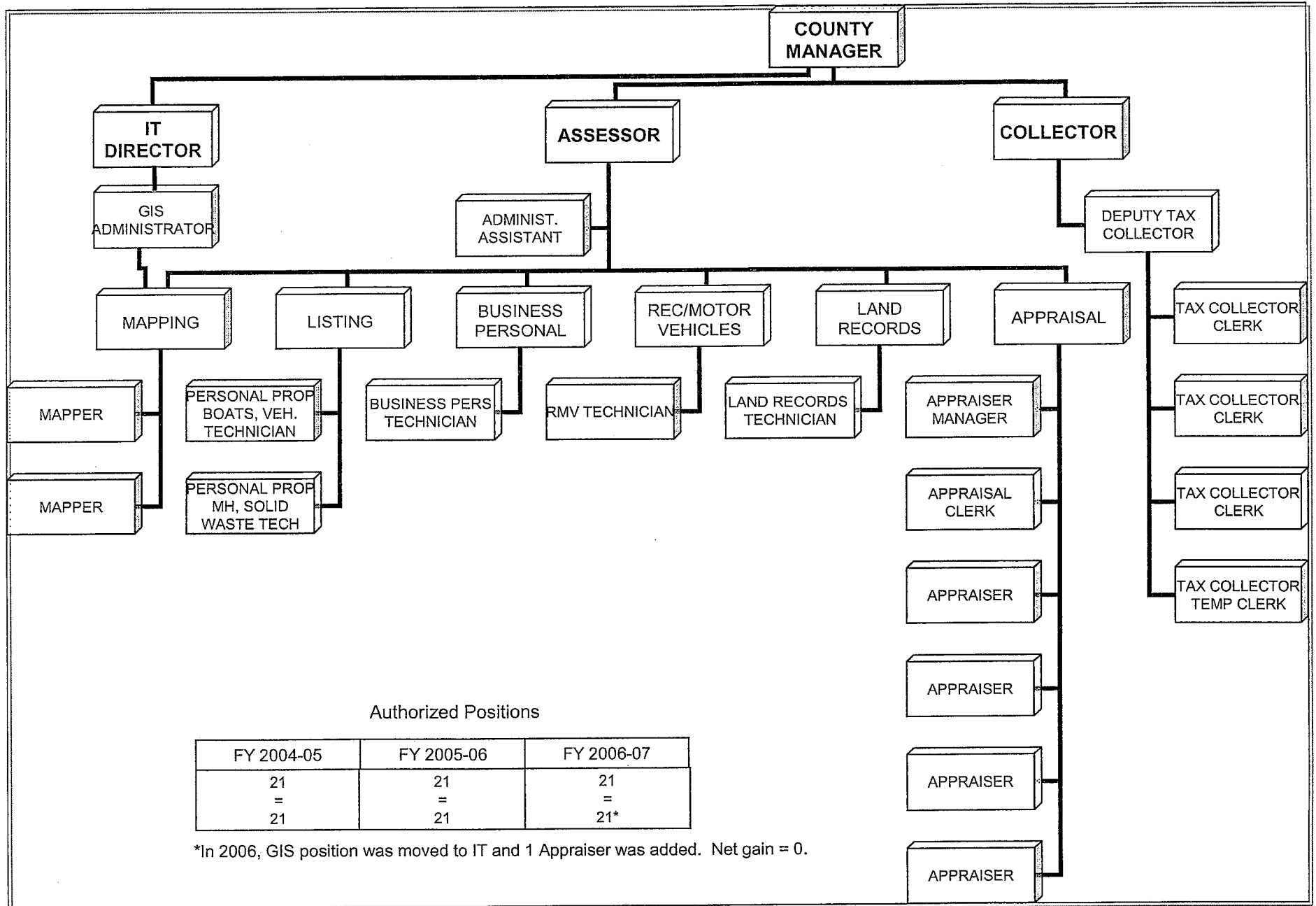


# TAX OFFICE



Authorized Positions

FY 2004-05	FY 2005-06	FY 2006-07
21	21	21
=	=	=
21	21	21*

\*In 2006, GIS position was moved to IT and 1 Appraiser was added. Net gain = 0.

**TAX OFFICE (450)**

**DESCRIPTION:** The function of the Tax Office is to produce revenue to fund county and municipal operations. The Tax Office is charged with the duty of listing, billing, and assessing all taxable real and personal property in Pender County and the inclusive Municipalities. The Tax Office is responsible for the collection of these taxes and the solid waste fees. The Tax Office must assess, bill and collect all vehicle taxes for Pender County and the Municipalities on a monthly basis.

**FY 06-07 HIGHLIGHTS:** Implemented Webpass System for the Internet making it possible for the public to view real property tax bills, print property records cards, and view values from their home or business computer; implemented outsourcing of mass mailing with Professional Mail Services, Inc. of Raleigh, saving taxpayer dollars and improving productivity; cross trained three new collections clerks; put more delinquent taxes in the Debt/Setoff Program for State Refunds; and Tax Collector staff completed a daily accountability study for a two month period to evaluate productivity, with results exceeding expectations and employees reaching maximum output.

**FY 07-08 GOALS:** The Office will: improve tax collection rate by 1% (from 96.7% to 97.6%), through the implementation of more collection remedies; mail ad valorem tax bills, abstracts, and all notices in a timelier manner; verify the "Unknown Property" listed and unpaid; continue auditing of business personal property by Turner Business Appraisers hired by Pender County; meet all deadlines in a timely fashion and bring the Tax Office to complete compliance with the General Statutes; build a sales data base with sales questionnaire mail-outs to improve the quality of appraisals and to prepare for the 2011 Revaluation; improve the assessment of real property under construction; provide customer service training to all staff to promote a more citizen friendly environment; continue efforts with Keystone Information Systems to make the system software more user friendly and productive for the Tax Assessor staff; and implement cross-training.

**Expenditures:**

	Actual FY05-06	Approved 06-07	Budget as Amended 06-07*	Dept. Request 07-08	Manager Recommends 07-08	Board Approved 07-08
<b>Salaries</b>	\$546,111	\$610,928	\$588,203	\$658,790	\$637,024	
<b>Benefits</b>	143,945	186,586	186,586	218,236	205,183	
<b>Operating</b>	134,660	191,054	228,748	245,474	239,374	
<b>Capital Outlay</b>	12,165	20,553	22,432	50,070	50,070	
<b>Total</b>	\$836,881	\$1,009,121	\$1,025,969	\$1,172,570	\$1,131,651	

\*Revised as of 2/28/07

- Increase in 06-07 due to implementation of WebPass System.
- Plans to initiate a lockbox for processing of tax payments;
- Capital Outlay includes \$50K required for compliance; expense recouped in two years.