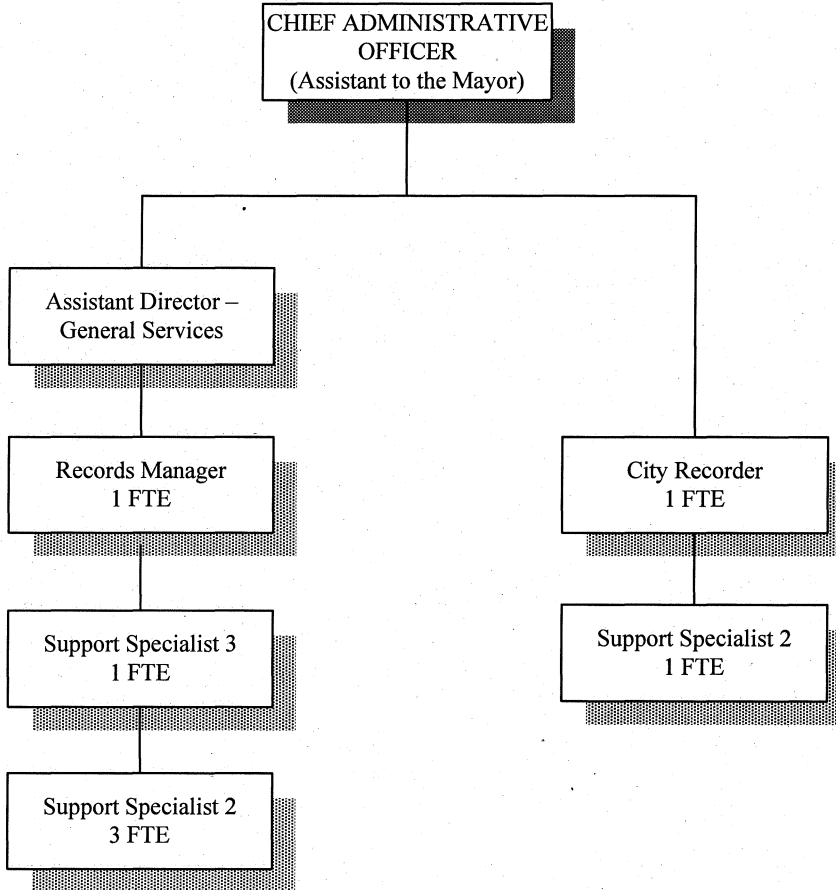
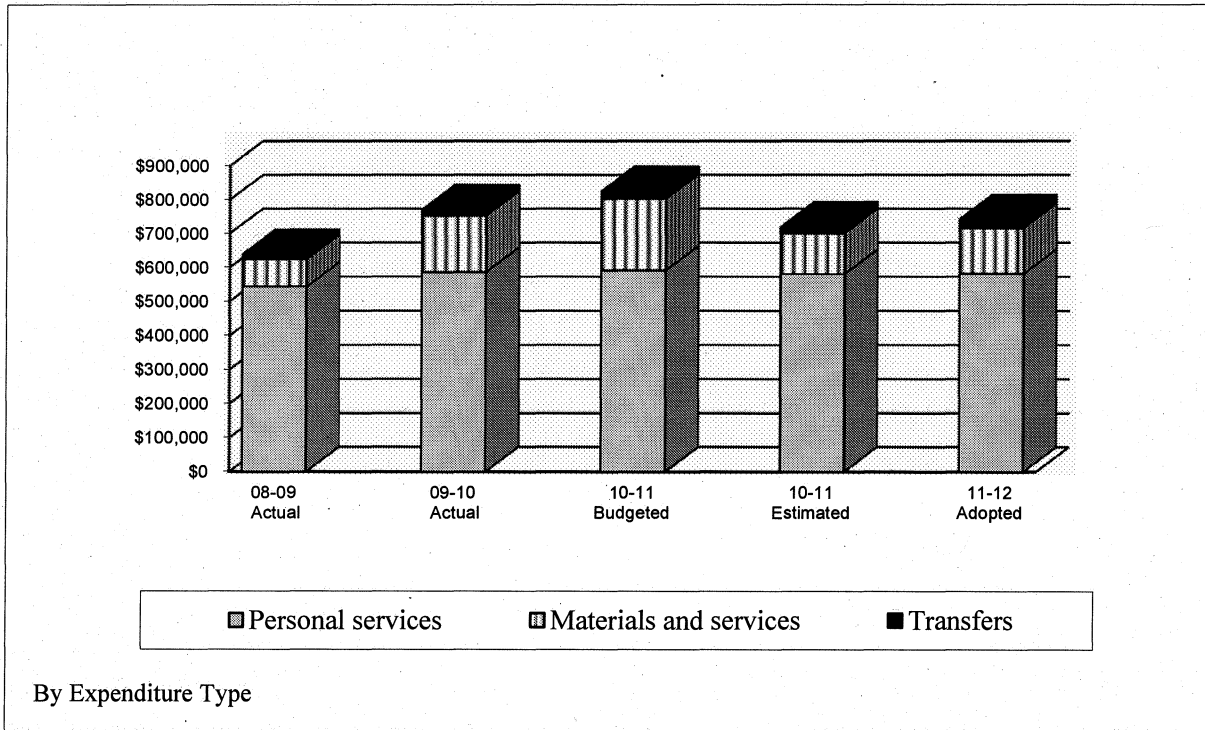


General Services Department

FY 2011-12 BUDGETED POSITIONS



GENERAL FUND
GENERAL SERVICES DEPARTMENT
ADOPTED FY 2011-12



CITY OF BEAVERTON, OREGON
FISCAL YEAR 2011-12 BUDGET

| | |
|---------------------------------------|--|
| FUND: 001 GENERAL | DEPARTMENT: GENERAL SERVICES |
| DEPARTMENT HEAD: RANDY EALY | |

MISSION STATEMENT:

To provide a wide variety of cost-justified support services to City Council, Administration, staff, and citizens, in a responsive and customer service oriented manner.

| REQUIREMENTS | FY 2008-09 ACTUAL | FY 2009-10 ACTUAL | FY 2010-11 BUDGETED | FY 2011-12 PROPOSED | FY 2011-12 ADOPTED |
|----------------------|----------------------|----------------------|------------------------|------------------------|-----------------------|
| POSITION | 8.00 | 8.00 | 7.00 | 7.00 | 7.00 |
| PERSONAL SERVICES | \$543,485 | \$586,392 | \$591,640 | \$581,499 | \$581,499 |
| MATERIALS & SERVICES | 81,319 | 166,015 | 210,911 | 134,635 | 134,635 |
| CAPITAL OUTLAY | 0 | 0 | 0 | 0 | 0 |
| TRANSFERS | 14,144 | 18,157 | 22,679 | 26,086 | 26,086 |
| TOTAL | \$638,948 | \$770,564 | \$825,230 | \$742,220 | \$742,220 |

Services and Trends:

- City Recorder Office Management provides: Reception services, in-person and telephone for the public, Mayor's office administration and other City staff; schedule City Council meetings; coordinate processes associated with Council and BURA Board Meetings; maintain on-line Room Reservation System for scheduling for City Hall meeting rooms as well as the Beaverton Resource Center and the Library; clerical support; notary services; and special projects.
- The City Recorder is the City's Election Official, responsible for coordinating all processes for the Primary, General and Special Elections. Per City Charter the Elections Officer publishes and distributes the City Voters' Pamphlet with coordination from the Reprographics Division. One City Voters' Pamphlet is distributed to every Beaverton household and published on the City's Website. Election notices, candidate filing information and forms are published on the City's Website.
- Records Management supports all City departments with analysis of records, indexing criteria, document preparation, scanning, and archiving. After records are created and captured, they are either recycled or stored according to their record retention, and protected against damage, loss or unauthorized access either at the City Hall site or at the offsite facility, Harvest Court. Staff can access scanned records using Papervision. Records Management has partnered with ISD in preparation for the HP Trim Records Management System to move files into shared drives and apply record retention to those folders. This process has freed the City's drives of duplicate records as well as information that does not have value to the City.
- Records Management will continue to provide a professional customer oriented atmosphere by responding to, researching, and completing records requests from staff and the general public in a timely manner to ensure transparency, customer satisfaction, and disposition of public information as well as process requested documents in the most cost effective media including electronic distribution of City records.

Budget Highlights:

Public records requests may be filled the same day using Papervision and the records can be printed or e-mailed to customers. Staff uses Papervision to research projects, view ordinances, resolutions, City Council minutes and agenda bills, final planning orders, and land use records.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2011-12 BUDGET

| | |
|-----------------------------|--|
| FUND: 001 GENERAL | DEPARTMENT: GENERAL SERVICES |
| | DEPARTMENT HEAD: RANDY EALY |

Budget Highlights: (continued)

City Recorder uses Granicus video streaming to broadcast City Council and BURA Board meetings and publishes electronic packets for Council and BURA on line providing more visibility to citizens 24/7.

Election Administration: Attendance at seminars and trainings related to elections issues is necessary in order to stay current with changes in the law and associated administrative rules.

Records Management uses the Records and Information Management (RIM) program to efficiently and systematically control the creation, receipt, maintenance, use, and disposition of records including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records. Records are recorded information, regardless of medium or characteristics, made or received by an organization in pursuance of legal obligations or in the transaction of business.

**CITY OF BEAVERTON, OREGON
FISCAL YEAR 2011-12 BUDGET
CURRENT LEVEL OF SERVICES**

| | |
|--|---|
| FUND: 001 GENERAL | DEPARTMENT: GENERAL SERVICES |
| PROGRAM: 0531 CITY RECORDER/ELECTIONS ADMINISTRATION | PROGRAM MANAGER: CATHY JANSEN |

Program Goal:

To support the Mayor, staff, and City Council, and coordinate all processes related to the City Council meetings. Provide accurate minutes of all Council proceedings and coordinate the City Council agenda process. Provide superior professional, courteous, reception information and customer service to citizens and staff. Administer all aspects of City Recorder/Election Administration program, including training and assistance for staff, elected officials and citizens. Effectively administer City elections; to comply with all applicable State election statutes; and to provide election related updates to the Mayor, City Council, and candidates regarding election laws and procedures. To provide clear responses/explanations to citizens regarding elections processes.

| REQUIREMENTS | FY 2008-09 ACTUAL | FY 2009-10 ACTUAL | FY 2010-11 BUDGETED | FY 2011-12 PROPOSED | FY 2011-12 ADOPTED |
|----------------------|----------------------|----------------------|------------------------|------------------------|-----------------------|
| POSITION | 0.43 | 0.43 | 0.43 | 2.00 | 2.00 |
| PERSONAL SERVICES | \$41,855 | \$41,325 | \$55,383 | \$165,376 | \$165,376 |
| MATERIALS & SERVICES | 5,952 | 5,952 | 18,000 | 94,285 | 94,285 |
| CAPITAL OUTLAY | 0 | 0 | 0 | 0 | 0 |
| TRANSFERS | 0 | 0 | 0 | 22,366 | 22,366 |
| TOTAL | \$47,807 | \$47,277 | \$73,383 | \$282,027 | \$282,027 |

Program Objective (services provided):

To provide the following services:

- Maintain a friendly and professional customer oriented atmosphere in the Mayor's Office Reception area. Greet and assist visitors and staff, answer telephone calls in a professional manner, and provide superior customer service to insure customer satisfaction.
- Coordinate Council agenda production including: scheduling Council meetings; coordinating agenda items; review for content, prepare for printing and Web posting; distribution of agenda packets to Council, key staff and the public either electronically or in paper format; reduce paper distribution to comply with sustainability standards. Preparation/publication of public notices as required by law.
- Coordinate preparation and processing of all materials related to Council meeting (agendas, minutes, supporting documentation) and electronically post these records to the City's web page using the Granicus Video Streaming Software. Broadcast City Council meetings on television and on the Internet using Granicus Video Streaming software to make City Council meetings live and accessible on the web 24/7 from any place in the world.
- Record and scan City Council documents including ordinances, resolutions, minutes, and agenda bills, etc., according to legal requirements and department procedures.
- Administer and maintain the City's web based Book'em Pro Room Reservation System to schedule room use for City Hall Rooms, Library Meeting Rooms and the Resource Center Meeting Rooms.
- Provide election related assistance to candidates, political action committees, and the public, in a clear and unbiased manner.
- Maintain and update, as needed, the Beaverton Candidate's Handbook of instructions regarding election activities and requirements for submission to the Beaverton Voters' Pamphlet. Beaverton Voters' Pamphlet, Candidate Handbooks and Candidate Filings are available on the City's Website.
- Work with the City Attorney to assure that the City Election Code is in compliance with State statutes. To develop and revise, as needed, the administrative rules which will complement the Code.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2011-12 BUDGET
CURRENT LEVEL OF SERVICES

| | |
|--|---|
| FUND: 001 GENERAL | DEPARTMENT: GENERAL SERVICES |
| PROGRAM: 0531 CITY RECORDER/ELECTIONS ADMINISTRATION | PROGRAM MANAGER: CATHY JANSEN |

Program Objective (services provided): (continued)

- Will attend necessary training to stay current with election practices and laws, as they are changed by the legislature and citizen initiatives, and maintain professional training.
- Provide miscellaneous administration and supervision of staff and procedures.
- Provide administrative and clerical support to the Mayor's Office.

Prior Year Accomplishments:

- Reorganization of General Services Program to form separate City Recorder and Records Management Programs
- Implemented Granicus Vote Cast System

New Year Action Plan:

- Audit internal workflow procedures
- Analyze Granicus Vote Cast System efficiency and if improvements are possible
- Analyze use of public meeting rooms in City Hall, Library, and Resource Center

| Performance Measures: | FY 2008-09 | FY 2009-10 | FY 2010-11 | FY 2011-12 |
|--|-------------------------|-------------------------|--------------------------|-------------------|
| | Projected/Actual | Projected/Actual | Projected/Revised | Adopted |
| Number of Resolutions Processed | 50 / 45 | 50 | 50 / 45 | 50 |
| Number of Ordinances Processed | 50 / 40 | 40 | 40 / 30 | 40 |
| Number of Agenda Bills Processed | 250 / 167 | 200 | 229 / 225 | 225 |
| Number of City Council Meetings available on Granicus Web Stream | 36 / 36 | 40 | 78 / 50 | 50 |
| Number of Room Reservations Filled | 2,500 / 2,500 | 2,700 | 3,546 | 4,170 |
| Number of electronic communications to candidates, elected officials and citizens regarding election issues | 40 | 40 | 60 | 80 |
| Cost to process each election form | \$36.66 | \$40.33 | N/A | \$45.00 |
| Cost of Voters' Pamphlets. Two elections are proposed for FY 11 -12 possible November 2011 Special Election (\$6,000) and May 2012 Primary Election (\$6,000) | \$5,000 / \$6,000 | \$6,000 | \$18,000 / \$6,000 | \$12,000 |

**CITY OF BEAVERTON, OREGON
FISCAL YEAR 2011-12 BUDGET
CURRENT LEVEL OF SERVICES**

| | |
|--|--|
| FUND: 001 GENERAL | DEPARTMENT: GENERAL SERVICES |
| PROGRAM: 0533 RECORDS MANAGEMENT & OFFICE SERVICES | PROGRAM MANAGER: SUE NELSON |

Program Goal:

Provide superior record and information and research services for staff and citizens in a responsive manner. Administer a City-wide Records and Information Management program (RIM), including training and assistance for all City staff; provide access to records for staff and the public. Organizational professionals will use RIM programs throughout the records life cycle to address issues such as security, privacy, disaster recovery, and emerging technologies. RIM professionals are instrumental in controlling and safeguarding the information assets of the City and manage the creation, access, distribution, storage, and disposition of records and information in an efficient and cost-effective manner using RIM methodology, principles, and best practices in compliance with records and information laws and regulations.

| REQUIREMENTS | FY 2008-09 ACTUAL | FY 2009-10 ACTUAL | FY 2010-11 BUDGETED | FY 2011-12 PROPOSED | FY 2011-12 ADOPTED |
|----------------------|----------------------|----------------------|------------------------|------------------------|-----------------------|
| POSITION | 7.57 | 7.57 | 6.57 | 5.00 | 5.00 |
| PERSONAL SERVICES | \$501,630 | \$545,067 | \$536,257 | \$416,123 | \$416,123 |
| MATERIALS & SERVICES | 75,367 | 160,063 | 192,911 | 40,350 | 40,350 |
| CAPITAL OUTLAY | 0 | 0 | 0 | 0 | 0 |
| TRANSFERS | 14,144 | 18,157 | 22,679 | 3,720 | 3,720 |
| TOTAL | \$591,141 | \$723,287 | \$751,847 | \$460,193 | \$460,193 |

Program Objective:

Manage records throughout their life cycle from creation to final disposition. Once a record is created, controls are triggered to regulate its access and distribution. Records may hold business, legal, fiscal, or historical value for the City in the future and, therefore, are required to be maintained for a short or permanent duration. Records are managed according to the retention schedule mandated by the State of Oregon. Once the life of a record has been satisfied according to its predetermined period and there are no legal holds pending, it is authorized for final disposition, which may include destruction, transfer, or permanent preservation.

Analyze and review all documents and coordinate implementation of scanning with the Information Systems Department. Management of the City's documents preserves much of the City's history.

Maintain the Historical Photograph/Records Program (Photo archives) that has over 1,000 historical photographs in the collection and is available for viewing on the City's web page.

Provide administrative and clerical support to the Traffic Commission, Records Management, and the Mayor's Office.

Prior Year Accomplishments:

- Continued to archive departments' inactive records and comply with the Records Retention Schedule for cities. Currently 156 projects are available on the document imaging system Papervision.
- Responded to citizens' requests for information and assistance, which are provided on the average of 100 emails per day processed five days per week by Records Management staff. Resolutions, Ordinances, Agenda Bills, Agreements and Contracts are scanned and readily retrievable immediately after passage by the Beaverton City Council.

**CITY OF BEAVERTON, OREGON
FISCAL YEAR 2011-12 BUDGET
CURRENT LEVEL OF SERVICES**

| | |
|--|--|
| FUND: 001 GENERAL | DEPARTMENT: GENERAL SERVICES |
| PROGRAM: 0533 RECORDS MANAGEMENT & OFFICE SERVICES | PROGRAM MANAGER: SUE NELSON |

Prior Year Accomplishments: (continued)

- Implemented the formation of Electronic file structures.
- Assisted all departments with e-mail identification and classification of electronic file folders and descriptions, creating business practices and policies for electronic records and taxonomy classifications.
- Staff responded to the public's requests in an efficient and productive manner that provided a positive interaction with City functions.

New Year Action Plan:

- Implement the Association of Records Managers and Administrators (ARMA) Generally Accepted Recordkeeping Principles (GARP) to effectively support the day-to-day activities as well as predictive activities such as budgeting and planning of the City by organizing, securing and maintaining organizational records. GARP principles are Accountability, Integrity, Protection, Compliance, Availability, Retention, Disposition, and Transparency. These principles are intended to set forth the characteristics of the City's RIM program.
- Implement the HP Trim electronic Records Management system within the three Pilot Program departments. Records Management Staff will provide assistance for the pilot departments with records retention and disposition education as well as records classification and electronic file structures.
- Acquire Certified Records Manager (CRM) status as well as the Association for Information and Image Management (AIIM) Electronic Records Management (ERM) Certification.
- Attend various applicable Association of Records Manager and Administrators (ARMA) meetings/seminars to maintain necessary training and stay current with legal and standard practices related to Records Management.
- Continue to archive a variety of media of records that are not applicable for scanning. These records are fully retrievable through records management tracking software.

| Performance Measures: | FY 2008-09 Projected/Actual | FY 2009-10 Projected/Actual | FY 2010-11 Projected/Revised | FY 2011-12 Adopted |
|---|--|--|---|-------------------------------|
| Research and retrieval requests filled for citizens/staff (combined research + retrieval) | 500 / 350 | 300 | 724 | 800 |
| Number of pages destroyed per month per retention schedule | 40,000 / 30,000 | 40,000 | 40,000 | 40,000 |
| Cost per document to prepare/process for microfiching/filming/scanning | \$.48 | \$.54 | \$.64 | \$.74 |
| Number of images stored in Papervision | 1,750,000 | 2,400,000 | 2,400,000 | 3,500,000 |