

PROGRAM DESCRIPTION

The Supply Department provides centralized purchasing of daily operating supplies and equipment and negotiates pricing, District-wide interdepartmental mail and delivery services, central inventory and fire equipment management, and management of surplus property.

BUDGET SUMMARY

Expenditures	2010-11 Actual	2011-12 Actual	2012-13 Budget	2013-14 Budget
Personnel Services	\$403,963	\$394,943	\$506,271	\$527,784
Materials and Services	84,180	114,945	194,857	140,589
Total Expenditures	\$488,143	\$509,888	\$701,128	\$668,373

PERSONNEL SUMMARY

Position	2010-11 Actual	2011-12 Actual	2012-13 Budget	2013-14 Budget
Supply Manager	1.00	1.00	1.00	1.00
Supply Operations Supervisor	1.00	1.00	1.00	1.00
Supply Specialist	1.00	1.00	1.00	1.00
Supply Assistant/Driver	1.00	0.50	0.50	1.50
Customer Service Clerk	0.00	0.00	1.00	1.00
Supply Driver	1.00	1.00	1.00	0.00
Total Full-Time Equivalents (FTE)	5.00	4.50	5.50	5.50

2013-14 SIGNIFICANT CHANGES

Personnel Services reflects the continuation of 1.00 FTE added on a trial basis in the prior year to assist station and District personnel with order entry, surplus property return, and inventory management. Wage and benefit costs are increased to meet projected cost increases.

Within Materials and Services, the purchase of hose sections for the District is accounted for in account 5321, Firefighting Supplies. Maintenance and Repair, account 5361, reflects routine building maintenance (\$5,000), weather stripping around overhead doors (\$1,900), and access control monitoring (\$2,640), among other items. Account 5575 accounts for NFPA standard cleaning of District turnouts of their carcinogens and other particulates, as well as repairs.

Supply, continued

STATUS OF 2012-13 SERVICE MEASURES

- **Strengthen and build partnerships** within regional fire agencies and the business community to streamline delivery of services.

Goal(s)/Call(s) for Action:	VI; VII
Service Type(s):	Essential
Measured By:	Use of contracts, common vendors and products, and advances in management of services provided.
Status or Outcome:	Members of Supply and Finance attend the quarterly Regional Logistics Group meetings. These meetings enable continued networking and sharing of information, as well as discussion of cooperative efforts and opportunities, e.g. helmet and turnout boot research and development efforts, vendor direct ordering procedures, chemical and soap dispensing systems.

- **Continue to update policies and procedures** to align with MUNIS and implementation of Vendor Direct Order and Delivery methods.

Goal(s)/Call(s) for Action:	VI; VII
Service Type(s):	Essential
Measured By:	Communication to customers regarding the addition of new policies or changes made to existing policies.
Status or Outcome:	Supply continues to evaluate daily procedures seeking efficiencies. Stations have been involved in testing changes associated to Vendor Direct Order and Delivery and have received notification prior to implementation. To date, changes have involved water deliveries, office supplies, and janitorial and station supplies.

- **Provide management, maintenance, and tracking of PPE and turnouts** to meet requirements set by the manufacturer, NFPA, OSHA, and District standards.

Goal(s)/Call(s) for Action:	IV; VII
Service Type(s):	Mandatory
Measured By:	Access to current year repair and tracking history through a vendor's database. Ability to access this database and make updates to PPE status or condition. Use information to improve decision-making regarding life and retirement of garments.
Status or Outcome:	Supply continues to work with Integrated Operations and members of the PPE group to support the District's protective equipment needs. Detailed repair and inspection history is available through the vendor website. Information is accessed and considered when determining repair or replacement of turnouts.

STATUS OF 2012-13 SERVICE MEASURES, CONTINUED

- Provide routine business and mission critical supplies and equipment to customers.

Goal(s)/Call(s) for Action:	VI; VII
Service Type(s):	Essential
Measured By:	Meet customer's supply and equipment needs in an efficient and cost effective manner utilizing vendor services and/or physical storing of inventory.
Status or Outcome:	Supply provides over 1,200 items, ranging from medical supplies, protective clothing, and station and office supplies. Physical storage of items is determined by product classification, vendor delivery times, price, etc. Orders are received daily and delivered twice weekly. Standards are being established for all categories of items to capture price savings offered by vendors and limit efforts associated to sourcing and ordering.

STATUS OF 2012-13 CHANGE STRATEGIES

- Streamline organization of work order activity codes to capture resource utilization and opportunities for improvements to services.

Goal(s)/Call(s) for Action:	VI/E; VII/D
Budget Impact:	Increase required
Duration:	Ongoing
Budget Description:	Anticipate continued requirement of staff time as staff adjusts to the maintenance and increased use of this module.
Partner(s):	Logistics, Finance
Status or Outcome:	With the assistance of Logistics Administrative Assistants, Supply has adopted similar methods for tracking work requests and labor costs associated with Supply's four service areas. As Supply's services evolve, staff will continue to work with Logistics partners to identify opportunities to align businesses and methods for capturing data. Since this has become part of Supply's routine business operations, this Change Strategy will not be carried forward.

- Explore the possibility of combining inventory management responsibilities within the Logistics Division.

Goal(s)/Call(s) for Action:	VI/C; VII/A and E
Budget Impact:	Resource neutral
Duration:	Year 1 of 3
Budget Description:	The first year will focus on identifying opportunities to combine inventory procurement and management within Logistics. Depending on the outcome, subsequent years will focus on development, testing, and implementation.
Partner(s):	Supply, Fleet, Facilities, Information Technology, Communications, Finance
Status or Outcome:	Opportunities identified are: <ul style="list-style-type: none">○ Adding common Facilities Maintenance products to the Supply Department inventory.○ The concept of consolidating Logistics consumables under one main supply vendor.○ Testing of single point sourcing and ordering through the Supply Customer Service Clerk to gain purchasing efficiencies and better utilize Technician and staff resource time.

Supply, continued

STATUS OF 2012-13 CHANGE STRATEGIES, CONTINUED

- **Evaluate benefits and opportunities to simplify and streamline ordering process** for customers while improving service and maintaining benefits realized through vendor direct ordering and delivery. A customer service position in Supply will provide a point of contact for the end user in support of the ordering system. This position will also allow for increased efficiency and consistency in procurement procedures, order management, and validation of coding within MUNIS. A major challenge of the current system is the complexity of ordering from multiple vendors and subsequent MUNIS entry; having a person available to assist the end-user and manage the order with an internal understanding will simplify the process while meeting procurement and materials management efficiencies within the Supply Department.

Goal(s)/Call(s) for Action:	VI/4; VII/1, 2, and 4
Budget Impact:	Increase required
Duration:	Year 1 of 1
Budget Description:	Proof of concept, limited duration customer service/order assistance position filled.
Partner(s):	Logistics, Finance, Integrated Operations
Status or Outcome:	The Customer Service Clerk worked closely with station ordering personnel to understand frustrations associated with ordering in MUNIS and vendor websites. Supply conducted quarterly customer surveys, receiving feedback that led to improvements in product search options and simplified training aids. One-on-one training conducted by the Customer Service Clerk has improved customer comfort levels and acceptance of MUNIS, and improved accuracy of requisition entries. Inventory requisitions are reviewed daily to allow timely clarification of requests, limiting delays and product returns. Streamlined ordering process changes were tested with select stations before making available to all locations. Standards for over 1,200 commonly ordered items have been established in MUNIS as “virtual” non-stock items to simplify station ordering. As a result, vendor website ordering and subsequent duplicate entries into MUNIS have been discontinued. The Customer Service Clerk is responsible for processing all vendor direct, non-stock/“virtual” items, ensuring accurate and timely deliveries to the stations and completion of accurate MUNIS purchasing card entries. Special order requests are communicated by customers via email and sourced by the Customer Service Clerk, using established vendors and contracts when possible. The Customer Service Clerk is the first point of contact for questions received via email and phone to Supply, improving Supply’s overall customer service. Supply continues to work with line personnel and other District partners to identify additional opportunities for streamlining the ordering process and bringing efficiencies to its services.

ADDITIONAL 2012-13 ACCOMPLISHMENTS

- Supported Stations 65 and 56 equipment and surplus needs.
- Tested and implemented automatic laundry soap dispensing systems.
- Outfitted 12 new Volunteer recruits for the fall 2012 academy.
- Outfitted 16 new Career Line recruits for the spring 2013 academy.
- Partnered with Integrated Operations to support the AMP boot, jacket, and helmet PAT processes.

Supply, continued

2013-14 SERVICE MEASURES

Service Measure	2010-11 Actual	2011-12 Actual	2012-13 Estimated	2013-14 Projected
Procurement Service Labor Hours	1,970 ³	1,580	1,620	1,740
Inventory and Special Request Purchase Orders	1,093	1,113	1,550	1,700
Warehousing Service Labor Hours	3,415 ³	2,625	1,963	1,832
Stocked Inventory Items	898 ⁴	990	929	802
Non-Stock/JIT and Special Order Items	700	1,034 ⁴	1,207 ⁴	1,334
Inventory Requisitions Filled	5,606 ¹	5,432	6,052	5,812
Ending Inventory Value	152,880	143,489	135,053	114,053²
Inventory Purchases	557,763	499,989	482,489	439,989²
Inventory Billings	550,055	509,380	490,925	460,989²
Inventory Turns	3.69	3.44	3.52	3.70
Distribution Service Labor Hours	1,490	1,085	1,232	1,252
Miles Driven	12,356	12,365	11,615	11,515
Materials Management Service Labor Hours	1,483 ³	803	832	865
Facilitation of Turnouts (clean/repair/inspection)	210	187	150	125
Work Orders Processed	594	741	602	610

1. A reduction was anticipated due to implementing Vendor Direct Order and Delivery. Actual reflects addition of non-stock/special order items now processed through inventory requisition versus general requisition.
2. Reflects impact of projected inventory removed from warehouse shelves to vendor direct ordering and delivery.
3. Reflects limited duration increase of part-time employee to full-time hours.
4. Items moved to non-stock status and provided through vendor direct ordering.

Procurement Services: Actions associated before product is received; product research, purchasing, vendor management, product recalls, etc.

Warehouse Services: Actions associated after products are received and before they are distributed; receiving/product verification, stocking, cycle count/inventory, order pulling, pick ticket processing, warehouse organization/upkeep.

Distribution Services: Actions associated with distributing supplies/equipment; loading/unloading delivery van, two day per week route, special runs, preparation of commercial shipments, vehicle inspections, etc.

Materials Management: Actions associated with handling supplies/equipment after distribution; product returns, maintenance/repair requests, surplus, work order management, etc.

- **Strengthen and build partnerships** within regional fire agencies and the business community where relevant to District priorities to streamline delivery of services.

Goal(s)/Call(s) for Action: VI; VII/A, E, 1 and 2
Service Type(s): Essential
Measured By: Use of contracts, common vendors and products, and advances in management of services provided.

- **Continue to update policies and procedures** to align with MUNIS and implementation of Vendor Direct Order and Delivery methods.

Goal(s)/Call(s) for Action: VI; VII
Service Type(s): Essential
Measured By: Communication to customers regarding the addition of new policies or changes made to existing policies.

Supply, continued

2013-14 SERVICE MEASURES, CONTINUED

- Provide management, maintenance, and tracking of PPE and turnouts to meet requirements set by the manufacturer, NFPA, OSHA, and District standards.

Goal(s)/Call(s) for Action: IV; VII
Service Type(s): Mandatory
Measured By: Access to current year repair and tracking history through a vendor's database. Ability to access this database and make updates to PPE status or condition. Use information to improve decision-making regarding life and retirement of garments.

- Provide routine business and mission critical supplies and equipment to customers.

Goal(s)/Call(s) for Action: VI; VII
Service Type(s): Essential
Measured By: Meet customer's supply and equipment needs in an efficient and cost effective manner utilizing vendor services and/or physical storing of inventory.

2013-14 CHANGE STRATEGIES

- Explore the possibility of combining inventory management responsibilities within the Logistics Division.

Goal(s)/Call(s) for Action: VI/5; VII/1 and 2
Budget Impact: Resource neutral
Duration: Year 2 of 3
Budget Description: Continue to identify opportunities to combine inventory procurement and management within Logistics. Depending on the outcome, focus on development, testing, and implementation.
Partner(s): Fleet, Facilities, Information Technology, Communications, Finance

Supply, continued

		Actual Prior FY 2011	Actual Prior FY 2012	Budget Prior FY 2013	Budget Proposed FY 2014	Budget Approved FY 2014	Budget Adopted FY 2014
10220	General Fund						
5002	Salaries & Wages Nonunion	238,711	228,779	288,401	287,737	287,737	287,737
5004	Vacation Taken Nonunion	19,056	20,622	22,185	22,136	22,136	22,136
5006	Sick Taken Nonunion	6,037	5,423	4,437	4,428	4,428	4,428
5008	Personal Leave Taken Nonunion	1,519	1,636	1,902	1,900	1,900	1,900
5010	Comp Taken Nonunion	886	39				
5015	Vacation Sold	569	1,053	7,618	7,601	7,601	7,601
5021	Deferred Comp Match Nonunion	4,215	6,791	12,677	12,651	12,651	14,231
5054	Other/FTO Premium			104			
5121	Overtime Nonunion	8,387	6,462	7,000	6,000	6,000	6,000
5201	PERS Taxes	51,955	46,459	68,727	73,495	73,495	73,495
5203	FICA/MEDI	20,512	19,662	26,341	26,202	26,202	26,202
5206	Worker's Comp	4,640	8,181	6,198	6,165	6,165	6,165
5207	TriMet/Wilsonville Tax	1,864	1,813	2,416	2,448	2,448	2,448
5208	OR Worker's Benefit Fund Tax	127	115	194	214	214	214
5211	Medical Ins Nonunion	32,508	35,586	41,723	57,805	57,805	57,805
5221	Post Retire Ins Nonunion	4,500	3,600	4,500	4,500	4,500	4,500
5230	Dental Ins Nonunion	4,120	4,337	5,284	7,038	7,038	7,038
5240	Life/Disability Insurance	2,955	2,238	4,859	4,734	4,734	4,734
5270	Uniform Allowance	319	632	625	1,150	1,150	1,150
5290	Employee Tuition Reimburse	1,083	1,516	1,080			
	Total Personnel Services	403,963	394,943	506,271	526,204	526,204	527,784
5300	Office Supplies	439	745	800	800	800	800
5301	Special Department Supplies	1,259	1,462	3,760	2,430	2,430	2,430
5305	Fire Extinguisher		168	200	300	300	300
5320	EMS Supplies		45				
5321	Fire Fighting Supplies		3,379	9,530	10,035	10,035	10,035
5325	Protective Clothing	104	29				
5330	Noncapital Furniture & Equip	2,135	526	130	120	120	120
5350	Apparatus Fuel/Lubricants	4,926	5,483	8,500	6,500	6,500	6,500
5361	M&R Bldg/Bldg Equip & Improv	751	7,424	14,620	10,920	10,920	10,920
5365	M&R Firefight Equip	377	240	500	500	500	500
5367	M&R Office Equip	1,240	1,254	1,344	1,460	1,460	1,460
5415	Printing			75	25	25	25
5416	Custodial & Bldg Services		1,354	2,606	2,594	2,594	2,594
5417	Temporary Services	36,448	21,549	13,100			
5432	Natural Gas	5,408	5,045	4,000	4,700	4,700	4,700
5433	Electricity	5,482	5,718	6,790	6,200	6,200	6,200
5434	Water/Sewer	3,766	4,097	4,500	4,500	4,500	4,500
5436	Garbage	1,331	1,923	3,075	3,066	3,066	3,066
5461	External Training	380		1,495	1,125	1,125	1,125
5462	Travel and Per Diem		5	50	60	60	60
5484	Postage UPS & Shipping	1,673	2,019	2,379	1,829	1,829	1,829
5500	Dues & Subscriptions	1,315	410	555	385	385	385
5570	Misc Business Exp	63	117	300	300	300	300
5573	Inventory Over/Short/Obsolete	(787)	1,051	5,000	3,000	3,000	3,000

Supply, continued

	Actual Prior FY 2011	Actual Prior FY 2012	Budget Prior FY 2013	Budget Proposed FY 2014	Budget Approved FY 2014	Budget Adopted FY 2014
10220 General Fund						
5575 Laundry/Repair Expense	17,870	50,905	111,548	79,740	79,740	79,740
Total Materials & Services	84,180	114,945	194,857	140,589	140,589	140,589
Total General Fund	488,143	509,888	701,128	666,793	666,793	668,373