-
COMMUNICATIONS MANAGER	1.00	1.00	1.00	1.00	-
ADMN OFFICE PRO	-	-	-	1.00	1.00
RADIO COMMUNICATION SYSTEMS ENGINEER	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	-
COMM SYSTEMS SUPV	1.00	1.00	1.00	1.00	-
COMM EQUIP TECH SR	2.00	2.00	2.00	2.00	-
EDP OFFICE AUTO COORD	1.00	1.00	1.00	1.00	-
COMM EQUIP TECH	1.00	2.00	2.00	2.00	-
ELECTRONICS SYSTEMS TECH	1.00	1.00	1.00	2.00	1.00
FINANCIAL OFFICE PRO SR	0.77	1.00	1.00	-	(1.00)
Total	32.88	34.00	34.00	37.00	3.00

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

General Services

Program

INFORMATION & COMMUNICATIONS TECHNOLOGY (CONT'D)

Revenue & Expenditures

Budget By Categories of Expenditures	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Salaries and Employee Benefits	\$ 5,419,449	\$ 5,774,606	\$ 5,302,200	\$ 6,282,800	\$ 508,194
Services and Supplies	3,945,036	4,594,926	4,443,100	4,713,200	118,274
Other Charges	2,287,855	2,381,855	2,461,200	2,645,300	263,445
Total Operating Expenditures	11,652,339	12,751,387	12,206,500	13,641,300	889,913
Capital Assets	1,306,386	4,212,981	4,237,800	4,813,700	600,719
Increases to Fund Balances	-	-	425,200	-	-
Total Expenditures	\$ 12,958,725	\$ 16,964,368	\$ 16,869,500	\$ 18,455,000	\$ 1,490,632
Budget By Categories of Revenues					
Use of Money and Property	118,483	184,176	175,000	175,000	(9,176)
Charges for Services	12,259,444	12,214,211	12,175,700	13,276,900	1,062,689
Miscellaneous Revenue	-	73,000	25,000	-	(73,000)
Total Operating Revenues	12,377,927	12,471,387	12,375,700	13,451,900	980,513
Other Financing Sources	336,765	1,225,000	1,225,000	1,241,000	16,000
Decreases to Fund Balances	1,015,958	3,267,981	3,268,800	3,762,100	494,119
Total Revenues	\$ 13,730,650	\$ 16,964,368	\$ 16,869,500	\$ 18,455,000	\$ 1,490,632

2017-18 Anticipated Accomplishments

- Established a Geographically redundant Data Center in Santa Maria as a backup to EOC– consolidated all systems from three data centers to two.
- Developed relationships with new telecommunications service providers ensuring lowest cost delivery through competition.
- Provided network, security and infrastructure support for departmental application migration to cloud service (Retirement took pension Gold to cloud, PHD took Electronic Health Records to cloud).
- Web Team – Readysbc.org was created for EOC disaster support.
- Activated new Fire Radio Channels at Chumash Casino new tower and Foster Rd County Complex.
- Activated Sheriff Radio Channel at White Hills and Arellanes High School.
- Completed upgrade of legacy phone system to new vendor IP-based platform Voice Complete.
- Activated Call Center for Behavioral Health.
- Implemented new telephone number management system Number Pro.
- Upgraded the enterprise Audio Conferencing system “Consortium” to cloud-based system.

2018-19 Objectives

- Realign staffing geographically across the County to provide better coverage.
- Update the Countywide Information Technology Strategic Plan.

General Services

Program

INFORMATION & COMMUNICATIONS TECHNOLOGY (CONT'D)

- Obtain International Standards Organization (ISO) 27001 Certification – cybersecurity.
- Implement IT Service Management platform that allows for more effective delivery to customers, ServiceNow.
- Provide commoditized services with price points that meet customer business needs, yet ensure data security and enterprise integration, i.e.) Implementation of a tiered data storage service offering.
- Implement Telecom Expense Management (TEM) to improve visibility and increase automation of recurring telecom invoices.
- Increase use of a mobile workforce through digital collaboration, telecommuting and remote conferencing to support real time communication and reduce travel time.
- Complete Sheriff and Fire Radio Expansion projects.
- Begin enterprise VoIP paging system upgrade project.
- Complete the strategic plan to identify costs to upgrade the County’s Public Safety Radio System.
- Assume service support for WINDSX security system.

General Services

Program

PURCHASING, SURPLUS AND MAIL

Purchasing provides centralized procurement of County commodities and supplies. Surplus Property provides for standards of disposal for the County's surplus property. Mail services include mail delivery to departments throughout the County.

Staffing

Staffing Detail By Budget Program	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
DIVISION MANAGER	0.79	-	-	-	-
ENTERPRISE LDR-GEN	-	-	-	1.00	1.00
PURCHASING MANAGER	0.81	1.00	1.00	-	(1.00)
DEPT BUS SPEC	0.58	1.00	1.00	-	(1.00)
PROGRAM MANAGER	0.42	-	-	1.00	1.00
BUYER	2.81	3.00	3.00	3.00	-
MAIL CENTER SUPERVISOR	1.00	1.00	1.00	1.00	-
MAIL CENTER WORKER	2.00	2.00	2.00	2.00	-
Total	8.41	8.00	8.00	8.00	-

FTE counts include regular staff only, and do not include extra help and contractors-on-payroll.

Revenue & Expenditures

Budget By Categories of Expenditures	2016-17 Actual	2017-18 Adopted	2017-18 Estimated Actual	2018-19 Recommended	Change From FY17-18 Ado to FY18-19 Rec
Salaries and Employee Benefits	\$ 1,002,371	\$ 948,089	\$ 851,600	\$ 1,016,700	\$ 68,611
Services and Supplies	37,000	32,355	29,800	33,600	1,245
Other Charges	75,880	104,611	104,900	120,700	16,089
Total Operating Expenditures	1,115,251	1,085,055	986,300	1,171,000	85,945
Capital Assets	7,506	-	-	-	-
Intrafund Expenditure Transfers (+)	144,543	154,701	155,000	174,800	20,099
Total Expenditures	\$ 1,267,300	\$ 1,239,756	\$ 1,141,300	\$ 1,345,800	\$ 106,044
Budget By Categories of Revenues					
Miscellaneous Revenue	54	-	1,000	-	-
Total Operating Revenues	54	-	1,000	-	-
Decreases to Fund Balances	134,985	-	-	-	-
General Fund Contribution	770,274	1,239,756	1,140,300	1,345,800	106,044
Total Revenues	\$ 905,313	\$ 1,239,756	\$ 1,141,300	\$ 1,345,800	\$ 106,044

General Services

Program

PURCHASING, SURPLUS AND MAIL (CONT'D)

2017-18 Anticipated Accomplishments

- 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.
- Completed 32 RFPs on behalf of the County.
- Implemented a new training course on purchasing and contract renewals.
- Bid out postage metering services to obtain the lowest cost - best value to the County.

2018-19 Objectives

- Further digitize the Mail and Surplus Property processes for a more streamlined service.
- Finalize all required contracts to support the opening & operation of the Northern Branch Jail.
- Continue to pursue implementation of the Countywide Procurement Analysis (Renew '22) recommendations.
- Facilitate a simplified \$100k vendor aggregate contract process