

**JEFFERSON COUNTY
BOARD OF COUNTY COMMISSIONERS**

AGENDA REQUEST

TO: Board of County Commissioners
Mark McCauley, County Administrator

FROM: Shawn Frederick, Central Services Director

DATE: February 3, 2024

RE: Central Services Department 2025 Workplan

STATEMENT OF ISSUE: Each Department of Jefferson County has been asked to brief the Board of County Commissioners on their respective 2025 Work Plans.

ANALYSIS: The Jefferson County Central Services Department continues its complex mission of providing high-quality customer services to all Jefferson County Departments and Elected Offices for calendar year 2025. The Central Services Department welcomes the opportunity to socialize and receive feedback on its 2024 accomplishments and 2025 workplan from the Board of County Commissioners, County Administrator, and general public.

FISCAL IMPACT:

None

RECOMMENDATION

Participation in discussion, feedback, and staff direction as needed.

REVIEWED BY:

 1/30/25
Mark McCauley, County Administrator Date

2025 Annual Work Plan

Central Services Department

Board of County Commissioners Presentation





Staff Acknowledgements

KEY PRESENTATION CONTRIBUTORS

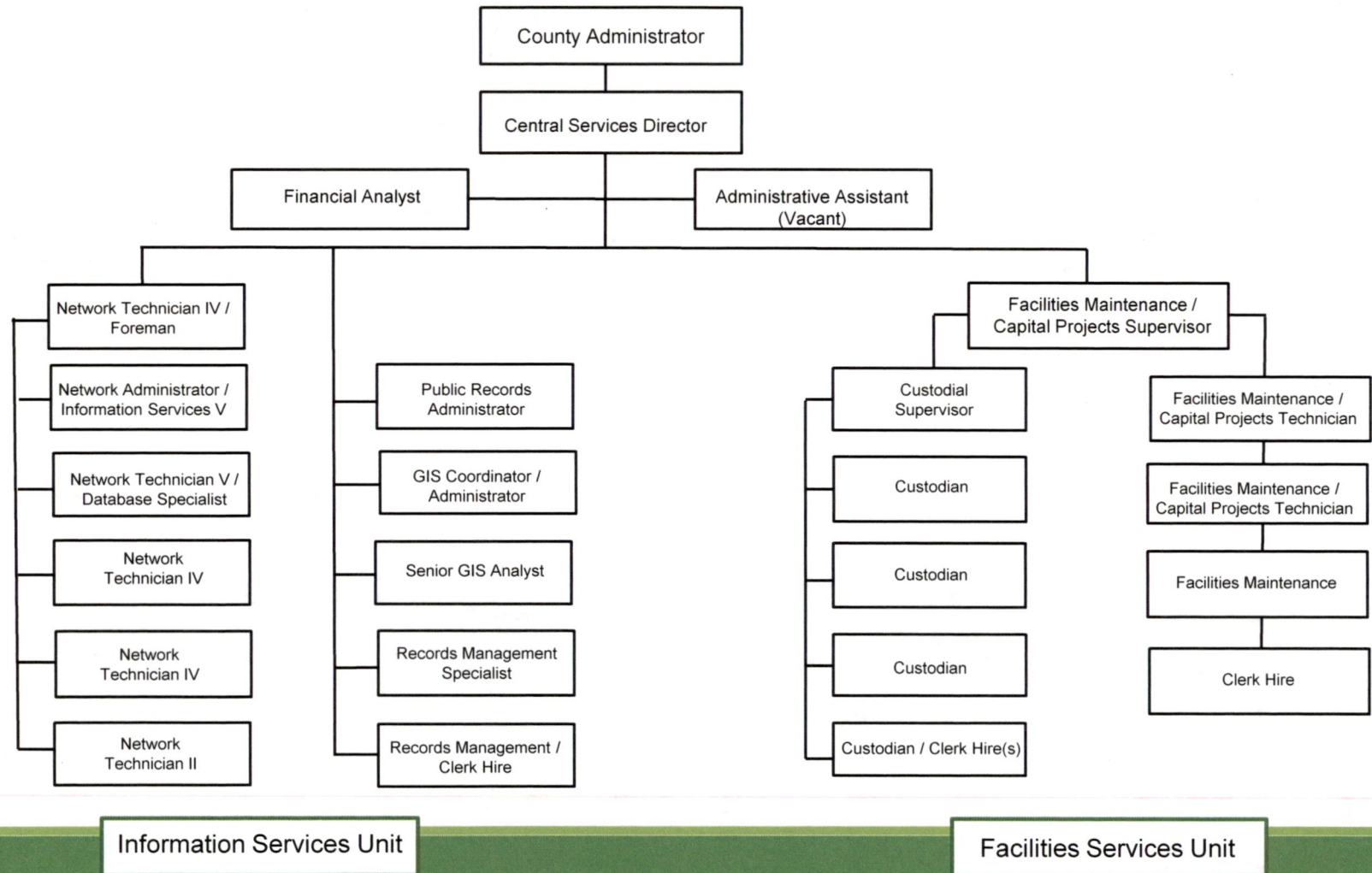
- Renee Talley, Financial Analyst
- Matt Court, Facilities Maintenance/Capital Projects Supervisor
- Mikey Forville, Network Tech IV (Foreman)
- Jenny Matter, Records Management Specialist
- Ken Hugoniot, Public Records Administrator
- Kevin Hitchcock, Information Services V - GIS



This Photo by Unknown Author is licensed under [CC BY](#)



Jefferson County, WA — Central Services Department Organizational Chart - 2025





Information Services – Information Technology

2024 ACCOMPLISHMENTS:

- Completed significant “Makeover” of county website
- 118 Computer Rollouts approximately 25% of system devices
- Continued Critical Information Technology Server Room (CRITR) project
- Barracuda cloud migration to enhance gateway defense and provide email archiving services.
- Implemented Multi-Factor Authentication (MFA)
- Partnership with Homeland Security and MS-ISAC for election and cyber security.
- New Scale equipment installed and integrated at solid waste
- Successful Customer Self Service (CSS) Portal Launch-Phase I
- 549 Helpdesk tickets as well as phone calls and emails helping fellow employees

2025 GOALS

- Completion of the CRITR project
- Tyler Tech on-prem server migration (ERP/EPL & supporting software)
- Complete rollout of approximately 25% of network system devices
- Wire new building for Public Health
- Continue to move towards Microsoft Office 365 licensure
- Complete Role Based Permissions for all staff permissions
- Convert First floor conference room into hybrid capable meeting space.
- Complete necessary Firewall and switch updates
- Helpdesk Revamp/makeover
- Moving to full Munis asset tracking eliminating duplicative work
- Full implementation of Adobe Creative Cloud



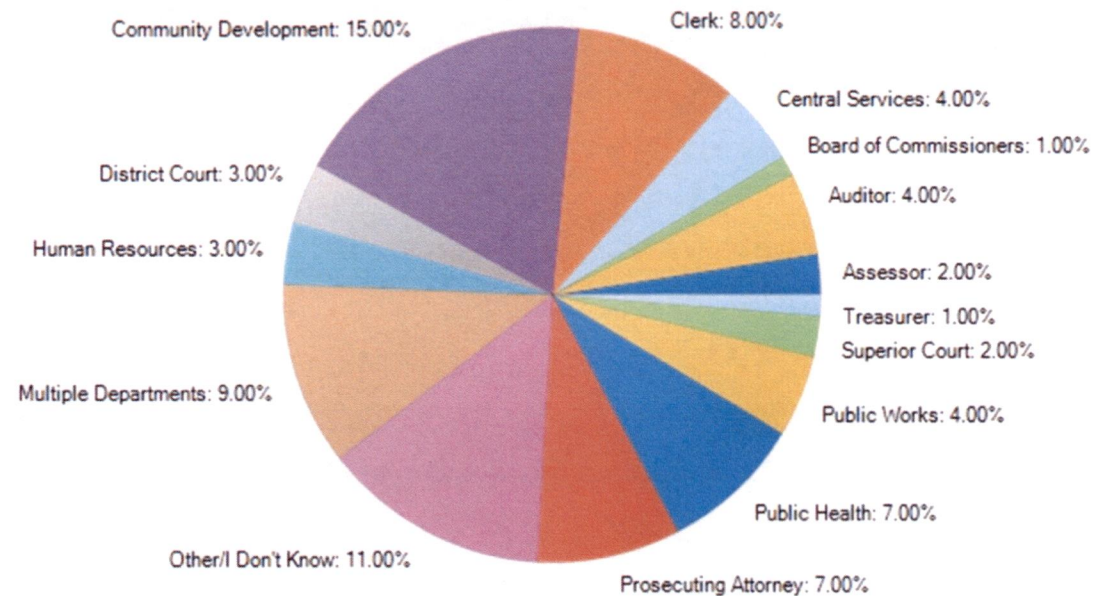
Information Services – Public Records Administrator

2024 ACCOMPLISHMENTS:

- Public Records Requests
 - County PRRs: 384, Sheriff PRRs: 687
 - Completion Rate
 - Closed: 87.84%, Open: 12.16%

2025 GOALS:

- Complete in-depth Public Records Act training for Sheriff's Office staff.
- Develop public records training module for all county staff.
- Continued public records request training of departmental records liaisons.
- Implementation of SMS archiving software to compliment existing county website, social media accounts archiving applications.





Information Services - GIS

2024 ACCOMPLISHMENTS:

- Worked with I.T. to integrate GIS with the EPL permitting system. Permit layers in GIS are updated nightly with the latest information.
- Upgraded the county's Enterprise GIS system to 10.9.1. This is the last version that supports both the older ArcMap and the current ArcGIS Pro software
- Migrated the Parcel Fabric land records management system from the ArcMap data model to the most current ArcGIS Pro data model.
- Updated all county web maps with 2023 aerial imagery for the unincorporated areas and 2024 imagery for the City of Port Townsend and some of the outlying Quimper Peninsula.
- Worked with JeffCom 911 to translate the countywide address point data to be compliant with the Next Generation 911 national data standard.
- Added or edited 1,988 site address points.
- Edited 554 tax parcel boundaries.

2025 GOALS

- Migrate all remaining ArcMap dependent processes and relevant map documents to ArcGIS Pro in advance of ArcMap's retirement date of March 1st, 2026.
- Building a new address data management system and a new Assessor Tax Map system.
- Migrate all county web mapping applications from ArcGIS WebAppBuilder to new platforms like ArcGIS Experience Builder and ArcGIS Story Maps.
- Prepare for migration to ArcGIS Enterprise 11.x in 2026.



Information Services – Records Management

2024 ACCOMPLISHMENTS:

- Digitizing building permits have allowed for the scanning and destruction of paper files between 1972 and 1978.
- Relocated all records to the new record center.
- Reviewed 60,000 lines of data for accuracy as part of a grant upgrade Laserfiche.
- Destruction of 294 boxes of records that met records retention.
- Collaboratively worked with each department on policy development, accession of records, and records delivery as needed.

2025 GOALS

- We should have the records module completed.
- Continue to organize records in the records center.
- Review Laserfiche access rights for each department.
- Transfer videos to digital archives.
- Continue transferring records to Washington State archives.
- Increase capacity in forms and workflow elements of Laserfiche increasing efficiency throughout the county.



Facilities

2024 ACCOMPLISHMENTS:

- PTCC Flooring projects in Kitchen and Great Room
- Building automation system replacement for the Jail/ Jeffcom/EOC
- Castlehill HVAC upgrades
- Relocation of Records Storage
- Creation of Facilities shop
- Enhanced implementation of FMX to better track work requests and preventative maintenance
- External remodel of Humane Society entryway.

2025 GOALS

- Roof repair (PTCC, Castlehill PW, Castlehill PH/DCD)
- Brinnon structural study
- Carpet replacement in offices of the Auditor and Treasurer
- Animal shelter ventilation
- Clearwater Annex apartment mini-split install.
- Courthouse sustainment (Irrigation controller, elevator modernization, Chimney repair, wiring upgrade)
- Jail (electrical work for sewer hookup and septic decommissioning)
- Facilities Management Handbook



Central Services Director

2024 ACCOMPLISHMENTS:

- Increased access to safety devices across county owned facilities
- Pet policy revision
- Flag policy creation
- WAEVCS grant contracting
- Fairgrounds abandoned property survey and demolition contract

2025 GOALS

- Complete assigned elements of strategic plan
- Support Comprehensive Plan revision
- Relaunch Capital Facilities Planning Committee
- Revise Jefferson County ADA Plan
- Re-establish and reconstitute 6 year CIP
- Continue to evaluate opportunities to enhance department support across Jefferson County government.

2025 Annual Work Plan

Central Services Department

Board of County Commissioners Presentation



QUESTIONS?

