

Business Service Center

Mission

To serve the diverse business community in Richland County as conveniently as possible while collecting business-related revenues, issuing business-related licenses and permits, and enforcing the County's requirements associated with doing business in Richland County as effectively and efficiently as possible.

Goals and Objectives

- Increase the convenience to businesses by expanding the scope of the Business Service Center, increasing information provided on the website and reaching 15% online renewals of business license renewals and other business payments.
- Improve effectiveness by determining the number of businesses renewing by April 15, 2007, cross-referencing Business Service Center businesses with other sources of business identification, and determining the level of compliance among businesses via inspections and audits.
- Improve efficiency of the Business Service Center by determining the cost per business license, cost per inspection, and cost per audit.
- Improve equipment and personnel usage by determining the ratio of employee office hours to field hours, ratio of walk-in renewals to mail-in renewals, and miles driven for inspections and audits.

Performance Measures

| Measure | FY05 | FY06 | FY07 |
|--|------|------|-------|
| Online payments | N/A | N/A | 1,800 |
| Tourism Development Fee payments | N/A | N/A | 50 |
| Peddlers Licenses issued | N/A | N/A | 20 |
| Fireworks Permits issued | N/A | N/A | 40 |
| New pages of information added to website | N/A | 10 | 15 |
| Relationships with business-related agencies | N/A | N/A | 10 |

Business Service Center

Budget Highlights

The Business Service Center is funded through the Countywide General Fund. The expenditures roll up into the Administration & Staff Services sub-category for reporting purposes.

license fees from the city in January 2006. It is estimated that \$5.9 million will be collected in business license revenue in FY07.

Three new positions were approved for the Business Service Center in FY07: an auditor and two revenue inspectors.

Richland County created the Business Service Center and took over the collection of business

Fiscal Plan

| | FY 2005 <u>Actual</u> | FY 2006 <u>Adopted</u> | FY 2007 <u>Adopted</u> | \$ <u>Change</u> |
|--------------------------|--------------------------|---------------------------|---------------------------|---------------------|
| Personal Services | - | - | \$225,411 | \$225,411 |
| Operating Expenditures | - | - | 96,091 | 96,091 |
| Capital Outlay | - | - | - | - |
| Total | - | - | \$321,502 | \$321,502 |
| Authorized FT Positions* | - | - | 6 | 6 |

* Detailed list of authorized positions for FY2007 is included in Appendix B

Organization Chart

