

TAX ASSESSOR/COLLECTOR

MISSION

The County Tax Assessor/Collector (TAC) strives to provide the friendliest, efficient and professional tax collection services for taxpayers of Fort Bend County. The office continues to provide expert and timely tax research and information referral. The TAC must efficiently collect property taxes, automobile/truck and trailer taxes, vehicle registration fees, beer/wine & liquor fees, and provide all services relating to these collections.

The TAC is responsible for funding 86% of the county budget. The mission must be accomplished in the most cost effective, fiscally responsible manner.

VISION

The Tax Office team is focused on providing taxpayers with superior customer service by phone, fax, by internet, credit/debit card or in office or by drive through service. In addition, the Tax Assessors office will continue to focus on cross training clerks in the areas of property tax collection and automobile registration to create a full service environment for the public. Our focus is on the future growth of Fort Bend County and to insure excellent customer service and customer friendly offices in key areas of the county by:

1. Insure there is adequate staffing in the Richmond office and all satellite locations to better serve taxpayers in specific areas.
2. Established security system in all offices to protect the staff and public from harm.
3. Become a friendly, efficient resource for the citizens of Fort Bend County.
4. Work with County Records management to take over document imaging of Tax Office Documentation.
5. Install a PA system in Richmond. To notify "in office" Taxpayers and staff of emergencies.

GOALS

The FY2011 goals and objectives listed below will support and enhance the mission of the Tax Assessor/Collector's office.

GOAL 1

Tax Office:

Provide a centralized filing system for the tax office. (2012)

Centralize PA system for Richmond Office (2011)

Image documentation is currently being imaged according to the State Archive Retention Schedule.

Work with County Records Management team to take over the Imaging project in the 2012 Budget.

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GOAL 2

Taxpaying Public:

To increase and secure automation of the collection process and procedures in these ways:

Objective 1 To continue cross-training staff.

Objective 2 To provide a security system for staff and public. (October, 2011)

GOAL 3

Credit Card Collections:

To work with depository bank and the Credit Card companies to provide the best automated services to the tax payer

Objective 1 Provide property taxpayers access to an automated pay by phone system for license renewals and tax payments. (2012)

Objective 2 Be able to make debit card transactions for property and auto payments at the drive through windows of the Richmond Office. (2011)

GOAL 4

State: To work with the State of Texas to automate the TABC reporting.

Objective 1 TABC report Automation (March,2011)

Tax Office Auto Department- Work with State of Texas.

- 1. License Auto Title dealers to serve Fort Bend County Citizens. (2011)**
- 2. Participate in pilot program for Texas Division of Motor Vehicles to transition to web-based Registration Title computer System.**

GOAL 5

Property Tax Bills:

Issue and mail property tax bills in October

Objective 1 To calculate the effective & rollback rate for 39 taxing entities by August 8th yearly

Objective 2 Assist the Budget Officer and Commissioner's Court to meet the legislative tax rate deadline of September 30 which will allow early collection of taxes for all entities and avoid postponed hearings, extra cost for "short time" printing of tax bills, and staff overtime hours for balancing the tax roll dollars.

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GOAL 6

Tax Jurisdictions' Collection Services:

Provide expert and cost effective collection services to all taxing entities in the county.

- Objective 1** Eliminate duplication of services allowing taxing entities to redirect the funds used to operate a tax office to other needed areas of maintenance and operation.
- Objective 2** Enhance lockbox processing to streamline reporting and distribution of funds.

GOAL 7

Accounting:

To provide expert services to the 39 entities Tax Office Collects:

- Objective 1** Remit all property tax collections to the governmental entities
- Objective 2** To remit delinquent attorney fees on their collections monthly
- Objective 3** Provide immediate information and attention to all entities thru proper department within the tax office daily
- Objective 4** Scanning Documentation with Winward Group

GOAL 8

Tax Abatements:

Insure new Tax Abatements requirements are met in the contracts approved by Commissioners Court.

- Objective 1** Conduct random sampling audit of active abatement accounts for contractual compliance yearly. There are 59 active in 2009, a projected 10 future abatements in 2010. Positive effects are additional value added to tax roll for improvement value, personal property value, and inventory & supplies and if in city limits, additional sales tax is collected.

GOAL 9

TIRZ (Tax Increment Investment Zones)

- Objective 1** To calculate 9 TIRZ for County, Cities and School and disburse payments correctly. (By March 1 & July 1)
- Objective 2** Interact with ACT system staff and Central Appraisal District on reporting TIRZ calculation on automated system for payments and reporting. Customize reports on paid accounts (2011). Automation full capability (January 2012)
- Objective 3** To train Admin Assistant as backup to TIRZ calculation and disbursement. Train Admin Asst to prepare, calculate, and report in automated system. (January 2011/2012)

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GOAL 10

Legislation

- Objective 1** Listen to the concerns of local citizens and direct those concerns to appropriate legislative committees seeking the assistance of the Texas Association of Counties and National Association of Counties when necessary to promote legislation that is beneficial to all taxpayers.
- Objective 2** Advise staff and employees of all legislative changes affecting the State Property Tax Code, Transportation Code and State Comptroller Sales Tax Division.

GOAL 11

Administrative

To continue education classes for administrative personnel and employees in the Tax Office.

1. Attend Texas Association of Counties seminars for training of tax, accounting, and administrative personnel (2011).
2. Continue education with the Texas Association of Assessing Officers and Tax Assessor Collector Association (2011)
3. Certify Registered Texas Assessors and Registered Texas Collectors (2011)
4. Attend Certified School Tax Administrator classes for training of administrative personnel involved in school tax calculations. (2011)
5. Use Webinar classes or Human Resources instruction for staff and employees.
6. Attend County Investment Officer Training, Level II (2011)
7. Provide in-house educational seminars for employees as part of (2011) cross training.
8. Provide In-House training for RTA certification classes. (2011)

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FUND: 100 General

ACCOUNTING UNIT: 100499100 Tax Assessor/Collector

EXPENSE BUDGET

CATEGORY	2009 ACTUAL	2010 ADOPTED	2011 ADOPTED
Salaries and Personnel Costs	\$ 3,280,298	\$ 3,321,393	\$ 3,327,752
Operating Costs	\$ 313,745	\$ 297,034	\$ 302,165
Information Technology Costs	\$ 11,801	\$ 4,871	\$ 1,305
Capital Acquisitions	\$ -	\$ -	\$ -
TOTAL	\$ 3,605,844	\$ 3,623,298	\$ 3,631,222

2011 AUTHORIZED POSITIONS

Job Title	Job Code	Grade	Count
Tax Assessor/Collector	0003	00	1
Clerk II	0607	06	4
Clerk III	0708	07	38
Administrative Assistant	0800	08	1
Clerk Specialist	0813	08	5
Department Coordinator	9018	09	5
Accounting Assistant	9000	09	1
Assistant Division Supervisor	10057	10	5
Division Supervisor-Tax/Auto	11071	11	1
Administrative Services Coordinator	10001	10	2
Accounting Manager	11001	11	1
Tax Office Director	14018	14	1
Total Authorized Positions			65

NEW POSITIONS

Job Title	Job Code	Grade	Count
Clerk II	J06007	G06	1
Total New Positions			1

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ORGANIZATION CHART

