

Office of the Commissioner of Revenue

COUNTY MANAGER'S
PROPOSED FY 2022 BUDGET

County Board Work Session

March 18, 2021 @ 3:00pm – 6:00pm



Ingrid H. Morroy

Commissioner of Revenue



- The Office of the Commissioner of Revenue provides Arlington County residents and businesses with high-quality service in meeting their tax obligations by applying Virginia State and Arlington County tax laws with uniformity, fairness, and integrity.
- The Office is committed to providing customer advocacy to protect the rights of individual and business taxpayers and resolving those issues not satisfactorily addressed through normal channels.

Department Overview

Business Tax Division

Mission: To ensure uncompromising standards of fairness for all businesses that conduct business in Arlington by ensuring that they are properly assessed.

Major Function: Assessment and audit of business taxes and custodial taxes (meals tax, hotel tax, etc.)

Key Achievements:

- Provided technical support to Arlington Economic Development's small business grant program during the pandemic
- Provided technical assistance to Department of Human Services and Department of Management and Finance in COVID-19 quarantine program for community members
- Guided business customers through online self service
- Implemented quarterly hotel tax filings and paperless initiatives for Accessory Homestay businesses (AirBnB)
- Implemented paperless tax filings for business customers with active CAPP (Customer Assessment and Payment Portal) accounts.

Department Overview

Vehicle Personal Property Tax Division

Mission: To ensure fair and uniform assessments of all vehicle personal property.

Two Major Functions: Registering and assessing vehicle personal property and operating a satellite office of the Department of Motor Vehicles (DMV Select)

Key Achievements:

- Assisted in enhancing technology to enable remote Call Center
- Improved customer response time with ACE (Assessment and Collection Enterprise) system upgrade
- Assisted the ACE team to complete critical upgrade for NADA (National Automobile Dealers Association) valuation retrieval service
- While DMV Select services are suspended until further notice, continued to provide DMV service to accommodate County fleet titling and registration
- Improved staff training to assist customers in creating CAPP profiles.

Department Overview

Compliance Division

Mission: To achieve uncompromising standards of fairness for all customers in Arlington County by ensuring that all vehicle personal property subject to taxation in Arlington is properly assessed.

Two Major Functions: Vehicle Personal Property enforcement; State Income Tax assistance

Key Achievements:

- Retrofitted the office vehicle to safely restart the enforcement program during the pandemic
- Initiated process improvement to digitize incoming assessment data; this may prevent delays in the assessment process
- Supported the Vehicle Personal Property Call Center remotely throughout the COVID-19 pandemic.

FY 2022 Budget Highlights

- Continue to remotely provide high quality customer service
- Create unique methods to provide in-person service
 - Alternate days with minimal staffing
 - In-person customer service by appointment, limited to filing deadline dates
 - Limited DMV Select in-person service by appointment

Office of the Commissioner of Revenue in the COVID-19 Pandemic

- Protect the health and safety of our staff and their families by teleworking
- Employees telework 100% with County provided equipment and software
- Encourage email and phone communications with customers
- Encourage customers to use online Customer Assessment and Payment Portal
- Carefully restarting the vehicle personal property enforcement program
- Suspended DMV Select operation; this service will reopen by appointment as soon as it is safe to do so.

Focus on Equity

- Continue to assist foreign language speakers with an emphasis on Spanish
- Translate signage in public spaces and online brochures
- During Covid-19 pandemic:
 - Accommodated food truck operators by extending due dates for vendor tags
 - Extended due date for Business Tangible Tax at the start of the pandemic
 - Waived certain late filing penalties caused by the pandemic, a circumstance beyond customers' control
 - For March 1 filing deadline, staff provided in-person service to 65 customers who may have lacked technology for online filing and/or who needed additional language assistance.

FY 2022 Budget Summary

	FY 2021 Adopted	FY 2022 Proposed	Change	% Change
Expenses	\$5,949,123	\$5,859,471	-\$89,652	- 2%
Revenue	\$827,995	\$797,468	-\$30,527	- 4%
Funded FTEs	53.0 FTEs	52.0 FTEs	- 1.0 FTE	-1.8%

- Decrease in expenses due to personnel and office operations cost
- Decrease in revenue due to adjustments to License Plate Penalty, DMV commission and grant revenue.

Details of Budget Reductions

Service Impacts

This Customer Advocate position supports all functional divisions. Duties will be absorbed by other staff within the office. Freezing the position will impact the Office's ability to maintain service delivery levels in the variety of support functions it provides to the operations of the Office of the Commissioner of Revenue.

Budget Impact

FY 2022:	-\$125,022
Change:	-\$125,022

Staff Impact

-1.0 Admin (Management Specialist)

Key Budget Considerations

- Travel savings
 - Virtual meetings and conferences
- Appointment system
 - To safely provide in-person service
 - Currently testing; if functional, will be purchased at minimal cost.
- Reopening DMV Select
 - Estimated to result in \$60,000 in commission
- Restarting Personal Property Enforcement Program (PPEP)
 - Estimated to result in \$1.85 million in additional revenue

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