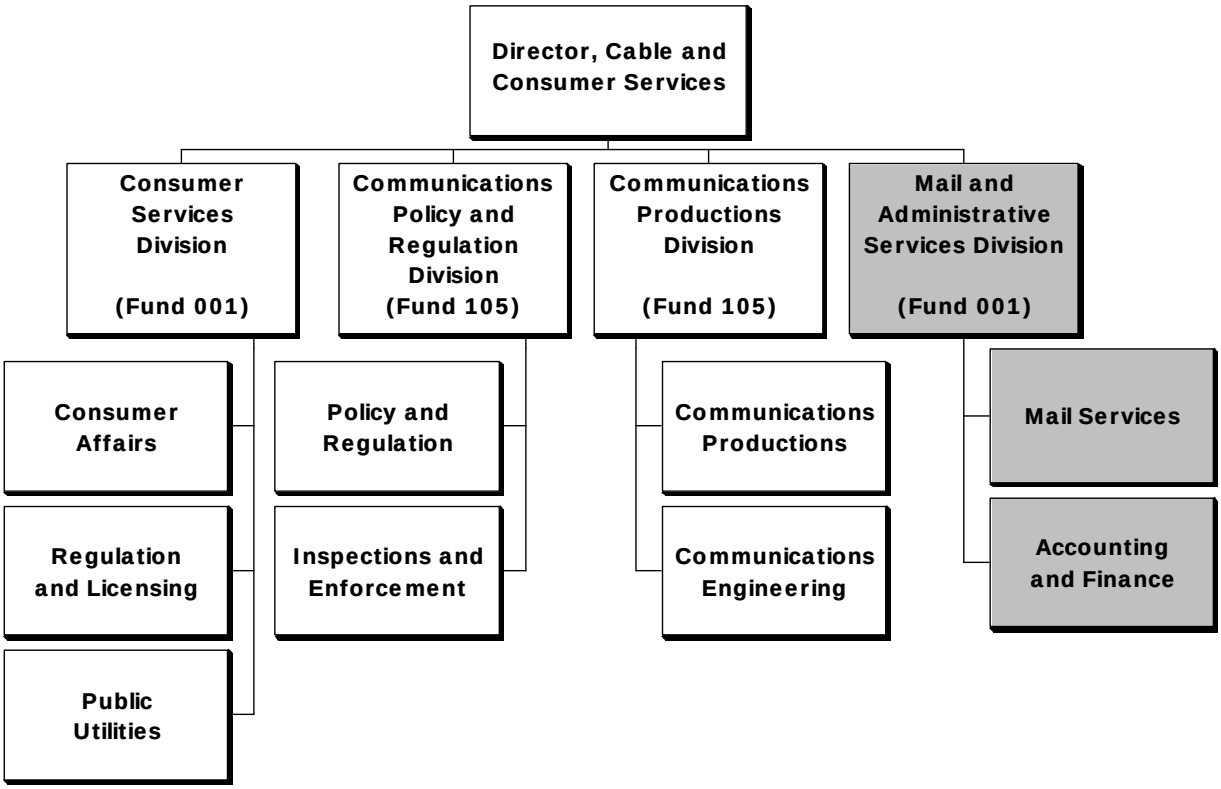
Department of Cable and Consumer Services



Mission

To mediate consumer and tenant-landlord issues, provide consumer educational information, regulate taxi and towing industries, issue licenses for certain business activities, and provide utility rate case intervention on behalf of the public. 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 Accounting and Finance and the Mail Services.

Accounting and Finance has responsibility for the development and oversight of the agencywide budget and fiscal administration for both the agency General Fund and Cable Communications Fund. The branch oversees accounting, accounts payable, budgeting, contract management, financial management and reporting, performance measurement, purchasing, reconciliations, revenue management, and strategic management. The branch assists the agency director in providing management support and direction in the areas of fleet management, performance measurement, security, strategic initiatives, and workforce planning.

Mail Services manages outgoing and incoming U.S. mail as well as inter-office mail and distribution. Centralized mail services allows 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 mailings are coordinated with a presort contractor to ensure 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.

Budget and Staff Resources

Agency Summary					
Category	FY 2011 Actual	FY 2012 Adopted Budget Plan	FY 2012 Revised Budget Plan	FY 2013 Advertised Budget Plan	FY 2013 Adopted Budget Plan
Authorized Positions/Staff Years					
Legislative-Executive Regular	16 / 16	15 / 15	15 / 15	15 / 15	15 / 15
Public Safety Regular	12 / 12	12 / 12	12 / 12	11 / 11	11 / 11
Expenditures:					
Legislative-Executive					
Personnel Services	$681,590	$671,086	$681,329	$699,431	$708,040
Operating Expenses	2,508,124	3,350,191	3,471,343	3,350,191	3,350,191
Capital Equipment	0	0	31,995	0	0
Recovered Costs	(2,329,613)	(3,110,987)	(3,110,987)	(3,110,987)	(3,110,987)
Subtotal	**$860,101**	**$910,290**	**$1,073,680**	**$938,635**	**$947,244**
Public Safety					
Personnel Services	$746,596	$659,278	$669,341	$602,184	$610,772
Operating Expenses	110,386	129,178	129,324	129,178	129,178
Capital Equipment	0	0	0	0	0
Subtotal	**$856,982**	**$788,456**	**$798,665**	**$731,362**	**$739,950**
Total General Fund Expenditures	**$1,717,083**	**$1,698,746**	**$1,872,345**	**$1,669,997**	**$1,687,194**
Income:					
Public Safety					
Massage Therapy Permits	$38,425	$33,925	$39,300	$39,500	$39,500
Precious Metal Dealers Licenses	9,250	7,850	9,250	9,250	9,250
Solicitors Licenses	11,520	10,000	11,520	11,520	11,520
Taxicab Licenses	141,020	138,195	142,745	144,120	144,120
Going Out of Business Fees	65	780	780	780	780
Subtotal	**$200,280**	**$190,750**	**$203,595**	**$205,170**	**$205,170**
Total Income	**$200,280**	**$190,750**	**$203,595**	**$205,170**	**$205,170**
Net Cost to the County	**$1,516,803**	**$1,507,996**	**$1,668,750**	**$1,464,827**	**$1,482,024**

FY 2013 Funding Adjustments

The following funding adjustments from the FY 2012 Adopted Budget Plan are necessary to support the FY 2013 program. Included are all adjustments recommended by the County Executive that were approved by the Board of Supervisors, as well as any additional Board of Supervisors' actions, as approved in the adoption of the budget on May 1, 2012.

- **Employee Compensation** **$23,531**
  An increase of $23,531 in Personnel Services reflects $14,922 for a 2.18 percent market rate adjustment (MRA) in FY 2013, effective July 2012, and $8,609 for a 2.50 percent performance-based scale and salary increase for non-uniformed merit employees, effective January 2013.

- **Full Year Impact of FY 2012 Market Rate Adjustment** **$13,423**
  As part of the *FY 2011 Carryover Review*, the Board of Supervisors approved an increase of $13,423 in Personnel Services for a 2.0 percent market rate adjustment (MRA), effective September 24, 2011.

Changes to FY 2012 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2012 Revised Budget Plan since passage of the FY 2012 Adopted Budget Plan. Included are all adjustments made as part of the FY 2011 Carryover Review, FY 2012 Third Quarter Review, and all other approved changes through April 24, 2012.

- **Carryover Adjustments** **$163,390**
  As part of the *FY 2011 Carryover Review*, the Board of Supervisors approved funding of $10,243 in Personnel Services for a 2.0 percent market rate adjustment, effective September 24, 2011. In addition, the Board approved encumbered funding of $153,147 in Operating Expenses.

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 2011 Actual	FY 2012 Adopted Budget Plan	FY 2012 Revised Budget Plan	FY 2013 Advertised Budget Plan	FY 2013 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	3 / 3	2 / 2	2 / 2	2 / 2	2 / 2
Total Expenditures	**$169,840**	**$194,583**	**$196,645**	**$200,288**	**$201,914**

Position Summary		
1 **Financial Specialist III**	1 Financial Specialist II	1 Administrative Assistant III
TOTAL POSITIONS		
2 Positions / 2.0 Staff Years	*** 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 approve 98.5 percent of fiscal documents on initial review.

Indicator	Prior Year Actuals FY 2009 Actual	FY 2010 Actual	FY 2011 Estimate/Actual	Current Estimate FY 2012	Future Estimate FY 2013
Output:					
Fiscal documents processed	5,108	5,021	1,899 / 2,227	1,899	1,899
Efficiency:					
Fiscal documents processed per Accounting and Finance staff	1,277	1,255	633 / 742	633	633
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	99.9%	97.2%	98.5% / 95.5%	98.5%	98.5%

Performance Measurement Results

In FY 2011, the number of fiscal documents processed was 2,227. This decrease of 2,794 documents from FY 2010 was due to the transfer of the Print Shop to the Department of Information Technology and the subsequent elimination of the preparation of all Print Shop fiscal documents. While there was an increase in FY 2011 from the estimate, future year estimates have not been adjusted, due to the uncertain impact of FOCUS which was launched in November 2011.

Mail Services and Publication Sales

Funding Summary					
Category	FY 2011 Actual	FY 2012 Adopted Budget Plan	FY 2012 Revised Budget Plan	FY 2013 Advertised Budget Plan	FY 2013 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	13 / 13	13 / 13	13 / 13	13 / 13	13 / 13
Total Expenditures	**$690,261**	**$715,707**	**$877,035**	**$738,347**	**$745,330**

Position Summary					
1	Management Analyst II	1	Administrative Assistant V	11	Administrative Assistants II
TOTAL POSITIONS					
13 Positions / 13.0 Staff Years					

Key Performance Measures

Goal

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

Objectives

- To distribute 98 percent of incoming U.S. mail within 4 hours of receipt.
- To send 84 percent of outgoing U.S. mail at a discounted rate.
- To deliver 99 percent of inter-office mail by the next day.

Indicator	Prior Year Actuals FY 2009 Actual	FY 2010 Actual	FY 2011 Estimate/Actual	Current Estimate FY 2012	Future Estimate FY 2013
Output:					
Pieces of incoming U.S. mail handled	3,236,505	2,903,131	2,900,000 / 2,936,439	2,900,324	2,900,324
Pieces of outgoing U.S. mail handled	6,824,084	5,809,470	5,712,032 / 5,814,458	5,721,321	5,635,501
Pieces of inter-office mail distributed	4,240,239	3,746,723	3,525,012 / 3,458,567	3,302,932	3,302,932
Efficiency:					
Pieces of incoming U.S. mail handled per staff	202,282	223,318	223,077 / 225,880	223,102	223,102
Pieces of outgoing U.S. mail handled per staff	426,506	446,882	440,249 / 447,266	440,102	433,500
Pieces of inter-office mail handled per staff	265,015	288,209	270,385 / 266,044	254,072	254,072
Service Quality:					
Percent of agencies satisfied with incoming U.S. mail distribution	88%	97%	95% / 90%	95%	95%
Percent of agencies satisfied with outgoing U.S. mail	88%	97%	95% / 90%	95%	95%
Percent of customers satisfied with accuracy of inter-office mail delivery	87%	94%	95% / 95%	95%	95%
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	84.5%	85.6%	84.0% / 86.8%	84.0%	84.0%
Percent of inter-office mail delivered the next day	99%	99%	99% / 99%	99%	99%

Performance Measurement Results

Mail Services processed over 12.2 million pieces of mail in FY 2011 including incoming U.S. mail, outgoing U.S. mail, and inter-office distribution. By taking advantage of bulk rate discounts on over 86 percent of outgoing U.S. mail, the average cost per mail piece in FY 2011 was $0.402. On January 22, 2012, the United States Postal Service increased the first class postage rate from $0.44 to $0.45. Mail Services will continue to seek discounts on outgoing U.S. mail in an effort to lower the average cost per mail piece.