

CITY OF STAMFORD TAX AND COLLECTION

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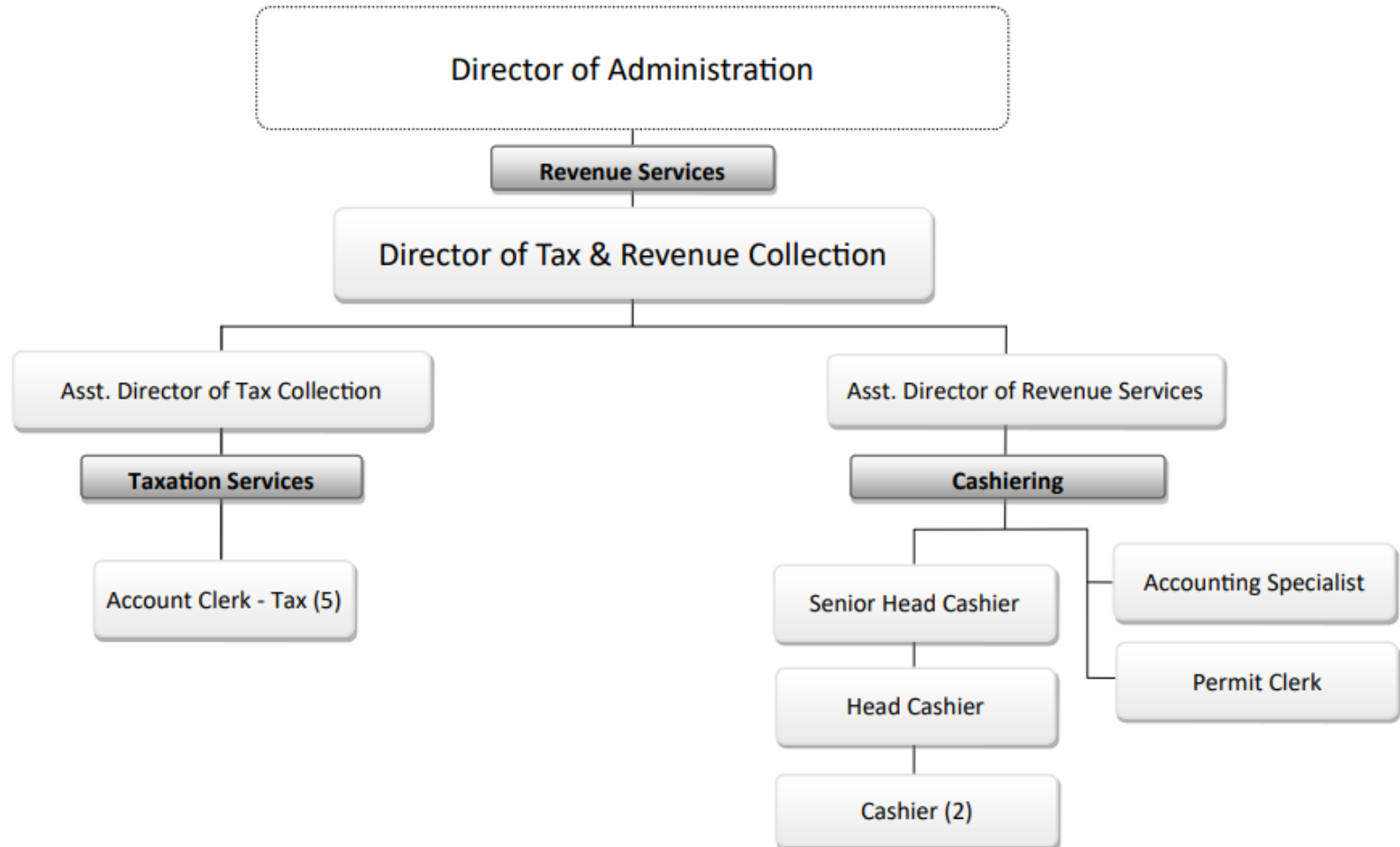


Department Introduction & Brief History

- The Tax and Collection division is comprised of three programs; Revenue Services, Taxation Services and Cashiering. The overall mission statement of this division is to establish and implement effective policy, procedure and controls for all programs; to monitor compliance with the same as well as compliance with all city and state policies, statutes and ordinances; and to provide state-mandated reports and other revenue analyses as requested by elected/city officials and other municipal departments. Its goal is to ensure the division provides accurate information and efficient service to the public.
- Initiatives for 2023-2024
 - Review signage, waiting line control and wait times to streamline the process for residents
 - Continue to transition revenue collections from other departments to Revenue Services
 - Increase resident use of on-line systems

City of Stamford
Office of Administration
Tax and Collection

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Major changes

- Improved Services/Processes
 - The ability for residents to pay multiple charges/fees from one cashier (e.g. – one person can pay for their taxes, street parking permit, beach pass and child summer program all at one cashier)
 - The ultimate goal is to have all revenues in the Government Center taken in on the first floor, once collected the department for which that payment was accepted will have inquiry access to confirm payment was made allowing issuance of any permits, licenses or passes to the resident.
 - Reduced wait times with better cueing for customer service and cashiers (in process)
- In an effort to reduce departmental costs the department has cross trained the cashiers to be able to accept all types of payments. This allowed the department to eliminate one cashier position.
- Management constantly monitors processes to achieve the most efficient method of performing tasks thereby saving time and supplies which translates to cost savings.



The most significant accomplishments and challenges we faced this year was a relocation of the department TWICE, with NO LAPSE OF ACCESSIBILITY to City residents. The office was always open regular hours even through the moves.

**** The first time, cashiers were moved to a temporary location on the sixth floor. Administration and customer service personnel were also moved to sixth floor temporary office space.***

**** During this time the first floor was completely remodeled with 7 new cashiering windows, 4 customer services windows and an expanded waiting area. Administration offices and a phone bank area was also constructed.***

**** Upon completion of construction all cashiers, customer service and administration personnel were relocated to their permanent space on the first floor.***

Additionally, over the past year the department has been working hard for the migration to a new cashiering software in conjunction with the new financial software the City is implementing, which is anticipated to go live in one week. The new software will allow the cashiers to collect payments for multiple departments at one time saving the residents time.

This major procedural change should have a profound impact on the resident experience when coming into the Government center for questions and related payments of certain services.





FY 2023-2024 Goals

Department Goals and Plans for 2023-2024

Review signage	Explore waiting line options	Reduce wait times	Add collections for other departments	Increase On-Line use by residents of all system
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Achievement of the Goals and Plans

To achieve the goals above the department will source companies that deal with signage, cueing lines and call lights	The obstacle to attaining the goal is the expense in setting it up. Depending on the quotes, this may not be an obstacle	Success can be measure by customer wait times during peak periods
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What is the Department's/Program's budget? (highlight changes)

1022–Revenue Service expenses- There is only one change \$3,000 contractual increase in Annual Software Maintenance Fee	1022-Revenue Service revenue- There is only one change \$100,000 increase in MTS revenue base on strong billing and collections over the last couple of years	1023-Taxation Services expenses – there are no changes	1024-Tax Administration-this program to be deleted – no activity	2510-Cashiering – There are no changes, decrease in salary is based on chargeback from Traffic
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