

CITY OF STAMFORD Tax and Collection

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Board of Representatives

March 13, 2024



Board of Representatives Requirements:

1. Summary of the department or agency function

Collection of revenue and issuance of permits for tax, citations, parking permits, beach passes, boat/marina permits, street vending permits, park permits, etc....

2. One-page summary of all significant changes in the department or agency and rationale, including headcount changes, and any capital expense requests for the upcoming 2024-25 fiscal year

There are no significant changes anticipated in the department for the next fiscal year. There will be no capital expense requests or changes in headcount.

3. Any new or expanded services or programs in 2024-25

None anticipated

4. Any abandoned or curtailed services or programs in 2024-25

None anticipated

5. Key department or agency challenges or changes expected in 2024-25

There will be a change in software vendors for parking and beach passes. The conversion will be a challenge while our department ushers through yet another software implementation from Passport to IPS for beach and parking permits.

6. Highlights, efficiencies, and service improvements over past year 2023-24

The cashiering office has improved the customer service experience by allowing residents to perform multiple tasks with one cashier. A resident can now secure a beach pass, pay their taxes, pay a parking ticket and also pay for a Parks and Rec program.....all with one cashier, one stop. The department will continue to add collections for other departments until most revenue collections will be centralized in the Cashiering and Permitting department.

On the tax side, a streamlined process has been developed to allow for better internal controls while significantly shortening the time a refund is processed and returned. The tax department has also established a program with the legal department for delinquent collections that has significantly increased collections on severely delinquent real estate accounts.

7. Outside agencies must include their most recent financial statements

NA

Note: Presentations should be 10 minutes or less. An additional 5 -10 minutes will be allowed for questions.

Item



Other than contractual increases to salary and withholdings the Tax & Collection Division only has two line items requesting increases.

- 1) The first is Postage for \$5k. This item is requested to send additional delinquent notices for increasing revenue and collection rate. This increase was offset by an equal reduction in the Contracted Services request.
- 2) The second is Software Maintenance for \$68k. This item is the annual maintenance fee for the Teller cashiering program that was part of the ERP conversion with Oracle. The Teller cashiering software is vital in centralizing collections of revenue for all departments into one center.

City of Stamford
Office of Administration
Tax and Collection

