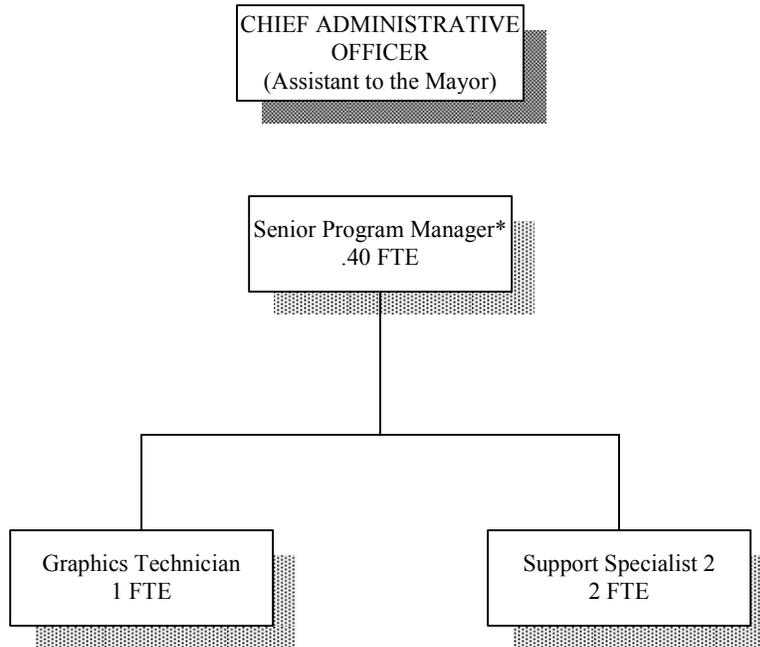


Reprographics Fund

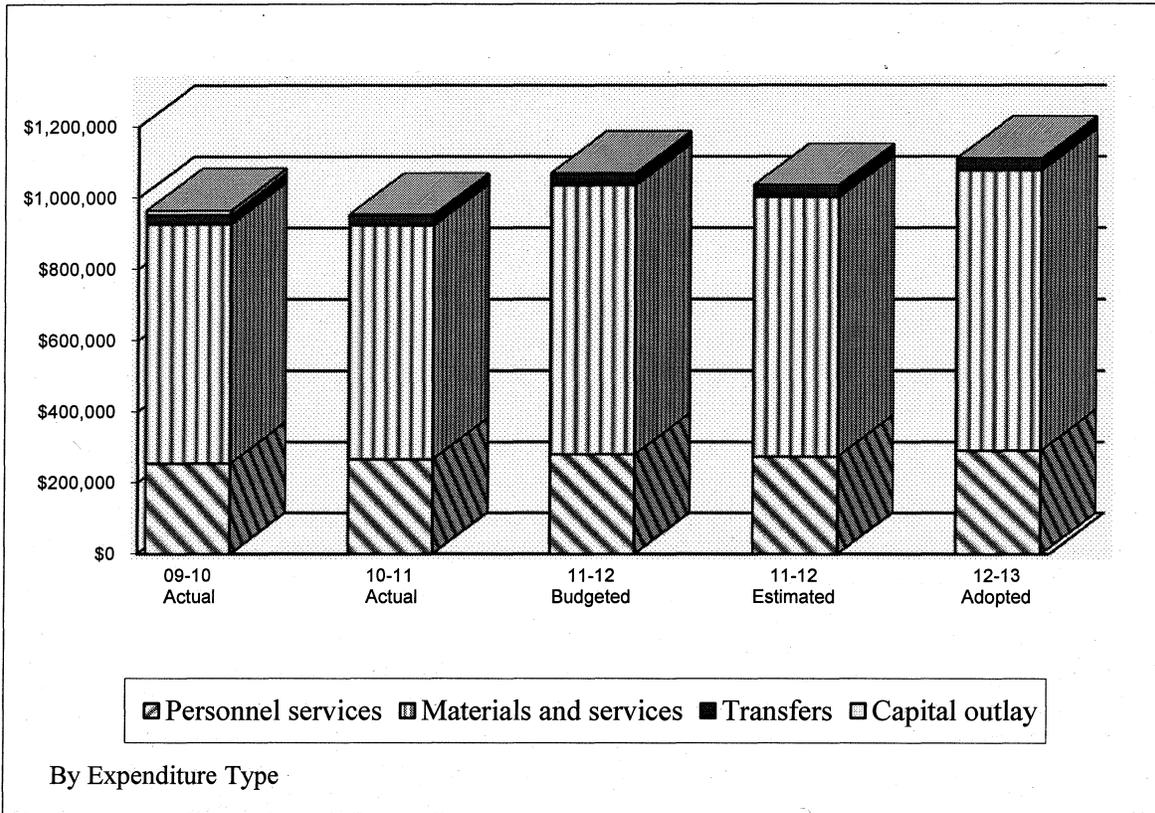
FY 2012-13 BUDGETED POSITIONS



* .60 FTE funded in General Fund

REPROGRAPHICS FUND

ADOPTED FY 2012-13



CITY OF BEAVERTON, OREGON
FISCAL YEAR 2012-13 BUDGET

**REPROGRAPHICS FUND
SUMMARY OF REVENUES AND EXPENDITURES
AND OTHER FINANCING SOURCES & USES**

| | <u>FY 2009-10 Actual</u> | <u>FY 2010-11 Actual</u> | <u>FY 2011-12 Budgeted</u> | <u>FY 2011-12 Estimated</u> | <u>FY 2012-13 Adopted</u> |
|---|------------------------------|------------------------------|--------------------------------|---------------------------------|-------------------------------|
| Revenues: | | | | | |
| Interest on investments | \$1,114 | \$779 | \$500 | \$500 | \$500 |
| Charges for services | 104 | 0 | 0 | 0 | 0 |
| Miscellaneous | 6,046 | 7,478 | 0 | 2,564 | 0 |
| Sub Total Revenues | <u>\$7,264</u> | <u>\$8,257</u> | <u>\$500</u> | <u>\$3,064</u> | <u>\$500</u> |
| Expenditures: | | | | | |
| Personnel services | \$255,159 | \$267,064 | \$280,805 | \$274,724 | \$291,785 |
| Materials & services | 671,532 | 655,209 | 755,077 | 725,855 | 785,905 |
| Capital outlay | 12,144 | 0 | 0 | 0 | 0 |
| Sub Total Expenditures | <u>\$938,835</u> | <u>\$922,273</u> | <u>\$1,035,882</u> | <u>\$1,000,579</u> | <u>\$1,077,690</u> |
| Revenues Over/Under Expenditures | (\$931,571) | (\$914,016) | (\$1,035,382) | (\$997,515) | (\$1,077,190) |
| Other financing sources (uses): | | | | | |
| Transfers in | \$938,377 | \$948,594 | \$1,040,419 | \$1,040,419 | \$1,089,542 |
| Transfers out | (26,906) | (30,326) | (34,877) | (34,877) | (34,244) |
| Total Other Financing Sources (Uses): | <u>\$911,471</u> | <u>\$918,268</u> | <u>\$1,005,542</u> | <u>\$1,005,542</u> | <u>\$1,055,298</u> |
| Net Change in Fund Balance | (\$20,100) | \$4,252 | (\$29,840) | \$8,027 | (\$21,892) |
| Fund Balance/Working Capital | | | | | |
| Beginning of Year | <u>114,736</u> | <u>94,636</u> | <u>98,888</u> | <u>98,888</u> | <u>106,915</u> |
| Fund Balance (Contingency)/Working Capital | | | | | |
| End of Year | <u>\$94,636</u> | <u>\$98,888</u> | <u>\$69,048</u> | <u>\$106,915</u> | <u>\$85,023</u> |

Contingency for FY 2012-13 adopted budget is available for appropriation upon the City Council's approval. This fund is an internal service fund and relies on charges for services provided to the City's various operating funds. Unlike operating funds, it is not necessary to maintain the 16% contingency balances from year to year.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2012-13 BUDGET

| | |
|---|--------------------------------------|
| FUND: 601 REPROGRAPHICS | DEPARTMENT: MAYOR'S OFFICE |
| PROGRAM MANAGER: SCOTT KELLER | |

MISSION STATEMENT:

To provide complete printing, copying, graphics, production, audio/visual and support services with maximum efficiency, responsive to City and community stakeholders and customer expectations. This is achieved by providing excellent service to all internal and external customers and ensuring the timeliness and quality of every request. Our work supports the Beaverton Community Vision (BCV) goals "Build Community" and "Provide High Quality Public Services".

| REQUIREMENTS | FY 2009-10 ACTUAL | FY 2010-11 ACTUAL | FY 2011-12 BUDGETED | FY 2012-13 PROPOSED | FY 2012-13 ADOPTED |
|----------------------|----------------------|----------------------|------------------------|------------------------|-----------------------|
| POSITION | 3.40 | 3.40 | 3.40 | 3.40 | 3.40 |
| PERSONNEL SERVICES | \$255,159 | \$267,064 | \$280,805 | \$291,785 | \$291,785 |
| MATERIALS & SERVICES | 671,532 | 655,209 | 755,077 | 785,905 | 785,905 |
| CAPITAL OUTLAY | 12,144 | 0 | 0 | 0 | 0 |
| TRANSFERS | 26,906 | 30,326 | 34,877 | 34,244 | 34,244 |
| CONTINGENCY | 0 | 0 | 69,048 | 85,023 | 85,023 |
| TOTAL | \$965,741 | \$952,599 | \$1,139,807 | \$1,196,957 | \$1,196,957 |

| Funding Sources: | FY 2009-10 | FY 2010-11 | FY 2011-12 | FY 2012-13 | FY 2012-13 |
|---------------------------|------------|------------|------------|------------|------------|
| Beginning Working Capital | \$114,736 | \$94,636 | \$98,888 | \$106,915 | \$106,915 |
| Miscellaneous Revenue | 7,264 | 8,258 | 500 | 500 | 500 |
| Transfer from Other Funds | 938,376 | 948,594 | 1,040,419 | 1,089,542 | 1,089,542 |

Services and Trends:

The Graphic Services Program provides high-speed copier, bindery, layout and design services; acts as liaison between departments and vendors for printing and copying projects; oversees maintenance and service on City copier equipment; manages audio visual equipment checkout and maintenance; and performs general mail preparation.

- *Community Action Role #89: Make Community Information Easy to Get* and *Community Action Role # 87: Awareness Campaign for Available Services* - Identify the needs of City and assist with suggestions toward a quality outcome of projects in a timely manner
- To provide first-class customer service and promote a team-oriented work environment
- To provide creative and informative graphic design and print/copy services
- *Community Action Role #1: Establish a Unique Beaverton Identity* - To assist in the implementation of City branding efforts
- To promote, negotiate, and efficiently manage partnerships while maintaining vendor contracts and services that meet the same high standards of Graphic Services
- To distribute incoming mail and packages to City staff with efficiency and alert to safety concerns
- To serve as a resource to City Departments in determining cost effective postage rates and efficient mail design/preparation to maximize public communication

Budget Highlights:

The Reprographics Program is committed to incorporating sustainability goals into the provision of services and products to City staff and Beaverton citizens. Among these efforts is the ongoing attempt to increase the use of recycled content materials to help preserve natural resources. Following a successful pilot, in 2011 Reprographics changed the City's standard white paper stock from 30% recycled content to 100% recycled content. This is a significant contribution to *Community Action Role#94: Sustainability Action Plan*.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2012-13 BUDGET

| | |
|-----------------------------------|---|
| FUND: 601 REPROGRAPHICS | DEPARTMENT: MAYOR'S OFFICE |
| | PROGRAM MANAGER: SCOTT KELLER |

All Postage Expenses appear in the Reprographics Fund in order to more effectively track and monitor City-wide postage expenses as part of the Reprographics budget transfer system. In FY 2010-11, expenses related to production of the Your City newsletter were moved from Department 10 (Community Involvement/Public Affairs) to the Reprographics fund. When postage and newsletter budget changes are factored in, the Reprographics budget has been consistent with the growth of the City. The program has minimized supply and vendor price increases by purchasing supplies and equipment on government contracts and/or in large quantities to receive price breaks.

Through increased cross-departmental coordination, Reprographics projects a small increase in postage expenses in the coming fiscal year (2012-13), due to expected postage rate and outgoing mail volume increases. The goal of the program is to maintain a high standard of public communication about City programs and services, at the most cost effective level possible. The Program is working to minimize increases in the supply budget (which provides paper for all City programs) through a combination of ongoing bulk purchase of paper products from government contracts and decreased use of paper overall (as a result of attention to waste reduction efforts).

The Program will continue to generate public information as requested by City departments at the same or improved level of quality with minimal budget growth. We will continue streamlining procedures and implementing new programs to increase productivity and raise customer satisfaction levels, and improve the quality and professionalism of products produced.

Program Objectives:

- **Printing:** Provide print-ready copy, paper and specifications to outside vendors
- **Copiers:** Provide complete service including paper, toner, and maintenance for convenience copiers throughout City programs and departments
- **Desktop Publishing:** Provide in-house graphic design or desktop publishing for all programs; encourage electronic forms for operating departments to decrease the use of paper
- **Communication:** Meet with customers and stakeholders to ensure current City guidelines are followed in the design of printed materials
- **Meeting Agenda Packets:** Prepare Council and Commission information packets
- **Audio-Visual:** Schedule, check out and maintain equipment for departmental audio and visual equipment needs
- **Administration and Support Services:** Support City departments by scheduling work, processing work orders, delivering finished products, monthly billings, bids and request for proposals for all equipment and printed work
- **City Mail:** Provide mail and shipping services: sort incoming mail into department mailboxes, process outgoing department mail, assist with processing shipments by courier, track and notify staff of incoming packages. Monitor mail security for all incoming packages and parcels.
- **Supplies:** Purchase supplies and maintain inventories related to audio/visual, printing, mailing and reprographic equipment

FY 2012-13 Action Plan:

To further the BVC goals of “Build Community” and “Provide High Quality Public Services” in our service area we will:

- Continue to assist in the cost effective implementation of printed branding materials to City programs.
- Monitor mailing patterns and advise City departments on cost effective mailing practices in an attempt to maintain or reduce citywide postage expenses.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2012-13 BUDGET

| | |
|---|--------------------------------------|
| FUND: 601 REPROGRAPHICS | DEPARTMENT: MAYOR'S OFFICE |
| PROGRAM MANAGER: SCOTT KELLER | |

| Performance Measures: | FY 2009-10 Projected/Actual | FY 2010-11 Projected/Actual | FY 2011-12 Budgeted/Revised | FY 2012-13 Adopted |
|---|--------------------------------|--------------------------------|--------------------------------|-----------------------|
| Total number of work requests | 4,500 / 4,300 | 4,500 / 4,200 | 4,200 / 4,200 | 4,300 |
| Percent of error free work requests | 96% / 96% | 96% / 96% | 96% / 96% | 96% |
| Percent of paper recycled | 95% / 95% | 95% / 95% | 95% / 95% | 95% |
| Percent of completed work orders within requested time (target is 95%) | 95% / 95% | 95% / 95% | 95% / 95% | 95% |
| Percent of completed service requests within requested time (target is 95%) | 95% / 95% | 95% / 95% | 95% / 98% | 95% |
| Outgoing Mail (number of pieces) | 1,600,000 / 1,591,156 | 1,500,000 / 1,172,165 | 1,500,000/ 1,400,000 | 1,500,000 |
| Number of All City Mailings (30,000 or more mail pieces) | 17 / 16 | 15 / 13 | 15 / 15 | 15 |

Performance Outcomes and Program Trends:

The Graphic Services Program oversees production, computer design and layout, maintenance on electronic equipment (excluding information systems), supplies, design services and daily support. We provide these services with maximum efficiency and quality at a reasonable cost in an effort to provide exceptional customer service to operating departments, our community, and other public agencies.

The Program is continuing the implementation and expansion of an electronic job submission and work order tracking system. The system assists in the organization our workflow system to improve regularly scheduled requests to increase customer satisfaction.

The Program's mission has challenged staff to review all of our internal processes and eliminating unnecessary procedures and activities to provide valuable and timely service to operating departments. We continue to focus on improvements in efficiency and services:

- Continual evaluation of processing and bidding procedures to improve timeliness of work requests
- Purchasing stock in large quantities and/or via government price contracts to obtain the best prices possible
- Continual development of billing and inventory databases to accurately track costs and work requests for future forecasting
- Graphic Services will continue to use recycled paper to help preserve natural resources

The program continues to evaluate how to use changing copier technology to improve services, such as increased automated print and collating services in an effort to maximize use of staff time and funds.

The program will continue to promote sustainable practices to City departments, including double-sided copies, recycled-content paper, electronic communications, web site promotion, using sustainable materials for events and public meetings and opportunities to promote printing from copiers to reduce toner and other toxic chemical usage.