

2023 Annual Work Plan

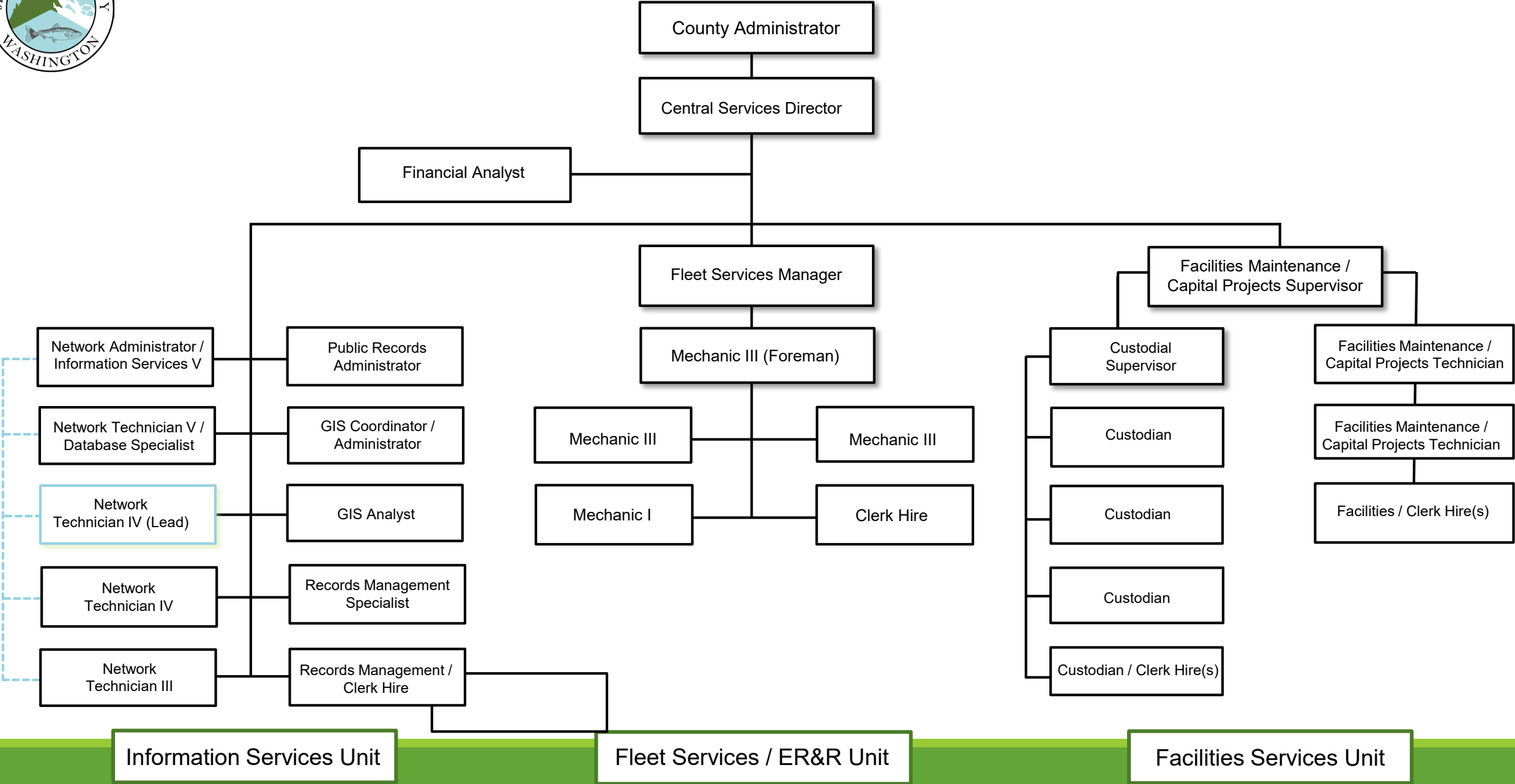
Central Services Department

Board of County Commissioners Presentation





Jefferson County, WA — Central Services Department
Organizational Chart - 2023



Information Services – Information Technology

RECENT PROGRESS:

- Launching a new Ticketing System aimed at improving customer service:

helpdesk@co.jefferson.wa.us

- Continued support for MUNIS and EnerGov product implementations.
- Sara McIntyre designated a Team Lead.
- Mikey Forville was hired as a Network Technician III and continues to excel.
- Scott Carpenter was hired as a Database Specialist and is already making significant quality of life improvements for colleagues at DCD and Health.
- Implementing SAO cybersecurity audit recommendations and energy savings policy changes.

2023 GOALS

- CRITR Server Room Relocation Project
- Migrating email to Microsoft Exchange Online
- Launching several cybersecurity and departmental policies aimed at better service delivery and compliance with industry standards.
- Implementing New Hire / Move Request forms (with Facilities) for process improvement.
- Help design and implement an annual 'Spring Cleaning' digital destruction policy.
- Conduct incident response planning and developing interlocal cybersecurity partnership.



Information Services - GIS

RECENT PROGRESS:

- Continued work on redistricting and integration with VoteWA state voter information system.
- Development of hard copy, web, and mobile offline-enabled mapping products for Jefferson County Emergency Operations Center.
- Daily automation of GPS receiver data for Public Works shoulder mower, snowplow, and salt vehicles into County GIS services.
- Brought road centerline and address point data into compliance with National Emergency Number Association (NENA) Next Generation 911 standards.
- Completed International Association of Assessing Officers (IAAO) training for Cadastral Mapping Principles and Techniques.

KEY GOALS

- Develop automated processes for integrating GIS web maps with EnerGov permitting information.
- Upgrading system to the latest version of ArcGIS Enterprise.
- Migrating Parcel Fabric (Tax Parcels, Lots, Subdivisions, etc.) from the legacy system to the latest ArcGIS Pro.
- Continue training opportunities/upcoming conferences WAGISA, NWGIS, & ESRI International User Conference.
- Updates to Critical Areas and Permitting GIS layers using best available science (i.e. latest DNR layers).
- Adding all County districts to Election District Lookup web map.



Information Services – Records Management

RECENT PROGRESS:

- Conducted another successful annual physical destruction process without exemptions.
- Supporting ongoing implementation of EnerGov.

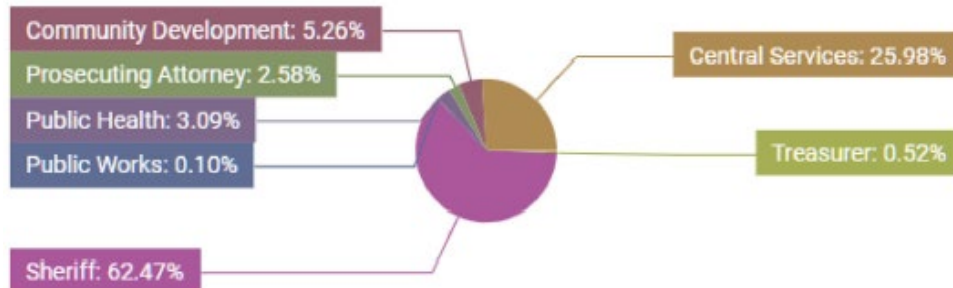
2023 GOALS

- Help design and implement an annual 'Spring Cleaning' digital destruction policy.
- Assist DCD (and other departments) in training staff on retention and archival compliance with a focus on cost-saving opportunities.
- Continuing to develop Standard Operating Procedures for PRA compliance Countywide.
- Identifying training opportunities for Departmental records specialist designees.

Information Services – Public Records Administrator

RECENT PROGRESS:

- 2022 (Calendar Year) Public Records Requests
 - County PRRs: 371
 - Sheriff PRRs: 599
- Completion Rate
 - Closed: 94.33%
 - Open: 5.67%
- Total Requests (by assigned dept.)



KEY GOALS:

- Conducting biannual Public Records Act training for all new and untrained staff (Spring and Fall).
- Continuing to develop Standard Operating Procedures for PRA compliance Countywide.
- Identifying training opportunities for Departmental records specialist designees.

Fleet Services / ER&R

RECENT PROGRESS:

- Wash facility water filtration system replaced
- 14 replacement units, complete with upfitting.
- Nearly 1,000 Repair orders completed and that is with training a new employee.
- Parts and inventory program up and running.
- Sam McCullough hired as a Mechanic I and is working out great.

KEY GOALS:

- Hadlock Shop Roof Replacement.
- Hoh Shop fuel tank replacement.
- Hoh Shop heating upgrades.
- Hoh Shop generator install.
- 15 Vehicle and Equipment replacements.
- Solar/Backup power for the Sign Shop.
- Identify, apply for, and implement Electric Vehicle charging stations.

Facilities

RECENT PROGRESS:

- Identified and remedied water leaks at multiple County facilities.
- Custodians performing well, elevating incidents, providing visual assessments of each building at night, and relaying repairs to Facilities team.
- Filled position for Capital Projects / Facilities Maintenance Technician. Dave Monroe continues to excel in his role.
- Completed annual inspection of life safety equipment countywide ahead of schedule.
- Developing a facilities operations manual for continuity.
- Roof replacement of Quilcene and Tri-Area Community Centers.
- Quilcene and Brinnon Community Center Siding and Railing Repair and Replacement.
- Provided Support for Brinnon Community Center Volunteer Picnic Shelter.

2023 GOALS

- CRITR Server Room Relocation
- Starting process of performing major upgrades to one or more County Community Centers
- Assist with department work flow process improvements
- Monitoring septic systems and performing repairs as needed
- Energy Conservation where opportunities exist
- Monitoring and addressing building safety and security concerns
- Preserving of services provided to customers
- Implementing New Hire / Move Request forms (with Info. Services) for process improvement.



Central Services Director

RECENT PROGRESS:

- Community Wildfire Protection Plan RFP process completed. Firm selected.
- Conducted BOCC workshop on Capital Facilities Planning Committee.
- Assumed Chair position with Courthouse Safety Committee.
- Assumed duties as County ADA Coordinator.
- Several process improvement and customer service initiatives underway.

2023 GOALS

- Empower Self-Directed Teams.
- Prioritize Customer-Service.
- Humane Society Renewed Long-Term Operating Agreement.
- Fully implement Capital Facilities Planning Committee.
- Developing County Code Recommendations as requested on multiple key issues.
- Enhance Cybersecurity Standards Countywide.
- Support all feasible grant opportunities.
- Help support implementing values-based policymaking.

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QUESTIONS?

