



ANNUAL REPORT 2021/2022

Torrington Tax Collector

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MAYOR, CITY COUNCIL & BOARD OF FINANCE

Strategic Highlights

- The goals of the tax collector's office are to continue providing: (a) superior customer service to our taxpayers; and (b) transparency to both our taxpayers and the city administration. With an upgrade of our phone and fax system in the office to a voice-over-internet protocol during the pandemic, the office staff can better aid taxpayers when and if the office must close due to unforeseen circumstances. This has also allowed office staff to work remotely if the need arises.
- Along the same lines of customer service, cross training of the staff members in the tax collector's office, all while expanding our Policy and Procedure manual, has helped with all past and/or customer service issues. Part of the update to our Policy and Procedure manual was to also increase office internal controls which has enhanced the handling of how we receive payments in the tax office.
- The tax collector's office spearheaded a study of all vacant land in the municipality by engaging our collection agency (at no charge) to aid in determining the collectability of the property taxes on these parcels. This will help our future collection enforcements on these types of properties as well as the City to evaluate any parcels they might be interested in acquiring.
- The tax collector's office has engaged a state marshal to aid in the collection of delinquent personal property taxes. The marshal has been able to visit 'problem' accounts at their property location and address enforcement concerns.

Financial Highlights

- Overall collections for the F/Y 2021-2022 were 100.41% of budgeted amounts.
- Taxpayers paid over \$11.8 million with our online payment processor (almost \$2 million more than the prior fiscal year), which greatly reduces our contact with taxpayers due to the pandemic and provided many taxpayers a great convenience.

Operating Highlights

- My office has changed how we file/process our continuing liens for real estate and sewer usage with the city clerk's office by instituting a system where data is electronically filed and provided. The city clerk's office was entering hundreds of liens manually and now they do not have to. This also saves the city from having to pay city clerk staff for those extra hours as they had in the past.
- The tax collector's page on the city's website has been continually updated for the taxpayer's convenience as well as for other searching needs, which cuts down on office inquiries and visits.
- The tax collector's office has increased communication with the assessor's office related to helping taxpayers with any issues they might be having, thus continuing our superior customer service goals.
- Due to the aforementioned increases in our customer service areas, taxpayer complaints are down ten-fold in the past several years.

Looking Ahead....

The tax collector's office is always striving for continued education to improve staff professionalism and customer service strategies. Ongoing training sessions will continue to be offered to staff including crisis help when needed for our taxpayers. Our continued goal is to integrate tax office policies and procedures with other city departments to coordinate the utmost continuity for taxpayers.

"Success is doing ordinary things extraordinarily well" -Jim Rohn

FINANCIAL SUMMARY F/Y 2021-2022

2020 Grand List Collection Information

Beginning Tax Levy	102,412,692.99
Adjusted Tax Levy (as of year-end)	101,788,718.92
Current Year Collections (as of year-end 6/30/2022)	99,545,563.17
Current year collection rate - collected vs. current tax levy	97.80%

Details:

Grand Levy - taxes	97,221,902.49
Grand Levy - sewer	5,190,790.50
Tax/Sewer Lawful Corrections	(624,974.07)
Total 2020 Grand List GRAND LEVY (total budgeted F/Y 21-22)	101,788,718.92

Total collections - including int./fees (year-end/current levy only)	100,162,023.30
Collection rate - collected vs. total budgeted (current levy only)	99.38%

All prior grand list year taxes (2006-2019 Grand List)

Total collections - including interest/fees (as of year-end)	2,044,573.43
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<u>TOTAL COLLECTIONS - F/Y 2021-2022</u>	102,206,596.73
Collection rate - collected vs. total budgeted (all 15 years)	100.41%