

# Town of Derry, NH

## Department Mission and Objectives Fiscal Year 2011

DEPARTMENT: FINANCE

ACTIVITY CENTER: TAX COLLECTOR

### DEPARTMENT MISSION:

To serve the residents of Derry and Municipal Center Departments in an efficient and courteous manner in accordance with New Hampshire state statute. The department provides motor vehicle registration and revenue collection, as well as the collection of property tax, utility billing, and general billing to the public and municipal departments. Maintaining Municipal Agent Certification as well as keeping educated on changes in state statute and updates in policy requires continuous training for the department. Such training is offered by the New Hampshire Tax Collector's Association, New Hampshire City and Town Clerk's Association (relating to motor vehicles), Department of Revenue Administration, Municipal Software providers, the State Bureau of Education and Training as well as the Local Government Center.

To provide options for collection of payments that address the financial benefits of the Municipality as well as the citizens by utilizing retail lockbox service, inside and outside drop-off boxes, drive-up service and an ATM machine conveniently located in the lobby for the use of debit cards.

To properly account for the collection of funds on behalf of the Town and State; by receiving and recording the revenue of the tax department as well as all municipal departments in a timely manner.

To assure the timely recording of tax liens and redemptions at the Rockingham County Registry of Deeds.

To advise the Town Council property eligible for tax deeding due to non-payment of tax liens and execute the Tax Collector's Deed in accordance with state statute.

### DEPARTMENT OBJECTIVES:

To research and evaluate an efficient and secure method of providing the public information on property tax and utility billing on-line. To include the acceptance of credit cards payments for Real Estate Tax, Utility Billing and miscellaneous payments.

To pursue further training of department personnel using options offered by the Town and State agencies, allowing employees to continue to achieve their highest level of professional knowledge and teamwork.

To encourage citizens and professionals to seek/utilize information available on the Town's webpage, including motor vehicle registrations and current year tax estimates.

To strive to keep department costs down while not allowing services to suffer. The state of the present economy generally increases tax balances, which increases procedures required by state statute.

Town of Derry, NH  
 FY 2011 Budget  
 Activity Center Summary By Category

42 Department: FINANCE DEPT		Activity Center : TAX COLLECTOR						
Acct #	Account Description	FY 2008 Revised Budget	FY 2009 Revised Budget	FY 2010 Revised Budget	2010 Projected Actual	2011 Department Recommended	2011 Town Admin Recommended	2011 Town Council Adopted
<b>Personnel Services</b>								
110	TAX PERMANENT POSITIONS	229,722	227,310	233,432	233,432	225,577	225,577	225,577
140	TAX OVERTIME	10,000	11,200	11,200	11,200	12,165	12,165	12,165
190	TAX OTHER COMPENSATION	20,717	12,600	11,187	11,187	17,035	17,035	17,035
200	TAX EMPLOYEE BENEFITS	84,532	92,925	105,051	105,051	99,115	96,252	96,252
291	TAX TRAINING & CONFERENCES	1,495	1,470	1,223	931	1,368	1,368	1,368
	<b>TOTAL Personnel Services</b>	<b>346,466</b>	<b>345,505</b>	<b>362,093</b>	<b>361,801</b>	<b>355,260</b>	<b>352,397</b>	<b>352,397</b>
<b>Operations &amp; Maintenance</b>								
340	TAX BANKING SERVICES	2,500	2,500	2,650	2,823	2,970	2,970	2,970
341	TAX TELEPHONE	1,381	792	750	750	780	780	780
342	TAX DATA PROCESSING	8,450	8,781	9,144	9,347	8,663	8,663	8,663
390	TAX OTHER PROFESSIONAL SVS	14,681	18,450	22,570	22,570	25,598	25,598	25,598
430	TAX REPAIRS & MAINTENANCE	0	0	0	63	0	0	0
440	TAX RENTAL & LEASES	1,260	1,488	971	896	993	993	993
550	TAX PRINTING	12,400	10,000	7,600	7,600	7,600	7,600	7,600
560	TAX DUES & SUBSCRIPTIONS	100	125	80	40	80	80	80
620	TAX OFFICE SUPPLIES	4,000	5,000	5,500	5,500	5,500	5,500	5,500
625	TAX POSTAGE	22,000	24,200	27,300	27,000	25,500	25,500	25,500
690	TAX OTHER NON CAPITAL	350	350	0	0	293	293	293
820	TAX OTHER EXPENSES	100	100	100	66	100	100	100
	<b>TOTAL Operations &amp; Maintenance</b>	<b>67,222</b>	<b>71,786</b>	<b>76,665</b>	<b>76,655</b>	<b>78,077</b>	<b>78,077</b>	<b>78,077</b>
	<b>Capital Outlay</b>							
	<b>Transfers</b>							

64

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960	TAX TFR TO TRUST/AGENCY FUND	175,500	171,000	162,000	159,552	158,310	158,310	158,310
960	TC TFR TO TRUST/AGENCY FUND	130,000	125,000	121,250	107,280	106,700	106,700	106,700
	<b>TOTAL Transfers</b>	<b>305,500</b>	<b>296,000</b>	<b>283,250</b>	<b>266,832</b>	<b>265,010</b>	<b>265,010</b>	<b>265,010</b>
	<b>Debt Service</b>							
980	TAX DEBT SERVICE	813	813	813	813	812	812	812
	<b>TOTAL Debt Service</b>	<b>813</b>	<b>813</b>	<b>813</b>	<b>813</b>	<b>812</b>	<b>812</b>	<b>812</b>
	<b>TOTAL TAX COLLECTOR</b>	<b>720,001</b>	<b>714,104</b>	<b>722,821</b>	<b>706,101</b>	<b>699,159</b>	<b>696,296</b>	<b>696,296</b>

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NEXT YEAR / CURRENT YEAR BUDGET ANALYSIS

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PROJECTION: 2011 2011 BUDGET

FOR PERIOD 99

ACCOUNTS FOR: GOV GENERAL FUND	2009 ACTUAL	2010 ORIG BUD	2010 REVISED BUD	2010 ACTUAL	2010 PROJECTION	2011 Adopted	PCT CHANGE
TAX REVENUE	-409,149.79	-385,000.00	-385,000.00	-368,985.62	-385,000.00	-385,000.00	.0%
LICENSE/PERMIT/FEE	-4,695,739.86	-4,690,300.00	-4,690,300.00	-4,151,311.77	-4,441,923.00	-4,437,870.00	-5.4%
SERVICE REVENUE	-728.43	-550.00	-550.00	-897.14	-778.00	-725.00	31.8%
MISC REVENUE	-11,696.53	-7,500.00	-7,500.00	-7,170.48	-6,825.00	-7,177.00	-4.3%
TAX COLLECTOR	-5,117,314.61	-5,083,350.00	-5,083,350.00	-4,528,365.01	-4,834,526.00	-4,830,772.00	-5.0%