

Priority: Accountability **Lead Agency:** County Management
Program Offer Type: Innovative/New Program **Program Contact:** George Whitney
Related Programs: 72006A
Program Characteristics: One-Time-Only Request

Executive Summary

Despite the inherent responsibilities and commitment to service Multnomah County has for our customers, employees and partners, the county does not maintain a coordinated 24 hour-a-day, live point-of-presence. This program would develop a viable plan for a coordinated, 24/7/365 Emergency Watch Office to maintain a county-wide point-of-presence on behalf and in support of departments for matters related to safety, security, customer service and emergency management. This offer was developed working with Road Services in Community Services and Facilities & Property Management within County Management.

Program Description

Several County Departments now offer services beyond normal business hours (e.g., CDHS Mental Health Crisis Hotline, IT Help Desk). Most of these extended services relate to a single department responsibility and limited interaction and coordination occur between these extended services. Other services, for which a 24/7 point-of-presence may be expected (e.g., workplace injury reporting, security monitoring, emergency management), do not exist. This program would serve to engage a contractor to identify County requirements for a 24/7 point-of-presence and to present business model alternatives to meet these requirements most effectively and efficiently.

Program Justification

The County's commitment to public health and safety, customer service and the use of exemplary workplace practices all but require a capacity to interact effectively with County stakeholders on a 24/7/365 basis. Creating an Emergency Watch Office would allow the County to monitor the status of public health and safety situations, workplace safety, workplace security, weather and other constant and crucial considerations of the County. Creating an Emergency Watch Office would provide the County with a continuous, multi-discipline interaction with 911 and other agencies and organizations that currently does not exist on a 24/7/365 basis. Using this program offer to identify requirements and present alternatives for developing a watch office better ensures that a collaborative, efficient, effective and sustainable capability will be developed. Moreover, there is reason to believe that alternatives developed as a result of this program offer may effectively reduce the current cost of several County operations by way of consolidation or better coordination of existing resources.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Assessment and Recommendations Project Management Plan	0.0%	0.0%	0.0%	100.0%
Outcome	Departments understand and concur with expectations for project	0.0%	0.0%	0.0%	100.0%
Output	Assessment of current 24/7/365 watch requirements	0.0%	0.0%	0.0%	100.0%
Outcome	County understands 24/7/365 program requirements	0.0%	0.0%	0.0%	100.0%

Performance Measure - Description

The performance measures relate directly to critical project milestones and overall expectations for project success. Implementation of a preferred alternative and hence the ultimate success of a coordinated Emergency Watch Office program is dependent on Board approval.

Legal/Contractual Obligation

ORS 401 requires each County to develop and maintain an emergency management program to effectively coordinate response to emergencies.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Contracts	\$0	\$0	\$50,000	\$0
Subtotal: Direct Exps:	\$0	\$0	\$50,000	\$0
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$50,000	\$0
Program Total:	\$0		\$50,000	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

This program offer requires a one-time allocation of \$50,000 from the General Fund to complete.

Significant Program Changes

Last year this program was:

No significant program changes would be effected by this program offer.