# FINANCE

# FINANCE

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Administration
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Payroll 1323

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Enterprise Accounting 1325

Financial Information

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Property Appraisal Administration 1351

Customer Service and Records 1352

Real Property 1353

Personal Property 1354

# DEPARTMENT SUMMARY

Department

FINANCE

Mission

To ensure the fiscal integrity of the municipality and to provide quality support services to the public and to municipal agencies.

# Major Programming Highlights

- Provide accounting support to general government, utilities, and grants;
   process invoices and pay personnel, vendors and payroll taxes in a timely manner.
- Process all cash receipts; bill, collect, and maintain accounts receivable for property taxes; collect hotel-motel tax; and reduce delinquent accounts receivable.
- Provide fair market value appraisals on real and personal property; maintain customer service records for real and personal property; update records to keep a valid tax roll; and operate a public service counter for property appraisal.
- Assist all municipal agencies and utilities in procuring financing for capital projects.
- Invest all municipal funds to yield the highest revenues to the municipality consistent with financial security.

Resources	1986	1987
Direct Costs	\$ 11,491,030 *	\$ 11,547,470
Program Revenues	\$ 38,000	\$ 38,200
Personnel	137FT 1T	123FT

<sup>\*</sup> Includes 1986 adjusted budget amount for Risk Management function transferred from Property and Facility Management.

# 1987 RESOURCE PLAN

DEPARTMENT: FINANCE

DIVISION   1986 REVISED   1987 BUDGET   1987 BUT   19		FINANCIAL	SUMMARY			PE	RSONNE	LS	SUMMA	RY		
FINANCE ADMINISTRATION 349,780 353,920   5 5   5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	DIVISION	1986 REVISED	1987 BUDGET		1986	REVIS	£D			198	7 BUD	SET
CONTROLLER 2,575,870 2,305,330   50	•		1	FT	PŢ	T	TOTAL	1	FT	PT	T	TOTAL
TREASURY  1,536,570 1,236,600 135 35 124 24 PROPERTY ASSESSMENT 2,486,200 2,432,620 47 1 48   48 48 SELF INSURANCE 4,542,610 5,219,000	FINANCE ADMINISTRATION	349,780	353,920	5			5	I	5			5
PROPERTY ASSESSMENT 2,486,200 2,432,620 47 1 48 48 48 SELF INSURANCE 4,542,610 5,219,000  OPERATING COST 11,491,030 11,547,470 137 1 138 123 123 123 124 125 126 127 128 128 128 128 128 128 128 128 128 128	CONTROLLER	2,575,870	2,305,330	50			50	I	46			46
SELF INSURANCE 4,542,610 5,219,000	TREASURY	1,536,570	1,236,600	35			35	ı	24			24
OPERATING COST 11,491,030 11,547,470   137 1 138   123 123   123	PROPERTY ASSESSMENT	2,486,200	2,432,620	47		1	48	1	48			48
ADD DEBT SERVICE 0 0 0    DIRECT ORGANIZATION COST 11,491,030 11,547,470    ADD INTRAGOVERNMENTAL CHARGES 6,775,260 6,414,400    CHARGES FROM OTHERS    TOTAL DEPARTMENT COST 18,266,290 17,961,870    LESS INTRAGOVERNMENTAL 12,473,500 12,216,020    CHARGES TO OTHERS    FUNCTION COST 5,792,790 5,745,850	SELF INSURANCE	4,542,610	5,219,000					ı				
ADD DEBT SERVICE 0 0 0    DIRECT ORGANIZATION COST 11,491,030 11,547,470    ADD INTRAGOVERNMENTAL CHARGES 6,775,260 6,414,400    CHARGES FROM OTHERS    TOTAL DEPARTMENT COST 18,266,290 17,961,870    LESS INTRAGOVERNMENTAL 12,473,500 12,216,020    CHARGES TO OTHERS    FUNCTION COST 5,792,790 5,745,850								1				
ADD DEBT SERVICE 0 0 0    DIRECT ORGANIZATION COST 11,491,030 11,547,470    ADD INTRAGOVERNMENTAL CHARGES 6,775,260 6,414,400    CHARGES FROM OTHERS    TOTAL DEPARTMENT COST 18,266,290 17,961,870    LESS INTRAGOVERNMENTAL 12,473,500 12,216,020    CHARGES TO OTHERS    FUNCTION COST 5,792,790 5,745,850	OPERATING COST	11,491,030	11,547,470	137		1	138	1	123			123
DIRECT ORGANIZATION COST 11,491,030 11,547,470    ADD INTRAGOVERNMENTAL CHARGES 6,775,260 6,414,400    CHARGES FROM OTHERS    TOTAL DEPARTMENT COST 18,266,290 17,961,870    LESS INTRAGOVERNMENTAL 12,473,500 12,216,020    CHARGES TO OTHERS    FUNCTION COST 5,792,790 5,745,850			İ		*****	=====	=====	==:	====	=====	====	=====
ADD INTRAGOVERNMENTAL CHARGES 6,775,260 6,414,400   CHARGES FROM OTHERS	ADD DEBT SERVICE	0	0									
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CHARGES FROM OTHERS  TOTAL DEPARTMENT COST  18,266,290  17,961,870  LESS INTRAGOVERNMENTAL  12,473,500  12,216,020  CHARGES TO OTHERS  FUNCTION COST  5,792,790  5,745,850	DIRECT ORGANIZATION COST	11,491,030	11,547,470									
CHARGES FROM OTHERS  TOTAL DEPARTMENT COST  18,266,290  17,961,870  LESS INTRAGOVERNMENTAL  12,473,500  12,216,020  CHARGES TO OTHERS  FUNCTION COST  5,792,790  5,745,850												,
TOTAL DEPARTMENT COST 18,266,290 17,961,870    LESS INTRAGOVERNMENTAL 12,473,500 12,216,020    CHARGES TO OTHERS    FUNCTION COST 5,792,790 5,745,850	ADD INTRAGOVERNMENTAL CHARGES	6,775,260	6,414,400									
LESS INTRAGOVERNMENTAL 12,473,500 12,216,020   CHARGES TO OTHERS	CHARGES FROM OTHERS											
LESS INTRAGOVERNMENTAL 12,473,500 12,216,020   CHARGES TO OTHERS												
CHARGES TO OTHERS	TOTAL DEPARTMENT COST	18,266,290	17,961,870									
CHARGES TO OTHERS												
FUNCTION COST 5,792,790 5,745,850		12,473,500	12,216,020									
	CHARGES TO OTHERS											
LESS PROGRAM REVENUES 38,000 38,200	FUNCTION COST	5,792,790	5,745,850	İ								
LESS PROGRAM REVENUES 38,000 38,200												
	LESS PROGRAM REVENUES	38,000	38,200									
\$												
NET PROGRAM COST 5,754,790 5,707,650	NET PROGRAM COST	5,754,790	5,707,650	İ								

# 1987 RESOURCES BY CATEGORY OF EXPENSE

	PERSONAL		OTHER	CAPITAL	TOTAL DIRECT
DIVISION	SERVICES	SUPPLIES	SERVICES	OUTLAY	COST
ETNANCE ADMINITOTRATION	777 100	7 250	10 100		354,530
FINANCE ADMINISTRATION	333,100	3,250	18,180		224,220
CONTROLLER	2,193,490	32,580	118,410	3,740	2,348,220
TREASURY	1,062,980	33,540	142,240	9,240	1,248,000
PROPERTY ASSESSMENT	2,359,660	37,300	137,080	5,900	2,539,940
SELF INSURANCE			5,219,000		5,219,000
		~~~~~~~~~			
DEPT. TOTAL WITHOUT DEBT SERVICE	5,949,230	106,670	5,634,910	18,880	11,709,690
LESS VACANCY FACTOR	162,220				162,220
ADD DEBT SERVICE					
TOTAL DIRECT ORGANIZATION COST	5,787,010	106,670	5,634,910	18,880	11,547,470

# RECONCILIATION FROM 1986 REVISED TO 1987 BUDGET

Department FINANCE	Direct Costs	Positions	
1986 Revised Budget:	\$ 6,605,570	133FT	1T
Amount Required to Continue Existing Programs in 1987:	393,800	•	
TRANSFER FROM P&FM: - Risk Management and Self Insurance	4,885,460	4FT	
REDUCTIONS IN EXISTING PROGRAMS:  - Data entry staff for input into the Financial System	(22,790)	(1FT)	
- Staff for processing invoices for payment	(27,220)	(1FT)	
to vendors - Clerical staff in support of Grants	(31,320)	(1FT)	
Accounting and Controller Administration - Supervisory staff for General/Enterprise Accounting	(55,550)	(1FT)	
- Transfer utility bill remittance processing	(279,050)	(8FT)	
to Public Utility Affairs - Transfer utility cashiers to the Telephone Utility	(131,290)	(4FT)	
EXPANSIONS IN EXISTING PROGRAMS:  - Increase staff for pursuing collection of delinquent accounts receivable through Small Claims Court  - Self Insurance increase	40,400 600,000	1FT	
NEW PROGRAMS: - None			
MISCELLANEOUS INCREASES (DECREASES): - Reduction in personnel account - Miscellaneous increases/decreases including copier supplies	(238,580) (104,210)	1FT	(1T)
<ul><li>PERS/overtime adjustment</li><li>Adjustment for contributions</li></ul>	(83,890) (3,860)		···
1987 BUDGET	\$11,547,470	123FT	

DEPARTMENT: FINANCE DIVISION: FINANCE ADMINISTRATION

PROGRAM: Administration

#### **PURPOSE:**

To provide policy guidance, direction and assistance to Finance divisions.

#### 1986 OBJECTIVES:

- Arrange \$156 million in bond sales for Anchorage School District, Animal Control, utilities, roads & drainage and water quality projects.
- Procure lease financing for municipal acquisitions resulting in favorable terms.
- Coordinate extensive request for proposal process to select the municipal auditor for 1987 through 1989.
- Finalize the sale of Certificates of Participation in the amount of \$57 million to fund a portion of the Municipality's pension liability which should result in a savings of almost \$7 million over the next 20 years.

#### 1987 OBJECTIVES:

- Continue the same level of financial services provided to municipal departments.
- Explore alternative methods of capital financing in order to secure funds at the lowest possible cost to the Municipality.
- Implement appropriate recommendations from the International Association of Assessing Officers study.

#### RESOURCES:

	1985	REVI	SED	1986	REVI	SED	1987	BUC	GET
	FT	PT	Т	FT	PT	T	FT	PT	Т
PERSONNEL:	6	0	,0	5	0	0	5	0	0
PERSONAL SERVICES SUPPLIES OTHER SERVICES	\$		070 700 140	\$	•	320 900 560	\$	3	,490 ,250 ,180
TOTAL DIRECT COST:	\$	421,	910	\$	349,	780	\$	353	920

41 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 1, 10, 28, 37

DEPARTMENT: FINANCE DIVISION: CONTROLLER

PROGRAM: Financial Record Management

#### PURPOSE:

To provide accounting support for all municipal departments, maintain essential accounting records and provide financial information as requested.

#### 1986 OBJECTIVES:

\_ Assist in the annual audit of municipal financial records and prepare the consolidated annual financial report.

- Maintain records and account for funds for all general government, grant, construction and enterprise activities.

- Input all financial transactions into the financial information system in a timely manner to insure accurate monthly reports.

- Process grant requests in a timely manner to maximize use of grant revenues.

#### 1987 OBJECTIVES:

- Process grant requests and financial transactions in a timely manner.
- Assist in the annual audit and prepare the consolidated annual financial report.
- Implement the single audit of all active state grants.
- Convert manual processing tasks to microcomputer systems to handle the increasing workload with existing staff resources.

# RESOURCES:

PERSONNEL:	1985 Ri FT Pi 29		198 FT 28	B6 REV: PT 0	ISED T 0	198 FT 25	PT T 0 0
PERSONAL SERVICES SUPPLIES OTHER SERVICES CAPITAL OUTLAY	•	58,010 15,860 59,730 7,300	\$	108	,430 ,330 ,110 ,510	\$	1,276,960 16,960 76,800 2,770
TOTAL DIRECT COST:	\$ 1,5	40,900	\$	1,508	,380	\$	1,373,490
PROGRAM REVENUES:	\$	0	\$	2	,000	\$	8,200
PERFORMANCE MEASURES: Input documents reviewed	•	48,572		50	,088		51,500
Reports prepared		9,996		12	,956		13,700
Funds verified		5,579		6	,020		6,300
Transactions input	65	96,480		722	,600		756,870

41 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 2, 12, 13, 15, 17, 22, 35

DEPARTMENT: FINANCE

DIVISION: CONTROLLER

PROGRAM: Check Issuance

#### PURPOSE:

To issue checks for payroll, process vouchers, issue checks to vendors and process all required reports and associated forms.

#### 1986 OBJECTIVES:

- Issue payroll checks as required with a minimum number of errors and in a timely manner.
- Process vouchers received for payment in a timely manner to take advantage of discounts offered by vendors.
- Process all payroll reports.

#### 1987 OBJECTIVES:

- Continue to process payroll checks promptly with a minimum of overtime.
- Continue timely payments of vendors to take advantage of all possible discounts offered to the municipality.

# **RESOURCES:**

1985 FT 18	PT 0	SED T O	1986 FT 18	REVI PT 0	SED T 0	1987 FT 17	PT 0	GET T O
\$	7,3 13,9	700 920	\$	6, 13,	670 250	\$		,920 ,880 ,770 750
\$	704,0	080	\$	724,	640	\$	696,	,320
	106,	289		112,	448		105	,950
	2,	674		1,	968		1,	,968
	18,	147		18,	200		17	,860
	654,	115		660,	,000		653	,977
	43,	682		45,	,000		48	,100
						-		,700 ,700
	FT 18 \$	FT PT 18 0 \$ 680,4 7,3 13,5 2,6 \$ 704,4 \$ 106,4 43,6 554, 43,6 59,	FT PT T 18 0 0 \$ 680,450 7,700 13,920 2,010	FT PT T FT 18 0 0 18  \$ 680,450 \$ 7,700	FT PT T FT PT 18 0 0 18 0    \$ 680,450 \$ 703, 7,700 6, 13,920 13, 2,010 1,    \$ 704,080 \$ 724,    106,289 112, 2,674 1, 18,147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147 18, 147	FT PT T FT PT T T FT PT T T 18 0 0 0 18 0 0 0 0 0 0 0 0 0 0 0 0 0 0	FT PT T FT PT T FT PT T FT 18 0 0 17  \$ 680,450 \$ 703,020 \$ 6,670 13,920 13,250 2,010 1,700  \$ 704,080 \$ 724,640 \$  106,289 112,448 2,674 1,968 18,147 18,200 654,115 660,000 43,682 45,000 59,571 62,500	FT PT T FT PT T FT PT T FT PT 18 0 0 18 0 0 17 0  \$ 680,450 \$ 703,020 \$ 675, 7,700 6,670 6,670 13,920 13,250 12,2010 1,700  \$ 704,080 \$ 724,640 \$ 696  106,289 112,448 105 2,674 1,968 1 18,147 18,200 17 654,115 660,000 653 43,682 45,000 48 59,571 62,500 65

<sup>41</sup> SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 9, 11, 39

1007 DUDGET

DEPARTMENT: FINANCE DIVISION: CONTROLLER

PROGRAM: Risk Management

# PURPOSE:

To protect the Municipality's assets which include property, employees and monies by reducing the frequency and severity of accidental loss.

#### 1986 OBJECTIVES:

- Identify and treat exposures to loss.

- Management of worker's compensation and liability claims.

- Administer self-insurance program.

- Collect damages to general government and utilities.
- Collect restitution for Municipal public defender program.
- Maintain comprehensive property insurance program on all Municipal real and personal property.

#### 1987 OBJECTIVES:

- Identify and treat exposures to loss.
- Management of worker's compensation and liability claims.
- Administer insurance/self-insurance program.
- Collect damages to general government and utilities.
- Collect restitution for Municipal public defender program.
- Maintain comprehensive property insurance program for all Municipal real and personal property.

# **RESOURCES:**

	1985 REVISED FT PT T	1986 REVISED FT PT T	1987 BUDGET FT PT T
PERSONNEL:	6 0 0	5 0 0	4 0 0
PERSONAL SERVICES SUPPLIES OTHER SERVICES CAPITAL OUTLAY TOTAL DIRECT COST:	\$ 296,760 11,100 3,953,000 2,800 \$ 4,263,660	\$ 260,750 8,490 4,723,770 2,400 \$ 4,995,410	\$ 197,720 8,740 5,247,840 220 \$ 5,454,520
PERFORMANCE MEASURES:			
Damage claims recovered (\$)	678,600	800,000	500,000
Municipal contracts reviewed	330	480	550
Worker's compensation claims reduced	672	640	576
General liability claims reduced	469	450	428
Auto liability claims reduced	228	205	195

<sup>41</sup> SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 20, 23, 24, 25, 26, 27

DEPARTMENT: FINANCE DIVISION: PROPERTY ASSESSMENT

PROGRAM: Property Appraisal

#### PURPOSE:

To appraise all property within the limits of the Municipality and provide services to customers on appraisal related matters and records information.

#### 1986 OBJECTIVES:

- To assess 89,000 real property parcels.

- To assess personal and business property.

- To certify 1 real property and 5 personal/business property rolls.
- To review/act upon about 3500 sr cit/dis vet, educational, religious, charitable, farm use exemption requests.

- To begin development of the Division training program.

- To respond to about 40,000 requests for information regarding real, personal and business property, legal/ownership status, and other property related information.
- To research and resolve real and personal property appeals.
- To begin the development of a public relations program.

#### 1987 OBJECTIVES:

- To assess 91,000 parcels of real property within the Municipality.

- To certify six (6) real and personal/business property rolls.

- To review and act upon exemption requests for Sr. Cit/Dis Vets, farm use religious, charitable, and educational considerations.

- To continue development of the Division training program.

- To assess personal and business property within the Municipality.
- To respond to about 45,000 inquiries for information on real, personal and business property.
- To maintain ownership and legal descriptions for property in MOA.
- To systematically review real property within the Municipality.
- To receive, research, and resolve real and personal/business property appeals at the administrative level.
- To research and prepare formal appeals to the Board of Equalization.
- To develop a personal/business property audit program.

DEPARTMENT: FINANCE DIVISION: PROPERTY ASSESSMENT

PROGRAM: Property Appraisal

RESOURCES:

PERSONNEL:	1985 REVISED FT PT T 49 0 1	1986 REVISED FT PT T 47 0 1	1987 BUDGET FT PT T 48 0 0
PERSONNEL.	43 0 1	47 0 1	40 0 0
PERSONAL SERVICES SUPPLIES OTHER SERVICES CAPITAL OUTLAY	\$ 2,278,860 63,020 163,070 12,550	\$ 2,246,340 61,780 172,750 5,330	\$ 2,252,340 37,300 137,080 5,900
TOTAL DIRECT COST:	\$ 2,517,500	\$ 2,486,200	\$ 2,432,620
PROGRAM REVENUES:	\$ 26,670	\$ 27,800	\$ 27,800
PERFORMANCE MEASURES: Certify rolls (includes coordination and preparation)	6	6	6
Process exemption	2,500	4,000	5,700
requests. Public/MOA inquires, customer contacts	35,000	38,000	64,800
Maintain property records	49,000	52,000	81,500
Personnel admin for division staff	50	. 48	48
Valuation of personal/business	23,906	23,900	24,500
property returns Revaluation of real property (includes admin	0	89,000	91,000
processing) Input real/business/	60,000	77,000	100,000
personal property data Business property	40	30	65
discovery program Add new commercial construction to roll.	0	930	670
(includes admin process) Prepare appeals to the Board of Equalization	950	400	3,572
<pre>(includes admin review) Add residential new   construction/remodels to   roll (inc admin process)</pre>	0	1,200	0

41 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 4, 5, 6, 7, 8, 16, 29, 30, 31

DEPARTMENT: FINANCE DIVISION: TREASURY

PROGRAM: Collection & Management of Funds

# PURPOSE:

To bill taxes, collect and account for all monies received by the Municipality and invest funds to obtain maximum interest earnings.

#### 1986 OBJECTIVES:

- Bill and collect taxes due the Municipality.
- Pursue the collection of delinquent accounts.
- Monitor cash flow and invest funds to obtain maximum interest revenue consistent with safety of principal.
- Process all payments received on a daily basis.
- Implement policy and procedure on cash control.

# 1987 OBJECTIVES:

- Implement automated remittance processing capability for utility payments.
- Continue pursuing collection of delinquent accounts and automate record keeping where possible.
- Monitor cash flow and provide funds to cover daily expenditures.
- Continue 1986 activities.

#### RESOURCES:

	1985 REVISED FT PT T	1986 REVISED FT PT T	1987 BUDGET FT PT T
PERSONNEL:	40 1 0	35 0 0	24 0 0
PERSONAL SERVICES SUPPLIES OTHER SERVICES CAPITAL OUTLAY	\$ 1,504,210 27,610 131,590 8,060	\$ 1,372,740 30,340 128,140 5,350	\$ 1,051,580 33,540 142,240 9,240
TOTAL DIRECT COST:	\$ 1,671,470	\$ 1,536,570	\$ 1,236,600
PROGRAM REVENUES:	\$ 8,000	\$ 8,200	\$ 2,200
PERFORMANCE MEASURES: Ambulance Bills Processed Hotel/Motel Tax Collected Tax Bills Issued Utility Payments Processed Daily	6,890 3,435,000 153,600 4,700	6,900 3,500,000 155,000 4,700	7,000 3,675,000 155,000
Investment Bids Issued Cash Receipts Processed Checks and Advices Dispersed	24 59,145 178,349	30 55,620 175,000	30 55,600 161,800
Cashier Training Sessions	23	50	25
Receivables Reduced	13,700,000	13,550,000	13,200,000

41 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 3, 14, 18, 19, 21, 32, 33, 34, 36, 38, 40, 41