



Fund Purpose

The Communications Division operates as an Internal Service fund by providing County-wide telecommunication systems and services. The program is responsible for installing, operating, and maintaining County telephones and other telecommunication equipment and services.

Financial Summary	2008	2009	2009	2010	Change From 2009	
	Actual (a)(b)	Adopted Budget (a)	Estimate	Budget (a)	Adopted Budget \$	%
General Government	\$0	\$0	\$0	\$0	\$0	N/A
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$0	\$0	\$0	\$0	\$0	N/A
Interdepartmental	\$742,504	\$765,426	\$768,904	\$736,835	(\$28,591)	-3.7%
Appr. Fund Balance (a)(b)	\$64,000	\$29,987	\$25,528	\$39,006	\$9,019	30.1%
Other Revenue	\$3,658	\$2,940	\$2,573	\$2,328	(\$612)	-20.8%
County Tax Levy	\$0	\$0	\$0	\$0	\$0	N/A
Total Revenue Sources	\$810,162	\$798,353	\$797,005	\$778,169	(\$20,184)	-2.5%
Personnel Costs	\$192,139	\$200,065	\$200,004	\$202,987	\$2,922	1.5%
Operating Expenses	\$526,392	\$574,476	\$573,189	\$547,811	(\$26,665)	-4.6%
Interdept. Charges	\$22,083	\$23,812	\$23,812	\$27,371	\$3,559	14.9%
Fixed Assets (Memo) (c)	\$0	\$0	\$0	\$0	\$0	N/A
Total Expenditures	\$740,614	\$798,353	\$797,005	\$778,169	(\$20,184)	-2.5%
Operating Inc./Loss (b)	\$69,548	-	-	-	-	N/A

Position Summary (FTE)

Regular Positions	2.35	2.35	2.35	2.35	0.00
Extra Help	0.00	0.00	0.00	0.00	0.00
Overtime	0.04	0.04	0.02	0.02	(0.02)
Total	2.39	2.39	2.37	2.37	(0.02)

- (a) Communications includes a Communications Fund Balance appropriation of \$39,000 in 2008, \$20,900 in 2009 and \$29,919 in 2010 to stabilize charges to departments. A Communications Fund Balance appropriation of \$25,000 in 2008, \$9,087 in 2009 and \$9,087 in 2010 is for depreciation of the voice mail system.
- (b) The 2008 net operating income differs from the amount shown in the Comprehensive Annual Financial Report by the Fund Balance amount shown.
- (c) Total expenditures and net operating income exclude fixed assets to conform with financial accounting standards.



Program Highlights

Interdepartmental revenues decrease by \$28,600 mostly due to reduced variable phone chargebacks to departments by \$58,000 reflecting lower costs, partially offset by increased fixed phone chargebacks by \$30,400 reflecting an increase in the rates charged to departments by \$1.50 per month, per land line.

Personnel costs increase by \$2,900 due to cost to continue existing staff. Operating expenses decrease by \$26,700 mostly due to reduced telephone service costs by \$40,500, partially offset by an increase of \$13,900 for repairs/maintenance reflecting first year maintenance for the new voice mail. Interdepartmental charges increase by \$3,600 mostly due to an increase in worker's compensation charges by \$1,300 and an increase in End User Technology Fund (EUTF) charges by \$2,200.

Major Departmental Strategic Outcomes and Objectives for 2010

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Objective 1: Provide 7x24x365 phone services with very high stability and availability to support the County mission and all departments and employees.

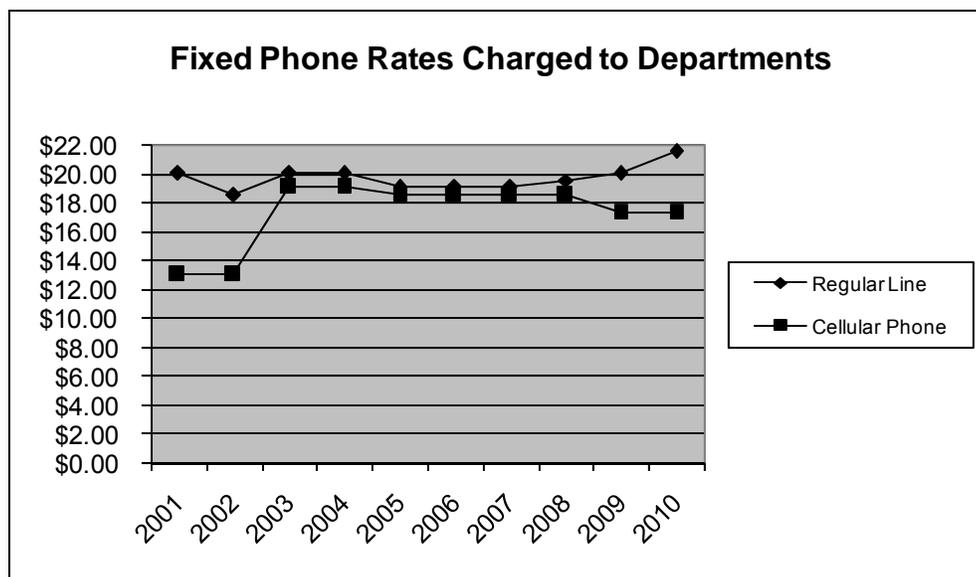
Key Outcome Indicator: A County telecommunications system that supports County needs and is stable, reliable and always available to assist departments in performing their missions and goals.

Performance Measure:	2008 Actual	2009 Budget	2009 Estimate	2010 Target
System Uptime	99.99%	99.99%	99.99%	99.99%

Objective 2: Engineer solutions, evaluate proposals and controls to ensure the most cost-effective services for voice and data communications.

Key Outcome Indicator: A County telecommunications system that remains supportable and meets County requirements and where costs increase only in proportion to Cost of Living, or in proportion to added infrastructure.

Performance Measure:



Objective 3: Provide responsive support and repair efforts to solve problems and address issues.

Key Outcome Indicator: A County voice communications system that is reliable and supportable, given current staffing and resources. Systems and staffing that provide for expeditious return to service for all problems and move/change requests.

Performance Measures:	2008 Actual	2009 Budget	2009 Estimate	2010 Target
Average time to clear issue: Standard Repair – 6 hours	95%	90%	90%	90%
Announced Move – 14 days	99%	95%	95%	95%

Current & Proposed Capital Projects

Proj#	Project Name	Expected Completion Year	Total Project Costs	Estimated % Complete End of '09	Estimated Operating Impact	A = Annual T = One-Time
200207	Telecommunications Upgrade (a)	2010	\$300,000	75%	\$18,000	A
200820	IT Infrastructure Upgrade to Wiring Closets (a)	2012	\$800,000	0%	\$3,500	A

(a) Coordinated project with Department of Administration – Information Technology.



Activity

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
# of Regular Telephone Lines	1,747	1,774	1,766	1,766	(8)
# of Business Set Lines	187	180	192	192	12
# of Non-Centrex Telephone Lines	118	128	126	126	(2)
# of Cellular Phones	263	262	263	263	1