

*Our Mission: To provide County agencies a single location for cost effective services and technical advice that will meet their printing, copying, graphic design, archiving and mail services needs*

### Printing and Mail Services

- Produce high volume copies for County agencies using high production digital machines that produce a higher quality copy at a reduced charge.
- Provide critical printing, graphics and bindery services to meet the needs across the County.
- Manage walk-up copiers and mobile printing applications for different agencies to meet their copying needs. By holding a contract for copiers we achieve cost savings and provide better services.
- Handle all outgoing and interoffice mail, as well as special mailing projects for the County.
- Provide department postage savings on large mail jobs using various address verification and smart mail applications for qualifying mail.

### SIGNIFICANT BUDGET CHANGES

The FY 2014 proposed expenditure budget for the Department of Environmental Services' (DES) Printing Fund is \$1,571,647, a one percent decrease from the FY 2013 adopted budget. The FY 2014 budget reflects:

- ↓ Personnel expenses decrease due to transferring a position to the Department of Technology Services (DTS) for records management related activities (1.0 FTE, \$77,742) and the impact of employee turnover, with two positions hired at lower levels than retiring incumbents. These are partially offset by increases due to employee step increases, a three percent increase in the County's cost for employee health insurance, and adjustments to retirement contributions based on current actuarial projections.
- ↑ Non-personnel increases reflect contractual obligations for equipment (\$64,324) and the annual expense for the maintenance and replacement of County vehicles (\$80).
- ↓ Revenue from County departments decreases (\$44,599) due to loss in revenue from management of the archives (\$65,640) since records management activities are now managed by DTS. This is partially offset by an increase in income from leased equipment used by departments throughout the County (\$21,041).
- ↑ Transfer from the General Fund, which supports the mail operation, increases (\$23,650) due to an increase in contractual obligations for equipment, address verification and smart mail software applications.

**PROGRAM FINANCIAL SUMMARY**

	FY 2012 Actual	FY 2013 Adopted	FY 2014 Proposed	% Change '13 to '14
Personnel	\$746,376	\$732,033	\$646,205	-12%
Non-Personnel	1,305,090	861,038	925,442	7%
<b>Total Expenditures</b>	<b>2,051,466</b>	<b>1,593,071</b>	<b>1,571,647</b>	<b>-1%</b>
County Revenue	1,895,117	1,403,200	1,358,601	-3%
Outside Revenue	13,630	22,000	22,000	-
General Fund Transfer	155,421	172,203	195,853	14%
<b>Total Revenues</b>	<b>2,064,168</b>	<b>1,597,403</b>	<b>1,576,454</b>	<b>-1%</b>
<b>Change in Fund Balance</b>	<b>\$12,702</b>	<b>\$4,332</b>	<b>\$4,807</b>	<b>-11%</b>
Permanent FTEs	9.00	9.00	8.00	
Temporary FTEs	-	-	-	
<b>Total Authorized FTEs</b>	<b>9.00</b>	<b>9.00</b>	<b>8.00</b>	

**PERFORMANCE MEASURES**

Critical Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate	FY 2014 Estimate
Assisted copies completed by due date	97%	98%	99%	98%	98%	98%
Percent of printing orders completed by due date	98%	99%	98%	98%	98%	98%

Supporting Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate	FY 2014 Estimate
Customer satisfaction on assisted copies (scale 1-5)	4.90	4.95	4.90	4.90	4.90	4.90
Customer satisfaction on print orders (scale 1-5)	4.85	4.90	4.90	4.90	4.90	4.90

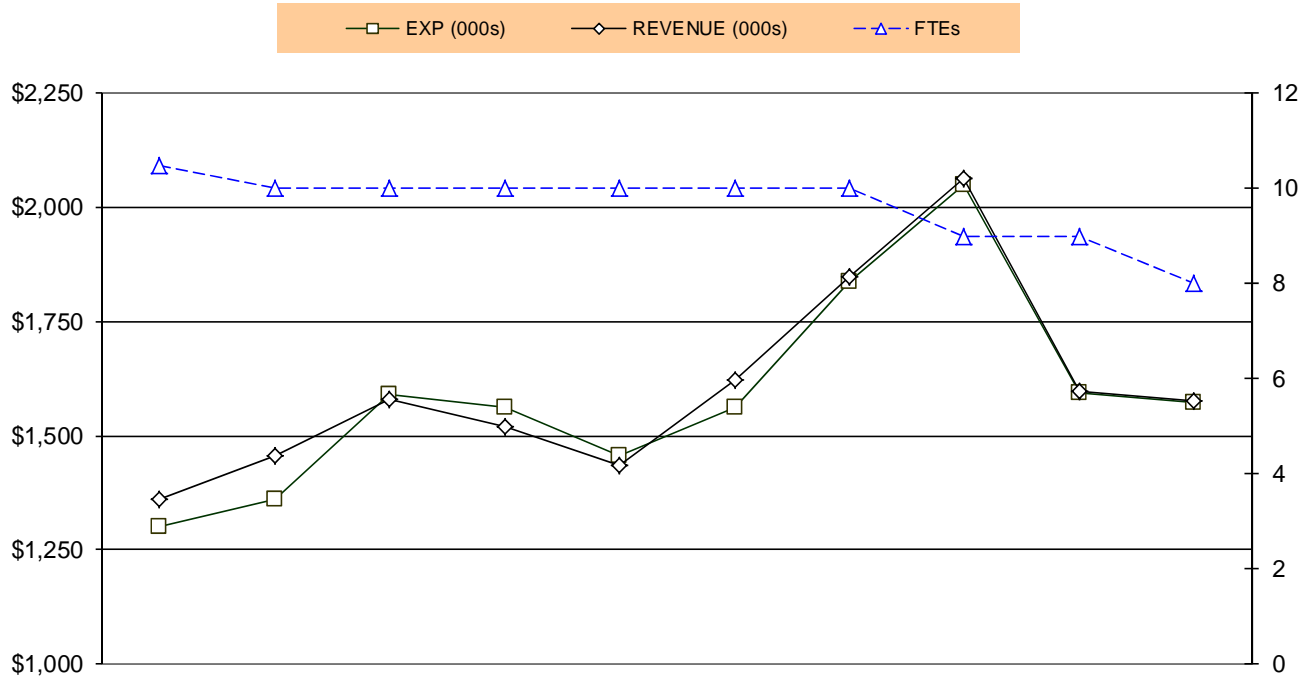
**PRINTING FUND**  
**FUND STATEMENT**

	<b>FY 2012 ACTUAL</b>	<b>FY 2013 ADOPTED</b>	<b>FY 2013 RE-ESTIMATE</b>	<b>FY 2014 PROPOSED</b>
<b>ADJUSTED BALANCE, JULY 1</b>	\$103,585	\$72,657	\$116,287	\$120,619
<b>REVENUE</b>				
Intra-County	1,895,117	1,403,200	1,403,200	1,358,601
Outside Billings	13,630	22,000	22,000	22,000
Transfer in from General Fund	155,421	172,203	172,203	195,853
<b>TOTAL REVENUE</b>	<b>2,064,168</b>	<b>1,597,403</b>	<b>1,597,403</b>	<b>1,576,454</b>
<b>TOTAL REVENUE &amp; BALANCE</b>	<b>2,167,753</b>	<b>1,670,060</b>	<b>1,713,690</b>	<b>1,697,073</b>
<b>EXPENDITURES</b>				
Printing Services & Mail Operations	2,051,466	1,593,071	1,593,071	1,571,647
<b>TOTAL EXPENDITURES</b>	<b>2,051,466</b>	<b>1,593,071</b>	<b>1,593,071</b>	<b>1,571,647</b>
<b>BALANCE, JUNE 30</b>	<b>\$116,287</b>	<b>\$76,989</b>	<b>\$120,619</b>	<b>\$125,426</b>

Notes:

- 1) Fund Balance is reserved for financing encumbrances and incomplete projects carried over from a previous fiscal year, unanticipated equipment replacement or major repairs, and revenue shortfalls or overexpenditures.

**EXPENDITURE, REVENUE, AND FULL-TIME EQUIVALENT TRENDS**



	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted Budget	FY 2014 Proposed Budget
<b>EXP (000s)</b>	\$1,302	\$1,362	\$1,589	\$1,562	\$1,457	\$1,562	\$1,839	\$2,051	\$1,593	\$1,572
<b>REVENUE (000s)</b>	\$1,362	\$1,456	\$1,580	\$1,520	\$1,434	\$1,623	\$1,847	\$2,064	\$1,597	\$1,576
<b>FTEs</b>	10.5	10.0	10.0	10.0	10.0	10.0	10.0	9.0	9.0	8.0

Fiscal Year	Description	FTEs
FY 2005	<ul style="list-style-type: none"> <li>▪ No significant changes.</li> </ul>	
FY 2006	<ul style="list-style-type: none"> <li>▪ Eliminated Work-by-Others charge for services of an Accounting Technician.</li> <li>▪ Transferred a part-time Supply Assistant (0.5, \$26,706) to the General Fund.</li> <li>▪ Increased the per copy charge for copies made on assisted black and white photocopiers by \$.01 yielding an estimated increase in revenue of \$56,000.</li> </ul>	(0.5)
FY 2007	<ul style="list-style-type: none"> <li>▪ No significant changes.</li> </ul>	
FY 2008	<ul style="list-style-type: none"> <li>▪ Increased non-personnel expenses due to an increase in photocopier leases (\$25,130).</li> </ul>	
FY 2009	<ul style="list-style-type: none"> <li>▪ Non-Personnel expenditures include an increase in photocopier leases (\$13,189) and operating supplies (\$35,195).</li> </ul>	
FY 2010	<ul style="list-style-type: none"> <li>▪ Non-personnel expenditures include non-discretionary contractual increases (\$30,121).</li> </ul>	
FY 2011	<ul style="list-style-type: none"> <li>▪ Revenue decreases reflect an anticipated reduction in spending for printing services by County departments (\$31,628) partially offset by an increase in work being performed for Arlington County Public Schools (\$4,350).</li> <li>▪ Non-personnel includes an increase for contractual obligations for equipment (\$5,298).</li> </ul>	
FY 2012	<ul style="list-style-type: none"> <li>▪ Transferred a vacant 1.0 FTE to the General Fund for support of the DES Safety Program.</li> <li>▪ FY 2012 Non-personnel increases reflect contractual obligations for equipment (\$2,843), funding for assistance with special projects (\$40,953) and replacement of County vehicles (\$295).</li> <li>▪ Revenue from County Departments for work by the Print Shop increases (\$62,000) based on FY 2010 revenues and the FY 2011 re-estimate.</li> <li>▪ Transfer from the General Fund decreases (\$52,278) due to elimination of the Print Shop subsidy. The General Fund transfer will continue to support the mail operation.</li> </ul>	(1.0)
FY 2013	<ul style="list-style-type: none"> <li>▪ Increased funding for contractual obligations for equipment (\$116,318).</li> <li>▪ Decrease in consultant services (\$40,953).</li> </ul>	

**PRINTING FUND**  
TEN-YEAR HISTORY

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Fiscal Year	Description	FTEs
	<ul style="list-style-type: none"><li>▪ Decrease in operating supplies (\$10,158).</li><li>▪ Revenue from County Departments increases due to an increase in income from leased equipment used by departments throughout the County (\$51,483).</li><li>▪ Transfer from the General Fund, which supports the mail operation, increases (\$16,782) due to an increase in contractual obligations for equipment and software.</li><li>▪ <i>One (1.0) FTE was transferred to the Department of Technology Services (DTS) for records management related activities by the County Board at FY 2012 closeout.</i></li></ul>	<i>(1.0)</i>