



SERVICE SOLUTIONS SUCCESS

# City of El Paso

## FY2014 City Manager's Proposed Budget

*Tax Department*





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# Mission Statement

*The mission of the City of El Paso Tax Department is to provide tax collection and disbursement services to taxpayers and taxing entities so they can each fulfill their civic responsibilities of funding and providing public services.*





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# Objectives

- ❑ Mail original & corrected tax bills for 35 taxing entities.
- ❑ Provide monthly reports on current status of collections for all entities in the consolidated tax assessment & collection effort.
- ❑ Provide information to the public on tax related matters.
- ❑ Calculate effective tax rates for taxing entities & publish notices in accordance with Property Tax Code.
- ❑ Research, review and process levy and overpayment refunds in a diligent and prompt manner.
- ❑ Update instruction manuals for all Tax Department positions based on recommended improvements on internal controls procedures and processes.
- ❑ Strive to find ways to increase productivity and efficiency in the daily operations and functions of the tax office.



# Performance Measures

	Actual FY12	Actual FY13*	Projected FY14
Payments processed through website and IVR *	\$50,661,998	\$62,273,065	\$80,000,000
<b>Count</b>	<b>30,392</b>	<b>31,253</b>	<b>33,000</b>
Collection Rate – Current	98.32%	98.00%	98.00%
Collection Rate - Delinquent	33.00%	35.00%	35.00%
Surveys – Customer Service Overall Rating (Note: Maximum rating is 5)	4.73	4.75	4.75

\* As of June 30, 2013



# FY 2014 Reorganization

<u>Program/Function</u>	<u>From (Dept)</u>	<u>Increase</u>
Proportional salary for Chief Financial Officer and Administrative Analyst	Financial Services	<u>\$66,090</u>
	Total	<u><u>\$66,090</u></u>



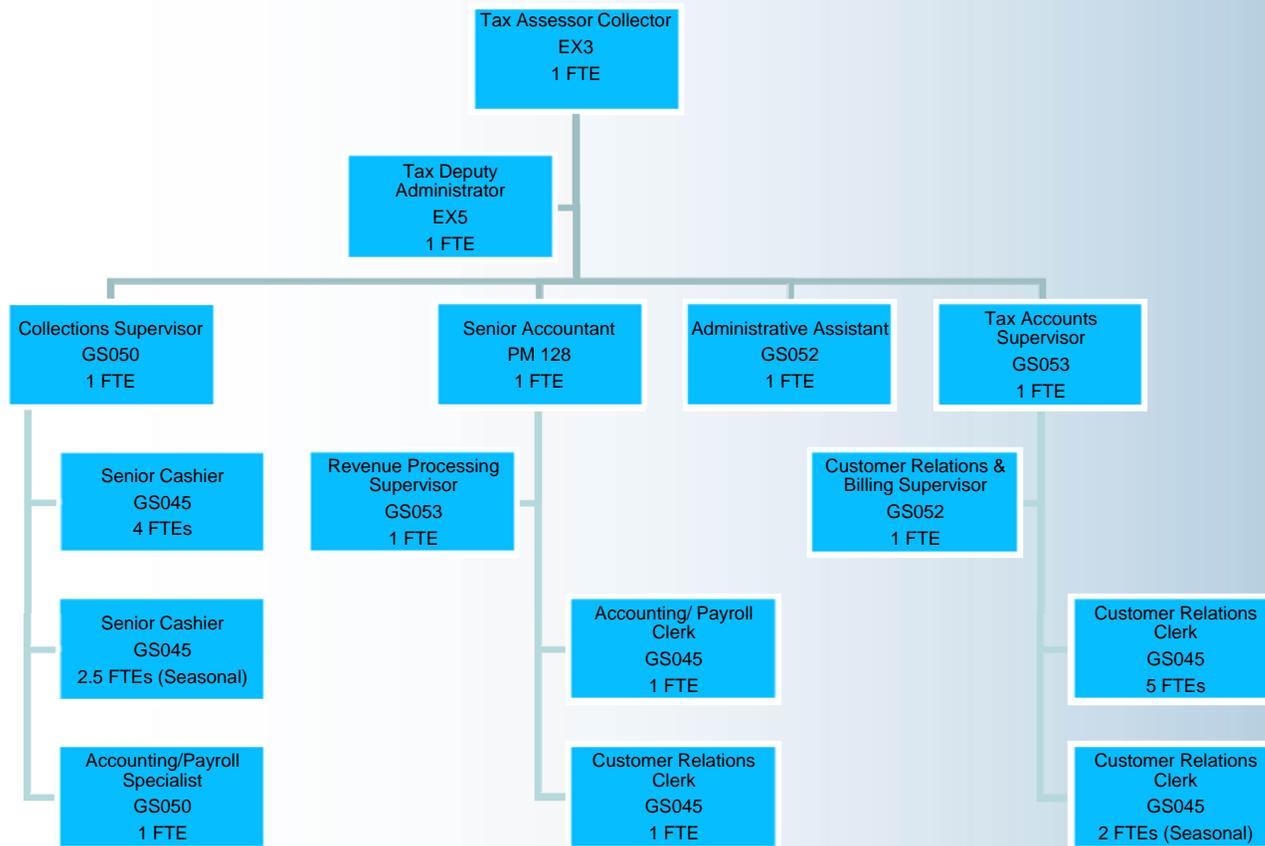
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## **FY2014 Priorities/Major Initiatives**

- Adopt revised Interlocal Agreement by all Entities
- Implement Telephone Management System
- Tax Department Training Manuals
- Website and IVR Enhancements
- Increased Citizen Payment Options
- User-Friendlier Tax Statement



# FY 2014 Organizational Chart





# FY 2014 Proposed General Fund Budget Comparison by Character

Appropriations	Adopted FY13	Adjusted FY13	Proposed FY14	% Change
Personal Services	\$1,119,733	\$1,119,733	\$1,259,644	12.5%
Contractual Services	785,122	781,122	458,122	-41.6%
Materials & Supplies	34,050	34,050	36,050	5.9%
Operating Expenses	80,626	80,626	279,200	246.3%
Non-Operating	0	0	126,000	100%
Capital Outlay	0	4,000	0	0%
<b>Total Budget</b>	<b>2,019,531</b>	<b>2,019,531</b>	<b>2,159,016</b>	<b>6.9%</b>

<b>Net Budget</b>	<b>\$2,019,531</b>	<b>\$2,019,531</b>	<b>\$2,159,016</b>	<b>6.9%</b>
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Note: The budget for the Tax Department is paid by all participating taxing entities based on a parcel fee of \$0.80. The City of El Paso's estimated share of the budget is 8.03% which totals \$173,019.



## FY2014 Proposed Authorized Position Count

	<b>FY2013 Adopted</b>	<b>FY2014 Proposed</b>	<b>% Change</b>
General Fund	24.5	24.5	0%
Non – General Fund	0.0	0.0	0%
Total Authorized Positions	24.5	24.5	0%

Note: No current vacancies, all positions are funded and filled.



# Department Specific Budget Highlights

## Variations/Changes from FY13 Adopted *Net Increase of \$139,485*

- ❑ Personal Services – \$139,911
- ❑ Contractual Services – (\$327,000)
- ❑ Materials & Supplies - \$2,000
- ❑ Operating Expenses - \$198,574
- ❑ Non-Operating Expenses - \$126,000



## Department Specific Budget Highlights

**Personal Services** – Combined impact of reorganization and personnel changes including:

- ❑ Cost allocation for CFO and Administrative support.
- ❑ Inactivating an Accounting and Payroll Specialist and replacing it with a Senior Accountant.
- ❑ Reduction in attrition.

### **Contractual Services**

- ❑ Change in procedure in paying current year legal fees - more equitable for all taxing entities.

### **Materials & Supplies**

- ❑ Reclassification of expenses for assigned City vehicle.

### **Operating Expenses**

- ❑ Included indirect costs per Maximus study to properly reflect the cost of the Tax Office.

### **Non-Operating Expenses**

- ❑ Included the bank service charges to properly reflect the cost of the Tax Office.



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# Comments or Questions?

