Central Services

***Mission**: Partner with County divisions and departments to provide quality customer service and resources that are efficient and cost-effective.*

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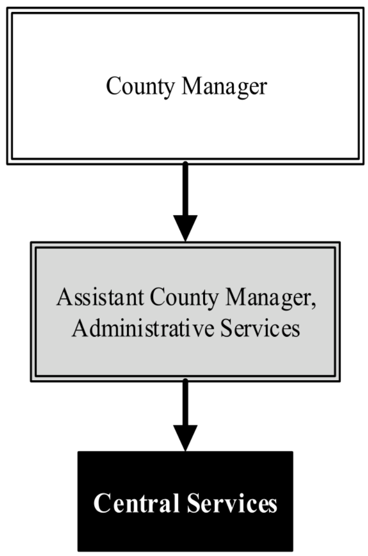
Overview

Central Services provides a variety of specialized support services to the elected offices and departments that comprise Sedgwick County Government. These support services include: an internal print shop; processing of incoming, outgoing, and inter-office mail; providing management and archival expertise for County records; and the operation of two call centers that provide informational assistance to citizens receiving COMCARE or Health Department services, or needing tax, tag, or appraisal information.

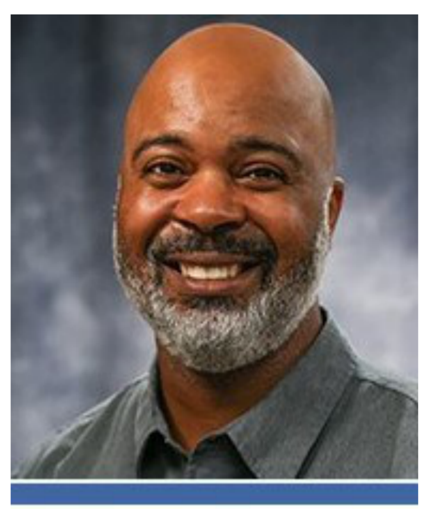


Highlights

- The Public Services Call Center answered 93,003 calls in 2025
- The Tax Call Center answered 148,201 calls in 2025
- Over 1.6 million impressions were printed by the Print Shop in 2025 for a total of 2,704 print requests

Strategic Goals:

- *Reduce the County's reliance on commercial records storage*
- *Superior customer service provided to citizens through the operation of two call centers*
- *Provide cost efficient print and mail services*



Accomplishments and Strategic Results

Accomplishments

Central Services is first and foremost dedicated to providing excellent customer service to external and internal customers. Business is conducted in a manner which meets customer demands while also maintaining a focus on cost-saving efficiencies. This includes Print Shop staff using a mix of in-house printing and outsourcing contracts depending on the method that is the most cost-efficient based on the type of print job and knowledge of Mailroom staff, who are experts in Postal Service regulations, to ensure that the County is receiving the best postal rates when conducting critical business for an organization like Sedgwick County that spends more than $1.0 million in postage each year. Additionally, Records Management staff annually dispose of records as soon as they are eligible under State law or lack continuing value adequate to offset the costs to retain and make them accessible. Further, there are two call centers that address 241,204 tax, tag, appraisal, and public services questions at a centralized point, allowing the elected and appointed offices and County departments served to handle citizens needing assistance at their locations as well as other day-to-day operations.

Strategic Results

Central Services had the following strategic goals and results for 2025:

The Print Shop had the goal of completing all print jobs within 3.0 days of receiving the request. The Print Shop completed 2,704 print requests in 2025, they fell short their goal, completing all print jobs within 3.5 days of receiving the request.

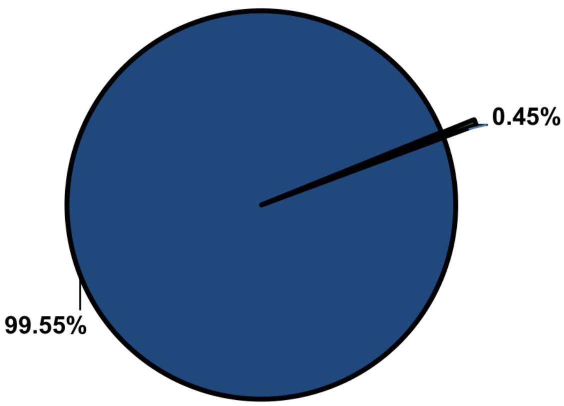
The call centers have a goal of maintaining a 90.0 percent call answer rate. The call answer rate is the ratio of answered calls to caller hang ups. In 2025, the call centers had a call handle rate of 92.9 percent, meeting their goal.

Significant Budget Adjustments

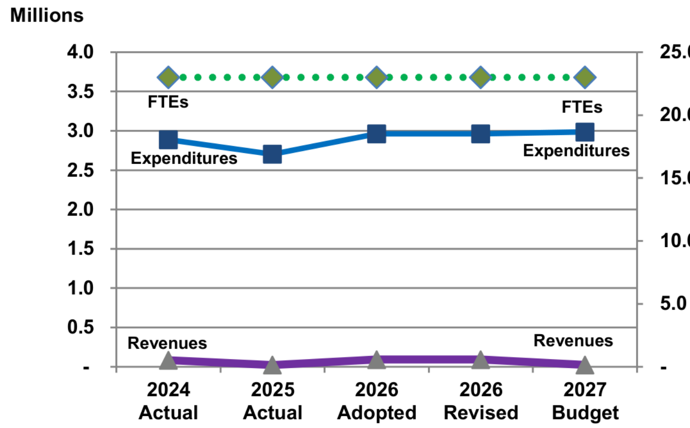
Significant adjustments to Central Services' 2027 Recommended Budget include a decrease in postage ($100,000) due to the 2026 gubernatorial election, a decrease in charges for services revenue ($68,938) to bring in-line with anticipated actuals, and an increase in capital equipment for the purchase of a new postage meter ($32,939).

Departmental Graphical Summary

Central Services
Percent of Total County Operating Budget



Expenditures, Program Revenue & FTEs
All Operating Funds



Budget Summary by Category

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amount Chg '26 Rev.-'27	% Chg '26 Rev.-'27
Personnel	1,514,224	1,553,438	1,663,265	1,663,265	1,752,699	89,434	5.38%
Contractual Services	113,528	76,548	169,053	169,053	150,561	(18,492)	-10.94%
Debt Service	-	-	-	-	-	-	
Commodities	1,261,089	1,072,749	1,131,562	1,131,562	1,050,529	(81,033)	-7.16%
Capital Improvements	-	-	-	-	-	-	
Capital Equipment	-	-	-	-	32,939	32,939	
Interfund Transfers	-	-	-	-	-	-	
Total Expenditures	**2,888,840**	**2,702,735**	**2,963,880**	**2,963,880**	**2,986,728**	**22,847**	**0.77%**
Revenues							
Tax Revenues	-	-	-	-	-	-	
Licenses and Permits	-	-	-	-	-	-	
Intergovernmental	-	-	-	-	-	-	
Charges for Services	83,651	-	87,138	87,138	18,200	(68,938)	-79.11%
All Other Revenue	-	22,161	5,849	5,849	6,080	231	3.95%
Total Revenues	**83,651**	**22,161**	**92,987**	**92,987**	**24,280**	**(68,707)**	**-73.89%**
Full-Time Equivalents (FTEs)							
Property Tax Funded	23.00	23.00	23.00	23.00	23.00	-	0.00%
Non-Property Tax Funded	-	-	-	-	-	-	
Total FTEs	**23.00**	**23.00**	**23.00**	**23.00**	**23.00**	**-**	**0.00%**

Budget Summary by Fund

Fund	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amount Chg '26 Rev.-'27	% Chg '26 Rev.-'27
General Fund	2,888,840	2,702,735	2,963,880	2,963,880	2,986,728	22,847	0.77%
Total Expenditures	**2,888,840**	**2,702,735**	**2,963,880**	**2,963,880**	**2,986,728**	**22,847**	**0.77%**

Significant Budget Adjustments from Prior Year Revised Budget

	Expenditures	Revenues	FTEs
Decrease in postage due to 2026 gubernatorial election	(100,000)		
Decrease in charges for services revenue to bring in-line with anticipated actuals		(68,938)	
Increase in capital equipment for the purchase of a new postage meter	32,939		
Total	(67,061)	(68,938)	-

Budget Summary by Program

Program	Fund	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	% Chg '26 Rev.-'27	26'-27' FTEs
Mailroom	110	1,289,633	1,051,591	1,126,556	1,126,556	1,123,837	-0.24%	2.16
Printing	110	432,110	453,569	543,113	543,113	497,518	-8.40%	3.56
Records Management	110	195,977	208,196	231,025	231,025	230,732	-0.13%	2.72
Combined Call Center	110	971,120	989,378	1,063,185	1,063,185	1,134,640	6.72%	14.56
Total		**2,888,840**	**2,702,735**	**2,963,880**	**2,963,880**	**2,986,728**	**0.77%**	**23.00**

Personnel Summary by Fund

Position Titles	Fund	Grade	Budgeted Compensation Comparison 2026 Adopted	2026 Revised	2027 Budget	FTE Comparison 2026 Adopted	2026 Revised	2027 Budget
Director of Central Services	110	GRADE 69	88,858	92,413	92,413	1.00	1.00	1.00
Records Manager	110	GRADE 61	67,357	70,051	70,051	1.00	1.00	1.00
Print Shop & Mailroom Supervisor	110	GRADE 56	52,021	54,101	54,101	1.00	1.00	1.00
Call Center Supervisor	110	GRADE 55	103,293	107,432	107,432	2.00	2.00	2.00
Mail Room Specialist	110	FROZEN	53,414	52,915	52,915	1.00	1.00	1.00
Records Mgmt.-Archives Analyst	110	GRADE 55	46,987	48,859	48,859	1.00	1.00	1.00
Print Shop Senior Specialist	110	GRADE 53	41,974	43,659	43,659	1.00	1.00	1.00
Call Center Specialist	110	GRADE 53	521,726	520,874	520,874	12.00	12.00	12.00
PT Call Center Specialist	110	GRADE 53	19,666	20,457	20,457	0.50	0.50	0.50
PT Admin Support I	110	GRADE 51	19,167	19,937	19,937	0.50	0.50	0.50
Print Shop Specialist	110	GRADE 51	70,699	73,528	73,528	2.00	2.00	2.00
Subtotal					**1,104,225**			
Add:								
Budgeted Personnel Savings					-			
Compensation Adjustments					50,302			
Overtime/On Call/Holiday Pay					9,928			
Benefits					588,244			
Total Personnel Budget					**1,752,699**	**23.00**	**23.00**	**23.00**

● Mailroom

The Mailroom is responsible for processing and providing postage on outgoing mail pieces for the County and District Court and assists departments with planning for large mailings. Each day, Mailroom employees pick up outgoing mail and deliver interoffice mail to many outlying County locations. The Mailroom integrates and coordinates its work with Printing Services, and can thus provide customers with seamless support from document generation to delivery or mailing. Funding for postage comes from the commodity line of this fund center and is directly impacted by any increases from the United States (U.S.) Postal Service.

Fund(s): County General Fund 110

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	169,356	176,702	186,922	186,922	196,409	9,486	5.1%
Contractual Services	5,714	24,008	22,453	22,453	22,961	508	2.3%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	1,114,563	850,881	917,181	917,181	871,529	(45,652)	-5.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	32,939	32,939	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	**1,289,633**	**1,051,591**	**1,126,556**	**1,126,556**	**1,123,837**	**(2,719)**	**-0.2%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	18,126	-	18,858	18,858	18,000	(858)	-4.6%
All Other Revenue	-	-	840	840	840	-	0.0%
Total Revenues	**18,126**	**-**	**19,698**	**19,698**	**18,840**	**(858)**	**-4.4%**
Full-Time Equivalents (FTEs)	**2.16**	**2.16**	**2.16**	**2.16**	**2.16**	**-**	**0.0%**

● Printing

The Print Shop provides in-house printing of most of the County's large-scale printing projects to achieve a scale of efficiency that reduces overall printing costs. Staff also assists clients in designing posters, brochures, and a wide variety of other printed material. Around four million pages are printed and copied each year, including tax statements and COMCARE billing. Printing Services integrates and coordinates its work with the Mailroom to provide customers with seamless support from document generation and printing to delivery or mailing.

Fund(s): County General Fund 110

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	191,459	194,893	212,113	212,113	220,518	8,405	4.0%
Contractual Services	102,551	45,944	131,000	131,000	112,000	(19,000)	-14.5%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	138,100	212,732	200,000	200,000	165,000	(35,000)	-17.5%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	**432,110**	**453,569**	**543,113**	**543,113**	**497,518**	**(45,595)**	**-8.4%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	3	3	-	(3)	-100.0%
All Other Revenue	-	22,161	5,009	5,009	5,240	231	4.6%
Total Revenues	**-**	**22,161**	**5,012**	**5,012**	**5,240**	**228**	**4.5%**
Full-Time Equivalents (FTEs)	**3.56**	**3.56**	**3.56**	**3.56**	**3.56**	**-**	**0.0%**

● Records Management

Records Management Services (RMS) is responsible for implementing the County Records Management Policy, which applies the Kansas Government Records Prevention Act (KSA 45-401 et seq.). RMS seeks to retain records only long enough to meet operational, fiscal, and legal needs; to know what inactive records departments have and where they are; to store inactive records safely and securely; to store records at the lowest possible cost; and to preserve and make accessible records that have historical or other research value. RMS stores inactive records onsite, controls access to records stored at commercial storage sites, and processes records destructions for approval by the Board of County Commissioners. In addition, RMS leads the County's compliance with the Kansas Open Records Act (KSA 45-215 et seq.), by referring public inquiries to appropriate departments and non-County agencies.

Fund(s): County General Fund 110

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	189,671	200,192	216,144	216,144	216,232	88	0.0%
Contractual Services	4,613	5,148	8,500	8,500	10,500	2,000	23.5%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	1,693	2,857	6,381	6,381	4,000	(2,381)	-37.3%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	**195,977**	**208,196**	**231,025**	**231,025**	**230,732**	**(293)**	**-0.1%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	104	104	200	96	92.3%
All Other Revenue	-	-	-	-	-	-	0.0%
Total Revenues	**-**	**-**	**104**	**104**	**200**	**96**	**92.3%**
Full-Time Equivalents (FTEs)	**2.72**	**2.72**	**2.72**	**2.72**	**2.72**	**-**	**0.0%**

● Combined Call Center

The Call Center reduces the time County personnel in other offices spend on routine questions and improves customer service provided to citizens through a single contact point. The Tax Call Center answers phone calls from the public for general County questions as well as providing information on matters relating to auto licenses, appraisals, elections, personal property, and real estate and delinquent taxes. The Public Services Call Center answers calls for COMCARE and the Health Department.

Fund(s): County General Fund 110

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	963,737	981,652	1,048,085	1,048,085	1,119,540	71,455	6.8%
Contractual Services	650	1,448	7,100	7,100	5,100	(2,000)	-28.2%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	6,733	6,279	8,000	8,000	10,000	2,000	25.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	**971,120**	**989,378**	**1,063,185**	**1,063,185**	**1,134,640**	**71,455**	**6.7%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	65,525	-	68,172	68,172	-	(68,172)	-100.0%
All Other Revenue	-	-	-	-	-	-	0.0%
Total Revenues	**65,525**	**-**	**68,172**	**68,172**	**-**	**(68,172)**	**-100.0%**
Full-Time Equivalents (FTEs)	**14.56**	**14.56**	**14.56**	**14.56**	**14.56**	**-**	**0.0%**