

*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, the County achieves cost savings and provide better services.
- Handle outgoing and interoffice mail, as well as special mailing projects for the County.
- Provide County departments and Arlington Public Schools (APS) postage savings on large mail jobs using various address verification and smart mail applications for qualifying mail.
- Utilize 30 percent post-consumer recycled paper with a goal to increase usage to 50 percent post-consumer recycled paper.

### SIGNIFICANT BUDGET CHANGES

The FY 2019 proposed expenditure budget for the Department of Environmental Services' (DES) Printing Fund is \$2,503,489, a one percent increase from the FY 2018 adopted budget. The FY 2019 budget reflects:

- ↑ Personnel increases due to employee salary increases, an increase in the County's cost of employee health insurance, and retirement contributions based on current actuarial projections.
- ↑ Non-personnel increases due to contractual obligations for equipment and supplies (\$20,129), contract services (\$7,000), office supplies (\$9,150), and telephone charges (\$1,352), offset by a decrease in internal services (\$30,000) and adjustments to the annual expense for maintenance and replacement of County vehicles (\$457).
- ↑ County revenue increases from County departments due to an increase in photocopier leases and printing services (\$47,412).
- ↑ Outside revenue increases to align with FY 2017 outside revenue actuals (\$20,000).
- ↓ The General Fund Transfer, which supports the mail operation, decreases due to a decrease in eligible personnel expenses (\$7,263).

**PROGRAM FINANCIAL SUMMARY**

	FY 2017 Actual	FY 2018 Adopted	FY 2019 Proposed	% Change '18 to '19
Personnel	\$691,289	\$736,624	\$763,654	4%
Non-Personnel	1,661,741	1,732,661	1,739,835	-
<b>Total Expenditures</b>	<b>2,353,030</b>	<b>2,469,285</b>	<b>2,503,489</b>	<b>1%</b>
County Revenue	2,248,859	2,167,588	2,215,000	2%
Outside Revenue	90,772	70,000	90,000	29%
General Fund Transfer	241,769	249,600	242,337	-3%
<b>Total Revenues</b>	<b>2,581,400</b>	<b>2,487,188</b>	<b>2,547,337</b>	<b>2%</b>
<b>Change in Fund Balance</b>	<b>\$228,370</b>	<b>\$17,903</b>	<b>\$43,848</b>	<b>145%</b>
Permanent FTEs	8.00	8.00	8.00	
Temporary FTEs	-	-	-	
<b>Total Authorized FTEs</b>	<b>8.00</b>	<b>8.00</b>	<b>8.00</b>	

**PERFORMANCE MEASURES**

**Printing and Mail Services**

Critical Measures	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate	FY 2019 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%

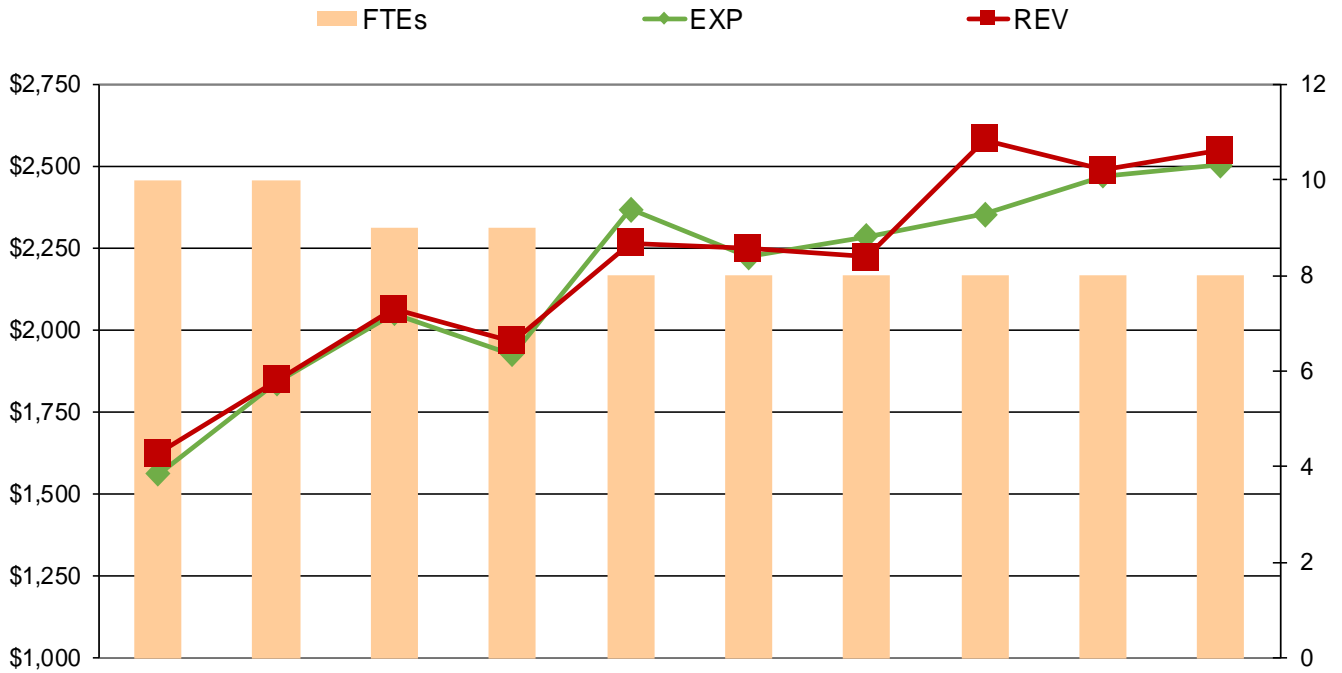
Supporting Measures	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate	FY 2019 Estimate
Customer satisfaction on assisted copies (scale 1-5)	4.90	4.90	4.90	4.90	4.90	4.90
Customer satisfaction on print orders (scale 1-5)	4.90	4.90	4.90	4.90	4.90	4.90

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

	<b>FY 2017 ACTUAL</b>	<b>FY 2018 ADOPTED</b>	<b>FY 2018 RE-ESTIMATE</b>	<b>FY 2019 PROPOSED</b>
ADJUSTED BALANCE, JULY 1	\$15,577	\$30,561	\$243,947	\$111,850
<b>REVENUE</b>				
Intra-County	2,248,859	2,167,588	2,167,588	2,215,000
Outside Billings	90,772	70,000	70,000	90,000
Transfer in from General Fund	241,769	249,600	249,600	242,337
<b>TOTAL REVENUE</b>	<b>2,581,400</b>	<b>2,487,188</b>	<b>2,487,188</b>	<b>2,547,337</b>
<b>TOTAL REVENUE &amp; BALANCE</b>	<b>2,596,977</b>	<b>2,517,749</b>	<b>2,731,135</b>	<b>2,659,187</b>
<b>EXPENDITURES</b>				
Printing Services & Mail Operations	2,353,030	2,469,285	2,619,285	2,503,489
<b>TOTAL EXPENDITURES</b>	<b>2,353,030</b>	<b>2,469,285</b>	<b>2,619,285</b>	<b>2,503,489</b>
<b>BALANCE, JUNE 30</b>	<b>\$243,947</b>	<b>\$48,464</b>	<b>\$111,850</b>	<b>\$155,698</b>

- 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 and over expenditures.

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



	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2018
\$ in 000s	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Adopted Budget	Proposed Budget
<b>EXP</b>	\$1,562	\$1,839	\$2,051	\$1,926	\$2,368	\$2,224	\$2,285	\$2,353	\$2,469	\$2,503
<b>REV</b>	\$1,623	\$1,847	\$2,064	\$1,967	\$2,266	\$2,247	\$2,222	\$2,581	\$2,487	\$2,547
<b>FTEs</b>	10.00	10.00	9.00	9.00	8.00	8.00	8.00	8.00	8.00	8.00

Fiscal Year	Description	FTEs
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 position to the General Fund for support of the DES Safety Program.</li> <li>▪ Non-personnel increased to 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 increased based on FY 2010 revenues and the FY 2011 re-estimate (\$62,000).</li> <li>▪ Transfer from the General Fund decreased due to elimination of the Print Shop subsidy (\$52,278). 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>▪ Decreased funding for consultant services (\$40,953).</li> <li>▪ Decreased funding for operating supplies (\$10,158).</li> <li>▪ Revenue from County Departments increased 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, increased due to an increase in contractual obligations for equipment and software (\$16,782).</li> <li>▪ <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></li> </ul>	(1.0)
FY 2014	<ul style="list-style-type: none"> <li>▪ Non-personnel increased for contractual obligations for equipment (\$64,324).</li> <li>▪ 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).</li> <li>▪ Revenue from leased equipment used by departments throughout the County increased (\$21,041).</li> <li>▪ 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.</li> </ul>	

Fiscal Year	Description	FTEs
FY 2015	<ul style="list-style-type: none"> <li>▪ Non-personnel increased for contractual obligations for equipment (\$136,753).</li> <li>▪ Revenue from County departments and Arlington Public Schools (APS) increased due to increased volume of jobs (\$178,899).</li> <li>▪ Transfer from the General Fund, which supports the mail operation, increased primarily due to increases in personnel costs (\$30,646).</li> </ul>	
FY 2016	<ul style="list-style-type: none"> <li>▪ Non-personnel increased for contractual obligations for equipment (\$126,440).</li> <li>▪ Revenue from County departments and Arlington Public Schools (APS) increased due to increased volume of jobs (\$130,973).</li> <li>▪ Transfer from the General Fund, which supports the mail operation, increased primarily due to increases in personnel costs (\$4,985).</li> </ul>	
FY 2017	<ul style="list-style-type: none"> <li>▪ 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).</li> <li>▪ Revenue from County departments and Arlington Public Schools (APS) increased due to volume of jobs and special services including presort mail services (\$213,633).</li> <li>▪ 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).</li> </ul>	
FY 2018	<ul style="list-style-type: none"> <li>▪ 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).</li> <li>▪ County revenue increased from County departments (\$315,482) due to the new printer/photocopier contract (\$315,482), and an increase in printing revenue outside of County departments (\$20,000).</li> <li>▪ Transfer from the General Fund, which supports the mail operation, increased due to an increase in equipment lease costs (\$7,831).</li> </ul>	