



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	2009	2010	2010	2011	Change From 2010	
	Actual	Adopted Budget	Estimate	Budget	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	\$736,838	\$736,835	\$726,081	\$752,307	\$15,472	2.1%
Appr. Fund Balance (a)(b)	\$29,987	\$39,006	\$39,006	\$34,399	(\$4,607)	-11.8%
Other Revenue	\$2,873	\$2,328	\$4,961	\$4,961	\$2,633	113.1%
County Tax Levy	\$0	\$0	\$0	\$0	\$0	N/A
Total Revenue Sources	\$769,698	\$778,169	\$770,048	\$791,667	\$13,498	1.7%
Personnel Costs	\$194,917	\$202,987	\$200,406	\$207,692	\$4,705	2.3%
Operating Expenses	\$519,501	\$547,811	\$542,271	\$555,779	\$7,968	1.5%
Interdept. Charges	\$23,729	\$27,371	\$27,371	\$28,196	\$825	3.0%
Fixed Assets (Memo) (c)	\$0	\$0	\$0	\$0	\$0	N/A
Total Expenditures	\$738,147	\$778,169	\$770,048	\$791,667	\$13,498	1.7%
Operating Inc./(Loss) (b)	\$31,551	-	-	-	-	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	0.02	0.02	0.02	0.00
Total	2.39	2.37	2.37	2.37	0.00

- (a) Communications includes a Communications Fund Balance appropriation of \$20,900 in 2009, \$29,919 in 2010 and \$25,312 in 2011 to stabilize charges to departments. In 2009, 2010 and 2011 there is a Communications Fund Balance appropriation of \$9,087 for depreciation of the voice mail system.
- (b) The 2009 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 increase \$15,500 mostly due to increased fixed phone chargebacks by \$25,900, reflecting an increase in the rates charged to departments by \$.50 per month, per line and the transfer of 3 T-1 lines from Parks and Land Use to Communications Fund for \$13,000. This increase is partially offset by a reduction in cell phone chargebacks by \$10,000, reflecting lower cost plans.

Personnel costs increase by \$4,700 due to cost to continue existing staff. Operating expenses increase \$8,000 mainly due to an increase in telephone service costs by \$7,100.

Major Departmental Strategic Outcomes and Objectives for 2011

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.

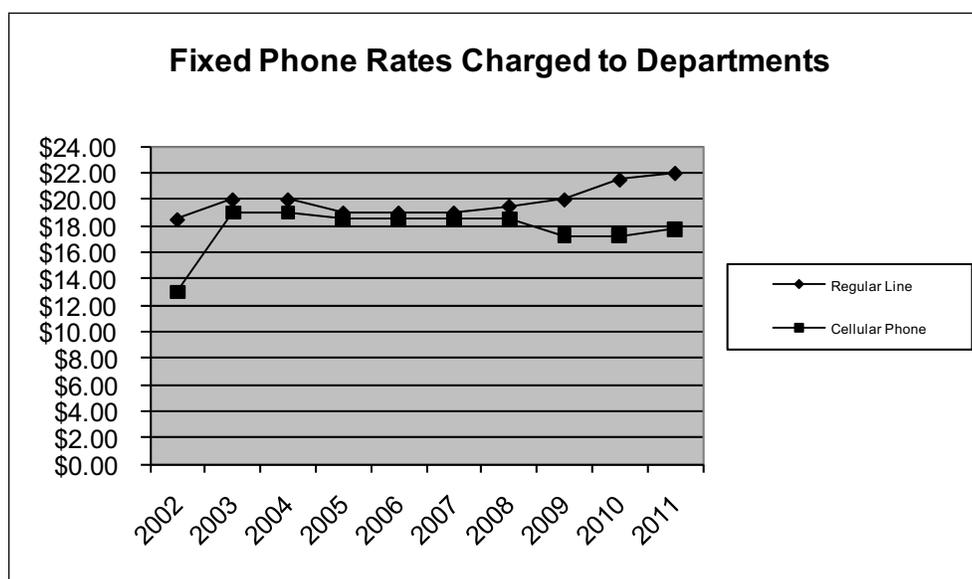
Key Outcome Indicator: A County telecommunications system that supports County needs and is stable, reliable and always available to assist departments in performing their missions and goals.

Performance Measure:	2009 Actual	2010 Budget	2010 Estimate	2011 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:	2009 Actual	2010 Budget	2010 Estimate	2011 Target
Average time to clear issue: Standard Repair – 6 hours	99%	90%	90%	90%
Announced Move – 14 days	100%	95%	95%	95%

Current & Proposed Capital Projects

Proj#	Project Name	Expected Completion Year	Total Project Costs	Estimated % Complete End of '10	Estimated Operating Impact	A = Annual T = One-Time
200207	Telecommunications Upgrade (a)	2010	\$300,000	100%	\$18,000	A
200820	IT Infrastructure Upgrade to Wiring Closets (a)	2012	\$800,000	10%	\$3,500	A

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



Activity

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
# of Regular Telephone Lines	1,736	1,766	1,741	1,741	(25)
# of Business Set Lines	191	192	190	190	(2)
# of Non-Centrex Telephone Lines	130	126	127	127	1
# of Cellular Phones	247	263	251	251	(12)