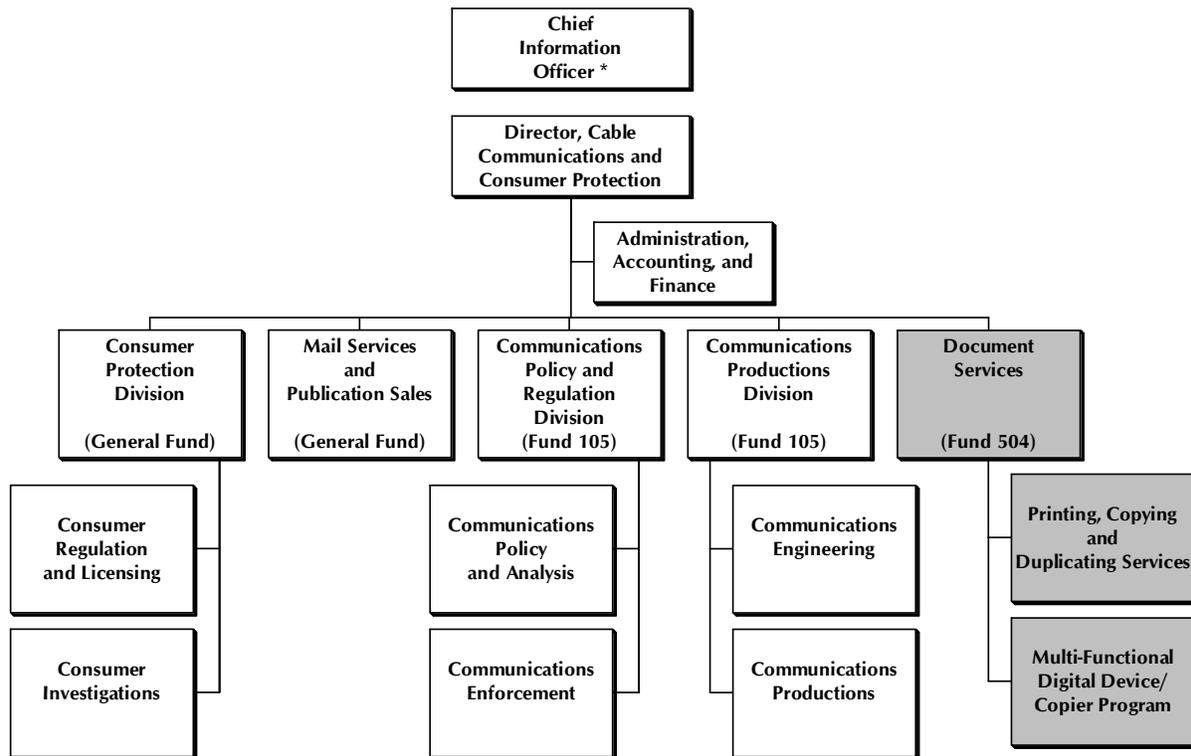


# Fund 504

## 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 five distinct functions: Consumer Protection; Mail Services and Publication Sales; Communications and Policy Regulation; Communications Production; and Printing Copying and Duplicating Services. The total agency staff of 92.0/92.0 SYE positions and a \$17.8 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 I) and is fully supported by the General Fund. Mail Services and Publication Sales are provided for County agencies and fully supported by the General Fund. These programs are presented in the Legislative/Executive Program Area in Volume 1. The Multi-functional Digital Device Program (Copier Program) in Fund 504 is funded by a General Fund transfer which supports the lease of digital multi-functional devices (copiers) throughout County agencies, and by revenue received from County agencies and is managed by the Department of Information Technology. Printing, Copying and Duplicating Services is funded by revenues received from County agencies and the Fairfax County Public Schools for printing, copying and duplicating services. The Cable Communications function, which is responsible for television programming and for communications regulation, is presented in Fund 105 (Volume II). Fund 105 is supported principally by revenue received from local Cable operators through franchise agreements. 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 Copier Program which provides full copier service to all County agencies. In FY 2001, the County began replacing outdated copy machines with state-of-the-art digital multi-functional devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing and scanning.

### THINKING STRATEGICALLY

Strategic issues for the Department include:

- o Sustaining a competitive advantage, based on cost and service quality, compared to alternative document service providers in the market;
- o Utilizing new technologies to improve and enhance printing, mailing and copier systems; and
- o 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 2006 Initiative</b>	<b>Cost Center</b>
Continue to increase the number of jobs electronically submitted to the County Printing Center in order to decrease the turn-around time of jobs for customers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Printing, Copying 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, Copying and Duplicating Services
Installed new collator/stitcher to reduce dependence on commercial printing contractors.	<input checked="" type="checkbox"/>		Printing, Copying and Duplicating Services
 <b>Maintaining Healthy Economies</b>	<b>Recent Success</b>	<b>FY 2006 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, Copying and Duplicating Services

## Fund 504 Document Services Division

 <b>Maintaining Healthy Economies</b>	<b>Recent Success</b>	<b>FY 2006 Initiative</b>	<b>Cost Center</b>
Worked in conjunction with the Fairfax County Public Schools to successfully replace analog copy machines in the County and Schools with digital multi-functional devices (DMFD) capable of copying, printing, faxing and scanning.	✓		Multi-Functional Digital Devices/Copier Program
 <b>Exercising Corporate Stewardship</b>	<b>Recent Success</b>	<b>FY 2006 Initiative</b>	<b>Cost Center</b>
Identify and develop workshops, to be held on a regular basis, which provide guidance to customers on printing services. Customer feedback at workshops will improve printing service efficiency and cost effectiveness.		✓	Printing, Copying and Duplicating Services
Increased the speed of printing booklets in-house and reduced the number of print jobs outsourced to reduce the production costs.	✓		Printing, Copying and Duplicating Services
Established a Pilot Program for Networking 30 digital multi-functional copiers in FY 2005 and will continue to expand this effort in future years.	✓	✓	Multi-Functional Digital Devices/Copier Program
Installed upgraded programmable paper cutting system which increased production and reduced overtime.	✓		Printing, Copying and Duplicating Services
Continue to reduce the number of Print Shop jobs being submitted to outside vendors.	✓	✓	Printing, Copying and Duplicating Services

### Budget and Staff Resources

<b>Agency Summary</b>					
Category	FY 2004 Actual	FY 2005 Adopted Budget Plan	FY 2005 Revised Budget Plan	FY 2006 Advertised Budget Plan	FY 2006 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	18/ 18	18/ 18	18/ 18
Expenditures:					
Personnel Services	\$1,021,960	\$1,173,672	\$1,173,672	\$1,151,058	\$1,151,058
Operating Expenses	6,299,208	6,158,147	5,993,886	6,158,147	6,158,147
Capital Equipment	52,648	0	0	0	0
<b>Total Expenditures</b>	<b>\$7,373,816</b>	<b>\$7,331,819</b>	<b>\$7,167,558</b>	<b>\$7,309,205</b>	<b>\$7,309,205</b>

# Fund 504

## Document Services Division

Position Summary					
1 Printing Services Manager	2 Printing Shift Supervisors	4 Print Shop Operators I			
2 Customer Services Specialists	8 Print Shop Operators II	1 Print Shop Helper			
<b>TOTAL POSITIONS</b>					
18 Positions / 18.0 Staff Years					

### FY 2006 Funding Adjustments

The following funding adjustments from the FY 2005 Revised Budget Plan are necessary to support the FY 2006 program:

- ◆ **Employee Compensation**
**(\$22,614)**
- A net decrease of \$22,614 associated with an increase of \$64,480 for salary adjustments necessary to support the County's compensation program, an increase of \$1,732 attributed a change in the shift differential rate, and a decrease of \$88,826 associated with the transferring of 2/2.0 SYE positions to Agency 52, the Fairfax County Public Library at the FY 2004 Carryover Review.

### Board of Supervisors' Adjustments

*The following funding adjustments reflect all changes to the FY 2006 Advertised Budget Plan, as approved by the Board of Supervisors on April 25, 2005:*

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

### Changes to FY 2005 Adopted Budget Plan

*The following funding adjustments reflect all approved changes in the FY 2005 Revised Budget Plan since passage of the FY 2005 Adopted Budget Plan. Included are all adjustments made as part of the FY 2004 Carryover Review and all other approved changes through December 31, 2004:*

- ◆ **Carryover Adjustments**
**\$0**
- As part of the FY 2004 Carryover Review, 2/2.0 SYE positions were transferred to Agency 52, the Fairfax County Public Library. No funding adjustment was required.

*The following funding adjustments reflect all approved changes to the FY 2005 Revised Budget Plan from January 1, 2005 through April 18, 2005. Included are all adjustments made as part of the FY 2005 Third Quarter Review:*

- ◆ **Third Quarter Adjustments**
**(\$164,261)**
- As a result of declining revenues, at the FY 2005 Third Quarter Review Operating Expenditures were decreased \$164,261, the General Fund transfer to Fund 504, Document Services Division was increased by \$537,000 and \$128,509 from fund balance was required. Operating Expenditures savings were primarily attributable to a new contract for multi-functional digital devices (copier machines). It should be noted that the revenue shortfall was primarily due to a reduction in printing requests received from both County agencies and the Fairfax County Public Schools (FCPS). As technology advances and more documents are available on CD-ROM and the Internet, fewer printing requests are being made. In FY 2004, the number of print jobs from the County and the FCPS declined by 15 percent from FY 2003. FY 2005 print jobs were down another 8 percent through March 2005.

# Fund 504

## Document Services Division

### 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 maintain the percent of printed jobs delivered according to the scheduled delivery date at 97 percent in FY 2006.
- ◆ To provide an efficient cost per copy charge by managing the Copier Program, while maintaining customer satisfaction at 85 percent.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2002 Actual	FY 2003 Actual	FY 2004 Estimate/Actual	FY 2005	FY 2006
<b>Output:</b>					
Total offset, xerographic, and bindery jobs received	8,446	8,600	8,800 / 7,258	7,258	7,258
Pages produced - offset services (in millions)	46.0	42.2	44.0 / 51.3	51.3	51.3
Pages produced - digital print (in millions)	35.5	34.0	35.5 / 27.0	27.0	27.0
Pages produced - digital color	877,258	1,015,414	1,100,000 / 920,263	1,000,000	1,100,000
Office copies made (in millions)	80.0	70.0	75.3 / 67.0	75.3	75.3
<b>Efficiency:</b>					
Cost per page produced - offset services	\$0.027	\$0.031	\$0.033 / \$0.034	\$0.022	\$0.021
Cost per page produced - digital printing	\$0.032	\$0.037	\$0.033 / \$0.045	\$0.056	\$0.061
Cost per page produced - digital color	0.250	0.210	0.230 / 0.280	0.263	0.239
Cost per office copy	\$0.041	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045
Client charge per office copy	\$0.030	\$0.030	\$0.045 / \$0.045	\$0.045	\$0.045
<b>Service Quality:</b>					
Percent of Print Shop clients rating timeliness and dependability of service as satisfactory	90%	95%	95% / 95%	95%	95%
Percent of office copier clients satisfied with services	80%	85%	85% / 85%	85%	85%
<b>Outcome:</b>					
Percent of Print Shop jobs meeting deadlines	95%	95%	97% / 97%	97%	97%
Percent change in cost per copy	5.13%	9.76%	0.00% / 0.00%	0.00%	0.00%

## Fund 504

### Document Services Division

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#### **Performance Measurement Results**

In FY 2004, the offset printing volume produced by the Print Shop was 51.3 million pages and the digital printing volume produced was 27.0 million pages, with 95 percent of jobs meeting scheduled deadlines. In FY 2004, 920,263 digital pages were produced in color, a decrease of 9.4 percent from FY 2003.

# Fund 504

## Document Services Division

### FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2004 Actual	FY 2005 Adopted Budget Plan	FY 2005 Revised Budget Plan	FY 2006 Advertised Budget Plan	FY 2006 Adopted Budget Plan
<b>Beginning Balance</b>	<b>\$87,534</b>	<b>\$155,939</b>	<b>\$10,661</b>	<b>\$170,822</b>	<b>\$42,313</b>
Revenue:					
County Receipts	\$2,234,861	\$2,778,484	\$2,191,377	\$2,778,484	\$2,778,484
School Receipts	2,030,873	1,651,972	1,466,570	1,651,972	1,651,972
Equipment Replacement Reserve	131,209	161,524	104,263	161,524	161,524
<b>Total Revenue</b>	<b>\$4,396,943</b>	<b>\$4,591,980</b>	<b>\$3,762,210</b>	<b>\$4,591,980</b>	<b>\$4,591,980</b>
Transfer In:					
General Fund (001) <sup>1</sup>	\$2,900,000	\$2,900,000	\$3,437,000	\$2,900,000	\$2,900,000
<b>Total Transfer In</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$3,437,000</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>
<b>Total Available</b>	<b>\$7,384,477</b>	<b>\$7,647,919</b>	<b>\$7,209,871</b>	<b>\$7,662,802</b>	<b>\$7,534,293</b>
Expenditures:					
Personnel Services	\$1,021,960	\$1,173,672	\$1,173,672	\$1,151,058	\$1,151,058
Operating Expenses	6,299,208	6,158,147	5,993,886	6,158,147	6,158,147
Capital Equipment	52,648	0	0	0	0
<b>Total Expenditures</b>	<b>\$7,373,816</b>	<b>\$7,331,819</b>	<b>\$7,167,558</b>	<b>\$7,309,205</b>	<b>\$7,309,205</b>
<b>Total Disbursements</b>	<b>\$7,373,816</b>	<b>\$7,331,819</b>	<b>\$7,167,558</b>	<b>\$7,309,205</b>	<b>\$7,309,205</b>
<b>Ending Balance<sup>2</sup></b>	<b>\$10,661</b>	<b>\$316,100</b>	<b>\$42,313</b>	<b>\$353,597</b>	<b>\$225,088</b>
Replacement Equipment Reserve	\$5,261	\$310,700	\$36,913	\$328,997	\$200,488
PC Replacement Reserve <sup>3</sup>	5,400	5,400	5,400	24,600	24,600
<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 five year equipment lease in the County's Copier Program that is due to expire in FY 2006. 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.