

**PROGRAM MISSION**

To ensure fair and uniform assessments of all vehicle personal property.

This Division has two major functions: making Personal Property Tax assessments and operating a satellite office of the Department of Motor Vehicles (DMV Select).

- The Personal Property Tax function is responsible for the registration and assessment of personal property, such as motor vehicles, trailers and boats; vehicle status modifications; tax liability adjustments and tax code interpretation and application. Assessments must comply with the Code of Virginia and County ordinances.
- The operation of DMV Select provides a limited number of DMV services, such as processing applications for obtaining titles and registering motor vehicles, issuing motor vehicle license plates and decals, and issuing handicap placards and driver transcripts.

The following goals have been identified:

- Always treat customers with respect, professionalism and courtesy when they interact with the Personal Property Division of the Commissioner of Revenue.
- Serve all customers either via the customer counter, telephone or e-mail in an expedited manner.
- Conduct accurate monthly analyses of new vehicle registrations to ensure that all vehicles are assessed and billed in accordance with state and local code.
- Increase the volume of vehicle dealer transactions under the DMV Select operations.
- Continue to reduce the number of calls abandoned by customers due to delays in answering calls.

**PROGRAM FINANCIAL SUMMARY**

	FY 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Personnel	\$1,160,110	\$1,259,884	\$1,303,850	3%
Non-Personnel	145,850	111,200	117,267	5%
<b>Total Expenditures</b>	<b>1,305,960</b>	<b>1,371,084</b>	<b>1,421,117</b>	<b>4%</b>
<b>Total Revenues</b>	<b>152,472</b>	<b>161,679</b>	<b>169,914</b>	<b>5%</b>
<b>Net Tax Support</b>	<b>\$1,153,488</b>	<b>\$1,209,405</b>	<b>\$1,251,203</b>	<b>3%</b>
Permanent FTEs	17.0	18.0	18.0	
Temporary FTEs	-	-	-	
<b>Total Authorized FTEs</b>	<b>17.0</b>	<b>18.0</b>	<b>18.0</b>	

**SIGNIFICANT BUDGET HIGHLIGHTS**

- ↑ Personnel expenditures (\$43,966) include normal salary increases, an increase in employer retirement contributions to maintain full funding of the retirement fund, and a ten percent increase in employer health insurance rates.

- ↑ An increase in non-personnel expenditures (\$6,067) to facilitate legal research and improve compliance efforts.
- ↑ The increase in revenue (\$8,235) is mostly due to the FY 2008 cost of living increase approved by the State Compensation Board that took effect in December 2007. This increase is partially offset by a proposal in the Governor's proposed biennial budget to continue some Compensation Board cuts first enacted in 2007 through 2010.

**PERFORMANCE MEASURES**

Critical Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Total value of assessments (billion)	\$1.3	\$1.4	\$1.5	\$1.60	\$1.6	\$1.6	\$2.0
Percent of assessments in compliance with the Code of Virginia	100%	100%	100%	100%	100%	100%	100%
Percent of Personal Property Tax reliefs that meets the PPTR Act compliance guidelines	N/A	100%	100%	100%	100%	100%	100%
Percent of total accounts adjusted	16%	15%	15%	14.5%	14%	14%	13%
Call abandon rate	2.00%	1.95%	2.00%	2.80%	2.00%	2.00%	0.00%
Percent of e-mail inquiries resolved within a three day timeframe	98%	100%	100%	100%	100%	100%	100%
Number of personal property assessed (vehicles, boats, etc.)	187,987	187,979	189,810	188,216	190,000	190,000	195,000

Supporting Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Number of tax adjustments	29,005	11,861	28,460	27,629	23,500	23,500	23,500
Number of e-mails received	5,249	5,590	5,916	6,899	7,000	7,000	7,000
Total calls received	41,581	44,020	43,912	43,426	43,000	43,000	42,500

- The number of FY 2005 tax adjustments is for the partial year only due to technical problems in collecting the data.