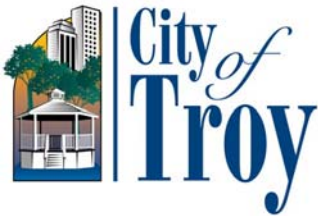


• *City Treasurer*.....**Sandra Kasperek**



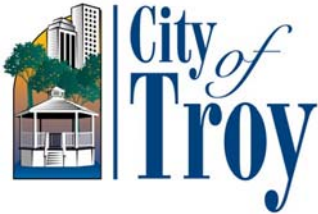
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CITY TREASURER'S OFFICE

DEPARTMENT AT A GLANCE

Funding Level Summary	2006/07		Estimated 2008/09		2009/10	% Of Change
	Actual	Actual	Budget	Budget	Budget	
City Treasurer's Office	\$452,466	\$496,767	\$619,090	\$507,100	\$573,340	13%
Total Department	\$452,466	\$496,767	\$619,090	\$507,100	\$573,340	13%
Personal Services	\$332,026	\$353,004	\$304,340	\$316,450	\$317,440	-----
Supplies	26,046	28,891	29,300	28,300	29,300	4%
Other Services/ Charges	94,394	114,872	285,450	162,350	226,600	13%
Total Department	\$452,466	\$496,767	\$619,090	\$507,100	\$573,340	13%

Personnel Summary	2006/07		2007/08		2008/09		2009/10	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
City Treasurer's Office	4.5	0	4.5	0	3.5	0	3.5	0
Total Department	4.5	0	4.5	0	3.5	0	3.5	0



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CITY TREASURER'S OFFICE

MISSION AND SERVICE STATEMENTS

- ***Mission Statement***

The mission of the City Treasurer's Office is to provide knowledgeable and courteous customer assistance for residents; businesses; and visitors, and to implement the most current information technology available.

- ***Service Statement***

The City Treasurer's Office serves as the focal point for all collections, deposits and disbursement of receipts for the City on a daily basis. Key functions of this office include the billing, collection, and distribution of tax roll revenues. As taxes are collected, distributions are made to each of the State, County, School District, and municipal taxing authorities. Another main function of the Treasurer's Office is collection of revenue in the form of payments for general invoices; annual special assessments for paving; water main; sewer; drains; and sidewalks, and quarterly water bills.

A convenient automatic water bill payment plan was implemented for residents who like the option of paying water bills directly from a checking or savings account.

Automatic bill payment saves time and money, which often means fewer late fees for past due water payments.

Computerized point-of-sale equipment with scanning capabilities provides quick and accurate transaction data entry.

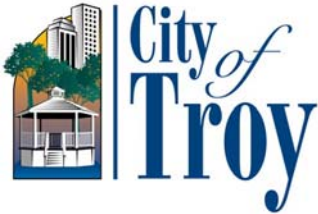
Electronic files containing payment information for hundreds of parcels are imported from tax service companies and downloaded to the tax database.

Water and tax payments processed at our financial institution's lockbox provide same-day deposits and daily electronic information files. These files are imported and down-loaded to the water and tax databases easily and cost-effectively.

Tax payments by credit card are accepted through the Payments Authority, which applies a convenience fee.

- ***Did You Know?***

- ✓ Tax information is accessible 24 hours a day, 7 days a week on the City of Troy's website www.ci.troy.mi.us.
- ✓ Drop boxes are conveniently located outside the east and west entrances to City Hall. Payments by check may be placed in the drop boxes at any time.



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CITY TREASURER'S OFFICE

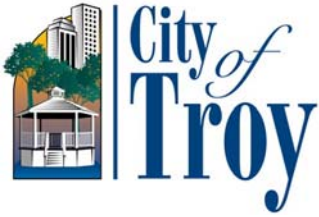
PERFORMANCE OBJECTIVES

Outputs

- ✓ Review and evaluate policies and procedures to develop strategies for increasing efficiency and improving customer service. **(Output M, T)**
- ✓ Research additional payment alternatives to provide supplementary cost-effective payment options for customers. **(Output M)**
- ✓ Research and evaluate outgoing mail solutions. **(Output M)**

*See the list of outputs as ranked by City Council in the [CITY-WIDE ACTION PLAN](#) on pages 16 and 17.

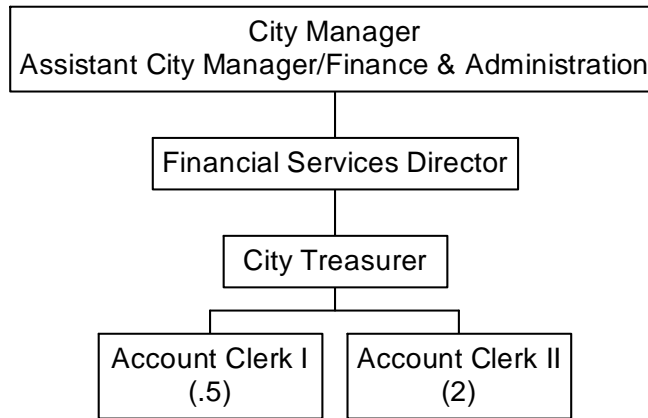
Performance Indicators		2007/08 Actual	2008/09 Projected	2008/09 Budget	2009/10 Budget
Output	✓ Tax Bill Payments Processed Manually	25,530	25,600	25,000	25,600
	✓ Tax Bill Payments Processed - Electronically and Lockbox	40,770	41,000	42,000	41,000
	✓ Tax Bill Payments Processed - Online/IVR Credit Card	330	350	300	350
	✓ Tax Adjustments Processed	280	300	230	300
	✓ Water Bill Payments Processed Manually	35,960	36,000	34,500	36,000
	✓ Water Bill Payments Processed - Lockbox	50,720	51,000	54,000	51,000
	✓ Water Bill Payments Processed - Auto Pay	15,320	15,500	15,000	15,500
	✓ Special Assessments Billed	110	90	130	90
	✓ Invoices Processed	1,300	1,400	1,500	1,400
	✓ Number of Pieces of Mail Processed	170,000	170,000	190,000	170,000
✓ Customers Enrolled in Auto Pay	3,830	4,000	4,000	4,000	
Efficiency	✓ Tax Roll Delivered to County	4/1	4/1	4/1	4/1
	✓ % of Real City Property Tax Levy Collected	98	98	98	98
	✓ % of Personal City Property Tax Levy Collected	97	97	95	97



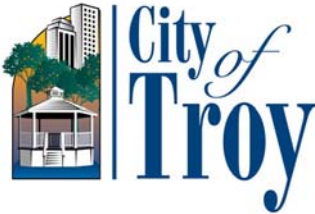
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CITY TREASURER'S OFFICE

ORGANIZATIONAL CHART



Staff Summary	Approved 2007/08	Approved 2008/09	Recommended 2009/10
City Treasurer	1	1	1
Account Clerk I	0.5	0.5	0.5
Account Clerk II	3	2	2
Total Department	4.5	3.5	3.5



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CITY TREASURER'S OFFICE

SUMMARY OF BUDGET CHANGES

• ***Significant Notes – 2009/10 Budget Compared to 2008/09 Budget***

The Contractor Equipment Rental account was moved to Contracted Services – Office Equipment, resulting in a decrease in that account of \$1,000 (100%).

The Other account increased \$4,250 (142%) due to contracting with a courier service for daily bank detail to decrease expenses and increase productivity. This eliminates a daily bank run for an Account Clerk and a Police Officer as well as the expense of vehicle mileage/gas/maintenance.

Tax refunds increased to \$250,000 (100%) in tax tribunal judgments favoring the taxpayer. (From actual \$75,500 in 2007/08 to \$215,000 actual-to-date in 2008/09)

Contractor Equipment Rental moved to the Contracted Services – Office Equipment Maintenance line which included copier charges, an increase of \$1,300 (43%). Annual Pitney Bowes charges and SLA total approximately \$3,400. Annual copier charges and SLA total about \$900.

• ***Operating Budget History***

