

OFFICE OF MANAGEMENT & BUDGET

Department Purpose: Serves as an honest broker providing budget, financial, and strategic performance management services, oversight, and analysis to support efficient and effective delivery of stable and sustainable services in accordance with the Pinellas County Strategic Plan, financial best practices, and the law.

Performance Summary: Performance Data can be found in the attachments.

- A summary of analysis related to Establishing Level of Service (LOS) for Parks Operations and Maintenance will be provided to support discussion during the Budget Information Session for Parks and Conservation Resources.
- While monthly average abandon rates at County-operated call centers have stayed below the target of 5-8%, they have gradually increased over the last two years as average wait times have increased from a low of around 30 seconds in 2018 to fluctuate between 60 and 90 seconds since July 2019. Follow up analysis and consultation with individual departments has aimed to address performance gaps but with 13+ individual call centers across various departments, this is an ongoing process. Data will also be discussed as part of regular performance discussions with County Administration and department leadership to improve collective performance. In the longer term, it is expected that the Transition to a Centralized Customer Service Center will consolidate responsibility for this area of County performance.
- Staff have continued following up with Federal and State employees to complete 100% validation of the documentation related to Hurricane Irma. This work continues but as a result, Hurricane Irma FEMA Reimbursement increased significantly from 19.9% in February to 66.7% in March.
- The department has identified and will be collecting data for new performance measures related to General Fund Reserves, the Capital Improvement Program and the Grants Center of Excellence to provide a more complete picture of the department's performance outcomes.
- A measure of grant revenues received has been replaced with the dollar value of grants awarded as valid data is more readily available and provides insight into the extent to which the County is successful in pursuing grant funding.

Opportunities for Efficiencies:

- The department is refining current processes to make them more efficient. Examples include using the new budget software (Questica) to automate the development of the Six-Year Forecast, User Fees, Quarterly Status Reports, and Budget Amendments which are currently manual processes. Technology is also being used to publish and automate performance data. These efficiencies will allow the team to focus more on analysis rather than filling gaps in current technology.

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COVID-19 Impacts:

- For the first time since April 2018, Countywide Voice of the Customer Overall Satisfaction dropped below 85.0% in March and April of 2020. Since February, the number of responses received per month has also been lower than the prior year following a general trend of an increasing number of responses, year over year. While staff continue to monitor and analyze these trends, work to evaluate and revise existing internal customer survey instruments and methods to improve the quality and actionability of survey data has been put on hold as survey support related to COVID-19 and revising the instruments and methods for the Citizen Values Survey have been prioritized.
- The Transition to a Centralized Customer Service Center initiative kick-off has been postponed as key team members were focused on COVID-19 response.
- Given the evolving nature of the impacts surrounding COVID-19, the timeline for preparing a multi-year Countywide Strategic Plan is being adjusted.
- Negotiations on the Clearwater Tourist Development Tax (TDT) Capital Funding Request are on hold indefinitely. Following a meeting on March 11 to discuss deliverables and establish clarifications needed to continue negotiation, there has been no progress due to COVID-19.

Budget Summary:

	FY17 Actuals	FY18 Actuals	FY19 Actuals	FY20 Budget	FY20 Estimate	FY21 Total Request
Personal Services	3,780,427	3,746,764	3,729,358	4,170,620	4,162,618	3,935,740
Operating Expenses	44,030	79,554	61,482	98,260	43,265	65,390
Capital Outlay	3,910	79	2,135	6,580	0	0
Total	3,828,367	3,826,367	3,792,975	4,275,460	4,205,883	4,001,130

Staffing Summary:

	FY17	FY18	FY19	FY20	FY21*
OMB	37.5	36	35	35	31
Total FTE	37.5	36	35	35	31

*Decrease due to realigning the Operating Accounts Payable team in OMB to the Procure-to-Pay team in Administrative Services.

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Budget Highlights:

Total expenses for the Office of Management & Budget (OMB) are decreasing by \$274,330, or 6.4% for FY21. The reduction is mostly due to eliminating non-recurring items that were budgeted in FY20 and the realignment of the Procure-to-Pay team from OMB to Administrative Services during FY20. OMB was able to further reduce expenditures by \$39,450 by eliminating technical consulting services and reducing travel to align more closely with recent trends.

While the operating budget is being reduced for FY21 to reflect more realistic spending, personal services continues to increase over the FY19 actuals as a result of the Evergreen Pay & Class study increases and related inflationary adjustments.

- Personal services reflect a net decrease of \$234,880 for FY21 due to:
 - Eliminating double-encumbrances and leave payouts for two employees retiring in FY20
 - Realigning a net of four (4) FTE from OMB to the Department of Administrative Services: 5 FTE realigned to the Procure-to-Pay team in Administrative Services and 1 FTE realigned from Facilities and Real Property as a resource for OMB to perform in a full-service role for Administrative Services
- Operating and capital outlay expenditures are reduced by \$39,450, or 37.6%, mostly due to the elimination of \$30,000 previously budgeted for contracted technical assistance for Oracle Projects Accounting. These services are not planned in FY21.

COVID-19 Impacts:

- There are no anticipated impacts to the OMB Budget related to COVID-19.