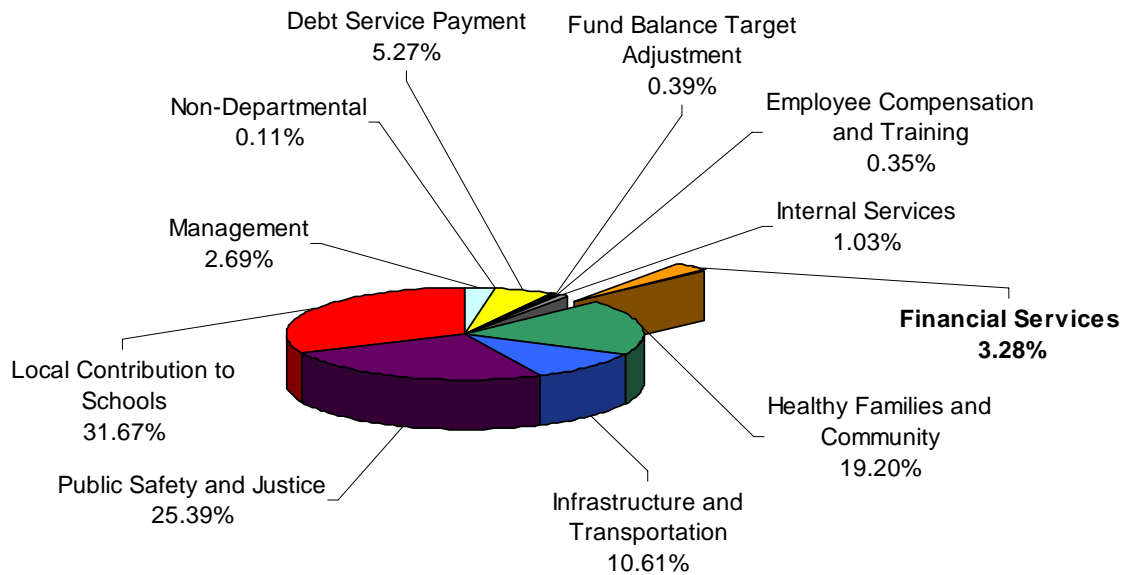


**Financial Services Summary**

	FY2007-2008 General Fund Actual	FY2008-2009 General Fund Budget	FY2009-2010 General Fund Budget	FY2007-2008 Other Funds Actual	FY2008-2009 Other Funds Budget	FY2009-2010 Other Funds Budget
<b>FINANCIAL SERVICES</b>						
Commissioner of the Revenue	\$987,265	\$1,021,431	\$1,043,369	\$0	\$0	\$0
Finance Department: Administrative/Real Estate	1,868,853	1,939,820	1,974,565	900,069	1,494,719	1,478,026
Assessment/Utility Billing Office						
Treasurer	1,154,912	1,134,740	1,150,125	0	0	0
<b>FINANCIAL SERVICES SUBTOTAL</b>	<b>\$4,011,030</b>	<b>\$4,095,991</b>	<b>\$4,168,059</b>	<b>\$900,069</b>	<b>\$1,494,719</b>	<b>\$1,478,026</b>
2009-10 General Fund Budget	\$4,168,059					
2008-09 General Fund Budget	\$4,095,991					
Increase/(Decrease)	\$72,068					
Percentage Change	1.76%					

**Financial Services**  
*As a percentage of operating budget*



## FINANCIAL SERVICES

### ACCOMPLISHMENTS OF THE PAST YEAR

- ❖ The Treasurer's Office successfully implemented the installation of new credit card terminals at CSR stations throughout the city, some of which were upgrades to existing terminals already accepting credit cards, with the addition of machines that include the "Telecheck" feature. These features have significantly increased customer convenience, front counter efficiency and reduced the number of returned checks.
- ❖ The Treasurer's Office, in order to better meet citizen trash disposal needs, worked closely with the Department of Public Works to put into service two additional sizes of annual trash decals to now include 50 and 64 gallon decals in addition to the 32 and 96 gallon decals that were being offered.
- ❖ The Real Estate Assessor's Office completed a successful reassessment cycle while revamping the Sales Verification form to better address needs and concerns of the sellers as well as buyers.
- ❖ The Commissioner of Revenue's Office streamlined the audit process for business license and business personal property, and resolved challenges that were a result of the State converting to a new database system.
- ❖ The Commissioner of Revenue's Office sent out over 6,000 tax relief applications.
- ❖ The Utility Billing Office processed 404 Gas Assistance Program (GAP) requests for funds and distributed \$97,253 to gas utility customers; provided 180 water utility customers with rebates for installation of low-flow toilets (302 toilets for \$30,072); provided 58 gas utility customers with thermostat rebates for installing programmable energy saving thermostats (\$5,191).
- ❖ Finance Administration received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the FY 2007 Comprehensive Annual Financial Report (CAFR) for the 28<sup>th</sup> consecutive award year.
- ❖ Finance Administration helped the City of Charlottesville to receive the prestigious AAA bond rating from Standard & Poor's Corporation and the Aaa bond rating from Moody's Investor Services.

**Commissioner of the Revenue**

The Commissioner of the Revenue is responsible for the fair, accurate and legal assessment of tangible personal property, and for administering ordinances relating to Personal Property Tax Relief, Public Service Corporation Tax, Bank Stock Tax, Vehicle Daily Rental, Business, Professional and Occupational Licenses, Meals Tax, Transient Lodging Tax, Consumer Utility Tax, Consumption Tax and Short-term Daily Rental Tax. This office is authorized to facilitate dealer compliance with state sales tax laws by assisting with the completion of reports and accepting reports/payments of sales taxes collected. The Commissioner of the Revenue and staff assist those who require help with filing required Virginia Income Tax Returns, assist with refund requests for taxes paid in error for local or state taxes, and assist applicants with affidavits necessary for Real Estate Tax Relief and Rental Relief for the Elderly and Disabled programs. For these services, the City receives reimbursement for a portion of the Commissioner of Revenue’s budget from the Commonwealth of Virginia.

<b>Funding Summary</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Budget</b>	<b>FY 09-10 Budget</b>	<b>Increase/ (Decrease)</b>	<b>% Change</b>
Salaries and Benefits	\$800,372	\$808,886	\$835,700	\$26,814	3.31%
Other Expenditures	<u>186,893</u>	<u>212,545</u>	<u>207,669</u>	<u>(4,876)</u>	<u>-2.29%</u>
<b>General Fund Total</b>	<b>\$987,265</b>	<b>\$1,021,431</b>	<b>\$1,043,369</b>	<b>\$21,938</b>	<b>2.15%</b>
<b>General Fund FTEs</b>	13.0	13.0	13.0	<b>0.0</b>	

**Explanation of Changes:** The increase in Salaries and Benefits are due to the full accrual of the 4% salary increase granted during FY 2009. The net decrease in Other Expenditures can be attributed to increases in General Insurance and Workers Comp Insurance, and decreases in telephone service cost and in GIS access and maintenance fees.

**Finance Department**  
**Administrative**  
**Real Estate Assessment**  
**Utility Billing Office**

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; is responsible for implementation of the Living Wage Ordinance; prepares a number of specialized technical reports including the annual utility rate study, official statements and prospectuses for bond issues, the City’s annual reports, the state mandated comparative cost report transmittal forms, and a variety of grant reports.

**Real Estate Assessment** is responsible for assessing 14,800 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, other City departments, etc. This office is also responsible for the Tax Abatement and Supplemental Assessment Programs.

The **Utility Billing Office** is responsible for maintaining, billing and collecting over \$58 million in utility payments each year for gas, water and sewer service. They also handle requests to stop and start services, answer customer inquiries concerning their accounts and handle all billing maintenance entries necessary to send accurate and timely bills. The office handles over 50,000 customer inquiries annually and administers the Gas Assistance Program, which distributed over \$97,000 in fuel assistance in FY 2008.

<b>Funding Summary</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Budget</b>	<b>FY 09-10 Budget</b>	<b>Increase/ (Decrease)</b>	<b>% Change</b>
Salaries and Benefits	\$2,336,629	\$2,506,309	\$2,542,555	\$36,246	1.45%
Other Expenditures	<u>432,292</u>	<u>928,230</u>	<u>910,036</u>	<u>(18,194)</u>	<u>-1.96%</u>
<b>Total</b>	<b>\$2,768,922</b>	<b>\$3,434,539</b>	<b>\$3,452,591</b>	<b>\$18,052</b>	<b>0.53%</b>
General Fund Total	\$1,868,853	\$1,939,820	\$1,974,565	\$34,745	1.79%
Non General Fund Total	<u>900,069</u>	<u>1,494,719</u>	<u>1,478,026</u>	<u>(16,693)</u>	<u>-1.12%</u>
<b>Total</b>	<b>\$2,768,922</b>	<b>\$3,434,539</b>	<b>\$3,452,591</b>	<b>\$18,052</b>	<b>0.53%</b>
<b>General Fund FTEs</b>	20.0	20.0	20.0	<b>0.0</b>	
<b>Non General Fund FTEs</b>	13.0	14.0	14.0	<b>0.0</b>	

**Explanation of Changes:** The increase in Salaries and Benefits represents the 4% salary increase granted during FY 2009 and a reduction in Temporary Salaries in the Utility Billing Office. Other Expenditures in Finance/Administrative reflects a decrease in the cost of the annual audit, in the Utility Billing Office reflects decreased cost for the rate report consultant contract, decreased cost for the printing of the utility bills, and increased cost for other contractual services paid to the Treasurer’s Office for assistance provide by three Customer Service Representatives.

	<b>FY 10 Budget</b>
<b>FY 10 Services</b>	
Administrative	\$1,236,288
Real Estate Assessment	738,277
Utility Billing Office	<u>1,478,026</u>
<b>Total</b>	<b>\$3,452,591</b>

**Treasurer**

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 applicable 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. The Treasurer also acts as the custodian for the City Retirement Fund, including the management of the individual managers, payments for the Fund's expenses, and preparing monthly reports for the Retirement Commission.

<b>Funding Summary</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Budget</b>	<b>FY 09-10 Budget</b>	<b>Increase/ (Decrease)</b>	<b>% Change</b>
Salaries and Benefits	\$783,410	\$839,481	\$853,961	\$14,480	1.72%
Other Expenditures	<u>371,502</u>	<u>295,259</u>	<u>296,164</u>	<u>905</u>	<u>0.31%</u>
<b>General Fund Total</b>	<b>\$1,154,912</b>	<b>\$1,134,740</b>	<b>\$1,150,125</b>	<b>\$15,385</b>	<b>1.36%</b>
<b>General Fund FTEs</b>	13.0	13.0	13.0	<b>0.0</b>	

**Explanation of Changes:** The increase in Salaries and Benefits can be attributed to the full accrual of a 4% salary increase granted during FY 2009. Within Other Expenditures, increases are the result of additional funding for EGTS maintenance support and the cost of printing cigarette stamps, along with reductions in telephone and General Insurance charges.

