

Department of Cable Communications and Consumer Protection

04-10-Video Production Services

Fund/Agency: 105/04	Department of Cable Communications and Consumer Protection	
Personnel Services	\$161,092	<p>CAPS Percentage of Agency Total</p> <p>1.6%</p> <p>98.4%</p> <p>■ Video Production Services ■ All Other Agency CAPS</p>
Operating Expenses	\$53,100	
Recovered Costs	\$0	
Capital Equipment	\$25,000	
Total CAPS Cost:	\$239,192	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
Total Revenue:	\$0	
Net CAPS Cost:	\$239,192	
Positions/SYE involved in the delivery of this CAPS	0/2	

► CAPS Summary

The Communications Productions Division has experienced an increased demand in the past five years to meet requests from County agencies to utilize advanced video services. We have accomplished these tasks without increase in staff by management initiatives in other CAPS that allowed us to redirect resources to this new area. Funding for these services have been absorbed in Fund 105, Cable Communications, and are supported in full from cable franchise revenues.

A variety of video-related services are provided on demand, as the need arises, and have not been tracked as performance measures in budget documents. Over time, however, the requests for these services have grown to about 10 percent of the staff hours utilized in the division and will be measured in the future. These services include video conferencing, enhanced emergency message communications, tape duplication for citizens and agencies, video news releases, web video, kiosk video, website operations, CD production and replication, special event support, and technical support for agencies utilizing these technologies as part of cablecast programs and events.

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Video conferencing through the video magistrate system that connects Mason district station to the judicial center is credited with dramatically reducing the amount of transport time by police officers and has enabled officers to spend more time on the street. The division assisted in the design and contract monitoring of this project and will continue to trouble-shoot equipment and participate in technology upgrades for the systems.

The CPD is also responsible for the technical support for 24/7 emergency communications via cable television and has recently redesigned the portable systems that allow messaging on Channel 16 via a remote laptop computer.

Tape duplication of public meetings saves transcription time in the Clerk's office and allows citizen access to programming. The number of tape duplications grew from 2,080 in FY 1998 to 2,436 in FY 2001 and is expected to continue to grow.

The division developed the first video news release for the County in May of 2001, a new style and format of video that was distributed throughout the nation to promote the County usage of technology in the reapportionment process. Productions such as this are expected to continue to grow in demand in future years.

Designing messages for web video is another new area undertaken by the division and involves designing messages for this new medium, which is also expected to grow in demand. The division continues to research the possibility of webcasting public meetings as a service to the public, and if initiated, will be a major new area to be undertaken in the future. In addition, the division designs and manages the website operations for the Department of Cable Communications and Consumer Protection, keeping information current, a task not undertaken during the prior Lines of Business.

The advent of the kiosk information systems, CRIS, has also impacted the production services of the division. CPD is responsible for the video on the kiosks, developing attraction loops, video packages on individual pages, and assisting on effective video applications with the kiosk team. Kiosk video support and updates is a new requirement for the division.

The CPD developed its first audio/video pilot CD this year as a response to an agency request to distribute the video program on this format, and more applications in this area are anticipated.

Special event support is an increasing demand for the division. This includes planning and consulting on special events such as the Telework Day, and providing staff support for Board room, forum, and conference center events that are not televised. The division is also finding that video engineering support services and consulting on product applications have increased dramatically and will continue to be needed at all levels.

► Method of Service Provision

Services are provided by a combination of regular merit and exempt limited-term (ELT) employees. ELT employees assist on an as needed basis to meet the special staffing demands required by this CAPS.

The service is provided on demand as the event occurs and therefore, is available 24/7 to the County and the public.

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► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Total number of Video Duplications per year	2,080	2,507	2,785	2,850	2,850
Total number of Kiosk clips digitized per year	30	34	31	40	40
Percent of clients satisfied with service quality	N/A	N/A	N/A	97%	97%

► Mandate Information

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 1 - 25%. The specific Federal or State code and a brief description of the code follows:

- As part of the Fairfax County Disaster Operations Plan the Communications Productions Division has a state mandate under the Code of Virginia 44-146.19E to perform duties related to the operation and maintenance of emergency public information systems.
- Title VI of the Communications Act of 1934, as amended, State and County law (Chapter 9 of the Code of the County of Fairfax) allows but does not mandate cable franchising authorities to establish channel capacity for governmental use and to enforce franchise payments in support of the service. The franchise agreements obligate the cable companies to provide the resources to support this CAPS and other cable-related functions of the County through the payment of a 5 percent franchise fee and continuing equipment grant for operations.