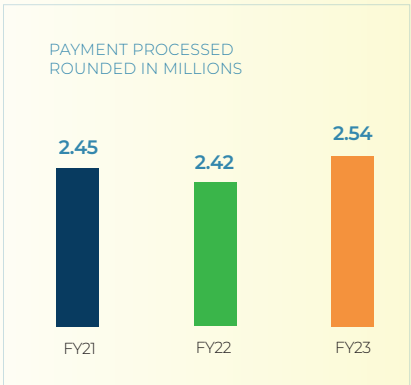


# CITY TREASURER ANNUAL REPORT

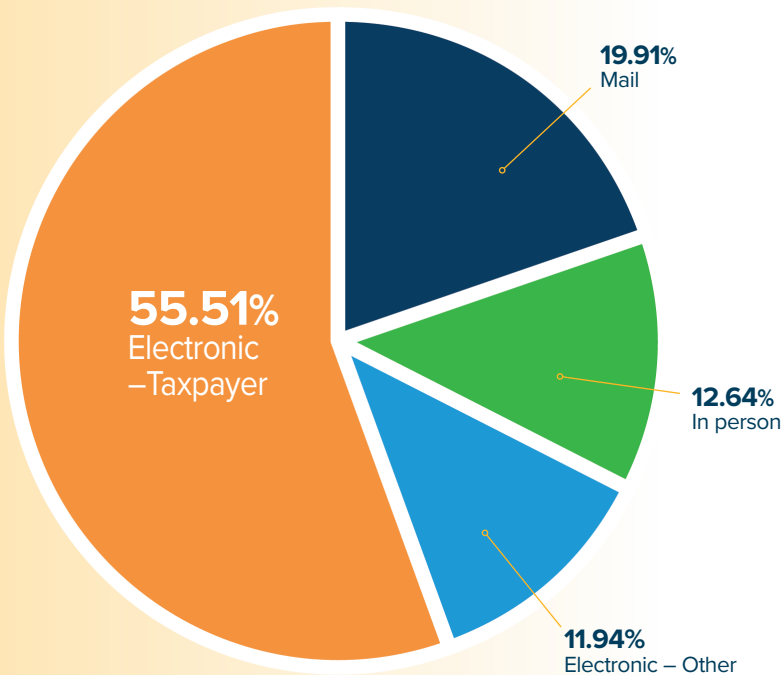
The City Treasurer’s Office ensures our City’s economic vitality through the collection of revenues and tax receipts due to the City in the most efficient and effective manner possible. Below is a summary of some of our activity for FY23.

## PAYMENTS PROCESSED



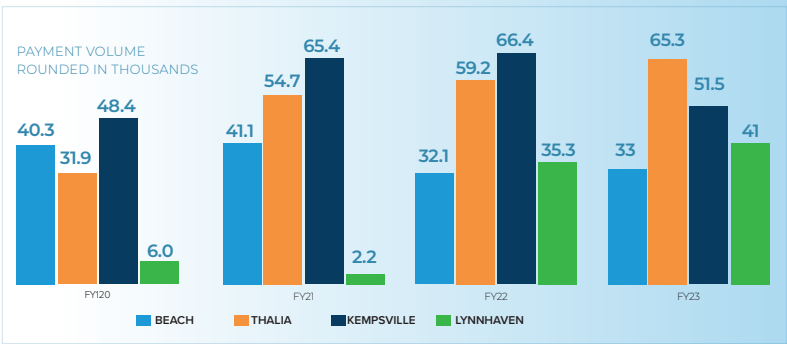
Total number of payments processed by fiscal year at all Treasurer’s Office locations. This includes in person payments, mailed payments, and electronic payments.

## PAYMENTS BY TYPE



In fiscal year 2023, about 55% of the payments were received electronically from taxpayers, almost 20% were mailed in, and around 13% were paid in person. The remaining 12% of electronic payments are mostly from mortgage company files and from the Department of Taxation.

## PAYMENTS BY BRANCH



The City Treasurer’s Office has four branch locations outside of the Municipal Center.

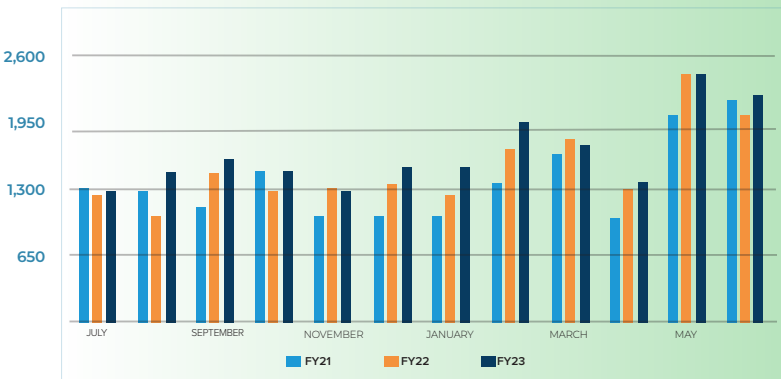
## TOTAL CALLS HANDLED



Incoming phone calls are tracked within our queue system.

FY22 – 163,307  
FY23 – 173,357

## CALL IN PAYMENTS



Payments can be taken over the phone by one of our cashiers using a credit or debit card. Service fees apply.

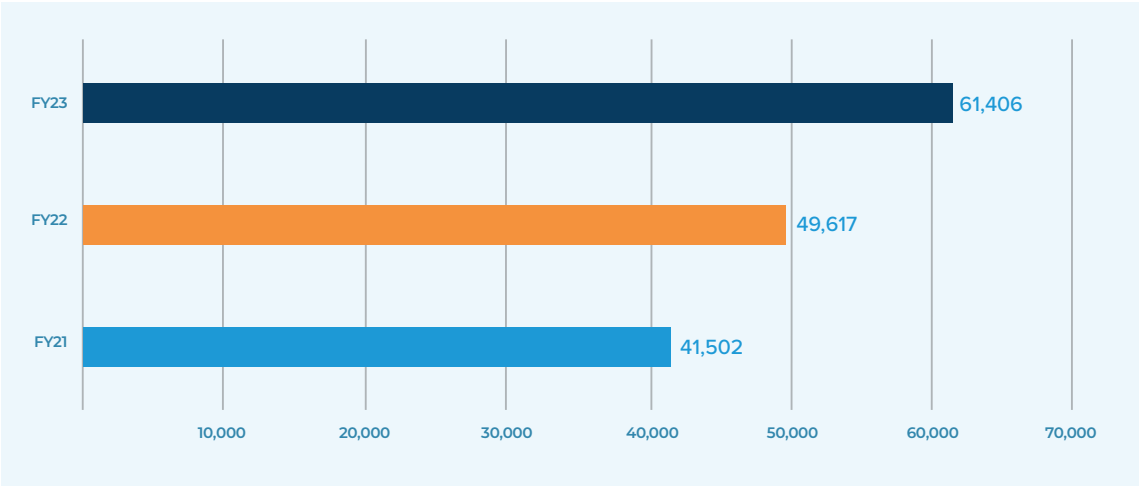
## ANIMAL LICENSES ISSUED

Fiscal Year	# of Animal Licenses Issued
FY21	35,066
FY22	31,447
FY23	24,557

# BILLS SENT FOR OTHER CITY DEPARTMENTS

The Treasurer’s Office assists other City departments in their billing and collection efforts.

This includes Parking Tickets, Animal Control, School Board, False Alarms, Special Operations, Traffic Engineering, Fire Department, Facilities Management, Red Light Citations, School Bus Stop Arm Citations, and Dredging.



## REAL ESTATE PARCELS BILLED

Fiscal Year	# of Parcels Billed
FY21	328,435
FY22	329,305
FY23	330,822

## ONLINE PAYMENTS

Online payments include VBePay, home banking payments received electronically, and Public Utilities and Public Works City Services bill electronic payments.

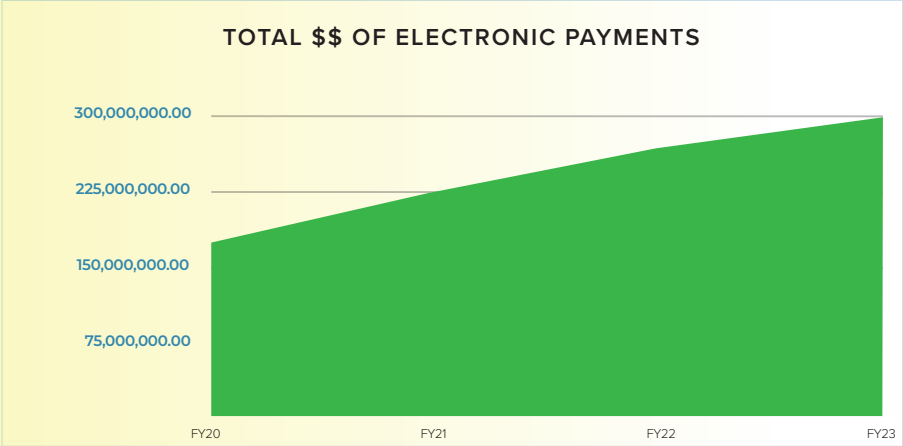


VBePay currently allows for the following items to be paid online, either via ACH or credit/debit card: personal property, real estate, parking tickets, red light citations, stop arm camera citations and school board invoices. We will continue to expand our on-line capabilities.

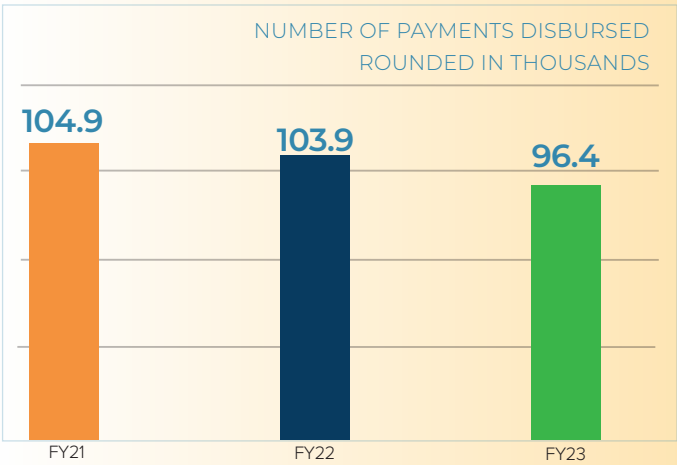
## PERSONAL PROPERTY ITEMS BILLED

Fiscal Year	# of Items Billed	# of Bills Mailed
FY21	563,814	349,296
FY22	568,589	368,373
FY23	575,956	362,787

## TOTAL \$\$ OF ELECTRONIC PAYMENTS



## PAYMENTS DISBURSED



Includes vendor checks, ACHs and taxpayer refunds.

## TOTAL # OF ELECTRONIC PAYMENTS

