

**BUSINESS CUSTOMER  
SERVICE CENTER**

**Program Goal**

The Business Customer Service Center provides technical assistance to customers in the development process, evaluates and promotes changes to the development process for efficient operations, and administers the Phoenix infill housing program.

**Budget Allowance Explanation**

The Business Customer Service Center operating budget allowance of \$709,000 is \$71,000 or 11.1 percent more than 2006-07 estimated expenditures. This reflects an increase in fee waivers due to plans to increase visibility for the program.

**Expenditure and Position Summary**

	2005-06	2006-07	2007-08
Operating Expense	\$503,000	\$638,000	\$709,000
Total Positions	4.0	4.0	4.0
Source of Funds:			
General	\$329,000	\$338,000	\$349,000
Water	87,000	150,000	180,000
Wastewater	87,000	150,000	180,000

**Business Customer Service Center Major Performance Measures and Service Levels**

The following significant performance measures and service trends will be achieved with the 2007-08 budget allowance:

	2005-06	2006-07*	2007-08
Infill housing permits issued	157	90	120
Infill Program - average fee waiver granted	\$958	\$1,200	\$1,200
Infill customers served	2,203	1,320	1,500
Business customers served	1,188	1,852	2,000
Customers receiving regulatory assistance	8,767	8,900	9,200

\*Based on 10 months actual experience.