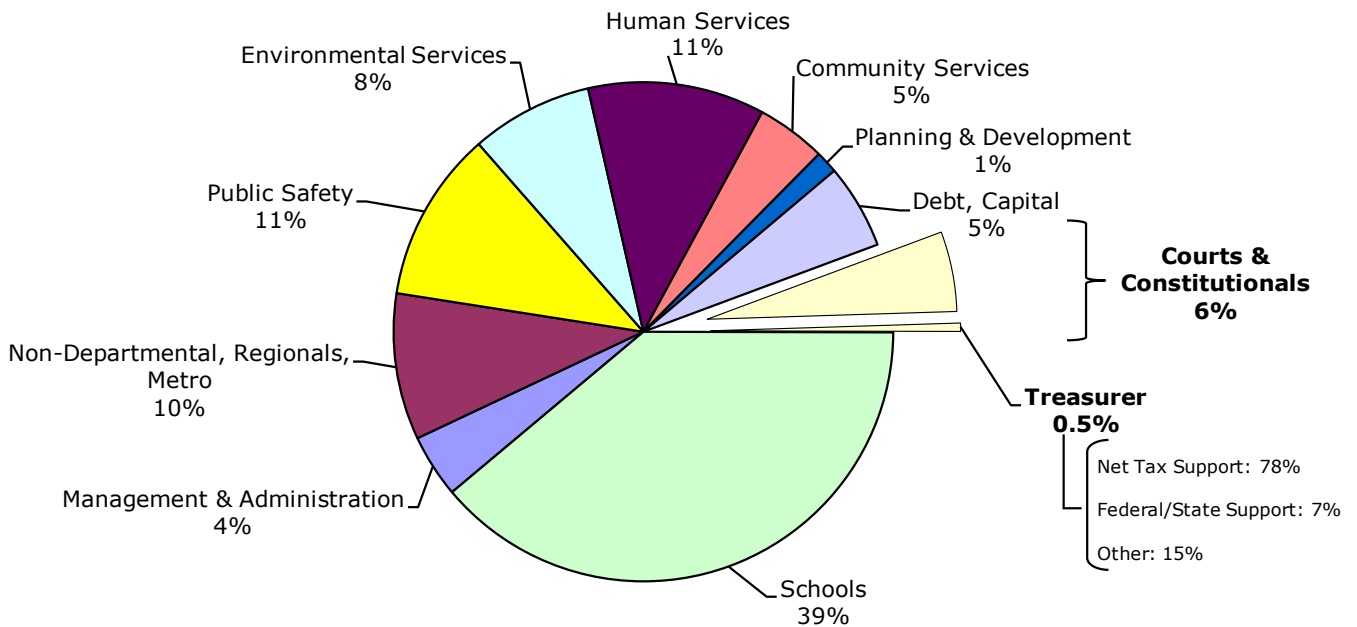


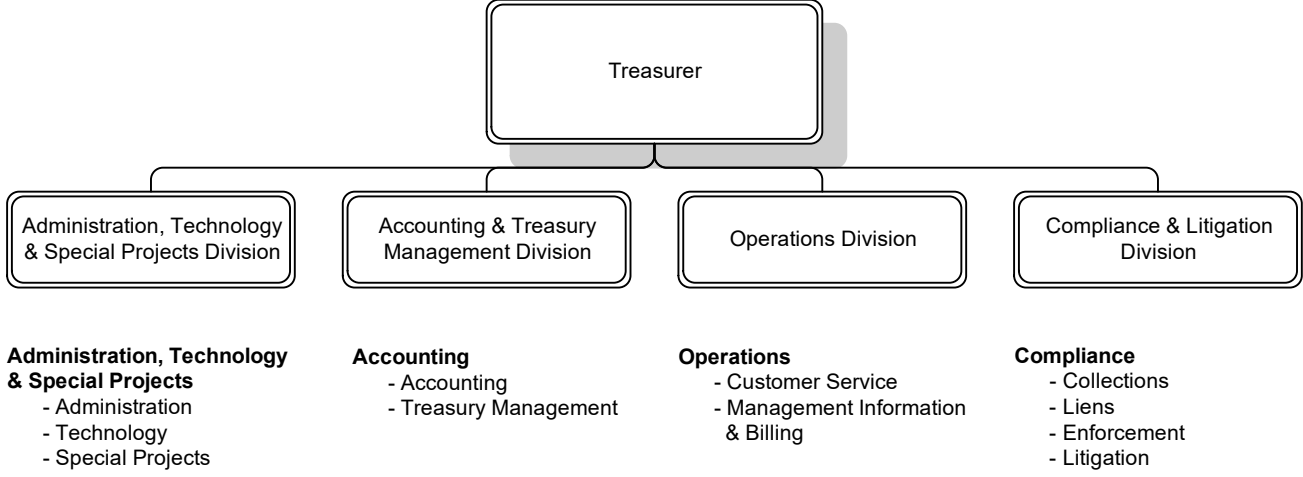
Our Mission: To receive, safeguard, and disburse County funds

In order that society can conduct itself in a civilized manner, that the ends of justice can be served, and that government can ensure the provision of services to its citizenry, it is the mission of the Treasurer’s Office, as defined by the Constitution of Virginia, to receive or collect state and local taxes and other revenues, to safeguard the funds, and to disburse the funds in accord with the dictates of the local governing body.

FY 2022 Proposed Budget - General Fund Expenditures



LINES OF BUSINESS



SIGNIFICANT BUDGET CHANGES

The FY 2022 proposed expenditure budget for the Treasurer’s Office is \$7,383,928, a one percent increase from the FY 2021 adopted budget. The FY 2022 budget reflects:

- ↑ Personnel increases due to adjustments from job family studies, partially offset by the reduction itemized below.
- ↓ Non-personnel decreases due to adjustments to the annual expense for maintenance and replacement of County vehicles (\$4,315).
- ↓ Grant revenue decreases based on anticipated State Compensation Board reimbursements (\$27,703).

FY 2022 Proposed Budget Reductions

Operations Line of Business

- ↓ Freeze a Treasury Specialist II – Cashier position upon retirement of incumbent midway through FY 2022 (\$31,010).
IMPACT: Freezing the only dedicated cashier position will necessitate the temporary reallocation of another customer service agent to cover the cashier window, leaving fewer employees to respond to customer phone calls, email inquiries, and work items.

DEPARTMENT FINANCIAL SUMMARY

	FY 2020 Actual	FY 2021 Adopted	FY 2022 Proposed	% Change 21 to '22
Personnel	\$5,938,323	\$6,705,377	\$6,764,108	1%
Non-Personnel	556,627	593,125	588,810	-1%
Total Expenditures	6,494,950	7,298,502	7,352,918	1%
Fees	1,055,876	1,117,235	1,117,235	-
Grants	534,307	562,615	534,912	-5%
Total Revenues	1,590,183	1,679,850	1,652,147	-2%
Net Tax Support	\$4,904,767	\$5,618,652	\$5,700,771	1%
Permanent FTEs	62.00	62.00	62.00	
Temporary FTEs	0.66	0.66	0.66	
Total Authorized FTEs	62.66	62.66	62.66	

Expenses & Revenues by Line of Business

	FY 2020 Actual Expense	FY 2021 Adopted Expense	FY 2022 Proposed Expense	% Change '21 to '22	FY 2022 Proposed Revenue	FY 2022 Net Tax Support
Administration, Technology and Special Projects	\$1,337,505	\$1,385,131	\$1,436,901	4%	\$534,912	\$901,989
Accounting and Treasury Management	1,211,664	1,402,222	1,447,428	3%	30,000	1,417,428
Operations	1,634,198	1,874,753	1,823,505	-3%	152,735	1,670,770
Compliance and Litigation	2,311,583	2,636,396	2,645,084	-	934,500	1,710,584
Total	\$6,494,950	\$7,298,502	\$7,352,918	1%	\$1,652,147	\$5,700,771

Authorized FTEs by Line of Business

	FY 2021 FTEs Adopted	FY 2022 Permanent FTEs Proposed	FY 2022 Temporary FTEs Proposed	FY 2022 Total FTEs Proposed
Administration, Technology and Special Projects	9.00	9.00	-	9.00
Accounting and Treasury Management	11.00	11.00	-	11.00
Operations	18.00	18.00	-	18.00
Compliance and Litigation	24.66	24.00	0.66	24.66
Total FTEs	62.66	62.00	0.66	62.66

ADMINISTRATION, TECHNOLOGY, AND SPECIAL PROJECTS

PROGRAM MISSION

To ensure optimal use of available resources and high-quality service by providing functional officewide administrative and systems support in areas including personnel management; detailed statistical analyses; preparation and monitoring of County and State budgets; information system analysis, design, and support; communications; and special projects assigned by the Treasurer.

Administration

- Provides administrative support to the Treasurer.
- Performs and coordinates all office personnel functions.
- Oversees state and local legislative activities.
- Conducts statistical analyses and assists the Treasurer with projects necessary for reporting, presenting, and disseminating public information.

Technology

- Performs information systems design, testing, documentation, and programming.
- Provides analysis and reporting beyond what vendor-supplied systems can deliver.
- Provides coordination and support to vendor-supplied systems as well as end-users on software and hardware matters.
- Manages procurement for new I.T. contractors.
- Provides software and physical security for the office.
- Serves as liaison with County I.T. and other departments and projects.
- Supports the office in pursuit of future efficiencies, cost savings, and innovations.

Special Projects

- Performs both ongoing and special one-time projects.
- Designs office forms, tax bills, and other distribution materials.
- Prepares and monitors both County and State annual budgets.
- Designs and maintains the Treasurer’s Office website; manages Treasurer’s Office’s social media presence.
- Researches customer inquiries and provides written direct communication with customers.
- Creates annual reports and community presentations on real estate taxes, delinquency rates, and other topics.

ACCOUNTING AND TREASURY MANAGEMENT

PROGRAM MISSION

To safeguard, manage, and account for all revenues and bond proceeds received for the County Government and Public Schools, ensuring the security, proper stewardship, and availability of these funds to meet County and Public Schools expenditure requirements. To procure and manage banking and related services contracts for the County Government and Public Schools.

Accounting

- Prepares and enters data that accurately reflect revenue activity for the General Fund and all other funds.
- Reports and remits funds received on behalf of the Commonwealth (e.g., estimated state income tax payments and transient occupancy tax) and reports abandoned property to the Commonwealth.
- Ensures the integrity of transactions entered into the general and subsidiary ledgers.
- Monitors established control procedures.
- Completes bank reconciliations.
- Develops policies and procedures to ensure that internal controls and the security of County funds are maintained.

Treasury Management

- Monitors the receipt of funds.
- Forecasts cash flow expectations consistent with adopted projections of County revenue and expenditures.
- Selects banking services and maintains all banking relationships.
- Manages the investment portfolio for the County and structures investment maturities in a manner to meet projected cash flow requirements consistent with the principles of Safety, Liquidity and Yield (SLY) and in compliance with applicable State Code and Investment Policy requirements.
- Manages the County's bond arbitrage program.
- Prepares the Treasurer's reports for the County Finance Board.

PERFORMANCE MEASURES

FY 2020 Performance Measures reflect COVID-19 impacts to services in the final months of the fiscal year while FY 2021 and FY 2022 estimates are based on current conditions and anticipated impacts on the performance measures. Additionally, FY 2022 estimates do not incorporate the impact of proposed budget reductions; the impact of those reductions are included in the impact statements shown in the Department Budget Summary.

ACCOUNTING AND TREASURY MANAGEMENT

Critical Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Balance of funds managed by the Treasurer at June 30	\$731,574,292	\$738,248,185	\$721,198,983	\$771,558,543	N/A	N/A
Balance of Unexpended Bond Proceeds at June 30 (SNAP – State Non-Arbitrage Program)	\$338,179,591	\$376,228,299	\$405,663,541	\$206,832,275	N/A	N/A
Total Funds Balance as of June 30	\$1,069,753,883	\$1,114,476,484	\$1,126,862,524	\$978,390,818	N/A	N/A

- Although the Treasurer’s Office reports on the Balance of funds managed, the Balance of Unexpended Bond Proceeds (SNAP), and the Total Funds Balance as of June 30, the amount of funds in these accounts is inherently dependent upon actions by the County Board and spending by the County.

Critical Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of bank accounts managed and reconciled at June 30	59	64	60	58	60	60
Bank reconciliation within accounting close date	100%	100%	100%	100%	100%	100%
Number of months investment performance greater than 90-day T-bill rate benchmark	12/12	8/12	2/12	12/12	N/A	N/A
Investment Interest Income (Cash Basis)	\$7,068,521	\$13,834,388	\$20,820,380	\$17,924,877	N/A	N/A

- The number of managed accounts increased is expected to remain flat for FY 2021 and FY 2022.

ACCOUNTING AND TREASURY MANAGEMENT

- In FY 2020, the number of months that investment performance was greater than the 90-day T-bill rate increased due to the falling short-term interest rates. Future interest rates cannot be accurately forecasted.
- During the FY 2016 to FY 2019 period, interest income increased annually as the Federal Reserve increased the benchmark target interest rate. In FY 2020, the Federal Reserve lowered the benchmark target interest rate to 0.00% - 0.25% in response to COVID-19. This will result in lower Investment Interest Income (Cash Basis) in FY 2021 as well, though it is not possible to estimate interest income without an estimate for the Balance of Funds Managed.

Supporting Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Meet or exceed the Department of Management and Finance monthly closing schedule	100%	100%	100%	100%	100%	100%
Number of audit exceptions in the annual state funds audit report	0	0	0	0	0	0
Number of significant audit (outside) exceptions included in the final audit report attributable to the Treasurer's Office	0	0	0	0	0	0

PROGRAM MISSION

The mission of the Operations Division is to manage all revenue transactions, post assessments provided by other County agencies to the system of record, create accurate tax bills, manage all aspects of mail services for the Treasurer's Office, and issue various County licenses. In addition, we maximize customer convenience through in-person, telephone, and written customer service, and by providing convenient and accessible methods of payment.

The Operations Division is comprised of two sections: Customer Service and Management Information and Billing.

Customer Service

- Processes all directly remitted County revenue as well as payments received by other County departments and agencies.
- Provides service to the public through in-person customer service, operating a call center during business hours, and responding to email to help customers understand their obligations and resolve problems.
- Provides frontline County services, among other activities, by issuing County dog licenses, and accepting applications and payments for residential zone parking permits, as well as managing the sale and maintenance of Easy Park devices.
- Transmits payment files for nightly posting to the accounts receivable systems.
- Provides support for CAPP, the Arlington County payment portal, which affords residents the convenience of paying taxes, utilities, and parking tickets online. Creates and maintains customer accounts to include address maintenance, account consolidation, and real estate tax account set-up. Works closely with programmers and vendors to ensure optimum functionality of CAPP.
- Manages enrollment for Automated Bank Debits.
- Delivers, manages, and reports on the Taxpayer Assistance Program to assist taxpayers experiencing financial challenges.

Management Information and Billing

- Maintains the accounts receivable files for all County taxes and adjusts those accounts to assess and abate late payment penalties, resolve payment posting problems, and process customer refunds.
- Reconciles the accounts receivable files to the County's general ledger.
- Performs and coordinates updates to handle real estate tax exemptions and deferrals, new construction tax billing, property transfers, and other real estate issues.
- Coordinates with other County agencies and outside vendors to produce timely and accurate tax bills.
- Manages and reconciles print and postage accounts for mail services.
- Manages programs for processing payments through lockbox, mortgage tax services, vehicle fleet accounts, and other alternative customer payment options.
- Works closely with programmers and vendors to ensure accuracy and efficiency of the system of record.

OPERATIONS

PERFORMANCE MEASURES

FY 2020 Performance Measures reflect COVID-19 impacts to services in the final months of the fiscal year while FY 2021 and FY 2022 estimates are based on current conditions and anticipated impacts on the performance measures. Additionally, FY 2022 estimates do not incorporate the impact of proposed budget reductions; the impact of those reductions are included in the impact statements shown in the Department Budget Summary.

Customer Service Section

Critical Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Percentage of Real Estate Registrations completed within one week	95%	89%	52%	84%	88%	90%
Real Estate returned mail items processed	2,900	2,198	1,903	2,031	2,000	2,000
Number of new CAPP profiles	13,128	14,552	14,482	16,609	17,300	18,000
Number of transactions processed through the online payment portal (e-check and credit card)	239,907	255,131	265,298	254,748	270,000	275,000
Number of automated payments processed (bank account debit)	45,612	48,031	49,968	47,786	49,000	50,000
Number of cashier payments	95,676	89,580	74,055	58,044	50,000	50,000
Dog license payments received	\$69,981	\$84,185	\$80,752	\$127,660	\$126,900	\$120,000
Dog license sales (accounts)	3,949	4,614	4,336	4,456	4,300	4,200
Manual real estate registration transfers	6,487	5,889	6,448	6,224	6,400	6,400
Customer email responses	7,195	15,786	12,948	9,119	9,500	9,500
Customer maintenance work items completed	30,532	28,154	34,346	31,132	30,400	30,000
Customer phone calls answered	31,640	34,594	38,663	30,878	31,000	30,000
Number of TAP loans	60	98	115	138	140	140
Total dollar amount of TAP loans	\$153,716	\$219,705	\$252,753	\$1,120,360	\$500,000	\$450,000

- In FY 2019, there was a one-time delay in processing real estate registrations for 400 small parcels with no tax liability which were previously categorized in error as tax-exempt. The following year, FY 2020 real estate registrations completed within one week returned to a more normal level as expected.
- The number of Real Estate returned mail items decreased in FY 2018 as DREA performed a one-time address clean-up project prior to billing. In FY 2019, the Division began to process returned Real Estate Annual Assessment letters earlier, resulting in fewer returned bills. In FY 2020, the number of returned mail items increased along with the growing number of stale addresses as more time passed since the DREA address clean-up project.

OPERATIONS

- In FY 2018, the Treasurer’s Office initiated an outreach initiative which brought more attention to CAPP, resulting in an increase in registered profiles. FY 2020 saw a significant increase as online registrations skyrocketed in May and June as a result of the pandemic lockdown.
- FY 2020 saw a dramatic drop in cashier payments due to the pandemic and the office being closed to the public for the last quarter of the fiscal year. In-person payments are not expected to return to previous levels as many customers have now transitioned to more convenient and efficient payment methods.
- Dog license payments received in FY 2020 were higher than in previous years as a result of increased outreach and communication with the public related to the implementation of the lifetime license. The lifetime license also carries a higher fee than the former one- and three-year license renewal options. Revenue is expected to decrease in FY 2022 as the registered pet accounts that existed prior to the lifetime license will have been through the renewal cycle.
- The number of manual real estate registration transfers fluctuates with the number of real estate sales and transfers.
- The number of customer email responses decreased in FY 2020 primarily due to the elimination of the County decal and the introduction of the lifetime dog license.
- The number of customer maintenance work items in FY 2020 decreased with the elimination of certain types of work items with the rollout of the system upgrade.
- Call volume for FY 2020 saw a dramatic drop because taxpayers are now more familiar with immediate billing for closed Vehicle Personal Property tax accounts. A significant number of calls were also eliminated with the transition to lifetime dog licenses and the elimination of the County decal.
- The number of Taxpayer Assistance Program (TAP) loans increased in FY 2018 and FY 2019 because of a Treasurer’s Office outreach initiative. In FY 2020, the number of TAP loans increased again when customers hit hard by the pandemic sought extended payment plans.
- The total dollar amount of TAP loans increased as the number of accounts increased. There was a dramatic increase in the total dollar amount of TAP loans in FY 2020 when owners of larger properties sought extended payment plans due to the pandemic. It is anticipated that this total dollar amount will begin to decrease with FY 2021 as the pandemic recedes.

Management Information and Billing Section

Critical Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Percent of initial tax bills sent a minimum of 30 days prior to due date	100%	100%	100%	100%	100%	100%

Supporting Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of bills and notices mailed	237,268	237,488	251,719	244,772	240,000	240,000
Number of automated payments processed (bank account debit)	45,612	48,031	49,968	47,786	49,000	50,000
Number of tax deposits	8	2,264	280	136	50	50

OPERATIONS

Supporting Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Number of fleet vehicles billed through the Fleet Payment Program	10,288	11,564	11,564	10,845	10,500	11,000
Number of tax bills processed through mortgage companies and tax services	72,411	71,319	69,352	71,282	72,000	72,000
Number of electronic payments from outside sources (CheckFree, E-Box)	40,070	41,200	37,348	36,699	35,000	33,500
Number of transactions processed through the wholesale & retail lockbox system	168,240	156,408	144,221	131,256	125,000	117,500
Number of refunds issued	17,854	19,153	16,463	15,427	15,500	15,500
Decal issuance	186,545	185,972	189,432	N/A	N/A	N/A
Motor Vehicle License revenue	\$5,001,539	\$4,943,439	\$4,615,769	\$5,556,136	\$5,500,000	\$5,500,000

- In FY 2018, the number of tax deposits were added as a performance measure to highlight the effort put forth in manually accepting, processing, and refunding or maintaining the excessive number of tax deposits resulting from the 2017 federal tax bill. In FY 2019, the number began to revert to the lower level seen in prior years, a trend that continued in FY 2020 and is expected to continue in FY 2021 and FY 2022.
- The number of vehicles billed through the Fleet Program decreased in FY 2020 because there were fewer customers choosing to lease a vehicle.
- The number of electronic payments from outside sources is expected to continue to decrease due to the Operations Division’s efforts to encourage taxpayers to sign up for Customer Assessment and Payment Portal and/or enroll in the Automatic Bank Debit program.
- The number of lockbox transactions has continued to decline in line with national trends, the availability of convenient and easy on-line payments through CAPP, and the pandemic. It is anticipated that the number of lockbox transactions will continue to decrease as fewer people write checks.
- The number of refunds is highly dependent on assessment changes, vehicle proration, and accidental overpayments, making it very difficult to predict.
- In April 2019, the County Board voted to eliminate the requirement to display a County decal. Therefore, effective FY 2020, there will be no decals issued going forward.
- “Decal Revenue” has been renamed “Motor Vehicle License Revenue.” The motor vehicle license fee revenue increased in FY 2020 because the fee is not refundable whereas the decal fee was previously refunded if the decal was returned.

COMPLIANCE AND LITIGATION

PROGRAM MISSION

To reduce debt owed to Arlington County and the Commonwealth of Virginia.

The Compliance and Litigation Division's responsibility is to ensure the equitable distribution of the tax burden over the County's private and business population through the prompt and efficient collection of delinquent County taxes, parking tickets, debts owed to county agencies, and court debt (court fines, costs, forfeitures, penalties, and restitution). The Division is comprised of three functional areas: Collections, Enforcement, and Litigation.

Collections

- Collects overdue debt primarily through outreach to debtors. The collections area is organized as a call center, with our collectors handling inbound calls as well as placing outbound calls to debtors.
- Uses various methods to gather information on debtors, thus improving the chance of obtaining payment or finding a lien source.
- Works with debtors to establish payment arrangements.
- Monitors accounts and determines when they are ready for enforcement action or litigation.
- Collects overdue parking tickets issued by the Police Department and Ronald Reagan Washington National Airport Authority.
- Collects delinquent accounts for numerous County agencies and departments as well as delinquent court debt (i.e. fines, costs, forfeitures, penalties, and restitution).

Enforcement

- Uses information acquired by collectors and gained through its own efforts to issue liens on wages, bank accounts, rents, and third parties.
- Identifies vehicles registered to owners with delinquent debt to Arlington County.
- Submits vehicle registration withholding orders to the Virginia Division of Motor Vehicles for delinquent vehicle property tax accounts.
- Performs outreach visits to delinquent businesses and residents.
- Serves distress warrants and performs on-site visits to enforce levies and immediately take possession of vehicles or other physical assets and currency.
- Submits delinquent accounts to the Virginia Department of Taxation's set-off debt program, which offsets funds owed to the debtor by the State.
- Liquidates assets by holding public auctions or by other appropriate legal methods.
- Utilizes court payment systems and transfers data files.

Litigation

- Answers legal questions and interprets statutes and regulations.
- Pursues uncollected accounts through Motions for Judgment in General District Court.
- Files and litigates all claims in Bankruptcy Court.
- Tracks, pursues, and responds to inquiries on judgments.
- Identifies delinquent real estate to sell at auction.
- Works with the Treasurers' Association of Virginia to reform and enhance tax collection tools and other laws affecting treasurers.

COMPLIANCE AND LITIGATION

PERFORMANCE MEASURES

FY 2020 Performance Measures reflect COVID-19 impacts to services in the final months of the fiscal year while FY 2021 and FY 2022 estimates are based on current conditions and anticipated impacts on the performance measures. Additionally, FY 2022 estimates do not incorporate the impact of proposed budget reductions; the impact of those reductions are included in the impact statements shown in the Department Budget Summary.

Compliance and Litigation Division

Critical Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Delinquent clearances: total clearances	\$32,299,734	\$31,267,795	\$30,598,755	\$30,079,493	\$34,187,600	\$34,087,600
Compliance: total clearances/FTEs	\$1,309,803	\$1,267,956	\$1,240,825	\$1,219,769	\$1,386,358	\$1,382,303

Supporting Measures	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Administrative collection fees - compliance	\$769,672	\$718,476	\$618,301	\$649,351	\$640,000	\$640,000
Administrative collection fees - court collections	\$431,747	\$338,234	\$353,269	\$198,439	\$197,600	\$197,600
Delinquent clearances: business license	\$7,458,800	\$6,761,218	\$6,355,237	\$4,598,987	\$5,500,000	\$5,500,000
Delinquent clearances: other debt	\$627,002	\$653,127	\$669,648	\$363,620	\$100,000	\$200,000
Delinquent clearances: other taxes	\$2,404,783	\$1,898,234	\$2,089,221	\$2,022,319	\$1,500,000	\$1,800,000
Delinquent clearances: parking tickets	\$3,325,137	\$3,288,814	\$3,481,519	\$2,892,010	\$3,500,000	\$3,500,000
Delinquent clearances: personal property	\$9,371,522	\$9,590,158	\$8,606,379	\$7,263,285	\$8,600,000	\$8,600,000
Delinquent clearances: real estate	\$6,611,282	\$7,019,638	\$7,422,007	\$11,437,076	\$13,500,000	\$13,000,000
Delinquent clearances: courts	\$1,299,789	\$999,895	\$1,003,173	\$654,040	\$650,000	\$650,000

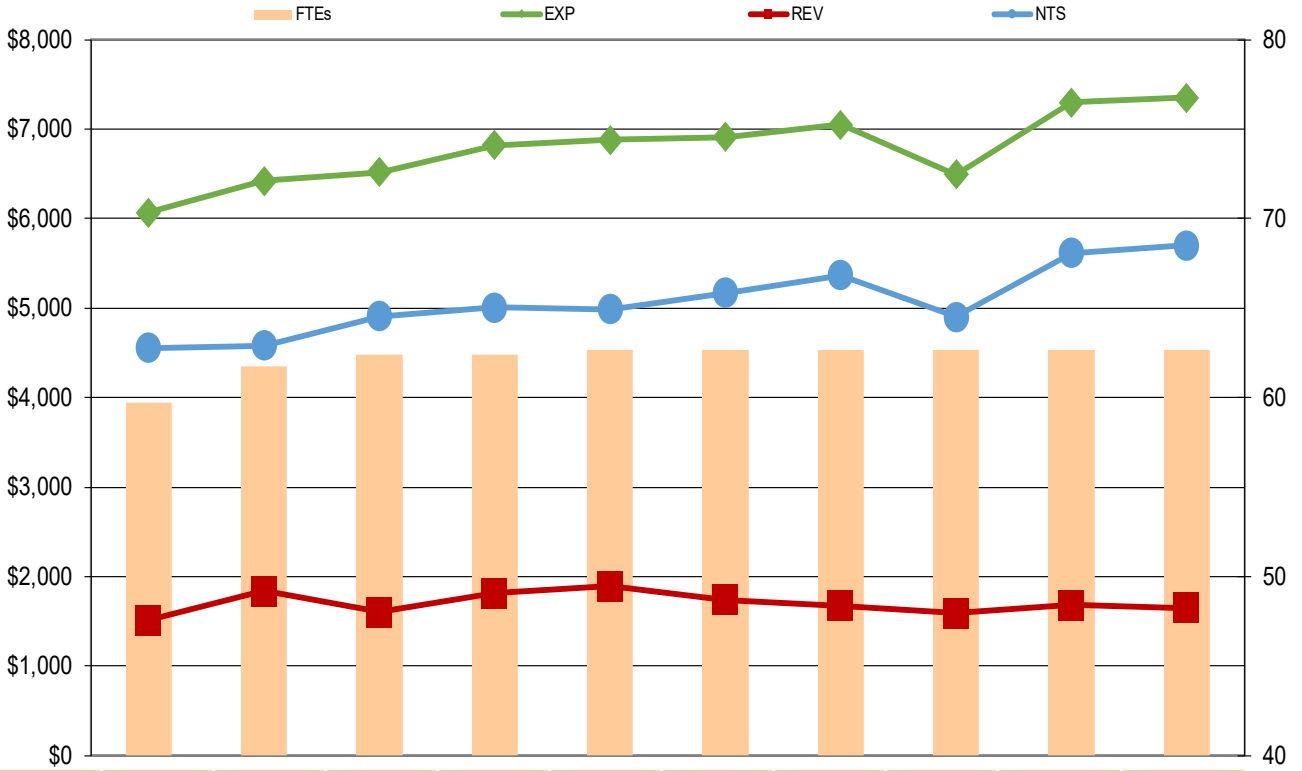
- In FY 2020, total clearances decreased due to significant collections challenges resulting from the pandemic. The long-term impacts of the pandemic make it difficult to predict clearances for FY 2021 and FY 2022; however, as the total dollar amount moving into collections increases, an increase in clearances is expected.
- Administrative collection fees - Compliance: This includes the commissions earned for collection of delinquent accounts assigned by County departments as well as the fees collected for all other delinquent account types. Collection fees vary based on the clearances and the number of delinquent accounts for the fiscal year.
- Administrative collection fees - Court Collections: This represents fees earned on the collection of delinquent court fines, costs, forfeitures, penalties, and restitution. In FY 2020,

COMPLIANCE AND LITIGATION

fees decreased because as the pandemic took hold, the Supreme Court of Virginia suspended collections in the court system and no new debts were referred to the Treasurer's Office for collection.

- In FY 2020, delinquent clearances for business license tax decreased because of the pandemic. An increase is anticipated in FY 2021 based on mid-year analysis. Thereafter, clearances are expected to begin to recover from the impacts of the current pandemic.
- Delinquent clearances for other debt are dependent on debt assigned to the Treasurer's Office by County departments. In FY 2020, delinquent clearances for other debt decreased because collections on both previously assigned and new debt stopped after the onset of the pandemic. Clearances are expected to start increasing again in FY 2022 once debt is referred to the Division again.
- Delinquent clearances for other taxes are expected to decrease in FY 2021 along with the decrease to economically sensitive tax receipts such as meals tax and are expected to start recovering in FY 2022.
- Delinquent clearances for parking tickets are dependent upon the number of parking tickets issued. In FY 2020, delinquent clearances decreased because the Police Department issued fewer tickets and stopped boot and tow efforts due to the pandemic. In FY 2021, they are expected to increase because the Police Department has resumed issuance of parking tickets and boot and tow efforts.
- Delinquent clearances for personal property decreased in FY 2019 and FY 2020 because the total dollar amount that went delinquent was lower. In FY 2021 clearances are expected to increase as the total dollar amount that goes into collections increases.
- Delinquent clearances for real estate increased in FY 2020 because the total dollar amount that went delinquent increased. Due to the current economic environment, delinquencies for FY 2021 are expected to remain elevated through the end of the fiscal year.
- Delinquent clearances for courts decreased in FY 2020 because in March 2020 the Supreme Court of Virginia suspended all functions in the court system so no new debts were transmitted to the Treasurer's Office for collection from March 2020 through the end of the fiscal year.

EXPENDITURE, REVENUE, NET TAX SUPPORT, AND FULL-TIME EQUIVALENT TRENDS



	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
\$ in 000s	Actual	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Adopted Budget	Proposed Budget
EXP	\$6,068	\$6,423	\$6,516	\$6,821	\$6,879	\$6,914	\$7,049	\$6,495	\$7,299	\$7,353
REV	\$1,512	\$1,840	\$1,607	\$1,812	\$1,891	\$1,741	\$1,679	\$1,590	\$1,680	\$1,652
NTS	\$4,556	\$4,583	\$4,909	\$5,009	\$4,988	\$5,173	\$5,370	\$4,905	\$5,619	\$5,701
FTEs	59.75	61.75	62.41	62.41	62.66	62.66	62.66	62.66	62.66	62.66

Fiscal Year	Description	FTEs
FY 2013	<ul style="list-style-type: none"> ▪ No significant changes. 	
FY 2014	<ul style="list-style-type: none"> ▪ Added two limited-term collector positions (\$119,426), non-personnel and consultant expenses (\$25,950), and revenue (\$445,376) to enable the Treasurer’s office to collect over \$15.0 million in overdue Circuit Court and General District Court debt. The positions will be eliminated when the fees generated from court collections do not fully offset the costs associated with program. ▪ Held Management Specialist position vacant for six months (\$57,926). ▪ Increased grant funds due to a partial restoration of cuts in local aid from the State (\$21,135) and an increase in State Compensation Board reimbursements (\$13,666). 	2.0
FY 2015	<ul style="list-style-type: none"> ▪ Increased fee revenues due to increased compliance collections (\$250,000), a change in the methodology of court collections (\$99,624), additional dog licensing fee revenue (\$10,000), and iPark device fee revenue (\$1,200). ▪ Increased grant funds due to an increase in State Compensation Board reimbursements (\$7,290). ▪ Added 0.66 FTEs to the Compliance division in order to convert three enforcement agents from contractors to part-time employees. 	0.66
FY 2016	<ul style="list-style-type: none"> ▪ Decreased fee revenues due to lower delinquent court fine collections (\$139,055), a reduction in court fine collection fees to the County due to General Assembly action (\$114,000), decreased iPark fees (\$45,700), and a transfer of DMV select revenue to the Commissioner of Revenue’s Office (\$22,000), partially offset by an increase in administrative compliance fees (\$75,000) and returned check fees (\$10,000). ▪ Increased grant revenues due to an increase in State Compensation Board reimbursements (\$24,656). ▪ <i>The County Board reduced the Real Estate late payment penalty for taxpayers who pay after but within 30 days of the due date to 5 percent. Taxpayers who are more than 30 days delinquent continue to incur a 10 percent late payment penalty.</i> 	
FY 2017	<ul style="list-style-type: none"> ▪ The County Board added a partial FTE to assist with Court Fines and Fee collections. ▪ The two limited-term collector positions were converted to permanent FTEs. ▪ Decreased fee revenues due to lower administrative compliance fees (\$200,000), decreased iPark fees (\$60,000), reload fees (\$8,500) and deposits (\$4,000), partially offset by an increase in court collections (\$157,892) and Easy Park revenue (\$48,000). 	0.25

Fiscal Year	Description	FTEs
	<ul style="list-style-type: none"> ▪ Decreased grant revenues due to a decrease in State Compensation Board reimbursements (\$1,170). 	
FY 2018	<ul style="list-style-type: none"> ▪ Increased fee revenue due to a higher anticipated administrative compliance and court collections fees (\$162,163) and an increase in dog licensing fee revenue (\$10,000), partially offset by decreased iPark fees (\$32,249), reload fees (\$1,000), and a decrease in Easy Park meter revenue (\$6,694). ▪ Decreased grant revenue due to an adjustment in the State Compensation Board reimbursements (\$6,522). 	
FY 2019	<ul style="list-style-type: none"> ▪ Decreased fee revenue as administrative collection fees return to more normal levels following collection of a large account in the prior two fiscal years (\$40,000), and as the new rules enacted by the Supreme Court of Virginia continue to decrease the number of delinquent court accounts referred to the Treasurer for collection (\$59,000). Revenues also decreased due to decreased iPark fees (\$17,751) and reload fees (\$500); a decrease in Easy Park meter revenue (\$6,056), reload fees (\$400) and device fees (\$350); and a decrease in dog license revenues (\$3,780). ▪ Increased grant revenue due to a reconciliation with FY 2018 adopted State Compensation Board revenue (\$9,869) and additional Compensation Board funding (\$27,037) for the Treasurer and four of her Deputies participating in the Treasurer’s Association of Virginia’s Career Development Program having earned certifications from the University of Virginia’s Weldon Cooper Center for Public Service. 	
FY 2020	<ul style="list-style-type: none"> ▪ Reduced printing charges with elimination of the requirement to display a personal property tax decal. Every vehicle registered in Arlington County is required to display a County Decal that is sent to residents annually (\$80,615). In September 2018, the County Board voted to eliminate the County Decal effective FY 2020 and move towards license plate reading technology to enforce vehicle registration. ▪ Reduced annual expense for maintenance and replacement of County vehicles (\$1,308). ▪ Decreased administrative collection fees revenue based on a return to more normal levels following collection of a large account in the prior two fiscal years, and as the rules enacted by the Supreme Court of Virginia in FY 2018 continue to decrease the number of delinquent court accounts referred to the Treasurer for collection (\$44,000). ▪ Increased dog license revenue (\$3,500) and other compliance fees (\$2,000). 	

Fiscal Year	Description	FTEs
FY 2021	<ul style="list-style-type: none">▪ Increased dog license revenue (\$61,500) based on the demand for lifetime licenses and grant revenue (\$17,000) for increase in State Compensation Board reimbursements.▪ Decreased court collections (\$61,500) due to the continuing impact of the Supreme Court of Virginia ruling in FY 2019 that further decreased the number of delinquent court accounts referred to the Treasurer for collection.	