

Priority: Accountability
Program Offer Type: Internal Service
Related Programs:

Lead Agency: County Management
Program Contact: Garret Vanderzanden

Program Characteristics:

Executive Summary

Distribution Services provides county agencies pickup and delivery of mail and supplies, processing and metering of U.S. Mail, U.S. Mail training and consultation, and management of mail services contracts.

Program Description

Distribution Services provides regular pickup and delivery of interoffice mail, US mail, Central Stores products, County records, and Health Clinic lab samples to 128 stops throughout 93 locations in the county. It also provides on-demand special delivery of larger shipments. Distribution Services meters over one million pieces of US Mail per year at full and discounted rates; provides training and consultation to county agencies on lowering postage costs; and maintains mail services contracts for presort and mail processing services, including folding/insertion, addressing, and metering. Distribution Services also has a vital role in Multnomah County's Emergency Preparedness and Incident Command System, serving as the Distribution component of the Receiving and Distribution Center, or RDC, which functions as the high security central point for receipt and distribution of supplies and equipment for Multnomah County in the event of an emergency.

Program Justification

Distribution Services supports Accountability's primary factor of Resource Management through the strategy of "manage resources and service delivery costs effectively".
 By centralizing inter-office mail distribution and supply delivery, Distribution helps County programs have what they need, when they need it, and where they need it to conduct business. Morning pickups are delivered the same day to most of the 128 mail stops.
 By partnering with the State and Portland delivery systems, interoffice mail is also sent and received from many other Willamette Valley governments increasing intergovernmental efficiency and facilitating communication across governments in the region.
 By managing a multi-jurisdictional contract for presort services, presorted mail postage costs for all participating governments are reduced (22% for County). Maintenance of centralized mail service contracts also generates savings and reduces departmental efforts across vote-by-mail, tax mailings, and other specialized projects. Metering US Mail centrally (1,117,217 pieces in FY08) ensures that all US mail is to the Post Office by the end of the business day. It also allows the County to reduce costs by maintaining fewer postage meters.
 By coordinating both Distribution's and Materiel Management's staff, expertise, equipment, and processes increased efficiencies are gained.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	# of pieces of mail processed	1,117,217	1,095,500	1,043,047	1,080,000
Outcome	Pre-Sort discount over full postage	22.0%	22.0%	22.0%	22.0%
Quality	US Mail delivered to USPS same day as pick up	100.0%	100.0%	100.0%	100.0%
Input	Number of mail stops receiving delivery services	128	128	128	128

Performance Measure - Description

Number of mail stop is not a new measure. However, the way stops are counted has changed. In the past, number of stops was tracked with each customer, sharing a stop, counting as a separate stop. The number of stops is now tracked by stop location/floor and the number of times a location/floor receives a delivery/pick-up.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2009	2009	2010	2010
Personnel	\$0	\$569,470	\$0	\$431,735
Contracts	\$0	\$10,064	\$0	\$1,225
Materials & Supplies	\$0	\$1,134,048	\$0	\$905,642
Internal Services	\$0	\$217,159	\$0	\$230,347
Unappropriated & Contingency	\$0	\$278,747	\$0	\$900,898
Subtotal: Direct Exps:	\$0	\$2,209,488	\$0	\$2,469,847
Administration	\$29,790	\$87,224	\$30,414	\$113,537
Program Support	\$20,478	\$0	\$13,543	\$0
Subtotal: Other Exps:	\$50,268	\$87,224	\$43,957	\$113,537
Total GF/non-GF:	\$50,268	\$2,296,712	\$43,957	\$2,583,384
Program Total:	\$2,346,980		\$2,627,341	
Program FTE	0.00	8.40	0.00	6.40
Program Revenues				
Fees, Permits & Charges	\$0	\$1,329,814	\$0	\$1,370,425
Intergovernmental	\$0	\$49,505	\$0	\$63,777
Other / Miscellaneous	\$0	\$892,585	\$0	\$106,574
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$2,271,904	\$0	\$1,540,776

Explanation of Revenues

Distribution Services is funded by a charge system through the Distribution Fund. Service reimbursements are based on delivery stops, US Mail sent, and special services requested. Data used for the estimates are based on historical data and current service levels.

Significant Program Changes

Last year this program was:

#72103 - DCM - FREDS Distribution Services