

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 2021 proposed expenditure budget for the Department of Environmental Services' Printing Fund is \$2,384,695, a one percent decrease from the FY 2020 adopted budget. The FY 2021 budget reflects:

- ↑ Personnel increases due to employee salary increases, adjustments to salaries resulting from job family studies for trades and planners, and an increase in the County's cost for employee health insurance, partially offset by lower retirement contributions based on current actuarial projections.
- ↓ Non-personnel decreases due to contractual obligations related to the County's contract with Xerox (\$71,000), and an adjustment to the annual expense for maintenance and replacement of County vehicles (\$36), partially offset by anticipated higher paper costs (\$6,311).
- ↑ County revenue increases from County departments due to the addition of a 15% 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).

PROGRAM FINANCIAL SUMMARY

	FY 2019 Actual	FY 2020 Adopted	FY 2021 Proposed	% Change '20 to '21
Personnel	\$741,433	\$770,570	\$809,227	5%
Non-Personnel	1,624,703	1,640,193	1,575,468	-4%
Total Expenditures	2,366,136	2,410,763	2,384,695	-1%
County Revenue	1,959,659	2,080,000	2,195,459	6%
Outside Revenue	179,160	90,000	170,000	89%
General Fund Transfer	242,337	246,382	246,382	-
Total Revenues	2,381,156	2,416,382	2,611,841	8%
Change in Fund Balance	\$15,020	\$5,619	\$227,146	3942%
Permanent FTEs	8.00	8.00	8.00	
Temporary FTEs	-	-	-	
Total Authorized FTEs	8.00	8.00	8.00	

PERFORMANCE MEASURES

Printing and Mail Services

Critical Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2021 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%

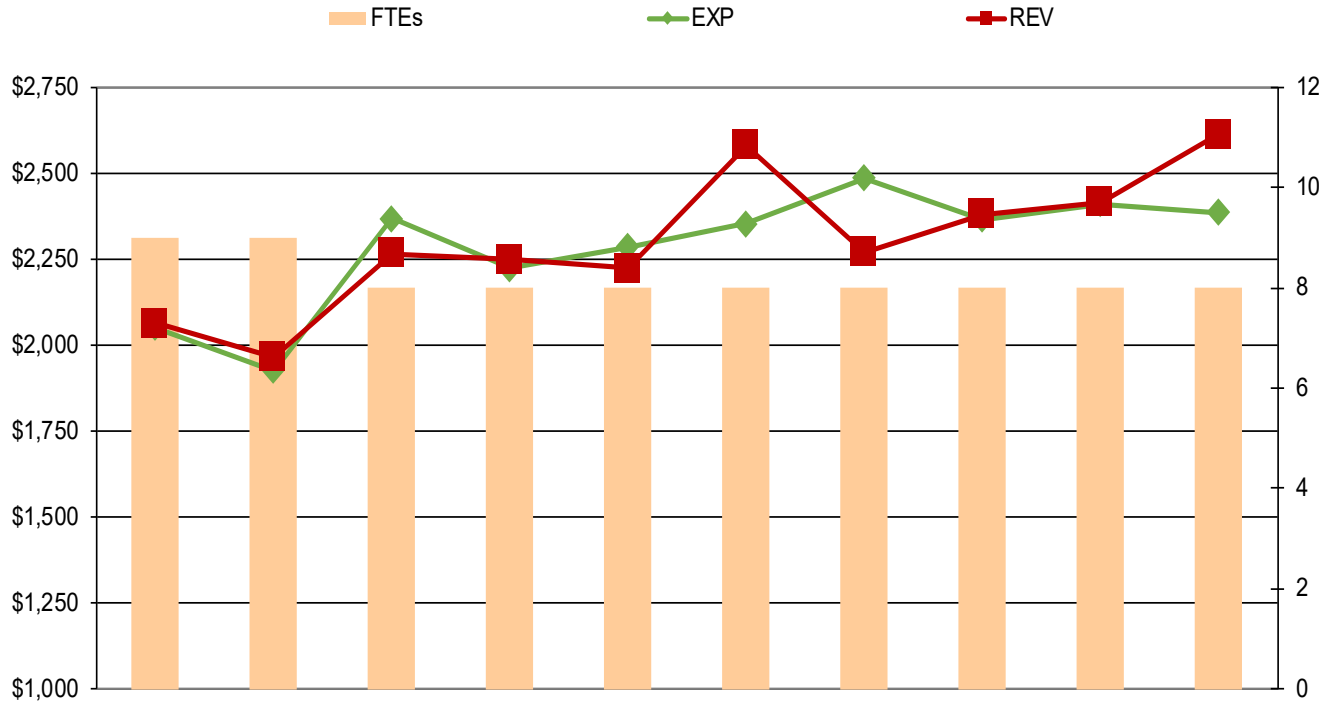
Supporting Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Customer satisfaction on assisted copies (scale 1-5)	4.90	4.90	4.90	4.90	4.90	4.90
Customer satisfaction on print orders (scale 1-5)	4.90	4.90	4.90	4.90	4.90	4.90

PRINTING FUND
FUND STATEMENT

	FY 2019 ACTUAL	FY 2020 ADOPTED	FY 2020 RE-ESTIMATE	FY 2021 PROPOSED
ADJUSTED BALANCE, JULY 1	\$29,886	\$73,734	\$44,906	\$50,525
REVENUE				
Intra-County	1,959,659	2,080,000	2,080,000	2,195,459
Outside Billings	179,160	90,000	90,000	170,000
Transfer in from General Fund	242,337	246,382	246,382	246,382
TOTAL REVENUE	2,381,156	2,416,382	2,416,382	2,611,841
TOTAL REVENUE & BALANCE	2,411,042	2,490,116	2,461,288	2,662,366
EXPENDITURES				
Printing Services & Mail Operations	2,366,136	2,410,763	2,410,763	2,384,695
TOTAL EXPENDITURES	2,366,136	2,410,763	2,410,763	2,384,695
BALANCE, JUNE 30	\$44,906	\$79,353	\$50,525	\$277,671

- 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.

EXPENDITURE, REVENUE, AND FULL-TIME EQUIVALENT TRENDS



	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
\$ in 000s	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Adopted Budget	Proposed Budget
EXP	\$2,051	\$1,926	\$2,368	\$2,224	\$2,285	\$2,353	\$2,484	\$2,366	\$2,411	\$2,385
REV	\$2,064	\$1,967	\$2,266	\$2,247	\$2,222	\$2,581	\$2,270	\$2,381	\$2,416	\$2,612
FTEs	9.00	9.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00

Fiscal Year	Description	FTEs
FY 2012	<ul style="list-style-type: none"> ▪ Transferred a vacant position to the General Fund for support of the DES Safety Program. ▪ 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). ▪ Revenue from County Departments for work by the Print Shop increased based on FY 2010 revenues and the FY 2011 re-estimate (\$62,000). ▪ 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. 	(1.0)
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). 	

Fiscal Year	Description	FTEs
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). ▪ 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). 	