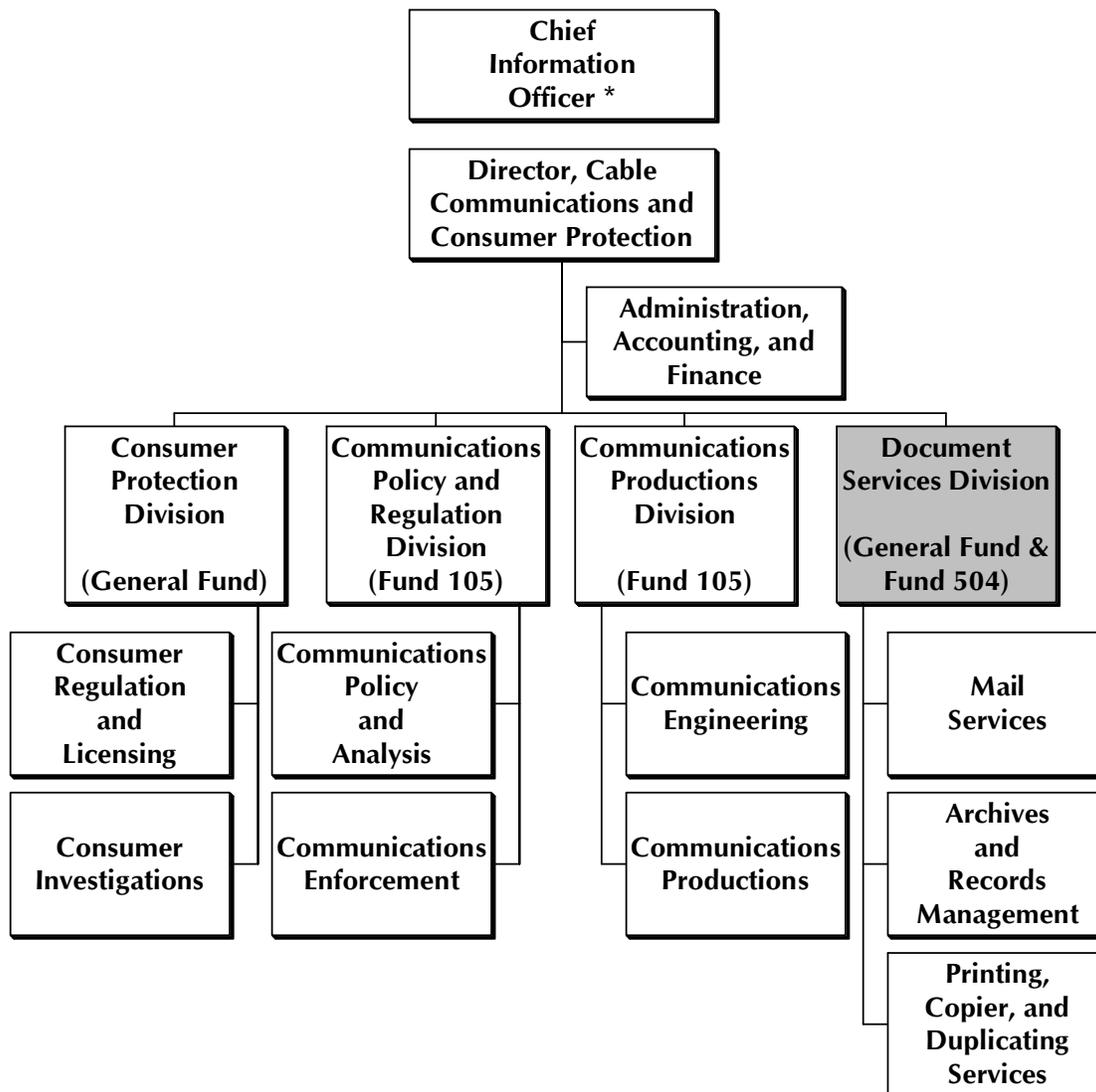


# Fund 504 Document Services Division



\*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 three distinct functions: Consumer Protection, Document Services, and Cable Communications. The total agency staff of 103/103.0 SYE positions and a \$26.0 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 Document Services Division, which provides publication sales, archives and records management, mail, printing, and copier services to County Agencies and printing services to Fairfax County Public Schools, is presented in both the Legislative-Executive Program Area (Volume 1) as well as in Fund 504 (Volume 2). Fund 504 activities are funded by a General Fund transfer which supports lease of digital multi-functional devices (copiers) throughout County agencies, and by revenue received from County agencies and the Fairfax County Public Schools for printing and duplicating charges. 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. While the three 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, 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.

### Focus

The Document Services Division provides printing, copier 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.

This Division is responsible for managing the County's Copier Program which provides full copier service to all County agencies. In FY 2001, the Division began replacing outdated copy machines with state-of-the-art digital multi-function devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing and scanning.

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 the Department of Cable Communications and Consumer Protection will be responsible for oversight of the program. Microfilming historical documents continues to be beneficial in minimizing space required to store public records in compliance with State regulations.

**THINKING STRATEGICALLY**

Strategic issues to be addressed by the Department include:

- Sustaining a competitive advantage, based on cost and service quality, compared to alternative document service providers in the market;
- Utilizing new technologies to improve and enhance printing, mailing, copier and records storage and retrieval systems;
- Meeting increased demand for retrieval and storage with an increasing County population; and
- Managing federal legislative requirements, which can result in costly mailing requirements.

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

 <b>Connecting People and Places</b>	<b>Recent Success</b>	<b>FY 2005 Initiative</b>	<b>Cost Center</b>
Increased the number of jobs electronically submitted to the County Printing Center, as well as printed via digital technology, by 27 percent in order to decrease the turn-around time of jobs for customers. A total of 25.5 percent of all digital jobs in FY 2003 were submitted electronically.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Printing and Duplicating Services
Upgraded digital equipment in the County Printing Center to increase productivity and reduce operating costs.	<input checked="" type="checkbox"/>		Printing and Duplicating Services
Install digital prepress equipment for increased efficiency and reduce overall reliance on outsourcing to meet increased customer demands.		<input checked="" type="checkbox"/>	Printing and Duplicating Services

## Fund 504 Document Services Division

 <b>Connecting People and Places</b>	<b>Recent Success</b>	<b>FY 2005 Initiative</b>	<b>Cost Center</b>
Installed new collator/stitcher to reduce dependence on commercial printing contractors.	<input checked="" type="checkbox"/>		Printing and Duplicating Services
 <b>Maintaining Healthy Economies</b>	<b>Recent Success</b>	<b>FY 2005 Initiative</b>	<b>Cost Center</b>
Explore the use of other software solutions to enable streamlining of current work processes to significantly improve County and Schools asset management.		<input checked="" type="checkbox"/>	Printing and Duplicating Services
Worked in conjunction with the Fairfax County Public School System to successfully replace all analog copy machines in the County and Schools with digital multi-function devices (DMFD) capable of copying, printing, faxing and scanning.	<input checked="" type="checkbox"/>		Printing and Duplicating Services
 <b>Corporate Stewardship</b>	<b>Recent Success</b>	<b>FY 2005 Initiative</b>	<b>Cost Center</b>
Identify and develop workshops, to be held on a regular basis, which provide guidance to customers on document services programs. Customer feedback at workshops will improve document services efficiency and cost effectiveness.		<input checked="" type="checkbox"/>	Printing and Duplicating Services
Increased the speed of printing booklets in-house by 33 percent and reduced the number of print jobs outsourced to reduce the production costs.	<input checked="" type="checkbox"/>		Printing and Duplicating Services
Established a Pilot Program for Networking 30 digital multi-function copiers.	<input checked="" type="checkbox"/>		Printing and Duplicating Services
Installed upgraded programmable paper cutting system which increased production and reduced overtime.	<input checked="" type="checkbox"/>		Printing and Duplicating Services
Reduced the number of Print Shop jobs being submitted to outside vendors for completion by 29 percent and will continue to reduce the number of jobs submitted in FY 2005 by 5 percent (\$58,330).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Printing and Duplicating Services

# Fund 504

## Document Services Division

### Budget and Staff Resources

Agency Summary					
Category	FY 2003 Actual	FY 2004 Adopted Budget Plan	FY 2004 Revised Budget Plan	FY 2005 Advertised Budget Plan	FY 2005 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
Expenditures:					
Personnel Services	\$1,018,590	\$1,127,115	\$1,127,115	\$1,173,672	\$1,173,672
Operating Expenses	5,983,399	6,741,606	6,768,046	6,158,147	6,158,147
Capital Equipment	42,226	0	52,648	0	0
<b>Total Expenditures*</b>	<b>\$7,044,215</b>	<b>\$7,868,721</b>	<b>\$7,947,809</b>	<b>\$7,331,819</b>	<b>\$7,331,819</b>

\*In FY 2003 and 2004, expenditures are included for Micrographic Services. In FY 2005, a private vendor will provide micrographic services directly to agencies, so expenditures will not be reflected in Fund 504.

Position Summary					
1	Printing Services Manager	8	Print Shop Operators II	<u>Archives and Records Management</u>	
2	Customer Services Specialists	4	Print Shop Operators I	1	Management Analyst I
2	Printing Shift Supervisors	1	Print Shop Helper	1	Administrative Assistant III
<b>TOTAL POSITIONS</b>					
<b>20 Positions / 20.0 Staff Years</b>					

### FY 2005 Funding Adjustments

The following funding adjustments from the FY 2004 Revised Budget Plan are necessary to support the FY 2005 program:

- Employee Compensation** **\$46,557**  
 An increase of \$46,557 associated with salary adjustments necessary to support the County's compensation program
- Commercial Printing** **(\$493,459)**  
 A decrease of \$493,459 in Operating Expenses for commercial printing due to an increase of in-house processing of County Print Shop jobs.
- Micrographics** **(\$90,000)**  
 A decrease of \$90,000 in Operating Expenses for micrographic services due to a new contract with a private vendor, which provides microfilming services directly to County agencies.
- Carryover Adjustments** **(\$79,088)**  
 A decrease of \$24,107 in Operating Expenses and \$54,981 in Capital Equipment due to the Carryover of one-time expenses as part of the FY 2003 Carryover Review.

### Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2005 Advertised Budget Plan, as approved by the Board of Supervisors on April 26, 2004:

- The Board of Supervisors made no adjustments to this fund.

# Fund 504

## Document Services Division

### **Changes to FY 2004 Adopted Budget Plan**

The following funding adjustments reflect all approved changes in the FY 2004 Revised Budget Plan since passage of the FY 2004 Adopted Budget Plan. Included are all adjustments made as part of the FY 2003 Carryover Review and all other approved changes through December 31, 2003:

- ◆ **Carryover Adjustments** **\$79,088**  
 As part of the FY 2003 Carryover Review, the Board of Supervisors approved encumbered funding of \$24,107 in Operating Expenses for the purchase of additional paper and \$54,981 in Capital Equipment for the purchase of a new collator machine.

The following funding adjustments reflect all approved changes to the FY 2004 Revised Budget Plan from January 1, 2004 through April 19, 2004. Included are all adjustments made as part of the FY 2004 Third Quarter Review:

- ◆ **Third Quarter Adjustments** **\$0**  
 A decrease of \$2,333 in Capital Equipment offsets an increase of \$2,333 in Operating Expenses. This funding is required due to the purchase of a collator to meet additional commercial printing needs.

### **Key Performance Measures**

#### **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.

#### **Objectives**

- ◆ To maintain the percent of printed jobs delivered according to the scheduled delivery date at 97 percent in FY 2004 and 2005.
- ◆ To provide an efficient cost per copy by managing the Copier Program, while maintaining customer satisfaction at 85 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate/Actual	FY 2004	FY 2005
<b>Output:</b>					
Total offset, xerographic, and bindery jobs received	8,163	8,446	8,500 / 8,600	8,800	9,000
Pages produced - offset services (in millions)	47.0	46.0	46.0 / 42.2	44.0	46.0
Pages produced - digital print (in millions)	37.0	35.5	35.5 / 34.0	35.5	36.0
Pages produced - digital color	565,000	877,258	900,000 / 1,015,414	1,100,000	1,100,000
Office copies made (in millions)	65.5	80.0	80.0 / 70.0	75.3	75.3

## Fund 504 Document Services Division

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate/Actual	FY 2004	FY 2005
<b>Efficiency:</b>					
Cost per page produced - offset services	\$0.025	\$0.027	\$0.030 / \$0.031	\$0.033	\$0.039
Cost per page produced - digital printing	\$0.025	\$0.032	\$0.033 / \$0.037	\$0.033	\$0.041
Cost per page produced - digital color	\$0.280	\$0.250	\$0.220 / \$0.210	\$0.230	\$0.279
Cost per office copy	\$0.039	\$0.041	\$0.041 / \$0.045	\$0.045	\$0.045
Client charge per office copy	\$0.030	\$0.030	\$0.030 / \$0.030	\$0.045	\$0.045
<b>Service Quality:</b>					
Percent of Print Shop clients rating timeliness and dependability of service as satisfactory	NA	90%	95% / 95%	95%	95%
Percent of office copier clients satisfied with services	NA	80%	85% / 85%	85%	85%
<b>Outcome:</b>					
Percent of Print Shop jobs meeting deadlines	95%	95%	95% / 95%	97%	97%
Percent change in cost per copy	34.50%	5.13%	0.00% / 9.76%	0.00%	0.00%

### Performance Measurement Results

In FY 2003, the offset printing volume produced by the Printing Shop was 42.2 million pages and the digital printing volume produced was 34.0 million pages, with 95 percent of jobs meeting scheduled deadlines. Over 1.0 million digital pages were produced in color in FY 2003, an increase of 15 percent over FY 2002. The increase in cost per office copy from \$0.039 in FY 2001 to \$0.045 in FY 2003 is due to the expanded functionality of the new digital copier machines versus the old analog copier machines. The new machines are capable of copying, printing, scanning and faxing. Client charge per office copy has been increased to \$0.045 to fully offset the cost per office copy.

# Fund 504

## Document Services Division

### FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2003 Actual	FY 2004 Adopted Budget Plan	FY 2004 Revised Budget Plan	FY 2005 Advertised Budget Plan	FY 2005 Adopted Budget Plan
<b>Beginning Balance</b>	<b>\$1,166,127</b>	<b>\$7,800</b>	<b>\$87,534</b>	<b>\$155,939</b>	<b>\$155,939</b>
Revenue:					
County Receipts	\$2,538,672	\$2,646,669	\$2,646,669	\$2,778,484	\$2,778,484
School Receipts	1,414,875	2,324,370	2,324,370	1,651,972	1,651,972
Equipment Replacement Reserve	112,075	145,175	145,175	161,524	161,524
<b>Total Revenue</b>	<b>\$4,065,622</b>	<b>\$5,116,214</b>	<b>\$5,116,214</b>	<b>\$4,591,980</b>	<b>\$4,591,980</b>
Transfer In:					
General Fund (001) <sup>1</sup>	\$1,900,000	\$2,900,000	\$2,900,000	\$2,900,000	\$2,900,000
<b>Total Transfer In</b>	<b>\$1,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>
<b>Total Available</b>	<b>\$7,131,749</b>	<b>\$8,024,014</b>	<b>\$8,103,748</b>	<b>\$7,647,919</b>	<b>\$7,647,919</b>
Expenditures:					
Personnel Services	\$1,018,590	\$1,127,115	\$1,127,115	\$1,173,672	\$1,173,672
Operating Expenses	5,983,399	6,741,606	6,768,046	6,158,147	6,158,147
Capital Equipment	42,226	0	52,648	0	0
<b>Total Expenditures</b>	<b>\$7,044,215</b>	<b>\$7,868,721</b>	<b>\$7,947,809</b>	<b>\$7,331,819</b>	<b>\$7,331,819</b>
<b>Total Disbursements</b>	<b>\$7,044,215</b>	<b>\$7,868,721</b>	<b>\$7,947,809</b>	<b>\$7,331,819</b>	<b>\$7,331,819</b>
<b>Ending Balance<sup>2</sup></b>	<b>\$87,534</b>	<b>\$155,293</b>	<b>\$155,939</b>	<b>\$316,100</b>	<b>\$316,100</b>
Replacement Equipment Reserve <sup>3</sup>	\$79,734	\$149,893	\$150,539	\$310,700	\$310,700
PC Replacement Reserve <sup>4</sup>	7,800	5,400	5,400	5,400	5,400
<b>Unreserved Ending Balance</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<sup>1</sup> The General Fund Transfer In supports a 5 year equipment lease in the County's Copier Program. In FY 2003, the third year of the lease, partial program support was provided by available unreserved fund balance. In FY 2004 the Copier Program is supported by a General Fund Transfer.

<sup>2</sup> The Replacement Equipment Reserve provides for the scheduled replacement of equipment for the activities supported by this fund. In FY 2004, the increase in the ending balance of \$68,405 will support the purchase of equipment for the print shop in FY 2006. In FY 2005, the increase in the ending balance of \$160,161 will also support the purchase of equipment for the print shop in FY 2006.

<sup>3</sup> In FY 2004 the charge to agencies in support of the Replacement Equipment Reserve will be increased from 2.5 percent of billed Print Shop services to 5.0 percent to support the agency's updated multi-year equipment replacement program.

<sup>4</sup> The PC Replacement Reserve provides for the timely replacement of computer equipment for the activities in this fund.