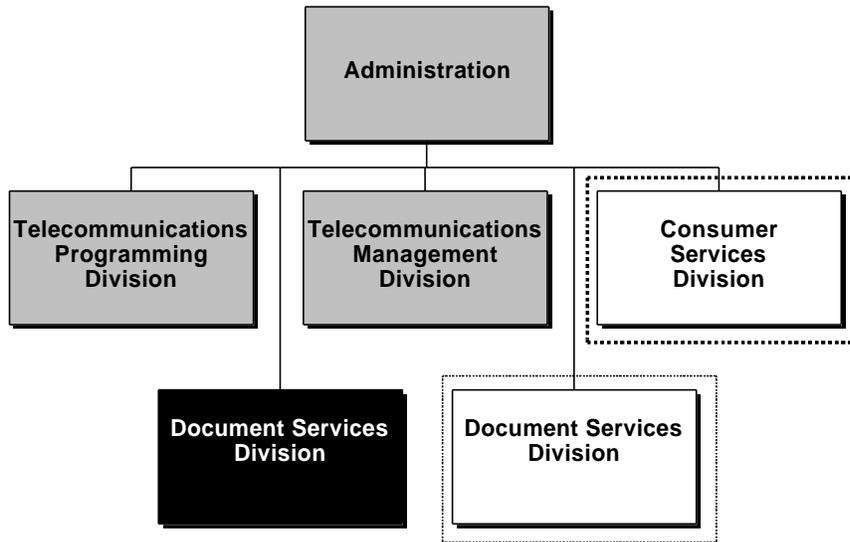


**DEPARTMENT OF TELECOMMUNICATIONS
AND CONSUMER SERVICES
FUND 504, DOCUMENT SERVICES DIVISION**



Document Services is in Legislative-Executive Functions/Central Services Program Area (General Fund)



Fund 504, Document Services Division



Fund 105, Cable Communications



Consumer Services is in Public Safety Program Area (General Fund)

FUND 504

DOCUMENT SERVICES DIVISION

Agency Position Summary

| | | | | |
|--------------------------------|------------------|-------------------|--------------------|---------------------|
| Fund 001 (General Fund) | | | | |
| Public Safety | 15 | Regular Positions | 15.0 | Regular Staff Years |
| Legislative Executive | <u>30</u> | Regular Positions | <u>30.0</u> | Regular Staff Years |
| Fund 001 Total | 45 | Regular Positions | 45.0 | Regular Staff Years |
| Fund 105 | 43 | Regular Positions | 43.0 | Regular Staff Years |
| Fund 504 | <u>20</u> | Regular Positions | <u>20.0</u> | Regular Staff Years |
| | 108 | Total Positions | 108.0 | Total Staff Years |

Position Detail Information

**Fund 001: General Fund
(Public Safety)**

CONSUMER SERVICES DIVISION

| | |
|------|-----------------------------|
| 1 | Director, Special Services* |
| 1 | Chief, Investig./Licensing |
| 1 | Consumer Specialist II |
| 6 | Consumer Specialists I |
| 2 | Utilities Analysts |
| 1 | Management Analyst II |
| 1 | Clerical Specialist |
| 1 | Clerk Typist II |
| 1 | Secretary I |
| 15 | Positions |
| 15.0 | Staff Years |

**Fund 001: General Fund
(Legislative-Executive)**

DOCUMENT SERVICES DIVISION

ADMINISTRATION

| | |
|-----|-------------------------|
| 1 | Director, Doc. Services |
| 1 | Administrative Aide |
| 1 | Management Analyst II |
| 1 | Accountant II |
| 2 | Account Clerks II |
| 1 | Comp. Sys. Analyst III |
| 1 | Inventory Mgmt. Super. |
| 8 | Positions |
| 8.0 | Staff Years |

MAIL SERVICES/PUBLICATIONS

| | |
|------|----------------------|
| 1 | Chief, Mail Services |
| 1 | Ofc. Svc. Manager II |
| 1 | Clerical Specialist |
| 6 | Mail Clerks II |
| 8 | Mail Clerks I |
| 17 | Positions |
| 17.0 | Staff Years |

**ARCHIVES AND RECORDS
MANAGEMENT**

| | |
|-----|----------------------|
| 1 | County Archivist |
| 1 | Assistant Archivist |
| 1 | Archives Technician |
| 2 | Clerical Specialists |
| 5 | Positions |
| 5.0 | Staff Years |

Fund 105, Cable Communications *

ADMINISTRATION

| | |
|-----|--------------------------|
| 1 | Director |
| 1 | Office Service Manager I |
| 1 | Secretary III |
| 3 | Positions |
| 3.0 | Staff Years |

**TELECOMMUNICATIONS
PROGRAMMING DIVISION**

| | |
|------|-------------------------|
| 1 | Director, Programming |
| 1 | Engineer III |
| 1 | Instruc./Cable TV Spec. |
| 5 | Producers/Directors |
| 1 | Video Engineer |
| 4 | Assistant Producers |
| 4 | Media Technicians |
| 1 | Word Proc. Operator III |
| 1 | Secretary I |
| 3 | Clerk Typists II |
| 22 | Positions |
| 22.0 | Staff Years |

**TELECOMMUNICATIONS
MANAGEMENT DIVISION**

| | |
|------|-------------------------------|
| 1 | Director, Regulatory Mgmt. |
| 1 | Management Analyst III |
| 2 | Network Telecom. Analysts III |
| 1 | Network Telecom. Analyst II |
| 1 | Info. Tech. Prog. Manager I |
| 1 | Engineer III |
| 1 | Engineer II |
| 1 | Engineering Technician III |
| 1 | Communications Engineer |
| 4 | Senior Electrical Inspectors |
| 1 | Secretary I |
| 1 | Consumer Specialist I |
| 1 | Clerk Typist II |
| 1 | Account Clerk II |
| 18 | Positions |
| 18.0 | Staff Years |

Fund 504, Document Services Division **

PRINTING AND DUPLICATING SERVICES

| | |
|------|------------------------------|
| 1 | Printing Services Manager |
| 1 | Customer Services Specialist |
| 2 | Printing Shift Supervisors |
| 8 | Print Shop Operators II |
| 1 | Account Clerk II |
| 5 | Print Shop Operators I |
| 2 | Print Shop Helpers |
| 20 | Positions |
| 20.0 | Staff Years |

*Positions in italics are supported by Fund 105, Cable Communications.

**Positions in italics are supported by Fund 504, Document Services Division.

FUND 504
DOCUMENT SERVICES DIVISION

AGENCY MISSION

To provide and coordinate printing, copier and duplicating, micrographic (microfilm and microfiche), mail, publication sales and distribution, and archives and records management services to County agencies as well as printing services to the Fairfax County Public School System.

AGENCY SUMMARY

| Category | FY 1999 Actual | FY 2000 Adopted Budget Plan | FY 2000 Revised Budget Plan | FY 2001 Advertised Budget Plan | FY 2001 Adopted Budget Plan |
|----------------------------------|--------------------|-----------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| Authorized Positions/Staff Years | | | | | |
| Regular | 20/ 20 | 20/ 20 | 20/ 20 | 20/ 20 | 20/ 20 |
| Expenditures: | | | | | |
| Personnel Services | \$865,786 | \$926,253 | \$888,012 | \$959,259 | \$982,136 |
| Operating Expenses | 3,502,399 | 4,758,825 | 4,779,544 | 6,594,243 | 6,594,243 |
| Capital Equipment | 880,776 | 0 | 25,503 | 350,000 | 350,000 |
| Total Expenditures | \$5,248,961 | \$5,685,078 | \$5,693,059 | \$7,903,502 | \$7,926,379 |

SUMMARY BY COST CENTER

| Category | FY 1999 Actual | FY 2000 Adopted Budget Plan | FY 2000 Revised Budget Plan | FY 2001 Advertised Budget Plan | FY 2001 Adopted Budget Plan |
|-----------------------------------|--------------------|-----------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| Printing and Duplicating Services | \$5,043,629 | \$5,393,348 | \$5,331,027 | \$7,611,772 | \$7,634,649 |
| Micrographic Services | 205,332 | 291,730 | 362,032 | 291,730 | 291,730 |
| Total Expenditures | \$5,248,961 | \$5,685,078 | \$5,693,059 | \$7,903,502 | \$7,926,379 |

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2001 Advertised Budget Plan, as approved by the Board of Supervisors on April 24, 2000:

- The 2.5 percent cost-of-living/market rate adjustment approved by the Board of Supervisors, and previously held in reserve, has been spread to County agencies and funds. This action results in an increase of \$22,877 to Fund 504, Document Services.

The following funding adjustments reflect all approved changes to the FY 2000 Revised Budget Plan from January 1, 2000 through April 17, 2000. Included are all adjustments made as part of the FY 2000 Third Quarter Review:

- Net savings of \$27,788 primarily in Personnel Services are associated with the Close Management Initiatives program. These savings are returned to fund balance for investment in future program initiatives.

FUND 504

DOCUMENT SERVICES DIVISION

County Executive Proposed FY 2001 Advertised Budget Plan



Agency Overview

Fund 504, the Document Services Division, is a part of the Department of Telecommunications and Consumer Services. This Division provides printing, copier and duplicating, and micrographic (microfilm and microfiche) services to County agencies. All direct labor and material costs associated with the majority of these services and an equipment replacement reserve fee are billed to customer agencies.

The Document Services Division is responsible for managing the County's Cost Per Copy program which provides full copier service to all County agencies. Current County-owned Cost Per Copy equipment is over seven years old, the standard life cycle of an analog copier, and is subject to frequent maintenance. In FY 2001, the Division will contract to replace the 432 outdated copy machines with state-of-the-art digital copier equipment through an operating lease. Funding of \$2,900,000, supported by a transfer from the General Fund, is included to fund the five-year digital copier lease agreement. It is anticipated that the lease agreement will provide for frequent upgrading of copier machines, allowing the County to maximize the use of emerging technologies and provide the most efficient method of service delivery. In addition, the lease agreement provides the County with a combined cost for copier acquisition, maintenance, and supplies that are less expensive than purchasing these items individually. The new digital technology, which is more efficient and faster than the current County owned analog copiers, will generate energy savings of approximately \$44,000 annually based upon shorter run times, less wattage requirements, and automatic equipment shutoffs. Additional anticipated savings include a reduction in the annual costs of copier repair and maintenance by approximately \$800,000, and a reduction in the purchase of fax, scanner, and printer equipment in agencies.

Additional features of new digital copiers include digitally enhanced images, full-width array scanning, high speed printing, and multi-tasking which enables more than one function to occur at a time such as copying, scanning, printing, and faxing. Staff will also be able to scan multiple jobs into a queue versus waiting for a current job to finish before proceeding to copy a second job. The copiers will accept data from the mainframe and will allow printing from home for employees who telecommute. Features such as fewer mechanical parts and replaceable units will increase up-time and overall organizational productivity.

Replacement of the Omni two-color press in Printing Services is planned in FY 2001 to provide the Print Shop with current press technology to meet increasing service demands of County and Fairfax Public Schools customers. The existing Omni Adast two-color press machine has been in operation for 11 years. According to industry standards, the useful life cycle of an Omni press, with the average annual impressions workload volume of the Print Services' press machine, is approximately six years. Frequent service calls and escalating maintenance expenses have resulted in hundreds of hours of down time and lost productivity. A new press machine will run at a speed two times faster than the existing Omni press, decrease set-up time by 75 percent, and significantly improve overall productivity by almost doubling the workload.

The Document Services Division will continue to provide microfilming services to County agencies based on retention schedules developed by the County Archivist in compliance with State mandates. The Archives and Records Management Cost Center in Fund 001, Department of Telecommunications and Consumer Services, will be responsible for contract monitoring and oversight of the program. Microfilming of historical documentation continues to be beneficial in minimizing space required to store public records in compliance with State regulations.

FUND 504

DOCUMENT SERVICES DIVISION



Funding Adjustments

The following funding adjustments from the FY 2000 Revised Budget Plan are necessary to support the FY 2001 program:

- An increase of \$24,087 due to the implementation of the new Pay for Performance program in FY 2001. The new system links annual pay increases to employee performance.
- An increase of \$20,752 due to the implementation of the Market Pay Study. As a result of the Study, incumbents in job classes that are found to be one grade below the market will be moved to the appropriate grade and receive a 2.0 percent market adjustment. Incumbents in classes found to be two or more grades below the market will be moved to the appropriate grade and receive a 4.0 percent market adjustment. In addition, funding is held in reserve to provide all employees with a 2.5 percent cost-of-living/market adjustment.
- A net decrease of \$11,833 in Personnel Services is primarily due to the current grade of existing positions.
- A net increase of \$1,799,649 in Operating Expenses is due primarily to an increase in the amount of \$2,900,000 to fund a five-year lease agreement to replace 432 copiers with new digital technology. This increase is partially offset by a decrease of \$518,814 for copier supplies including staples, developer, toner and fuser oil no longer required due to the replacement of existing County-owned analog copier machines with new digital copier machines, \$41,543 for color copier rental, and \$780,607 for copier repair and maintenance.
- Funding of \$350,000 for Capital Equipment to replace an eleven-year-old press with a state-of-the-art press machine that will run at twice the speed of the existing press, decrease set-up time by 75 percent, and significantly improve overall productivity by almost doubling the current capacity of the Print Shop. The press machine will be funded from appropriations out of the Replacement Equipment Reserve.

The following funding adjustments reflect all approved changes in the FY 2000 Revised Budget Plan since passage of the FY 2000 Adopted Budget Plan. Included are all adjustments made as part of the FY 1999 Carryover Review and all other approved changes through December 31, 1999:

- As part of the FY 1999 Carryover Review, \$35,769 was added due to encumbered carryover.

FUND 504 DOCUMENT SERVICES DIVISION

Cost Center: Printing and Duplicating Services

GOAL: To provide printing 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.

| COST CENTER SUMMARY | | | | | |
|----------------------------------|--------------------|-----------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| Category | FY 1999 Actual | FY 2000 Adopted Budget Plan | FY 2000 Revised Budget Plan | FY 2001 Advertised Budget Plan | FY 2001 Adopted Budget Plan |
| Authorized Positions/Staff Years | | | | | |
| Regular | 20/ 20 | 20/ 20 | 20/ 20 | 20/ 20 | 20/ 20 |
| Expenditures: | | | | | |
| Personnel Services | \$865,786 | \$926,253 | \$888,012 | \$959,259 | \$982,136 |
| Operating Expenses | 3,297,067 | 4,467,095 | 4,417,512 | 6,302,513 | 6,302,513 |
| Capital Equipment | 880,776 | 0 | 25,503 | 350,000 | 350,000 |
| Total Expenditures | \$5,043,629 | \$5,393,348 | \$5,331,027 | \$7,611,772 | \$7,634,649 |



Objectives

- To maintain or improve the percentage of printed jobs delivered according to the scheduled delivery date at 95 percent, toward a target of 97 percent.
- To maintain customer satisfaction with office machine copier services at 80 percent, toward a target of 85 percent, while maintaining an efficient cost per copy.



Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|-------------------|----------------------------|------------------|-----------------|
| | FY 1997 Actual | FY 1998 Actual | FY 1999 Estimate/Actual | FY 2000 | FY 2001 |
| Output: | | | | | |
| Total offset, xerographic, and bindery jobs received | 8,000 | 8,300 | 8,742 / 8,300 | 8,892 | 9,000 |
| Office copies made (in millions) ¹ | 60.1 | 62.3 | 55.5 / 62.6 | 63.0 | 85.0 |
| Pages produced – Offset Services (in millions) | NA | NA | 44.6 / 38.0 | 35.0 | 50.0 |
| Pages produced – Digital Print (in millions) | NA | NA | 30.8 / 32.0 | 35.0 | 40.0 |
| Pages produced – Digital Color | NA | NA | 137,591 / 240,000 | 500,000 | 500,000 |

FUND 504 DOCUMENT SERVICES DIVISION

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 1997 Actual | FY 1998 Actual | FY 1999 Estimate/Actual | FY 2000 | FY 2001 |
| Efficiency: | | | | | |
| Cost per page produced | | | | | |
| – Offset Services | NA | NA | \$0.025 / \$0.025 | \$0.025 | \$0.025 |
| – Digital Printing | NA | \$0.026 | \$0.027 / \$0.025 | \$0.025 | \$0.020 |
| – Digital Color ² | NA | \$1.00 | \$0.75 / \$0.75 | \$0.65 | \$0.35 |
| Cost per office copy ¹ | \$0.028 | \$0.026 | \$0.025 / \$0.027 | \$0.027 | \$0.039 |
| Percent change in cost per copy ¹ | NA | (7.14%) | (3.85%) / 3.85% | 0.00% | 37.04% |
| Service Quality: | | | | | |
| Percent of print shop clients rating timeliness and dependability of service as satisfactory | 93% | 93% | 95% / 95% | 95% | 95% |
| Percent of office copier clients satisfied with services | 80% | 80% | 80% / 80% | 80% | 80% |
| Outcome: | | | | | |
| Percent of Print Shop jobs meeting deadlines | 95% | 95% | ≥ 95% / 95% | ≥ 95% | ≥ 95% |
| Client charge per office copy ¹ | \$0.0300 | \$0.0315 | ≤ \$0.0300 / \$0.0300 | ≤ \$0.0300 | ≤ \$0.0400 |
| Percent increase in charge per copy ¹ | 0.0% | 5.0% | (4.8%) / (4.8%) | 0.0% | 33.3% |

¹ In FY 2001, agency staff will measure more copier functions than in previous years, given the multiple features available on the new digital copier machines versus the old analog copier machines (e.g., copying, printing, scanning, faxing, etc). This new methodology has been applied to the FY 2001 estimates associated with indicators for office copies.

² Agency has revised the methodology for calculating this indicator to better reflect direct costs associated with digital color copies.

Cost Center: Micrographic Services

GOAL: To administer the County's micrographic (microfilm and microfiche) contract services for required County agencies in accordance with State statutes and to assure that the contractor meets the needs of each user in a timely manner at the lowest possible cost.

| COST CENTER SUMMARY | | | | | |
|----------------------------------|------------------|-----------------------------|-----------------------------|--------------------------------|-----------------------------|
| Category | FY 1999 Actual | FY 2000 Adopted Budget Plan | FY 2000 Revised Budget Plan | FY 2001 Advertised Budget Plan | FY 2001 Adopted Budget Plan |
| Authorized Positions/Staff Years | | | | | |
| Regular | 0/0 | 0/0 | 0/0 | 0/0 | 0/0 |
| Expenditures: | | | | | |
| Personnel Services | \$0 | \$0 | \$0 | \$0 | \$0 |
| Operating Expenses | 205,332 | 291,730 | 362,032 | 291,730 | \$291,730 |
| Capital Equipment | 0 | 0 | 0 | 0 | 0 |
| Total Expenditures | \$205,332 | \$291,730 | \$362,032 | \$291,730 | \$291,730 |



Objectives

FUND 504
DOCUMENT SERVICES DIVISION

- To ensure compliance with contractual requirements reflecting job cost and 100 percent scheduled completion time frames.



Performance Indicators

| Indicator | Prior Year Actuals | | | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
| | FY 1997 Actual | FY 1998 Actual | FY 1999 Estimate/Actual | FY 2000 | FY 2001 |
| Output: | | | | | |
| Jobs completed | 93 | 174 | 102 / 102 | 175 | 180 |
| Jobs returned to customers within scheduled time frame | 93 | 174 | 102 / 02 | 175 | 180 |
| Efficiency: | | | | | |
| Cost per job | \$1,664 | \$1,575 | \$2,015 / \$2,015 | \$1,667 | \$1,621 |
| Service Quality: | | | | | |
| Percent of jobs returned to customers within scheduled timeframe | 100% | 100% | 100% / 100% | 100% | 100% |
| Outcome: | | | | | |
| Percent jobs completed within scheduled time frame | 100% | 100% | 100% / 100% | 100% | 100% |

FUND 504
DOCUMENT SERVICES DIVISION

FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

| | FY 1999 Actual | FY 2000 Adopted Budget Plan | FY 2000 Revised Budget Plan | FY 2001 Advertised Budget Plan | FY 2001 Adopted Budget Plan |
|--|--------------------|-----------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| Beginning Balance | \$1,217,143 | \$674,948 | \$1,113,880 | \$1,151,163 | \$1,178,951 |
| Revenue: | | | | | |
| County Receipts | \$3,930,548 | \$3,722,427 | \$3,722,427 | \$1,938,809 | \$1,938,809 |
| School Receipts | 1,650,964 | 1,926,813 | 1,926,813 | 2,349,702 | 2,349,702 |
| Equipment Replacement Reserve | 93,950 | 108,890 | 108,890 | 139,647 | 139,647 |
| Total Revenue | \$5,675,462 | \$5,758,130 | \$5,758,130 | \$4,428,158 | 4,428,158 |
| Transfer In: | | | | | |
| General Fund (001) ¹ | \$0 | \$0 | \$0 | \$2,900,000 | \$2,900,000 |
| Total Transfer In | \$0 | \$0 | \$0 | \$2,900,000 | \$2,900,000 |
| Total Available | \$6,892,605 | \$6,433,078 | \$6,872,010 | \$8,479,321 | \$8,507,109 |
| Expenditures: | | | | | |
| Personnel Services | \$865,786 | \$926,253 | \$888,012 | \$959,259 | \$982,136 |
| Operating Expenses | 3,502,399 | 4,758,825 | 4,779,544 | 6,594,243 | 6,594,243 |
| Capital Equipment | 880,776 | 0 | 25,503 | 350,000 | 350,000 |
| Subtotal Expenditures | \$5,248,961 | \$5,685,078 | \$5,693,059 | \$7,903,502 | \$7,926,379 |
| COLA / MRA Reserve | \$0 | \$0 | \$0 | \$22,877 | \$0 |
| Total Expenditures | \$5,248,961 | \$5,685,078 | \$5,693,059 | \$7,926,379 | \$7,926,379 |
| Transfer Out: | | | | | |
| General Fund (001) ² | \$529,764 | \$0 | \$0 | \$0 | \$0 |
| Total Transfer Out | \$529,764 | \$0 | \$0 | \$0 | \$0 |
| Total Disbursements | \$5,778,725 | \$5,685,078 | \$5,693,059 | \$7,926,379 | \$7,926,379 |
| Ending Balance | \$1,113,880 | \$748,000 | \$1,178,951 | \$552,942 | \$580,730 |
| Replacement Equipment Reserve ³ | 599,252 | 742,600 | 708,142 | 540,342 | 568,130 |
| PC Replacement Reserve ⁴ | 2,400 | 5,400 | 5,400 | 12,600 | 12,600 |
| Unreserved Ending Balance | \$512,228 | \$0 | \$465,409 | \$0 | \$0 |

FUND 504
DOCUMENT SERVICES DIVISION

¹ The Transfer In from the Digital Copier Program is to fund a lease agreement to replace 432 copiers with new digital technology.

² The FY 1999 Transfer Out reflects a portion of the FY 1998 unreserved ending balance (accumulated credits from General Fund Agencies in previous years) and was transferred back to the General Fund in order to provide for other necessary expenses in FY 1999.

³ The Replacement Equipment Reserve was established for scheduled replacement of equipment for the activities supported by this fund.

⁴ The PC Replacement Reserve was established for the timely replacement of computer equipment for the activities in this fund.