

FINANCE

FINANCE

Mayor

Finance
Administration
1311

Risk Management
1330

Self-Insurance
1332

Controller
1320

Treasury
1340

Property Appraisal
1350

Controller
Administration
1321

General
Accounting
1322

Payroll
1323

Accounts Payable
1324

Financial Information
Systems
1326

Grants
Accounting
1327

Treasury
Administration
1341

Cash Management
1342

Delinquent
Collections
1345

Taxes
1346

Remittance
Processing
1347

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 tobacco tax; reduce delinquent accounts receivable; bill and collect for Emergency Medical Services; and process all payments for utility services.
- Provide fair market value assessments on real and personal property; maintain customer service records for real and personal property; update records to keep a valid assessment roll; and operate a public service counter for property assessments.
- 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.
- Administer the risk management program for the Municipality to provide claims administration and adequate liability and workers' compensation insurance coverage.

RESOURCES

	1991	1992
Direct Costs	\$13,638,540	\$13,925,060
Program Revenues	\$ 1,045,000	\$ 1,051,180
Personnel	130FT 2PT	123FT 4PT

1992 RESOURCE PLAN

DEPARTMENT: FINANCE

DIVISION	FINANCIAL SUMMARY		PERSONNEL SUMMARY							
	1991 REVISED	1992 BUDGET	1991 REVISED				1992 BUDGET			
			FT	PT	T	TOTAL	FT	PT	T	TOTAL
FINANCE ADMINISTRATION	151,370	185,380	2			2	2			2
CONTROLLER	1,917,400	1,970,830	36			36	33			33
RISK MANAGEMENT	243,750	277,270	4			4	4			4
TREASURY	2,125,250	2,192,980	43	2		45	39	4		43
PROPERTY ASSESSMENT	2,616,770	2,827,160	45			45	45			45
SELF INSURANCE	6,584,000	6,471,440								
OPERATING COST	13,638,540	13,925,060	130	2		132	123	4		127
ADD DEBT SERVICE	0	0								
DIRECT ORGANIZATION COST	13,638,540	13,925,060								
ADD INTRAGOVERNMENTAL CHARGES FROM OTHERS	6,550,080	6,518,820								
TOTAL DEPARTMENT COST	20,188,620	20,443,880								
LESS INTRAGOVERNMENTAL CHARGES TO OTHERS	12,062,840	12,340,790								
FUNCTION COST	8,125,780	8,103,090								
LESS PROGRAM REVENUES	1,045,000	1,051,180								
NET PROGRAM COST	7,080,780	7,051,910								

1992 RESOURCES BY CATEGORY OF EXPENSE

DIVISION	PERSONAL SERVICES	SUPPLIES	OTHER SERVICES	CAPITAL OUTLAY	TOTAL DIRECT COST
FINANCE ADMINISTRATION	167,940	1,000	10,690	5,750	185,380
CONTROLLER	1,921,930	13,760	63,770	11,880	2,011,340
RISK MANAGEMENT	264,840	3,700	7,930	800	277,270
TREASURY	1,991,200	33,850	198,310	7,160	2,230,520
PROPERTY ASSESSMENT	2,685,030	29,110	147,610	13,130	2,874,880
SELF INSURANCE			6,471,440		6,471,440
DEPT. TOTAL WITHOUT DEBT SERVICE	7,030,940	81,420	6,899,750	38,720	14,050,830
LESS VACANCY FACTOR	125,770				125,770
ADD DEBT SERVICE					
TOTAL DIRECT ORGANIZATION COST	6,905,170	81,420	6,899,750	38,720	13,925,060

RECONCILIATION FROM 1991 REVISED TO 1992 BUDGET REQUEST
--

DEPARTMENT: FINANCE

	<u>DIRECT COSTS</u>	<u>POSITIONS</u>		
		FT	PT	T
1991 REVISED BUDGET:	\$13,638,540	130	2	
1991 ONE-TIME REQUIREMENTS:				
- None				
AMOUNT REQUIRED TO CONTINUE EXISTING PROGRAMS IN 1992:				
- Salaries and Benefits Adjustment	689,790			
- Non-Personal Services Inflation Adjustment	288,130			
TRANSFERS TO/FROM OTHER DEPARTMENTS:				
- Tort Litigation Services to Municipal Attorney	(81,210)			
REDUCTIONS IN EXISTING PROGRAMS:				
- Controller Admin. - Sr. Staff Account	(65,370)	(1)		
- Accounts Payable - Sr. Accounting Clerk	(36,450)	(1)		
- Financial Info. Sys. - Accounting Clerk	(32,390)	(1)		
- Delinquent Collections - Tax Collector	(49,790)	(1)		
- Remittance Processing	(48,380)	(3)	2	
- Self-Insurance	(77,350)			
- Safekeeping Services for Securities	(26,000)			
- Non-Personal Services Inflation Absorption	(288,130)			
EXPANSIONS IN EXISTING PROGRAMS:				
- None				
NEW PROGRAMS:				
- None				
MISCELLANEOUS INCREASES (DECREASES):				
- Personnel Adjustments	17,090			
- Supplies	(3,840)			
- Other Services and Charges	26,030			
- Capital Outlay	(25,610)			
1992 BUDGET REQUEST	<u>\$13,925,060</u>	<u>123FT</u>	<u>4PT</u>	<u>0T</u>

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE
PROGRAM: Administration

DIVISION: FINANCE ADMINISTRATION

PURPOSE:

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

1991 PERFORMANCES:

- Continue to provide same level of financial services to municipal departments.
- Continue to seek alternative methods of capital financing in order to secure funds at the lowest possible cost to the municipality.

1992 OBJECTIVES:

- Continue to provide same level of financial services to municipal departments.
- Continue to seek alternative methods of capital financing in order to secure funds at the lowest possible cost to the municipality.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	2	0	0	2	0	0
PERSONAL SERVICES	\$	209,840		\$	140,770		\$	167,940	
SUPPLIES		1,350			1,000			1,000	
OTHER SERVICES		12,720			8,840			10,690	
CAPITAL OUTLAY		0			760			5,750	
TOTAL DIRECT COST:	\$	223,910		\$	151,370		\$	185,380	

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

1

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE
PROGRAM: Risk Management

DIVISION: RISK MANAGEMENT

PURPOSE:

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

1991 PERFORMANCES:

- Identify and minimize exposure to loss.
- Manage worker's compensation and liability claims.
- Administer insurance/self-insurance program.
- Collect damages to general government and utilities.
- Maintain comprehensive property insurance program for all municipal real and personal property.

1992 OBJECTIVES:

- Identify and minimize exposure to loss.
- Manage worker's compensation and liability claims.
- Administer insurance/self-insurance program.
- Collect damages to general government and utilities.
- Maintain comprehensive property insurance program for all municipal real and personal property.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	4	0	0	4	0	0	4	0	0
PERSONAL SERVICES	\$	198,210		\$	230,920		\$	264,840	
SUPPLIES		5,700			3,900			3,700	
OTHER SERVICES		5,861,160			6,591,930			6,479,370	
CAPITAL OUTLAY		6,700			1,000			800	
TOTAL DIRECT COST:	\$	6,071,770		\$	6,827,750		\$	6,748,710	
PROGRAM REVENUES:	\$	0		\$	1,001,160		\$	1,001,160	

PERFORMANCE MEASURES:

- Damage claims recovered (\$)	800,000	500,000	600,000
- Municipal contracts reviewed	850	550	600
- Worker's compensation claims reduced	1,050	550	550
- General liability claims reduced	610	315	315
- Auto liability claims controlled	320	160	160

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
3, 11, 22, 62

1992 PROGRAM PLAN

DEPARTMENT: FINANCE
PROGRAM: Property Appraisal

DIVISION: PROPERTY ASSESSMENT

PURPOSE:

To assess all real property within the jurisdiction of the municipality. To assess all filed personal and business property. To conduct audits of personal and business property and identify unreported items. To provide services to customers on appraisal related matters and records information.

1991 PERFORMANCES:

- Assess 85,000 parcels of real property within the Municipality.
- Certify six (6) Real and Personal/Business Property rolls.
- Review and act upon exemption requests for Sr. Cit/Dis Vets, Farm Use, Religious, Charitable, and Educational considerations.
- Further enhance the division training program.
- Assess Personal/Business property within the Municipality.
- Maintain ownership and legal descriptions for property in the M.O.A.
- Systematically review 14,500 Commercial and Residential properties.
- Respond to about 80,000 inquiries for information on Real and Personal/Business properties.
- Research and resolve Real and Personal/Business Property valuation protests at the administrative level.
- Research and prepare formal appeals to the Board of Equalization.
- Institute a computerization of all Personal/Business records.
- Institute an automated Real Property Mapping System.

1992 OBJECTIVES:

- Assess 86,800 parcels of real property within the Municipality.
- Certify six (6) real and personal/business property rolls.
- Review and act upon exemption requests for sr. cit/dis vets, farm use, religious, charitable, and educational considerations.
- Further enhance the Division training program.
- Assess Personal/Business property within the Municipality.
- Maintain ownership and legal descriptions for properties within the M.O.A.
- Systematically review 14,500 commercial and residential properties.
- Respond to about 125,000 inquiries for information on real and personal/business properties.
- Research and resolve real and personal/business property valuation protests at the administrative level.
- Implement a computerized system for all personal/business property records
- Research and prepare formal appeals to the Board of Equalization.
- Institute an automated real property cadastral mapping system.

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE
 PROGRAM: Property Appraisal
 RESOURCES:

DIVISION: PROPERTY ASSESSMENT

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	45	0	0	45	0	0	45	0	0
PERSONAL SERVICES	\$ 2,433,270			\$ 2,418,280			\$ 2,637,310		
SUPPLIES		35,560			32,980			29,110	
OTHER SERVICES		147,960			140,680			147,610	
CAPITAL OUTLAY		4,040			24,830			13,130	
TOTAL DIRECT COST:	\$ 2,620,830			\$ 2,616,770			\$ 2,827,160		
PROGRAM REVENUES:	\$ 17,050			\$ 17,700			\$ 20,500		
PERFORMANCE MEASURES:									
- Certify rolls (includes coordination and preparation)			6			6			7
- Process exemption requests. (incl. Sr. Citizens & Veterans).		13,500			14,450			14,450	
- Public/MOA inquiries, customer contacts		96,050			98,500			121,251	
- Maintain property records		85,000			85,000			95,500	
- Valuation of personal/business property returns		22,800			22,800			22,500	
- Revaluation of real property (includes admin processing)		79,050			84,500			86,800	
- Input real/business/personal property data		44,000			44,000			113,700	
- Business property discovery program		35			30			30	
- Add new commercial construction to roll. (inc. admin process)		400			485			320	
- Conduct on-site physical reinventories. (inc. admin process)		10,150			11,350			7,675	
- Prepare appeals to the Board of Equalization (inc. admin review)		1,850			1,400			3,376	
- Add residential new construction/remodels to assessment roll.		350			350			1,000	
- Coordinate Real Property Appeals' Process.		3,200			2,800			3,875	
- Business/Personal Property Audit Program		300			300			300	

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 5, 17, 18, 19, 20, 21, 33, 34, 35, 36, 37, 46, 47, 48, 58,
 60, 61

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE
PROGRAM: Financial Record Management

DIVISION: CONTROLLER

PURPOSE:

To ensure the fiscal integrity of the Municipality and to provide quality accounting support services to the public and Municipal agencies.

1991 PERFORMANCES:

- Provide annual financial reports with supporting audit workpapers in an accurate and timely manner.
- Provide monthly financial reports in most effective format in an accurate and timely manner.
- Provide training to FIS computerized monthly report users in regards to input document preparation, reading and understanding reports, and the use of on line inquiry.
- Control expenditure of funds based on assembly appropriation.
- Process grant requests and financial transactions in a timely manner.
- Enhance processing tasks through use of mainframe application systems.
- Draft accounting policies and procedures manual.

1992 OBJECTIVES:

- Provide annual financial reports with supporting audit workpapers in an accurate and timely manner.
- Provide monthly financial reports in most effective format in an accurate and timely manner.
- Provide training to FIS computerized monthly report users in regards to input document preparation, reading and understanding reports, and the use of on line inquiry.
- Control expenditure of funds based on assembly appropriation.
- Process grant requests and financial transactions in a timely manner.
- Enhance processing tasks through use of mainframe application systems.
- Draft accounting policies and procedures manual.

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: CONTROLLER

PROGRAM: Financial Record Management

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	22	0	0	23	0	0	21	0	0
PERSONAL SERVICES	\$ 1,160,640			\$ 1,239,860			\$ 1,278,930		
SUPPLIES	9,310			8,650			8,950		
OTHER SERVICES	54,160			51,090			49,430		
CAPITAL OUTLAY	8,500			10,580			10,880		
TOTAL DIRECT COST:	\$ 1,232,610			\$ 1,310,180			\$ 1,348,190		
PROGRAM REVENUES:	\$ 4,800			\$ 4,800			\$ 4,800		
PERFORMANCE MEASURES:									
- Input documents reviewed	1,675			1,600			1,625		
- Reports prepared	8,800			8,842			8,500		
- Funds verified	1,250			1,200			1,200		
- Transactions input	504,500			544,860			599,346		
- Grants accounted for in single audits (state and federal)	290			450			415		
- Funds Managed	100			81			95		
- Individual grant revenue confirmations completed	590			600			550		

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
2, 8, 9, 10, 23, 24, 25, 38, 40, 41, 49

1992 PROGRAM PLAN

DEPARTMENT: FINANCE
PROGRAM: Check Issuance

DIVISION: CONTROLLER

PURPOSE:

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

1991 PERFORMANCES:

- Process 26 bi-weekly payrolls for approximately 3256 employees and issue approximately 84,500 checks/advices annually.
- Provide required payroll reports to regulatory agencies in a timely manner.
- Continue timely payments to vendors to take advantage of all possible discounts offered to the Municipality.

1992 OBJECTIVES:

- Process 26 bi-weekly payrolls for approximately 3240 employees and issue approximately 84,100 checks/advices annually.
- Provide required payroll reports to regulatory agencies in a timely manner.
- Continue timely payments to vendors to take advantage of all possible discounts offered to the Municipality.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	12	0	0	13	0	0	12	0	0
PERSONAL SERVICES	\$	538,410		\$	571,030		\$	602,490	
SUPPLIES		4,450			4,480			4,810	
OTHER SERVICES		13,090			15,210			14,340	
CAPITAL OUTLAY		890			16,500			1,000	
TOTAL DIRECT COST:	\$	556,840		\$	607,220		\$	622,640	

PERFORMANCE MEASURES:

- Manual payroll checks written		1,400		1,400		1,400
- Payroll data base transactions		9,000		9,000		9,000
- Biweekly checks/advices		84,500		84,500		84,100
- Accounts payable checks issued		29,000		29,600		29,600
- Vouchers paid		41,700		42,500		42,500
- Invoices paid		122,000		124,500		124,500
- Manual checks, leave adj leave dontns, adjsting wrksht input transactn.		21,500		21,500		21,500

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
6, 7, 26, 27, 39

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: TREASURY

PROGRAM: Division Admin and Management of Funds

PURPOSE:

To collect and account for all monies received by the municipality, invest funds to obtain maximum interest earnings consistent with safety of principal and bill and collect all municipal taxes.

1991 PERFORMANCES:

- Supervise and administer the functions of the Treasury Division in accordance with all applicable laws, policies and regulations.
- Invest municipal funds as provided by Municipal Code.
- Monitor cash flow and ensure availability of funds to cover daily expenditures.

1992 OBJECTIVES:

- Supervise and administer the functions of the Treasury Division in accordance with all applicable laws, policies and regulations.
- Invest municipal funds as provided by Municipal Code.
- Monitor cash flow and ensure availability of funds to cover daily expenditures.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	11	0	0	11	0	0	11	0	0
PERSONAL SERVICES	\$	576,100		\$	562,400		\$	621,890	
SUPPLIES		10,180			10,000			7,450	
OTHER SERVICES		78,120			62,540			26,740	
CAPITAL OUTLAY		32,010			4,960			1,890	
TOTAL DIRECT COST:	\$	696,410		\$	639,900		\$	657,970	
PROGRAM REVENUES:	\$	16,830		\$	20,340		\$	23,720	

PERFORMANCE MEASURES:

- Investment bids issued		94		94		94
- Cash receipts processed		28,380		28,500		28,500
- Checks and advices dispersed		120,500		120,500		120,500
- Revenue Deposits verified		16,800		17,000		17,000
- Tobacco tax collected	1,295,291		2,586,350		2,638,080	
- Hotel/Motel tax collected	5,242,636		5,150,000		5,569,700	

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
4, 12, 13, 43, 44, 52, 59

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE DIVISION: TREASURY
 PROGRAM: Delinquent and Miscellaneous Collections

PURPOSE:

To rebill and collect personal and business property taxes; general government bills for collection (BFC's); and Emergency Medical Service (EMS) transport fees.

1991 PERFORMANCES:

- Collect delinquent personal property tax revenues.
- Collect miscellaneous accounts receivable.
- Bill and collect Emergency Medical Service fees.
- Collect unpaid criminal fines & fees thru attachment of Permanent Fund Dividends.

1992 OBJECTIVES:

- Collect delinquent personal property tax revenues.
- Collect miscellaneous accounts receivable.
- Bill and collect Emergency Medical Service fees.
- Collect unpaid criminal fines & fees thru attachment of Permanent Fund Dividends.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	15	0	0	14	0	0	13	0	0
PERSONAL SERVICES	\$	636,620		\$	604,750		\$	654,830	
SUPPLIES		4,680			4,250			4,600	
OTHER SERVICES		50,770			64,570			51,950	
CAPITAL OUTLAY		750			400			720	
TOTAL DIRECT COST:	\$	692,820		\$	673,970		\$	712,100	

PERFORMANCE MEASURES:

- Receivables reduced (in \$000's)	18,575	12,796	12,328
- Small Claims Court cases filed	300	163	175
- Bankruptcy cases coordinated	510	75	75
- Court fines/Perm Fund Div executions (in \$)	195,000	144,000	145,000
- Recoveries (in \$)	0	223,000	223,000
- Ambulance services billed	8,100	7,500	7,500
- Insurance claims processed for EMS	2,500	2,500	2,500

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
 16, 28, 50, 51, 53, 54, 57, 63

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE
PROGRAM: Tax Billing and Collection

DIVISION: TREASURY

PURPOSE:

To bill, collect, and process all property tax payments; maintain taxes receivable; to issue tax certificates; to provide tax information to the public; and to provide for annual foreclosure for unpaid taxes.

1991 PERFORMANCES:

- Bill and collect both real and personal property taxes.
- Issue tax certificates.
- Proceed with foreclosures as necessary.
- Provide professional service and information to the public.

1992 OBJECTIVES:

- Bill and collect both real and personal property taxes.
- Issue tax certificates.
- Proceed with foreclosures as necessary.
- Provide professional service and information to the public.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	6	0	0	6	0	0	6	0	0
PERSONAL SERVICES	\$	244,230		\$	246,950		\$	248,900	
SUPPLIES		8,500			8,500			12,700	
OTHER SERVICES		111,320			81,270			82,100	
CAPITAL OUTLAY		0			400			420	
TOTAL DIRECT COST:	\$	364,050		\$	337,120		\$	344,120	
PROGRAM REVENUES:	\$	1,000		\$	1,000		\$	1,000	

PERFORMANCE MEASURES:

- Tax bills issued	132,165	132,000	132,000
- Assessor adjustments	4,486	4,500	4,500
- Replats processed	88	90	90
- Foreclosures	1,844	1,845	1,845
- Tax payments processed on a timely basis	139,730	140,000	140,000
- Tax certificates issued	840	850	850

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 14, 15, 45.

1992 P R O G R A M P L A N

DEPARTMENT: FINANCE
PROGRAM: Remittance Processing

DIVISION: TREASURY

PURPOSE:

To process all utility payments received daily for prompt credit to customer accounts and deposit to bank; to collect, control, and transmit utility payment data to the four municipal utilities daily.

1991 PERFORMANCES:

- Process 1,510,000 utility payments throughout the year.
- Prepare an average daily deposit of \$750,000.
- Monitor and collect all returned checks.
- Research an average of 50 utility accounts per day.
- Research and process all bank deposit corrections as required.
- Process tax collections through remittance processor machine.

1992 OBJECTIVES:

- Process 1,510,000 utility payments throughout the year.
- Prepare an average daily deposit of \$750,000.
- Monitor and collect all returned checks.
- Research an average of 50 utility accounts per day.
- Research and process all bank deposit corrections as required.
- Process tax collections through remittance processor machine.

RESOURCES:

	1990 REVISED			1991 REVISED			1992 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	12	1	1	12	2	0	9	4	0
PERSONAL SERVICES	\$	424,040		\$	420,260		\$	428,040	
SUPPLIES		10,450			11,500			9,100	
OTHER SERVICES		30,770			41,350			37,520	
CAPITAL OUTLAY		350			1,150			4,130	
TOTAL DIRECT COST:	\$	465,610		\$	474,260		\$	478,790	

PERFORMANCE MEASURES:

- Remittances prepared and processed	1,571,793	1,572,000	1,572,000
- Returned/NSF checks processed	4,352	4,400	4,400
- Customer accounts researched	7,500	7,500	7,500

63 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
29, 30, 31, 32, 42, 55, 56