

City of Portland
Bureau of Emergency
Communications



2016-17
Spring BuMP Submission

Due Date: March 27, 2017



CITY OF PORTLAND
BUREAU OF EMERGENCY COMMUNICATIONS

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Date: March 27, 2017
To: Doug Le, CBO
From: Gary Bevans
Subject: Spring 1617 BMP Submission from BOEC

The on-going challenges to the local and national 9-1-1 environment continue to be recruitment, training and certification, retirements, departures, employee retention, decreasing certified staffing levels, staffing levels below goal levels, and increasing call volumes. Call wait times are increasing due to more complex triaging of calls relating to homelessness and mental illness issues.

In addition, future changes include expected call processing changes related to Next Gen 9-1-1, which refers to technology changes which will allow BOEC and other 9-1-1 centers to receive live video, pictures, telematics, and text messages from callers.

Council directed BOEC to conduct a study to review long-term staffing requirements, operations set-up, training, scheduling, ongoing education and quality control. A preliminary report was submitted to BOEC by the consultant firm reporting a needed staffing level of 118 FTE certified calltakers and dispatchers, not including trainee positions. Current budgeted staffing level is 107 FTE certified calltakers and dispatchers, which does not include limited term trainee positions. With a projection of 3 training academies annually, the number of trainee positions needed would be 20-30.

The Spring budget amendment requests are focused on adjustments to the BOEC budget, as follow:

City Bargaining cost adjustment:

The contract between the City of Portland and Oregon AFSCME Council 75 Local 189-2 is in the arbitration phase and a decision is expected soon which will impact FY 1617 costs retroactively and future costs per the contract period.

The Spring BMP is the last point in the fiscal year for the Bureau to request funding for known cost increases. In this case the amount is certain but not yet decided. The arbitrator will decide either for the City's last best offer or for the Union's last best offer, the cost impact for FY 1617 is projected to be a minimum of \$208,396 or a maximum of \$606,587.

Competence – Integrity – Respect – Responsibility – Teamwork – Compassion

This request asks for funding in the amount of \$606,587. If the decision is in the City's favor, the difference (\$398,191) will be returned.

Project Funding:

Appropriate funding for Staffing Study, \$76,000.

Transfer funding for ECC Building HVAC project to Facilities.

BOEC cost share amount is \$490,000, total project estimate is \$1M.

Technical Adjustments:

Realignment of BOEC Operating Funds:

BTS IA funds primarily for increased servers and related costs, \$200,000

Printing and Distribution for increased recruitment and public outreach activity, \$15,000

Adjust Fund Balance to FY 1516 Year End CAFR (Comprehensive Annual Financial Report)

CAFR Balance is \$1,974,840. SAP is currently 1,521,260

This action increases fund balance and contingency by \$453,580.

Adjust budget for return of FY 1516 surplus to the General Fund, \$137,221.

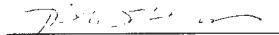
Compensation Set Aside Funding Adjustment:

General Fund Compensation Set Aside Funding, which is normally requested in the Spring BMP, is not required in FY 1617 as BOEC has sufficient operating budget for current operations without the set aside funding.

The Partner Agency Compensation Set Aside Funding cost share is always included in the adopted budget. This action reduces the budget by \$70,621.

All items are submitted in accordance with budget monitoring process guidelines.

Approved,



Lisa Turley, Director, BOEC

Competence – Integrity – Respect – Responsibility – Teamwork – Compassion

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications **Type:** New Request
Request: EC_005 - Funding for Labor Contract Changes

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Personnel Services	606,587	0	606,587
TOTAL EXPENDITURES	606,587	0	606,587
REVENUES			
Intergovernmental Revenues	129,567	0	129,567
Fund Transfers - Revenue	477,020	0	477,020
TOTAL REVENUES	606,587	0	606,587

Bureau Description:

The contract between the City of Portland and Oregon AFSCME Council 75 Local 189-2 is in the arbitration phase and a decision is expected soon which will impact FY 1617 costs retroactively and future costs per the contract period.

The Spring BMP is the last point in the fiscal year for the Bureau to request funding for known cost increases. In this case the amount is certain but not yet decided. The arbiter will decide either for the City's last best offer or for the Union's last best offer, the cost impact for FY 1617 is projected to be either \$208,396 or \$606,587. New funding from the General Fund and from the Partner Agencies is requested to support this increase in costs.

CBO Discussion and Recommendation

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications

Type: Technical Adjustment

Request: EC_006 - BOEC Staffing Study

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Personnel Services	(76,000)	0	(76,000)
External Materials and Services	76,000	0	76,000
Contingency	0	0	0
TOTAL EXPENDITURES	0	0	0

Bureau Description:

Council requested BOEC to conduct a study in FY 1617 to review long-term staffing requirements, operations set-up, training, scheduling, ongoing education and quality control. This request transfers funding the existing BOEC operating budget to fund the study. This approach leads to a cost shared by all partner agencies. A preliminary report was submitted to BOEC by the consultant firm in March 2017 and the consultant has reported a needed staffing level of 118 FTE, certified call takers and dispatchers. This compares to the current budgeted level of 107 FTE for certified call takers and dispatchers. Positions for trainees would be in addition to these numbers.

CBO Discussion and Recommendation

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications

Type: Technical Adjustment

Request: EC_007 - HVAC Project PCC Building, BOEC cost share

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Internal Materials and Services	490,000	0	490,000
Fund Transfers - Expense	0	0	0
Contingency	(490,000)	0	(490,000)
TOTAL EXPENDITURES	0	0	0

Bureau Description:

This project, managed by the Facilities Services area of OMF, has developed a project for the upgrade of the PCC Buildings data center, radio, prime and IRNE rooms HVAC systems on the first floor of the building. The current cost estimate is \$1M and the cost share is based on tenant occupancy square footage at 49% BOEC and 51% BTS. The cost share to BOEC is \$490,000. This request transfers funding from the BOEC contingency to Facilities for the BOEC cost share amount

CBO Discussion and Recommendation

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications

Type: Technical Adjustment

Request: EC_008 - Realignment of BOEC Operating Funds

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Personnel Services	(215,000)	0	(215,000)
Internal Materials and Services	215,000	0	215,000
Contingency	0	0	0
TOTAL EXPENDITURES	0	0	0

Bureau Description:

This request moves funding from within the existing BOEC operating budget to cover additional costs in server support from BTS related to the CAD refresh project and to cover additional costs in printing and distribution related to the director and trainee recruitment processes. This action will ensure that projected expenditures are within budget appropriations by fund and series levels in accordance with City financial guidelines.

CBO Discussion and Recommendation

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications

Type: Technical Adjustment

Request: EC_009 - Adjust year end fund balance to CAFR

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Contingency	453,580	0	453,580
TOTAL EXPENDITURES	453,580	0	453,580
REVENUES			
Budgeted Beginning Fund Balance	453,580	0	453,580
TOTAL REVENUES	453,580	0	453,580

Bureau Description:

This requests adjusts the FY 1617 beginning fund balance for BOEC to match the year end CAFR (Comprehensive Annual Financial Report) report balance, which is \$1,974,840. This adjustment is made each year in the Spring BMP.

CBO Discussion and Recommendation

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications **Type:** Technical Adjustment
Request: EC_010 - FY 1516 surplus transfer to General Fund

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Fund Transfers - Expense	137,221	0	137,221
Contingency	(137,221)	0	(137,221)
TOTAL EXPENDITURES	0	0	0

Bureau Description:

Each year, after the City CAFR (Comprehensive Annual Financial Report) report is available, BOEC conducts a review of final operating revenues and expenditures for the prior year. This review has been conducted and the result is a operating budget surplus amount that is refunded to the City General Fund and the BOEC partners. This action moves the General Fund surplus from contingency to a transfer account. After BMP approval a journal entry will be process moving the actual funds. The partner refunds are made in a separate process involving credits to paid invoices from last years, which is reviewed/approved by BOEC management and OMF management prior to action.

CBO Discussion and Recommendation

**CBO Discussion and Recommendations
FY 2016-17 Spring BMP**

Bureau: Bureau of Emergency Communications

Type: Technical Adjustment

Request: EC_011 - Partner Agency revenue adjustment

	Spring BMP Requested Adjustments	Spring BMP CBO/Council Changes	Spring BMP Total Adjustments
EXPENDITURES			
Personnel Services	(70,621)	0	(70,621)
TOTAL EXPENDITURES	(70,621)	0	(70,621)
REVENUES			
Intergovernmental Revenues	(70,621)	0	(70,621)
TOTAL REVENUES	(70,621)	0	(70,621)

Bureau Description:

As BOEC expects a year end operating surplus in FY 1617, BOEC is not requesting any of the available general fund compensation set aside funding in the Spring BMP. As a result, the amount of partner agency revenue projected in the adopted operating budget for the partner cost share of the compensation set aside costs need to be removed from the operating budget. This request reduces the partner agency revenue by this amount of funding and reduces the operating budget to balance revenues and expenses to the lower level.

CBO Discussion and Recommendation

Fund Projection Report

	Spring BMP Revised Budget	FY 2016-17 YTD Actuals Thru AP8	Spring BMP Year-End Projection	% of Projected Actuals to Revised Bud
Emergency Communication Fund				
EXPENDITURES				
Personnel Services	\$16,467,433	\$10,004,717	\$16,125,675	98%
External Materials and Services	\$1,165,511	\$838,445	\$1,113,105	96%
Internal Materials and Services	\$5,253,227	\$3,049,158	\$5,141,548	98%
Bond Expenses	\$1,412,541	\$55,104	\$1,412,541	100%
Fund Transfers - Expense	\$1,019,929	\$588,478	\$1,019,929	100%
Contingency	\$1,017,469	\$0	\$0	0%
TOTAL EXPENDITURES	\$26,336,110	\$14,535,902	\$24,812,798	94%
REVENUES				
Budgeted Beginning Fund Balance	\$1,974,840	\$0	\$0	0%
Charges for Services	\$349,000	\$331,180	\$381,180	109%
Intergovernmental Revenues	\$7,843,491	\$4,000,190	\$7,843,491	100%
Fund Transfers - Revenue	\$16,158,779	\$10,546,448	\$16,158,779	100%
Miscellaneous	\$10,000	\$11,213	\$17,213	172%
TOTAL REVENUES	\$26,336,110	\$14,889,030	\$24,400,663	93%

Fund Projection Narrative

The purpose of this report is to identify and explain variances in budget to projected actuals greater than 10%. The expenditure section does not show variances greater than 10% by major object category or total. The revenue section shows a variance greater than 10% in the Miscellaneous area and this is due interest income, budgeted at \$10k, and projected to be as much as \$17k. All other major object categories and total within 10% of budget.

Capital Program Status Report
Office of Management and Finance

CIP Program	FY 2015-16	FY 2015-16	FY 2015-16	Variance \$	Variance %	FY 2016-17	Spring BMP	FY 2016-17	Variance \$	Variance %
	Adopted Budget	Revised Budget	Year-End Actuals			Adopted Budget	Revised Budget	Year to Date Actuals		
Safety	\$0	\$1,400,000	\$1,134,626	(\$265,374)	(19%)	\$0	\$265,374	\$28,290	\$265,374	
Total	\$0	\$1,400,000	\$1,134,626	(\$265,374)	(19%)	\$0	\$265,374	\$28,290	\$265,374	

* Prior Year variances compare Year-End Actuals to Revised Budget

** Current Year variances compare Revised Budget to Adopted Budget

Prior Year Variance Description

The Server Replacement Project went live with the new servers in May 2016. Decommissioning of the old servers occurred over the next month and finished June 30, 2016. With the new environment, BOEC has the ability to add additional environments as needed, and therefore requested to add additional training environments to assist with our training needs. This will be the final phase of the project and is expected to be completed by December 30, 2016. The project is currently projected to finish about \$115k under budget.

Current Year Variance Description

The project funding balance at the end of FY 2015-16 was \$265,374. This was carried over in the FY 2016-17 Fall BMP to cover anticipated expenses. The project is expected to be completed in FY 2016-17. Remaining tasks include a status screen and map display for the operations floor.