

DESCRIPTION OF SERVICES

To promote local government services to citizens residing in the upper section of the County, offer information and assistance to all segments of the population, and promote citizen participation in the County Government.

OBJECTIVES

Increase public usage of services available at the Satellite Services Office while maintaining high quality and professional support to citizens. The Satellite Services Division is located in the Stonehouse District of James City County at the Toano Office building and provides a variety of services to the residents of upper and central James City County.

BUDGET SUMMARY

	FY 05 <u>Budget</u>	FY 06 <u>Plan</u>	FY 06 <u>Budget</u>
Personnel	\$ 118,328	\$ 122,952	\$ 124,462
Operating	14,870	14,870	8,570
Capital	0	0	5,425
Total	<u>\$ 133,198</u>	<u>\$ 137,822</u>	<u>\$ 138,457</u>

PERSONNEL

Full-time Personnel	2	2	2
Part-time Personnel	2	2	2

PERFORMANCE MEASURES

	FY 04 <u>Adopted</u>	FY 05 <u>Adopted</u>	FY 06 <u>Adopted</u>
Building Permits Issued	750	750	750
Citizens Assisted	17,000	17,250	17,250
Transactions Completed	28,000	28,250	28,250
Taxes/Water-Sewer Payments Collected	16,000	16,000	16,000
Decals/Dog Tags/Convenience Center Coupons Distributed*	5,200	6,000	6,000

BUDGET COMMENTS

This office will begin offering the services of the State DMV for all but new drivers' licenses. FY 2006 proposed increase is 3.9 percent overall, while the publication of the Citizen's Guide has been transferred to Communications.