

WELCOME TO



AMHERST, *NEW HAMPSHIRE*



September 2015

# TAX & ASSESSING

## FY17 – FY21 STRATEGIC PLAN UPDATE

# MISSION STATEMENT

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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

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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

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## ✕ Staffing

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

## ✕ Services

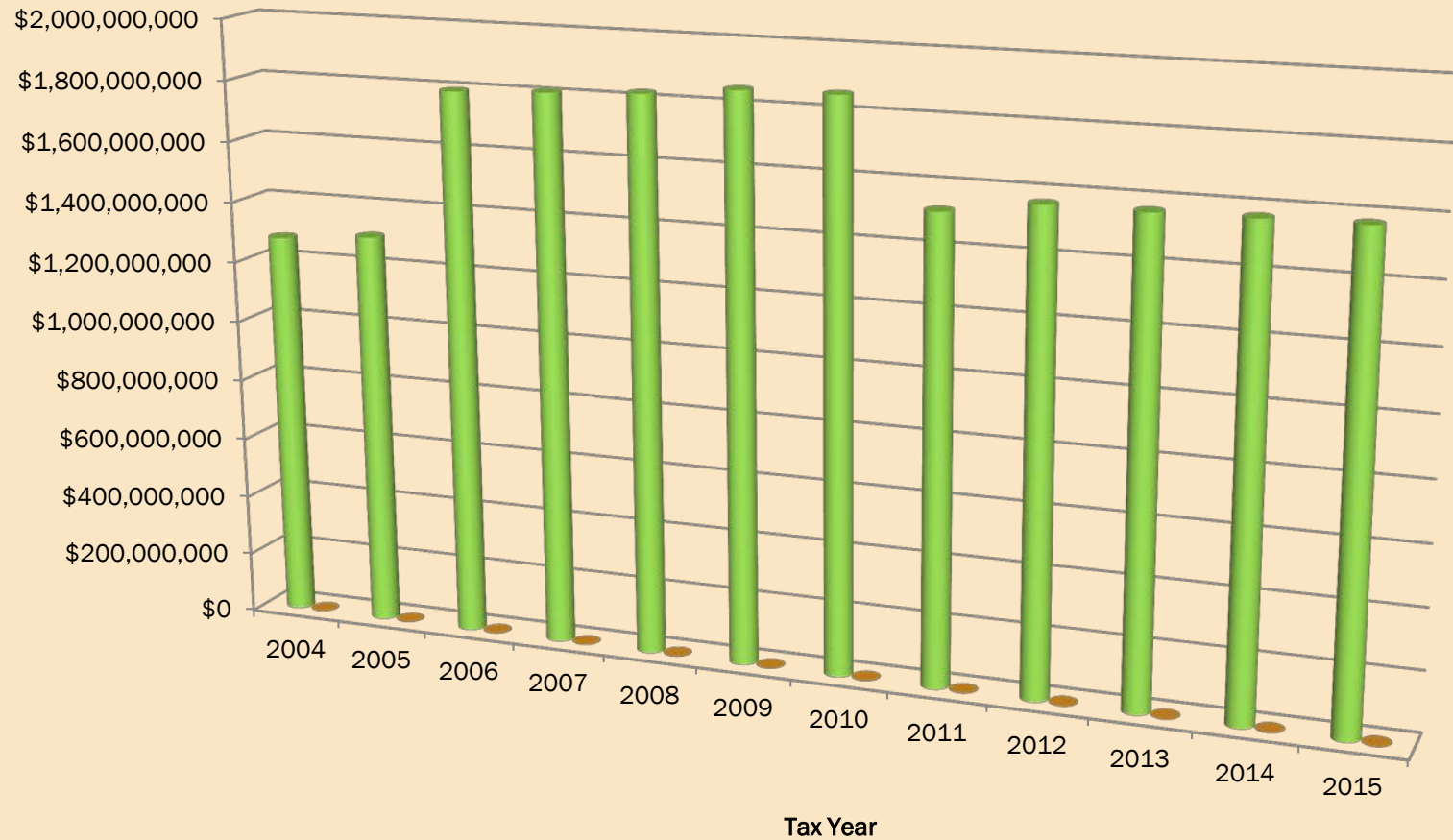
- + Public Service & Resource
- + Inventory and Valuation of Real Estate
- + Property Tax Collection
- + Customer Consultation

# CURRENT VALUATION DATA

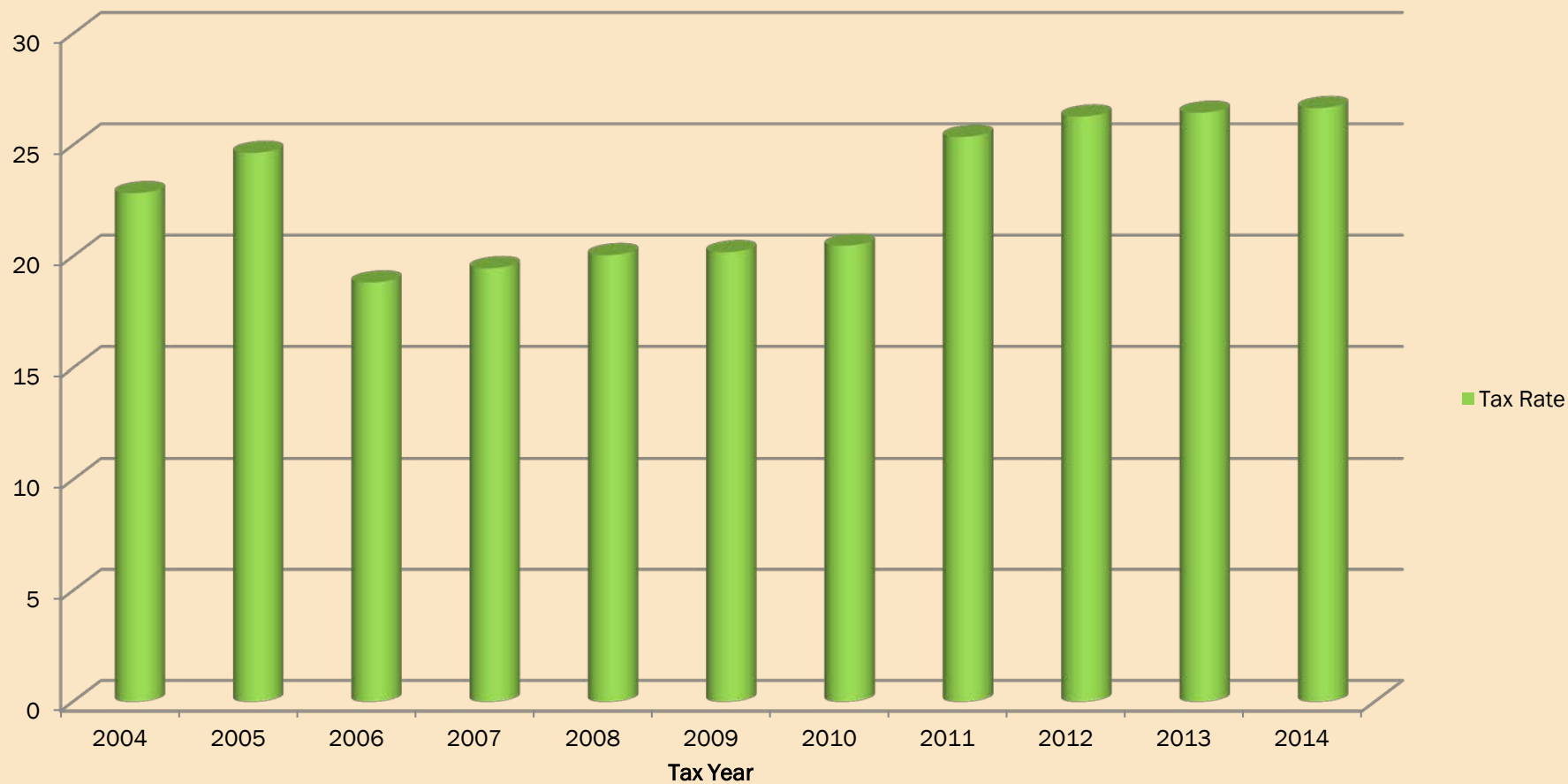
TAXABLE PROPERTY TYPE	VALUATION	PERCENTAGE
COMMERCIAL/INDUSTRIAL LAND	\$ 66,860,850.00	4.2
RESIDENTIAL LAND	\$ 508,785,150.00	32.1
COMMERCIAL/INDUSTRIAL BUILDINGS	\$ 134,350,925.00	8.5
RESIDENTIAL BUILDINGS	\$ 837,739,605.00	52.7
UTILITIES	<u>\$ 39,452,700.00</u>	<u>2.5</u>
VALUATION BEFORE EXEMPTIONS	\$ 1,587,189,230.00	100
EXEMPTIONS	\$ (10,099,100.00)	
*NET VALUATION	\$ 1,577,090,130.00	

\*Valuation used to calculate the 2015 tax rate set by DRA in late October.

# HISTORY OF TOTAL NET VALUATION



# TAX RATE HISTORY



# FORMULA USED TO CALCULATE THE TAX RATE

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



# ANNUAL TAX 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 8/31/2015
2014	76	\$312,138	56	\$232,332
2013	79	\$318,922	29	\$136,169
2012	85	\$344,661	11	\$ 42,535
2011	90	\$876,168	5	\$ 8,119
2010	90	\$576,882	3	\$ 9,444
2009	92	\$414,739	1	\$ 5,451
2008	95	\$424,116	3	\$ 9,885

# STRENGTHS

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

# WEAKNESSES

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- ✖ Financial Software
- ✖ Online Services
- ✖ Website

# OPPORTUNITIES

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- ✖ Replacement of Financial Software
- ✖ Online Services
- ✖ Expand Payment Options
- ✖ Electronic Billing
- ✖ Expanded Education

# THREATS

- ✖ Financial Software
- ✖ Document Storage
- ✖ Changing State RSA's

# STRATEGIC GOALS – TAX & ASSESSING

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

# STRATEGIC GOALS – TAX & ASSESSING

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## ✖ Initiatives:

- + New accounts receivable software (FY16/17)
- + Taxes can be paid both online and at window using
- + ACH electronic payment or credit card (FY16/17)
- + Interior inspection rate is >50% (FY17)
- + Tablets used by Assessors (FY17 - \$3,500)
- + Website supports customer convenience (FY17)
- + Vision software upgrade (FY18 - \$8,500)
- + Revaluation of all Properties (FY17 Warrant Article)

# BUDGET IMPACT SUMMARY

Goals & Initiatives				FY 17	FY 18	FY 19	FY 20
<b>Tax Collection</b>							
<b>Projected Budget</b>				\$ 302,486	\$ 305,986	\$ 314,986	\$ 314,986
<b>Initiatives</b>							
Accounts Receivable Software				\$	\$ -	\$ -	\$ -
Vision Software update to 7.0				\$ -	\$ 9,000		
Assessing Tablets				\$ 3,500		\$ -	
<b>Sub-total Initiatives</b>				\$ 3,500	\$ 9,000	\$ -	\$ -
<b>Revised Projected Budget</b>				\$ 305,986	\$ 314,986	\$ 314,986	\$ 314,986
<b>Projected Warrant Articles</b>							
Revaluation				25,000	25,000	25,000	25,000

# **TOWN OF AMHERST TAX AND ASSESSING STRATEGIC PLAN UPDATE**

## **DISCUSSION**