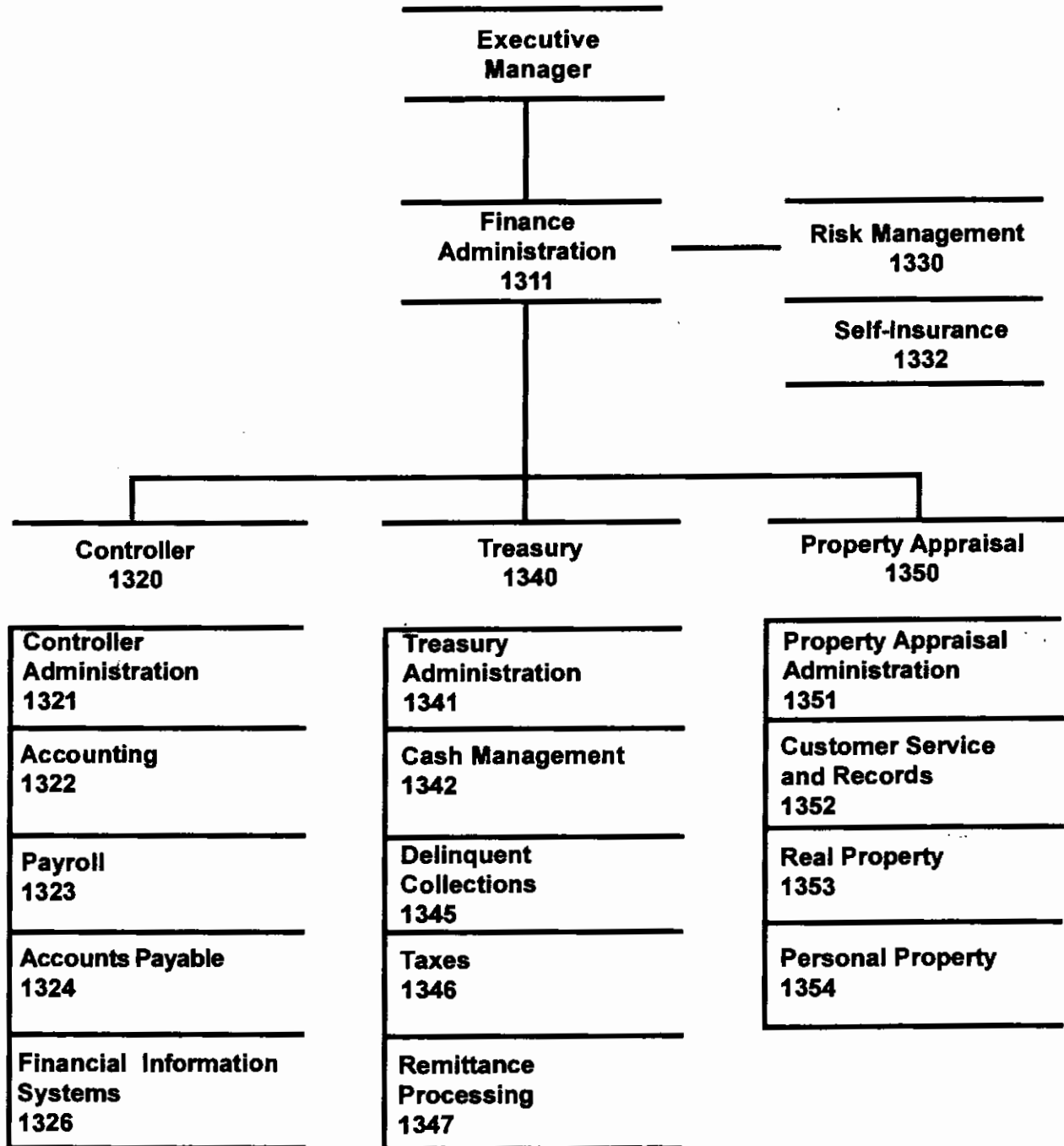


**FINANCE**

# FINANCE



## DEPARTMENT SUMMARY

**Department**

**FINANCE**

**Mission**

To ensure the fiscal integrity of the Municipality by maintaining an itemized account of money received, disbursed, and invested in accordance with standards set by the Governmental Accounting Standards Board (GASB) and generally accepted accounting procedures. To provide quality support services to the public and to Municipal agencies.

**Major Program Highlights**

- Working with MISD and Employee Relations, continue implementation of the new Financial Information/Human Resources/Payroll System. This system replaces outdated systems and allows for elimination of multiple independent shadow files and provides better access to information.
- 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; and process all payments for utility services.
- Maintain case files and collect default judgments for traffic tickets and other minor offenses.
- 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

	1999	2000
Direct Costs	\$ 13,313,840	\$ 12,869,090
Program Revenues	\$ 480,770	\$ 434,440
Personnel	119FT 3PT 1T	111FT 3PT 1T

2000 RESOURCE PLAN

DEPARTMENT: FINANCE

DIVISION	FINANCIAL SUMMARY		PERSONNEL SUMMARY							
	1999 REVISED	2000 BUDGET	1999 REVISED				2000 BUDGET			
			FT	PT	T	TOTAL	FT	PT	T	TOTAL
FINANCE ADMINISTRATION	178,770	180,110	2			2	2			2
CONTROLLER	1,918,210	1,873,580	30	1		31	30	1		31
RISK MANAGEMENT	209,750	196,060	3			3	3			3
TREASURY	2,222,670	1,985,740	32	2	1	35	27	2	1	30
PROPERTY ASSESSMENT	3,405,260	3,254,420	52			52	49			49
SELF INSURANCE	5,379,180	5,379,180								
OPERATING COST	13,313,840	12,869,090	119	3	1	123	111	3	1	115
ADD DEBT SERVICE	0	0								
DIRECT ORGANIZATION COST	13,313,840	12,869,090								
ADD INTRAGOVERNMENTAL CHARGES FROM OTHERS	7,989,180	7,641,160								
TOTAL DEPARTMENT COST	21,303,020	20,510,250								
LESS INTRAGOVERNMENTAL CHARGES TO OTHERS	13,237,383	12,523,180								
FUNCTION COST	8,065,637	7,987,070								
LESS PROGRAM REVENUES	480,770	434,440								
NET PROGRAM COST	7,584,867	7,552,630								

2000 RESOURCES BY CATEGORY OF EXPENSE

DIVISION	PERSONAL SERVICES	SUPPLIES	OTHER SERVICES	CAPITAL OUTLAY	TOTAL DIRECT COST
FINANCE ADMINISTRATION	163,010	1,320	11,710	6,070	182,110
CONTROLLER	1,796,830	18,100	87,780	19,380	1,922,090
RISK MANAGEMENT	186,680	3,350	10,490	540	201,060
TREASURY	1,617,140	30,950	361,840	13,350	2,023,280
PROPERTY ASSESSMENT	2,984,270	37,810	289,330		3,311,410
SELF INSURANCE			5,379,180		5,379,180
DEPT. TOTAL WITHOUT DEBT SERVICE	6,747,930	91,530	6,140,330	39,340	13,019,130
LESS VACANCY FACTOR	150,040				150,040
ADD DEBT SERVICE					
TOTAL DIRECT ORGANIZATION COST	6,597,890	91,530	6,140,330	39,340	12,869,090

**RECONCILIATION FROM 1999 REVISED BUDGET TO 2000 BUDGET**

**DEPARTMENT: FINANCE**

	<b>DIRECT COSTS</b>	<b>POSITIONS</b>		
		<b>FT</b>	<b>PT</b>	<b>T</b>
<b>1999 REVISED BUDGET:</b>	\$ 13,313,840	119	3	1
<b>1999 ONE-TIME REQUIREMENTS:</b>				
- Reappraisal of Captain Cook Hotel	(25,000)			
<b>AMOUNT REQUIRED TO CONTINUE EXISTING PROGRAMS IN 2000:</b>				
- Salaries and benefits adjustment	56,820			
<b>MISCELLANEOUS INCREASES/(DECREASES):</b>				
- None				
<b>1999 CONTINUATION LEVEL:</b>	\$ 13,345,660	119	3	1
<b>BUDGET REDUCTIONS:</b>				
- General budget reductions from staffing efficiencies and reduced contractual costs	(194,500)	(3)		
- Net savings from outsourcing (privatization) of EMS collections process	(282,070)	(5)		
<b>NEW/EXPANDED SERVICE LEVELS:</b>				
- None				
<b>2000 BUDGET:</b>	\$ 12,869,090	111 FT	3 PT	1 T

2000 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.

1999 PERFORMANCES:

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

2000 PERFORMANCE 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:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	2	0	0	2	0	0	2	0	0
PERSONAL SERVICES	\$	162,580		\$	159,670		\$	161,010	
SUPPLIES		1,320			1,320			1,320	
OTHER SERVICES		11,710			11,710			11,710	
CAPITAL OUTLAY		6,070			6,070			6,070	
TOTAL DIRECT COST:	\$	181,680		\$	178,770		\$	180,110	

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
1, 28

2000 P R O G R A M P L A N

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.

1999 PERFORMANCES:

- Processed 26 bi-weekly payrolls for approximately 2800 employees.
- Provided required payroll reports to regulatory agencies in a timely manner.
- Continued timely payments to vendors to take advantage of all possible discounts offered to the Municipality.
- Processed required federal reporting on vendors in a timely manner.

2000 PERFORMANCE OBJECTIVES:

- Process 26 bi-weekly payrolls for approximately 2800 employees.
- 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.
- Process required federal reporting on vendors in a timely manner.

RESOURCES:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	11	1	0	11	1	0	11	1	0
PERSONAL SERVICES	\$	547,200		\$	583,060		\$	583,130	
SUPPLIES		4,610			4,610			4,400	
OTHER SERVICES		18,270			18,270			18,540	
CAPITAL OUTLAY		7,190			7,190			7,190	
TOTAL DIRECT COST:	\$	577,270		\$	613,130		\$	613,260	

WORK MEASURES:

- Manual payroll checks written		1,000		1,000		1,000
- Payroll database transactions		8,000		8,000		8,000
- Biweekly checks/advices		76,000		71,000		71,000
- Accounts payable checks issued		38,500		38,500		38,500
- Invoices paid		140,735		140,735		140,735
- Manual checks, leave adjustments/donations worksheet adjustments		18,000		18,000		18,000

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
6, 7, 20, 21, 35, 49, 59

## 2000 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: CONTROLLER

PROGRAM: Financial Record Management

### PURPOSE:

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

### 1999 PERFORMANCES:

- Provided annual financial reports with supporting audit workpapers in an accurate and timely manner.
- Provided monthly financial reports in the most effective format in an accurate and timely manner.
- Provided training to FIS computerized monthly report users in regards to preparing input documents, reading and understanding reports, and using on line inquiry.
- Controlled expenditures of funds based on Assembly appropriation.
- Processed grant reports, requests and financial transactions in a timely manner.
- Updated municipal accounting guide.
- Provided support for the new HR/Payroll/FIS implementation project.

### 2000 PERFORMANCE OBJECTIVES:

- Provide annual financial reports with supporting audit workpapers in an accurate and timely manner.
- Provide monthly financial reports in the most effective format in an accurate and timely manner.
- Provide training to CPS computerized monthly report users in regards to preparing input documents, reading and understanding reports, and using on line queries.
- Control expenditures of funds based on assembly appropriation.
- Process grant reports, requests and financial transactions in a timely manner.
- Update municipal accounting guide.
- Provide support for the new HR/Payroll/FIS system.



2000 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: CONTROLLER

PROGRAM: Financial Record Management

RESOURCES:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	19	0	0	19	0	0	19	0	0
PERSONAL SERVICES			\$ 1,235,870			\$ 1,208,160			\$ 1,165,190
SUPPLIES			13,900			13,900			13,700
OTHER SERVICES			70,830			70,830			69,240
CAPITAL OUTLAY			12,190			12,190			12,190
TOTAL DIRECT COST:			\$ 1,332,790			\$ 1,305,080			\$ 1,260,320
WORK MEASURES:									
- Input documents reviewed			2,600			2,600			2,600
- Reports prepared/reviewed			7,600			7,600			7,600
- Funds verified			820			820			734
- Transactions input			748,762			523,559			523,559
- Grants accounted for in single audits (state and federal)			637			637			637
- Funds managed			101			102			101
- Individual grant revenue confirmations completed			275			275			283

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
2, 8, 9, 29, 32, 33, 45, 46, 47, 54, 58

## 2000 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; bill and collect all Municipal taxes.

### 1999 PERFORMANCES:

- Supervised and administered the functions of the Treasury Division in accordance with all applicable laws, policies and regulations.
- Invested Municipal funds as provided by Municipal Code.
- Monitored cash flow and ensured availability of funds to cover daily expenditures.
- Coordinated and enforced the collection of funds due the Municipality.

### 2000 PERFORMANCE 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.
- Coordinate and enforce the collection of funds due the municipality.

2000 PROGRAM PLAN

DEPARTMENT: FINANCE                                  DIVISION: TREASURY  
PROGRAM: Division Admin and Management of Funds  
RESOURCES:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	5	0	0	5	0	0	5	0	0
PERSONAL SERVICES	\$	362,780		\$	376,750		\$	380,310	
SUPPLIES		4,540			4,540			4,540	
OTHER SERVICES		34,460			35,460			36,610	
CAPITAL OUTLAY		7,500			2,500			2,500	
TOTAL DIRECT COST:	\$	409,280		\$	419,250		\$	423,960	
PROGRAM REVENUES:	\$	30,000		\$	38,400		\$	39,760	
WORK MEASURES:									
- Investment pieces bid		125			125			125	
- Average daily investment balance (\$000)		400,000			360,000			360,000	
- Real & personal property taxes billed (\$000)		242,290			227,420			230,000	
- Average monthly balance Misc. accts receivable (\$000)		6,100			6,100			6,100	
- Average monthly balance delinquent fines & fees (\$000)		9,190			9,200			9,200	
- Utility payments (\$000)		226,070			192,000			125,000	
- Investment & collateral items recorded on JEs & tracked on database		880			880			880	
- Total dollar value of investment pieces bid (\$000)		750,000			675,000			675,000	

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
4, 31, 41, 55, 67

## 2000 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: TREASURY

PROGRAM: Cash Management & Misc Tax Collection

### PURPOSE:

To collect and account for all monies received by the Municipality and disburse accounts payable and payroll checks. To maintain security of all revenue collections and check disbursements. To administer and enforce the Tobacco Tax, Hotel-Motel Tax programs and Enhanced 911 Surcharges.

### 1999 PERFORMANCES:

- Verified all MOA cash receipts and supporting documentation prior to FIS recording in General Ledger.
- Provided accountability for the Municipal cash flow.
- Maintained control and security of all Municipal cash collections.
- Maintained control of disbursements of Municipal checks.
- Administered and enforced the Tobacco Tax, Hotel-Motel Tax programs and Enhanced 911 surcharges.

### 2000 PERFORMANCE OBJECTIVES:

- Verify all MOA cash receipts and supporting documentation prior to FIS recording in general ledger.
- Provide accountability for the municipal cash flow.
- Maintain control and security of all municipal cash collections.
- Maintain control of disbursements of municipal checks.
- Administer and enforce the Tobacco Tax, Hotel-Motel Tax programs and enhanced 911 surcharges.

2000 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: TREASURY

PROGRAM: Cash Management & Misc Tax Collection

RESOURCES:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	6	0	0	6	0	0	6	0	0
PERSONAL SERVICES	\$	302,550		\$	302,030		\$	302,630	
SUPPLIES		2,890			2,890			2,890	
OTHER SERVICES		17,480			24,350			24,350	
CAPITAL OUTLAY		3,000			3,000			3,000	
 TOTAL DIRECT COST:	\$	325,920		\$	332,270		\$	332,870	
 PROGRAM REVENUES:	\$	11,300		\$	27,160		\$	11,300	
 WORK MEASURES:									
- Cash receipts processed		31,000			32,000			32,000	
- Checks and advices disbursed		114,700			115,000			115,000	
- Revenue deposits verified		21,750			23,000			24,000	
- Tobacco tax collected (\$)	4,015,900			4,000,000			4,000,000		
- Hotel/Motel tax collected (\$)	9,597,750			9,800,000			9,800,000		
- Penalties & Interest collected (\$)		69,650			70,000			70,000	
- Tobacco tax audit findings/collections (\$)		74,500			90,000			90,000	
- Hotel/Motel tax audit finding/collections (\$)		26,900			125,000			125,000	
- Enhanced 991 surcharges	1,018,870			1,070,000			1,070,000		
- Hotel/Motel Tax Returns Processed		460			480			480	
- Tobacco Tax Returns Processed		280			300			300	

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
10, 24, 40, 60

## 2000 P R O G R A M P L A N

DEPARTMENT: FINANCE

DIVISION: TREASURY

PROGRAM: Delinquent and Miscellaneous Collections

### PURPOSE:

To enforce collection of personal and business property taxes and government and utility bills for collection (BFC's). To collect delinquent fees and fines.

### 1999 PERFORMANCES:

- Collected delinquent personal property tax revenues.
- Collected miscellaneous accounts receivable.
- Billed and collected emergency medical service (EMS) fees.
- Collected judgements for unpaid criminal fines, indigent defense fees, minor offense/traffic fines and costs of imprisonment through attachment of Permanent Fund Dividends.
- Collected fines imposed by MOA Hearing Officer under AMC TITLE 14.
- Collected current and delinquent business personal property taxes due from applicants for liquor license transfers and renewals.

### 2000 PERFORMANCE OBJECTIVES:

- Collect delinquent personal property tax revenues.
- Collect miscellaneous accounts receivable.
- Collect judgements for unpaid criminal fines, indigent defense fees, minor offense/traffic fines and costs of imprisonment through attachment of permanent fund dividends.
- Collect fines imposed by MOA hearing officer under AMC Title 14.
- Collect current and delinquent business personal property taxes due from applicants for liquor license transfers and renewals.

2000 PROGRAM PLAN

DEPARTMENT: FINANCE

DIVISION: TREASURY

PROGRAM: Delinquent and Miscellaneous Collections

RESOURCES:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	11	0	0	12	0	0	7	0	0
PERSONAL SERVICES	\$	586,120		\$	641,930		\$	392,700	
SUPPLIES		8,360			9,820			9,820	
OTHER SERVICES		69,700			81,930			62,430	
CAPITAL OUTLAY		2,000			5,850			5,850	
TOTAL DIRECT COST:	\$	666,180		\$	739,530		\$	470,800	
PROGRAM REVENUES:	\$	195,000		\$	772,850		\$	205,000	
WORK MEASURES:									
- Receivables reduced (in \$000's)		34,874			28,694			25,663	
- Small Claims Court cases filed		350			350			150	
- Collections from litigation support (in \$)		113,026			110,000			110,000	
- Ambulance services billed		8,400			8,400			0	
- Insurance claims processed for EMS		6,155			6,155			0	
- Tax collections from liquor license protests (in \$)		25,967			25,000			25,000	
- Collected from small claims process (in \$)		201,445			116,000			116,000	

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
12, 22, 39, 57, 68, 70

2000 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 taxes; to maintain taxes receivable; to issue tax certificates; to provide tax information to the public; to provide for annual foreclosure for unpaid taxes; to administer aircraft registration & collect registration tax.

1999 PERFORMANCES:

- Billed and collected both real and personal property taxes.
- Issued tax certificates.
- Proceeded with foreclosures provided by as 29.45.
- Provided professional service and information to the public.
- Administered aircraft tax registration and collection.

2000 PERFORMANCE OBJECTIVES:

- Bill and collect both real and personal property taxes.
- Issue tax certificates.
- Proceed with foreclosures provided by as 29.45.
- Provide professional service and information to the public.
- Administer aircraft tax registration and collection.

RESOURCES:

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	6	0	0	6	0	0	6	0	0
PERSONAL SERVICES	\$	283,400		\$	294,000		\$	294,340	
SUPPLIES		12,090			7,600			7,600	
OTHER SERVICES		184,710			201,700			201,700	
CAPITAL OUTLAY		1,000			1,000			1,000	
TOTAL DIRECT COST:	\$	481,200		\$	504,300		\$	504,640	
PROGRAM REVENUES:	\$	80,250		\$	80,250		\$	52,270	

WORK MEASURES:

- Tax bills issued	118,800	118,000	118,000
- Tax foreclosed parcels	1,200	1,200	1,200
- Property tax payments processed (\$ 000)	242,290	235,420	235,420
- Tax certificates issued	430	430	430
- Bankruptcy cases maintained	745	745	745
- Taxpayer inquiries serviced	29,780	36,300	36,300
- Tax deposits processed	810	810	810
- Aircraft tax collected (in \$)	178,165	178,165	178,165

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
11, 34, 38, 50



**2000 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 three municipal utilities daily.

**1999 PERFORMANCES:**

- Processed 894,000 utility payments throughout the year.
- Prepared and average daily deposit of \$429,700
- Monitored and processed 2,100 returned checks for collection.
- Processed exception items as required.
- Machine processed 39,050 property tax payments.

**2000 PERFORMANCE OBJECTIVES:**

- Process 894,000 utility payments throughout the year.
- Prepare and average daily deposit of \$429,700
- Monitor and process 2,100 returned checks for collection.
- Process exception items as required.
- Machine process 39,050 property tax payments.

**RESOURCES:**

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
<b>PERSONNEL:</b>	3	6	0	3	2	1	3	2	1
PERSONAL SERVICES	\$	289,080		\$	182,320		\$	209,620	
SUPPLIES		7,500			6,100			6,100	
OTHER SERVICES		53,130			37,900			36,750	
CAPITAL OUTLAY		19,250			1,000			1,000	
<b>TOTAL DIRECT COST:</b>	\$	368,960		\$	227,320		\$	253,470	

**WORK MEASURES:**

- Utility remittances opened and batched	1,423,781	729,000	729,000
- Returned/NSF checks processed	2,760	2,800	2,800
- Tax remittances machine processed	45,324	45,000	45,000
- Utility remittances machine processed	1,423,781	729,000	729,000

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
 13, 23, 37

## 2000 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.

### 1999 PERFORMANCES:

- Identified and minimized exposure to loss; managed worker's compensation and liability claims; administered insurance/self-insurance program.
- Maintained comprehensive property insurance program for all municipal real and personal property at a reasonable insurance premium.
- Continued to reduce the cost of workers' compensation claims.
- Returned injured Municipal workers to duty as soon as possible utilizing modified work policy to reduce cost.
- Continued reducing the cost of legal services by use of in-house attorney and cost control litigation program.
- Recovered twice the Risk Management operating budget by collection of subrogated tort damage claims for general government and the utilities.
- Continued to administer strong Municipal-wide safety program to reduce the cost of workers' compensation and tort liability claims and suits.
- Assisted all Municipal departments in administering and understanding Federal OSHA and Environmental unfunded mandates.
- Provided 3 seminars monthly in conjunction w/ the "Insights" 3 year plan.

### 2000 PERFORMANCE OBJECTIVES:

- Identify and minimize exposure to loss; manage worker's compensation and liability claims; administer insurance/self-insurance program.
- Maintain comprehensive property insurance program for all municipal real and personal property at a reasonable insurance premium.
- Continue to reduce the cost of worker's compensation claims.
- Return injured municipal workers to duty as soon as possible utilizing modified work policy to reduce cost.
- Continue reducing the cost of legal services by use of in-house attorney and cost control litigation program.
- Recover twice the risk management operating budget by collection of subrogated tort damage claims for general government and the utilities.
- Continue to administer strong municipal-wide safety program to reduce the cost of worker's compensation and tort liability claims and suits.
- Assist all municipal departments in administering and understanding Federal OSHA and environmental unfunded mandates.
- Provide 3 seminars monthly in conjunction w/ the "Insights" 3 year plan.

2000 P R O G R A M P L A N

DEPARTMENT: FINANCE  
 PROGRAM: Risk Management  
 RESOURCES:

DIVISION: RISK MANAGEMENT

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	3	0	0	3	0	0
PERSONAL SERVICES			\$ 194,430			\$ 195,370			\$ 181,680
SUPPLIES			3,600			3,350			3,350
OTHER SERVICES			5,711,630			5,389,670			5,389,670
CAPITAL OUTLAY			540			540			540
TOTAL DIRECT COST:			\$ 5,910,200			\$ 5,588,930			\$ 5,575,240
WORK MEASURES:									
- Damage claims recovered (\$)			610,000			861,000			861,000
- Municipal contracts reviewed			625			625			625
- Workers' compensation claims reduced			400			454			454
- General liability claims reduced			225			238			238
- Auto liability claims controlled			120			120			120
- Safety meetings held			45			45			45
- Safety building inspections			40			40			40

72 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:  
 3, 17, 18, 19, 30, 36

## 2000 P R O G R A M P L A N

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.

### 1999 PERFORMANCES:

- Assessed most taxable real property within the Municipality.
- Certified seven (7) real and personal/business property rolls.
- Completed reinventory on 9000 real property parcels.
- Reviewed and resolved property valuation protests.
- Reviewed and completed appeal responses to the Board of Equalization.
- Reviewed and completed administrative decisions on exemption requests for Senior Citizens/Disabled Veterans, educational, religious, charitable and farm deferment considerations.
- Assessed most taxable business property in the Municipality.
- Maintained ownership and legal descriptions for property in the MOA.
- Completed uncoupling of remaining parcels to support GIS efforts.
- Added 15000 property cards to electronic file by scanning.
- Added 15000 photo images, 5000 sketches to electronic file.
- Responded to approximately 150,000 inquiries for information on real and business properties.

### 2000 PERFORMANCE OBJECTIVES:

- Assess all taxable real property within the Municipality.
- Certify seven (7) real and personal/business property rolls.
- Complete reinventory on 9000 real property parcels.
- Review and resolve property valuation protests.
- Review and complete appeal responses to the Board of Equalization.
- Review and complete administrative decisions on exemption requests for Senior Citizens/Disabled Veterans, educational, religious, charitable, community purpose, and farm deferment considerations.
- Assess all taxable business property in the Municipality.
- Maintain ownership and legal descriptions for property in the MOA.
- Establish economic units for appropriate uncoupled parcels.
- Complete transfer of 15000 property cards to electronic file by scanning.
- Expand electronic data file with 15000 photo images and 5000 sketches.
- Respond to approximately 150,000 inquiries for information on real and business properties.
- Provide additional data and functionality to Municipal Home Page.

2000 P R O G R A M P L A N

DEPARTMENT: FINANCE  
 PROGRAM: Property Appraisal  
 RESOURCES:

DIVISION: PROPERTY ASSESSMENT

	1998 REVISED			1999 REVISED			2000 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	48	0	8	52	0	0	49	0	0
PERSONAL SERVICES			\$ 3,078,300			\$ 3,043,300			\$ 2,927,280
SUPPLIES			32,740			37,810			37,810
OTHER SERVICES			326,290			324,150			289,330
CAPITAL OUTLAY			26,260			0			0
TOTAL DIRECT COST:			\$ 3,463,590			\$ 3,405,260			\$ 3,254,420
PROGRAM REVENUES:			\$ 127,040			\$ 126,110			\$ 126,110
WORK MEASURES:									
- Certify, coordinate & prepare rolls			7			7			7
- Process exemption requests (incl. Sr. Citizens & Veterans)			18,300			16,600			16,600
- Public/MOA inquiries, customer contacts			91,225			102,460			102,460
- Maintain property/ownership records/ Digitize records			78,975			89,801			89,801
- Valuation of personal/business property returns			25,500			31,500			31,500
- Revaluation of real property (includes admin processing)			87,876			89,801			89,801
- Input real/business property data			52,400			71,550			71,550
- Business property discovery program (expressed as a %)			90			100			100
- Add new commercial construction to roll (incl admin process)			318			120			120
- Conduct onsite physical reinventories and digitize photo/sketch			9,617			9,675			9,675
- Prepare appeals to the Board of Equalization (incl admin review)			4,425			7,275			7,275
- Add residential new construction/remodels to assessment roll			1,200			1,700			1,700
- Coordinate real property appeals process			2,900			3,400			3,400
- Business property audit program			450			450			450
- Business property random sample audits			50			100			100

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

5, 14, 15, 16, 25, 26, 27, 42, 43, 44, 48, 51, 52, 53, 56,  
 61, 62, 63, 64, 65, 66, 69, 71, 72