Washtenaw County/Washtenaw County Road Commission Infrastructure Collaboration Opportunities and Approach

Washtenaw County has partnered with many local entities in order to share services or infrastructure. The partnerships focus on saving taxpayer dollars overall and saving money or expanding capacity for each partner. This is done by looking for opportunities to reduce duplication of infrastructure, taking advantage of larger scale operations, combining services and being better together, offering services where one entity has expertise to share, and/or joint purchasing. Washtenaw County Office of Infrastructure Management has reviewed current operations and has developed a list of services that could be delivered to the Washtenaw County Road Commission on a collaborative basis.

Technology

Infrastructure Management currently provides outsourced technology support to several local governments and this model could be extended to Washtenaw County Road Commission (WCRC). This support model would effectively make the WCRC a part of the County's technology infrastructure. Services include and would provide desktop management and support, network, data center, helpdesk and backup services. The County Windows desktop would be managed like all County employee desktops with remote management, patch management and packaged application installation. Application support would be negotiated on a per application basis depending on OIM knowledge of applications and availability of external vendor support. Telecommunications support could also be evaluated for inclusion.

The standard model for cost sharing is that the County provides a base fee per PC or user which includes service and the customer pays capital costs for equipment and software. Equipment is purchased by the County and billed back to the customer so that cost savings on County contracts are realized and standardization enables support.

Network connection would be through a new physical fiber-optic connection between the WCRC main office at 555 N. Zeeb Road to the County's building at 705 N. Zeeb Road.

Before moving forward, an assessment phase would commence where numbers of staff, PC's, servers, applications, existing licensing and other background information are examined and quantified.

Building Maintenance/Operations

Washtenaw County's building maintenance process could be extended to WCRC buildings. WCRC building assets would be included in the County's asset management system and placed on a preventative maintenance schedule. WCRC would use the County's help desk for work requests. Infrastructure Management will provide planned and proactive building maintenance. Desired outcomes includes, clean, safe and well-maintained infrastructure that is comfortable and functional for both staff and customers.

Capital improvement schedule including the development of a comprehensive 20 year schedule to ensure proper maintenance of all facilities addressing the large capital equipment

infrastructure and building systems. Asset management will be provided to all capital equipment, systems tracking and operational trending of environmental systems through our Asset management and environmental controls systems.

 Building operations will also build and or support productive work space, respond to changing service delivery requirements and improve the sustainability of internal operations. Develop programs to reduce energy, increase recycling, and improve infrastructure. Manage economic and environmental impacts of energy, water, and physical resource needs, provide mail delivery services, manage outdoor grounds maintenance (lawn mowing and landscaping) services

Further Research Required
Further information required to determine feasibility and costs:

- Number of Buildings
- Square footage
- List of existing building assets
- Number of staff
- Number of PC's
- Number of Servers
- Network infrastructure
- Locations other than 555 N. Zeeb requiring