

City of Stamford Tax & Collection

FY 2016-17 Budget Presentation





Department Name

■ **Programs**

- *Revenue Services*
- *Taxation Services*
- *Tax Administration*

■ **Mission**

To bill and collect all city property taxes, sewer connection and assessment charges, DSSD charges, CPACE charges and Tax Increment Financing District charges (Mill River and Harbor Point) in accordance with state and local statutes and ordinances.

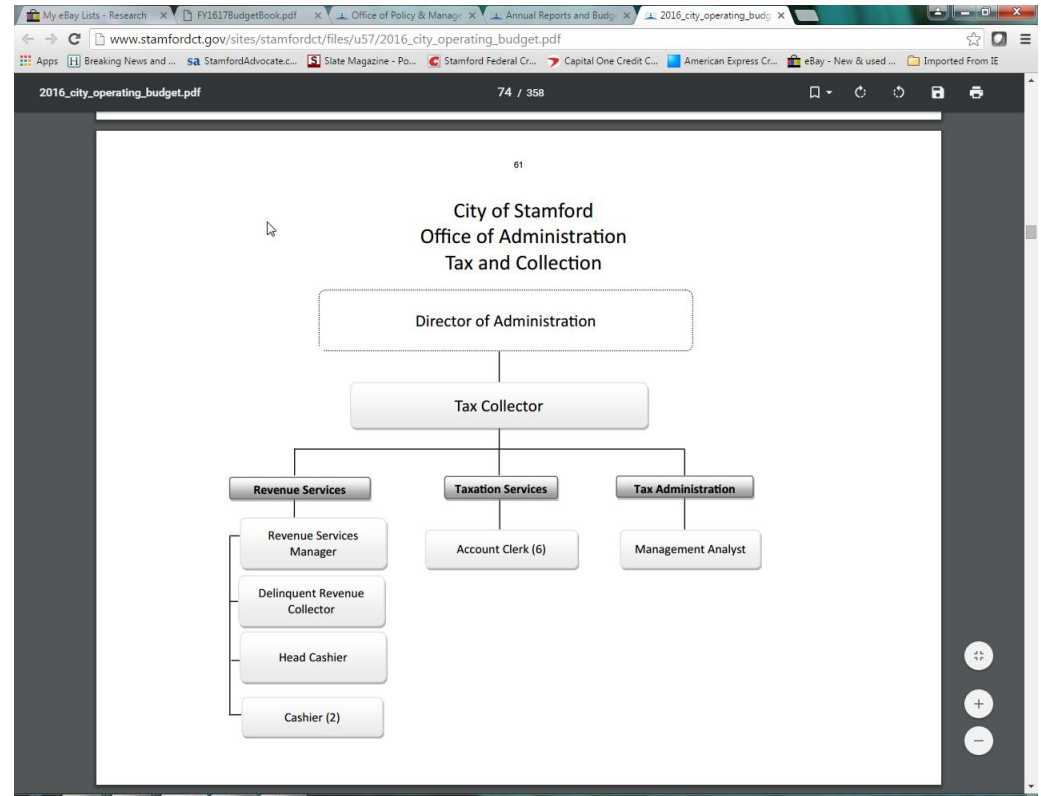
Services Provided

(to citizens or departments)

Program	Services Provided (include Volume - if applicable)
Revenue Services	Administration of Billing and Collections duties and activities (printing, mailing, cashiering) involving 160,000+ parcels
Taxation Services	Provide direct service to taxpayers and other departments to keep status of tax parcels current at all times.
Tax Administration	Provide regular reporting on collection activity as well as maintain internal controls policies and procedures.

Department Organization, Personnel and Resources

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Outside Vendors:

EOS-CCA – delinquent car accounts

Official Payments Corp. – online collections

D3 Logic – bill printing and mailing

CT DMV – delinquent motor vehicle tax recovery



2015-16 Highlights

What are the most significant accomplishments made or challenges faced by the department in the last FY?

- City transactions are now uploaded daily to CT DMV's system which decreases wait time for town residents and eliminates the need to issue individual release forms
- All department forms posted online



2016-2017 Goals

What are the goals and plans that you have for your department this year?

- To improve efficiency, performance, and customer service through the planned implementation of a new tax billing and collection software application.
- Explore upgrades to phone bank software to improve customer service.

Changes and Challenges

■ ***Major changes planned***

- The department has been using HTE since 1996. HTE has discontinued support for many of its modules, so it may be a matter of time before the tax module will be as well.
- Implementation of new tax billing and collection software.

■ ***Key Program Challenges*** *(exclude staffing level impact)*

- The major challenge will be to successfully implement the database conversion with minimal issues and downtime.
- This will require the entire staff to be trained on the new software application.



Performance Measures

Performance Data	FY12-13	FY13-14	FY14-15
Annual Revenue Collected	434,728,000	446,993,000	460,223,000
Collection Rate	98.55%	98.67%	98.80%

Summary of Operating Budget

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Fiscal Year 2016/2017 - Department Summary 3/7/2016 - 9:49:52 PM

Fund: 0001 General Fund
Office: 001 Administration
Dept/Div: 0109 Tax & Collection

Mission Statement:
 Tax & Collection's mission is to define, establish and implement effective policy, procedure and controls for all programs within the Department of Tax and Collection; to monitor compliance with same as well as compliance with all City and State policies, statutes and ordinances; and to provide monthly revenue reports, general ledger balancing reports, state-mandated reports and other revenue analyses as requested by other City departments. Its goal is to assure that the Department of Tax and Collection provides accurate information and efficient service to all taxpayers.

Description	FY 14/15 Actual	FY 15/16			FY 16/17					FY 17/18 Estimate	FY 18/19 Estimate
		Adopted Budget	Revised Budget	Projected Exp & Enc	Department Request	Mayor's Proposed	% of Total	\$ Var Projected	% Var Projected		
Expenditures											
Revenue Services (1022)	977,230	1,009,474	1,009,474	1,021,834	1,040,054	1,016,829	61.28%	-5,005	-0.5%	1,048,331	1,081,705
Taxation Services (1023)	604,732	611,757	611,757	579,228	488,779	482,779	29.09%	-96,449	-16.7%	499,352	517,054
Tax Administration (1024)	188,989	191,685	191,685	197,572	159,786	159,786	9.63%	-37,786	-19.1%	165,151	170,874
Total Expenditures	1,770,951	1,812,916	1,812,916	1,798,634	1,688,619	1,659,394	100.00%	-139,240	-7.7%	1,712,834	1,769,633
Revenue											
Revenue Services (1022)	460,150,154	471,764,658	471,764,658	478,457,860	513,801,235	503,511,077	100.00%	25,053,217	5.2%	525,100,143	548,027,749
Total Revenue	460,150,154	471,764,658	471,764,658	478,457,860	513,801,235	503,511,077	100.00%	25,053,217	5.2%	525,100,143	548,027,749
Net Operating Cost	-458,379,203	-469,951,742	-469,951,742	-476,659,226	-512,112,616	-501,851,683	100.00%	-25,192,457	5.3%	-523,387,309	-546,258,116

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