

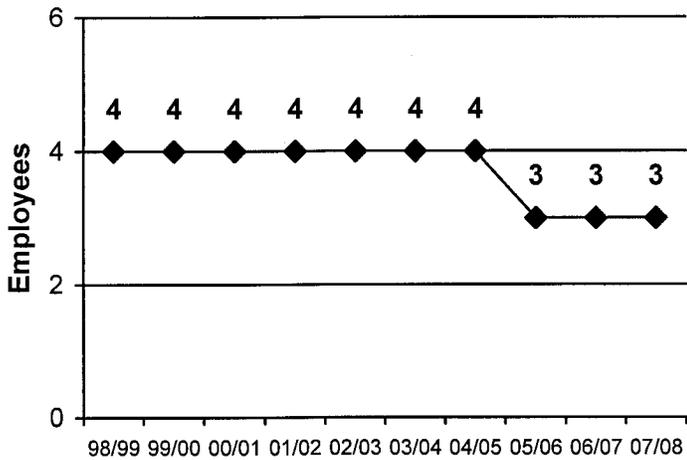
**MISSION STATEMENT**

The San Luis Obispo County Reprographics Division provides skilled, responsive, and cost effective reprographic services to our customers in a friendly and service-oriented manner.

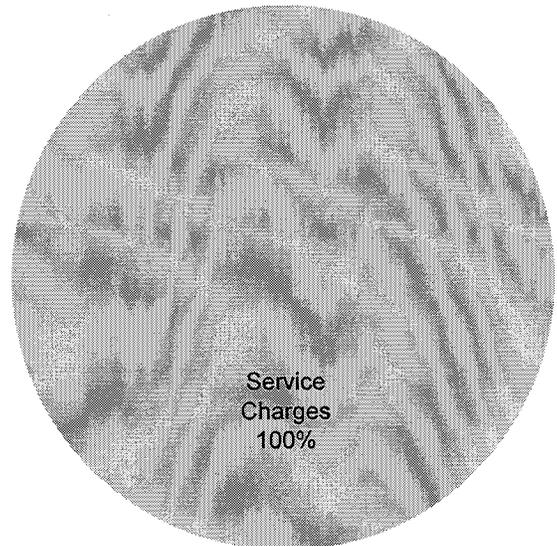
SCHEDULE 10

OPERATING DETAIL	ACTUAL 2005-06	ESTIMATED 2006-07	PROPOSED ESTIMATES 2007-08	RECOMMENDED ESTIMATES 2007-08
(1)	(2)	(3)	(4)	(5)
<b>REVENUES:</b>				
<b>OPERATING REVENUES</b>				
Copying and Printing	626,428	647,543	638,601	638,601
Other	<u>1,474</u>	<u>1,306</u>	<u>1,475</u>	<u>1,475</u>
<b>TOTAL OPERATING REVENUES</b>	<b>627,902</b>	<b>648,849</b>	<b>640,076</b>	<b>640,076</b>
<b>NONOPERATING REVENUES</b>				
Maintenance Project	0	0	0	0
Interest	<u>5,433</u>	<u>4,648</u>	<u>5,000</u>	<u>5,000</u>
<b>TOTAL NONOPERATING REVENUES</b>	<b>5,433</b>	<b>4,648</b>	<b>5,000</b>	<b>5,000</b>
<b>OPERATING REVENUES</b>				
Sale of Fixed Assets	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>TOTAL OPERATING REVENUES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL REVENUES</b>	<b>633,335</b>	<b>653,497</b>	<b>645,076</b>	<b>645,076</b>
<b>EXPENSES:</b>				
<b>OPERATING EXPENSES</b>				
Salaries and Benefits	205,424	212,201	214,190	218,799
Services and Supplies	303,815	351,385	346,728	346,728
Depreciation	19,442	12,141	11,190	11,190
Countywide Overhead Allocation	<u>85,816</u>	<u>91,202</u>	<u>17,295</u>	<u>17,295</u>
<b>TOTAL OPERATING EXPENSES</b>	<b>614,497</b>	<b>666,929</b>	<b>589,403</b>	<b>594,012</b>
<b>TOTAL EXPENSES</b>	<b>614,497</b>	<b>666,929</b>	<b>589,403</b>	<b>594,012</b>
<b>NET INCOME (LOSS)</b>	<b>18,838</b>	<b>(13,432)</b>	<b>55,673</b>	<b>51,064</b>
<b>FIXED ASSET EXPENDITURES</b>				
Equipment	<u>0</u>	<u>0</u>	<u>55,673</u>	<u>51,064</u>
<b>TOTAL FIXED ASSET EXPENDITURES</b>	<b>0</b>	<b>0</b>	<b>55,673</b>	<b>51,064</b>

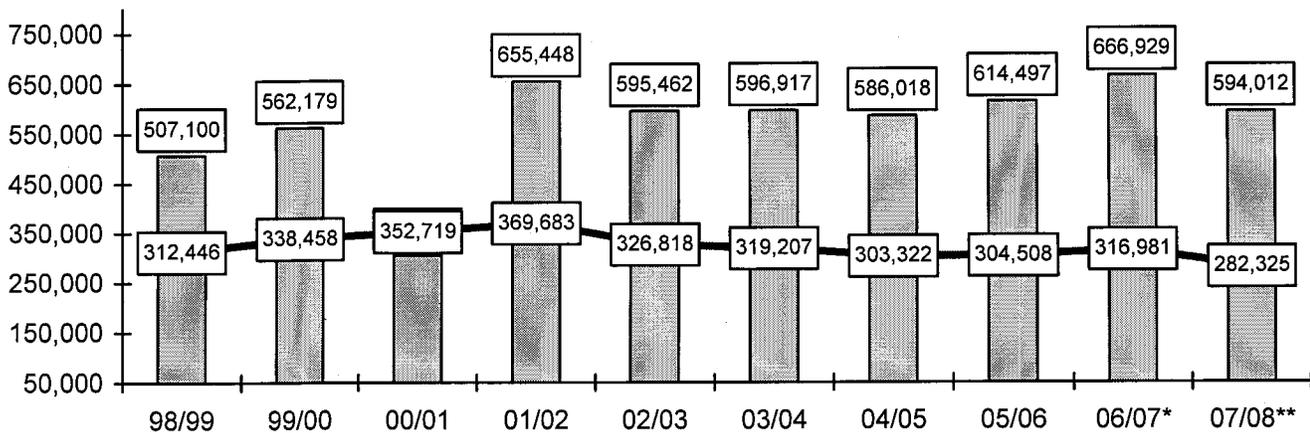
**Number of Employees**  
(Full Time Equivalent)



**Source of Funds**



**10 Year Expenditures Adjusted For Inflation**



Expenditures

Adjusted For Inflation

98/99 – 05/06 Actual

\*Adopted

\*\*Recommended

**SERVICE PROGRAMS**

**Reprographics**

The San Luis Obispo County Reprographics Division provides centralized reprographic services to County departments and other governmental agencies, including copying, offset printing, and blueprinting.

Total Expenditures: \$645,076 Total Staffing (FTE): 3

**DEPARTMENT COMMENTS****Examples of results achieved in the past year: FY 2006-07****Customer Service**

Reprographics is known for its outstanding customer service, as shown by consistent customer satisfaction ratings at 98%. County Department customers know their Reprographics technicians well, and know they can count on their reliability, their prompt, friendly service and the quality of the service. One of the Reprographics technicians was awarded the Employee of the Year award for the Department of General Services for the outstanding service he provides the customers every day.

**Internal Business Process Improvements**

As a result of the new, faster, higher definition color copier obtained in 2005-06, Reprographics is able to provide customers with a one day turn around and a better quality product. The old color copier processed 12 color copies per minute while the high definition copier processes 40 color copies per minute.

**Financial Improvements**

Reprographics continues to offer services at below private market rates, as demonstrated annually through cost comparisons.

**Learning and Growth**

Reprographic technicians attended the annual Printfest in Long Beach, California, where they were able to see the new technological advances, trends, and business practices in the industry.

**Major Focus for FY 2007-08****Customer Service**

Reprographics will continue to provide the excellent, personalized service for which they have become known, recognizing that this is one of the key foundations for this service oriented business.

**Internal Business Process Improvements**

The 2007-08 budget includes the request for three machines, two to replace old, fully depreciated machines, and one new one. In addition to providing similar functionality on current-day machinery, the machines also come with enhanced functionality that will allow for some of the jobs that are currently sent to private vendors to be performed in the Reprographics shop. This will reduce the wait time for the customers and improve the reliability of the jobs.

**Financial Improvements**

Reprographics will continue efforts towards finding and procuring a new on-line job ordering, billing, and cost accounting system to replace the current, antiquated, manual-entry billing system. The County Information Technology Department would like the old software replaced, and has asked Reprographics to find a new system. The new system will handle Internet job estimating and ordering from customers' workstations, electronic uploads into the County's new financial system and will produce reports that will enhance short and long term business decisions. The new system will also open up a new customer base of non-County agencies (e.g. City governments, County Office of Education, etc.) that can seek estimates and order jobs via the Internet, enhancing Reprographics sources of revenue.

**Learning and Growth**

Employees will continue to have the opportunity to attend Reprographic workshops and trade shows to keep abreast of new technologies and trends.

**COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS**

Reprographics, a division of General Services, is an Internal Service Fund (ISF) and as such, charges user departments for services. The recommended FY 2007-08 budget is 3% or \$19,829 over adopted FY 2006-07 levels. Salaries and benefits are recommended to increase by \$5,075 or 2%. This increase represents prevailing wage and pension increases. The 3.25% increase in pension related expenses increases the department's salaries and benefits accounts by \$4,432. The decrease of 9% or \$36,310 in services and supplies accounts is attributed to a reduction in Countywide overhead for Reprographics of \$73,907. Fixed assets in the amount of \$51,064 are being recommended. Two pieces of equipment being replaced are fully depreciated and antiquated. A new numbering machine is being recommended and it is estimated that departments will save 15% per numbering/scoring job by not having to outsource these types of jobs.

**GOALS/PERFORMANCE MEASURES**

<b>Department Goal:</b> Provide skilled, responsive, and cost effective reprographic services to County departments.						
<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>						
02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
97%	100%	98%	98%	97%	97%	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> Surveys are distributed to large job customers with the final print/copy job so that the survey response is job specific and immediate. Surveys are compiled and reported in the 4 <sup>th</sup> quarter of each fiscal year. The staff in the Reprographics Division has earned a stellar customer service reputation and receives dozens and dozens of words of appreciation every month for their fine work, responsive turn-around time, and going "above and beyond" with every order. The unsatisfied comments relate to customers' inability to extract the job costs from the new financial system rather than services provided by the Reprographics' Division. Reprographics still is utilizing an antiquated, labor intensive, ordering and billing system. In order to best serve our customers and stay competitive, Reprographics will need to replace that system with an industry standard on-line job estimating/ordering and accounting system that can interface with the County's new financial system.						
<b>2. Performance Measure: Rates charged by Reprographics for common print jobs compared to rates charged by private vendors for the same jobs.</b>						
02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Actual Results	06-07 Adopted	06-07 Projected Results	07-08 Target
Did not exist	Repro Rates below market (private companies)					
<b>What:</b> Job rates charged by Reprographics to perform common print jobs as compared to a local private vendors rates.						
<b>Why:</b> To demonstrate Reprographics cost competitiveness with local private vendors.						
<b>How are we doing?</b> FY 2005/06 actual results were measured for following 3 jobs combined: (1) 5 sheets one sided color copy on 8.5x11 white card stock, (2) 20 sheets two sided color copy on 8.5x11 white laser paper, (3) 20 sheets folded in thirds. Private vendors' rate = \$50.30. Reprographics' rate = \$25.45, or 51% of the private vendors' rates. In 2006/07, we will continue to compare our rates with those of private competitors for a customary job in order to measure how Reprographic's rates compare to private market rates.						