

*Department of Tax Administration*

## 57-01-Agency Supervision

| Fund/Agency: 001/57                                 | Department of Tax Administration |  |
|---|----------------------------------|--|
| Personnel Services                                  | \$492,641                        | <p><b>CAPS Percentage of Agency Total</b></p> <p>3.1%</p> <p>96.9%</p> <p>■ Agency Supervision   ■ All Other Agency CAPS</p> |
| Operating Expenses                                  | \$106,574                        |  |
| Recovered Costs                                     | \$0                              |  |
| Capital Equipment                                   | \$0                              |  |
| <b>Total CAPS Cost:</b>                             | <b>\$599,215</b>                 |  |
| Federal Revenue                                     | \$0                              |  |
| State Revenue                                       | \$201,092                        |  |
| User Fee Revenue                                    | \$0                              |  |
| Other Revenue                                       | \$0                              |  |
| <b>Total Revenue:</b>                               | <b>\$201,092</b>                 |  |
| <b>Net CAPS Cost:</b>                               | <b>\$398,123</b>                 |  |
| Positions/SYE involved in the delivery of this CAPS | 9/8.5                            |  |

### ► CAPS Summary

Agency Supervision provides oversight and management of all programs and budget administered by the Department of Tax Administration (DTA). This division includes management oversight, systems and security administration and payroll/procurement functions. This CAPS reflects the DTA Director's constitutional duties as the chief assessor and tax collector, responsible for ensuring proper administration and adjudication of all assessment and tax collection matters for the County. This represents over \$1.7 billion in FY 2002 General Fund revenue from Real Estate, Personal Property, and Business Licenses alone. This CAPS also provides staff support and programmatic analysis to the Board of Supervisors and senior County management.

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## ► Method of Service Provision

Service is provided directly by the DTA director and other technical, clerical employees within Agency Supervision. In addition to internal services, this CAPS provides services directly to Fairfax County taxpayers, prospective businesses, the Board of Supervisors, and senior County management. Compliance reports are also provided to the State as required by law.

## ► Performance/Workload Related Data

The outcome of this CAPS is reflected in the performance statistics of the core functions of DTA (i.e., specific assessing and collection activities). In addition to compliance with statutory requirements, this CAPS is also the driving force behind DTA's service delivery. DTA places great emphasis on providing Quality Customer Service in all aspects of operations. In this regard, annual customer service training workshops are provided by this CAPS and ad hoc training programs are pursued. Technical innovations to improve customer service are also promoted from this CAPS. One performance indicator of this effort is seen in taxpayer satisfaction surveys. All walk-in customers conducting business in the Government Center are provided with a customer satisfaction survey. Taxpayers rate customer service using a 4.0 scale.

| Title                                       | FY 1998 Actual | FY 1999 Actual | FY 2000 Actual | FY 2001 Estimate | FY 2002 Estimate |
|---|----------------|----------------|----------------|------------------|------------------|
| Average Rating of DTA services by customers | 3.8            | 3.8            | 3.8            | 3.8              | 3.8              |

Another indicator of the strong emphasis placed on customer service can be seen from e-commerce initiatives implemented by DTA in the last couple of years. The Agency Supervision CAPS has contributed leadership, vision, budget and technical assistance to these efforts, working in concert with other DTA staff, DIT and outside vendors. One example of such initiatives was the implementation of on-line payments using e-checks and credit cards. Expanding use of e-commerce is making DTA a 24x7 operation, empowering customers more direct access and control. Citizen feedback concerning these efforts has been outstanding. Other e-commerce initiatives in DTA will be highlighted in the specific programmatic CAPS.

## ► Mandate Information

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 76 - 100%. The specific Federal or State code and a brief description of the code follows:

- Constitution of Virginia, Article X, Sections 1 and 2. Taxation and Finance: Taxable property, uniformity, classification and segregation; Assessments.
- Code of Virginia, Title 58.1, Chapters 30 through 39. Local Taxes: Local Officers, Real Property Tax; Tangible Personal Property; Tax Exempt Property; License Taxes; Miscellaneous Taxes; Enforcement, Collection, Refunds, Remedies and Review of Local Taxes.
- Code of the County of Fairfax, Chapters 4 and 82. Taxation and Finance; Motor Vehicles and Traffic.