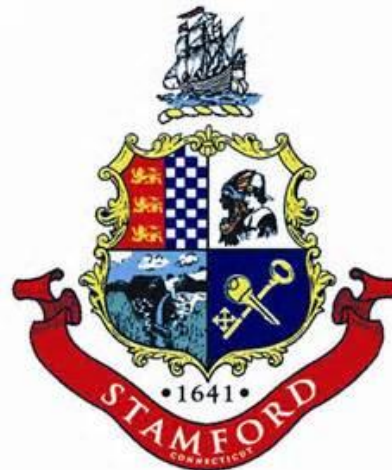# City of Stamford
Department of Tax and Revenue Services

FY 2021-22
Budget Presentation

Introduction

Mission: To maximize the collection of current and delinquent tax, permitting and parking violation revenue due to the city in accordance with Connecticut State Statutes and local ordinances. To provide effective management and oversight of tax records, permit processing and parking violation enforcement in service of taxpayers and the general public in a prompt and courteous manner.

Programs	Services Provided
Revenue Services (1022)	• Bill and collect all tax revenue due to the City in accordance with Connecticut state statutes. • Tax Parcels Managed – 38,000 RE accts.; 4,800 PP accts.; 115,000 MV accts. Other programs include: sewer assessment & connection, DSSD, CPACE, Personal Property Auditing • Tax Collector's Reports, Tax Increment Financing, Court Stipulation / Tax Refunds Administration, Abatement Processing, Annual Audit , Non-Profit Property Tax Exemption Program Management • Perform financial reporting / analyses, annual audit-related reporting and reconciliation, maintain strong internal control policies & procedures.
Taxation Services (1023)	• Provide direct service to the public/city departments & keep status of tax parcels current at all times via adjustments and transfers. • Requests from Walk-ins or by Phone/Mail/Fax for Billing Adjustments, Duplicate Bills, Sewer Billing, Refund Support, Address Changes, Field Cards, etc.
Cashiering & Permitting (2510)	• Process all payments associated with taxes, parking violation fees and fines, beach passes, boat slips, and other permits and fees in accordance with the city's accounting policy and procedures. • Provide direct service to the public/city departments via walk-in hours at the first floor lobby & fulfill permit requests using management tools such as the best available information technology software and hardware.

Major Department Reorganization

- **Include new or improved services (or processes) the department will provide to citizens or to other City departments or personnel**
  - The Tax Department is being transformed into the new Department of Tax and Revenue Services as all revenue collection duties and responsibilities are consolidated citywide.
  - The cashiers staffing this new department will eventually be cross-trained to handle all payments collected by the new revenue collection center on the first floor.
  - The reorganization has led to a net reduction of one UAW tax clerk position, one UAW cashier position as well as one MAA revenue services manager position in the current fiscal year.

- **Describe what management is doing or could do to reduce department costs**
  - Synchronizing billing & collection software and DMV to allow better data management over motor vehicle accounts which leads to higher tax receipts
  - Leveraging E-billing and other third-party collection software capabilities to minimize redundant billing sent to same owner/address
  - Assigning one seasonal employee to augment taxation services support functions in order to enhance service to the public during peak collection periods at substantially lower hourly rates

- **What investments, increased spending, or other changes are being made this year that would have a long term positive impact?**
  - Future acquisition and implementation of car plate scanning technology reduces the need for stickers/hang passes or attendants, which lowers permit processing and enforcement costs.
  - Augmenting seasonal resources strategically to supplement full-time staffing reductions.
  - Getting the public to adopt online permit processing will be another way to reduce cost.

FY21-22 Department Budget Summary

Program	Line Item Highlights
Revenue Services (1022)	**Salary - Reduction of 3 full-time positions** **1. Elimination of Revenue Services Manager (MAA)** **2. Transfer of Head Cashier and Cashier (both UAW) to Cashiering (2510)** • <u>Overtime</u> – no increase • <u>Seasonal</u> – increase necessary to support headcount reductions • <u>Advertising / Official Notices</u> – small increase • <u>Postage</u> – $20k increase based on historical spending • <u>Contracted Services</u> – no increase • <u>Facilities Rental</u> - no increase • <u>Software Maintenance</u> – small increase of $600 next year per contract • <u>Conferences & Training</u> - $3,000 due to new recertification requirements for 3 CCMC staff • <u>Copying and Printing</u> – no increase • <u>Office Supplies</u> – no increase • <u>Dues and Fees</u> - no increase
Program	**Line Item Highlights**
Taxation Services (1023)	**Salary - Reduction of 1 full-time position** **1. Elimination of one Tax Clerk (UAW)** • <u>Overtime</u> – no increase • <u>Seasonal</u> – increase necessary to support headcount reductions • <u>Equipment Rental</u> – no increase in the monthly copier/printer leases • <u>Conferences and Training</u> – small $500 increased due to training 2 new employees • <u>Office Supplies</u> – small $500 increase

FY21-22 Department Budget Summary

Program	Line Item Highlights
Tax Administration (1024)	**One MAA position has been transferred to Revenue Services (1022)** • All line items other than salary have also been transferred to Revenue Services due to the reorganization plan. • This list includes all centrally allocated line items such as Social Security, Payments to the Insurance Fund and Telephone.
Program	**Line Item Highlights**
Cashiering & Permitting (2510)	**Two positions are being transferred from Revenue Services (1022) to Cashiering (2510) as tax cashiering is merging with Cashiering & Permitting to form a new, consolidated Revenue Collection Department on the first floor of the Stamford Government Center.** 1. **Transfer In and Upgrade of the Head Cashier (UAW) position to Senior Head Cashier position (UAW)** 2. **Transfer In of one Cashier position (UAW)** 3. **These two positions are joining the original Cashiering & Permitting group that has a Head Cashier, Cashier, Permit Clerk and Accounting Specialist.** 4. **The total net salary for this department is $192,009 due to two chargebacks: one to the Parking Fund for -$131,198 and the other to the Marina Fund for -$42,722** • <u>Postage</u> - no increase • <u>Copying and Printing</u> – no increase • <u>Office Supplies</u> – no increase • <u>Equipment Maintenance</u> – no increase per contract • <u>Software Maintenance</u> – no increase per contract