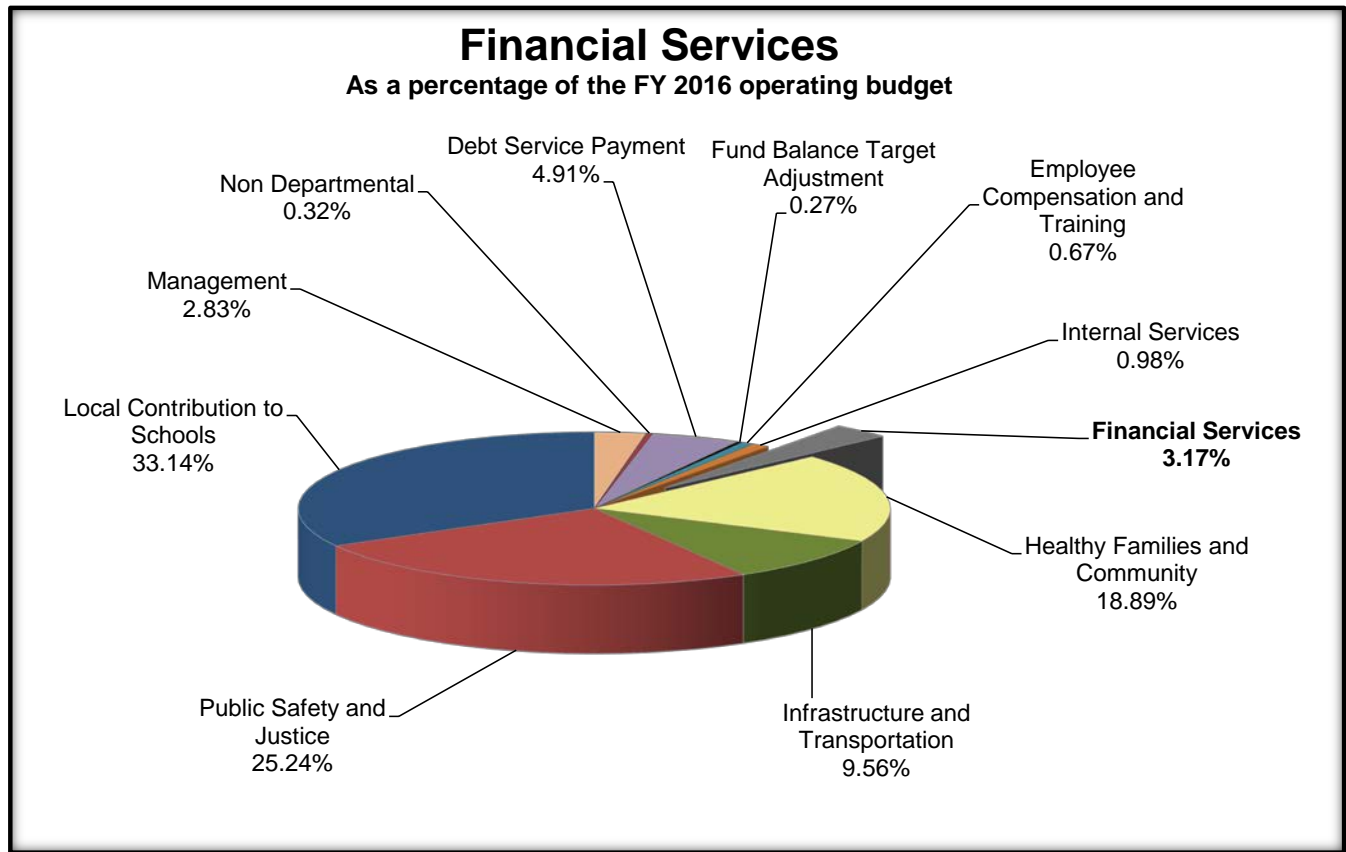







Financial Services Summary	FY2013-2014	FY2014-2015	FY2015-2016	FY2013-2014	FY2014-2015	FY2015-2016
	General Fund Actual	General Fund Budget	General Fund Budget	Other Funds Actual	Other Funds Budget	Other Funds Budget
<b>FINANCIAL SERVICES</b>						
Commissioner of the Revenue	\$1,058,331	\$1,126,987	\$1,202,989	\$0	\$0	\$0
Finance Department: Administration/Real Estate Assessment/Utility Billing Office	2,143,212	2,136,650	2,105,392	1,439,621	1,641,630	1,659,898
Treasurer	1,152,354	1,224,651	1,224,439	0	0	0
<b>FINANCIAL SERVICES SUBTOTAL</b>	<b>\$4,353,897</b>	<b>\$4,488,288</b>	<b>\$4,532,820</b>	<b>\$1,439,621</b>	<b>\$1,641,630</b>	<b>\$1,659,898</b>

2015-16 General Fund Budget	\$4,532,820
2014-15 General Fund Budget	\$4,488,288
Increase/(Decrease)	\$44,532
Percentage Change	0.99%



**City Strategic Goals Key**

- Goal 1: Enhance the self-sufficiency of our residents 
- Goal 2: Be a safe, equitable, thriving and beautiful community 
- Goal 3: Have a strong diversified economy 
- Goal 4: Be a well-managed and successful organization 
- Goal 5: Foster Strong Connections 

## Commissioner of the Revenue

### Mission

Responsibly administer tax assessment and relief



#### Commissioner of the Revenue FY 16 Budget - \$1,202,989



Commissioner of the Revenue, an elected office, is responsible for the administration of several local taxes and three relief programs. The Commissioner's office also provides assistance in completing and filing Virginia income tax returns for all residents of the City. The City receives reimbursement from the Commonwealth of Virginia for a portion of the Commissioner of Revenue's budget.

The Office of the Commissioner of the Revenue is responsible for reviewing local sales tax registrations to ensure correct coding and correct allocation of the 1% of the 5.3% tax on sales in the City and administers the following local tax programs for the City of Charlottesville:

- Personal Property Tax
- Personal Property Tax Relief
- Business Personal Property Tax
- Business, Professional and Occupational License Tax
- Meals Tax
- Transient Occupancy Tax
- Consumer Utility Tax
- Consumption Tax
- Short-Term Rental Tax
- Vehicle License Fee
- Public Service Corporation Tax
- Bank Stock Tax

The Office of the Commissioner of the Revenue also administers three City of Charlottesville relief programs.

- **Real Estate Tax Relief for the Elderly and Disabled** – grants that reduce the amount of real estate taxes dues for homeowners who are age 65 years of age or older or permanently and totally disabled and whose income and assets fall below the threshold for the year.
- **Rental Relief for the Elderly and Disabled**, grants to qualified renters to offset their indirect share of real estate taxes on the rental property.
- **Housing Affordability Grant Program** - grants against real estate taxes for homeowners who qualify based on Federal Adjusted Gross Income and value of property.

## Commissioner of the Revenue

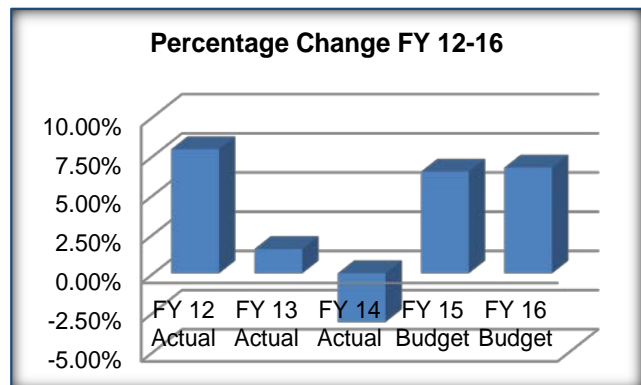
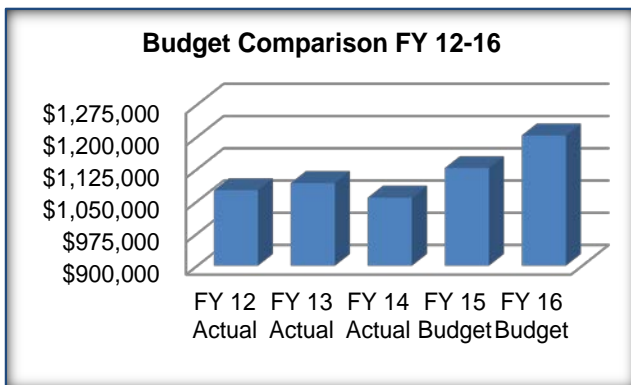
### Funding and Staffing Summary

Funding Summary	FY 11-12 Actual	FY 12-13 Actual	FY 13-14 Actual	FY 14-15 Budget	FY 15-16 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$869,813	\$908,821	\$885,987	\$888,259	\$972,538	\$84,279	9.49%
Other Expenditures	205,725	183,430	172,345	238,728	230,451	(8,277)	-3.47%
<b>General Fund Total</b>	<b>\$1,075,538</b>	<b>\$1,092,251</b>	<b>\$1,058,331</b>	<b>\$1,126,987</b>	<b>\$1,202,989</b>	<b>\$76,002</b>	<b>6.74%</b>

Staffing Summary (Full Time Equivalents)	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16	Increase/ (Decrease)
General Fund FTEs	13.0	13.0	13.0	13.0	13.0	0.0

**Explanation of Changes:** The net change in Salaries and Benefits reflects the 2% salary increase given in FY 15, a 3% increase in health care costs and a slight reduction in retirement rates. Also reflected is the additional cost associated with the new Commissioner of Revenue performing a review of staff salaries and implementing these changes with assistance from Human Resources. In Other Expenditures, HVAC fees are eliminated as well as computer replacement fees, for one year. An additional \$5,000 was added so that this office may continue its efforts to update and restructure their customer service area.

This budget also funds a new long term temporary Business Tax Auditor to support expanded business delinquency collections, discovery, and enhanced auditing of existing accounts. There is \$53,673 budgeted for this position for salary and benefits. After two years, this position's outcomes will be reviewed and possibly made regular full time depending on the results.



## Commissioner of the Revenue

### Performance Measures

Visit [www.charlottesville.org/measuresup](http://www.charlottesville.org/measuresup) for a complete department scorecard.

	2009	2010	2011	2012	2013	2014
<b>Current Taxpayer and Assessment Records</b>						
\$ (in millions) amount of revenue collected by the Commissioner of Revenue	\$36.90	\$37.10	\$37.20	\$39.20	\$45.12	\$48.82
<i># of recipients of tax and rent relief programs and housing affordability grant program</i>						
Real estate tax relief	514	490	470	480	464	431
Rental relief	141	152	184	248	302	343
Housing Affordability Grant Program	1,018	997	975	960	901	832
<i>\$ amount of rent and tax relief and affordability grants disbursed</i>						
Real estate tax relief	\$690,015	\$625,211	\$607,813	\$596,938	\$561,468	\$502,165
Rental relief	\$100,342	\$95,893	\$96,811	\$159,261	\$194,994	\$182,363
Housing Affordability Grant Program	\$442,950	\$436,575	\$431,605	\$418,800	\$398,775	\$364,950
% of personal property tax abatements (as compared to total personal property)	8%	7%	7%	5%	7%	6%
% of personal property tax that is uncollected	2%	4%	3%	2%	2%	3%



## Finance Department Administration – Assessor – Utility Billing

### Mission

Provide leadership and support of the City's activities through accurate and timely financial information



#### **Administration FY 16 Budget - \$1,324,718**

The administrative office of the Finance Department provides comprehensive financial management, accounting, and reporting services; pays all City employees and City bills; provides debt management services; and prepares a number of specialized technical reports including the annual utility rate study, official statements and prospectuses for bond issues, administers the City's credit card programs, the City's annual financial reports, the state mandated comparative cost report transmittal forms, and a variety of grant reports.



#### **Real Estate Assessor's Office FY 16 Budget - \$780,674**

Real Estate Assessment is responsible for assessing over 15,000 parcels in the City annually; maintains assessments for tax purposes at fair market value; and provides various services to homeowners, prospective homebuyers/sellers, realtors, title researchers, attorneys, land surveyors, and other City departments. This office is also responsible for the Tax Abatement and Supplemental Assessment Programs.



#### **Utility Billing Office FY 16 Budget - \$1,659,898**

The Utility Billing Office (UBO) is responsible for maintaining, and billing over \$53 million in utility accounts each year for gas, water and sewer service. They also handle requests to stop and start services, answer customer inquiries concerning their accounts, create and monitor payment arrangements, disconnect and reconnect delinquent customers, and handle all billing maintenance entries necessary to send accurate and timely bills. The office handles over 37,000 customer inquiries annually and proactively contacted over 1,000 customers concerning consumption issues.

UBO also administers the Gas Assistance Program, which distributed \$81,683 in assistance to 403 customers in FY 2014 and received \$20,177 from 603 private contributors to the program. UBO works with the State of Virginia fuel assistance program to ensure that approximately 229 customers receive assistance. In FY 2012, UBO began to manage water and wastewater assistance programs, providing financial support to those who qualify and have difficulty with their water and wastewater bills. In addition, UBO administers the rebate programs for toilets, water heaters, thermostats, and rain barrels. In 2014, they processed 454 rebates at a cost of nearly \$40,000 and \$28,490 in assistance to 180 customer accounts.

## Finance Department Administration – Assessor – Utility Billing

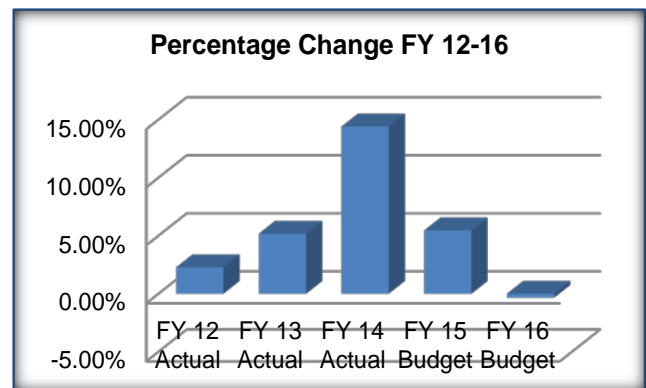
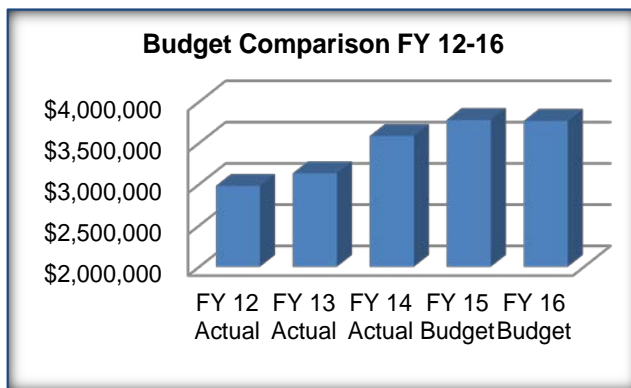
### Funding and Staffing Summary

Funding Summary	FY 11-12 Actual	FY 12-13 Actual	FY 13-14 Actual	FY 14-15 Budget	FY 15-16 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$2,599,150	\$2,675,729	\$2,716,188	\$2,807,325	\$2,782,552	(\$24,773)	-0.88%
Other Expenditures	<u>378,512</u>	<u>455,988</u>	<u>866,645</u>	<u>970,955</u>	<u>982,738</u>	<u>11,783</u>	<u>1.21%</u>
<b>Total</b>	<b>\$2,977,662</b>	<b>\$3,131,717</b>	<b>\$3,582,833</b>	<b>\$3,778,280</b>	<b>\$3,765,290</b>	<b>(\$12,990)</b>	<b>-0.34%</b>
General Fund Total	\$2,031,651	\$2,143,014	\$2,143,212	\$2,136,650	\$2,105,392	(\$31,258)	-1.46%
Non General Fund Total	<u>946,011</u>	<u>988,703</u>	<u>1,439,621</u>	<u>1,641,630</u>	<u>1,659,898</u>	<u>18,268</u>	<u>1.11%</u>
<b>Total</b>	<b>\$2,977,662</b>	<b>\$3,131,717</b>	<b>\$3,582,833</b>	<b>\$3,778,280</b>	<b>\$3,765,290</b>	<b>(\$12,990)</b>	<b>-0.34%</b>

Staffing Summary (Full Time Equivalents)	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16	Increase/ (Decrease)
General Fund FTEs	20.0	20.0	20.0	20.0	20.0	0.0
Non General Fund FTEs	14.0	14.0	14.0	14.0	14.0	0.0

**Explanation of Changes:** The change in Salaries and Benefits reflects the 2% salary increase granted in FY 15, a 3% increase in health care costs and a slight reduction in the retirement rates. A portion of the increase reflects a 2% salary increase budgeted within the Utility Billing Office (UBO) for FY16, which is part of the Gas Utility Fund.

In Other Expenditures, HVAC fees and computer replacement pool funds have been eliminated; and Finance Administration and the Assessor's Office absorbed additional reductions in the areas of office supplies, dues and subscriptions, travel and education and training, to better align with historical actuals for these departments. Also reflected is an increase in UBO for the cost to the City for providing citizens the option to use credit cards to pay their utility bills.



## Finance Department Administration – Assessor – Utility Billing

### Performance Measures

Visit [www.charlottesville.org/measuresup](http://www.charlottesville.org/measuresup) for a complete department scorecard.

Finance Department	2009 Actual	2010 Actual	2011 Actual	2012 Actual	2013 Actual	2014 Actual
<b>High Level of Financial Accountability</b>						
City received favorable "unqualified" opinion from external auditors	Yes	Yes	Yes	Yes	Yes	Yes
City received Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes	Yes
Ratio of debt to General Fund expenditures (%)	6.0	6.6	7.0	7.2	6.5	6.9
<b>Provide Comprehensive Financial Impact Analysis</b>						
Real estate assessment to sales ratio (%)	103%	100%	102%	100%	96%	100% (est.)
Real estate coefficient of dispersion (%)	12%	12%	12%	14%	13%	15% (est.)
Real estate assessment price related differential (%)	1.02%	1.03%	1.00%	1.03%	1.01%	1.00% (est.)





## Treasurer

### Mission

Promote the financial health of the City through professional collection, processing, and investment of revenue



### **Treasurer FY 16 Budget - \$1,224,439**

The Treasurer's Office serves Charlottesville citizens by collecting, investing, and ensuring the safekeeping of all City revenues. The office is the citizen's first point of contact for many City services requested of other departments, and as the collection point for all fees and taxes generated by or within the City, including utility bills, personal property, real estate, and state income taxes, vehicle license fees, business licenses, meals tax, trash decals, dog licenses and all other revenues collected by the City. The office is responsible for preparing and mailing personal property and real estate bills semi-annually, for collecting all tax payments, and for aggressively pursuing collection of delinquent revenues.

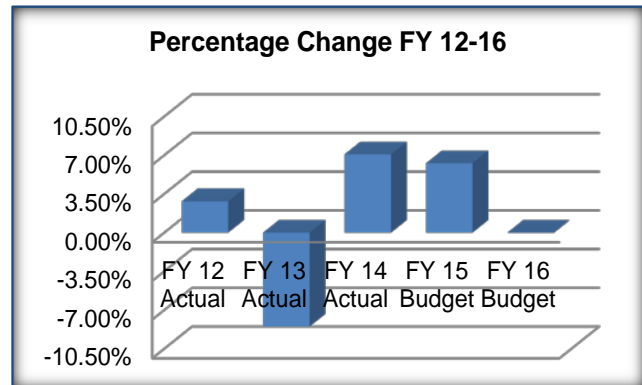
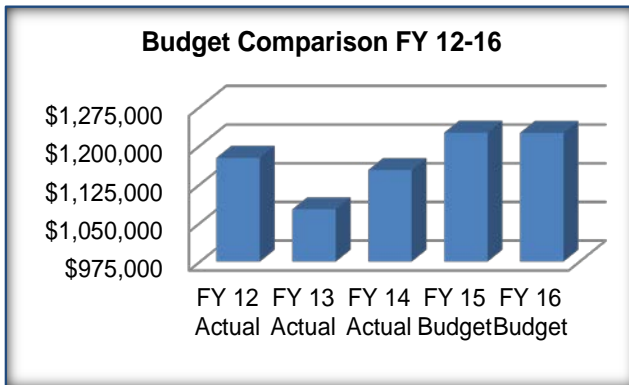
The Treasurer's Office is responsible for the administration and court process of parking tickets and the zone permit parking system, including the upkeep and maintenance of its computer systems. The Treasurer invests all City reserve operational funds, bond funds, and school funds to obtain the highest yield with minimal risk. The Treasurer's Office ensures the safekeeping of City revenues by balancing all cash received on a daily basis and reconciling all bank accounts on a monthly basis. The Treasurer also serves as the fiscal agent for the City Schools and the Charlottesville Albemarle Technical Education Center (CATEC). The Treasurer acts as the custodian for the City Retirement Fund, oversees funds managers, makes payments for the Fund's expenses, and provides monthly reports to the Retirement Commission. The City receives reimbursement for a portion of the Treasurer's budget from the Commonwealth of Virginia's Compensation Board.

## Treasurer

### Funding and Staffing Summary

Funding Summary	FY 11-12 Actual	FY 12-13 Actual	FY 13-14 Actual	FY 14-15 Budget	FY 15-16 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$876,265	\$792,481	\$845,014	\$870,683	\$875,919	\$5,236	0.60%
Other Expenditures	<u>299,791</u>	<u>283,696</u>	<u>307,341</u>	<u>353,968</u>	<u>348,520</u>	<u>(5,448)</u>	<u>-1.54%</u>
<b>General Fund Total</b>	<b>\$1,176,056</b>	<b>\$1,076,177</b>	<b>\$1,152,354</b>	<b>\$1,224,651</b>	<b>\$1,224,439</b>	<b>(\$212)</b>	<b>-0.02%</b>
<b>General Fund FTEs</b>	13.0	13.0	13.0	13.0	13.0	0.0	

**Explanation of Changes:** The change in Salaries and Benefits reflects the 2% salary increase granted during FY 15, a 3% increase in health care costs and a reduction in retirement rates. In Other Expenditures, both HVAC and computer replacement fees have been eliminated.



## Treasurer

### Performance Measures

Visit [www.charlottesville.org/measuresup](http://www.charlottesville.org/measuresup) for a complete department scorecard.

Treasurer	Mar 2014 Actual	Jun 2014 Actual	Sep 2014 Actual	Dec 2014 Actual	March 2015 Actual
<b>Maximize Customer Service Accessibility</b>					
% of incoming phone calls answered within 30 seconds	75.0%	84.0%	92.0%	89.0%	88.2%
	2011	2012	2013	2014	
<b>Maximize Employee Access to Information</b>					
# of employees holding statewide certification	9	11	10	10	
<b>Maximize Collection of City Revenues</b>					
Real estate and personal property collection rate	99.0%	99.0%	99.0%	99.0%	
Parking ticket collection rate	119.0%	136.0%	127.0%	117.0%	
	Mar 2014 Actual	Jun 2014 Actual	Sep 2014 Actual	Dec 2014 Actual	March 2015 Actual
<b>Effective Processing of all Payments and Disbursements</b>					
% of transactions accurately processed	99.0%	100.0%	100.0%	100.0%	99.5%
# of days to reconcile City bank account	1	3	1	1	1
	2011	2012	2013	2014	2014
% of City investments in compliance with investment policy	100%	100%	100%	100%	100%