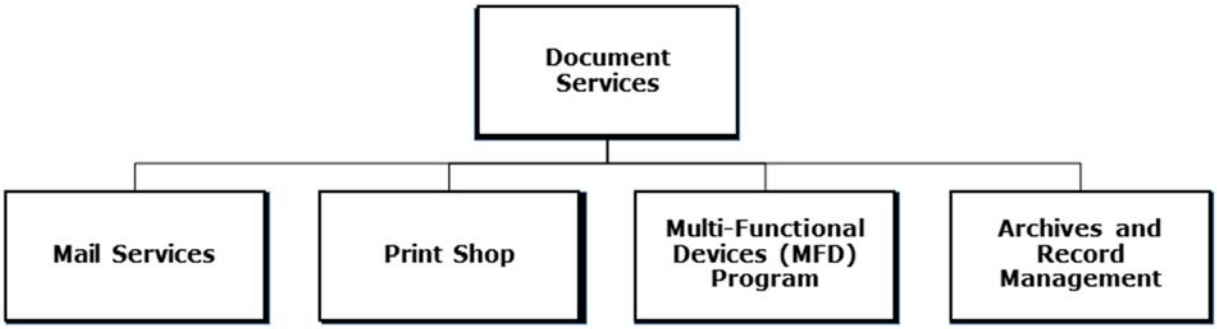
Fund 60020
Document Services



To provide quality and timely high-speed production printing and output services to County agencies as well as to the Fairfax County Public School System.

Focus

Document Services is an internal central support program in the Department of Information Technology (DIT) that includes Printing and Duplicating Services (the Print Shop), and the County's networked fleet of enterprise Multi-Functional Devices (MFDs) that provide distributed print/copy/scan/fax capabilities for County agencies at various locations in government facilities. Fund 60020, Document Services, manages these programs.

The Print Shop is responsible for providing high-speed digital black and white and color printing, offset printing, and bindery services, as well as facilitating outsourced commercial print services as necessary for County agencies and Fairfax County Public Schools (FCPS). The services include consultation for print output requirements and making recommendations on printed material options, document layout, and bindery options. All direct labor and material costs associated with Print Shop services as well as an equipment replacement reserve fee are recovered from customer agencies.

Document Services supports the following County Vision Elements:

Exercising Corporate Stewardship

Practicing Environmental Stewardship

During the second quarter of FY 2015 the Print Shop implemented a Web-to-Print ordering process for County and FCPS employees to place orders directly online. This has improved workflow efficiency, accuracy and product delivery.

The Print Shop works closely with the County's Data Center in its work output requirements. Some of the Data Center output is now provided by the Print Shop, enabling the Data Center to reduce its output footprint and to eliminate one of the large-scale enterprise printers.

DIT also manages the authorized fleet of large and mid-sized MFDs that are used throughout the County for copying, printing, faxing, and scanning. Activities include administration of the County's MFD fleet contract, day-to-day management of the service delivery which is provided by a commercial managed services provider, and integration with the County's technology infrastructure including network and enterprise-wide Microsoft applications. MFDs are installed in buildings across the County and are linked to individual workstations via the County's enterprise network. DIT job-based accounting and tracking software help to identify program costs that can be recovered from non-General Fund customers.

Due to the capabilities of the MFDs, agencies have a wide-range of on-demand print output options including volume in the agency. The success of the centralized MFD Program hardware and software capabilities (most notably the scan function) is manifest in greater reliance by agencies on MFDs as opposed to less functional desktop printers or other group/individual networked printers purchased independently by agencies. MFDs have contributed to the County's "Green" efforts and productivity efficiency enhancement goals with an increasing number of users utilizing the Scan-to-Email, Scan-to-Folder, Scan-to-Fax and Scan-to-Workflow functionality. Print impressions are expected to decline in FY 2017 and beyond as the County implements goals to reduce paper output and retire local and network printers. This reduction in paper consumption resulted in FY 2016 budget savings in both Fund 60020 and General Fund budgets that will continue as part of the FY 2017 Adopted Budget Plan.

DIT continues to explore opportunities to optimize the digital print output capabilities, integration and overall efficiency of the Print Shop operation, Data Center output functions, the MFD fleet, and the enterprise document imaging and management initiatives with expansion expected in the area of document scanning to support agencies needing to digitize legacy paper based records in accordance with the Archivist and the Library of Virginia records retention guidelines.

As part of the FY 2017 Adopted Budget Plan, the Mail Services section of the Department of Cable and Consumer Services, which manages outgoing and incoming U.S. mail as well as inter-office mail and distribution, is being transferred to Fund 60020. Moving this function under DIT should enhance the current functionally of Mail Services by facilitating the increased use of technology to perform mail services-related tasks. As a result of this transfer, Document Services will be responsible for accurately and efficiently managing daily delivery routes, mail metering machines, mail design and formatting, processing Board of Supervisors newsletters, County purchase orders, County vendor payments, court documents, and all accountable mail including Certified Mail, Express Mail, and UPS package deliveries.

In addition, as part of the FY 2017 Adopted Budget Plan the Archives and Record Management section of the Fairfax County Public Library is being transferred to Fund 60020. This transfer should enhance the synchronization of scanning and archiving the County's temporary and historical records. Document Services will be responsible for accurately and efficiently managing the storage and retrieval of County records and will be responsible for identifying and implementing opportunities to enhance safety, security, and customer service in this area.

Fund 60020
Document Services

Budget and Staff Resources

Category	FY 2015 Actual	FY 2016 Adopted	FY 2016 Revised	FY 2017 Advertised	FY 2017 Adopted
FUNDING					
Expenditures:					
Personnel Services	$817,479	$971,037	$971,037	$2,138,469	$2,138,469
Operating Expenses	4,768,236	4,777,730	4,899,574	7,603,698	7,603,698
Capital Equipment	29,995	0	0	0	0
Total Expenditures	$5,615,710	$5,748,767	$5,870,611	$9,742,167	$9,742,167
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)					
Regular	10 / 10	10 / 10	10 / 10	27 / 27	27 / 27

1	Printing Services Manager	2	Archives Technicians (2T)	1	Management Analyst II (1T)
2	Customer Services Specialists	1	County Archivist (1T)	1	Administrative Assistant V (1T)
1	Printing Shift Supervisor	1	Assistant Archivist (1T)		
1	Digital Printing Analyst	1	Administrative Assistant III (1T)		
4	Print Shop Operators II (-1)	11	Administrative Assistants II (11T)		

TOTAL POSITIONS
27 Positions (18T) (-1) / 27.0 FTE (18.0T) (-1.0)

(-) Denotes Abolished Position
(T) Denotes Transferred Positions

FY 2017 Funding Adjustments

The following funding adjustments from the FY 2016 Adopted Budget Plan are necessary to support the FY 2017 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 April 26, 2016.

- **Employee Compensation** **$22,532**
  An increase of $22,532 in Personnel Services includes $12,201 for a 1.33 percent market rate adjustment (MRA) for all employees and $10,331 for performance-based and longevity increases for non-uniformed merit employees, both effective July 2016.

- **Personnel Services Expenses** **($100,000)**
  A decrease of $100,000 is based on a review of current staffing levels and actual experience in the fund.

- **Mail Services Realignment** **$1,061,834**
  Funding of $785,699 and 12/12.0 FTE positions are being transferred from Agency 04, Department of Cable and Consumer Services, to Fund 60020, Document Services, as part of a restructuring designed to facilitate the increased use of technology to perform mail services-related tasks. Document Services will be responsible for accurately and efficiently managing daily delivery routes, mail metering machines, mail design and formatting, processing Board of Supervisors newsletters, County purchase orders, County vendor payments, court documents, and all accountable mail including Certified Mail, Express Mail, and UPS package deliveries. It should be noted that $276,135 in Fringe Benefits funding has been included in Fund 60020 for a total increase of $1,061,834 in FY 2017.

- **Postage Expenses** **$2,465,000**
  An increase of $2,465,000 is required to account for postage related expenses associated with the Mail Services realignment. This increase will be fully offset by increased revenue resulting in a net $0 impact.

- **Archives and Records Management Realignment** **$601,764**
  Funding of $414,051 and 6/6.0 FTE positions are being transferred from Agency 52, Fairfax County Public Library, to Fund 60020, Document Services, as part of a restructuring designed to enhance the synchronization of scanning and archiving the County's temporary and historical records. Document Services will be responsible for accurately and efficiently managing the storage and retrieval of County records and will be responsible for identifying and implementing opportunities to enhance safety, security, and customer service in this area. It should be noted that $187,713 in Fringe Benefits funding has been included in Fund 60020 for a total increase of $601,764 in FY 2017.

- **Operating Expenses** **($57,730)**
  A decrease of $57,730 is based on reduced paper costs and an anticipated decrease in monthly lease and maintenance costs associated with equipment in the Print Shop.

- **Position Adjustment** **$0**
  A decrease of 1/1.0 FTE position is based on a review by the Board's Audit Committee of positions which have been vacant for 36 months or longer. An internal review was conducted and agencies were asked to provide a justification for maintaining these positions. Positions that were determined to no longer be required have been eliminated in FY 2017. No funding adjustment has been included as, in many cases, positions have not been filled based on budget constraints.

Changes to FY 2016 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2016 Revised Budget Plan since passage of the FY 2016 Adopted Budget Plan. Included are all adjustments made as part of the FY 2015 Carryover Review, FY 2016 Third Quarter Review, and all other approved changes through April 30, 2016.

- **Carryover Adjustments** **$121,844**
  As part of the *FY 2015 Carryover Review*, the Board of Supervisors approved encumbered funding of $121,844 primarily for supplies, printing and typesetting services, repairs, and maintenance needed for the Print Shop and MFDs.

Key Performance Measures

Indicator	Prior Year Actuals FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	Current Estimate FY 2016	Future Estimate FY 2017
Document Services					
Percent of offset expenses recovered	100%	100%	100%/100%	100%	100%
Percent of digital black and white expenses recovered	100%	100%	100%/100%	100%	100%
Percent of digital color expenses recovered	100%	100%	100%/100%	100%	100%
Percent change in cost per copy	0.00%	0.00%	0.00%/0.00%	60.00%	0.00%

A complete list of performance measures can be viewed at www.fairfaxcounty.gov/dmb/fy2017/adopted/pm/60020.pdf

Performance Measurement Results

In FY 2015 the Print Shop produced over 9.2 million digital black and white impressions, 2.1 million digital color impressions, and 3,688 billable hours. Compared to the totals from FY 2014 there was a decline of 0.8 million in black and white impressions, the digital color impressions remained the same, and offset printing hours increased by 278 hours.

Fund 60020
Document Services

FUND STATEMENT

Fund 60020, Document Services

	FY 2015 Actual	FY 2016 Adopted Budget Plan	FY 2016 Revised Budget Plan	FY 2017 Advertised Budget Plan	FY 2017 Adopted Budget Plan
Beginning Balance	$1,539,491	$984,732	$1,066,335	$445,651	$445,651
Revenue:					
County Receipts	$1,782,020	$2,234,636	$2,234,636	$1,900,000	$1,900,000
School Receipts	638,401	632,767	632,767	668,800	668,800
Other Revenue	323,900	104,291	104,291	420,000	420,000
Postage Reimbursement[1]	0	0	0	2,465,000	2,465,000
Total Revenue	$2,744,321	$2,971,694	$2,971,694	$5,453,800	$5,453,800
Transfer In:					
General Fund (10001)	$2,398,233	$2,278,233	$2,278,233	$3,941,831	$3,941,831
Total Transfer In	$2,398,233	$2,278,233	$2,278,233	$3,941,831	$3,941,831
Total Available	$6,682,045	$6,234,659	$6,316,262	$9,841,282	$9,841,282
Expenditures:					
Personnel Services	$817,479	$971,037	$971,037	$2,138,469	$2,138,469
Operating Expenses	4,768,236	4,777,730	4,899,574	7,603,698	7,603,698
Capital Equipment	29,995	0	0	0	0
Total Expenditures	$5,615,710	$5,748,767	$5,870,611	$9,742,167	$9,742,167
Total Disbursements	$5,615,710	$5,748,767	$5,870,611	$9,742,167	$9,742,167
Ending Balance[2]	$1,066,335	$485,892	$445,651	$99,115	$99,115
Print Shop Replacement Equipment Reserve	$866,335	$285,892	$245,651	$25,000	$25,000
Print Shop Operating Reserve[3]	200,000	200,000	200,000	74,115	74,115
Unreserved Ending Balance	$0	$0	$0	$0	$0

[1] Reflects revenue anticipated from postage-related billings to agencies resulting from the transfer of Mail Services from the Department of Cable and Consumer Services to Fund 60020, Document Services, as part of the FY 2017 Adopted Budget Plan.

[2] The ending balance supports the agency reserves and fluctuates depending upon the needs of the fund in a given year.

[3] The Print Shop Operating Reserve is used to provide financial support to the Print Shop program as the technical and business practices in the industry evolve.