

**DESCRIPTION OF SERVICES**

To promote local government services to citizens residing in the central and upper sections 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 central and upper James City County, including certain Department of Motor Vehicle functions.

**BUDGET SUMMARY**

	FY07 <u>Budget</u>	FY08 <u>Plan</u>	FY08 <u>Adopted</u>
Personnel	\$153,724	\$159,468	\$193,550
Operating	9,345	10,020	10,035
Capital	3,000	13,000	3,000
Total	<u>\$166,069</u>	<u>\$182,488</u>	<u>\$206,585</u>

**PERSONNEL**

Full-time Personnel	2	2	3
Part-time Personnel	2	2	2

**PERFORMANCE MEASURES**

	FY 06 <u>Adopted</u>	FY 07 <u>Adopted</u>	FY 08 <u>Adopted</u>
Building Permits Issued	750	775	800
Citizens Assisted	17,250	18,000	18,750
Transactions Completed	28,250	30,250	30,500
Taxes/Water-Sewer Payments Collected	16,000	16,250	16,500
Decals/Dog Tags/Convenience Center			
Coupons Distributed	6,000	6,250	6,500
DMV Transactions Completed	N/A	12,173	12,654

**BUDGET COMMENTS**

In FY 2008, funding is included for one additional full-time position to address the increased volume of customers, mostly related to DMV transactions. The County receives a portion of the DMV revenues estimated at \$20,000 to offset this cost.