

GENERAL SERVICES DEPARTMENTAL OVERVIEW

The mission of the General Services Department is to provide a full range of business functions, guidance, and expertise that enable county government to deliver public services effectively. General Services' Vision is to be the trusted partner of its customers—the other County departments—for providing exceptional service and innovative business solutions.

In 2008-09, the General Services Department included two primary divisions: Financial Services, Support Services with an adopted 121.14 FTEs. A fourth division, Capital Improvements, is included to provide financial information related to capital projects.

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.
- Workers' Compensation Self-Insurance – within the Financial Services Division, this fund accounts for Countywide workers' compensation claims administration, including temporary and permanent disability payments, medical payments, investigative services and litigation costs. In addition, the fund accounts for the Back to Work and Countywide Safety programs.
- General Liability Self-Insurance – within the Financial Services Division, this fund accounts for the administration of Countywide general liability and automobile liability claims, plus earthquake, property, bonding and aviation insurance. In addition, the fund accounts for the County HIPAA compliance program.
- Medical Malpractice Self-Insurance – within the Financial Services Division, this fund accounts for medical malpractice insurance for the Public Health and Alcohol, Drug & Mental Health departments.

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.

Financial Services:

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.

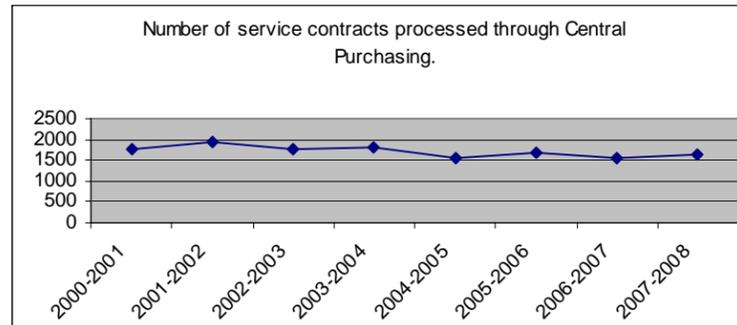
Support Services:

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.

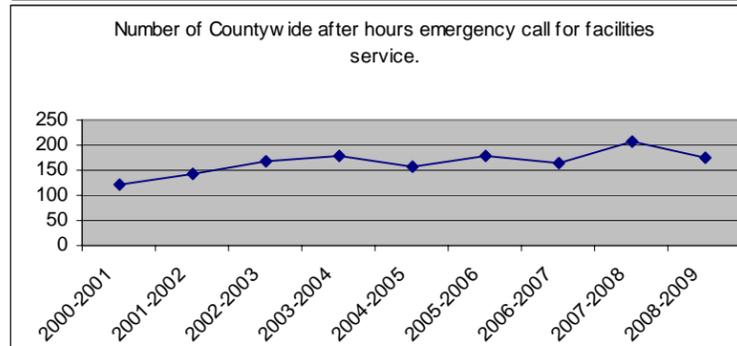
Capital Improvements:

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.

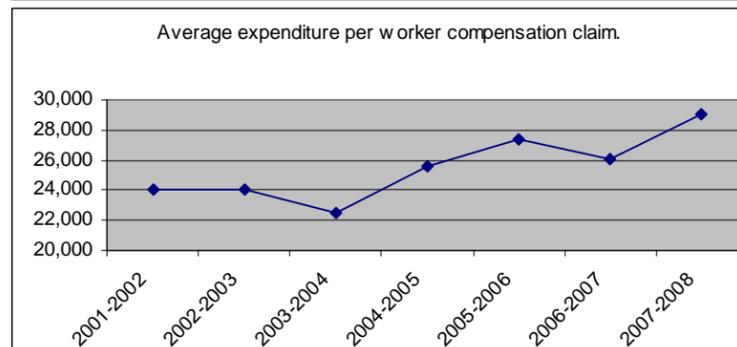
GENERAL SERVICES DEPARTMENT KEY TREND ANALYSIS



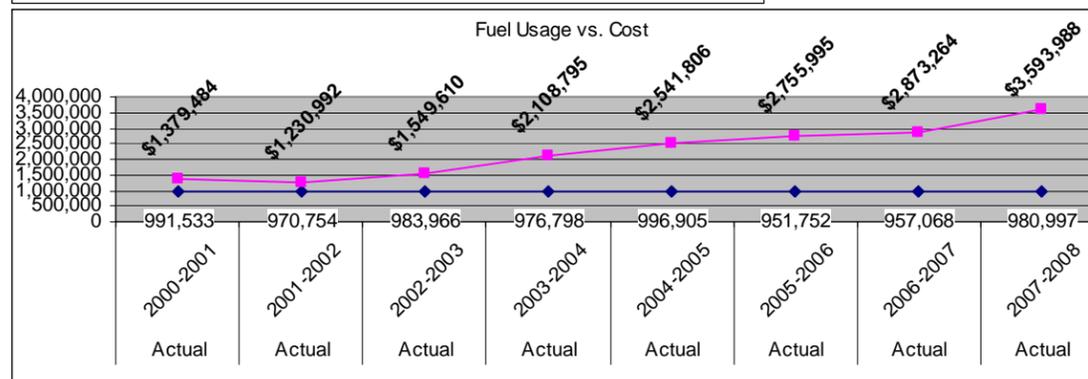
The trend of service contracts processed through Central Purchasing has remained relatively flat even with the loss of a buyer. The service contract workload has been absorbed by less staff processing a higher workload.



The trend of after hours emergency calls for facility service has increased by 72% from 2000 through 2008. This is indicative of older facilities with higher maintenance costs than the County has available. The Deferred Maintenance program has identified \$15M in unmet facility maintenance needs throughout the County.



The average expenditure per Worker Compensation claim has increased by 21% from 2001-2002 to 2007-2008. The increase reflects increased health care costs and higher settlements. The number of Worker Compensation claims has decreased by 13% from 529 to 460 over the same period of time.



While fleet size and fuel usage has remained relatively flat for the last eight years, the cost of fuel has increased by 161%.

Performance Measure Legend

Department-wide Effectiveness Performance Measure

Change to Performance Measure

Performance Measure to Delete

New Performance Measure

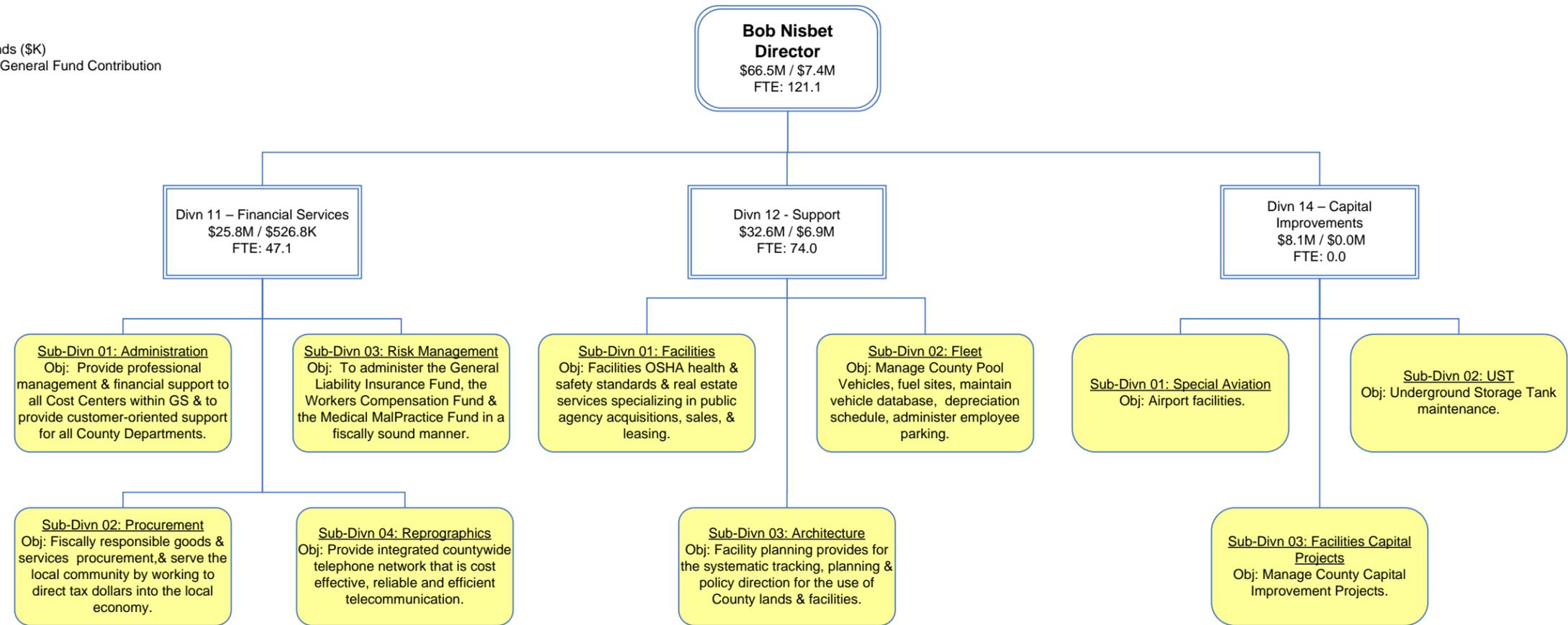
Budgets shown in Millions (\$M) or Thousands (\$K)
 Program Budgets are \$Total Uses / \$Total General Fund Contribution

GENERAL SERVICES DEPARTMENT

Division: # & Title from CCID
 Cost Center Report
 Budget/GFC from CCID
 (Financial Data by Cost Ctr)

Sub-Divn: # & Name from Cost
 Center Report
 Obj: from CCID Inventory

Program: Title from CCID
 Number from CCID
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 FTE: CCID



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GENERAL SERVICES DEPARTMENT

Divn 11 – Financial Services
 \$25.8M / \$526.8K
 FTE: 47.1

Sub-Divn 01: Administration
 Obj: Provide professional management & financial support to all Cost Centers within GS & provide customer-oriented support for all County Departments.

Sub-Divn 02: Procurement
 Obj: Fiscally responsible goods & services procurement, & serve the local community by working to direct tax dollars into the local economy.

EOC Logistics
 Program 1040
 \$0.0M / \$0.0M
 FTE: 0.0

Administration
 Program 1000
 \$973.9K / \$6.8K
 FTE: 7.0

Office of the Director
 Program 1010
 \$641.8K / (\$8.0K)
 FTE: 5.1

Purchasing
 Program 1100
 \$629.9K / \$263.7K
 FTE: 5.0

Mail Center
 Program 1110
 \$435.5K / \$261.8K
 FTE: 4.0

Miscellaneous
 Program 1011
 \$0.0M / \$0.0M
 FTE: 0.0

Systems Main. & Dev.
 Program 1030
 \$465.2K / \$2.5K
 FTE: 3.0

IT staff responding to annual survey report they have the tools and training that enable them to work collaboratively to meet customer service and support expectations

As an efficient and responsive government, the County will maintain a productive workforce through a countywide Lost Time Rate of 5.9% or less.

As an efficient and responsive government, the County will maintain the cost of workers' compensation incident claims to \$1.17 per \$100 payroll (salaries and benefits).

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 between 90 - 100% of the previous year's actual claims filed.

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.

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.

100% of GS staff will attend Harassment Prevention and Sensitivity training.

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

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

% contracts compliant with County policies

Avg. daily miles for internal mail delivery

% administrative requests responded to within 24 hours

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Divn 11 – Financial Services
\$25.8M / \$0.5M
FTE 47.1

Sub-Divn 03: Risk Management
Obj: To administer the General Liability Insurance Fund, the Workers Compensation Fund & the Medical Malpractice Fund in a fiscally sound manner.

Sub Div 04: Reprographics
Obj: Provide a full range of quality printing, copying and imaging services to our internal and external customers well meeting and exceeding their expectations.

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HIPAA
Program 1020
\$170.7K / \$0.0M
FTE: 1.0

Property
Program 2130
\$1.3M / \$0.0M
FTE: 0.0

NOTE: This cost center is for fiscal tracking purposes only.

Bonds
Program 2140
\$14.5K / \$0.0M
FTE: 0.0

NOTE: This cost center is for fiscal tracking purposes only.

Aviation
Program 2150
\$76.5K / \$0.0M
FTE: 0.0

NOTE: This cost center is for fiscal tracking purposes only.

Safety
Program 2113
\$255.2K / \$0.0M
FTE: 1.0

Develop and distribute at least one monthly Safety Awareness Announcement

Conduct quarterly meetings with 6 individual Departmental Safety Representatives with a completion rate of 100%. The information provided will consist of regulatory updates, general awareness of safety standards, and departmental loss information.

Workers' Comp Admn
Program 2111
\$3.0M / \$0.0M
FTE: 11.0

Workers' Compensation
Program 2110
\$10.2M / \$0.0M
FTE: 0.0

Ensure that 100% of all new Workers' Compensation claims are reported to the State within 2 days of date of knowledge of the injury.

Ensure that 100% of all Workers' Compensation medical bills are paid within the legally required 60 days.

Back to Work
Program 2112
\$177.9K / \$0.0M
FTE: 1.0

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

Liability
Program 2120
\$3.1M / \$0.0M
FTE: 1.0

Liability Admin
Program 2121
\$2.5M / \$0.0M
FTE: 2.0

Med Mal Admin
Program 2101
\$343.2K / \$0.0M
FTE: 0.0

NOTE: This cost center is for fiscal tracking purposes only.

Medical Malpractice
Program 2100
\$225.0K / \$0.0M
FTE: 0.0

NOTE: This cost center is for fiscal tracking purposes only.

Reprographic Operations
Pgm 1120
\$1.2M / \$0.0M
FTE: 7.0

Complete 98% of Print Shop jobs by requested delivery date.

Complete 98% of all Quick Copy jobs by the requested delivery date.

Administration
Pgm 1135
\$0.0M / \$0.0M
FTE: 0.0

Graphic Design & Image Setting
Pgm 1130
\$0.0M / \$0.0M
FTE: 0.0

Scanning Services
Pgm 1125
\$0.0M / \$0.0M
FTE: 0.0

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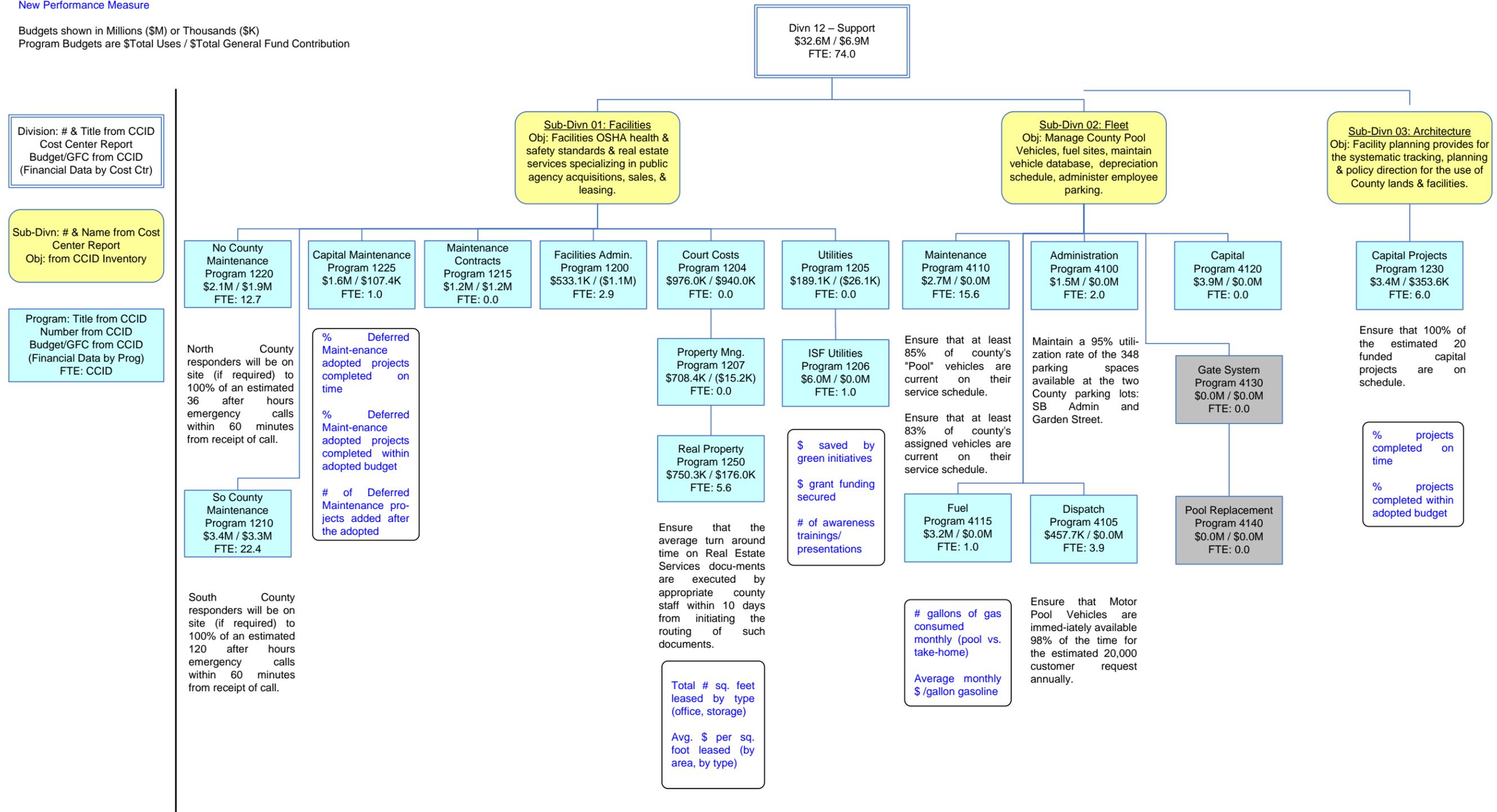
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