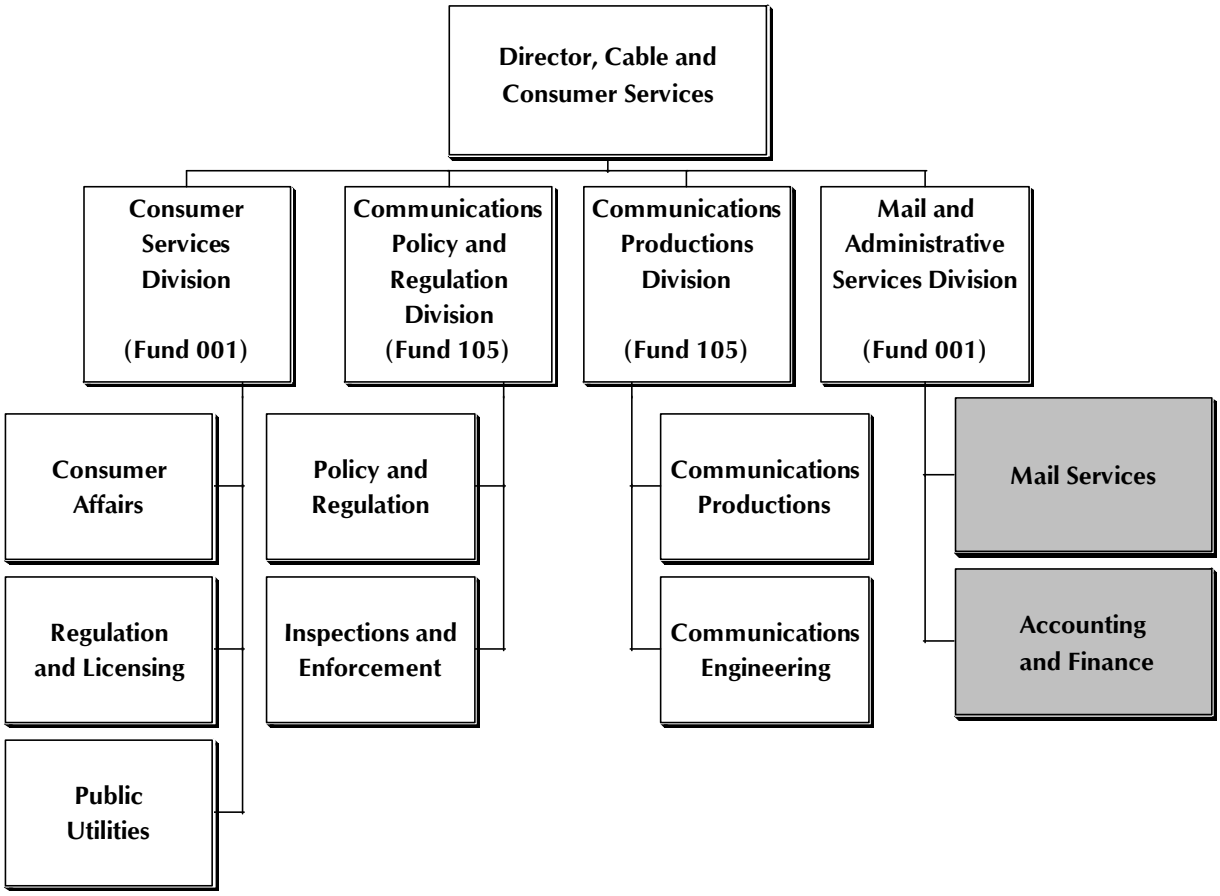
Department of Cable and Consumer Services



Mission

To mediate consumer and tenant-landlord issues, provide educational and informational presentations and literature, regulate the taxi and towing industries, issue licenses for certain business activities and provide utility rate case intervention on behalf of County residents. To protect and maintain the fiscal integrity and financial solvency of the department. To provide mail and inter-office distribution services to County agencies.

Focus

The Legislative-Executive Functions/Central Services component of the Department of Cable and Consumer Services (DCCS) includes the Accounting and Finance and the Mail Services branches.

The Accounting and Finance Branch provides financial management of the Department of Cable and Consumer Services including the General Fund and Fund 105 (Cable Communications). The branch determines and recommends operational requirements for the annual budget submission and quarterly budget reviews by soliciting information from the division directors and other agency staff. Accounting and Finance is also responsible for initiating all procurement actions, revenue and workload forecasting, and establishing and monitoring service contracts. The branch assists the DCCS Director in providing management support and direction in the areas of strategic initiatives, workforce planning, performance measurement, and financial management.

In FY 2011, the Accounting and Finance Branch will continue to protect and maintain the fiscal integrity and financial solvency of the agency. This branch will ensure accurate processing of financial transactions and ensure timely reporting of financial data.

Mail Services manages outgoing and incoming U.S. mail as well as inter-office mail and distribution, handling over 14.2 million pieces during FY 2009. Centralized mail services allow the County to obtain the lowest possible rates by achieving postal discounts associated with presorting and bar-coding outgoing U.S. mail. The County obtains discounts by processing and presorting large bulk mailings such as tax notices at the agency's central facility. Smaller daily mailings are turned over to a presort contractor to ensure that the County achieves the best discount rate by combining mailings with those of other organizations to reach the presort discount minimum volume. Mail Services will continue to provide speed and accuracy of daily mail deliveries, take maximum advantage of discounts available to large volume mailers, and stay current with changing technology in the mail industry. Mail Services will continue to identify and implement opportunities to improve employee safety, security, productivity, and customer service in FY 2011.

FY 2011 Budget Reduction Impact Summary

The Department of Cable and Consumer Services will realize savings in this program area of three positions and $185,372, which includes a General Fund reduction of two positions and $147,910 and the transfer of one position and $37,462 to the Department of Information Technology. The Print Shop consolidation under the Department of Information Technology within Fund 504 results in a savings of one position and $107,693, as well as transfer of one position and $37,462 to the Department of Information Technology. This consolidation takes advantage of synergies that exist with the County's copier program and mainframe printing, which are both managed by the Department of Information Technology. As the printing industry becomes increasingly information technology oriented, consolidating resources underneath DIT is anticipated to maximize efficiencies. Additionally, the agency will eliminate a vacant Administrative Assistant II position, resulting in the consolidation of a daily mail route and a savings of $40,217. The workload from this position will be managed by other staff, but this reduction will limit Mail Services' ability to provide mail and distribution services in a timely manner.

Budget and Staff Resources

Agency Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Legislative-Executive Regular	21/ 21	19/ 19	19/ 19	16/ 16
Public Safety Regular	14/ 14	13/ 13	13/ 13	12/ 12
Expenditures:				
Legislative-Executive				
Personnel Services	$1,025,019	$934,458	$934,458	$749,086
Operating Expenses	2,958,871	3,365,388	3,588,078	3,358,978
Recovered Costs	(2,681,867)	(3,110,987)	(3,110,987)	(3,110,987)
Capital Equipment	74,380	0	0	0
Subtotal	**$1,376,403**	**$1,188,859**	**$1,411,549**	**$997,077**
Public Safety				
Personnel Services	$881,837	$733,247	$733,247	$659,278
Operating Expenses	131,885	126,231	126,321	131,641
Capital Equipment	0	0	0	0
Subtotal	**$1,013,722**	**$859,478**	**$859,568**	**$790,919**
Total General Fund Expenditures	**$2,390,125**	**$2,048,337**	**$2,271,117**	**$1,787,996**
Income:				
Legislative-Executive				
Publication Sales	$28,686	$0	$0	$0
Commemorative Gifts	19,078	0	0	0
Subtotal	**$47,764**	**$0**	**$0**	**$0**
Public Safety				
Massage Therapy Permits	$29,350	$29,150	$29,150	$29,350
Precious Metal Dealers Lic.	6,775	5,225	6,775	6,775
Solicitors Licenses	10,000	7,000	10,000	10,000
Taxicab Licenses	155,495	156,550	156,550	156,550
Going Out of Business Fees	390	780	780	780
Subtotal	**$202,010**	**$198,705**	**$203,255**	**$203,455**
Total General Fund Income	**$249,774**	**$198,705**	**$203,255**	**$203,455**
Net Cost to the County	**$2,140,351**	**$1,849,632**	**$2,067,862**	**$1,584,541**

FY 2011 Funding Adjustments

The following funding adjustments from the FY 2010 Adopted Budget Plan are necessary to support the FY 2011 program:

- **Employee Compensation** **$0**
  It should be noted that no funding is included for pay for performance or market rate adjustments in FY 2011.

- **Agency Realignment** **($6,410)**
  A decrease in Operating Expenses of $6,410 associated with realigning agency expenditures between program areas. This amount is offset by an increase in the Public Safety program area.

- **Print Shop Consolidation Adjustments** **($145,155)**
  A decrease of $145,155 and 2/2.0 SYE positions within the Department of Cable and Consumer Services General Fund includes the abolishment of a Director of Print, Mail, and Administrative Services position and transfer of an Administrative Assistant to the Department of Information Technology associated with the consolidation of the Print Shop within Fund 504 under the Department of Information Technology. Of this total, $37,462 is offset by a commensurate increase in the Department of Information Technology associated with the transfer of the Administrative Assistant position. Additional information is available within the Fund 504, Document Services budget within Volume 2.

- **Reductions** **($40,217)**
  A decrease of $40,217 and 1/1.0 SYE position reflects reductions utilized to balance the FY 2011 budget. The following chart provides details on the specific reductions approved, including funding and associated positions.

Title	Impact	Posn	SYE	Reduction
Consolidate a Daily Mail Route	Eliminates one of 12 Administrative Assistant II positions used to deliver mail, resulting in the consolidation of a mail route between County facilities. The workload from this position will be managed by other staff, but this reduction will limit Mail Services' ability to provide mail and distribution services in a timely manner.	1	1.0	$40,217

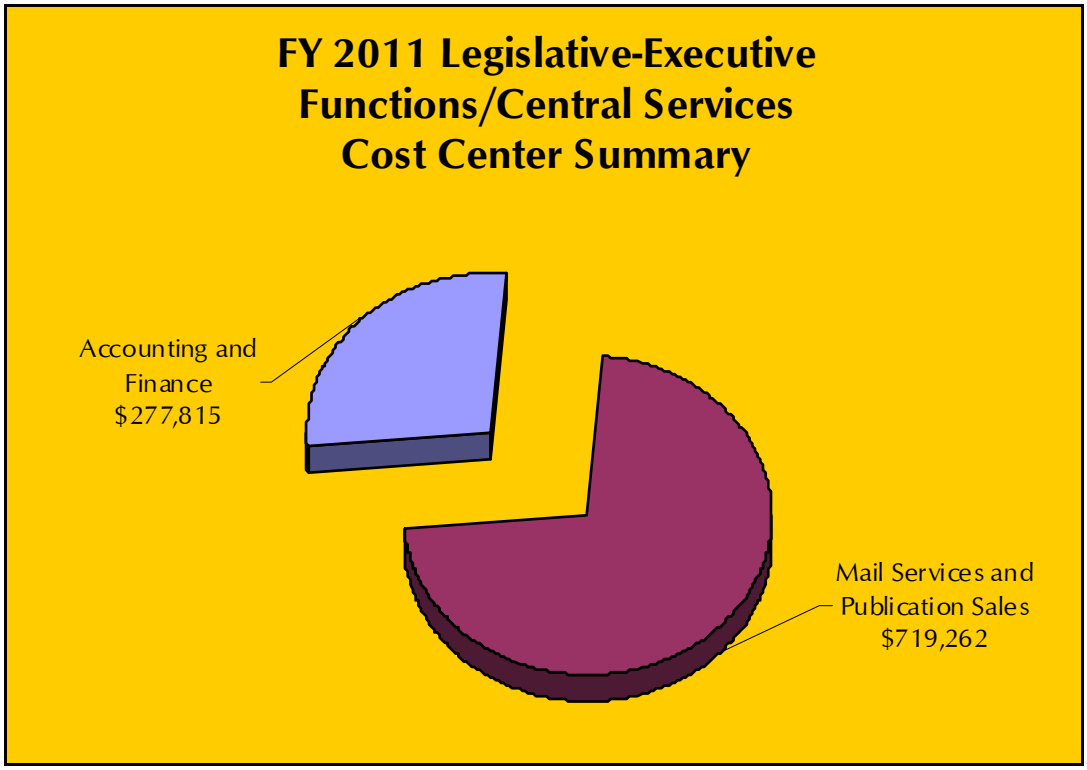
Changes to FY 2010 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2010 Revised Budget Plan since passage of the FY 2010 Adopted Budget Plan. Included are all adjustments made as part of the FY 2009 Carryover Review, and all other approved changes through December 31, 2009:

- **Carryover Adjustment** **$222,690**
  As part of the *FY 2009 Carryover Review*, the Board of Supervisors approved encumbered funding of $222,690 in Operating Expenses primarily to cover increased postal expenses related to postal rate increases.

Cost Centers

The two cost centers of the Legislative-Executive/Central Services function of the Department of Cable and Consumer Services are Accounting and Finance and Mail Services and Publication Sales. The cost centers work together to fulfill the mission of the department and to carry out the key initiatives for the fiscal year.



Accounting and Finance

Funding Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	5/ 5	5/ 5	5/ 5	3/ 3
Total Expenditures	**$390,326**	**$430,440**	**$430,440**	**$277,815**

Position Summary					
0	Director, Print, Mail and Administrative Services (-1)	1	Financial Specialist III	1	Administrative Assistants III (-1T)
		1	Financial Specialist II	1	Administrative Assistant IV

TOTAL POSITIONS
3 Positions (-1) (-1T) / 3.0 Staff Years (-1.0) (-1.0T)

(-) Denotes Abolished Position due to Budget Reductions
(T) Denotes position transferred to the Department of Information Technology
*** Position in bold is supported by Fund 105, Cable Communications**

Key Performance Measures

Goal
To protect and maintain the fiscal integrity and financial solvency of the department.

Objectives
- To process fiscal documents within three days of receipt while approving 98.5 percent of fiscal documents on initial review.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
Output:					
Fiscal documents processed	5,035	5,927	5,286 / 5,108	4,828	4,828
Efficiency:					
Fiscal documents processed per Accounting and Finance staff	1,259	1,481	1,321 / 1,277	1,207	1,207
Service Quality:					
Percent of fiscal documents processed within three days	99%	99%	99% / 99%	99%	99%
Outcome:					
Percent of fiscal documents approved on first review	97.9%	99.9%	98.5% / 99.9%	98.5%	98.5%

Performance Measurement Results
In FY 2009 the actual number of fiscal documents processed was 5,108, a decrease of 819 documents or 13.8 percent below FY 2008. This decrease was primarily associated with decreased interagency fiscal processing related to mail services, publication sales, and printing and duplicating services. Due to the elimination of the Gifts and Publication Sales Center, estimated documents processed have been decreased in both FY 2010 and FY 2011.

Mail Services and Publication Sales

Funding Summary				
Category	FY 2009 Actual	FY 2010 Adopted Budget Plan	FY 2010 Revised Budget Plan	FY 2011 Advertised Budget Plan
Authorized Positions/Staff Years				
Regular	16/ 16	14/ 14	14/ 14	13/ 13
Total Expenditures	**$986,077**	**$758,419**	**$981,109**	**$719,262**

Position Summary	
1 Management Analyst II	11 Administrative Assistants II (-1)
1 Administrative Assistant V	
TOTAL POSITIONS	
13 Positions (-1) / 13.0 Staff Years (-1.0)	**(-) Denotes Abolished Position due to Budget Reductions**

Key Performance Measures

Goal

To provide mail services to County agencies in order to meet their distribution, delivery, and communication needs.

Objectives

- To maintain the percentage of incoming U.S. mail distributed within 4 hours of receipt at 98 percent.
- To maintain the percentage of discounted outgoing U.S. mail at a minimum of 84 percent.
- To deliver 99 percent of inter-office mail by the next day.
- To maintain an inventory level of 95 percent of available publication and gift items for sale. (1)

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	FY 2010	FY 2011
Output:					
Pieces of incoming U.S. mail handled (in millions)	3.0	3.0	2.9 / 3.2	2.9	2.9
Pieces of outgoing U.S. mail handled (in millions)	7.3	8.0	7.5 / 6.8	6.7	6.6
Pieces of inter-office mail distributed (in millions)	4.6	4.4	4.3 / 4.2	4.1	4.0
Publication and gift items sold annually (1)	5,963	6,320	6,100 / 5,972	NA	NA
Efficiency:					
Pieces of incoming U.S. mail handled per staff	188,248	186,801	181,250 / 202,282	207,143	223,077
Pieces of outgoing U.S. mail handled per staff	455,862	498,235	468,750 / 426,506	478,571	507,692
Pieces of inter-office mail handled per staff	287,037	272,129	268,750 / 265,015	292,857	307,692
Publication and gift items sold per month (1)	497	527	508 / 498	NA	NA
Service Quality:					
Percent of agencies satisfied with incoming U.S. mail distribution	94%	97%	95% / 88%	95%	95%
Percent of agencies satisfied with outgoing U.S. Mail	95%	98%	95% / 88%	95%	95%
Percent of customers satisfied with accuracy of inter-office mail delivery	93%	97%	95% / 87%	95%	95%
Percent of customers satisfied with the service of the Maps and Publications Center (1)	95%	95%	99% / 93%	NA	NA

Indicator	Prior Year Actuals FY 2007 Actual	FY 2008 Actual	FY 2009 Estimate/Actual	Current Estimate FY 2010	Future Estimate FY 2011
Outcome:					
Percent of incoming U.S. mail distributed within 4 hours of receipt	98%	98%	98% / 98%	98%	98%
Percent of outgoing U.S. mail sent at a discount rate	83.3%	85.7%	84.0% / 84.5%	84.0%	84.0%
Percent of inter-office mail delivered the next day	99%	99%	99% / 99%	99%	99%
Percent of publication and gift items in stock when requested (1)	95%	95%	95% / 95%	NA	NA

(1) As part of the FY 2010 Adopted Budget Plan, the Gifts and Publication Sales Center has been eliminated.

Performance Measurement Results

Mail Services handled 14.2 million pieces of mail in FY 2009 including incoming U.S. mail, outgoing U.S. mail, and inter-office distribution. In May 2009, the United States Postal Service increased the postage rate from $0.42 to $0.44 for first class mail; however, by taking advantage of bulk rate discounts, the average cost per piece of mail was $0.381. In FY 2009, 5.8 million pieces or 84.5 percent of U.S. mail was sent at a discount rate. During FY 2009, Mail Services also conducted seminars to educate customers on qualifying for bulk mail discounts in view of increased postal rates.