

LISD TAX OFFICE
Organization No. # 703

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Director of Tax Collection & Special Projects

Last Revision: March 24, 2004

MISSION, GOALS, AND OBJECTIVES

(Must be aligned with Superintendent Priority Goals)

Mission:

The mission of the Tax Office is to maximize resources through the collection of taxes to be utilized in the funding of the education of our students.

Goals:

Superintendent Priority Goals

1: To establish and maintain an organizational climate that respects the dignity and worth of all people.

- The Tax Office introduced in 1991 the pamphlet entitled: *"To a more professional Look"*. This pamphlet was created by the current Tax Office Director. With this pamphlet staff is informed at to expectations within and among Tax Office staff as it relates to job description and interpersonal relationships.
- Scheduled staff and management to attend seminars in human relations and customer service as these become available.
- Celebrate important events in the life of staff members and Tax Office significant accomplishments.

2: To establish and maintain an environment within the district which maximizes safety for all students, employees and visitors.

- Procedures are in place that addresses the "safety" of staff through cashier/bookkeeping and Safety Officer's procedures.
- Monitor the time allocation of the janitor/matron to ensure that areas inside/outside are maintained as debris free as possible.
- Security Officer is on the premises to ensure that an atmosphere of "SAFETY" is maintained.
- Renovations to the Tax Office are planned that will dramatically improve the physical plant and facilities that service both employees and the taxpaying public.

8: To implement and monitor appropriate accountability measures, to protect the resources of the district including, but not limited to money, materials, supplies, and equipment.

- Cashiering/bookkeeping procedures are in place to protect all money/financial transactions
- Security Officer and Safety Officer co-ordinate surveillances to ensure a safe and healthy working environment.
- Surveillance cameras have been installed through out the Tax Office as well as at the front outside of the building.

Tax Office Goals:

- To ensure that Tax Office operations contribute to the attainment of District goals.
- To maximize resources and utilize sound fiscal planning.
- To increase delinquent tax collections and reduce outstanding receivables.
- To maximize state funding by collecting the taxes that maximizes our local effort required by the state.

Objectives:

- To articulate the District’s mission to the community and solicit its support in realizing the mission.
- To provide efficient, courteous, and continuous service to our taxpayers by using staggered shifts for the lunch hour.
- To give tellers extensive training in tax operations, tax law, handling of cash, and customer relations for more accurate and comprehensive service to the taxpayers through frequent staff development meetings.
- To process all mail payments within twenty-four hours of receipt and have all funds deposited on a daily basis.
- To make all efforts in tax collections and attempt to repeat the 96% tax collection rate, reached last year.

Strategy (ies):

The School District’s tax collections are an integral part of the State funding Formula. The Tax Office is committed to continue to find ways to improve its collection rate for the benefit of the educational efforts.

- To work closely with the district’s delinquent tax attorney in the collection of delinquent taxes through the filing of law suits, tax warrants, phone calls and providing them with an opportunity to pay on installments under a term contract.
- Provide taxpayers the opportunity to pay under the split and quarterly payment plans as allowed by law.
- To increase the number of newspaper ads in order to inform the general public of upcoming tax related deadlines.
- To increase the number mail out of postcard notices that will lead to high tax collections.
- To reduce the number of “non-sufficient fund” checks by the use of Tele-check check verification/deposit system.
- To increase accounting controls to ensure the continuation of “no findings of errors”

Performance Evaluation:

- The tax collections for the past three years have been steadily increasing.
 1. 1999 total tax collections.....: \$15,677,006.68 or 94.71%
 2. 2000 total tax collections.....: \$16,985,143.12 or95.21%
 3. 2001 total tax collections.....: \$17,997,442.85 or.....96.00%
 4. 2002 total tax collections.....: \$19,517,102.44 or.....96.00%
 5. 2003 partial tax collections.....: \$17,162,654.16 or78.58% (as of 02-29-04)

Significant Changes from Previous Year:

- Established and maintain current a Webpage for the Tax Office. It contains very useful information on property taxes and taxpayer account data. Also included is information on School Elections.
- Second format update leading to a new colored postcard was implemented this tax year. This has become the most effective and most efficient tax collection tool with the best return on investment.
- Additional direct phone calls and direct invoicing to delinquent taxpayers are in place for this year.
- A reduction on “no good checks” was possible due to the implementation of the “tele-check” verification system and “hot check fee”.
- A new query system of the delinquent tax roll has enabled the Tax Office to identify slow paying taxpayers and/or acceleration of the “tax lien”.
- A new system that monitors the “return mail” and coordination with the Appraisal District to obtain updated mailing addresses is now in place.

**CAPITAL OUTLAY JUSTIFICATION
PROGRAM FUNDS**

The Tax Office is scheduled for renovations and furniture is anticipated to be bought at that time.

Priority Rank	Description	M,G &o No.	Quantity	Est. Cost
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Description	Fund	Function	Object	Local	Org	Fiscal	Program	Local	Local	Amount
Furniture	199	11	6644	00	xxx	4	11	0	00	
Comp Eq	199	11	6645	00	xxx	4	11	0	00	
A/V Eq	199	11	6646	00	xxx	4	11	0	00	
Other Eq	199	11	6647	00	xxx	4	11	0	00	

Justification:

PERFORMANCE MEASURES

	Actual 99-00	Actual 00-01	Actual 01-02	Actual 02-03	Actual 03-04
Number of tax statements mailed	27,658	27,846	28,010	28,091	28,268
Tax Levy	16,697,681	17,854,903	18,828,677	20,378,959	21,344,510
Number of accounts					
Business	15,417	15,316	15,733	15,913	16,295
Homestead	12,241	12,530	12,277	12,178	11,973
Outstanding Delinquent amounts at end of tax year	887,619	853,567	763,266	813,798	New tax year
Outstanding Delinquent amounts as of Sept., 2004	182,639	271,164	404,299	813,798	New tax year

Tax Chart

Family Residences	981,519,422
Vacant Lot	60,762,360
Qualified Ag Land	2,974,980
Farm or Ranch Improvement	20,620
Commercial Property	552,061,612
Industrial Property	11,998,370
Oil and Gas	6,296,020
Utilities	86,397,500
Tangible Other Personal	15,523,460
Special Inventory	6,652,120
Totally Exempt Property	446,861,693

2,171,068,157

