# Collector of Revenue



**Denise Dill**
Collector of Revenue

The Collector of Revenue's office is responsible for the collection of revenue generated from the annual Grand List consisting of real estate, personal property, and motor vehicle taxes. Additional revenue collections include East Haddam village sewer usage fees, aircraft registrations as well as lien fees, special assessments, and the interest for delinquent taxes/sewer usage. The office plans, organizes, and works in accordance with Connecticut General Statutes authority and in accordance with established collection cycles. The office provides information for banks, attorneys and the public. Delinquent tax collection and enforcement continue to be a high priority. The office works with the Department of Motor Vehicles, a collection agency, and an attorney to assist in the collection of delinquent taxes. The Collector of Revenue's office provides professional, courteous, and efficient service to the public. We annually collect the highest percentage of taxes to maximize the revenues to the town.

## Staffing Information

| Position | Status | Budgeted Hours | Elected/Union/Non-Union |
|---|---|---|---|
| Tax Collector | Elected | n/a | Elected |
| Clerical* | Hourly | Approximately 25 annually | Union |

*Assessor's Assistant provides coverage to the Tax Collector on an as-needed basis

## Performance Measures

| Description | 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019 | 2017-2018 |
|---|---|---|---|---|---|
| Percentage collected | 98.92% | 99.13% | 98.73% | 98.99% | 99.03% |
| Bills sent | 18,532 | 18,434 | 18,254 | 18,434 | 18,476 |
| Liens recorded | 120 | 92 | 132 | 134 | 102 |
| Accounts with collection agency | 556 | 1100 | 0 | 1,271 | 1,540 |
| Accounts with attorney | 6 | 9 | 12 | 9 | 17 |
| Credit card transactions per year | 4,250 | 3,684 | 2,971 | 2,469 | 2,441 |

## Fiscal Year 2021-2022 Major Service Level Accomplishments

- Continued to have steady growth from the taxpayers in the usage of the online payment system. Making a safer environment for all.
- Continued a high level of customer service to the residents of East Haddam.
- Maintained a high collection rate.
- Continued monthly reconciliation of accounts between Tax and Finance to maintain efficiency and accountability.
- Attended multiple classes(online) receiving credit towards CCMC and CCMO recertifications.

## Fiscal Year 2022-2023 Major Service Level Goals

- To always maintain exceptional customer service for the residents of East Haddam.
- Continuing classes offered by The Connecticut Tax Collector's Association, Connecticut Conference of Municipalities, Middlesex County Tax Collector's Association and Cirma to maintain certifications of CCMC & CCMO.

## Additional Budget Information

**Salaries:** Increase for non-union and clerical employees in accordance with the clerical contract. For the fiscal year 2023, the increase is 2.50%.

# Expenditures by Expense Type

| Name | Account ID | FY2020 Actual | FY2021 Actual | FY2022 Actual | FY2023 Budgeted | FY24 Requests as of 2-9-23b (General Fund) | FY2023 Budgeted vs. FY24 Requests as of 2-9-23b (General Fund) ($ Change) | FY2023 Budgeted vs. FY24 Requests as of 2-9-23b (General Fund) (% Change) |
|---|---|---|---|---|---|---|---|---|
| Expense Objects | | | | | | | | |
| Salaries & Wages | | | | | | | | |
| REGULAR EMPLOYEES | 10541350-51510 | $562 | $300 | $324 | $644 | $660 | $16 | 2.5% |
| *Assistant* | *10541350-51510* | *$0* | *$0* | *$0* | *$644* | *$660* | *$16* | *2.5%* |
| ELECTED OFFICIALS | 10541350-51580 | $63,243 | $64,824 | $69,168 | $68,272 | $69,978 | $1,706 | 2.5% |
| *Collector of Revenue* | *10541350-51580* | *$0* | *$0* | *$0* | *$68,272* | *$69,978* | *$1,706* | *2.5%* |
| **Total Salaries & Wages:** | | **$63,804** | **$65,124** | **$69,492** | **$68,916** | **$70,638** | **$1,722** | **2.5%** |
| | | | | | | | | |
| Purchased Professional Services | | | | | | | | |
| MOTOR VEHICLE TAX COLLECTION | 10541350-53940 | $250 | $250 | $250 | $250 | $250 | $0 | 0% |
| **Total Purchased Professional Services:** | | **$250** | **$250** | **$250** | **$250** | **$250** | **$0** | **0%** |
| | | | | | | | | |
| Purchased Other Services | | | | | | | | |
| OTHER PURCHASED SERVICES | 10541350-55010 | $10,629 | $11,630 | $10,800 | $14,587 | $15,650 | $1,063 | 7.3% |
| *July 2022 & January 2023 Printing & Billing* | *10541350-55010* | *$0* | *$0* | *$0* | *$11,857* | *$12,420* | *$563* | *4.7%* |
| *August delinquent billing* | *10541350-55010* | *$0* | *$0* | *$0* | *$2,730* | *$3,231* | *$501* | *18.3%* |
| POSTAGE (ENVELOPES) | 10541350-55301 | $4,074 | $3,914 | $3,920 | $2,900 | $3,100 | $200 | 6.9% |
| TELEPHONE/CELL PHONE | 10541350-55305 | $0 | | $0 | $0 | $360 | $360 | N/A |
| ADVERTISING/LEGAL NOTICES | 10541350-55400 | $661 | $661 | $462 | $636 | $378 | -$258 | -40.6% |
| TRAVEL REIMBURSEMENT (MILEAGE) | 10541350-55800 | $78 | $0 | $0 | $100 | $100 | $0 | 0% |
| **Total Purchased Other Services:** | | **$15,442** | **$16,205** | **$15,182** | **$18,223** | **$19,588** | **$1,365** | **7.5%** |
| | | | | | | | | |
| Supplies | | | | | | | | |
| SUPPLIES | 10541350-56010 | $1,152 | $1,082 | $1,022 | $1,000 | $1,000 | $0 | 0% |
| **Total Supplies:** | | **$1,152** | **$1,082** | **$1,022** | **$1,000** | **$1,000** | **$0** | **0%** |
| | | | | | | | | |
| | | | | | | | | |
| Miscellaneous | | | | | | | | |

| Name | Account ID | FY2020 Actual | FY2021 Actual | FY2022 Actual | FY2023 Budgeted | FY24 Requests as of 2-9-23b (General Fund) | FY2023 Budgeted vs. FY24 Requests as of 2-9-23b (General Fund) ($ Change) | FY2023 Budgeted vs. FY24 Requests as of 2-9-23b (General Fund) (% Change) |
|---|---|---|---|---|---|---|---|---|
| DUES AND FEES | 10541350-58100 | $95 | $145 | $145 | $145 | $145 | $0 | 0% |
| CONFERENCE | 10541350-58110 | $120 | $75 | $210 | $200 | $200 | $0 | 0% |
| TAX REFUNDS | 10541350-58700 | $9,954 | $9,488 | $13,773 | $11,000 | $11,000 | $0 | 0% |
| **Total Miscellaneous:** | | **$10,169** | **$9,708** | **$14,128** | **$11,345** | **$11,345** | **$0** | **0%** |
| **Total Expense Objects:** | | **$90,817** | **$92,368** | **$100,074** | **$99,734** | **$102,821** | **$3,087** | **3.1%** |

## Revenues by Source

| Name | Account ID | FY2020 Actual | FY2021 Actual | FY2022 Actual | FY2023 Budgeted | FY24 Requests as of 2-9-23b (General Fund) | FY2023 Budgeted vs. FY24 Requests as of 2-9-23b (General Fund) ($ Change) | FY2023 Budgeted vs. FY24 Requests as of 2-9-23b (General Fund) (% Change) |
|---|---|---|---|---|---|---|---|---|
| **Revenue Source** | | | | | | | | |
| **Taxes** | | | | | | | | |
| PROPERTY TAXES | 10590-41101 | $26,728,863 | $27,473,159 | $27,578,086 | $29,612,102 | $29,612,102 | $0 | 0% |
| TAX INTEREST AND PENALTIES | 10590-41901 | $158,875 | $192,928 | $138,032 | $170,000 | $170,000 | $0 | 0% |
| TAX COLLECTION FEE | 10590-42300 | $7,888 | $6,016 | $7,731 | $7,500 | $7,500 | $0 | 0% |
| AIRCRAFT REGISTRATION FEE | 10590-43602 | $1,690 | $990 | $720 | $900 | $900 | $0 | 0% |
| TAX SUSPENSE | 10590-48870 | $19,656 | $21,548 | $19,337 | $20,000 | $20,000 | $0 | 0% |
| **Total Taxes:** | | **$26,916,972** | **$27,694,641** | **$27,743,906** | **$29,810,502** | **$29,810,502** | **$0** | **0%** |
| **Total Revenue Source:** | | **$26,916,972** | **$27,694,641** | **$27,743,906** | **$29,810,502** | **$29,810,502** | **$0** | **0%** |