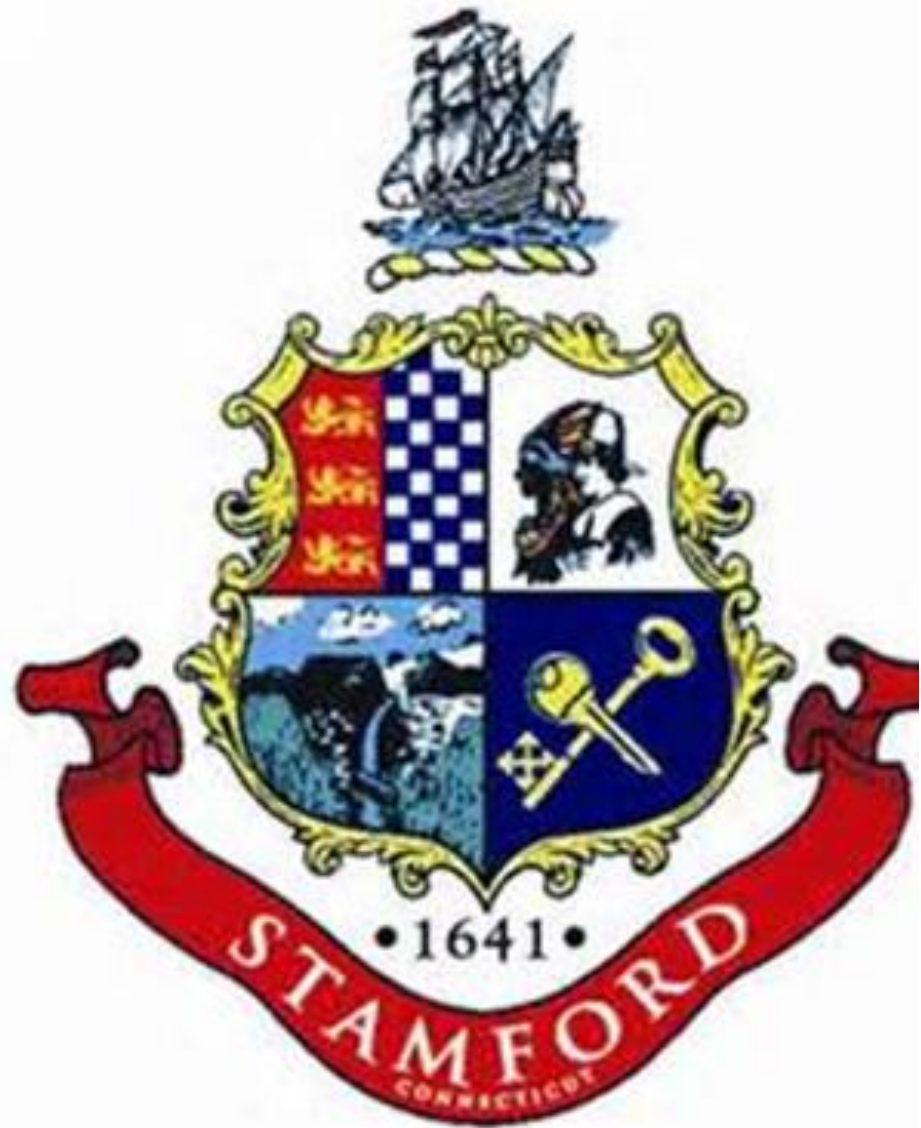


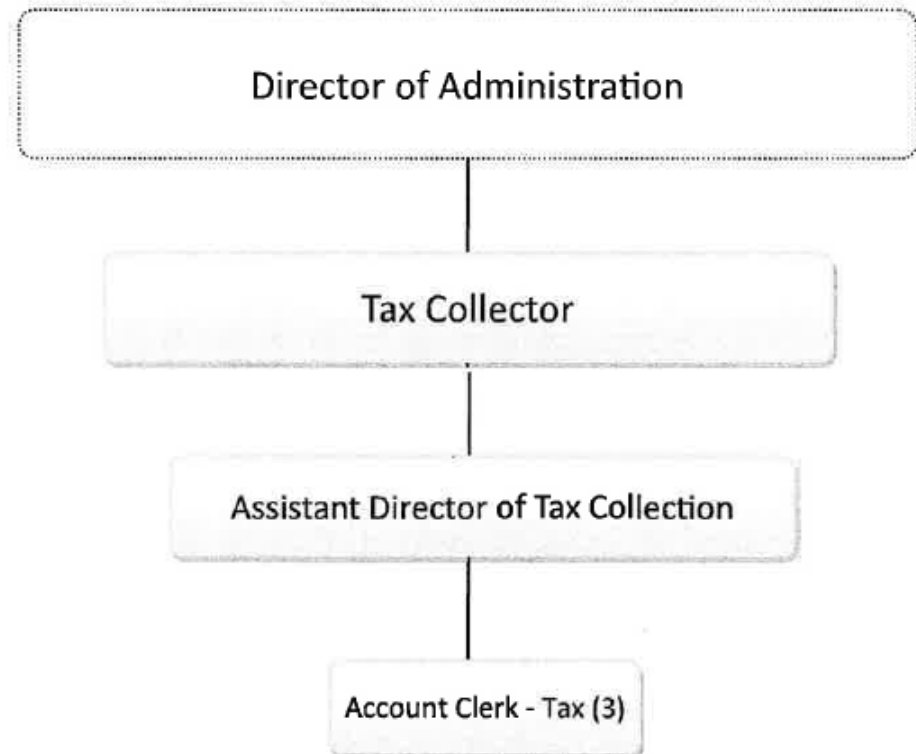
CITY OF STAMFORD
Tax Collection

William Napoletano
Tax Collector
(203) 977-4144
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Department/Div. Organizational Chart

City of Stamford Office of Administration Tax Collector



Summary of Department Function (FY 2025-26)

The overall mission statement of the Tax Collection Department is to establish and implement effective policy, procedure and controls for tax collection; 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.

Effective January 1, 2025 the Revenue Services division was split into a Tax Collection Department and a Revenue Services Department.

There were three cost centers associated with the Revenue Services division – Revenue Services, Taxation Services, and Cashiering & Permitting.

Currently the Revenue Services cost center services both departments.

The Taxation Services cost center is exclusive to the Tax Collection Department.

The Cashiering and Permitting cost center is exclusive to the Revenue Services Department.

Budget Summary (FY 2025-26)

The Tax Collection department has two cost centers – Revenue Services and Taxation Services.

The Taxation Services cost center budget has not changed from the previous year with the exception of contractual salary increases.

There are two Revenue Services budget increases from the previous year – Contracted Services & Postage.

- * Contracted Services – cost of annual maintenance and support has increased. Additional mailings for delinquent sewer accounts have been added.
- * Postage – Due to the increase mailings for delinquent sewer account billing.
- * All other non salary budget items have not changed.

New or Expanded Services/Programs (FY 2025-26)

Expanded Programs for 2025-2026

- The tax collection department has expanded collection efforts engaging a collection agency for delinquent personal property accounts.
- The tax collection department has partnered with the legal department in expanding the use of outside attorneys for collection efforts on severely delinquent real estate accounts.

The tax collection department does not anticipate any abandoned or curtailed services or programs in FY25-26.

Key Challenges & Changes (FY 2025-26)

Key challenges for the tax department are to maximize collection efforts as efficiently as possible with no impact on the residents of Stamford.

Streamlining all processes with maximum internal controls.

Performance Improvements & Efficiencies:

Initiatives for 2025-2026

- Review signage, waiting line control and wait times streamline the process for residents
- Increase resident use of on-line systems
- Decrease cost to residents for on-line transactions
- Wait times have been significantly reduced with the completion of the cashiering area

Thank You!