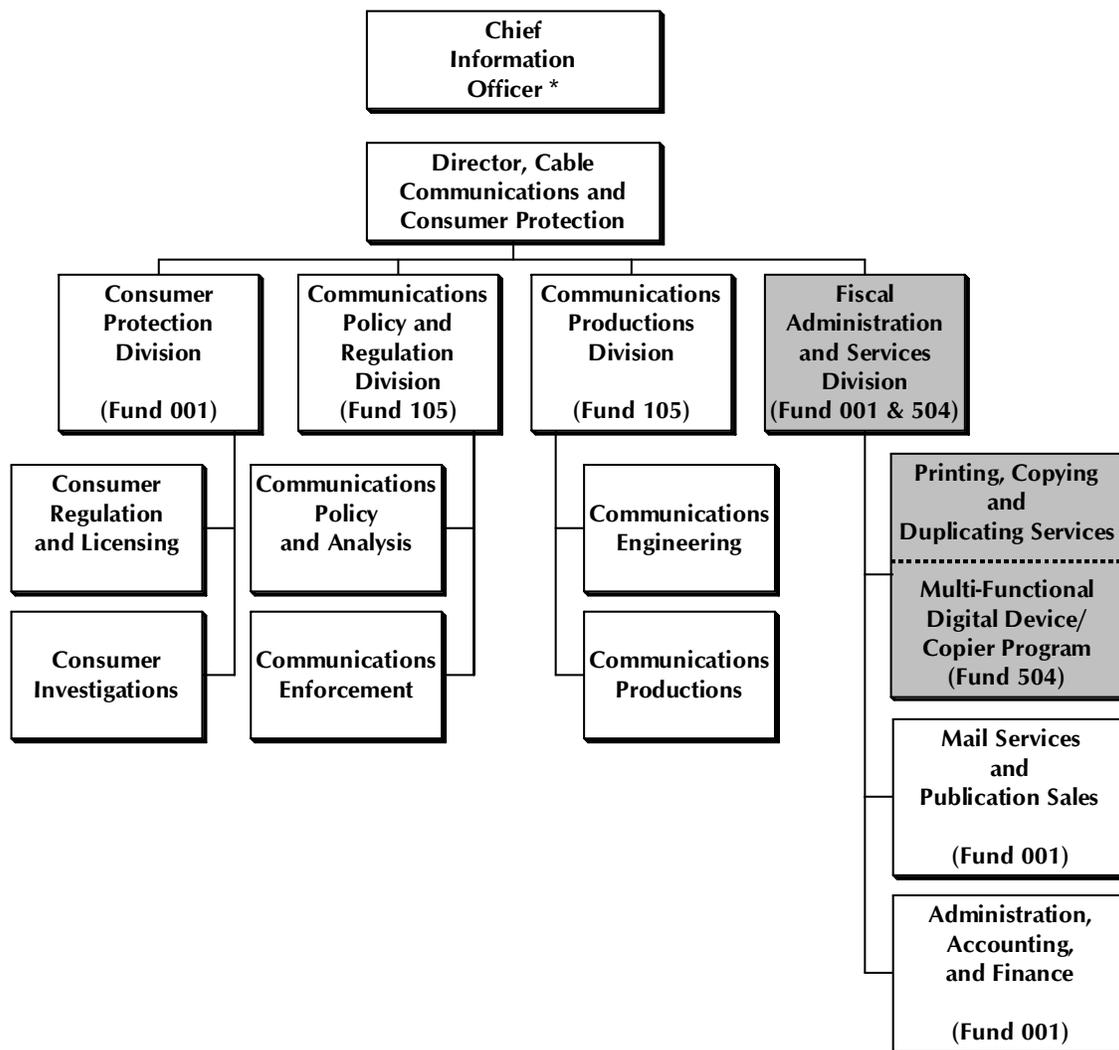


# Fund 504

## Document Services Division



\*The Chief Information Officer has responsibility for strategic direction and oversight of this agency; however, for budget purposes, this position and associated funding are reflected within the Department of Information Technology.

The Department of Cable Communications and Consumer Protection is the umbrella agency for four distinct functions: Consumer Protection; Communications Policy and Regulation; Communications Productions; and Fiscal Administration and Services. The total agency staff of 92/92.0 SYE positions and a \$16.8 million budget is dispersed over three funding sources. The Consumer Protection Division, which responds to consumer complaints and ensures business compliance with applicable laws, is presented within the Public Safety Program Area (Volume 1) and is fully supported by the General Fund. The Cable Communications function, which is responsible for television programming and for communications regulation, is presented in Fund 105 (Volume 2). Fund 105 is supported principally by revenue received from local cable operators through franchise agreements. The Department reorganized in FY 2006 and as a result created the Fiscal Administration and Services Division which administers countywide printing, copying and duplicating services; mail and publication sales; and fiscal administration services. This new division replaces the previous Document Services Division. Mail and publications sales along with fiscal administration services are programs presented in the Legislative-Executive Functions/Central Services Program Area in Volume 1. Printing, Copying and Duplicating Services, presented in Fund 504 (Volume 2), is funded by revenues received from County agencies and the Fairfax County Public Schools (FCPS) for printing, copying and duplicating services. While the functions of Cable Communications and Consumer Protection provide diverse services, they all provide quality customer service to the community and work collaboratively with County agencies, neighboring jurisdictions and professional organizations.

# Fund 504

## Document Services Division

### Mission

To provide and coordinate printing, copying and duplicating, mail, publication sales and distribution services to County agencies as well as printing services to the Fairfax County Public School System.

### Focus

The Print Shop provides printing, copying and duplicating services to County agencies, as well as printing services to the Fairfax County Public Schools. All direct labor and material costs associated with services, as well as an equipment replacement reserve fee, are recovered from customer agencies.

The Department of Information Technology is responsible for managing the County's Enterprise Printing and Copier Program which provides copier service to all County agencies. In FY 2005, the County replaced its copier inventory with new state-of-the-art digital multi-functional devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing and scanning (scan to email/scan to desk-top). The replacement and upgrade included new job-based accounting and tracking software, which will eliminate the old system.

### THINKING STRATEGICALLY

Strategic issues for the Department include:

- Sustaining a competitive advantage, based on cost and service quality, compared to alternative document service providers in the market; and
- Utilizing new technologies to improve and enhance printing and copier systems.

## New Initiatives and Recent Accomplishments in Support of the Fairfax County Vision

 <b>Connecting People and Places</b>	<b>Recent Success</b>	<b>FY 2007 Initiative</b>
Install digital prepress equipment for increased efficiency and reduced reliance on outsourcing to meet increased customer demands.		<input checked="" type="checkbox"/>
 <b>Maintaining Healthy Economies</b>	<b>Recent Success</b>	<b>FY 2007 Initiative</b>
Worked in conjunction with the Fairfax County Public Schools to successfully replace analog copy machines with digital multi-functional devices capable of copying, printing, faxing and scanning.	<input checked="" type="checkbox"/>	
 <b>Exercising Corporate Stewardship</b>	<b>Recent Success</b>	<b>FY 2007 Initiative</b>
Increased the speed of printing booklets in-house and reduced the number of print jobs outsourced to reduce production costs.	<input checked="" type="checkbox"/>	
Develop marketing plan to educate customers on printing services offered in order to generate additional business.		<input checked="" type="checkbox"/>
Expanded Enterprise Printing networking of 228 digital multi-function copiers in FY 2006 which included the new job-based accounting and tracking system which allows for accurate program management.	<input checked="" type="checkbox"/>	

# Fund 504

## Document Services Division

### Budget and Staff Resources

Agency Summary				
Category	FY 2005 Actual	FY 2006 Adopted Budget Plan	FY 2006 Revised Budget Plan	FY 2007 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	18/ 18	18/ 18	17/ 17	17/ 17
Expenditures:				
Personnel Services	\$1,001,062	\$1,151,058	\$1,151,058	\$1,105,860
Operating Expenses	5,630,248	6,158,147	6,209,085	5,783,457
<b>Total Expenditures</b>	<b>\$6,631,310</b>	<b>\$7,309,205</b>	<b>\$7,360,143</b>	<b>\$6,889,317</b>

Position Summary			
1 Printing Services Manager	2 Printing Shift Supervisors	4 Print Shop Operators I	
2 Customer Services Specialists	6 Print Shop Operators II	1 Print Shop Helper	
1 Digital Printing Analyst			
<b>TOTAL POSITIONS</b>			
<b>17 Positions / 17.0 Staff Years</b>			

### FY 2007 Funding Adjustments

The following funding adjustments from the FY 2006 Revised Budget Plan are necessary to support the FY 2007 program:

- Employee Compensation** **(\$45,198)**  
 A net decrease of \$45,198 associated with an increase of \$23,877 for salary adjustments necessary to support the County's compensation program; an increase of \$925 in the shift differential rate to \$.90 for the evening shift and \$1.30 for the midnight shift and includes an increase in holiday pay to compensate employees according to their actual holiday shift hours worked; offset by a decrease of \$70,000 due to projected savings resulting from the transfer of a vacant position to Fund 105, Cable Communications, in FY 2006. This position, to be funded with cable fees, will provide engineering support for countywide audio, video, and teleconferencing systems procurement and operations. The position will also provide engineering audio visual support services during the planning, design, construction and operational phases of the Public Safety and Transportation Operations Center (PSTOC), the Jennings Judicial Center Expansion, the County I-Net, and the press briefing area of the Government Center.
- Carryover Adjustments** **(\$50,938)**  
 A decrease of \$50,938 due to the carryover of one-time expenses as part of the FY 2005 Carryover Review.
- Other Operating Adjustments** **(\$374,690)**  
 A decrease of \$374,690 in Operating Expenses primarily associated with a decrease of \$180,000 due to the renegotiation of equipment leases, and a decrease of \$161,000 as a result of moving various contracted services in-house to be supported by existing positions.

# Fund 504

## Document Services Division

### **Changes to FY 2006 Adopted Budget Plan**

The following funding adjustments reflect all approved changes in the FY 2006 Revised Budget Plan since passage of the FY 2006 Adopted Budget Plan. Included are all adjustments made as part of the FY 2005 Carryover Review and all other approved changes through December 31, 2005:

- ◆ **Carryover Adjustments** **\$50,938**  
 As part of the FY 2005 Carryover Review, an increase of \$50,938 in one-time Operating Expenses was included as encumbered carryover.
  
- ◆ **Position Redirection** **\$0**  
 In FY 2006, the County Executive approved the redirection of 1/1.0 SYE position from Fund 504, Document Services Division, to establish 1/1.0 SYE Engineer position in Fund 105, Cable Communications, to provide engineering support for countywide audio, video, and teleconferencing systems design procurement, implementation and operations in the County. The position will also provide engineering audio visual support services during the planning, design, construction and operational phases of the Public Safety and Transportation Operations Center, the Jennings Judicial Center, the County I-Net, and the press briefing area of the Government Center. There is no corresponding funding adjustment associated with this position redirection.

### **Key Performance Measures**

#### **Goal**

To provide printing, copying, and duplicating services to all County agencies and the Fairfax County Public Schools in order to fulfill their informational and educational objectives with printed material.

#### **Objectives**

- ◆ To provide quality printing, copying and duplicating services in a cost-effective and timely manner.
  
- ◆ To provide an efficient cost per copy charge by managing the MultiFunctional Digital Device program, while maintaining customer satisfaction at 85 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2003 Actual	FY 2004 Actual	FY 2005 Estimate/Actual	FY 2006	FY 2007
<b>Output:</b>					
Offset printing hours billed	NA	NA	NA	NA	6,474
Digital black and white impressions produced (in millions)	34.0	27.0	27.0 / 24.4	25.0	25.0
Digital color impressions produced	1,015,414	920,263	1,000,000 / 1,498,895	1,500,000	1,600,000
Office copies made (in millions) (1)	70.0	67.0	75.3 / 65.8	75.0	75.0

## Fund 504 Document Services Division

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2003 Actual	FY 2004 Actual	FY 2005 Estimate/Actual	FY 2006	FY 2007
<b>Efficiency:</b>					
Expenses per offset printing hour billed	NA	NA	NA	NA	\$155.46
Cost per digital black and white impression produced	\$0.037	\$0.045	\$0.056 / \$0.059	\$0.049	\$0.055
Cost per digital color impression produced	\$0.210	\$0.280	\$0.263 / \$0.159	\$0.160	\$0.150
Cost per office copy (1)	\$0.045	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045
Client charge per office copy (1)	\$0.030	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045
<b>Service Quality:</b>					
Percent of clients satisfied with offset printing services	NA	NA	NA	NA	97%
Percent of clients satisfied with digital black and white jobs	NA	NA	NA	NA	95%
Percent of clients satisfied with digital color jobs	NA	NA	NA	NA	95%
Percent of office copier clients satisfied with services (1)	85%	85%	85% / 85%	85%	85%
<b>Outcome:</b>					
Percent of offset expenses recovered	NA	NA	NA	NA	100%
Percent of digital black and white expenses recovered	NA	NA	NA	NA	100%
Percent of digital color expenses recovered	NA	NA	NA	NA	100%
Percent change in cost per copy (1)	9.76%	0.00%	0.00% / 0.00%	0.00%	0.00%

(1) This indicator measures performance of the Enterprise Printing and Copier Program which is a function of the Department of Information Technology.

### Performance Measurement Results

In FY 2005, the Print Shop produced 49.6 million pages of offset printing, as well as 24.4 million pages of digital black and white printing, with 97 percent of jobs meeting scheduled deadlines. In FY 2005, 1,498,895 digital pages were produced in color, an increase of 578,632 pages or 63 percent from FY 2004. The increase in the number of digital color printing jobs reflects industry trends in the shift in workload from offset printing to digital color printing.

In FY 2007, the Print Shop will begin to track offset printing performance by the hours billed, which is the benchmark used by the printing industry.

# Fund 504

## Document Services Division

### FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2005 Actual	FY 2006 Adopted Budget Plan	FY 2006 Revised Budget Plan	FY 2007 Advertised Budget Plan
<b>Beginning Balance</b>	<b>\$10,661</b>	<b>\$42,313</b>	<b>\$656,524</b>	<b>\$36,554</b>
Revenue:				
County Receipts	\$2,374,407	\$2,778,484	\$2,374,407	\$2,499,407
School Receipts	1,346,153	1,651,972	1,346,153	1,346,153
Equipment Replacement Reserve	119,613	161,524	119,613	125,863
<b>Total Revenue</b>	<b>\$3,840,173</b>	<b>\$4,591,980</b>	<b>\$3,840,173</b>	<b>\$3,971,423</b>
Transfer In:				
General Fund (001) <sup>1</sup>	\$3,437,000	\$2,900,000	\$2,900,000	\$2,900,000
<b>Total Transfer In</b>	<b>\$3,437,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>
<b>Total Available</b>	<b>\$7,287,834</b>	<b>\$7,534,293</b>	<b>\$7,396,697</b>	<b>\$6,907,977</b>
Expenditures:				
Personnel Services	\$1,001,062	\$1,151,058	\$1,151,058	\$1,105,860
Operating Expenses	5,630,248	6,158,147	6,209,085	5,783,457
Capital Equipment	0	0	0	0
<b>Total Expenditures</b>	<b>\$6,631,310</b>	<b>\$7,309,205</b>	<b>\$7,360,143</b>	<b>\$6,889,317</b>
<b>Total Disbursements</b>	<b>\$6,631,310</b>	<b>\$7,309,205</b>	<b>\$7,360,143</b>	<b>\$6,889,317</b>
<b>Ending Balance<sup>2</sup></b>	<b>\$656,524</b>	<b>\$225,088</b>	<b>\$36,554</b>	<b>\$18,660</b>
Replacement Equipment Reserve	\$651,124	\$200,488	\$11,954	\$16,160
PC Replacement Reserve <sup>3</sup>	5,400	24,600	24,600	2,500
<b>Unreserved Ending Balance</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<sup>1</sup> The \$2.9 million General Fund Transfer In supports the equipment lease in the County's Copier Program. The current lease is for three years and is due to expire in mid FY 2009. In addition, as the County Print Shop faced a declining number of print requests from both County agencies and the Fairfax County Public Schools, an increase to the General Fund Transfer was included in the *FY 2005 Third Quarter Review* to support Print Shop Operations for the remainder of FY 2005.

<sup>2</sup> The ending balance supports two reserves for the agency and fluctuates depending upon the needs of the fund in a given year.

<sup>3</sup> The PC Replacement Reserve provides for the timely replacement of computer equipment for the activities in this fund.