

Department of Tax Administration

Department of Tax Administration

► Agency Mission

To assess, levy and collect all real and tangible personal property, business license, and other miscellaneous taxes according to State statutes and County ordinances; to ensure the assessments are uniform and equitable so that each property owner carries his or her fair share of the tax burden; to maintain current collection rates and ensure all delinquent taxes are collected; to ensure that all firms and individuals engaged in business activities are properly licensed; to administer tax relief programs in a manner that ensures all eligible residents receive proper benefits; to properly administer the State Income Tax and other State and County programs as required; and to ensure that all departmental programs are administered with the highest quality of customer service.

► Trends/Issues

The Department of Tax Administration (DTA) was created by the Board of Supervisors during FY 1995, merging Revenue Collection staff with the Office of Assessments. The merger created many opportunities for 'One-Stop-Shopping' and significantly improved service delivery to Fairfax County taxpayers. Key operations include the assessment and collection of all Real Estate Taxes, Vehicle Taxes, Business and Other Taxes. The split between activities is roughly 65 percent assessing and 35 percent collections. The agency also provides a full range of customer support activities to include operation of a centralized call center. Overall, DTA CAPS are responsible for approximately 78 percent of all General Fund revenue.

DTA has faced major challenges since its creation. Staffing has decreased from 376 merit positions at the start of FY 1996 to 327 in FY 2002, including closing of branch tax offices in FY 1997. However, despite increasing workload and a changing real estate market, DTA continues to focus on and provide quality customer service. A significant part of this effort has been the aggressive development of Internet capabilities. As a result, DTA has become increasingly decentralized and more of a 24x7 operation. Several of these initiatives are discussed within specific CAPS.

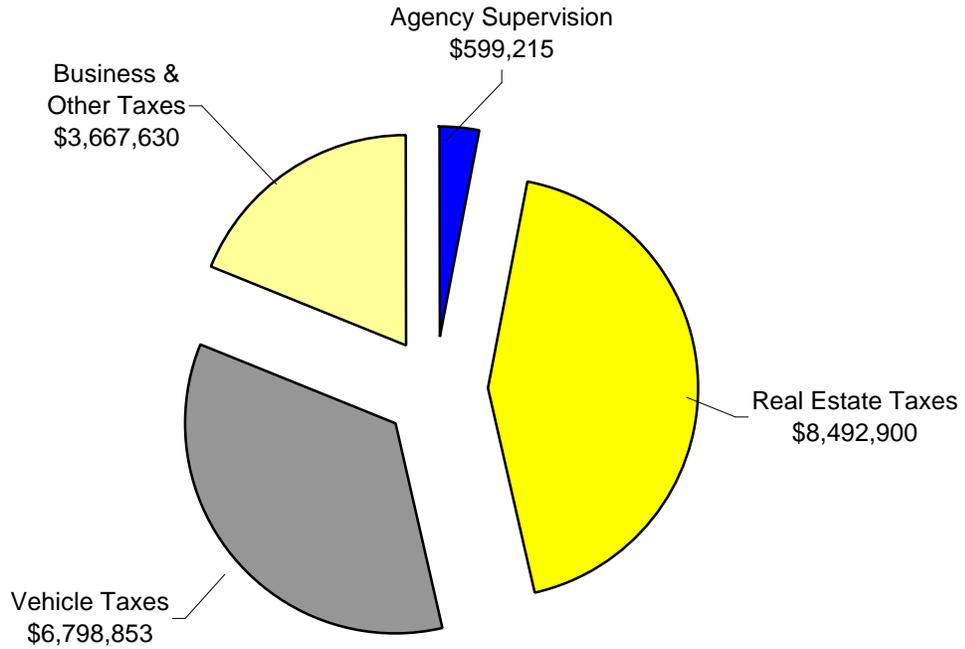
Based on its constitutional and statutory requirements, DTA's direct expenditures are partially offset by State Compensation Board reimbursements.

► Summary of All Agency CAPS

CAPS Number	CAPS Title	CAPS Net Cost	CAPS Number of Positions/SYE
57-01	Agency Supervision	\$398,123	9/8.5
57-02	Real Estate Taxes	\$7,600,220	129/128.9
57-03	Vehicle Taxes	\$6,172,930	125/125.2
57-04	Business & Other Taxes	\$3,083,684	64/64.4
TOTAL Agency		\$17,254,957	327/327

Department of Tax Administration

Department of Tax Administration



Total FY 2002 Adopted Budget Expenditures = \$19,558,598

Total FY 2002 Adopted Budget Net Cost = \$17,254,957