

COUNCIL POLICY MANUAL

- B.3.2 An aggressive collection system for all accounts receivable, including utility receivables, will be utilized to assure that monies due to the City are received in a timely fashion.
- B.3.3 Monthly reviews and periodic audits of Transient Occupancy Tax returns will be conducted.
- B.3.4 Monthly reviews and periodic audits of all major locally administered revenue sources will be conducted.
- B.3.5 Periodic point-of-sale audits for Sales Tax will be conducted.

B.4 Grants and Intergovernmental Assistance

DELETED
See Council Policy 7.1.5
Grants, Donations, Contributions, and Sponsorships

B.5: User Fees

- B.5.1 User fees should be used to recover the cost of services that benefit specific segments of the community.
- B.5.2 User fees should be reviewed and adjusted at least annually to avoid sharp changes.
- B.5.3 User fees and charges should not exceed the City's full cost of providing the service.
- B.5.4 User fees should be established at a level which reflects the full cost of providing those services unless the City Council determines a subsidy is appropriate.
- B.5.5 The City Council may determine for any service whether a subsidy from the General Fund is in the public interest.
- B.5.6 User fees shall only be used when the cost of providing the service can be readily calculated and administered.
- B.5.7 User fees should be adopted by Council resolution and included in the Annual Fee Schedule.
- B.5.8 For fees and other charges not subject to administrative hearings, the City Manager or the City Manager's designees have the authority to waive fees, fines, interest, and/or penalties under the following circumstances:
 - The fee or fine is for the first offense and the amount waived is \$50 or less, or
 - The balance due is less than \$10 and sending it to collections is not cost effective, or
 - City staff has determined waiving a portion of fees, fines, penalties, and/or interest maximizes the amount of revenue the City will collect and has received approval from the department director.
- B.5.9 The Director of Library and Community Services has the authority to waive Library fees.

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- B.5.10** A Fee Waiver system should be provided to allow persons who are economically disadvantaged to participate in and utilize programs, facilities, and services provided by the Community Recreation Fund. The criteria for eligibility in this system shall be established by Council policy.
- B.5.11** User fees for Golf, Tennis and recreation services shall be set administratively by the Director Library and Community Services in accordance with a documented methodology that depicts a relationship to cost recovery, market forces, and adjustments based on such factors as:
- Perceived benefit to the community
 - Pricing which favors Sunnyvale residents over non-residents
 - Target populations
 - Promotional and marketing considerations
- B.5.12** The fees established administratively by the Director of Library and Community Services shall be published at least twice a year.