

## General Government

- Added the capability of renewing Business Tax Receipts over the Internet (2001).
- Added the capability of paying utility bills over the Internet (2001).
- Began publishing a quarterly newsletter, "Utility News and More," sent to all 120,000 utility customers providing information on N.E.A.T. Program's schedule, utility charges, holiday garbage pick-up schedules and other useful information (1999).
- Added three specially designed web pages to the Utility Accounting Division web page allowing utility customers to initiate these three types of utility requests any time, day or night, 365 days a year.
- Identified more than \$15 million in annual and recurring savings as a result of work performed by internal audits (1995-2002).
- Annexed 2,572.531 acres into the City (1995-2002).
- North Tampa annexations have contributed with 4,078 residential dwelling units and more than 630,000 SF of commercial leasable space.
- Partnered with the Hillsborough County School District (and others) to develop facilities for joint use – Municipal Service Buildings and Recreation Centers.