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# EQUITY IMPACT PLAN ANNUAL REPORT

## CALENDAR YEAR 2024

### BACKGROUND INFORMATION

Department Name: Department of Tax Administration (DTA)

Equity Lead(s): Arlen Roberts

Date: November 21, 2024

### EQUITY IMPACT PLAN REPORT

#### DEPARTMENTAL GOALS

Review your department's Equity Impact Plan for CY 2024 at [Equity Impact Plans | Topics \(fairfaxcounty.gov\)](https://www.fairfaxcounty.gov/equity-impact-plans). Add each departmental goal below and describe: 1) what was done to make progress toward the goal, 2) with whom (partners), and 3) how work toward this goal was measured/evaluated and the results. If you have data for the performance measures listed in your CY 2024 Equity Impact Plan, report them. Add more goals as needed.

#### **Goal 1: Modernize agency infrastructure to promote access of services and enhance customer experience.**

Goal 1 Progress: In collaboration with the Department of Information and Technology (DIT), DTA has engaged with relevant vendors as needed to enhance and stabilize the existing business tax systems utilized for both tax filing and payment processing. This initiative aims to ensure a more efficient and reliable system that meets the demands of our users for business professional and occupational license (BPOL). In addition, we will persist in the development and deployment of a pilot project of bill payment kiosk machines designed to facilitate the collection of taxes. These kiosks will provide a convenient option for taxpayers, improving accessibility and efficiency in the payment process. Furthermore, we are committed to modernizing our infrastructure. This will involve a systematic rollout of enhancements in phases, carefully aligned with the business's priorities and specific needs. By taking a phased approach, we have effectively provided all personal property bills and real estate notice of assessments on DTA's portal on the county public website. This allocation of resources has ensured shorter lines for those that utilize our in-person services and yielded maximum benefit to our operations by increasing online payment and self-service.

DTA continues to bolster its public outreach campaign to encourage residents to do business online and over the phone. By doing so, DTA has seen a reduction in foot traffic and an 8.8 percent increase in online Personal Property tax transactions. Additionally, DTA has implemented appointment software that allows residents to make phone and video appointments online, using an application over the phone, and in-person.

#### **Goal 2: Expand access to tax information.**

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Goal 2 Progress: DTA has identified areas for improvement, specifically in standard pay options. It has been approved to pilot several kiosks that will offer Spanish languages in addition to English and payment services. In recent years, DTA has faced issues with its current technology during peak collection periods. Moving forward, DTA will continue collaborating with its stakeholders to assess the value of the piloted kiosks and identify ways to enhance them, ultimately providing better services to county residents.

In partnership with the Office of Public Affairs, DTA has improved its communication strategy by creating essential tax informational videos and flyers in both English and Spanish to support the diverse business community in Fairfax County. Fairfax County Economic Development Authority has found these publications helpful when working with new and small businesses in the community. DTA plans to keep annually distributing translated information in (Arabic, Chinese, Korean, Vietnamese, Urdu, Farsi, and Spanish) on real estate and tax relief publications. Additionally, DTA considers the various languages spoken in Fairfax County during its hiring process and actively maintains a list of department employees who can interpret over 15 languages. DTA is aware that it must continue to find new ways to enhance the customer service experience for the public of various ages and backgrounds.

**Goal 3: Provide better access of services to residents by creating a South County Satellite Office.**

Goal 3 Progress: DTA has conducted walk-throughs at the South County Gerry Hyland Government Center to explore potential office space and its layout, in collaboration with the Department of Neighborhood and Community Services. Discussions are ongoing with various stakeholders, including the county's/DTA Senior Management Team, the Department of Human Resources, the Department of Management and Budget, the Board of Supervisors, the Facilities Management Department, and the Department of Information and Technology, to determine the specifications for a DTA satellite office in South County. DTA is actively working on this multi-department initiative to identify the most suitable space within the building for community residents, while also evaluating plans to minimize any impact on other departments currently using the space, as well as those planning to relocate there to serve the community. Supervisors Lusk and Storck are in favor of having DTA services at this center. DTA has toured the facility multiple times and provided an initial report outlining the potential services and staffing needed to deliver those services in the coming years. This initiative is particularly beneficial for the underbanked and unbanked populations.

### COUNTYWIDE GOALS

*Report progress on Countywide goals related to the Regional Fair Housing Plan, if relevant to your department. As above, copy in each Countywide goal from your CY 2024 Equity Impact Plan, and describe progress made in CY 2024. If none, write "Not applicable."*

*Not applicable*

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## OTHER EQUITY-RELATED WORK

*Was other equity-related work completed in addition to the goals above? If so, please describe.*

None