

Logistics

Fund 10 • Division 70 • Department 70 • Program 170

PROGRAM DESCRIPTION

The Logistics program is comprised of a Logistics Chief and a Deputy Logistics Chief, who provide the management services of planning, staffing, supervising, evaluating, and budget oversight for the Division. One Administrative Assistant is assigned to provide support functions. The Logistics Division includes six departments: Communications, Information Technology, Supply, Fleet Maintenance, Facilities Maintenance, and Emergency Management. The Service Measures for these departments are found within their respective program information. Each of these departments has an assigned department manager reporting to the Logistics Chief. The Data Analysis and Geographic Information Services (GIS) programs are supervised by the Deputy Logistics Chief and the costs and Service Measures for them are included in this cost center.

BUDGET SUMMARY

Expenditures	2006-07 Actual	2007-08 Actual	2008-09 Budget	2009-10 Budget
Personnel Services	\$790,627	\$793,974	\$655,261	\$763,856
Materials and Services	51,301	81,727	150,475	226,640
Total Expenditures	\$841,928	\$875,701	\$805,736	\$990,496

PERSONNEL SUMMARY

Position	2006-07 Actual	2007-08 Actual	2008-09 Budget	2009-10 Budget
Assistant Chief	1.00	1.00	0.00	0.00
Division Chief	1.00	1.00	2.00	2.00
Support Services Director	1.00	1.00	0.00	0.00
Data Analyst	1.00	1.00	1.00	1.00
Project Coordinator	1.00	1.00	0.00	0.00
GIS Technician	1.00	1.00	1.00	1.00
Administrative Assistant	0.00	1.00	1.00	2.00
Total Full-Time Equivalents (FTE)	6.00	7.00	5.00	6.00

2009-10 SIGNIFICANT CHANGES

Personnel costs reflect annual merit and salary range increases and an additional position. The District's Capital Bond program management needs, as well as key staff succession planning, has created the impetus to propose a Facility Development Manager position. In addition, one Administrative Assistant position was transferred from Emergency Operations to Logistics, based on the analysis and realignment of job duties.

Materials and Services increased primarily due to Account 5414, Other Professional Services, to allow professional services to assist the District in managing multiple station construction projects, deadlines, and construction cash flow scheduling and oversight. Account 5417, Temporary Services, has monies budgeted to provide a Change Management/Technical Writer to assist with the District-wide ERP implementation to capture and document policy and business changes, create and distribute project communications, write test scripts, and develop end-user training manuals.

Logistics, continued

STATUS OF 2008-09 SERVICE MEASURES

- **Establish baseline performance measurements** for core services in the GIS and Data Analysis programs.

Goal(s): VII
Service Type(s): Management
Measured By: Service Level Objectives for GIS and Data Analysis programs.
Status or Outcome: This performance measure has been initiated, but is not complete. A work order system, using SharePoint, was created allowing work order request tracking and analysis. This is allowing the District to collect and manage requests for products and services, and use the collected data related to delivering that service in developing more quantifiable Service Level Objectives and Performance Measures. In addition, these programs began tracking their time using a “resource utilization” tracking tool. This tool will allow additional data analysis for more quantifiable Service Level Objectives and Service Measures. This data will be combined to establish quantitative Service Level Objectives and Performance Measures. The May 2008 reorganization and the reassignment of these programs to a District Division Chief changed priorities and the transition of leadership is causing a delay in the development of more quantifiable Service Level Objectives and Service Measures.

STATUS OF 2008-09 CHANGE STRATEGIES

- **Replace Financial Systems** - Begin Phase I of integration and implementation of financial systems replacement of the District’s support functions through an ERP solution to integrate data and processes into a unified system.

Goal(s): VII
Budget Impact: Increase Required
Duration: Year 2 of 5
Budget Description: Estimated \$1 to \$2 million over course of project, including software, staffing, and consulting. Staff expects to complete the GFOA consultant contract project, the software procurement modules, and staffing assistance during the course of the project.
Partner(s): Information Technology, Supply, Fleet, Facilities, Human Resources, Operations
Status or Outcome: The selection of an “Enterprise Resource Planning” tool called MUNIS from *Tyler Technologies* has been completed. Contract negotiations occurred from November 2008 to February 2009. The District Board of Directors authorized the Fire Chief to execute the necessary contract documents at the February 2009 Board meeting. The implementation Team is in place and began a 24-month implementation process after executing the contract documents and working with the Tyler Project manager on a comprehensive implementation plan. This plan begins with Phase I and the core financial modules, which will take 12-months; HRIS, Payroll, Applicant Tracking and other modules in Phase II will follow in the next six-months; Phase III and the final six-month period will involve Fleet, Facilities, Work Orders, and other miscellaneous modules. Plans are in place to use limited duration personnel and temporary services for project staff and “backfill” of District personnel whose expertise is needed during the implementation.

ADDITIONAL 2008-09 ACCOMPLISHMENTS

- Significant planning, coordination, and communication as a member of the Bond Planning Team overseeing the completion of Station 50, planning of rebuilding Stations 58, 59, 65, remodel of Station 34, and planning stages of the Command and Business Operations Center.
- Designed, configured, tested, trained, and deployed the new **stand-alone** electronic in-cab map (Maverick Map) for use by Operations.
- The GIS Technician and Data Analyst worked closely with Communications and WCCCA personnel on the implementation of a new CAD system (Tiburon) that includes new response aid tools such as the MDT interface with the CAD system (MobileCom) and a new navigational map (Maverick Map).

SERVICE MEASURES – DATA ANALYSIS

The GIS Technician position remained vacant for the majority of fiscal 2007-2008. The Data Analyst and the Response Aid Coordinator provided some measure of coverage for those critical areas of mapping and GIS. The GIS Technician position was filled in June 2008. The primary focus since then has been to prepare the District for the new CAD implementation and configuration of the new mapping tool, MaverickMap. This has involved a significant amount of data manipulation, attaching of 1,650 preplans, altering the street and city data so that it works with the Tiburon CAD, and general configuration of the look and feel of the map. The Technician has also updated and produced the 2009 version of the “flip maps” that provide a paper-based backup system of mapping. The Technician revised and edited over 750 preplans this year. Many “on-demand” map requests have also been received and filled.

The following table shows the number of “queries and reports” created and provided (*Count*) and the hours (*Hours*) spent by the Data Analyst on those processes. These queries and reports represent both recurring and ad hoc report requests. They are categorized by the Division the report was prepared for.

Requesting Division	2006-07 Actual		2007-08 Actual		2008-09 Estimated		2009-10 Projected	
	Count	Hours	Count	Hours	Count	Hours	Count	Hours
Community Services	24	96	16	43	12	16	15	75
Executive Staff	27	147	25	65	8	14	25	50
External (outside agencies)	12	38	27	70	28	158	25	150
Finance	15	77	10	27	4	20	8	25
Logistics	39	244	66	425	44	140	45	200
Operations	165	799	106	409	96	318	125	600
Fire Prevention	65	233	40	97	40	106	40	150
Training	26	118	25	48	24	118	25	100
Special Projects	0	0	2 ¹	682	3 ²	850	2 ³	400
Totals	373	1,752	315	1,866	256	1,740	308	1,750

¹At the end of fiscal year 2007-2008 and throughout fiscal year 2008-2009, the Data Analyst was required to spend significant time working on preparing the reporting district’s and data side of WCCCA CAD implementation. In addition, from August 2007 to June of 2008, the GIS Technician position remained vacant. Since the Data Analyst is able to complete basic GIS work, a portion of the GIS Technician was covered by the Data Analyst. The hours spent on these projects are included in the Total Hours column.

²In fiscal year 2008-2009, the Data Analyst had three major special projects: BARB Management, significant data analysis and displays in support of a major Operations Standards of Coverage for Emergency Response revision and deployment changes, and substantial time spent on supporting the WCCCA CAD implementation.

³It is expected that the Data Analyst will continue to have “special projects” as part of the routine queries and reports. CAD replacement will continue and Operations is continuing to analyze deployment options.

Logistics, continued

2009-10 SERVICE MEASURES

- **Revise and improve service measures for the GIS and Data Analysis programs so that they are more quantitative and do a significantly better job of representing the contributions of these programs.**

Goal(s): VII
Service Type(s): Management
Measured By: Service Level Objectives for GIS and Data Analysis programs.

- **Service Measure – Support all District Divisions** by mining and analyzing data and providing ad-hoc reports intended to support decision making by managers for projects/processes such as ISO, CFAI, NIMS, etc.

Goal(s): VIII
Service Type(s): Varies depending on request
Measured By: Number of ad-hoc queries and reports generated (*Count*) and the time it took to create them (*Hours*).

2009-10 CHANGE STRATEGIES

- **Replace Electronic Business Operations Systems:** Complete Phase I of the *MUNIS* implementation, which includes the “core financial” modules. As part of Phase I, begin the process of re-engineering the District’s business operations policies and procedures. Begin Phase II of the implementation process.

Goal(s): III, VI, VII, VIII
Budget Impact: Annual operating costs projected at between \$350,000 and \$400,000
Duration: Year 3 of 5
Budget Description: \$343,050 annual ASP fee; \$29,000 for software license fees for the Tyler Content Management and forms; \$5,200 annual software maintenance fees; \$73,000 estimated for other services such as travel, planning, configuration, and installation.
Partner(s): Finance, Human Resources, Logistics, Operations

	Actual Prior FY 2007	Actual Prior FY 2008	Budget Prior FY 2009	Budget Proposed FY 2010	Budget Approved FY 2010	Budget Adopted FY 2010
10170 General Fund						
5002 Salaries & Wages Nonunion	468,336	480,531	372,676	430,359	430,359	430,359
5004 Vacation Taken Nonunion	33,520	38,529	36,858	42,563	42,563	42,563
5006 Sick Taken Nonunion	7,376	2,458				
5008 Personal Leave Taken Nonunion	2,830	2,459				
5010 Comp Taken Nonunion		323				
5015 Vacation Sold	23,272	15,506	15,751	15,916	15,916	15,916
5021 Deferred Comp Match Nonunion	12,585	13,268	12,286	13,005	13,005	13,005
5121 Overtime Nonunion		171	1,042	250	250	250
5201 PERS Taxes	123,290	104,031	84,253	97,381	97,381	97,381
5203 FICA/MEDI	36,887	36,729	33,995	39,291	39,291	39,291
5206 Worker's Comp	9,476	11,032	8,465	7,216	7,216	7,216
5207 TriMet/Wilsonville Tax	3,528	3,624	2,941	3,450	3,450	3,450
5208 OR Worker's Benefit Fund Tax	158	154	177	212	212	212
5211 Medical Ins Nonunion	39,540	49,867	62,438	80,350	80,350	80,350
5221 Post Retire Ins Nonunion	3,000	3,991	4,500	5,400	5,400	5,400
5230 Dental Ins Nonunion	5,882	7,276	9,119	10,943	10,943	10,943
5240 Life/Disability Insurance	4,453	5,502	5,000	6,000	6,000	6,000
5270 Uniform Allowance	654	43				
5295 Vehicle Allowance	15,840	18,480	11,520	11,520	11,520	11,520
Total Personnel Services	790,627	793,974	661,021	763,856	763,856	763,856
5300 Office Supplies	1,747	1,101	1,000	2,000	2,000	2,000
5301 Special Department Supplies	395	1,783	700	1,200	1,200	1,200
5330 Noncapital Furniture & Equip	294	4,232	500	6,000	6,000	6,000
5340 Software Expense/Upgrades	250					
5350 Apparatus Fuel/Lubricants	1,478	414	1,000	250	250	250
5367 M&R Office Equip		2,426	2,700	5,100	5,100	5,100
5400 Insurance Premium	115	149				
5414 Other Professional Services	13,135	33,191	98,000	32,050	32,050	32,050
5415 Printing	13,953	8,208	16,500	19,800	19,800	19,800
5417 Temporary Services		4,691	4,000	124,800	124,800	124,800
5461 External Training	3,504	7,917	9,475	3,200	3,200	3,200
5462 Travel and Per Diem	12,908	13,325	11,850	29,910	29,910	29,910
5472 Employee Recog & Awards	68	33				
5484 Postage, UPS & Shipping	95	7				
5500 Dues & Subscrip	2,222	2,712	1,950	430	430	430
5570 Misc Business Exp	1,109	1,113	1,800	1,400	1,400	1,400
5571 Planning Retreat Expense		371	1,000	500	500	500
5572 Advertis/Public Notice		43				
5575 Laundry/Repair Expense	28	11				
Total Materials and Services	51,301	81,727	150,475	226,640	226,640	226,640
Total General Fund	841,928	875,701	811,496	990,496	990,496	990,496