

City of Stamford Assessment

FY 2018-19 Budget Presentation





Department Introduction & Brief History

State Your Department's Mission: Produce the Grand List according to law. Comply with all City and State policies, statutes and ordinances, and process mandated reports, and analysis as requested by other City departments both accurately and in a timely manner.

Program (s)	Services Provided (include volume - if applicable)
Critical & Mandated Programs Services	Annually produce the Grand List – 21,419,928,170. Real Estate (38,000 parcels), Motor Vehicle (120,000) and Personal Property business accounts (4,700). Implement State-mandated property revaluations every 5 years. Most recent effective 2017 Grand List.
Basic Services Quality of Life Programs	Annually process 5,500 tax exemptions and 1,900 tax benefits for the elderly, disabled and blind taxpayers as according to law.
Other Services	Provide data and historical research services to public and other City departments.



Department Introduction & Brief History, Contd.

- ***Five Year History of Major Department Improvements***
 - Cross train department personnel
 - 1) Improved customer service
 - 2) Increased productivity during peak periods
 - Replaced archaic software applications - H.T.E. to QDS.
 - 1) Increased productivity
 - 2) New enhancements further automate data processing
 - 3) Historical assessment info available online: Real Estate, Personal Property and Motor Vehicle accounts



This is how well we do it (2017-18 Highlights)

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

- Implement a City-wide revaluation of all real estate parcels effective for 2017 Grand List
- Maintained a high level of customer service for both the public and private sector during a revaluation year.
- Updated digital tax maps and historical maps online
 - Public Use – appraisers, title searchers, attorneys, land surveyors, property owners



Key Performance Indicators (KPI) Performance Metrics

<i>Performance Data</i>	<i>2016-2017</i>	<i>2017-2018</i>	<i>Performance Measures</i>
Permit Inspections	1220	1200	- 100% permits inspected by Oct. 1
(Other) Inspections • Discoveries • Owners Requests	76	159	- 100% completion with 2 business days of request
Other	467	880	
Personal Property Audits	120	165	- 100% compliance with Statutory requirements.
% Of Revenue to Cost	529%	305%	Current cost - \$147,000
Additional Tax Levy	\$659,816	\$450,796	Allocated budget amount - \$180,000
% of Audits with Change	55%	52%	



Department Management

Key Program/Department Challenges (excluding the impact of staffing)

- Motor Vehicle Tax Compliance
 - 1) Discovery, measure and list out-of-state motor vehicles that reside in Stamford.

Budget Scenarios

- Significant budget reductions would reduce or eliminate personal property audit program.



This is what is coming

Major changes planned for the department

- Archive historical property field cards into searchable database
 - Allows for multiple departments and users to query historical tax records simultaneously.
 - Provides quick response time to other city department and public requests.



2018-2019 Goals

What are your department goals and plans for 2018-19?

What is the Department's/Program's budget? (highlight changes)

- Implement audit program for out of state motor vehicles
 - Request for Proposal – February 2018
 - Contract – Summer 2018
 - Initial Results – Winter 2019