

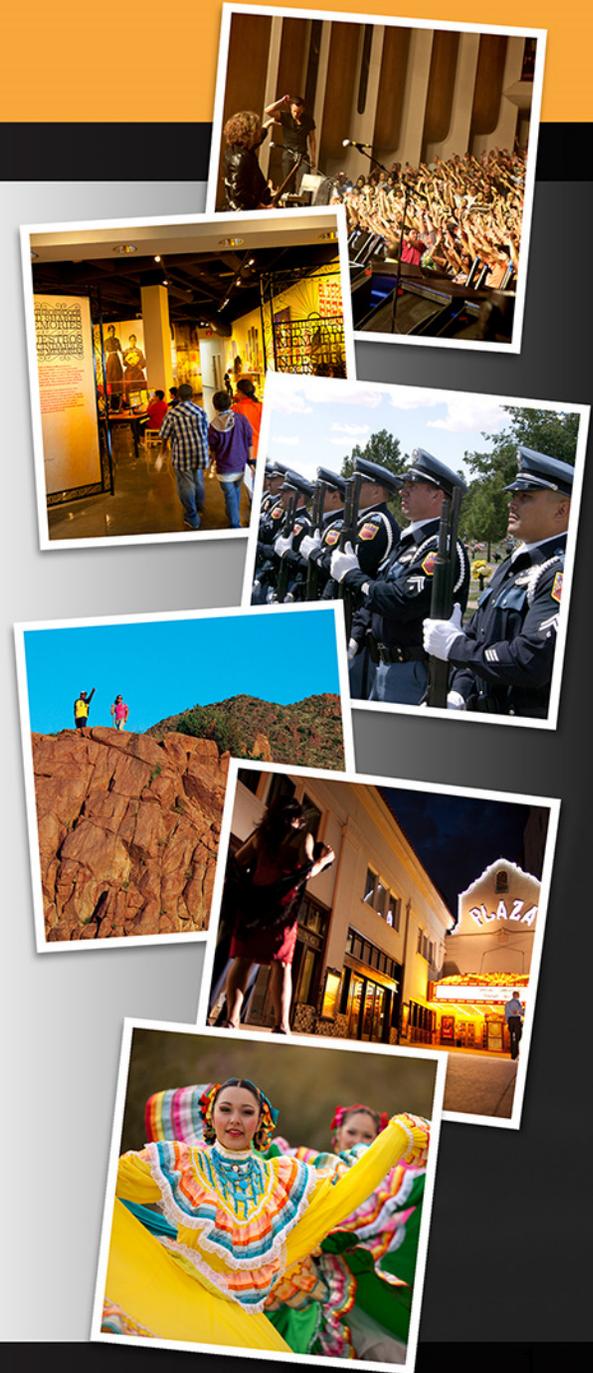


SERVICE SOLUTIONS SUCCESS

City of El Paso

FY2015 City Manager's
Proposed Budget

Tax Department

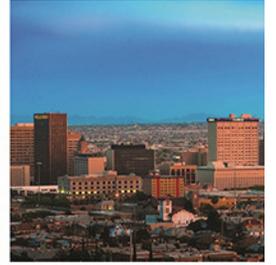




SERVICE SOLUTIONS SUCCESS

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.





SERVICE SOLUTIONS SUCCESS

ADMINISTRATION

David Childs, Tax Assessor/Collector
Maria O. Ramos, Tax Deputy Administrator
Cathy Stern, Administrative Assistant

TAX COLLECTION AND
DISBURSEMENT DIVISION

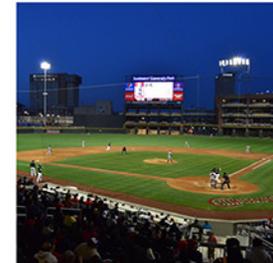
Ignacio Esquivel, Senior
Accountant

ACCOUNTS CALCULATION AND
MANAGEMENT PROGRAM

Bea Thick, Tax Accounts Supervisor

PROPERTY TAX COLLECTION
AND ACCOUNTING PROGRAM

Martha Sanchez, Revenue
Processing Supervisor





SERVICE

SOLUTIONS

SUCCESS

Strategic Alignment

Council Strategic Priority
Quality Management / Accountability

Council Goal

Deliver services timely and efficiently with focus on continual improvement.

As Evidenced By

- **95% requested taxing entity reports will be provided by the next day after request**
- **100% of routine requested reports will be accepted by customers as data accurate.**



SERVICE

SOLUTIONS

SUCCESS

FY 2015 Priorities / Initiatives

Improving the Customer Experience

1. Increase Website and Interactive Voice Response (IVR) Services – (Electronic Payments)
2. Adapt Training Materials to a User Productivity Kit (UPK) Software Format
 - It promotes better trained staff to provide excellent customer service
3. Improve customer service by implementing Payment Kiosks & Facebook Page.
4. Offer Tax Office Services at Recreation Centers.



SERVICE

SOLUTIONS

SUCCESS

FY 2015 Strategic Results

Strategic Result 1: Customer Service

- By 2016, the Tax Office will respond to every customer inquiry (by telephone, e-mail or walk-in) within 24 hours.
- Facebook Page.

Strategic Result 2: Timely, Accurate Reports

- By 2015, data & reports to the Taxing entities will be provided accurately within 24 hours.

Strategic Result 3: e-Payments Success

- By 2016, e-payments will be an easy and preferred payment option through the implementation of:
 1. Payment kiosks
 2. Offering tax services at recreation centers
 3. Improving website and telephone services



SERVICE

SOLUTIONS

SUCCESS

Service Impacts

- The Tax Office Total Requested Budget is shared by 38 taxing entities, the City of El Paso portion is 8%.
- An efficiency gain - In order to achieve the 5% proposed reduction scenario, the Tax Office reduced the number of legal notices printed in FY2015 due to a legislative change effective January 1, 2014, only one notice is required versus four for municipalities. Each notice costs approximately \$2,400.

* 5% cut applied only to the City's estimated portion of the budget (\$172,417).



FY 2015 Proposed All Funds Revenue

REVENUE BY SOURCE	FY 11 ACTUAL	FY 12 ACTUAL	FY 13 ACTUAL	FY 14 ADOPTED	FY 14 ADJUSTED 05/31/2014	FY 15 PROPOSED	FY15 Proposed Over/(Under) FY14 Adjusted	
							Amount	Percent
Taxes	1,720,645	1,745,811	1,748,806	0	0	480,000	480,000	100.00%
Operating Revenues	18,528	25,373	28,412	0	0	26,000	26,000	100.00%
Non-Operating Revenues	5,836	4,112	159	0	0	0	0	0.00%
Intergovernmental Revenues	1,076,489	1,212,255	1,439,201	0	0	1,527,000	1,527,000	100.00%
TOTAL REVENUES	2,821,497	2,987,551	3,216,579	0	0	2,033,000	2,033,000	100.00%

Revenues have not been historically budgeted in the individual departments. Over the last two years, revenue budgets directly attributable to an operational budget have been moved to the responsible departments allowing them to monitor and control collection and reporting.

Notes:

*Estimated per parcel fee FY15 – \$0.76

** City's estimated share (8%) - \$172,417 – Estimated budget credit \$57,405 = \$115,012



FY 2015 Proposed All Funds Expenditures by Category

EXPENDITURES	FY 11 ACTUAL	FY 12 ACTUAL	FY 13 ACTUAL	FY 14 ADOPTED	FY14	FY 15 PROPOSED	FY15 Proposed Over/(Under) FY14	
					ADJUSTED 05/31/14		Adjusted Amount	Percent
Personal Services	1,134,320	1,179,501	1,078,889	1,259,644	1,259,645	1,250,897	(8,748)	-0.69%
Contractual Services	2,764,226	278,269	517,357	458,122	458,622	455,308	(3,314)	-0.72%
Materials and Supplies	28,531	32,216	26,854	36,050	34,050	36,050	2,000	5.87%
Operating Expenditures	19,173	10,328	20,494	279,200	280,000	279,756	(244)	-0.09%
Non-Operating Expenditures	14,669	3	0	126,000	126,700	126,000	(700)	-0.55%
Capital Outlay	(19,363)	465,623	8,811	0	0	0	0	0.00%
TOTAL EXPENDITURES	3,941,556	1,965,941	1,652,406	2,159,016	2,159,017	2,148,012	(11,006)	-0.51%

The difference between revenues and expenditures corresponds to the City's portion and estimated budget credit as of 5/31/14.



FY 2015 FTE Comparison

	FY 2014 Adopted	FY 2015 Proposed	Variance	
General Fund	24.50	24.50	0	0%
Total	24.50	24.50	0	0%



Vacancies

	General Fund	Total
# FTE's Filled	24.50	24.50
# FTE's Vacant	0	0
Total Positions	24.50	24.50
Salary Savings (Attrition)	\$0	\$0



SERVICE

SOLUTIONS

SUCCESS

Questions?



FY 2015 Proposed All Funds by Division

	FY14 Adopted	FY14 Adjusted 05/31/14	FY15 Proposed	FY15 Proposed Over/(Under) FY14 Adjusted	
				Amount	Percent
General Government					
Tax Office Collections	2,159,016	2,159,017	0	(2,159,017)	-100.00%
Tax Administration	0	0	594,083	594,083	100.00%
Tax Collection & Disbursement	0	0	1,553,928	1,553,928	100.00%
Sub Total	2,159,016	2,159,017	2,148,012	(11,006)	-0.51%
All Funds Total	2,159,016	2,159,017	2,148,012	(11,006)	-0.51%