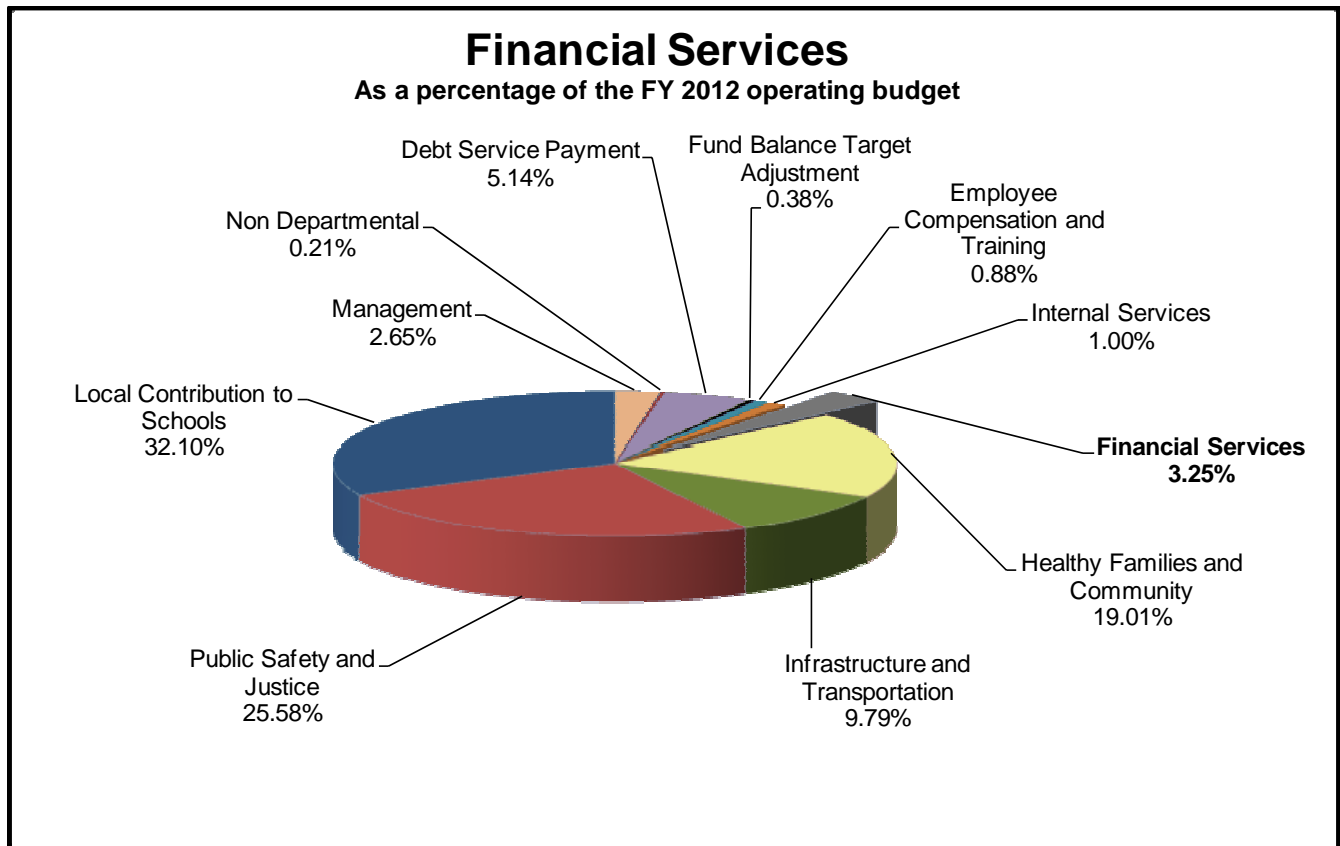


Financial Services Summary	FY2009-2010	FY2010-2011	FY2011-2012	FY2009-2010	FY2010-2011	FY2011-2012
	General Fund Actual	General Fund Budget	General Fund Budget	Other Funds Actual	Other Funds Budget	Other Funds Budget
<b>FINANCIAL SERVICES</b>						
Commissioner of the Revenue	\$929,085	\$1,053,455	\$1,080,056	\$0	\$0	\$0
Finance Department: Administrative/Real Estate Assessment/Utility Billing Office	1,843,238	1,993,852	1,987,062	805,038	1,493,745	1,521,224
Treasurer	1,146,760	1,162,534	1,169,490	0	0	0
<b>FINANCIAL SERVICES SUBTOTAL</b>	<b>\$3,919,083</b>	<b>\$4,209,841</b>	<b>\$4,236,608</b>	<b>\$805,038</b>	<b>\$1,493,745</b>	<b>\$1,521,224</b>

2011-12 General Fund Budget	\$4,236,608
2010-11 General Fund Budget	\$4,209,841
Increase/(Decrease)	\$26,767
Percentage Change	0.64%



## Commissioner of the Revenue

### Mission

Responsibly administer tax assessment and relief

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#### **Commissioner of the Revenue FY 12 Budget - \$1,080,056**

The Commissioner of the Revenue is responsible for the assessment of tangible personal property tax, and for administering 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. The Commissioner of the Revenue and staff assist those who require help with filing required Virginia tax forms, including state sales tax registrations and VA Income Tax Returns. Staff also assists customers 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. The City receives reimbursement for a portion of the Commissioner of Revenue's budget from the Commonwealth of Virginia.

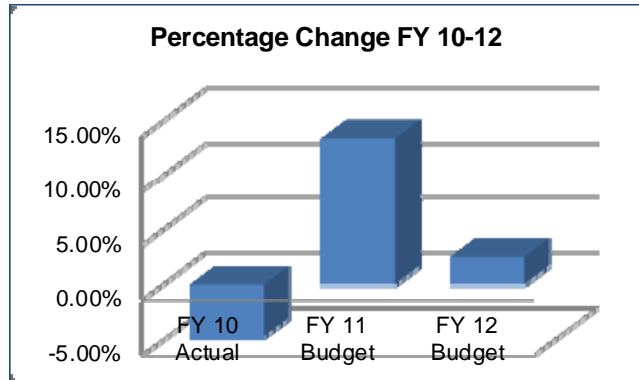
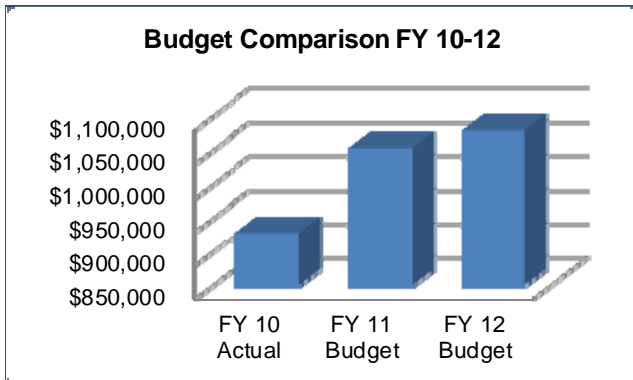
## Commissioner of the Revenue

### Funding and Staffing Summary

Funding Summary	FY 09-10 Actual	FY 10-11 Budget	FY 11-12 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$777,294	\$842,842	\$863,526	\$20,684	2.45%
Other Expenditures	<u>151,791</u>	<u>210,613</u>	<u>216,530</u>	<u>5,917</u>	<u>2.81%</u>
<b>General Fund Total</b>	<b>\$929,085</b>	<b>\$1,053,455</b>	<b>\$1,080,056</b>	<b>\$26,601</b>	<b>2.53%</b>

Staffing Summary (Full Time Equivalents)	FY 09-10	FY 10-11	FY 11-12	Increase/ (Decrease)
General Fund FTEs	13.0	13.0	13.0	0.0

**Explanation of Changes:** The change in Salaries and Benefits reflects the increase in the City's retirement rate as required by the actuarial report and a 12% increase in the City's health care costs. Other Expenditures increases are attributed to fixed costs associated with additional technology needs of the department.



## Finance Department Administration – Assessor – Utility Billing

### Mission

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

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#### **Administration FY 12 Budget - \$1,255,065**

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 FY 12 Budget - \$731,997**

Real Estate Assessment is responsible for assessing 15,118 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 12 Budget - \$1,521,224**

The Utility Billing Office is responsible for maintaining, billing and collecting over \$46 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 25,000 customer inquiries annually and administers the Gas Assistance Program, which distributed over \$90,000 in fuel assistance to 403 customers in FY 2010.

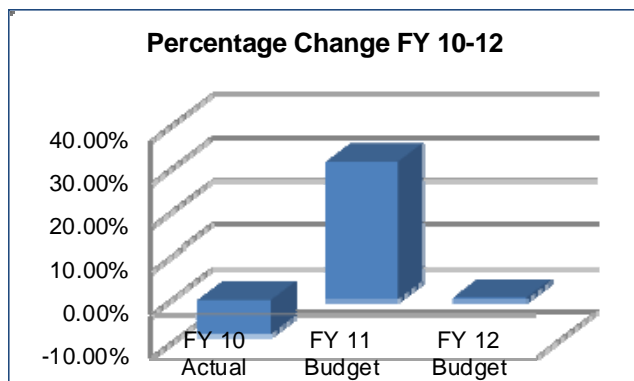
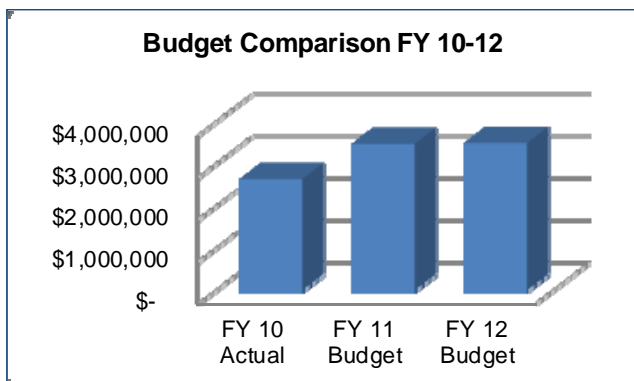
## Finance Department Administration – Assessor – Utility Billing

### Funding and Staffing Summary

Funding Summary	FY 09-10 Actual	FY 10-11 Budget	FY 11-12 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$2,397,812	\$2,577,556	\$2,556,931	(\$20,625)	-0.80%
Other Expenditures	<u>250,464</u>	<u>910,041</u>	<u>951,355</u>	<u>41,314</u>	<u>4.54%</u>
<b>Total</b>	<b>\$2,648,276</b>	<b>\$3,487,597</b>	<b>\$3,508,286</b>	<b>\$20,689</b>	<b>0.59%</b>
General Fund Total	\$1,843,238	\$1,993,852	\$1,987,062	(\$6,790)	-0.34%
Non General Fund Total	<u>805,038</u>	<u>1,493,745</u>	<u>1,521,224</u>	<u>27,479</u>	<u>1.84%</u>
<b>Total</b>	<b>\$2,648,276</b>	<b>\$3,487,597</b>	<b>\$3,508,286</b>	<b>\$20,689</b>	<b>0.59%</b>

Staffing Summary (Full Time Equivalents)	FY 09-10	FY 10-11	FY 11-12	Increase/ (Decrease)
General Fund FTEs	20.0	20.0	20.0	0.0
Non General Fund FTEs	14.0	14.0	14.0	0.0

**Explanation of Changes:** The change in Salaries and Benefits reflects the increase in the City's retirement rate as required by the actuarial report and a 12% increase in the City's health care costs. Other Expenditures increases are attributed to information technology fixed costs. In the Utility Billing Office, which is funded through utility rates, the increase in Other Expenditures reflects the funding required to offer debit and credit card use as an option for citizens to pay utility bills and other fees. This is one of the most widely used and appreciated services used by citizens, in addition to increasing the efficiency of revenue collections for the City.



## Treasurer

### Mission

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

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### **Treasurer FY 12 Budget - \$1,169,490**

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 (CATEC). 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.

## Treasurer

### Funding and Staffing Summary

Funding Summary	FY 09-10 Actual	FY 10-11 Budget	FY 11-12 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$836,747	\$857,132	\$858,587	\$1,455	0.17%
Other Expenditures	<u>310,013</u>	<u>305,402</u>	<u>310,903</u>	<u>5,501</u>	<u>1.80%</u>
<b>General Fund Total</b>	<b>\$1,146,760</b>	<b>\$1,162,534</b>	<b>\$1,169,490</b>	<b>\$6,956</b>	<b>0.60%</b>
<b>General Fund FTEs</b>	13.0	13.0	13.0	<b>0.0</b>	

**Explanation of Changes:** The change in Salaries and Benefits reflects the increase in the City's retirement rate as required by the actuarial report and a 12% increase in the City's health care costs. The increase in Other Expenditures reflects the funding required to offer debit and credit card use as an option for citizens to pay utility bills and other fees. This is one of the most widely used and appreciated services used by citizens, in addition to increasing the efficiency of revenue collections for the City.

