

WELCOME TO



AMHERST, *NEW HAMPSHIRE*



October 2014

TAX & ASSESSING

FY16 – FY20 STRATEGIC PLAN UPDATE

MISSION STATEMENT

To deliver fair and equitable taxation to all property owners in Amherst by maintaining quality assessment services. Our values of respect, integrity, and compassion will be modeled through the quality of service provided.

VISION STATEMENT

To stand as a reliable, service based resource for the taxpayers of Amherst by demonstrating the highest ethical and professional standards in response to the needs of our community.

TAX AND ASSESSING OVERVIEW

✕ Staffing

- + 2 Full Time Employees
- + KRT Appraisal – Contracted Assessing Firm

✕ Services

- + Public Service & Resource
- + Inventory and Valuation of Real Estate
- + Property Tax Collection

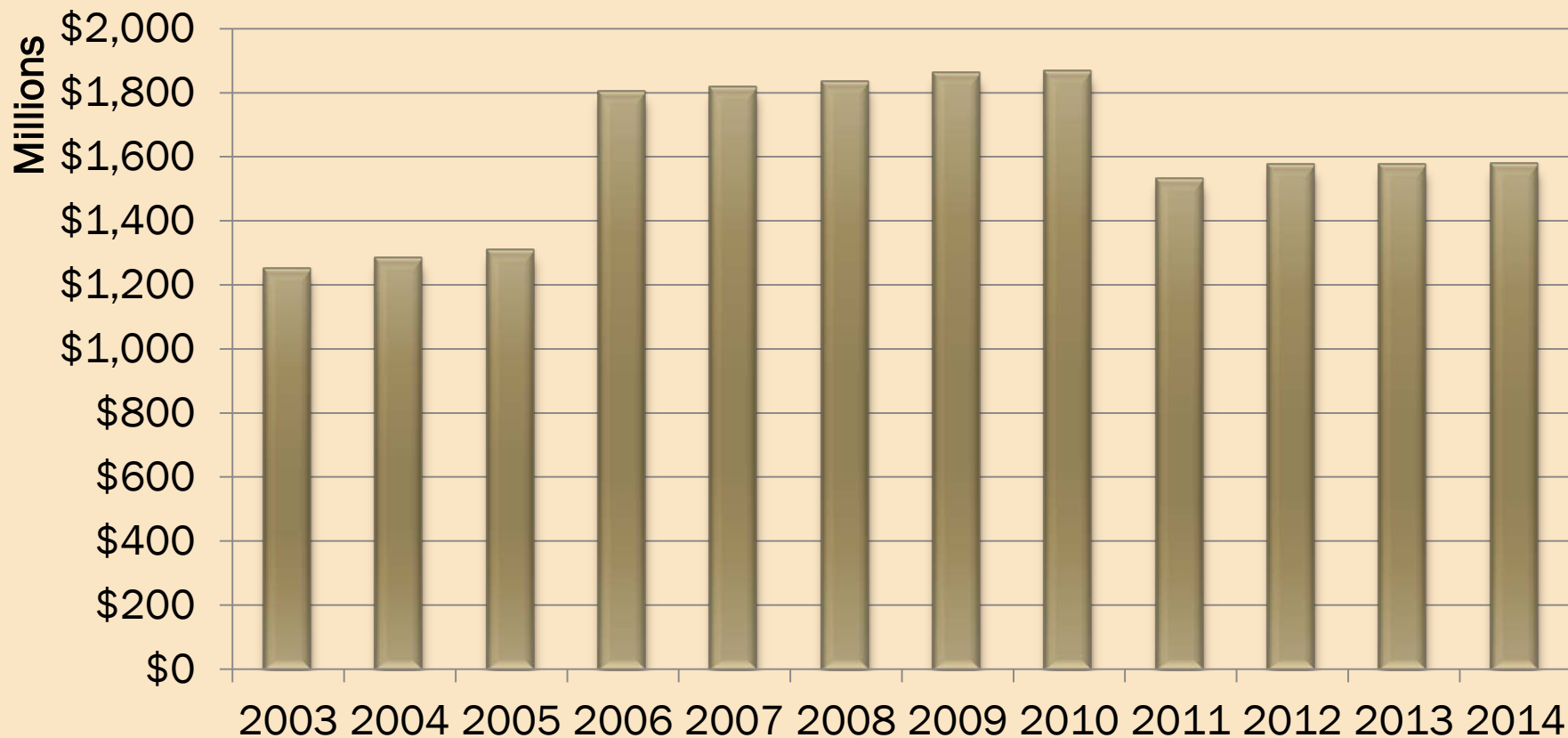
CURRENT VALUATION DATA

TAXABLE PROPERTY TYPE	VALUATION	PERCENTAGE
COMMERCIAL/INDUSTRIAL LAND	66,918,350	4.2
RESIDENTIAL LAND	508,633,050	32.1
COMMERCIAL/INDUSTRIAL BUILDINGS	134,914,625	8.5
RESIDENTIAL BUILDINGS	833,260,225	52.7
UTILITIES	39,462,700	2.5
VALUATION BEFORE EXEMPTIONS	1,583,188,950	100
EXEMPTIONS (Elderly, Blind, Etc.)	-10,380,800	
*NET VALUATION	1,572,808,150	

* Valuation used to caculate the 2014 tax rate set by DRA in late October.

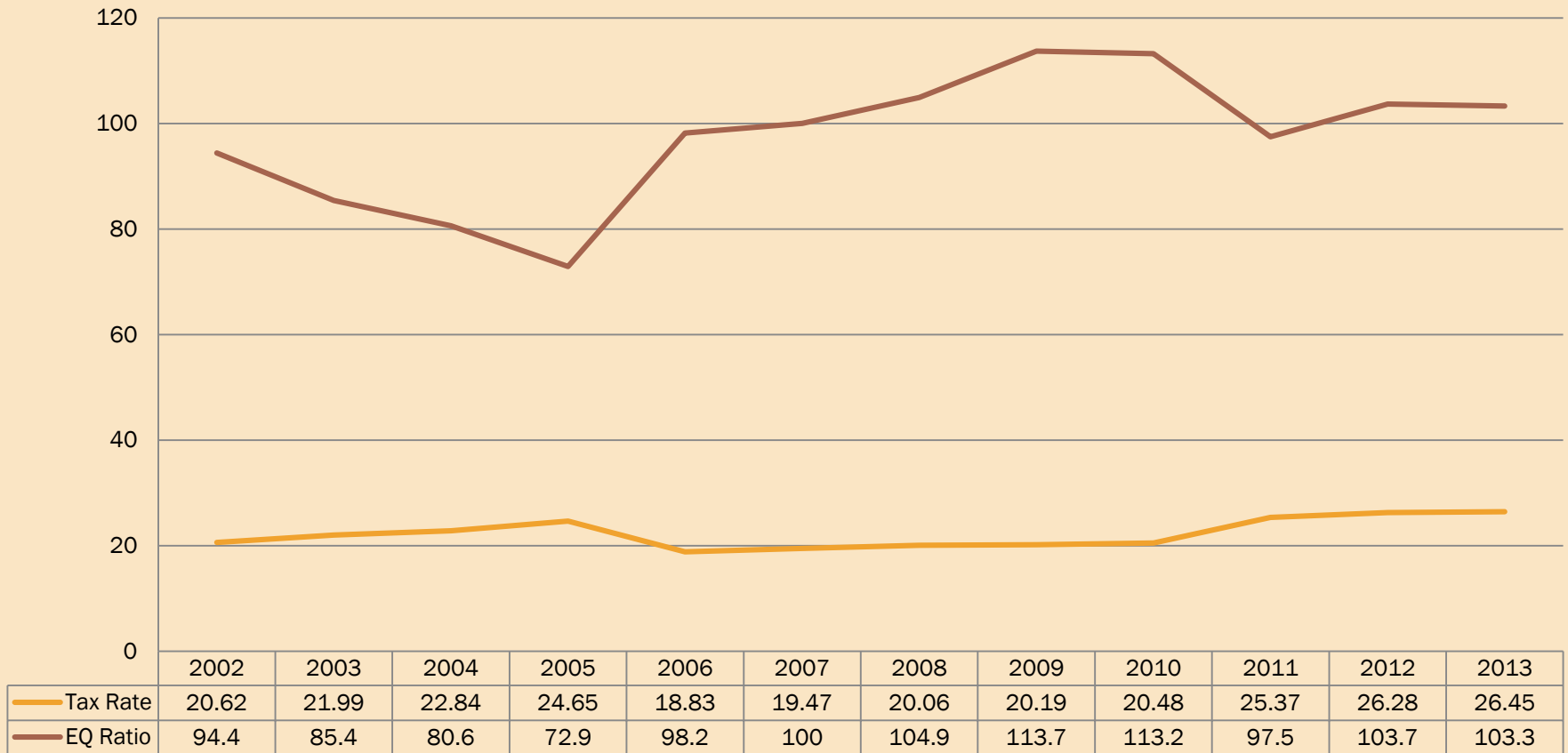
HISTORY OF TOTAL NET VALUATION

Net Taxable Valuation



HISTORY: TAX RATE & EQUALIZATION RATIO

Tax Rate & Equalization Ratio

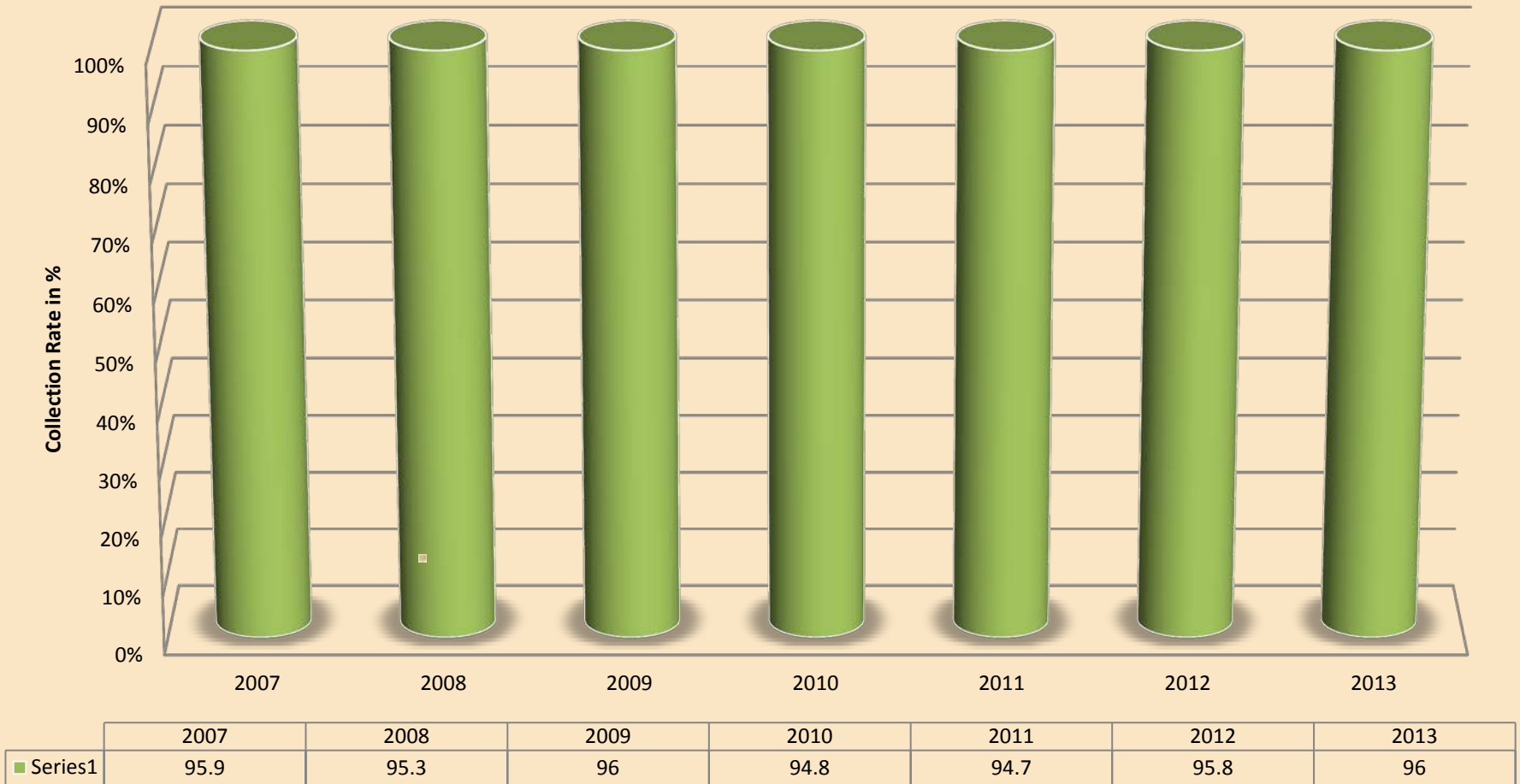


FORMULA USED TO CALCULATE THE TAX RATE

$$\text{Appropriations} - (\text{Estimated Revenues}) / \text{Net Valuation} = \text{Annual Tax Rate}$$

ANNUAL TAX COLLECTION RATES

ANNUAL COLLECTION RATES



Amherst maintains an excellent rate of collection each year.

HISTORY OF PROPERTY LIENS

TAX YEAR	# OF PROPERTIES (Originally)	DUE AT LIEN	# OF PROPERTIES (Currently)	BALANCE AS OF 9/30/2014
2013	79	\$318,922	48	\$189,529
2012	85	\$344,661	29	\$132,399
2011	90	\$876,168	8	\$ 24,363
2010	90	\$576,882	4	\$ 14,503
2009	92	\$414,739	2	\$ 5,819
2008	95	\$424,116	4	\$ 11,969
2007	77	\$290,597	3	\$ 6,461

STRENGTHS

- ✖ Customer Service
- ✖ Knowledgeable Staff
- ✖ Technology
- ✖ Contracted Assessing Services
- ✖ Collections
- ✖ Banking Services
- ✖ Inter-Departmental Support

WEAKNESSES

- ✖ Financial Software
- ✖ Online Service
- ✖ Lack of Funding for Continuing Education

OPPORTUNITIES

- ✗ Replacement of Financial Software
- ✗ Online Services
- ✗ Expand Payment Options
- ✗ Electronic Billing
- ✗ Field Tablets For Assessor

THREATS

- ✗ Financial Software
- ✗ Banking Fees – Loss of Lockbox Services
- ✗ Costly Statutory Changes

STRATEGIC GOALS – TAX & ASSESSING

- ✖ Goal 1: Expand Services Through Technology
 - + Upgrade accounts receivable software
 - + Improve department website
- ✖ Goal 2: Maintain Quality Services
 - + Mail letter requesting inspection to property owners of all dwelling not accessed
 - + Upgrade Vision 6.5 software to Vision 7
 - + Implement use of tablets in field

STRATEGIC GOALS – TAX & ASSESSING

✖ Initiatives:

- + New accounts receivable software (FY15/16)
- + Taxes can be paid both online and at window using
- + ACH electronic payment or credit card (FY16)
- + Interior inspection rate is >70% (FY17)
- + Tablets used by assessors (FY17 - \$3,000)
- + Website supports customer convenience (FY16)
- + Vision software upgrade (FY18 - \$8,500)

BUDGET IMPACT SUMMARY

Goals & Initiatives					FY16	FY 17	FY 18	FY 19
Tax Collection								
Projected Budget					\$ 292,590	\$ 299,823	\$ 308,383	\$ 324,383
Initiatives								
Accounts Receivable Software					TBD	\$ -	\$ -	\$ -
Annual Maintenance					\$	\$	\$	\$
Vision Software update to 7.0					\$ -	\$ -	\$ 8,500	
Assessing Tablets					\$ -	\$ 3,000	\$ -	
Sub-total Initiatives					\$ -	\$ 3,000	\$ 8,500	\$ -
Revised Projected Budget					\$ 292,590	\$ 302,823	\$ 316,883	\$ 324,383

TOWN OF AMHERST TAX AND ASSESSING STRATEGIC PLAN UPDATE

QUESTIONS