

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

Printing and Mail Services

- Produce high volume copies for County agencies using high production digital machines that produce the best quality at the lowest price.
- Provide critical printing, graphics, and bindery services to meet the needs across the County.
- Manage all walk-up copiers and mobile printing applications for all County departments to meet their copying needs. By holding a master contract for copiers, the County achieves cost savings and provides better services.
- Handle outgoing and interoffice mail, as well as special mailing projects for the County.
- Provide County departments and Arlington Public Schools (APS) with postage savings on large mail jobs using the latest technology and smart mail applications.
- Utilize 30 percent post-consumer recycled paper for all print jobs.

SIGNIFICANT BUDGET CHANGES

The FY 2022 proposed expenditure budget for the Department of Environmental Services' Printing Fund is \$2,109,979, a 12% decrease from the FY 2021 adopted budget. The FY 2022 budget reflects:

- ↓ Personnel decreases primarily due to salary adjustments, staff turnover, and lower retirement contributions based on current actuarial projections.
- ↓ Non-personnel decreases primarily due to the reduction itemized below and printer reductions (\$6,323).
- ↓ County revenue from departments decreases due to less demand for the purchase of paper in FY 2022 as a result of COVID-19 and increased telework (\$470,459).
- ↓ Outside revenue decreases due to less demand for the purchase of paper in FY 2022 as a result of COVID-19 and increased telework (\$40,000).
- ↑ The General Fund Transfer increases based on expenses supporting the County's mail operation (\$8,597).

FY 2022 Proposed Budget Reductions

- ↓ Printing Services Contract (\$175,699)
IMPACT: The County's contract cost with Xerox is reduced based on renegotiating portions of the County's printing services contract. Hardware, software licenses, and Xerox service costs can be reduced or eliminated with minimal impact to the County operations.

PROGRAM FINANCIAL SUMMARY

	FY 2020 Actual	FY 2021 Adopted	FY 2022 Proposed	% Change '21 to '22
Personnel	\$770,625	\$809,227	\$716,413	-11%
Non-Personnel	1,773,701	1,575,468	1,393,566	-12%
Total Expenditures	2,544,325	2,384,695	2,109,979	-12%
County Revenue	1,823,591	2,195,459	1,725,000	-21%
Outside Revenue	154,411	170,000	130,000	-24%
General Fund Transfer	246,382	246,382	254,979	3%
Total Revenues	2,224,384	2,611,841	\$2,109,979	-19%
Change in Fund Balance	(\$319,941)	\$227,146	-	-100%
Permanent FTEs	8.00	8.00	8.00	
Temporary FTEs	-	-	-	
Total Authorized FTEs	8.00	8.00	8.00	

PERFORMANCE MEASURES

FY 2020 Performance Measures reflect COVID-19 impacts to services in the final months of the fiscal year while FY 2021 and FY 2022 estimates are based on current conditions and anticipated impacts on the performance measures. Additionally, FY 2022 estimates do not incorporate the impact of proposed budget reductions; the impact of those reductions are included in the impact statements shown in the Department Budget Summary.

Printing and Mail Services

Critical Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Assisted copies completed by due date	98%	98%	98%	98%	99%	99%
Percent of printing orders completed by due date	98%	98%	98%	98%	99%	99%

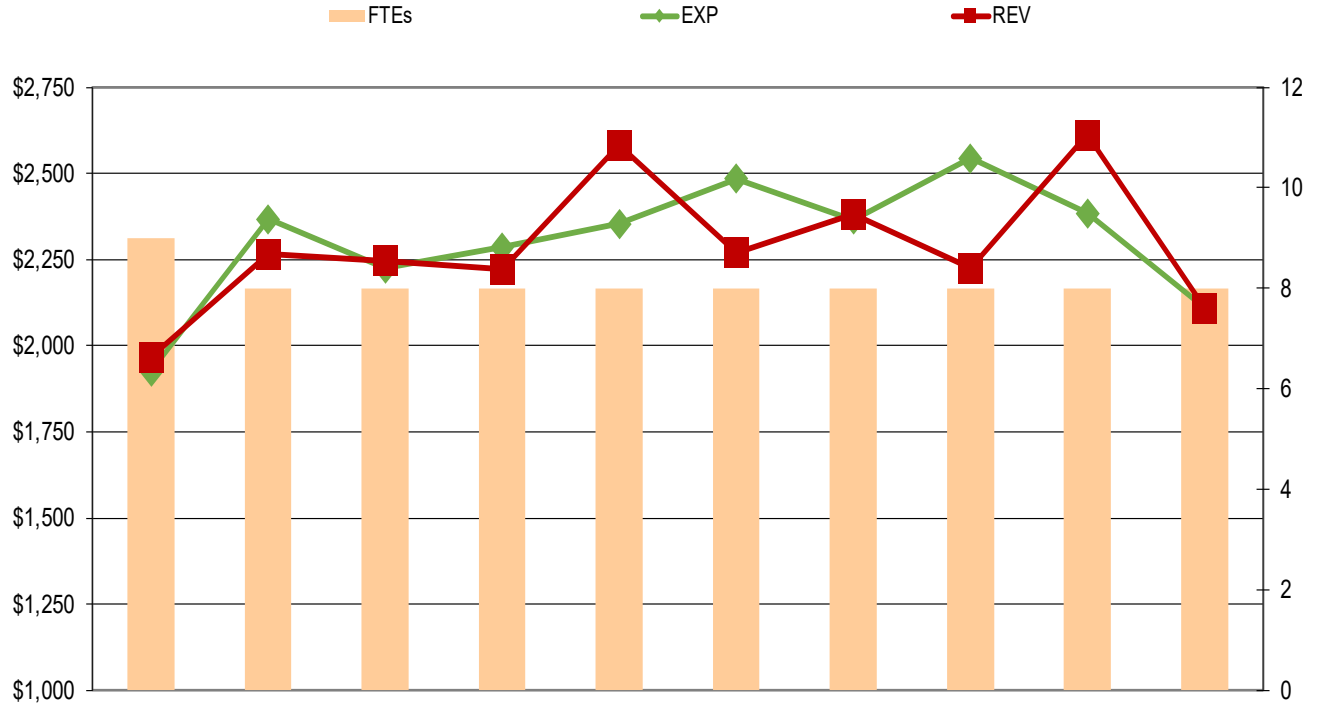
Supporting Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Customer satisfaction on assisted copies (scale 1-5)	4.9	4.9	4.9	4.9	4.9	4.9
Customer satisfaction on print orders (scale 1-5)	4.9	4.9	4.9	4.9	4.9	4.9

**PRINTING FUND
FUND STATEMENT**

	FY 2020 ACTUAL	FY 2021 ADOPTED	FY 2021 RE-ESTIMATE	FY 2022 Proposed
ADJUSTED BALANCE, JULY 1	\$44,906	\$50,525	(\$275,035)	(\$743,825)
REVENUE				
Intra-County	1,823,591	2,195,459	1,425,814	1,725,000
Outside Billings	154,411	170,000	102,355	130,000
Transfer in from General Fund	246,382	246,382	246,382	254,979
TOTAL REVENUE	2,224,384	2,611,841	1,774,551	2,109,979
TOTAL REVENUE & BALANCE	2,269,290	2,662,366	1,499,516	1,366,154
EXPENDITURES				
Printing Services & Mail Operations	2,544,325	2,384,695	2,243,341	2,109,979
TOTAL EXPENDITURES	2,544,325	2,384,695	2,243,341	2,109,979
BALANCE, JUNE 30	(\$275,035)	\$277,671	(\$743,825)	(\$743,825)

- Fund Balance is reserved for financing encumbrances and incomplete projects carried over from a previous fiscal year, unanticipated equipment replacement or major repairs, revenue shortfalls, and over expenditures.
- Fund balance is currently negative due to declines in revenue from the COVID-19 Pandemic. The print shop will build fund balance back over a number of years and closely manage expenditures.

EXPENDITURE, REVENUE, AND FULL-TIME EQUIVALENT TRENDS



	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted Budget	FY 2022 Proposed Budget
EXP	\$1,926	\$2,368	\$2,224	\$2,285	\$2,353	\$2,484	\$2,366	\$2,544	\$2,385	\$2,110
REV	\$1,967	\$2,266	\$2,247	\$2,222	\$2,581	\$2,270	\$2,381	\$2,224	\$2,612	\$2,110
FTEs	9.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00

Fiscal Year	Description	FTEs
FY 2013	<ul style="list-style-type: none"> ▪ Increased funding for contractual obligations for equipment (\$116,318). ▪ Decreased funding for consultant services (\$40,953). ▪ Decreased funding for operating supplies (\$10,158). ▪ Revenue from County Departments increased due to an increase in income from leased equipment used by departments throughout the County (\$51,483). ▪ Transfer from the General Fund, which supports the mail operation, increased due to an increase in contractual obligations for equipment and software (\$16,782). ▪ <i>One position was transferred to the Department of Technology Services (DTS) for records management related activities by the County Board at FY 2012 closeout.</i> 	(1.0)
FY 2014	<ul style="list-style-type: none"> ▪ Non-personnel increased for contractual obligations for equipment (\$64,324). ▪ Revenue from County departments decreased due to loss in revenue from management of the archives since records management activities are now managed by DTS (\$65,640). ▪ Revenue from leased equipment used by departments throughout the County increased (\$21,041). ▪ Transfer from the General Fund, which supports the mail operation, increased (\$23,650) due to an increase in contractual obligations for equipment, address verification, and smart mail software applications. 	
FY 2015	<ul style="list-style-type: none"> ▪ Non-personnel increased for contractual obligations for equipment (\$136,753). ▪ Revenue from County departments and Arlington Public Schools (APS) increased due to increased volume of jobs (\$178,899). ▪ Transfer from the General Fund, which supports the mail operation, increased primarily due to increases in personnel costs (\$30,646). 	
FY 2016	<ul style="list-style-type: none"> ▪ Non-personnel increased for contractual obligations for equipment (\$126,440). ▪ Revenue from County departments and Arlington Public Schools (APS) increased due to increased volume of jobs (\$130,973). ▪ Transfer from the General Fund, which supports the mail operation, increased primarily due to increases in personnel costs (\$4,985). 	
FY 2017	<ul style="list-style-type: none"> ▪ Non-personnel increased due to contractual obligations for equipment and supplies (\$27,915), purchase of services (\$60,000), and presort mail services for special projects (\$100,000). 	

Fiscal Year	Description	FTEs
	<ul style="list-style-type: none"> ▪ Revenue from County departments and Arlington Public Schools (APS) increased due to volume of jobs and special services including presort mail services (\$213,633). ▪ Transfer from the General Fund, which supports the mail operation, increased primarily due to increases in personnel costs (\$3,901) and an increase in equipment lease costs (\$6,384). 	
FY 2018	<ul style="list-style-type: none"> ▪ Non-personnel increased primarily due to contractual obligations for equipment and supplies as a result of new photocopier/printer contract that requires all County photocopiers and printers be leased through the Print Shop (\$351,344), an increase in operating supplies (\$45,000), primarily offset by a decrease in internal services (\$50,000). ▪ County revenue increased from County departments due to the new printer/photocopier contract (\$315,482), and an increase in printing revenue outside of County departments (\$20,000). ▪ Transfer from the General Fund, which supports the mail operation, increased due to an increase in equipment lease costs (\$7,831). 	
FY 2019	<ul style="list-style-type: none"> ▪ Non-personnel increased due to contractual obligations for equipment and supplies (\$20,129), offset by a decrease in internal services (\$30,000). ▪ County revenue increased from County departments due to an increase in photocopier leases and printing services (\$47,412). ▪ Outside revenue increased to align with FY 2017 outside revenue actuals (\$20,000). ▪ Transfer from the General Fund, which supports the mail operation, decreased due to eligible personnel expenses (\$7,263). 	
FY 2020	<ul style="list-style-type: none"> ▪ Decreased funding for contractual obligations related to the County's contract with Xerox (\$60,000). ▪ Decreased non-personnel funding for outside print shop charges (\$40,000). ▪ County revenue decreased due to a slight decline in print production and mail services (\$135,000). ▪ General Fund Transfer increased due to an increase in eligible personnel expenses (\$4,045). 	
FY 2021	<ul style="list-style-type: none"> ▪ Non-personnel decreased primarily due to contractual obligations related to the County's contract with Xerox (\$71,000), partially offset by anticipated higher paper costs (\$6,311). ▪ County revenue increased from County departments due to the addition of a 15 percent increase to printing fees to adjust for annual inflationary increases for paper and salary increases (\$195,459), partially offset by decreases due to a slight decline in print production and mail services as County departments move to more online notifications (\$39,839) and aligning budget with actuals (\$40,161). ▪ Outside revenue increases due to aligning budget with actuals (\$80,000). 	