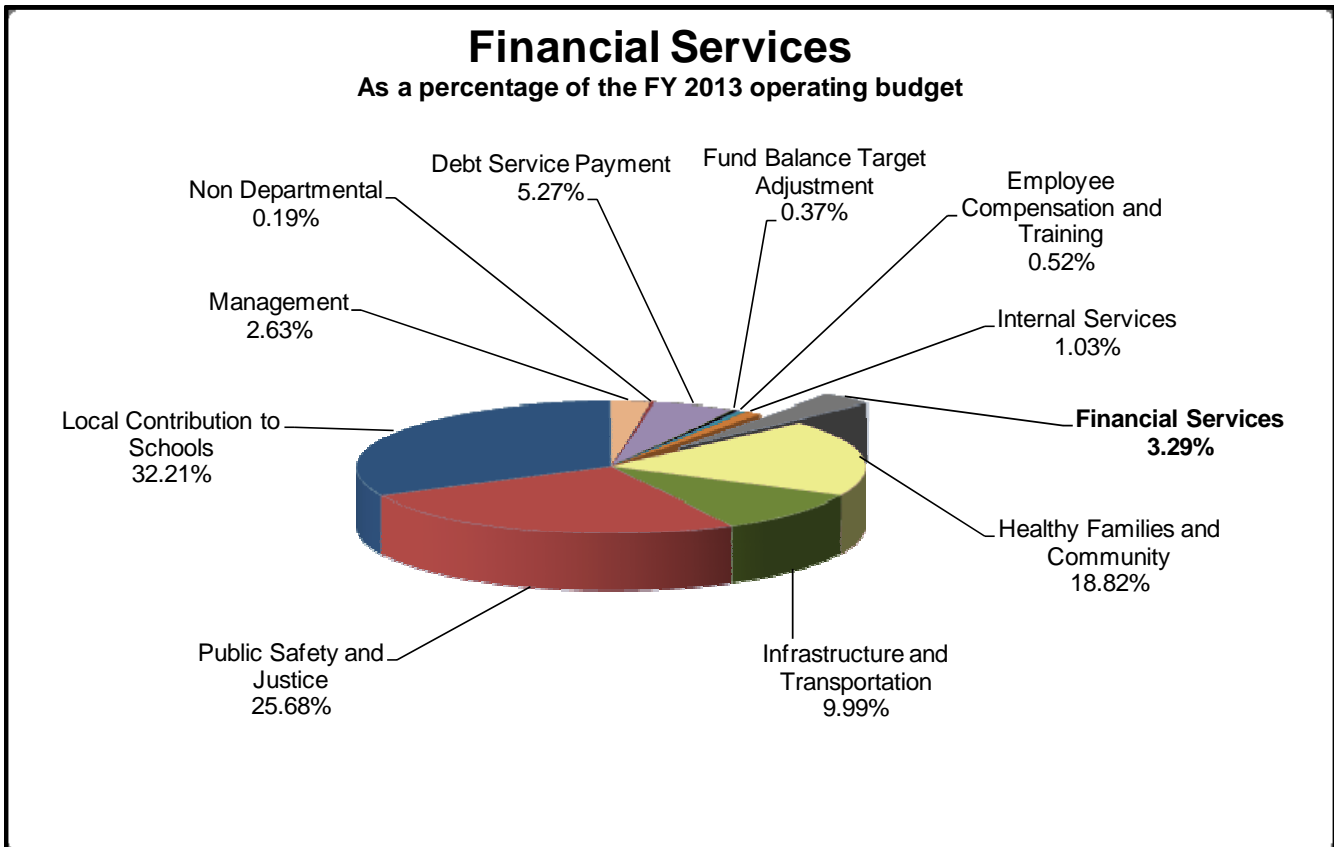


Financial Services Summary	FY2010-2011	FY2011-2012	FY2012-2013	FY2010-2011	FY2011-2012	FY2012-2013
	General Fund Actual	General Fund Budget	General Fund Budget	Other Funds Actual	Other Funds Budget	Other Funds Budget
FINANCIAL SERVICES						
Commissioner of the Revenue	\$996,631	\$1,080,056	\$1,120,176	\$0	\$0	\$0
Finance Department: Administration/Real Estate Assessment/Utility Billing Office	1,983,624	1,987,062	2,066,028	927,758	1,521,224	1,631,885
Treasurer	1,143,650	1,169,490	1,219,121	0	0	0
FINANCIAL SERVICES SUBTOTAL	\$4,123,905	\$4,236,608	\$4,405,325	\$927,758	\$1,521,224	\$1,631,885

2012-13 General Fund Budget **\$4,405,325**
 2011-12 General Fund Budget **\$4,236,608**
 Increase/(Decrease) **\$168,717**
 Percentage Change **3.98%**



Commissioner of the Revenue

Mission

Responsibly administer tax assessment and relief

Commissioner of the Revenue FY 13 Budget - \$1,120,176

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 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 Compensation Board, Commonwealth of Virginia.

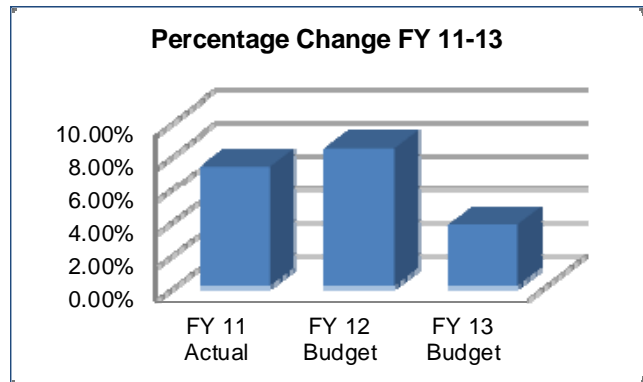
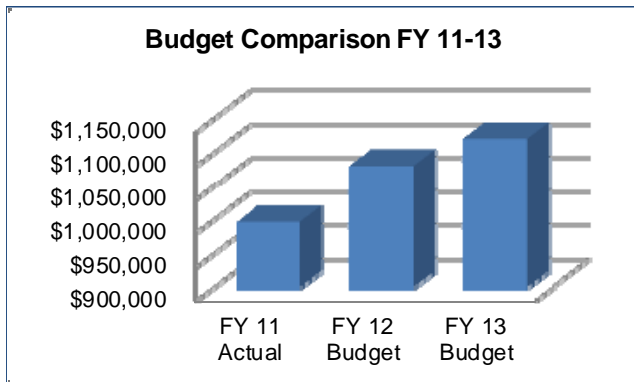
Commissioner of the Revenue

Funding and Staffing Summary

Funding Summary	FY 10-11 Actual	FY 11-12 Budget	FY 12-13 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$820,049	\$863,526	\$898,662	\$35,136	4.07%
Other Expenditures	<u>176,582</u>	<u>216,530</u>	<u>221,514</u>	<u>4,984</u>	<u>2.30%</u>
General Fund Total	\$996,631	\$1,080,056	\$1,120,176	\$40,120	3.71%

Staffing Summary (Full Time Equivalents)	FY 10-11	FY 11-12	FY 12-13	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, a 2% COLA increase given in FY 12, and a 12.5% increase in the City's health care costs. Other Expenditures reflect increases to IT User Fees and charges for additional staff to have access to the City's GIS systems.



Finance Department Administration – Assessor – Utility Billing

Mission

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

Administration FY 13 Budget - \$1,301,029

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; and 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 13 Budget - \$764,999

Real Estate Assessment is responsible for assessing 15,147 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 13 Budget - \$1,631,885

The Utility Billing Office (UBO) is responsible for maintaining, and billing over \$48 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 nearly 21,000 customer inquiries annually and proactively contacted nearly 750 customers concerning consumption issues.

UBO also administers the Gas Assistance Program, which distributed over \$85,000 in assistance to 363 customers in FY 2011 and received in excess of \$26,000 from 727 private contributors to the program. UBO works with the State of Virginia fuel assistance program to ensure that approximately 310 customers receive assistance. In FY 2011, 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 2011, they processed over 1,000 rebates at a cost of nearly \$90,000.

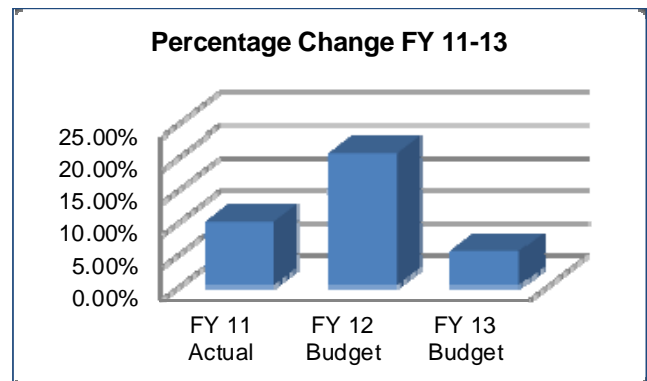
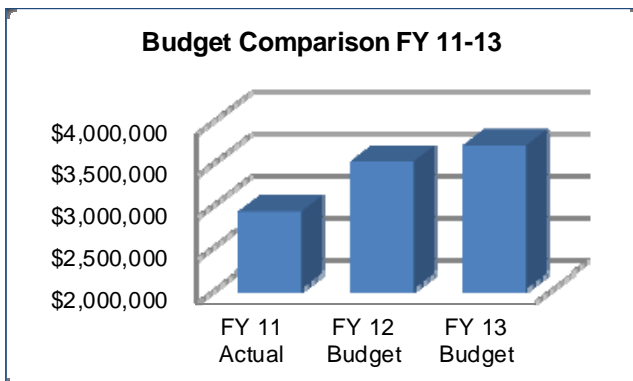
Finance Department Administration – Assessor – Utility Billing

Funding and Staffing Summary

Funding Summary	FY 10-11 Actual	FY 11-12 Budget	FY 12-13 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$2,538,663	\$2,556,931	\$2,676,950	\$120,019	4.69%
Other Expenditures	<u>372,718</u>	<u>951,355</u>	<u>1,020,963</u>	<u>69,608</u>	<u>7.32%</u>
Total	\$2,911,382	\$3,508,286	\$3,697,913	\$189,627	5.41%
General Fund Total	\$1,983,624	\$1,987,062	\$2,066,028	\$78,966	3.97%
Non General Fund Total	<u>927,758</u>	<u>1,521,224</u>	<u>1,631,885</u>	<u>110,661</u>	<u>7.27%</u>
Total	\$2,911,382	\$3,508,286	\$3,697,913	\$189,627	5.41%

Staffing Summary (Full Time Equivalents)	FY 10-11	FY 11-12	FY 12-13	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, a 2% COLA increase given in FY 12, and a 12.5% increase in the City’s health care costs. A portion of the increase reflects a 3% one-time bonus budgeted within the Utility Billing Office (UBO), which is part of the Gas Utility Fund. In Other Expenditures, increases reflect staff access to the City’s GIS systems, increases in the financial services contracts, and in UBO, additional funds associated with allowing utility bill payers to use credit and debit cards. This is one of the most widely used and appreciated citizen services, 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

Treasurer FY 13 Budget - \$1,219,121

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.

Treasurer

Funding and Staffing Summary

Funding Summary	FY 10-11 Actual	FY 11-12 Budget	FY 12-13 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$840,935	\$858,587	\$901,019	\$42,432	4.94%
Other Expenditures	<u>302,715</u>	<u>310,903</u>	<u>318,102</u>	<u>7,199</u>	<u>2.32%</u>
General Fund Total	\$1,143,650	\$1,169,490	\$1,219,121	\$49,631	4.24%
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, a 2% COLA given in FY 12, and a 12.5% 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, and it increases the efficiency of revenue collections for the City.

