Office of the Tax Collector
Department Management Report
June 2020

Overview

To ensure that the Office of the Tax Collector (OTC) continues to be a valuable resource to all its customers, the OTC partnered with Customer Service Solutions, Inc. (CSS) to provide staff with customer service training in July 2019. This interactive training focused on customer service principles and techniques to help staff effectively address taxpayer questions and concerns. CSS later conducted secret shops where company representatives posed as OTC customers, interacted with staff, and documented their experiences. Those experiences will be used in June 2020 during a follow-up training session that will be provided via Skype since the OTC is operating in a virtual environment. This training will ensure that staff continue to maintain the techniques that were provided in 2019 and strengthen the already robust customer experience and service delivery.

FY20-FY22 Strategic Business Plan Update

In order to obtain its goal of maximizing tax collections, the Office of the Tax Collector (OTC) has continued to process payments. However, the COVID-19 state of emergency continues to impact FY2020 collections. For current year ad valorem taxes as of May 11, 2020, the total collections for Mecklenburg County surpassed the budgeted goal of $1,060,665,036.00 by $2,339,337.82. However, for prior year ad valorem taxes as of May 11, 2020, an additional $2,983,260.85 in collections is needed in order to meet the budgeted goal of $6,825,000.00. The OTC will be unable to meet this goal due to the impact of COVID-19. Gross receipts taxes for room occupancy, prepared food and beverage, vehicle rental, and heavy equipment are all currently trending lower than at the same point in time in FY19. Prior to COVID-19, collections in these areas were on pace to exceed last year's figures.

Key Performance Indicators

The collections indicators through March 2020 for Mecklenburg County taxes are the following:

- Current Year Real Estate/Personal Property Tax Collection Rate: 98.71%
- Prior Year Real Estate/Personal Property Tax Collection Rate: 12.93%*
- Current Year Room Occupancy/Hall of Fame Tax Collection Rate: 95.87%
- Current Year Prepared Food & Beverage Tax Collection Rate 94.24%
- Current Year Vehicle Rental/U-Drive-It Tax Collection Rate: 93.53%

*The prior year collection rate reflects the percentage of the total due for all prior years that has been collected in FY 2020.

Context for Key Performance Indicators

- The OTC has collected $1,080,775,854.17 in real estate, personal property, and registered motor vehicle taxes for the current year county net levy with $14,575,929.76 remaining to collect.
- For the prior year county net levy, $4,897,146.16 has been collected in FY 2020.
- The grand total of collections in FY 2020 for all years and all jurisdictions is $1,692,782,428.89 through April 30, 2020.
- The OTC has collected 99.68 % of all Mecklenburg County taxes levied since April 2010. This amounts to $9,838,246,322.41 collected and $31,150,398.70 uncollected.