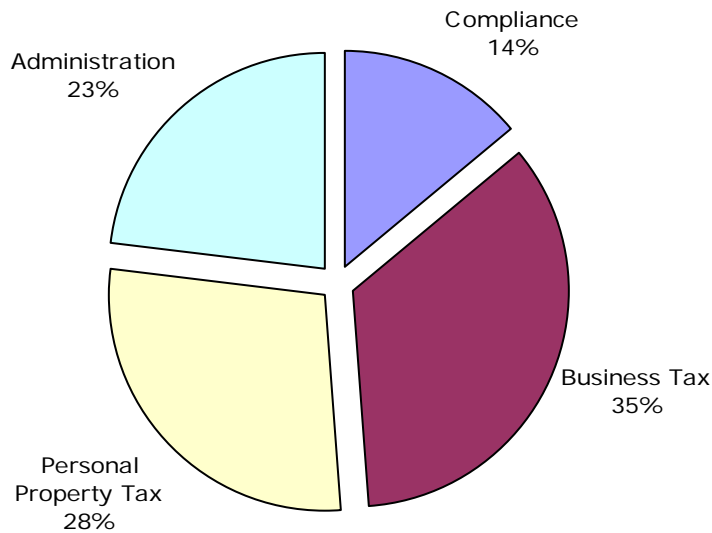


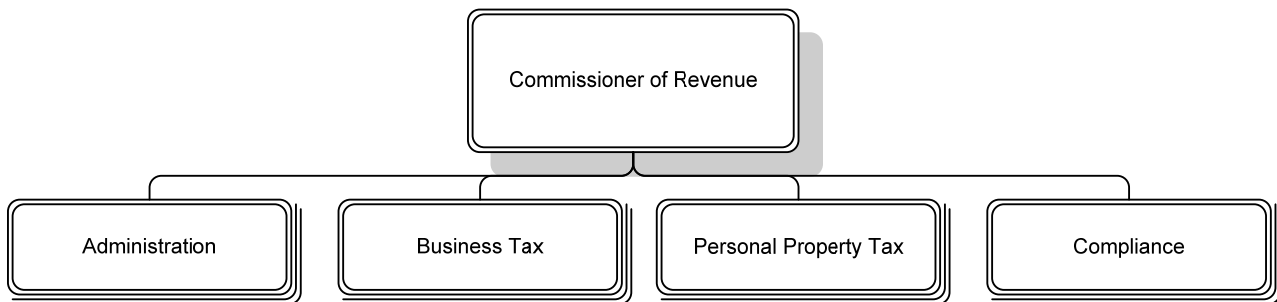
Our Mission: To provide Arlington County residents and businesses with high-quality service in meeting their tax obligations

The Office of the Commissioner of Revenue provides Arlington County residents and businesses with high-quality service in meeting their tax obligations by applying Virginia State and Arlington County tax laws with uniformity, fairness and integrity. The Office is committed to providing customer advocacy to protect the rights of individual and business taxpayers and resolving those issues not satisfactorily addressed through normal channels.

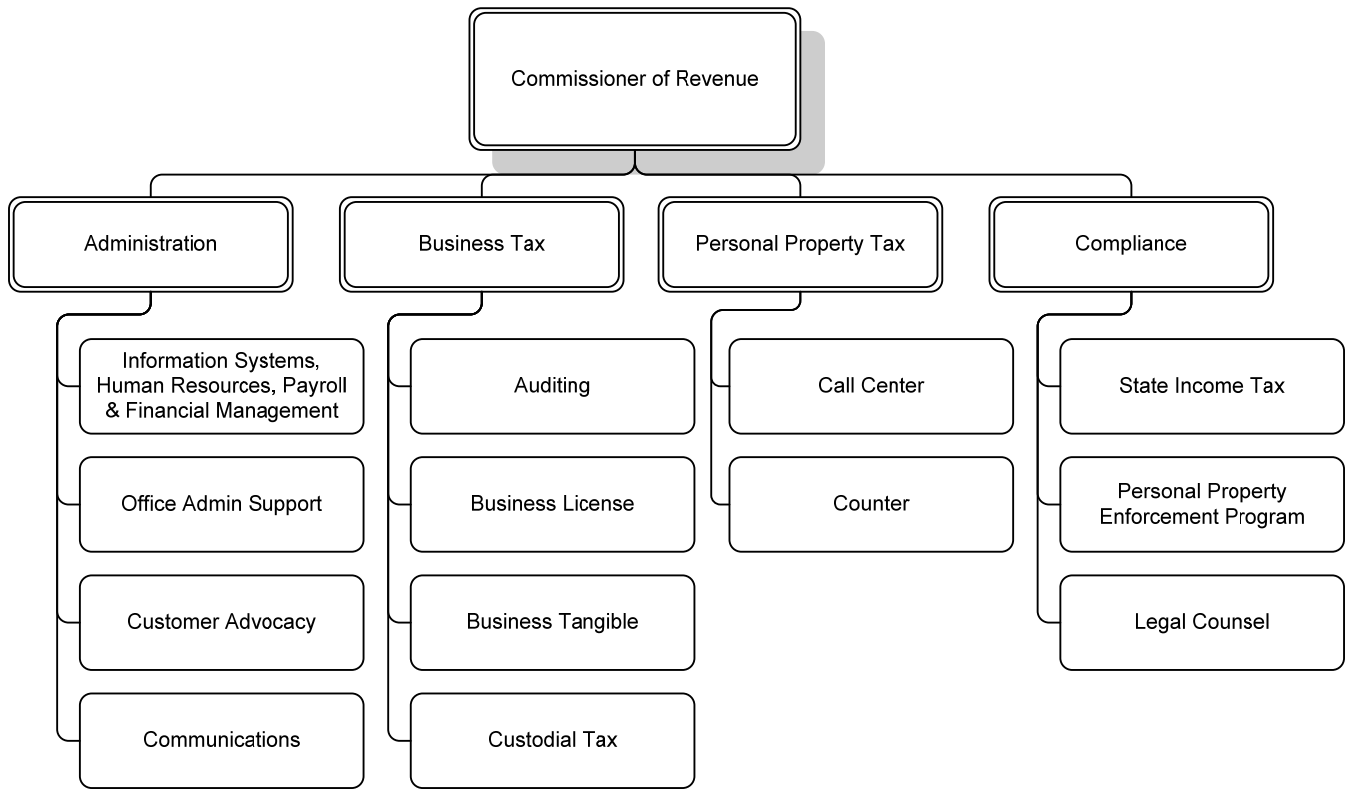
Distribution of Department Budget



DEPARTMENT DIVISIONS



DEPARTMENTAL ORGANIZATION CHART



OFFICE OF THE COMMISSIONER OF REVENUE
DEPARTMENT BUDGET SUMMARY

Supporting Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Percent of personnel and financial transactions processed satisfactorily within guidelines	100%	100%	100%	100%	100%	100%	100%
Percent of assessments in compliance with the Code of Virginia	100%	100%	100%	100%	100%	100%	100%
Number of customers served by Customer Advocate	N/A	22	49	552	>500	>500	>500
Number of business tax and business tangible tax returns processed	35,581	32,207	31,617	34,619	32,500	32,500	33,000
Summonses issued	N/A	2,320	2,500	2,335	2,600	2,600	3,000
Number of personal property assessed (vehicle, boats, etc.)	187,987	187,979	189,810	188,216	190,000	190,000	195,000
Number of e-mails received pertaining to personal property tax inquiries	5,249	5,590	5,916	6,899	7,000	7,000	7,000
Total calls received by personal property tax call center	41,581	44,020	43,912	43,426	43,000	43,000	42,500

- When a business does not file a timely return with the County (March 1st) a statutory assessment is assessed.
- The call abandon rate is the percentage of time a customer terminates a call prior to staff answering the phone.
- Number of customers served by Customer Advocate in FY 2005 reflects only nine months of data collection.
- The FY 2007 actual number of customers served by the Customer Advocate includes customers contacted through outreach activities, such as personal presentations on customer advocacy and other services provided by the Commissioner's office. This is also shown in the FY 2008 and FY 2009 estimates and the FY 2009 target.

FUTURE BUDGET CONSIDERATIONS

- The 2008 General Assembly may enact further changes to the Business and Personal Property tax statutes that will affect FY 2008 or FY 2009 assessments.
- It is uncertain whether the 2008 General Assembly will adopt a cost of living increase for FY 2009 to take effect December 2008.