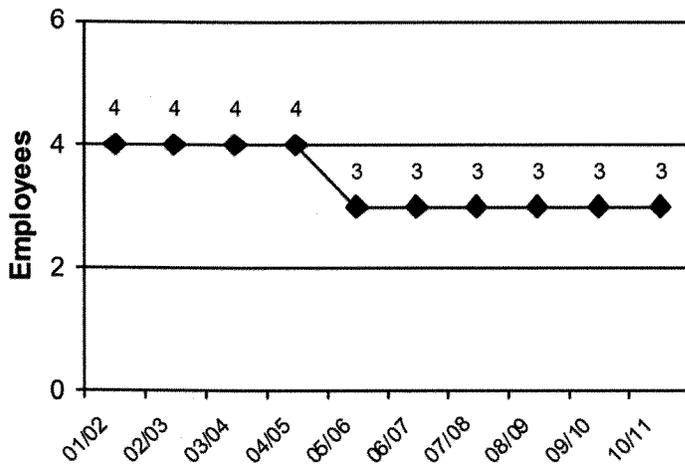


**MISSION STATEMENT**

General Services Agency - Reprographics provides skilled, responsive, and cost effective reprographic services to our customers in a friendly and service-oriented manner.

OPERATING DETAIL (1)	2008-09 ACTUAL (2)	2009-10 ACTUAL (3)	2010-11 RECOMMENDED (4)	2010-11 ADOPTED (5)
<b>OPERATING REVENUES</b>				
Charges for current services	560,923	519,563	618,724	618,724
<b>TOTAL OPERATING REVENUES</b>	<b>560,923</b>	<b>519,563</b>	<b>618,724</b>	<b>618,724</b>
<b>OPERATING EXPENSES</b>				
Salaries and Benefits	231,701	218,892	228,786	228,786
Services and Supplies	287,869	292,213	327,603	327,603
Depreciation	7,698	7,247	7,698	7,698
Countywide Overhead Allocation	49,295	76,875	28,452	28,452
<b>TOTAL OPERATING EXPENSES</b>	<b>576,563</b>	<b>595,227</b>	<b>592,539</b>	<b>592,539</b>
<b>OPERATING INCOME (LOSS)</b>	<b>(15,640)</b>	<b>(75,664)</b>	<b>26,185</b>	<b>26,185</b>
<b>NON-OPERATING REVENUES (EXPENSES)</b>				
Other	1,463	13,148	500	500
Interest	2,980	738	0	0
<b>TOTAL NON-OPERATING REVENUES (EXPENSES)</b>	<b>4,443</b>	<b>13,886</b>	<b>500</b>	<b>500</b>
<b>INCOME BEF. CAPITAL CONTRBS. &amp; TRANSFERS</b>	<b>(11,197)</b>	<b>(61,778)</b>	<b>26,685</b>	<b>26,685</b>
Transfers in (out)	(5,906)	(5,701)	0	0
<b>CHANGE IN NET ASSETS</b>	<b>(17,103)</b>	<b>(67,479)</b>	<b>26,685</b>	<b>26,685</b>
Net assets - beginning	227,756	210,653	143,174	143,174
Net assets - ending	210,653	143,174	169,859	169,859
<b>FIXED ASSET EXPENDITURES</b>				
Equipment	0	0	0	0
<b>TOTAL FIXED ASSET EXPENDITURES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

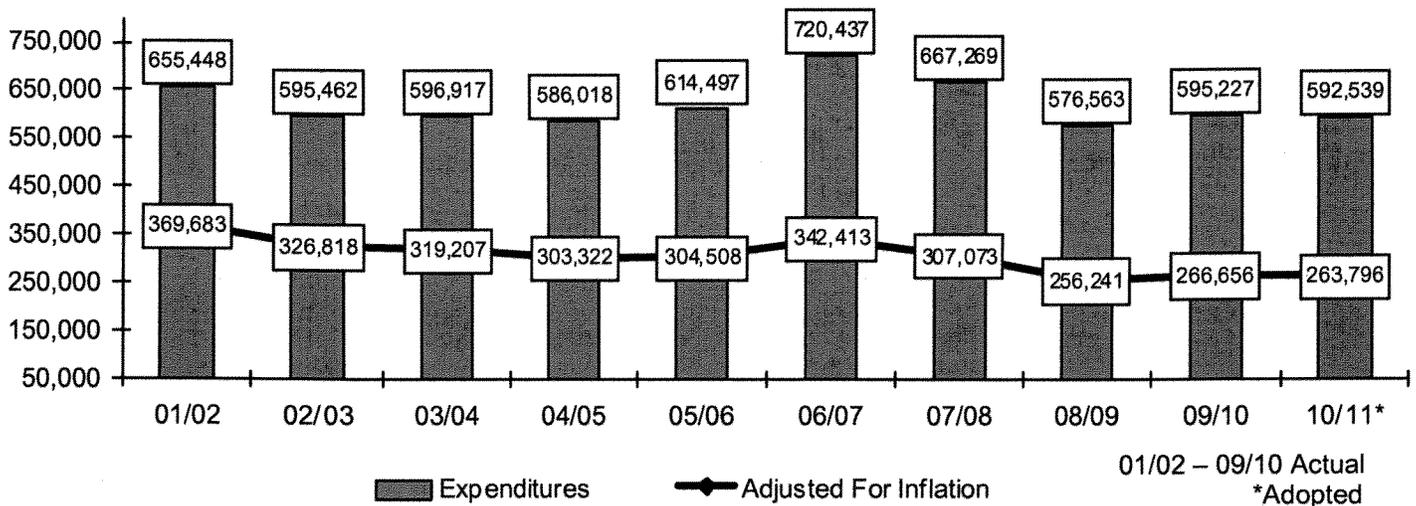
**Number of Employees  
(Full Time Equivalent)**



**Source of Funds**



**10 Year Expenditures Adjusted For Inflation**



**SERVICE PROGRAMS**

**Reprographics**

General Services Agency - Reprographics provides centralized reprographic services to County departments and other governmental agencies, including copying, offset printing, and blueprinting.

Total Expenditures: \$592,539 Total Staffing (FTE): 3.00

**DEPARTMENT COMMENTS**

The General Services Agency - Reprographics exists to provide skilled, responsive, and cost effective Reprographic services to County Departments in a friendly and service-oriented manner, and at rates lower than private market competitors.

**Internal Business Improvements – As good as possible**

FY 09-10 Accomplishments

- Reprographics staff is now entering billing data into a billing system. The use of the billing system enables quotes to be accurately provided and material cost adjustments to be entered timely.

FY 10-11 Objectives and Challenges

- Staff will continue to learn about how the services they provide are billed and the effect service levels have on revenue.

**Financial Health – As cost efficient as possible**

FY 09-10 Accomplishments

- Reprographics conducted a cost recovery review in November 2009 and adjusted rates to more accurately align to actual costs. Reprographics continues to provide services at below private market rates, as demonstrated annually through cost comparisons.

FY 10-11 Objectives and Challenges

- Reprographics continues to review and clarify services provided and the costs associated to better align rates to the actual costs.

**Customer Service – As responsive as possible**

FY 09-10 Accomplishments

- Reprographics customer survey results indicated 100% of responding customers rated customer satisfaction at or above Satisfactory. County customers rely on Reprographics technician's consistency and their prompt, friendly, and high quality service.

FY 10-11 Objectives and Challenges

- Reprographics staff will work to determine customer awareness of available services and seek enhancements where identified.
- Staff will continue cross-training on printing press equipment to ensure customer service during staff outages.

**Learning and Growth - As responsible as possible**

FY 09-10 Accomplishments

- Staff involvement in the cost recovery review provided an education about the cost of Reprographics services being provided to current customers.

FY 10-11 Objectives and Challenges

- Employees will continue to be involved with periodic review of costs and service rates to further enable their input in changes of service offerings.

**COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS**

Reprographics, a division of the General Services Agency, is an Internal Service Fund (ISF), and as such, charges user departments for services. The State Controller's Office requires that an Operation of Internal Service Fund Schedule 10 be submitted. The format of the Schedule 10, as well as some of the data it contains, is different from how other County departments' budgets are reported. For consistency purposes, this narrative,

Service Programs, and the 10 year Expenditure chart use the information and data from the Schedule 10, including the amount allocated for depreciation.

The recommended expense in the FY 2010-11 Reprographics budget is decreasing by \$4,393, a decline of less than 1%, as compared to the FY 2009-10 estimated expenditure amount. As compared to the estimated amounts for FY 2009-10, the estimated expenditure for FY 2010-11 salaries and benefits is recommended to increase by \$1,832 (1%). Services are supplies expense is proposed to increase by \$42,208 (15%). The increase in services and supplies is related to higher maintenance costs for copy equipment, materials costs and increased expense in professional services for outsourced work for laminating and blueprint copies.

Budgeted revenues are 22% or \$113,838 greater than the estimated amounts for FY 2009-10. The revenue projection is based upon copy charges that are budgeted in individual department budgets. This budget funds all existing positions in Reprographics. Services provided will be maintained at current levels.

**BOARD ADOPTED CHANGES**

None

**GOALS AND PERFORMANCE MEASURES**

<b>Department Goal:</b> Provide professional, skilled, responsive, and cost effective print and copy services to our valued customers.						
<b>Communitywide Result Link:</b> A well-governed community.						
<b>1. Performance Measure: Percentage of customer survey respondents who rate quality of reprographics services as satisfactory or better.</b>						
05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
98%	100%	100%	100%	97%	100%	97%
<b>What:</b> Survey results of internal County department customers.						
<b>Why:</b> To ensure effective customer service.						
<b>How are we doing?</b> At random intervals, a total of 40 surveys were distributed to departmental customers with their completed jobs. Approximately 25% of those surveyed responded either in writing or verbally. At the end of the year, 100% of the responses to the survey rated the services of Reprographics as being satisfactory or above satisfactory.						
<b>2. Performance Measure: Rates charged by Reprographics for common print jobs compared to rates charged by private vendors for the same jobs.</b>						
05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)	Repro Rates below market (private companies)
<b>What:</b> Job rates charged by Reprographics to perform common print jobs as compared to local private vendors' rates.						
<b>Why:</b> To demonstrate Reprographics cost competitiveness with local private vendors.						
<b>How are we doing?</b> A November 2009 H1N1 flyer project was completed with a portion of the job outsourced to a private company. The Reprographics colored paper copy rate was \$.07 and the private company rate was \$.075. This met the Performance Measure of being below market rate. The labor rate and black copy rate equal to the private company charges. As with many industries, competition for business has driven prices lower and overseas outsourcing has created further downward pressure on rates.						