



COLLECTIONS DEPARTMENT

**Presented by:
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Revenue Supervisor**

Collections Budget Summary

	2012	2011
WAGES	618,300	618,300
POSTAGE	157,650	170,900
FORMS	22,000	26,800
BAD DEBT - COLLECTION COSTS	17,000	18,500
TOTAL BUDGET	814,950	834,500

WAGES

**Wages make up 76% of the
Collection Departments budget.**

STAFFING

- **9 FTE CUPE and 1 FTE exempt (Revenue Supervisor)**
- **.9 FTE relief staff (vacation coverage, summer tax clerks)**

CORE FUNCTIONS

- **Customer service for Cash, Reception, Utilities, Property Taxes and Business Licences;**
- **Receipt of payments for all revenue sources**
 - Process 118,000+ payments per year
- **Billing and collection of Electric and Water Utilities**
 - 17,000+ bills per month
 - Average 600 move in/move outs per month
- **Billing and collection of Property Taxes**
 - 14,000+ per year

CORE FUNCTIONS

- **Billing and collection of Business Licences**
 - 2,500+ per year
- **Billing and Collection of Dog Tags**
 - 1,900+ per year
- **Collection of tickets and other miscellaneous revenue sources**

NON-CORE SERVICES

- **Assist Accounting with data entry**

EFFICIENCIES

- **Utilities – investigate/implement a change from discount to penalty system.**
- **Utilities – test/implement e-billing option**
- **Taxes – implement e-billing**
- **Cash – investigate/implement third party credit card option**