



DEPARTMENT OF FINANCE

What We Do

The Department of Finance collects over \$30 billion in revenue for the City and assesses more than one million properties currently valued at over \$800 billion. Finance also records property-related documents; administers exemption and abatement programs; adjudicates and collects on parking tickets; maintains the City's treasury; and enforces compliance with City tax laws. In addition, the Department chairs the City's Banking Commission and, through the Office of the Sheriff, acts as the City's chief civil law enforcement officer.

Through the Mayor's Office of Pensions and Investments, Finance also advises the Administration on the \$130 billion City pension system and \$12 billion deferred compensation plan.

Our Services and Goals

Service 1: Bill and collect property and other taxes.

- Goal 1a: Increase the proportion of individuals and businesses that are in compliance with tax and revenue laws.
- Goal 1b: Promptly review applications for Senior Citizen Rent Increase Exemptions.
- Goal 1c: Promptly review requests for refunds.
- Goal 1d: Increase the percentage of payments made online.

Service 2: Bill, adjudicate, and collect on parking tickets.

- Goal 2a: Increase the proportion of parking tickets that are collected.
- Goal 2b: Assure that all respondents are offered convenient options for challenging tickets.

Service 3: Provide public access to data.

- Goal 3a: Increase the percentage of property tax documents that are available online.

How We Performed

- Through a concerted effort to eliminate the backlog of applications for the Senior Citizen Rent Increase Exemption (SCRIE), processors now review applications upon receipt, leading to a precipitous drop in the length of time it takes for a SCRIE applicant to receive a determination. The average time to process an initial SCRIE application fell to 4.7 days in the first four months of Fiscal 2014 from 35.8 days in the first four months of Fiscal 2013, and to 7.6 days from 22.9 days for renewal applications.
- Compared to the same period last year, more motorists contested their parking summonses. The total number of hearings was up by more than 20 percent, growing to 382,340, with all hearing options experiencing increases. The number of web (online) hearings rose the most dramatically, by more than 42 percent. While better than the respective performance targets, the turnaround times for hearing decisions also increased largely as a result of the higher demand. Motorists entering a Finance Business Center waited seven minutes longer but continued to receive a hearing determination in less than a half-hour. Decisions for web hearings were issued within approximately one week compared to 2.5 days, and decisions for hearings-by-mail in an average of 12 days compared to three days.
- Changes to the State law governing the property tax abatement for owners of residential condominiums and cooperatives, as well as the State's requirement to register for the School Tax Relief (STAR) program, led to a significantly higher volume of correspondence to the Department. Emails increased by close to 49 percent to nearly 62,000, yet the percent responded to in 14 days improved to 88 percent. At 1,461, hard mail correspondence more than doubled, and the percent responded to in 14 days decreased to 67 percent.

Service 1: Bill and collect property and other taxes.

Goal 1a: Increase the proportion of individuals and businesses that are in compliance with tax and revenue laws.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|---|--------|-------|-------|--------|-------|----------------|-------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| ★ Property taxes billed that are paid (%) | 97.0% | 97.3% | 97.5% | 97.0% | 97.0% | NA | NA |
| - Paid on time (%) | 95.0% | 94.4% | 94.8% | * | * | 94.9% | 96.1% |
| Average turnaround time for audits (days) | 612 | 684 | 632 | * | * | 611 | 738 |
| Increase in tax liability as a result of audits (%) | 26.9% | 10.5% | 13.6% | * | * | 13.0% | 19.5% |
| Originally noticed properties sold in lien sale (%) | 20% | 19% | 20% | * | * | NA | NA |

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Goal 1b: Promptly review applications for Senior Citizen Rent Increase Exemptions.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|--|--------|------|--------|--------|------|----------------|-------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| Senior Citizen Rent Increase Exemption (SCRIE) - Initial applications received | NA | NA | 7,094 | * | * | 2,382 | 2,623 |
| SCRIE - Renewal applications received | NA | NA | 22,670 | * | * | 8,059 | 7,117 |
| ★ Average time to process initial applications (days) | NA | NA | 17.3 | ↓ | ↓ | 35.8 | 4.7 |
| ★ Average time to process renewal applications (days) | NA | NA | 13.4 | ↓ | ↓ | 22.9 | 7.6 |

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Goal 1c: Promptly review requests for refunds.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|--|--------|------|------|--------|------|----------------|------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| ★ Average time to issue a property tax refund (days) | 22 | 26 | 27 | 20 | 22 | 20 | 27 |
| ★ Average time to issue a business tax refund (days) | 39 | 32 | 30 | 32 | 32 | 29 | 20 |

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Goal 1d: Increase the percentage of payments made online.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|---|--------|-------|-------|--------|-------|----------------|-------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| ★ Payment method (%) - Electronic (ACH/EFT) | 16.5% | 20.8% | 45.9% | 50.0% | 50.0% | 31.8% | 21.6% |

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Service 2: Bill, adjudicate, and collect on parking tickets.

Goal 2a: Increase the proportion of parking tickets that are collected.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|---|--------|-------|-------|--------|-------|----------------|-------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| Tickets paid before enforcement action (%) | NA | NA | 56.3% | * | * | 56.6% | 57.7% |
| ★ Parking tickets issued that are paid within 90 days (%) | 63.3% | 65.1% | 63.5% | 65.0% | 65.0% | 62.6% | 66.8% |

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Goal 2b: Assure that all respondents are offered convenient options for challenging tickets.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|---|-----------|-----------|---------|--------|------|----------------|---------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| ★ Parking ticket hearings - Total | 1,169,864 | 1,235,067 | 901,026 | * | * | 316,960 | 382,340 |
| ★ Average turnaround time for in-person parking ticket hearings (minutes) | 23 | 18 | 19 | 35 | 30 | 19 | 26 |
| ★ Average turnaround time to issue decision for parking ticket hearing-by-web (days) | 7.0 | 6.5 | 3.8 | 8.0 | 7.0 | 2.5 | 7.3 |
| ★ Average turnaround time to issue decision for parking ticket hearing-by-mail (days) | 27.3 | 23.2 | 4.2 | 13.0 | 14.0 | 3.0 | 12.0 |
| Parking ticket appeals granted a reversal (%) | 15.6% | 12.2% | 9.9% | * | * | 9.4% | 15.0% |
| Average time to issue decision for parking ticket appeals (days) | 11 | 11 | 11 | 15 | 14 | 11 | 11 |

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Service 3: Provide public access to data.

Goal 3a: Increase the percentage of property tax documents that are available online.

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|---|--------|------|------|--------|------|----------------|------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| ★ Current property tax documents available online (%) | 100% | 100% | 100% | 100% | 100% | NA | NA |

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Agency-wide Management

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|---|----------|----------|----------|--------|------|----------------|------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| Total revenue collected (\$000,000) | \$27,014 | \$28,178 | \$30,113 | * | * | NA | NA |
| - Property taxes collected (\$000,000) | \$16,868 | \$17,945 | \$18,742 | * | * | NA | NA |
| - Business taxes collected (\$000,000) | \$6,717 | \$6,838 | \$7,407 | * | * | NA | NA |
| - Property transfer taxes collected (\$000,000) | \$1,229 | \$1,448 | \$1,810 | * | * | NA | NA |
| - Parking summons revenue (\$000,000) | \$570 | \$569 | \$509 | * | * | NA | NA |
| - Audit and enforcement revenue collected (\$000,000) | \$988 | \$743 | \$1,009 | * | * | NA | NA |
| - Other revenue (\$000,000) | \$641 | \$634 | \$636 | * | * | NA | NA |

Agency Customer Service

| Performance Indicators | Actual | | | Target | | 4-Month Actual | |
|-------------------------------------|--------|------|------|--------|------|----------------|------|
| | FY11 | FY12 | FY13 | FY14 | FY15 | FY13 | FY14 |
| Customer Experience | | | | | | | |
| Emails responded to in 14 days (%) | 78% | 75% | 85% | 85% | * | 79% | 88% |
| Letters responded to in 14 days (%) | 77% | 60% | 91% | 83% | * | 88% | 67% |

Agency Resources

| Resource Statistics | Actual | | | Sept. 2013 MMR plan | Updated Plan | Plan | 4-Month Actual | |
|---|---------|---------|---------|------------------------|-------------------|-------------------|----------------|---------|
| | FY11 | FY12 | FY13 | FY14 | FY14 ¹ | FY15 ¹ | FY13 | FY14 |
| Expenditures (\$000,000) ² | \$219.7 | \$221.3 | \$222.3 | \$234.4 | \$249.2 | \$238.3 | \$90.5 | \$93.2 |
| Revenues (\$000,000) | \$679.2 | \$693.6 | \$652.1 | \$673.5 | \$674.8 | \$665.0 | \$225.1 | \$250.0 |
| Personnel | 1,756 | 1,814 | 1,802 | 1,983 | 1,988 | 1,992 | 1,797 | 1,830 |
| Overtime paid (\$000) | \$355 | \$618 | \$1,240 | \$581 | \$1,353 | \$1,356 | \$165 | \$259 |
| ¹ February 2014 Financial Plan ² Expenditures include all funds. "NA" - Not Available in this report | | | | | | | | |

Noteworthy Changes, Additions or Deletions

None.

For more information on the agency, please visit: www.nyc.gov/dof.