

Financial Services



Commissioner of the Revenue

Finance Department:
Administration
City Assessor's Office
Utility Billing Office

Treasurer

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

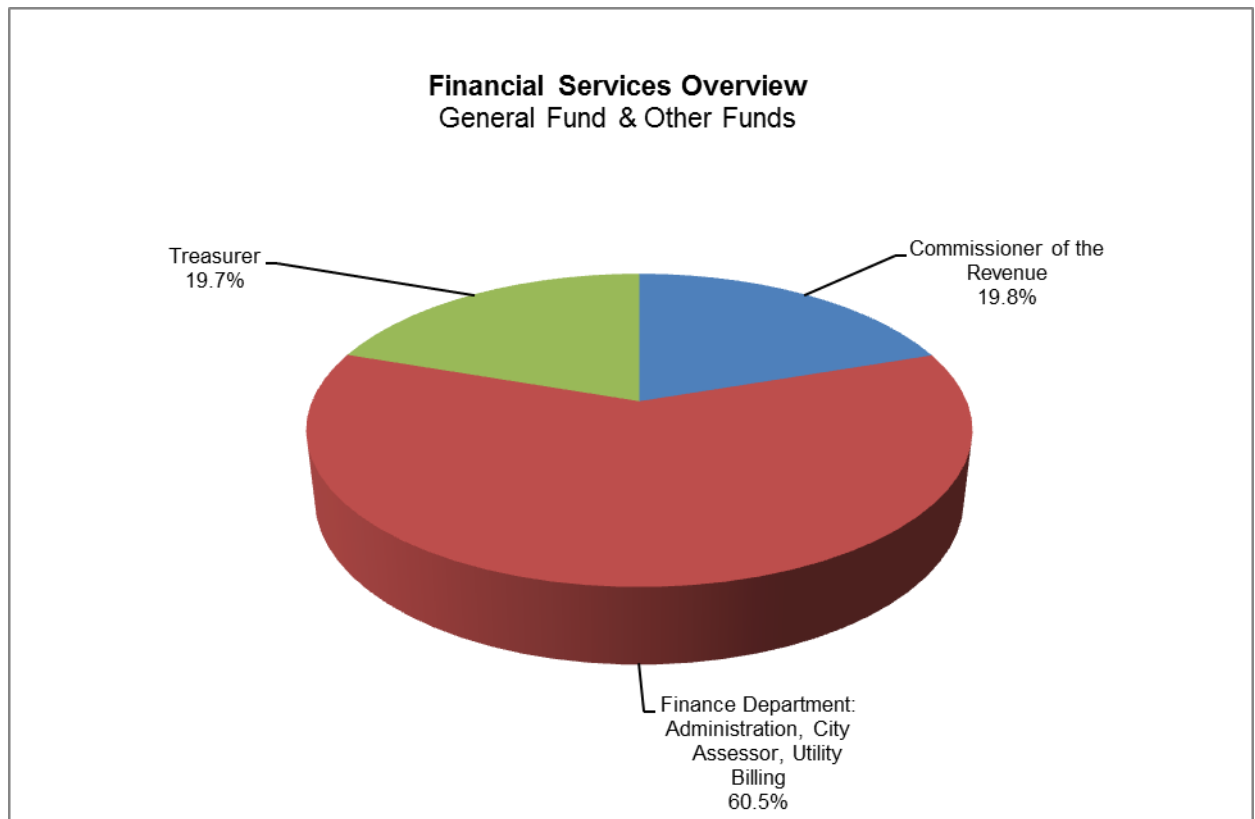
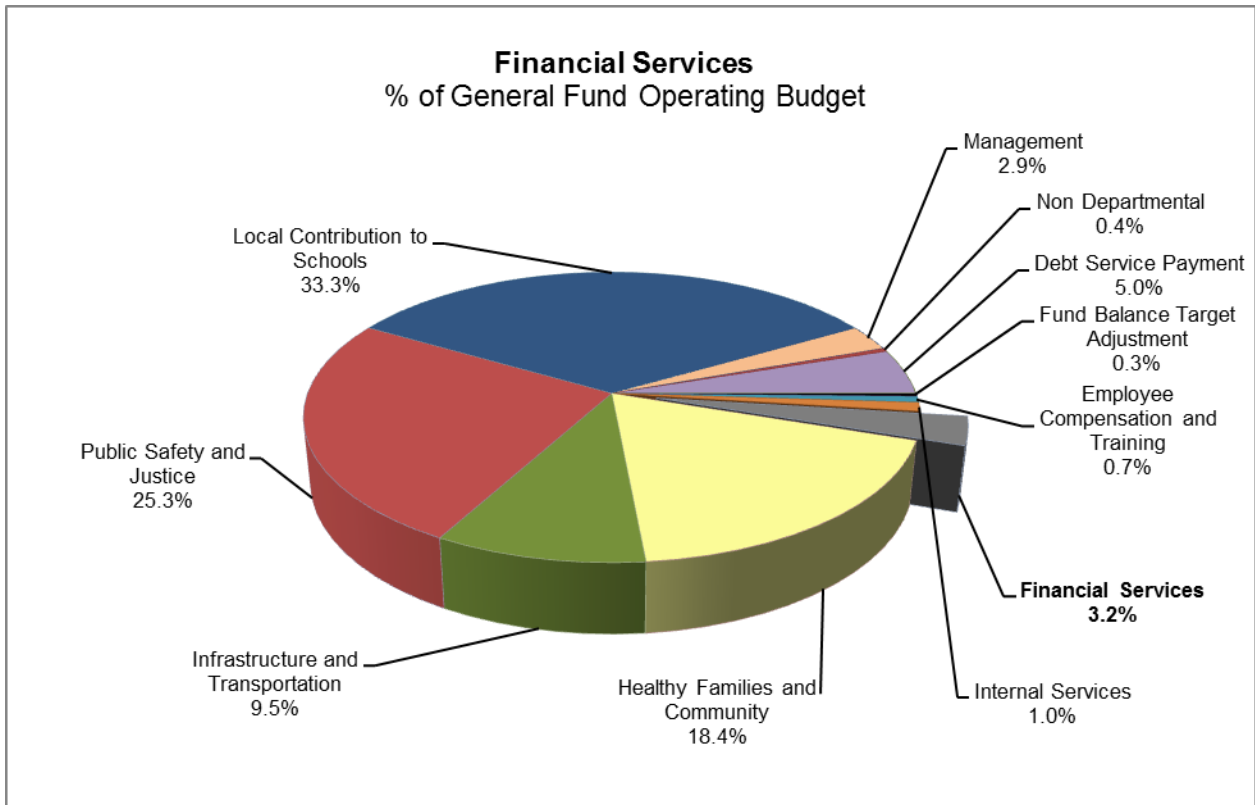


Goal 4: Be a well-managed and successful organization

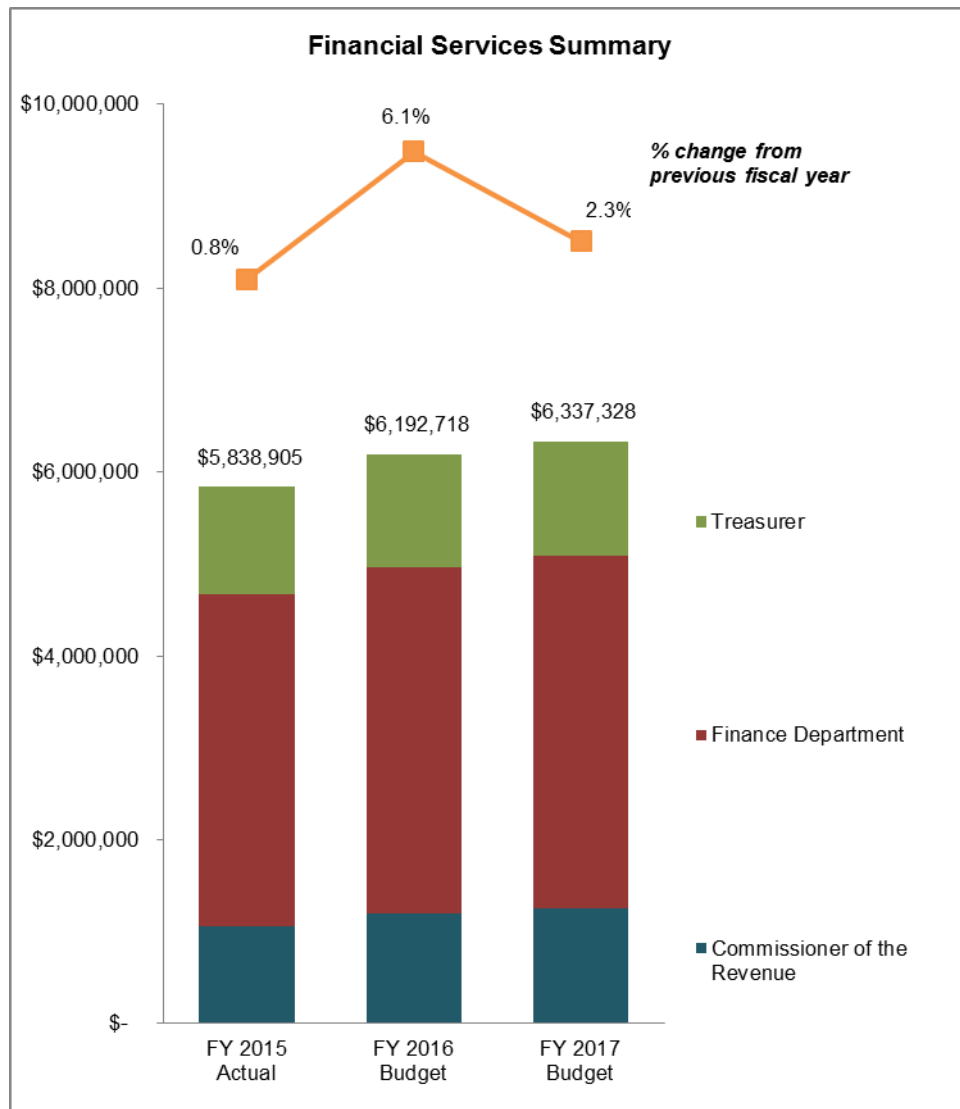


Goal 5: Foster Strong Connections





Financial Services Summary	FY2015	FY2016	FY2017	FY2015	FY2016	FY2017
	General Fund Actual	General Fund Budget	General Fund Budget	Other Funds Actual	Other Funds Budget	Other Funds Budget
FINANCIAL SERVICES						
Commissioner of the Revenue	\$1,061,762	\$1,202,989	\$1,253,938	\$0	\$0	\$0
Finance Department: Administration, City Assessor, Utility Billing	2,095,561	2,105,392	2,180,411	1,513,781	1,659,898	1,652,580
Treasurer	1,167,800	1,224,439	1,250,399	0	0	0
FINANCIAL SERVICES SUBTOTAL	\$4,325,124	\$4,532,820	\$4,684,748	\$1,513,781	\$1,659,898	\$1,652,580



Commissioner of the Revenue

Mission

Responsibly administer tax assessment and relief



Commissioner of the Revenue FY 17 Budget - \$1,253,938



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.

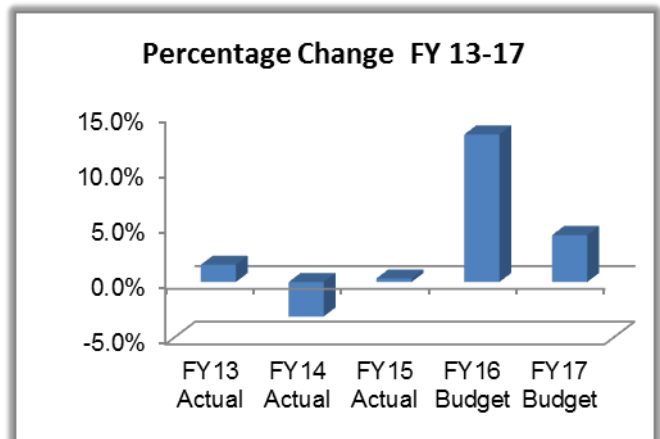
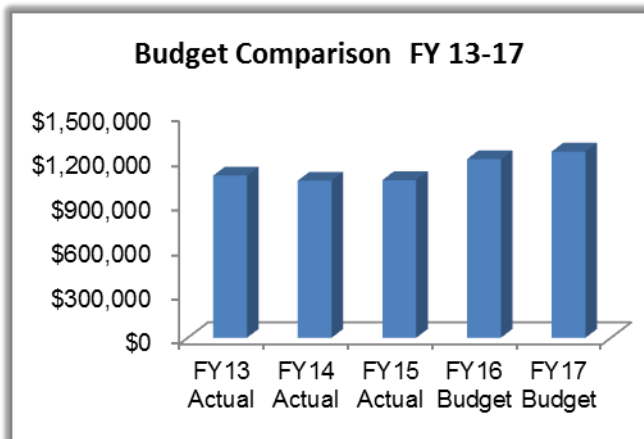
Commissioner of the Revenue

Funding and Staffing Summary

Funding Summary	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Increase/ (Decrease)	% Change
	Actual	Actual	Actual	Budget	Budget		
Salaries and Benefits	\$908,821	\$885,987	\$875,683	\$972,538	\$1,018,015	\$45,477	4.7%
Other Expenditures	<u>183,430</u>	<u>172,345</u>	<u>186,079</u>	<u>230,451</u>	<u>235,923</u>	<u>5,472</u>	<u>2.4%</u>
General Fund Total	\$1,092,251	\$1,058,331	\$1,061,762	\$1,202,989	\$1,253,938	\$50,949	4.2%

Staffing Summary (Full Time Equivalents)	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	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 16, a 15% increase in health care costs, a slight increase in retirement rates and the approval of market adjustments for several employees during FY 16. In Other Expenditures, there were increases in the Information Technology and Telephone fees, as well as a slight increase in Contractual Services.



Commissioner of the Revenue

Strategic Plan Performance Measures

Visit www.charlottesville.org/measuresup for a complete department scorecard.

Commissioner of Revenue

Goal 1: Enhance the self-sufficiency of our residents

1.4 Enhance financial health

	2011	2012	2013	2014	2015
# of recipients of tax and rent relief programs and housing affordability grant program					
Real estate tax relief	470	480	464	431	406
Rental relief	184	248	302	343	353
Housing Affordability Grant Program	975	960	901	832	825

\$ amount of rent and tax relief and affordability grants disbursed

Real estate tax relief	\$607,813	\$596,938	\$561,468	\$502,165	\$491,413
Rental relief	\$96,811	\$159,261	\$194,994	\$182,363	\$176,565
Housing Affordability Grant Program	\$431,605	\$418,800	\$398,775	\$364,950	\$364,425

Goal 4: Be a well-managed and successful organization

4.2 Maintain strong fiscal policies

	2011	2012	2013	2014	2015
\$(in millions) amount of revenue collected by the Commissioner of Revenue	\$45.14	\$46.90	\$48.62	\$49.67	\$51.05
% of personal property tax that is uncollected	2.7%	2.5%	3.1%	3.3%	3.5%
% of personal property tax abatements (as compared to total personal property)	8.0%	7.6%	7.6%	7.7%	5.8%



Finance Department Administration – City Assessor – Utility Billing

Mission

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



Administration FY 17 Budget - \$1,367,886

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.



City Assessor's Office FY 17 Budget - \$812,525

The City Assessor's Office is responsible for assessing over 15,300 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 17 Budget - \$1,652,580

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 and sending over 24,000 invoices monthly. 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 \$79,651 in assistance to 344 customers in FY 2015 and received over \$84,000 from 521 private contributors to the program. UBO works with the State of Virginia fuel assistance program to ensure that approximately 235 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 FY 2015, they processed 596 rebates at a cost of over \$50,000 and \$25,580 in assistance to 292 customer accounts.

Finance Department Administration – City Assessor – Utility Billing

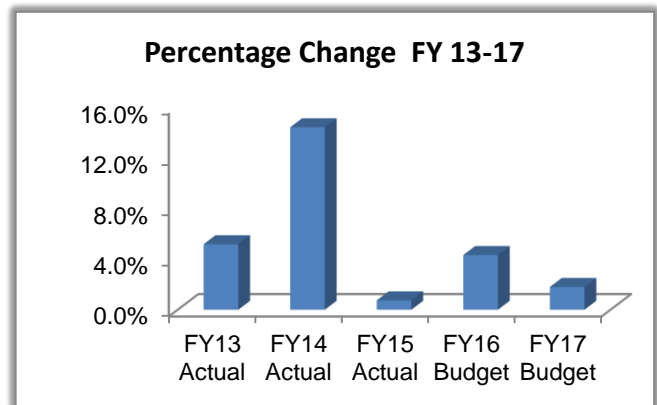
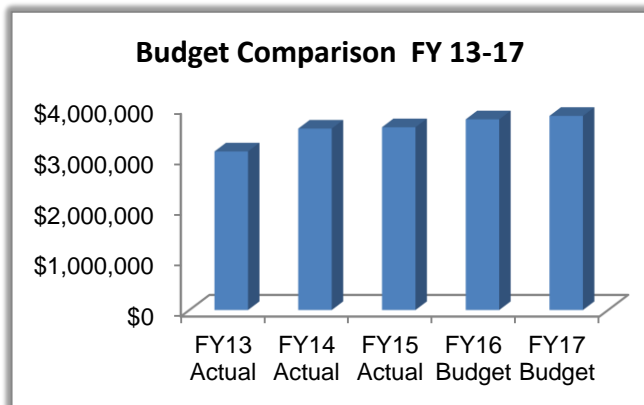
Funding and Staffing Summary

Funding Summary	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Increase/ (Decrease)	% Change
	Actual	Actual	Actual	Budget	Budget		
Salaries and Benefits	\$2,675,729	\$2,716,188	\$2,731,447	\$2,782,552	\$2,871,390	\$88,838	3.2%
Other Expenditures	<u>455,988</u>	<u>866,645</u>	<u>877,895</u>	<u>982,738</u>	<u>961,601</u>	<u>(21,137)</u>	<u>-2.2%</u>
Total	\$3,131,717	\$3,582,833	\$3,609,342	\$3,765,290	\$3,832,991	\$67,701	1.8%
General Fund Total	\$2,143,014	\$2,143,212	\$2,095,561	\$2,105,392	\$2,180,411	\$75,019	3.6%
Non General Fund Total	<u>988,703</u>	<u>1,439,621</u>	<u>1,513,781</u>	<u>1,659,898</u>	<u>1,652,580</u>	<u>(7,318)</u>	<u>-0.4%</u>
Total	\$3,131,717	\$3,582,833	\$3,609,342	\$3,765,290	\$3,832,991	\$67,701	1.8%

Staffing Summary (Full Time Equivalents)	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	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 16, a 15% increase in health care costs and a slight increase in the retirement rates. A portion of the increase reflects a 2% salary increase budgeted within the Utility Billing Office (UBO) for FY 17, which is part of the Gas Utility Fund.

In Other Expenditures, Finance Administration and the City Assessor’s Office saw increases in travel costs, which were offset by reductions in the areas of Other Contractual Services and Education and Training, and telephone charges. Also reflected are an increase in UBO for postage and advertising, a decrease in professional service costs, a decrease in the cost to the City for providing citizens the option to use credit cards to pay their utility bills, and a decrease in fuel costs due to a 19% reduction in the budgeted cost per gallon of fuel.



Finance Department Administration – City Assessor – Utility Billing

Strategic Plan Performance Measures

Visit www.charlottesville.org/measuresup for a complete department scorecard.

Finance					
Goal 4: Be a well-managed and successful organization					
<i>4.2 Maintain strong fiscal policies</i>					
	2011	2012	2013	2014	2015
Ratio of debt to General Fund expenditures (%)	7.0	7.2	6.5	6.9	6.3
Real estate assessment to sales ratio (%)	102%	100%	96%	100% (est.)	100% (est.)
Real estate coefficient of dispersion (%)	12%	14%	13%	15% (est.)	15% (est.)
Real estate assessment price related differential (%)	1.00%	1.03%	1.01%	1.00% (est.)	1.00% (est.)
<i>4.4 Continue strategic management efforts</i>					
	2011	2012	2013	2014	2015
City received favorable "unqualified" opinion from external auditors	Yes	Yes	Yes	Yes	Yes
City received Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes



Treasurer

Mission

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



Treasurer FY 17 Budget - \$1,250,399

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.

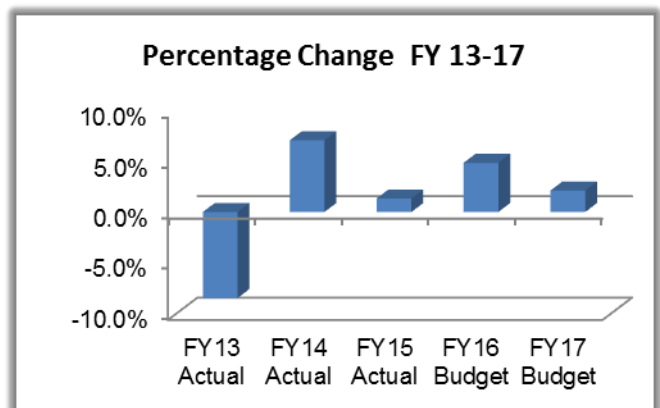
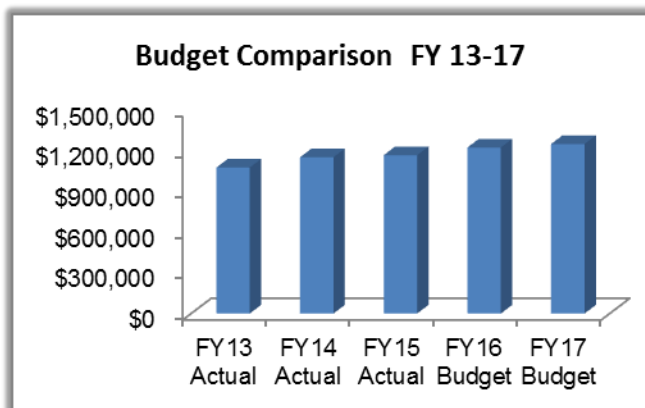
Treasurer

Funding and Staffing Summary

Funding Summary	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Budget	FY 2017 Budget	Increase/ (Decrease)	% Change
Salaries and Benefits	\$792,481	\$845,014	\$861,464	\$875,919	\$897,972	\$22,053	2.5%
Other Expenditures	<u>283,696</u>	<u>307,341</u>	<u>306,336</u>	<u>348,520</u>	<u>352,427</u>	<u>3,907</u>	<u>1.1%</u>
General Fund Total	\$1,076,177	\$1,152,354	\$1,167,800	\$1,224,439	\$1,250,399	\$25,960	2.1%

Staffing Summary (Full Time Equivalents)	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Increase/ (Decrease)
General Fund FTEs	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 16, a 15% increase in health care costs, an increase in retirement rates, and a reduction in overtime costs. In Other Expenditures, both Information Technology charges and contractual software costs increased.



Treasurer

Strategic Plan Performance Measures

Visit www.charlottesville.org/measuresup for a complete department scorecard.

Treasurer					
Goal 4: Be a well-managed and successful organization					
<i>4.2 Maintain strong fiscal policies</i>					
	2011	2012	2013	2014	2015
% of City investments in compliance with investment policy	100%	100%	100%	100%	100%
Real estate and personal property collection rate	99.0%	99.0%	98.9%	98.9%	98.6%
Parking ticket collection rate*	119.0%	136.0%	127.0%	117.0%	117.0%
<i>4.3 Recruit and cultivate quality employees</i>					
	2011	2012	2013	2014	2015
# of Treasurer's office employees holding statewide certification	9	11	10	10	9
<i>4.4 Continue strategic management efforts</i>					
	Dec-14	Mar-15	Jun-15	Sep-15	Dec-15
% of transactions accurately processed	100.0%	99.5%	99.7%	99.5%	98.6%
# of days to reconcile City bank account	1	1	1	1	1
Goal 5: Foster strong connections					
<i>5.3 Promote community engagement</i>					
	Dec-14	Mar-15	Jun-15	Sep-15	Dec-15
% of incoming phone calls answered within 30 seconds	89.0%	88.2%	91.8%	92.2%	92.0%

*The City Treasurer's Office is charged with the collection of parking tickets issued in the City. The goal is to collect 110% of the face value of tickets issued. This is because they account for some of the tickets doubling before they are collected, resulting in a collection rate over 100% of the face ticket value.