

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

	FY 10 Adopted	FY 11 Adopted	FY 12 Plan
Personnel	\$ 182,163	\$ 183,432	\$ 185,340
Operating	10,071	8,728	8,973
Total	\$ 192,234	\$ 192,160	\$ 194,313

PERSONNEL

Full-time Personnel	3	3	3
Part-time Personnel	1	1	1

PERFORMANCE MEASURES

	FY 09 Actual	FY 10 Projected	FY 11 Adopted	FY 12 Plan
Parks & Recreation transactions completed correctly	83%	90%	90%	95%
Customer satisfaction	87%	95%	95%	95%
Release of DMV Stops/Liens/ Set-off debt	90%	95%	95%	95%

BUDGET COMMENTS

The County receives a portion of the DMV revenues collected at the Satellite Office that offsets some of the operating costs. Funding is provided for armored service for daily deposits and equipment maintenance costs are reduced due to the replacement of an aging copier.