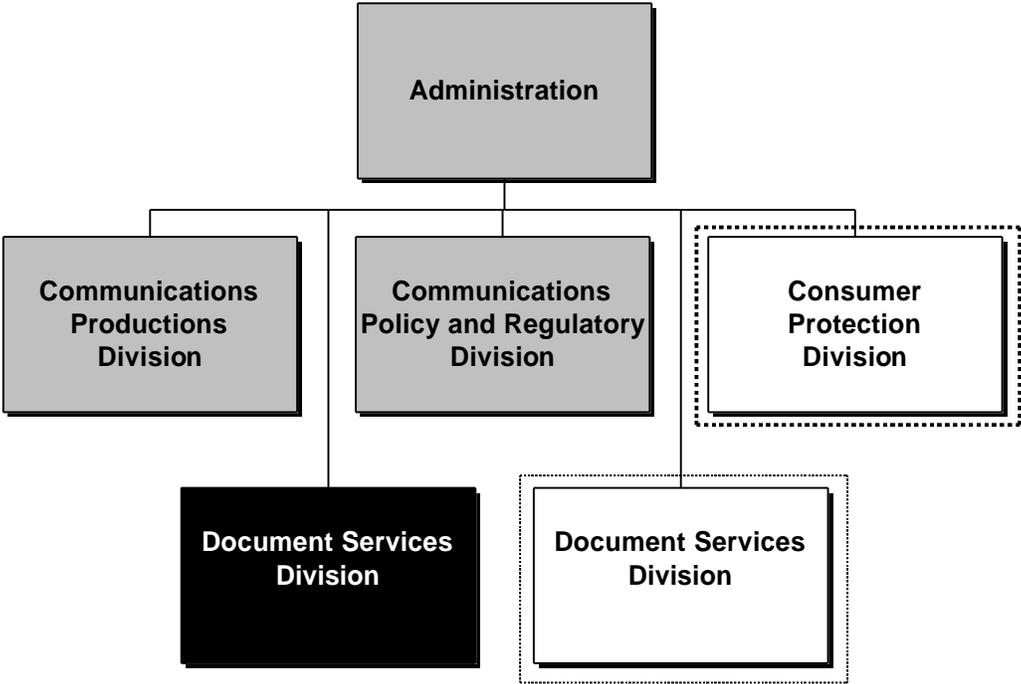


**DEPARTMENT OF CABLE COMMUNICATIONS
AND CONSUMER PROTECTION
FUND 105, CABLE COMMUNICATIONS**



-  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 105 CABLE COMMUNICATIONS

Agency Position Summary

Fund 001 (General Fund)				
Public Safety	15	Regular Positions	15.0	Regular Staff Years
Legislative Executive	<u>29</u>	Regular Positions	<u>29.0</u>	Regular Staff Years
Fund 001 Total	44	Regular Positions	44.0	Regular Staff Years
Fund 105	43	<i>Regular Positions</i>	43.0	<i>Regular Staff Years</i>
Fund 504	<u>20</u>	<i>Regular Positions</i>	<u>20.0</u>	<i>Regular Staff Years</i>
	107	Total Positions	107.0	Total Staff Years

Position Detail Information

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

CONSUMER PROTECTION DIVISION

1	Director, Consumer Services
6	Consumer Specialists I
1	Consumer Specialist II
1	Consumer Specialist III
2	Utilities Analysts
1	Management Analyst II
1	Clerical Specialist
1	Clerk Typist II
<u>1</u>	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
<u>1</u>	Comp. Sys. Analyst III
7	Positions
7.0	Staff Years

MAIL SERVICES/PUBLICATIONS

1	Chief, Mail Services
1	Ofc. Svc. Manager II
1	Clerical Specialist
6	Mail Clerks II
<u>8</u>	Mail Clerks I
17	Positions
17.0	Staff Years

**ARCHIVES AND RECORDS
MANAGEMENT**

1	County Archivist
1	Assistant Archivist
1	Archives Technician
<u>2</u>	Clerical Specialists
5	Positions
5.0	Staff Years

Fund 105, Cable Communications *

ADMINISTRATION

1	Director
1	Office Service Manager I
<u>1</u>	Secretary III
3	Positions
3.0	Staff Years

**COMMUNICATIONS
PRODUCTIONS DIVISION**

1	Director, Programming
1	Engineer III
1	Engineer II
1	Instruc./Cable TV Spec.
5	Producers/Directors
1	Video Engineer
4	Assistant Producers
4	Media Technicians
1	Secretary I
<u>3</u>	Clerk Typists II
22	Positions
22.0	Staff Years

**COMMUNICATIONS POLICY
AND REGULATORY DIVISION**

1	Director, Regulatory Mgmt.
2	Network Telecom. Analysts III
2	Network Telecom. Analysts II
1	Info. Tech. Prog. Manager I
1	Management Analyst III
1	Engineer III
1	Engineering Technician III
1	Communications Engineer
4	Senior Electrical Inspectors
1	Secretary I
1	Consumer Specialist I
1	Clerk Typist II
<u>1</u>	Consumer Specialist III
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
<u>2</u>	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 105 CABLE COMMUNICATIONS

Agency Mission

To encourage telecommunication industry development throughout the County that offers the greatest diversity and highest quality service at the least cost to citizens and businesses, to develop goals for future telecommunications development and related legislation, to provide regulatory oversight and enforcement of telecommunications statutes, to provide production services for visual communication technologies and informational programming for County citizens, and to support internal communications and training programming for County employees.

Agency Summary					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	43/ 43	43/ 43	43/ 43	43/ 43	43/ 43

Expenditures:					
Personnel Services	\$2,428,581	\$2,839,635	\$2,676,148	\$3,189,693	\$3,221,590
Operating Expenses	1,491,931	6,881,361	11,015,710	1,335,363	1,335,363
Capital Equipment	599,971	2,764,650	5,273,047	250,000	250,000
Total Expenditures	\$4,520,483	\$12,485,646	\$18,964,905	\$4,775,056	\$4,806,953

Summary by Cost Center					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Communications Productions	\$2,475,727	\$2,368,790	\$2,387,163	\$2,475,974	\$2,491,924
Communications Policy and Regulatory	2,044,756	10,116,856	16,577,742	2,299,082	2,315,029
Total Expenditures	\$4,520,483	\$12,485,646	\$18,964,905	\$4,775,056	\$4,806,953

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2002 Advertised Budget Plan, as approved by the Board of Supervisors on April 30, 2001:

- The 1.0 percent cost-of-living 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 \$31,897 to Fund 105, Cable Communications.

The following funding adjustments reflect all approved changes to the FY 2001 Revised Budget Plan from January 1, 2001 through April 23, 2001. Included are all adjustments made as part of the FY 2001 Third Quarter Review:

- Net savings of \$85,189 primarily in Personnel Services are associated with the Close Management Initiatives program. The net savings are returned to fund balance for investment in future program initiatives.

FUND 105

CABLE COMMUNICATIONS

County Executive Proposed FY 2002 Advertised Budget Plan

Purpose

The Cable Communications Fund was established by the Board of Supervisors in 1982 to provide accurate accounting of costs and revenues associated with the administration of the County's Cable Communications Ordinance and Franchise Agreements (COFA). In FY 2002, the Communications Productions and Communications Policy and Regulatory Divisions will continue to administer all aspects of the County's COFA.

Communications Productions is the Division responsible for the production of television programming for Channel 16, the Public Information Channel, and Channel 41, the Employee Training Channel. Channel 16 programming includes both Board of Supervisors directed programming and the highest-rated program proposals submitted by County agencies as reviewed by the Government Access Advisory Committee (GAAC). In FY 2002, Channel 16 will televise 360 live Board of Supervisors and Planning Commission meetings, County Executive projects, Board-directed special programming, town meetings, and monthly video newsletters for Board members. In addition, the highest GAAC rated 185 programs which describe the services of County agencies, 31 programs for special projects, language services programming, and remote cablecasting of selected meetings of boards, authorities, and commissions are also televised.

In addition to this programming for the public, the Division is responsible for programming on the County's closed-circuit training network, Channel 41. In FY 2002, the Division will televise 103 training and internal communications productions which have been recommended by the Fairfax County Training Network evaluation committee as presenting the most critical programs for unmet County training needs, as well as national satellite conferences, telecommunication courses, video training, and lectures on areas such as leadership, team work, self improvement, and management issues.

The Communications Productions Division will continue to operate an emergency message system for citizens, serving as a centralized resource for loan pool equipment for County agencies, manage a satellite downlink for County teleconferencing, support the Video Magistrate System, County kiosk system, Internet video, video teleconferencing and video streaming of Channel 16 on the Internet to better serve County citizens.

In addition, the Division will provide critical informational programming to an estimated 260,000 County households that subscribe to cable, as well as all County agencies linked to the internal Training Network.

The Communications Policy and Regulatory Division will continue to ensure that the cable television systems constructed and operated in Fairfax County meet the highest technical standards, and provide County citizens with the highest quality service. These tasks continue to be accomplished through the Division's engineering, inspection, and complaint investigation programs. Significant increases continue to be experienced in the Division's workload related to engineering and inspection functions. This includes responding to a growing percentage of technically-oriented citizen complaints; rate regulations which began in FY 1994; implementing a new franchise agreement with one of the County's cable companies; performing engineering testing and monitoring on an increasing number of miles of activated cable television plant; as well as providing engineering support for video and data communications projects associated with the connection of County facilities to the cable Institutional Network (I-Net). The I-Net, being constructed by Cox Communications at a cost to the Cable Fund of \$11.2 million, is a fiber optic cable network that will link and provide video and data services to 400 County and Fairfax County Public Schools (FCPS) facilities. The construction of the I-Net is expected to be completed in FY 2004. Funding of approximately \$4.8 million is currently available in FY 2001 for equipment to connect the first 100 County and FCPS sites to the I-Net for video and data services.

FUND 105

CABLE COMMUNICATIONS

The County has franchised two cable operators to serve a combined total of over 260,000 homes. Each of these franchises establishes requirements for the provision of cable service that must be actively monitored and enforced by the franchising authority which is responsible for basic service and equipment rate regulation, construction schedules, customer service standards, bonds and insurance, and signal quality. For these provisions to be meaningful, the County must continue to be active in its regulatory role since there is no regulatory enforcement provided by the State or Federal governments.

Key Accomplishments

- ◆ Conducted review and evaluation of the transfer of Media General's cable television system to Cox Communications.
- ◆ Initiated negotiations with Starpower Communications for competitive cable television system overbuild in Fairfax County.
- ◆ Completed essential training on fiber optic technology in preparation for cable television system upgrades.
- ◆ Purchased, installed, and implemented a digital video server providing improved service and technical quality to cable television viewers.
- ◆ Received an award for Overall Excellence as the best Government Access Cable Television station in the country from the Alliance for Community Media. In addition, received eight other awards from the Alliance, six awards from the National Association of Telecommunications Officers and Advisors, and an award from the International Association of Fire Fighters for programming excellence and professional quality.

FY 2002 Initiatives

- ◆ Monitor the cable television operators' franchise obligations to Fairfax County and its citizens, and promote competition in cable television services in the County.
- ◆ Activate the initial County/FCPS sites on the I-Net.
- ◆ Continue to serve the County's public information needs and internal training needs through the cable television network.
- ◆ Pursue new technology requirements for Internet, kiosk and court video, and other special projects.
- ◆ Replace video and editing equipment in the Board Auditorium and Production Studio with an annual grant from Cox Communications.

Performance Measurement Results

Performance Measurement indicators were developed to support the mission of the Fund. Measurements include Home Subscriber Cable Television Network and I-Net reliability as well as serving the information of citizens and training needs of County employees.

The majority of the performance measures were achieved in FY 2000. However, the I-Net measures are directly dependent on the design and construction schedule of Cox Communications. During FY 2000, the schedule was revised, and information is expected to become available during FY 2001. Thus, estimates are provided for FY 2001 and FY 2002, yet no actual data for FY 2000 is available.

FUND 105

CABLE COMMUNICATIONS

Funding Adjustments

The following funding adjustments from the FY 2001 Revised Budget Plan are necessary to support the FY 2002 program:

- ◆ An increase of \$350,058 in Personnel Services associated with salary adjustments necessary to support the County's compensation program.
- ◆ A decrease in contract expenses of \$4.2 million due the final I-Net construction payment to Cox Communications scheduled for FY 2001 and not required in FY 2002.
- ◆ A decrease in other Operating Expenses of \$5.4 million due to the carryover of \$4.0 million from FY 2000 for costs associated with implementing the I-Net and \$1.4 million for FY 2001 internal infrastructure requirements. Delays in the Cox Communication schedule for construction of the I-Net has delayed the expenditure of funds for implementation.
- ◆ Capital Equipment of \$250,000 is funded to support the replacement of equipment in the Board Auditorium and Production Studio.

The following funding adjustments reflect all approved changes in the FY 2001 Revised Budget Plan since passage of the FY 2001 Adopted Budget Plan. Included are all adjustments made as part of the FY 2000 Carryover Review and all other approved changes through December 31, 2000:

- ◆ As part of the FY 2000 Carryover Review, \$6,363,028 of unencumbered carryover was added including \$53,995 associated with unexpended FY 2000 Close Management Initiative (CMI) savings, and \$6,309,033 required to support the costs associated with the implementation of the I-Net.
- ◆ As part of the FY 2000 Carryover Review, \$201,420 of encumbered carryover was added.



Administration

Goal

To provide consumer protection services for consumers and businesses in Fairfax County in order to ensure compliance with applicable laws; to administer the County's Cable Communications Ordinance and Franchise Agreements in a manner that ensures the best possible cable communications service to all system subscribers/users; to oversee the construction, installation, and operation of all cable television systems in the County; to manage the use of the government access channels and the Institutional Network (I-Net); and to produce the programming for the government access channels.

Note: As in previous fiscal years, funding for this Cost Center is included in the budget for the Communications Policy and Regulatory Division.

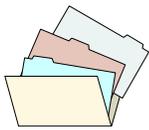
Objectives

- ◆ To provide management support services to the Department's Divisions so that 75 percent of efficiency, service quality, and outcome indicators are achieved.

FUND 105 CABLE COMMUNICATIONS

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Outcome:					
Percent of Department's performance indicators (efficiency, service quality and outcome) achieved	NA	NA	75% / 75%	75%	75%



Communications Productions Division

Goal

To provide a centralized video production center and satellite conferencing facility for the Board of Supervisors, County Executive, and all County agencies in order to communicate critical County information to citizens and training for employees and to provide related production services in new technologies to benefit the public and County operations.

Cost Center Summary					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	22/ 22	22/ 22	22/ 22	22/ 22	22/22
Total Expenditures	\$2,475,727	\$2,368,790	\$2,387,163	\$2,475,974	\$2,491,924

Objectives

- ◆ To serve the public information needs of the County by completing 98 percent of public information television programs requested on the FY 2002 production plan, while maintaining cost, quality, and work hour efficiencies.
- ◆ To train and educate the County workforce in the most cost effective manner possible by increasing the number of purchased programs and satellite telecourses and completing 98 percent of training programs on the FY 2002 production plan, while reducing the work hours needed for original programming.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Output:¹					
Original live program hours	729.0	739.5	716.0 / 694.0	718.0	726.0
Original studio program hours ²	47.0	33.5	53.0 / 32.0	58.0	70.0
Original field program hours	97.0	111.5	105.9 / 110.2	154.25	158.5

FUND 105 CABLE COMMUNICATIONS

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Efficiency:³					
Live program work hours per program hour	5.6	4.8	6.0 / 4.7	5.5	5.5
Studio program work hours per program hour	39.4	41.3	40.0 / 36.0	44.0	43.8
Field program work hours per program hour	168.2	162.7	169.0 / 164.8	171.0	157.9
Service Quality:⁴					
Percentage of clients satisfied with Channel 16 programs	NA	NA	NA / NA	NA	NA
Percentage of clients satisfied with Channel 41 programs	NA	NA	NA / NA	NA	NA
Percentage of clients satisfied with technology support projects	NA	NA	NA / NA	NA	NA
Outcome:					
Percentage of requested programs completed on Channel 16	97%	98%	98% / 100%	98%	98%
Percentage of requested programs completed on Channel 41	97%	100%	98% / 100%	98%	98%

¹ While the number of original live program hours per year remains fairly constant from year to year, original studio and original field programs on Channels 16 and 41 vary from year to year as requested by the Board of Supervisors, County Executive, and as prioritized by advisory committees.

² The decrease in the FY 1999 and FY 2000 actual number of original studio program hours reflects the Board of Supervisors' policy to limit Board member appearances on Channel 16 during an election year, decreasing the number of studio programs in FY 1999 and FY 2000.

³ Channel 16 and 41 original programs are combined with this calculation.

⁴ A client questionnaire will be developed to determine customer satisfaction and the results will be used as the baseline for future years.



Communications Policy and Regulatory Division

The functional requirements of all staff in this Division will be changing over the course of the next few years due to the changing cable industry environment and the significant changes that are expected to occur in the franchise requirements imposed on cable operators in the County. As these changes take place, this Division will be in a better position to identify specific performance indicators that will be useful in measuring the outcome and service quality results of this Division.

Goal

To direct cable regulation and management within the County that offers the greatest diversity and highest quality service at the least cost to County government, citizens and businesses; and to develop and manage the Institutional Network, which will provide video and data communications to County and School facilities and County/School agencies.

FUND 105 CABLE COMMUNICATIONS

Cost Center Summary					
Category	FY 2000 Actual	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	21/ 21	21/ 21	21/ 21	21/ 21	21/21
Total Expenditures	\$2,044,756	\$10,116,856	\$16,577,742	\$2,299,082	\$2,315,029

Objectives

- ◆ To enforce a 95 percent reliability rate on the Home Subscriber Cable Television Network.
- ◆ To maintain a 99 percent reliability rate on the Institutional Communications Network.
- ◆ To activate 12.5 percent of the total number of Institutional Communications Network users and services.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Output:					
Home Subscriber Network signal checks or inspections	2,203	7,709	7,700 / 7,639	7,700	7,700
Institutional Network signal checks, inspections or repairs	NA	NA	NA / NA	NA	NA
New Institutional Network users or services added	NA	NA	50 / 0	50	50
Efficiency:					
Staff hours per Home Subscriber Network signal check or inspection	2.80	0.97	0.97 / 0.98	0.97	0.97
Staff hours per Institutional Network signal check, inspection or repair	NA	NA	NA / NA	NA	NA
Staff hours per new Institutional Network user or service added	NA	NA	125 / 0	125	125
Service Quality:					
Percent of Home Subscriber Network complaints compared to total subscribers	0.3%	0.3%	0.3% / 0.2%	0.3%	0.3%
Institutional Network reliability compared to prior fiscal year	NA	NA	100% / NA	100%	100%
Percent of Institutional Network on-time installations of new users or services	NA	NA	95% / NA	95%	95%

FUND 105 CABLE COMMUNICATIONS

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1998 Actual	FY 1999 Actual	FY 2000 Estimate/Actual	FY 2001	FY 2002
Outcome:					
Percent of Home Subscriber Network reliability	NA	94.7%	95.0% / 95.0%	95.0%	95.0%
Percent of Institutional Network reliability	NA	99.0%	99.0% / NA	99.0%	99.0%
Percent of total Institutional Network users or services activated	NA	NA	12.5% / 0%	12.5%	12.5%

FUND 105 CABLE COMMUNICATIONS

FUND STATEMENT

Fund Type G10, Special Revenue Funds Fund 105, Cable Communications

	FY 2000 Actual ¹	FY 2001 Adopted Budget Plan	FY 2001 Revised Budget Plan	FY 2002 Advertised Budget Plan	FY 2002 Adopted Budget Plan
Beginning Balance	\$10,539,843	\$6,257,160	\$12,955,890	\$1,678,988	\$1,678,988
Revenue:					
Miscellaneous Revenue	\$2,078	\$5,000	\$5,000	\$2,000	\$2,000
I-Net and Equipment Grant	2,814,490	2,991,303	2,991,303	2,985,893	2,985,893
Franchise Operating Fees	7,334,076	8,169,000	8,169,000	8,072,969	8,072,969
Total Revenue	\$10,150,644	\$11,165,303	\$11,165,303	\$11,060,862	\$11,060,862
Total Available	\$20,690,487	\$17,422,463	\$24,121,193	\$12,739,850	\$12,739,850
Expenditures:					
Personnel Services	\$2,428,581	\$2,839,635	\$2,676,148	\$3,189,693	\$3,221,590
Operating Expenses	721,931	2,681,361	3,385,710	1,335,363	1,335,363
I-Net Contribution ²	770,000	4,200,000	7,630,000	0	0
Capital Equipment	599,971	2,764,650	5,273,047	250,000	250,000
Subtotal Expenditures	\$4,520,483	\$12,485,646	\$18,964,905	\$4,775,056	\$4,806,953
COLA Reserve	0	0	0	31,897	0
Total Expenditures	\$4,520,483	\$12,485,646	\$18,964,905	\$4,806,953	\$4,806,953
Transfers Out:					
General Fund (001) ³	\$1,520,280	\$1,683,800	\$1,683,800	\$1,614,594	\$1,614,594
Schools Grants and Self Supporting Programs (192) ⁴	1,443,834	1,543,500	1,543,500	1,390,935	1,390,935
Schools Grants and Self Supporting Programs (192) ⁵	250,000	250,000	250,000	250,000	250,000
Total Transfers Out	\$3,214,114	\$3,477,300	\$3,477,300	\$3,255,529	\$3,255,529
Total Disbursements	\$7,734,597	\$15,962,946	\$22,442,205	\$8,062,482	\$8,062,482
Ending Balance⁶	\$12,955,890	\$1,459,517	\$1,678,988	\$4,677,368	\$4,677,368
Reserve for PC Replacement ⁷	67,800	93,600	93,600	24,600	24,600
Reserve for Replacement Equipment	7,500	0	0	0	0
Unreserved Ending Balance	\$12,880,590	\$1,365,917	\$1,585,388	\$4,652,768	\$4,652,768

¹ In order to account for revenues in the proper fiscal year, an audit adjustment in the amount of \$275,472 has been reflected as a decrease to FY 2000 Revenue. The audit adjustment has been included in the FY 2000 Comprehensive Annual Financial Report (CAFR). Details of the FY 2000 audit adjustments were included in the FY 2001 Third Quarter Package.

FUND 105

CABLE COMMUNICATIONS

² In FY 1999, an amount of \$2.8 million was approved from fund balance to support the first year payment associated with the installation of the Institutional Network (I-Net). Additionally, an estimated \$7.6 million will be spent in FY 2001 for the remaining cost of the I-Net construction. These expenditures are only for the construction of the I-Net as provided for in the franchise agreement with Cox Communications and does not include equipment and other operational funding.

³ The Transfer Out to the General Fund represents compensation to the General Fund for rent on property and public "rights-of-way" used by the cable companies serving Fairfax County. The amount represents approximately one percent of the gross revenues of the cable operators in the County (20 percent of franchise fees).

⁴ This funding reflects a direct transfer to FCPS to support the educational access grant. The amount is calculated as one percent of the gross revenues of Cox Communications. The actual amount to be transferred to the FCPS on an annual basis is based on actual gross receipts. Annual reconciliation of the revenue and subsequent transfer will be conducted and adjustments to the transfer level will be incorporated in the next years' budget.

⁵ This funding reflects a direct transfer to FCPS to support a replacement equipment grant of \$250,000.

⁶ Funding of \$48,645/site will be required for the remaining 300 sites over the next few years.

⁷ The PC Replacement Reserve provides for the timely replacement of the agency's obsolete equipment.