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
Key Challenges / Emerging Issues

- Cyber Security
- Northern Branch Jail Construction
- Video Security Data Storage
- Building Energy Efficiency
- Public Safety Radio Replacement Funding
- IT Infrastructure
- Maintenance
- Electric Vehicles
## Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>$51,217,100</td>
<td></td>
</tr>
<tr>
<td>Capital</td>
<td>$27,384,400</td>
<td></td>
</tr>
<tr>
<td>General Fund</td>
<td>$ 8,835,100</td>
<td></td>
</tr>
<tr>
<td>FTEs</td>
<td>117.5</td>
<td></td>
</tr>
<tr>
<td>Use of One-Time for Ongoing Operations</td>
<td>$ 300,000, 0.59%</td>
<td></td>
</tr>
<tr>
<td>Service Level Reductions</td>
<td>$ 0</td>
<td></td>
</tr>
<tr>
<td>Restoration Requests</td>
<td>$ 0</td>
<td></td>
</tr>
<tr>
<td>Expansion Requests</td>
<td>$ 270,000</td>
<td></td>
</tr>
</tbody>
</table>
Capital Projects Detail

- **Fire Operations and Administration**, $6.5M (Fire District Funds)
  - Station 41 (Cuyama) Rebuild, $4,000,000, replacement, 8,500 sf
  - Fire Emergency Communications Center (ECC) - New, $2,000,000, establish a 4,000 sf dispatch center. Multi-year, totaling $4.655M.
  - Buellton Operations and Administrative Center, $500,000, remodel

- **Vehicle Replacements**, $4.4M (subject to change per Electric Vehicles)
  ISF Funds, New County vehicle and equipment replacements

- **IT Replacements**, $3.0M
  ISF Funds, Upgrade and replace infrastructure (e.g. network, security)
Capital Projects Detail

- **Renewable Energy and Energy Efficiency Upgrades, $4.8M**  
  GF $1.6M, $3.2M other sources, Install solar, update systems

- **Historic Courthouse Roof Replacement, $3.1M**  
  GF, Maintain tiles, Replace deteriorated underlying materials

- **Public Safety Radio Tower Enhancements (Phase 3), $2.12M**  
  GF, Add infrastructure at Figueroa Mtn, Santa Ynez Peak, and Mt. Abel

- **Calle Real Water System Replacement, $2M**  
  GF, Replace 80-year old piping
FY 2019-20 Source of Funds

**Charges for Services**
- $362,592,200; 45%

**Miscellaneous Revenue**
- $640,500; 1%

**Other Financing Sources**
- $20,514,800; 25%

**Intergovernmental Revenue**
- $319,300; 0%

**Licenses, Permits, and Franchises**
- $48,000; 0%

**Use of Money and Property**
- $1,232,500; 2%

**Intrafund Expenditure Transfers (–)**
- $1,245,500; 2%

**Decreases to Fund Balances**
- $11,450,500; 14%

**General Fund Contribution**
- $8,835,100; 11%
FY 2019-20 Use of Operating Funds

General Services
FY 2019-20 BUDGET WORKSHOP

- Capital Assets: $27,384,400, 34%
- Information and Communication Technology: $14,967,100, 19%
- Fleet Operations: $13,364,000, 17%
- Facilities and Real Estate management: $15,670,900, 19%
- Capital Projects: $3,351,700, 4%
- Administration and Finance: $2,657,800, 3%
- Purchasing, Surplus, and Mail: $1,205,600, 1%
- Other Uses: $1,943,900, 2%
Staffing Summary

<table>
<thead>
<tr>
<th>Year</th>
<th>Adopted</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>120.0</td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td>121.0</td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td>115.5</td>
<td></td>
</tr>
<tr>
<td>2018-19</td>
<td>117.5</td>
<td></td>
</tr>
<tr>
<td>2019-20</td>
<td></td>
<td>117.5</td>
</tr>
</tbody>
</table>
Operating Revenue | 5-Year Summary

<table>
<thead>
<tr>
<th>Year</th>
<th>Adopted</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>$35.1</td>
<td>$38.5</td>
</tr>
<tr>
<td>2016-17</td>
<td>$34.3</td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td>$37.5</td>
<td></td>
</tr>
<tr>
<td>2018-19</td>
<td>$36.5</td>
<td></td>
</tr>
<tr>
<td>2019-20</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
GFC | 5-Year Summary

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount (in millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>$9.0</td>
</tr>
<tr>
<td>2016-17</td>
<td>$8.9</td>
</tr>
<tr>
<td>2017-18</td>
<td>$8.6</td>
</tr>
<tr>
<td>2018-19</td>
<td>$8.6</td>
</tr>
<tr>
<td>2019-20</td>
<td>$8.8</td>
</tr>
</tbody>
</table>

FY 2018-19 Anticipated Accomplishments

• Processed nearly 36,000 claims, invoices, and transactions for the Department and Countywide Internal Service Funds.

• Completed Phase II of the Isla Vista Community Center.

• Completed $1.8M of planned deferred maintenance projects.

• Responded to $1.3M, or 300 work orders, of emergency unplanned deferred maintenance projects for broken water lines, HVAC failures, vandalism, sewer back-ups, broken windows, and roof leaks.

• Implemented enhanced process by which emergency vehicle readiness status is communicated to our customers when equipment is out of service.
FY 2018-19 Anticipated Accomplishments

- Established an IT Governance Program supported by a multi-department council and committees.
- Completed Phase 1 (Assessment) and Phase 2 (Recommendation) of the Public Safety Radio Replacement Project.
- Implemented an online digital bid process and increased vendor registration.
- Streamlined the Surplus Property process to increase re-use and revenue from sales, and minimize disposal.
FY 2019-20 Objectives

- Centralize fiscal support of all General Service funds and programs to allow for cross training, responsiveness, and accountability.
- Complete construction of the Northern Branch Jail.
- 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.
- Complete the most critical deferred maintenance projects within the fiscal year.
FY 2019-20 Objectives

• Continually work to provide General Services database improvements crucial to Real Property Billing.

• Increase the number of All-Electric vehicles into the Fleet.

• Expand radio coverage with microwave tower infrastructure at Santa Ynez Peak, Figueroa and Mt. Abel (Phase 3).

• Re-design County website to improve resiliency through the use of cloud-based platforms and improve accessibility.

• Increase vendor participation in all bid and procurement opportunities to maximize spend, value and quality of goods and services.

• Transition to postage metering services in-house for accountability and efficiency.
Mission: Provide vital, sustainable, and innovative services to ensure that the County accomplishes its goals and objectives for the public good.

**RE-VISION**
- Transforming how we do our work by 2022

**RE-RETAIN**
- Breaking Down Silos
- *Sharing LAN*

**RE-RESPOND**
- Call Center
- *Coordinated GIS*

**RE-BALANCE**
- Voluntary Early Separation Incentive Program

**RE-DESIGN**
- Board Letter Process
- *ServiceNow Implementation*
RENEW ‘22 | Additional Information

- Capital Improvement Five Year Plan
- Conduct Department Management Performance Reviews
- Countywide Information Technologies Standards Policy
- Courier Services
- Local Vendor Preference
- Paperless Workflow
- Project Management Office (IT)
RENEW ‘22 | Additional Information

- Cloud Migration
- Energy Efficiency Master Plan
- Instituting handhelds
- Refine Countywide IT Strategic Plan
- Travel booking
- Video Arraignment
RENEW ‘22 | Additional Information

- Centralize Purchasing - Countywide Procurement Analysis
- Consolidate or Reduce Multiple Locations
- County Owned Property
- Countywide Best Use of Resources for Facility Maintenance and Capital Projects
- Employee Parking Downtown
- Enterprise Resources Planning (ERP) System
- Leverage Workspaces
## Performance Measures

<table>
<thead>
<tr>
<th>Description</th>
<th>2016-17 Actual</th>
<th>2017-18 Actual</th>
<th>2018-19 Est. Actual</th>
<th>2019-20 Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers satisfied or highly satisfied with services provided by the Department (Target = 100%)</td>
<td>87% 650/750</td>
<td>92% 496/539</td>
<td>90% 540/600</td>
<td>91% 546/600</td>
</tr>
<tr>
<td>Capital projects completed within expected time and budget estimates and according to project customer expectations. (Target = 100%)</td>
<td>100% 8/8</td>
<td>100% 5/5</td>
<td>100% 6/6</td>
<td>100% 6/6</td>
</tr>
<tr>
<td>Preventative work orders completed within 30 days of assigned due date. (Target = 95%)</td>
<td>n/a</td>
<td>91.7% 1,834/2,000</td>
<td>95% 2,535/2,707</td>
<td>95% 2,850/3,000</td>
</tr>
<tr>
<td>Percent of Real Property Projects completed on time (Target = 95%)</td>
<td>n/a</td>
<td>93% 15/16</td>
<td>90% 18/20</td>
<td>90% 18/20</td>
</tr>
</tbody>
</table>
## Performance Measures

<table>
<thead>
<tr>
<th>Description</th>
<th>2016-17 Actual</th>
<th>2017-18 Actual</th>
<th>2018-19 Est. Actual</th>
<th>2019-20 Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of County electricity (mWh) use from Solar. (Target = 20% by 2020, 100% by 2030)</td>
<td>10% 1,700mWh/17,000 mWh</td>
<td>10% 1,700mWh/17,000 mWh</td>
<td>10% 1,700 mWh/17,000 mWh</td>
<td>13% 2,200 mWh/17,000 mWh</td>
</tr>
<tr>
<td>Assigned Fleet Availability. (Target = 100%; Weighted Average)</td>
<td>97.83% 152/157</td>
<td>97.85% 147/150</td>
<td>96.00% 116/120</td>
<td>97.00% 150/150</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>97% 152/157</td>
<td>98% 147/150</td>
<td>97% 116/120</td>
<td>100% 150/150</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>60% $98M/$163M</td>
<td>60% $87M/$146M</td>
<td>59% $97M/$165M</td>
<td>58% $96M/$165M</td>
</tr>
</tbody>
</table>
FY 2019-20 Service Level Reductions

NONE
## Restoration / Expansion Requests

<table>
<thead>
<tr>
<th>Description of Request</th>
<th>FTE(s)</th>
<th>GFC Amount</th>
<th>Non-GFC Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Physical Security Specialist</td>
<td>1</td>
<td>$0</td>
<td>$144,000</td>
</tr>
<tr>
<td>2 Real Property Agent</td>
<td>1</td>
<td>126,000</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2</td>
<td><strong>$126,000</strong></td>
<td><strong>$144,000</strong></td>
</tr>
</tbody>
</table>
Public Safety Radio System Replacement

• Estimated Project Cost of $48.7M

• Financing Complexity
  • Establishing the life of Equipment
  • Working with CEO, Treasurer-Tax Collector, and Financial Advisor to determine funding options

• Capital Costs
  • Timeline: 5-year installation period
  • Includes: Upgrade to a countywide shared digital system, acquire property, add 6 new sites, add redundancy, upgrade communications equipment and backup site.
Summary

• Security – Facility and Cyber
• Renew ‘22 support and extensive efforts
• Public Safety Radio Replacement
• Capital and Maintenance Projects
• Hard work and Customer Service
• Vision: The Premier Resource for First Class Service
If you’re not serving the customer, your job is to be serving someone who is.

Jan Carlzon