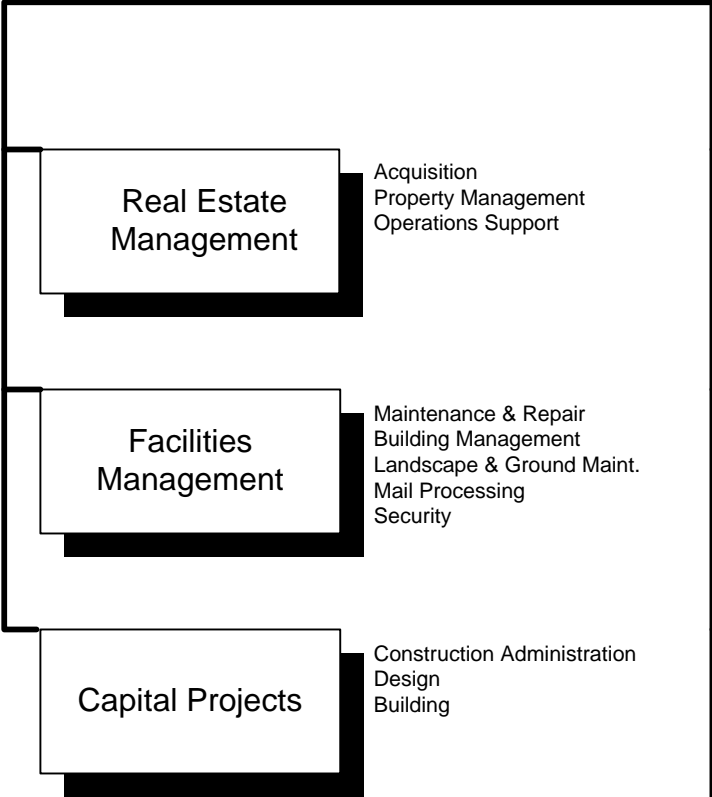


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ADMINISTRATIVE SERVICES



Real Estate Management

Acquisition
Property Management
Operations Support

Facilities Management

Maintenance & Repair
Building Management
Landscape & Ground Maint.
Mail Processing
Security

Capital Projects

Construction Administration
Design
Building

Purchasing & Contracts

Procurement/Specification
Encumbrance/Release
Contracts Administration

Business Development

Field Investigations
Contract Compliance
Business Assistance
Marketing/Outreach

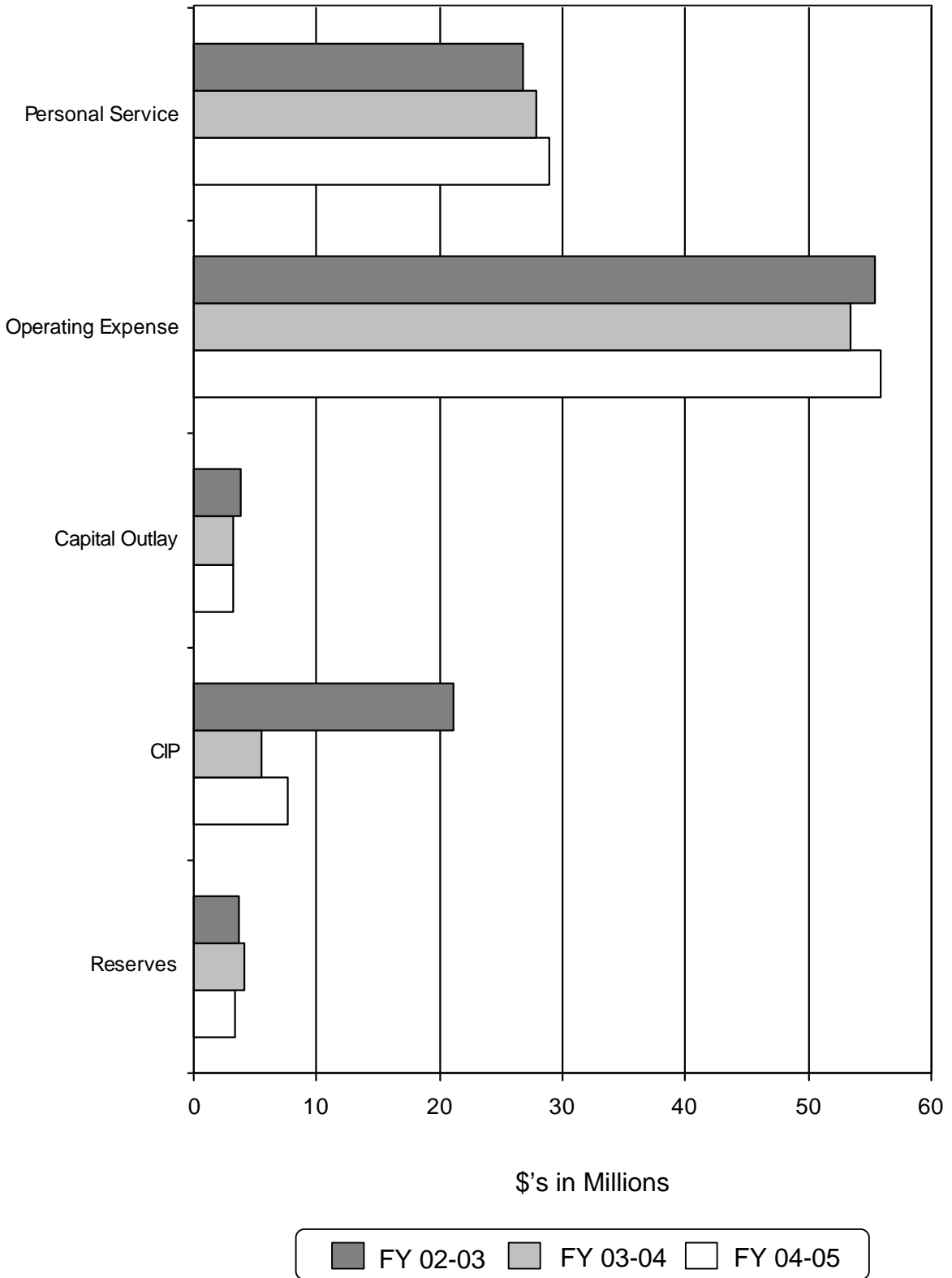
Information Systems & Services

IT Administration
Development Services
Network Systems
Computing Services
Technical Services & Support
Geographical Information System (GIS)

Fleet Management

Vehicle Maintenance
Heavy Equipment Maintenance
Supply & Fuel Management

ADMINISTRATIVE SERVICES



DEPARTMENT: Administrative Services

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04		FY 2004-05	
	Prior Year	Budget	Adopted	Percent	Approved	Percent
	Actual	As of 3/31/03	Budget	Growth	Budget	Growth
Personal Services	24,095,646	26,770,316	27,760,082	3.7%	29,021,835	4.5%
Operating Expenditures	43,786,871	55,428,402	53,410,690	-3.6%	55,871,673	4.6%
Capital Outlay	3,711,979	3,902,677	3,238,211	-17.0%	3,226,682	-.4%
Subtotal	<u>71,594,495</u>	<u>86,101,395</u>	<u>84,408,983</u>	<u>-2.0%</u>	<u>88,120,190</u>	<u>4.4%</u>
Capital Improvement	8,562,096	21,148,119	5,492,386	-74.0%	7,568,242	37.8%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	3,599,160	4,232,488	17.6%	3,414,405	-19.3%
Other	245,772	0	0	.0%	0	.0%
Total	<u>80,402,363</u>	<u>110,848,674</u>	<u>94,133,857</u>	<u>-15.1%</u>	<u>99,102,837</u>	<u>5.3%</u>

PERSONNEL

Authorized Positions	487	485	483	-4%	482	-.2%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04		FY 2004-05	
	Prior Year	Budget	Adopted	Percent	Approved	Percent
	Actual	As of 3/31/03	Budget	Growth	Budget	Growth
General Fund	45,802,770	55,156,412	55,783,842	1.1%	57,768,455	3.6%
Special Revenue Funds	8,559,011	21,058,044	5,492,386	-73.9%	7,568,242	37.8%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	26,040,582	34,634,218	32,857,629	-5.1%	33,766,140	2.8%
All Other Funds	0	0	0	.0%	0	.0%
Total	<u>80,402,363</u>	<u>110,848,674</u>	<u>94,133,857</u>	<u>-15.1%</u>	<u>99,102,837</u>	<u>5.3%</u>

PURPOSE STATEMENT:

The Administrative Services Department provides essential support services to the operating Divisions and Constitutional Offices of the County to enable them to deliver services to meet the demands of the customers they serve. These services include building design, maintenance services, property acquisition, fleet management, purchasing, business development, information technology, and security. These services are provided through the Business Development, Capital Projects, Facilities Management, Fleet Management, Information Systems and Services, Real Estate Management, and Purchasing and Contracts Divisions.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System. The FY 03-04 budget reflects a net decrease of two positions. Capital Projects deleted two Construction Project Coordinators and transferred one position to the Community & Environmental Services Department. Business Development is adding one Senior Contract Administrator to assist with the increased workflow generated by professional services contracts. The FY 04-05 budget reflects a net decrease of one position due to a Construction Project Coordinator being eliminated from Business Development in mid December 2003.

Operating Expenses – The FY 03-04 budget reflects a decrease of 3.6% due to the recalculation of costs to better reflect all division's expenditures. Examples of operating expenditures that were adjusted were training fees, out of county travel, local travel and car allowance, and contractual services. The FY 04-05 budget increased by 4.6% mainly due to the increase in the Information Systems and Services budget for software licensing, equipment maintenance, and maintenance of the telephone systems and network infrastructure. Also, the increase in Facilities Management budget for building maintenance, security, and utilities contracts associated with the addition of new county buildings. There are no other major operating impacts in the departmental budget.

Capital Outlay – The FY 03-04 budget decreased due to cost cutting measures taken on by all of the divisions. Example of capital outlay expenditures that were adjusted were equipment, computer equipment, and software. The budget includes both new and replacement vehicles as approved by the Vehicle Requirement Utilization Committee (VRUC) for FY 03-04 and FY 04-05.

Capital Improvements – The FY 03-04 and FY 04-05 budgets include funds for various projects such as Improvements to Facilities, HVAC Repair and Replacement, Energy Conservation Retrofit, County Facilities Roof Assessment, Administrative Center Renovation, IOC I Level 3 Renovations, Network Infrastructure Expansion, Telecommunications System Upgrades, and GIS Layer Re-engineering. Please refer to the Capital Improvements section for a complete listing of all projects.

Reserves – Reserves are maintained in the Fleet Management and Information Systems and Services budgets for unanticipated expenses and capital related projects.

PERFORMANCE MEASUREMENT PROGRAM INFORMATION

Department: Administrative Services

Program Descriptions:

The **Business Development** program initiatives are designed to assist entrepreneurs in developing the skills they need for operating an efficient and profitable business. These initiatives are tailored to support the growing number of small businesses in Orange County.

The role of the **Capital Projects** program is to effectively manage and deliver Capital Improvement Projects (CIP) relating to the design and construction of new facilities as well as the renovation of existing county facilities.

The **Facilities Management** program provides preventive maintenance and repair of building systems covering over 5 million square feet of office space. Work orders are used for scheduled and requested maintenance activities. Minor improvements are performed either in-house or by contracted services. Janitorial service maintains the cleanliness of facilities and includes pest control, window cleaning and litter and trash removal from building grounds.

The **Fleet Management** program ensures in-shop and road repair services are available for scheduled (preventative maintenance) and unscheduled maintenance of approximately 1,700 county-owned light vehicles. Service is provided by Fleet mechanics, support personnel, and/or contracted vendors.

The **Information Systems and Services (ISS)** program provides a single point of contact for reporting troubles through the Help Desk. The Help Desk immediately handles the more common problems and refers those problems beyond its area of expertise to technical experts in ISS and to outside vendors. In conjunction with the Help Desk, the Training Center staff works to improve the efficiency of Orange County employees through training on desktop applications, thereby reducing the number of "how to" calls to the Help Desk.

The **Purchasing and Contracts** program manages the numerous steps, actions and procedures leading to solicitation, negotiation and award of contracts. This program offers three major services in the procurement of goods and services: buyer services recommend, award and issue purchase orders or contractual agreements within five business days; contractual services provide a major portion of the County's professional services and construction contracts; and purchasing services provide a major portion of the County's annual contracts through the procurement of non-professional goods and services.

The **Real Estate Management** program utilizes the Facility Master Plan to provide direction on space needs for County Departments and Agencies and manages the County's need for leased space. The Program provides leasing services, coordinates abatement and demolition of buildings and structures, performs surplus property sales in compliance with Florida Statutes 125.35, and provides information to the public and County agencies regarding real property interests held by Orange County.

Comments/Highlights:

Facilities Management is in the process of developing a new computerized maintenance system that will allow Facilities to gather more specific information for the division.

ISS's cost per trouble ticket is based on an industry standard of \$25.00 in FY 02-03. The actual cost per trouble ticket was \$23.26, which is below the standard. However, a 2.5% annual increase is anticipated for ISS's targets and the industry standard for FY 03-04 and FY 04-05.

Administrative Services has a diverse group of divisions that provide services to both Orange County departments and its citizens. Therefore, the performance measurements included here are key measures for the many programs and services provided by this department. It is important to note that the department strives to provide the best services at the lowest possible cost to its customers. Many of the operational performance measures developed are benchmarked against other outside agencies to show that the department can competitively compete with these agencies for services.

SELECTED PERFORMANCE BASED MEASUREMENTS

Department: Administrative Services						
Major Services and Performance Measures		FY 01-02 Actual	FY 02-03 (As of 3/31/03)	FY 02-03 Target	FY 03-04 Target	FY 04-05 Target
1. Major Service:	<i>Certification Services - Business Development</i>					
Workload:	Number of Applications Processed	439	223	400	400	400
Effectiveness:	Percent of Applications Approved Within 60 Days	88%	99%	100%	100%	100%
Efficiency	Average Costs Per Application	\$179.00	\$209.00	\$209.00	\$209.00	\$209.00
2. Major Service:	<i>Construction Administration - Capital Projects</i>					
Workload:	Number of Projects Managed	N/A	N/A	59	N/A	N/A
	Number of Projects to be Completed each Quarter	46	12	49	40	31
Effectiveness:	Percent of Completed Projects Meeting Target Schedule	65%	87%	80%	85%	87%
	Percent of Completed Projects Meeting Target Budget	96%	95%	96%	96%	97%
3. Major Service:	<i>Maintenance And Repair - Facilities Management</i>					
Workload:	Number of Labor Hours Spent on Maintenance And Repair	100,426	58,150	120,000	120,000	120,000
Efficiency:	Cost Per Square Foot Maintained	\$6.82	\$3.92	\$10.40	\$10.40	\$10.40
4. Major Service:	<i>Automotive (Repairs) - Fleet Management</i>					
Workload:	Number of Light Vehicles Maintained	4,726	2,064	5,500	5,400	5,500
Effectiveness:	Percent of Fleet Operational	98%	98%	98%	100%	100%
5. Major Service:	<i>Help Desk - Information Systems And Services</i>					
Workload:	Number of Trouble Tickets	32,642	18,358	34,000	34,000	34,000
Effectiveness:	Median Time to Close Trouble Tickets (minutes)	66.6	102.2	90.0	90.0	90.0
Efficiency:	Cost Per Trouble Ticket (based on Helpdesk Institute national standard)	\$19.29	\$17.70	\$22.50	\$22.50	\$22.50
6. Major Service:	<i>Procurement - Purchasing and Contracts</i>					
Workload:	Number of Requisitions & Solicitations Processed/Issued	5,601	3,016	6,000	5,800	5,500
Effectiveness:	Percent of Requisitions/Solicitations Processed Within Division Standards	88%	87%	85%	85%	85%

SELECTED PERFORMANCE BASED MEASUREMENTS

Department: Administrative Services Major Services and Performance Measures	FY 01-02 Actual	FY 02-03 (As of 3/31/03)	FY 02-03 Target	FY 03-04 Target	FY 04-05 Target
7. Major Service: <i>Lease Site Selection - Real Estate Management</i> Workload: Number of Lease Site Selection Requests Effectiveness: Percent of Leases Submitted to User for Approval within 45 days	36 100%	31 100%	38 100%	28 100%	28 100%

Note - Business Development, Capital Projects and Purchasing are reporting new performance measures. For a detailed explanation on the progress of construction projects please refer to the Capital Improvements section of the budget book.

N/A - Not Available

ORANGE

COUNTY

GOVERNMENT

F L O R I D A

DIVISION: Department Office

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	839,853	762,933	794,584	4.1%	830,431	4.5%
Operating Expenditures	39,744	41,810	36,592	-12.5%	39,261	7.3%
Capital Outlay	0	0	0	.0%	0	.0%
Subtotal	879,597	804,743	831,176	3.3%	869,692	4.6%
Capital Improvement	0	0	0	.0%	0	.0%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	0	0	.0%	0	.0%
Other	0	0	0	.0%	0	.0%
Total	879,597	804,743	831,176	3.3%	869,692	4.6%

PERSONNEL

Authorized Positions	12	11	11	.0%	11	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	879,597	804,743	831,176	3.3%	869,692	4.6%
Special Revenue Funds	0	0	0	.0%	0	.0%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	0	0	0	.0%	0	.0%
All Other Funds	0	0	0	.0%	0	.0%
Total	879,597	804,743	831,176	3.3%	869,692	4.6%

PURPOSE STATEMENT:

The Administrative Services Department Office provides support and direction to the divisions within the department and coordinates specialized support services rendered to other Orange County Departments and Constitutional Officers.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System.

Operating Expenses – The FY 03-04 budget reflects a decrease of 12.5% due to the recalculation of costs to better reflect the division's expenditures. The FY 04-05 budget increase of 7.3% is due partially to the increase of the copier maintenance contract and the purchase of office equipment.

DIVISION: Business Development

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	436,552	565,577	644,150	13.9%	598,723	-7.1%
Operating Expenditures	202,035	216,427	237,170	9.6%	221,178	-6.7%
Capital Outlay	27,998	7,260	0	-100.0%	0	.0%
Subtotal	666,585	789,264	881,320	11.7%	819,901	-7.0%
Capital Improvement	0	0	0	.0%	0	.0%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	0	0	.0%	0	.0%
Other	0	0	0	.0%	0	.0%
Total	666,585	789,264	881,320	11.7%	819,901	-7.0%

PERSONNEL

Authorized Positions	9	9	10	11.1%	9	-10.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	666,585	789,264	881,320	11.7%	819,901	-7.0%
Special Revenue Funds	0	0	0	.0%	0	.0%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	0	0	0	.0%	0	.0%
All Other Funds	0	0	0	.0%	0	.0%
Total	666,585	789,264	881,320	11.7%	819,901	-7.0%

PURPOSE STATEMENT:

The Business Development Division provides various resources that stimulate economic growth for small companies. This includes entrepreneurial education programs, consultations, and financial assistance referrals. The division also works to ensure the utilization of minority and woman-owned businesses in the county's procurement process by monitoring the established goals set forth in the "M/WBE Ordinance."

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System. The FY 03-04 budget includes funding for one new Senior Contract Administrator position. The costs of this new position will be offset with the current annual contract position that will be eliminated mid December 2003.

Operating Expenses – The FY 03-04 budget reflects an increase of 9.6% due in part to increases in the internal service charges for data processing, self-insurance charges, and the increase of professional development certification fees. The FY 04-05 budget reflects a decrease of 6.7% due to cuts in areas such as training fees, contractual services, and clothing and wearing apparel to better reflect the division's expenditures.

Capital Outlay – The FY 03-04 budget decrease of 100.0% is due to no new capital equipment needed in the next two fiscal years.

DIVISION: Capital Projects

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	1,549,843	1,683,520	1,565,907	-7.0%	1,636,472	4.5%
Operating Expenditures	147,420	567,500	368,370	-35.1%	373,823	1.5%
Capital Outlay	9,048	6,500	7,600	16.9%	7,600	.0%
Subtotal	1,706,311	2,257,520	1,941,877	-14.0%	2,017,895	3.9%
Capital Improvement	980,274	4,122,378	2,005,000	-51.4%	2,580,000	28.7%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	0	0	.0%	0	.0%
Other	0	0	0	.0%	0	.0%
Total	2,686,585	6,379,898	3,946,877	-38.1%	4,597,895	16.5%

PERSONNEL

Authorized Positions	27	25	22	-12.0%	22	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	1,706,311	2,257,520	1,941,877	-14.0%	2,017,895	3.9%
Special Revenue Funds	980,274	4,122,378	2,005,000	-51.4%	2,580,000	28.7%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	0	0	0	.0%	0	.0%
All Other Funds	0	0	0	.0%	0	.0%
Total	2,686,585	6,379,898	3,946,877	-38.1%	4,597,895	16.5%

PURPOSE STATEMENT:

The Capital Projects Administration Division provides the management of design and construction services to Orange County for the development of new facilities and renovation of existing facilities. The division selects design professionals, negotiates design fees, ensures compliance with the facility design program, assists in the development of CIP's and project budgets, reviews design documents, coordinates construction requirements with other agencies and departments, evaluates bids for construction, monitors the construction process, tracks design and construction budgets, authorizes requests for payment, certifies contract completion, conducts warranty inspections, and manages the selection and installation of office partition systems, furniture, and equipment.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System. The FY 03-04 budget decreased due to the transfer of one Project Coordinator position to the Community & Environmental Services Department and the deletion of two Project Coordinator positions.

Operating Expenses – The FY 03-04 budget decrease of 35.1% is due to the recalculation of costs to better reflect the division's expenditures.

Capital Outlay – The FY 03-04 budget increased by 16.9% due to additional funding needed for the replacement of outdated computers and equipment.

Capital Improvements – The FY 03-04 and FY 04-05 budgets include funds for the Administrative Center Renovation and IOC I Level 3 Renovations. Please refer to the Capital Improvements section for a complete listing of the projects.

DIVISION: Facilities Management

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	5,291,567	6,333,611	6,663,634	5.2%	7,029,314	5.5%
Operating Expenditures	19,058,467	22,344,185	22,613,718	1.2%	23,664,752	4.6%
Capital Outlay	179,584	188,600	280,565	48.8%	232,440	-17.2%
Subtotal	24,529,617	28,866,396	29,557,917	2.4%	30,926,506	4.6%
Capital Improvement	2,780,461	8,471,389	998,693	-88.2%	3,297,150	230.1%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	0	0	.0%	0	.0%
Other	0	0	0	.0%	0	.0%
Total	27,310,079	37,337,785	30,556,610	-18.2%	34,223,656	12.0%

PERSONNEL

Authorized Positions	148	148	148	.0%	148	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	24,529,617	28,866,396	29,557,917	2.4%	30,926,506	4.6%
Special Revenue Funds	2,780,461	8,471,389	998,693	-88.2%	3,297,150	230.1%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	0	0	0	.0%	0	.0%
All Other Funds	0	0	0	.0%	0	.0%
Total	27,310,079	37,337,785	30,556,610	-18.2%	34,223,656	12.0%

PURPOSE STATEMENT:

Facilities Management provides operational support to internal customers through the delivery of efficient maintenance and repair services to county buildings and equipment. The division is committed to maintaining buildings and facilities to ensure a safe and pleasant environment for county employees and the public.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System.

Operating Expenses – The FY 03-04 and FY 04-05 budgets increased by 1.2% and 4.6%, respectively, due to increases in building maintenance, security, and utilities contracts associated with the addition of new county buildings.

Capital Outlay – The FY 03-04 budget includes funding for the purchase of two vehicles and the replacement of six vehicles that have been approved by VRUC in FY 02-03. The FY 04-05 budget includes funding for the replacement of six vehicles.

Capital Improvements – The FY 03-04 and FY 04-05 budgets include funds for Improvements to Facilities, HVAC and IAQ Replacement and Repair, Energy Conservation Retrofit, and County Facilities Roof Assessment. Please refer to the Capital Improvements section for a complete listing of the projects.

DIVISION: Fleet Management

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	2,809,927	3,109,743	3,203,932	3.0%	3,357,008	4.8%
Operating Expenditures	5,706,417	6,963,330	7,068,661	1.5%	7,043,581	-.4%
Capital Outlay	117,924	104,350	90,509	-13.3%	90,510	.0%
Subtotal	8,634,268	10,177,423	10,363,102	1.8%	10,491,099	1.2%
Capital Improvement	3,085	90,075	0	-100.0%	0	.0%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	1,890,875	1,236,055	-34.6%	1,215,192	-1.7%
Other	3,295	0	0	.0%	0	.0%
Total	8,640,648	12,158,373	11,599,157	-4.6%	11,706,291	.9%

PERSONNEL

Authorized Positions	68	68	68	.0%	68	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	0	0	0	.0%	0	.0%
Special Revenue Funds	0	0	0	.0%	0	.0%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	8,640,648	12,158,373	11,599,157	-4.6%	11,706,291	.9%
All Other Funds	0	0	0	.0%	0	.0%
Total	8,640,648	12,158,373	11,599,157	-4.6%	11,706,291	.9%

PURPOSE STATEMENT:

The Fleet Management Division maintains approximately 2,700 pieces of vehicular and specialized equipment. There are 68 employed positions in four programs: Administration, Automotive, Heavy Equipment, and Fiscal Operations. National Publications and Awards programs have recognized Fleet Management as an established leader in productivity and innovations. Efficiencies have been realized by creating special repair facilities such as the Corrections Department Small Equipment Shop, which utilizes inmate labor to reduce costs. Fleet personnel continue to improve their efficiency through membership in professional organizations, training, Emergency Vehicle Technician (EVT), and Automotive Service Excellence (ASE) certification programs.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System.

Operating Expenses – The FY 03-04 budget increase of 1.5% is due to the unstable petroleum market, the Fleet Management Division is following leading industry projections of a continued rise in the price of unleaded and diesel fuel. In addition, material costs for replacement parts have also increased due to the impact of higher fuel costs on shipping charges. Fleet has budgeted these costs at a projected mid range point of the anticipated increase. The reduction of 0.4% in FY 04-05 is due to the recalculation of costs to offset planned increases in the personal services area.

Capital Outlay – The FY 03-04 decrease of 13.3% is due to the recalculation of costs to better reflect the division's expenditures. In addition, funding is included in FY 03-04 for the replacement of two vehicles that have been approved by the VRUC. The FY 04-05 budget includes funding for the replacement of three vehicles.

Reserves – Reserves are funded as a contingency for unanticipated expenditures and also to provide liquidity for Fleet Management's cash flow needs.

DIVISION: Information Systems and Services

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	10,273,642	11,029,670	11,493,282	4.2%	12,016,295	4.6%
Operating Expenditures	10,694,868	15,678,081	14,402,922	-8.1%	16,031,534	11.3%
Capital Outlay	3,253,334	3,425,657	2,772,142	-19.1%	2,804,985	1.2%
Subtotal	24,221,844	30,133,408	28,668,346	-4.9%	30,852,814	7.6%
Capital Improvement	4,798,275	4,964,277	2,488,693	-49.9%	1,691,092	-32.0%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	1,708,285	2,996,433	75.4%	2,199,213	-26.6%
Other	242,477	0	0	.0%	0	.0%
Total	29,262,596	36,805,970	34,153,472	-7.2%	34,743,119	1.7%

PERSONNEL

Authorized Positions	165	165	165	.0%	165	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	7,064,387	9,365,848	10,406,307	11.1%	10,992,178	5.6%
Special Revenue Funds	4,798,275	4,964,277	2,488,693	-49.9%	1,691,092	-32.0%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	17,399,934	22,475,845	21,258,472	-5.4%	22,059,849	3.8%
All Other Funds	0	0	0	.0%	0	.0%
Total	29,262,596	36,805,970	34,153,472	-7.2%	34,743,119	1.7%

PURPOSE STATEMENT:

The Information Systems and Services (ISS) Division provides support services to all operating departments and constitutional officers in areas such as customer computer applications and software, data processing, data communication, telephone, and radio.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System.

Operating Expenses – The FY 03-04 budget decrease of 8.1% is due to the recalculation of costs to better reflect the division's expenditures. The FY 04-05 budget increase of 11.3% is partially due to the increase in software licensing, equipment maintenance, and maintenance of the telephone systems and network infrastructure.

Capital Outlay – The FY 03-04 budget decrease of 19.1% is due to the recalculation of costs to better reflect the division's expenditures. The FY 04-05 budget increase of 1.2% is due to the Telephone System Upgrade.

Capital Improvements – The FY 03-04 and FY 04-05 budgets include funds for Network Infrastructure Expansion, Telecommunications System Upgrades, and GIS Layer Re-engineering. Please refer to the Capital Improvements section for a complete listing of the projects.

Reserves – Unrestricted reserves are funded as a contingency for unanticipated expenditures. Restricted reserves are funded to ensure three months of operating and maintenance expenses are available to meet the needs prior to receipt of annual revenue.

DIVISION: Purchasing and Contracts

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
Personal Services	1,359,597	1,539,621	1,589,770	3.3%	1,664,225	4.7%
Operating Expenditures	173,608	386,671	304,580	-21.2%	321,078	5.4%
Capital Outlay	52,128	135,675	74,098	-45.4%	70,822	-4.4%
Subtotal	1,585,334	2,061,967	1,968,448	-4.5%	2,056,125	4.5%
Capital Improvement	0	0	0	.0%	0	.0%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	0	0	.0%	0	.0%
Other	0	0	0	.0%	0	.0%
Total	1,585,334	2,061,967	1,968,448	-4.5%	2,056,125	4.5%

PERSONNEL

Authorized Positions	28	29	29	.0%	29	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04	Percent Growth	FY 2004-05	Percent Growth
	Prior Year	Budget	Adopted		Approved	
	Actual	As of 3/31/03	Budget		Budget	
General Fund	1,585,334	2,061,967	1,968,448	-4.5%	2,056,125	4.5%
Special Revenue Funds	0	0	0	.0%	0	.0%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	0	0	0	.0%	0	.0%
All Other Funds	0	0	0	.0%	0	.0%
Total	1,585,334	2,061,967	1,968,448	-4.5%	2,056,125	4.5%

PURPOSE STATEMENT:

The Purchasing and Contracts Division is responsible for providing centralized purchasing to ensure the procurement of quality products, services, and fixed assets in a timely manner.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System.

Operating Expenses – The FY 03-04 decrease of 21.2% is due to the recalculation of funds to better reflect the division's expenditures. The FY 04-05 increase of 5.4% is partially due to the increase of data processing charges.

Capital Outlay – The overall decreases in FY 03-04 and FY 04-05 are due to the recalculation of costs to better reflect the division's expenditures. In addition, funds were reallocated from the equipment account to the computer equipment account in order to proceed with implementation of E-Procurement programs.

DIVISION: Real Estate

EXPENDITURES	FY 2001-02	FY 2002-03	FY 2003-04		FY 2004-05	
	Prior Year	Budget	Adopted	Percent	Approved	Percent
	Actual	As of 3/31/03	Budget	Growth	Budget	Growth
Personal Services	1,534,665	1,745,641	1,804,823	3.4%	1,889,367	4.7%
Operating Expenditures	7,764,311	9,230,398	8,378,677	-9.2%	8,176,466	-2.4%
Capital Outlay	71,964	34,635	13,297	-61.6%	20,325	52.9%
Subtotal	9,370,939	11,010,674	10,196,797	-7.4%	10,086,158	-1.1%
Capital Improvement	0	3,500,000	0	-100.0%	0	.0%
Debt Service	0	0	0	.0%	0	.0%
Grants	0	0	0	.0%	0	.0%
Reserves	0	0	0	.0%	0	.0%
Other	0	0	0	.0%	0	.0%
Total	9,370,939	14,510,674	10,196,797	-29.7%	10,086,158	-1.1%

PERSONNEL

Authorized Positions	30	30	30	.0%	30	.0%
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FUNDING SOURCE SUMMARY	FY 2001-02	FY 2002-03	FY 2003-04		FY 2004-05	
	Prior Year	Budget	Adopted	Percent	Approved	Percent
	Actual	As of 3/31/03	Budget	Growth	Budget	Growth
General Fund	9,370,939	11,010,674	10,196,797	-7.4%	10,086,158	-1.1%
Special Revenue Funds	0	3,500,000	0	-100.0%	0	.0%
Grant Funds	0	0	0	.0%	0	.0%
Impact Fee Funds	0	0	0	.0%	0	.0%
Enterprise Funds	0	0	0	.0%	0	.0%
Debt Service Funds	0	0	0	.0%	0	.0%
Capital Project Funds	0	0	0	.0%	0	.0%
Internal Service Funds	0	0	0	.0%	0	.0%
All Other Funds	0	0	0	.0%	0	.0%
Total	9,370,939	14,510,674	10,196,797	-29.7%	10,086,158	-1.1%

PURPOSE STATEMENT:

The Real Estate Management Division serves all Orange County agencies in the acquisition and disposition of real estate and coordinates leasing of facilities for county purposes.

COMMENTS:

Personal Services – The FY 03-04 and FY 04-05 budgets include a 3% salary increase for all eligible employees. In addition, the budgets reflect increases for County health insurance premiums and retirement rates for all classes of employees, as established by the Florida Retirement System.

Operating Expenses – The overall decrease in FY 03-04 and FY 04-05 are due to a large reduction in the lease account for each year.

Capital Outlay – The increase in FY 04-05 is due to the increase of the equipment account to effectively meet demands of right-of-way projects and records management of large maps to be scanned.

**Fiscal Years
03-04 and 04-05**

CAPITAL IMPROVEMENTS PROGRAM

Projects under the direction of the
Administrative Services Department

The Administrative Services Department is responsible for the direction of various capital projects that repair or enhance county facilities and infrastructure. This department also is responsible for the acquisition of property. Projects include HVAC and IAQ related replacement and repair, repairs to facilities, construction of county facilities roof assessment, fuel tank replacement, network infrastructure expansion, telephone system upgrades, PC replacement.

	<u>Adopted FY 03-04</u>	<u>Approved FY 04-05</u>
Capital Projects	\$2,005,000	\$2,580,000
Facilities Management	998,693	3,297,150
Information Systems and Services	<u>2,488,693</u>	<u>1,691,092</u>
Department Total	\$5,492,386	\$7,568,242

Funding Mechanism:

Projects within the Administrative Services Department are budgeted in the Capital Projects Fund, and the Fleet Management Fund.

**FIVE YEAR CAPITAL IMPROVEMENTS PROGRAM - BY DEPARTMENT / DIVISION/PROJECT/FUND
FY 2003/04 - FY 2007/08 ADOPTED BUDGET**

DEPARTMENT	DIVISION/PROJECT	FUND	PRIOR YEARS EXPENDITURES	CURRENT BUDGET FY 02-03	ADOPTED BUDGET FY 03-04	APPROVED BUDGET FY 04-05	REQ BUDGET FY 05-06	REQ BUDGET FY 06-07	REQ BUDGET FY 07-08	REQ FUTURE YEARS	ADOPTED PROJECT COST
ADMINISTRATIVE SERVICES											
CAPITAL PROJECTS											
0255	COURTHOUSE FACILITY										
	1023		8,400,203	122,270	0	0	0	0	0	0	8,522,473
	Org Subtotal		8,400,203	122,270	0	0	0	0	0	0	8,522,473
0384	COURTHOUSE PKG GARAGE EXPAN										
	1023		65,436	1,934,564	0	0	0	0	0	0	2,000,000
	Org Subtotal		65,436	1,934,564	0	0	0	0	0	0	2,000,000
0444	ADMINISTRATIVE CENTER RENOVAT										
	1023		3,226,887	60,575	0	0	0	0	0	0	3,287,462
	Org Subtotal		3,226,887	60,575	0	0	0	0	0	0	3,287,462
2055	ADMIN CTR RENOVAT (L-4)										
	1023		140,031	1,854,969	0	0	0	0	0	0	1,995,000
	Org Subtotal		140,031	1,854,969	0	0	0	0	0	0	1,995,000
2056	ADMIN CTR RENOVAT (1-2-3)										
	1023		0	150,000	1,550,000	1,565,000	0	0	0	0	3,265,000
	Org Subtotal		0	150,000	1,550,000	1,565,000	0	0	0	0	3,265,000
2057	IOC 1 LEVEL 3 RENOVATIONS										
	1023		0	0	455,000	1,015,000	0	0	0	0	1,470,000
	Org Subtotal		0	0	455,000	1,015,000	0	0	0	0	1,470,000
	DIVISION SUBTOTAL		11,832,557	4,122,378	2,005,000	2,580,000	0	0	0	0	20,539,935
FACILITIES MANAGEMENT											
0263	IMPROVEMENTS TO FACILITIES										
	1023		13,785,702	3,083,684	543,693	876,150	2,000,000	2,000,000	2,000,000	2,000,000	26,289,229
	Org Subtotal		13,785,702	3,083,684	543,693	876,150	2,000,000	2,000,000	2,000,000	2,000,000	26,289,229
0379	COURTHOUSE-BUILDOUT IMPROVMT										
	1023		70,752	28,061	0	0	0	0	0	0	98,813
	Org Subtotal		70,752	28,061	0	0	0	0	0	0	98,813
2049	HVAC AND IAQ RELATED REPL/REST										
	1023		2,150,802	4,333,244	35,000	1,120,000	917,000	750,000	750,000	750,000	10,806,046
	Org Subtotal		2,150,802	4,333,244	35,000	1,120,000	917,000	750,000	750,000	750,000	10,806,046

**FIVE YEAR CAPITAL IMPROVEMENTS PROGRAM - BY DEPARTMENT / DIVISION/PROJECT/FUND
FY 2003/04 - FY 2007/08 ADOPTED BUDGET**

<i>DEPARTMENT</i>	<i>DIVISION/PROJECT</i>	<i>FUND</i>	<i>PRIOR YEARS EXPENDITURES</i>	<i>CURRENT BUDGET FY 02-03</i>	<i>ADOPTED BUDGET FY 03-04</i>	<i>APPROVED BUDGET FY 04-05</i>	<i>REQ BUDGET FY 05-06</i>	<i>REQ BUDGET FY 06-07</i>	<i>REQ BUDGET FY 07-08</i>	<i>REQ FUTURE YEARS</i>	<i>ADOPTED PROJECT COST</i>
2050	ENERGY CONSERVATION RETROFIT										
	1023		393,972	50,000	50,000	50,000	50,000	50,000	50,000	50,000	743,972
	Org Subtotal		393,972	50,000	50,000	50,000	50,000	50,000	50,000	50,000	743,972
2052	COUNTY FACS ROOF ASSESS/REPAI										
	1023		1,810,395	976,400	370,000	1,251,000	1,000,000	1,000,000	1,000,000	1,000,000	8,407,795
	Org Subtotal		1,810,395	976,400	370,000	1,251,000	1,000,000	1,000,000	1,000,000	1,000,000	8,407,795
	DIVISION SUBTOTAL		18,211,623	8,471,389	998,693	3,297,150	3,967,000	3,800,000	3,800,000	3,800,000	46,345,855
	FLEET MANAGEMENT										
2046	TANKS REPLACEMENT										
	5530		512,376	90,075	0	0	0	0	0	0	602,451
	Org Subtotal		512,376	90,075	0	0	0	0	0	0	602,451
	DIVISION SUBTOTAL		512,376	90,075	0	0	0	0	0	0	602,451
	INFORMATION SYSTEMS AND SERVICES										
0582	YEAR 2000 COMPLIANCE										
	1023		3,880,003	29,583	0	0	0	0	0	0	3,909,586
	Org Subtotal		3,880,003	29,583	0	0	0	0	0	0	3,909,586
0584	NETWORK INFRASTRUCTURE										
	1023		2,411,911	662,493	601,000	604,000	577,000	588,000	618,000	0	6,062,404
	Org Subtotal		2,411,911	662,493	601,000	604,000	577,000	588,000	618,000	0	6,062,404
0588	COUNTYWIDE EMAIL MIGRATION										
	1023		4,268,784	15,240	0	0	0	0	0	0	4,284,024
	Org Subtotal		4,268,784	15,240	0	0	0	0	0	0	4,284,024
0591	THIN CLIENT INFRASTRUCTURE										
	1023		78,128	791,872	0	0	0	0	0	0	870,000
	Org Subtotal		78,128	791,872	0	0	0	0	0	0	870,000
0592	ADVANTAGE SYSTEMS UPGRADE										
	1023		1,806,824	203,304	0	0	0	0	0	0	2,010,128
	Org Subtotal		1,806,824	203,304	0	0	0	0	0	0	2,010,128
2028	TELECOMMUNICATIONS SYSTEM UP										
	1023		3,520,755	1,494,655	440,000	438,000	459,000	482,000	0	0	6,834,410
	Org Subtotal		3,520,755	1,494,655	440,000	438,000	459,000	482,000	0	0	6,834,410

**FIVE YEAR CAPITAL IMPROVEMENTS PROGRAM - BY DEPARTMENT / DIVISION/PROJECT/FUND
FY 2003/04 - FY 2007/08 ADOPTED BUDGET**

<i>DEPARTMENT</i>	<i>DIVISION/PROJECT</i>	<i>FUND</i>	<i>PRIOR YEARS EXPENDITURES</i>	<i>CURRENT BUDGET FY 02-03</i>	<i>ADOPTED BUDGET FY 03-04</i>	<i>APPROVED BUDGET FY 04-05</i>	<i>REQ BUDGET FY 05-06</i>	<i>REQ BUDGET FY 06-07</i>	<i>REQ BUDGET FY 07-08</i>	<i>REQ FUTURE YEARS</i>	<i>ADOPTED PROJECT COST</i>
3191	GIS LAYER RE-ENGINEERING										
	1023		3,798,148	1,767,130	1,447,693	649,092	0	0	0	0	7,662,063
	Org Subtotal		3,798,148	1,767,130	1,447,693	649,092	0	0	0	0	7,662,063
	DIVISION SUBTOTAL		19,764,554	4,964,277	2,488,693	1,691,092	1,036,000	1,070,000	618,000	0	31,632,616
	REAL ESTATE MANAGEMENT										
0389	SHOWTIME PLAZA ACQUISITION										
	1023		0	3,500,000	0	0	0	0	0	0	3,500,000
	Org Subtotal		0	3,500,000	0	0	0	0	0	0	3,500,000
	DIVISION SUBTOTAL		0	3,500,000	0	0	0	0	0	0	3,500,000
	DEPARTMENT SUBTOTAL		50,321,111	21,148,119	5,492,386	7,568,242	5,003,000	4,870,000	4,418,000	3,800,000	102,620,858

ORANGE

COUNTY

GOVERNMENT

F L O R I D A