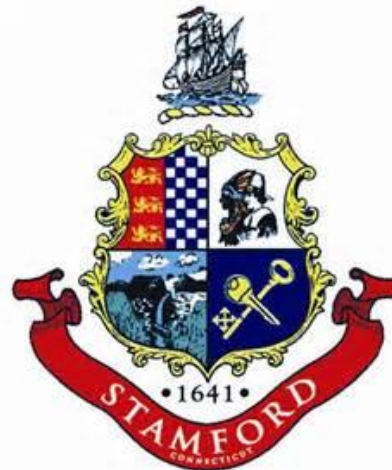


City of Stamford

Tax Office

FY 2019-20 Fiscal Committee Budget Presentation





Introduction

Mission: To maximize the collection of current and delinquent tax revenue due to the city in accordance with Connecticut State Statutes and provide effective management and oversight of city tax records in service of taxpayers and the general public in a prompt and courteous manner.

Programs	Services Provided
Critical & Mandated	<ul style="list-style-type: none"><li data-bbox="369 551 1854 758">❑ Revenue Services (1022) – Bill and collect all tax revenue due to the City in accordance with Connecticut state statutes and local ordinances.<ul style="list-style-type: none"><li data-bbox="369 636 1816 672">• Tax Parcels Managed – approx. 38,000 RE accts.; 4,800 PP accts.; 115,000 MV accts.<li data-bbox="369 679 1845 758">• Other Programs – sewer assessment & connection, DSSD charges, CPACE, Delinquent and Personal Property Audit billing and collection <li data-bbox="369 793 1903 965">❑ Taxation Services (1023) - Provide direct service to the public/city departments & keep status of tax parcels current at all times via adjustments and transfers.<ul style="list-style-type: none"><li data-bbox="369 879 1903 965">• Requests from Walk-ins or by Phone/Mail/Fax for Billing Adjustments, Duplicate Bills, Sewer Billing, Refund Support, Address Changes, Field Cards, etc. <li data-bbox="369 1001 1912 1208">❑ Tax Administration (1024) - Perform financial reporting / analyses, annual audit-related reporting and reconciliation, and maintain strong internal control policies & procedures.<ul style="list-style-type: none"><li data-bbox="369 1086 1912 1208">• Monthly Tax Collector’s Report, Monthly DSSD collection report, Tax Increment Financing Management, Court Stipulation / Tax Refunds Administration, Abatement Processing, Annual Audit , Non-Profit Property Tax Exemption Program Administration
Other	None



Department Management

Key Program/Department Challenges

- **Factors driving program / department costs (excluding centrally allocated line items)**
 - (1) postage – regular, supplemental and delinquent billings & general correspondence to public
 - (2) bill printing and mailing service – regular, supplemental and delinquent billings
 - (3) software maintenance – new billing and collection software application (QDS)

- **Factors impacting productivity**
 - Additional major increases in number of residential parcels and motor vehicle accounts due to ongoing real estate developments and the new car tax compliance program coming online may impact productivity

Budget Scenarios

- **What budget line items can you control?**
 - Contracted Services – negotiated a three-year bill printing contract with 0% annual increase that remains in effect through FY19-20

- **If additional funding could be realized how would services be expanded or enriched?**
 - Install phone bank software system to expedite call-in service requests from public

- **In the event of significant budget reductions describe the impact the reduction would have?**
 - The public would see reduced office hours or incur vastly longer wait times to receive service as all office duties are legally mandated by Connecticut State Statutes



This is what is coming

Major changes planned for the department

- **Include new or improved services (or processes) the department will provide to citizens or to other City departments or personnel**
 - Implement the new motor vehicle tax compliance program in conjunction with the Assessor's Office without additional resources, which involves the billing, collection and servicing of previously unregistered / out-of-state / out-of-town plates discovered by third-party vendor

- **Describe what management is doing or could do to reduce department costs or reduce/eliminate services that are no longer critical**
 - Efforts such as E-billing and leveraging billing & collection software capabilities to minimize redundant billing sent to same owner/address are lowering overall postage costs
 - Improved synchronization between billing & collection software and DMV data allows better management over motor vehicle accounts which leads to higher tax receipts

- **What investments, increased spending, or other changes could you make this year that would have a long term positive impact?**
 - Acquire off-the-shelf phone bank software to expedite service to taxpayers and the public
 - Explore using the city's website to post public wait times during peak tax season
 - Continue to take advantage of CCM's training for municipal employees at no cost to the city