



Kim E. Klingler
Commissioner of Revenue
Arlington County
"Trusted and Elected to Serve"

**563 DAYS
&
ACCOMPLISHMENTS**

In Partnership With:



A Note From Arlington's Commissioner of Revenue

During my first year as Arlington's Commissioner of Revenue, my dedicated team and I have worked diligently to bring to fruition not only the key priorities of my campaign but also additional initiatives that serve our community's needs. Our office is firmly committed to maintaining transparency and accountability, ensuring that all residents receive the support and assistance they rightfully deserve. In this report, you will find a detailed overview of 365 accomplishments achieved by my office throughout the past year. It is essential to note that while we have made significant progress, our commitment to serving Arlington does not conclude here. We will continue our efforts to support our residents, businesses, and talent pool in preparation for any future challenges we may encounter.



Please feel free to reach out with any questions, feedback, or concerns you may have. My team and I are always at your service and eager to assist you.

A stylized, handwritten signature in white ink.

Kim E. Klingler
Arlington County Commissioner of Revenue



Overall

Building Relationships, Engaging with the Community and
Strengthening the CoR Team

1	Physically Reopened CoR Office to the Public 5 Days Per Week
2	Presented FY2025 Budget to the County Board & Public: Arlington County Board Work Session - March 5, 2024 (youtube.com) & PowerPoint Presentation (arlingtonva.us)
3	Attended TRE & CoR Legislative Days in Richmond, VA
4	Met with State Senator Adam Ebbin
5	Met with Staff from State Senator Barbara Favola
6	Met with State Delegate Alfonso Lopez
7	Met with State Delegate Patrick Hope
8	Met with State Delegate Rip Sullivan
9	Met with Staff from State Delegate Adele McClure
10	Advocated on behalf of CORVA and Arlingtonians
11	Joined the Legislative Committee of the Commissioners of the Revenue Association of Virginia (CORVA)
12	Met with fellow Northern Virginia Commissioners of Revenue and received counsel
13	Met with County Board Chair – Libby Garvey
14	Met with County Board Vice Chair – Takis Karantonis
15	Met with County Board Member – Matt de Ferranti

16	Met with County Board Member – Maureen Coffey
17	Met with County Board Member – Susan Cunningham
18	Conducting partnering meetings with TRE
19	Conducted partnering meetings with DMF
20	Conducted partnering meeting with CPHD
21	Conducted partnering meeting with AED
22	Conducted partnering meeting with ACPD
23	Conducted partnering meeting with DPSCEM
24	Received Proposals to Implement Safety & Security Recommendations from ACPD, DPSCEM, etc
25	Attending Arlington Economic Development Commission (EDC) Meetings
26	Attending Chamber of Commerce Economic Development & Government Relations Meetings
27	Attending AED Biz Launch SBCC Meetings
28	Met with All 50+ CoR Team Members Individually
29	Met with Partners, and HR to develop Chief Deputy Job Description
30	Met with Partners, DTS, and HR to develop Business Systems Analyst Job Description
31	Met with Partners, DTS, DPSCEM, and HR to develop Call Center Job Description
32	Published Job Announcement for new Chief Deputy
33	Launched Jeans Day Friday Benefitting Local Charities/Non-Profits
34	Launched CoR Team Monthly Anniversary & Birthday Parties
35	Congratulated Team Members on their 27th and 35th Anniversaries
36	Congratulated Team Members on their 20 Years of Service & Retirement
37	Launched Environmental and Cultural Committee
38	Formalized Team Annual Appraisal Process
39	Finished Office Renovation
40	Installed window blinds in the business/compliance/DMV select areas for security purposes
41	Hired new Chief Deputy
42	Initiated renovation of Public Welcome Area
43	Through "Jeans Day Friday" have gained donations for Arlington Non-Profit Homeward Trails
44	Assisted ACPD with Grant Administration
45	Assisted constituent with used car dealer inquiries
46	Closed FY2024 CoR County Budget
47	Met with DMF to discuss key long-term initiatives for FY2024 Carryover and FY2025
48	Developed Refresher FOIA Training
49	Developed a revised Employee Handbook to modernize policies to attract and retain talent
50	Met with HR to develop customized training plan for CoR Supervisors & Team Members
51	Congratulated Team Member on their 36th Work Anniversary
52	Hired new Assistant Deputy for Business Tax Division
53	Hired new Senior Auditor for Business Tax Division
54	Hired new Tax Assessor for VPP
55	Promoted Senior Auditor to Business Tax Division - Audit Supervisor
56	Promoted Assistant Deputy for Business Tax Division to Deputy
57	Appointed Acting Assistant Deputy for Business Tax Division
58	Appointed Acting Supervisor for Business Tax Division
59	Elected Chair for Commissioner of Revenue Association of Virginia (CORVA) - Northern District
60	Appointed to CORVA IT Committee
61	Attended CORVA Annual Meeting in Bristol, VA
62	Attended CORVA Northern District Meeting
63	Met with HR to discuss Constitutional Roles and Responsibilities
64	Met with HR to regrade and normalize positions
65	Promoted Team Member to Deputy Commissioner for Operations and Communications

66	Planned & Executed Leadership Strategic Planning Session
67	Developed CoR Values, Vision, Mission & Goals
68	Congratulated Team Member on their 25th Work Anniversary
69	Responded to five FOIA requests in partnership with County Manager's Office and TRE
70	Met with State Senator Adam Ebbin regarding CORVA/CORPAC Legislative Priorities for 2025
71	Met with State Senator Barbara Favola regarding CORVA/CORPAC Legislative Priorities for 2025
72	Met with Elizabeth Benett Parker regarding CORVA/CORPAC Legislative Priorities for 2025
73	Promoted Team Member to VPP Deputy
74	Appointed Acting VPP Admin Specialist
75	Initiated Recruitment for VPP Admin Specialist
76	Initiated Recruitment for VPP PPEP Compliance Supervisor
77	Initiated Recruitment for VPP DMV Select Supervisor
78	Attended CORVA Executive Team Meeting
79	Appointed Acting VPP DMV Select Supervisor
80	Appointed Acting VPP PPEP Compliance Supervisor
81	Registered for UVA's Weldon Cooper Master CoR Certification Program
82	Initiated Research & Revamping of Non-Profit Code & Policies
83	Initiated Research of BFT Code & Policies
84	Initiated Research of Vaping Code & Policies
85	Initiated Research & Potential Revisiting of BPOL & BTN Threshold Policies
86	Nominated Team Member for County Manager Excellence Award
87	Formalized Phase 1 of CoR Modernization Plan
88	Initiated New Quality Management & Special Projects Position
89	Revamped Budget Measures and Shared with DMF
90	Scheduled Meeting with State Delegate Rip Sullivan to discuss CORVA/CORPAC Priorities for 2025
91	Partnered with DMF to Develop FY2026 Enhanced Revenue Generation Plan



Marketing & Comms.

To Inform, Educate, Empower and Educate

92	Developed New Logo
93	Developed New Signature Lines
94	Developed New Business Cards
95	Developed New Name Badges
96	Updated Letters to Reflect New Logo and Information
97	Soft Launched Facebook: Arlington VA Commissioner of Revenue
98	Soft Launched Instagram: @ARLVACoR
99	Soft Launched: Twitter "X": @ARLVACoR
100	Soft Launched: LinkedIn: Arlington VA Commissioner of Revenue
101	Updated Website with new CoR Information & Key Dates
102	Reviewed and Updated Appeals Language for Website
103	Updated Letters with Appeals Language
104	Attended AWE Women in Business Summit
105	Attended Arlington Chamber of Commerce Legislative Breakfast
106	Attended AED Biz Launch and Arlington Public Library's Women's Makers Fair

107	Attended Arlington Women of Vision Awards
108	Attended AED Biz Launch's Business Pitch Event
109	Attended AED VA Tourism's Hospitality Awards
110	Attended Arlington Chamber of Commerce's Annual Gala
111	Attended Arlington County's Envision the Future of the County Kick-Off
112	Attended Pathforward's Annual Event
113	Attended the Arlington County Civic Federation's Annual Banquet
114	Attended Arlington County's ERG Carnival with Arlington's Treasurer
115	Attended Arlington Chamber of Commerce's Volunteer Day
116	Attended Womenade
117	Attended Virginia SBSD
118	Attended the CORVA Executive Committee & 2024 Legislative Review
119	Conducted Inaugural "Dish with the Commish" on May 7, 2024
120	Attended partnered event with Columbia Pike Partnership on May 11, 2024
121	Attended Arlington Chamber of Commerce's "Best Business Awards" on May 14, 2024
122	Attended Leadership Center of Arlington's "Evolution of Leadership" Summit on May 16, 2024
123	Attended ECDC's "Welcoming Our Newcomers" Summit on May 22, 2024
124	Attended GMU's "Access to Education and Opportunity" Forum on May 22, 2024
125	Attended National Landing Annual Meeting on May 29, 2024
126	Attended Arlington Magazine's "Best of Arlington Party" on May 30, 2024
127	Attended OUTstanding's Pride Month Celebration on June 5, 2024
128	Spoke at Senior Lunch at Busboys and Poets on June 11, 2024
129	Attended AWLA's "80th Anniversary" Celebration on June 12, 2024
130	Attended Arlington Chamber's "Women in Business Networking" Event on June 12, 2024
131	Workshop: Etiquette in the Workplace and with Communication
132	Attended Advance Arlington's Rebranding Event on June 12, 2024
133	Attended Arlington Community High School's Graduation Ceremony on June 15, 2024
134	Attended Arlington County's BEC Council Juneteenth Celebration on June 18, 2024
135	Attended Arlington/Alexandria Chamber of Commerce Networking breakfast on June 20, 2024
136	Attended the Arlington Chamber's State of the County and Public Safety Awards
137	Attended the Treasurer's Association of Virginia Annual Conference and Banquet
138	Attended ACF's Arlington Women Community Builders at Fire Station 8 on June 27, 2024
139	Publicized 2nd "Dish with the Commish" for July 11, 2024
140	Partnered with the Arlington Treasurer to align Office Hours for the July 4 & 5th Holiday
141	Developed partnered plan for CoR at Arlington County Fair with TRE, AED, CPHD
142	Attended Ballston BID's Annual Meeting on June 26, 2024
143	Presented at South Arlington Kiwanis Club
144	Attended Arlington Community Highschool's Graduation
145	Attended Columbia Pike Blues Festival
146	Attended Arlington/Alexandria Chamber of Commerce's "Breakfast Connection"
147	Hosted 2nd Quarterly "Dish with the Commish" - Langston Boulevard Alliance Area
148	Presentd a Booth at the Arlington County Fair
149	Attended Festival Latinoamericano
150	Attended Doorways "Open Hearts - Open Doors"
151	Attended the Chamber's "Adapting to the New Normal" Panel Discussion
152	Attended Arlington Community Foundation's "Spirit of the Community" Awards
153	Attended InterService Club Council Awards
154	Presentd at the Chamber's Economic Development & Gov't Affairs Meeting
155	Presented at North Arlington Kiwanis Club

156	Presented at Barcroft School and Civic League
157	Partnered with Treasurer to Host a Pop-Up at Arlington Mill Community Center
158	Hosted a Delegation from the Kyrgyz Republic through the US State Department
159	Completed "Dish with the Commish" in ALL Partnership areas
160	Scheduled "Dish with the Commish" in first BID area - National Landing
161	Met with HR and TRE to confirm roles and responsibilities
162	Developed DTS MOU in Partnership with TRE
163	Presented at the Arlington Chamber of Commerce's Government Affairs and Economic Development's December meeting
164	Presented at the Kiwanis Club Luncheon
165	Attended Arlington Chamber of Commerce's 100th Annual Meeting
166	Hosted CoR Team building event in December
167	Created CORE values for team
168	Contracted with designer for Marketing & Communications plan
169	Created account for Sprout Social
170	Scheduled Small Business Roundtable for January with Arlington Chamber
171	Developed High Level CAPP Upgrade Marketing & Comms Plan with TRE
172	Attended Kiwanis Holiday Luncheon with Non-Profit Grant Presentations
173	Attended Optimist Club of Arlington 73rd Annual Breakfast
174	Attended TRE Admin Holiday Gathering
175	Partnered with TRE to coordinate opening and closings of the 2nd Floor
176	Developed shared social media communications with TRE
177	Discussed Short-Term Rentals/Accessory Homestays with other Jurisdictions
178	Discussed GIS needs and capabilities with other jurisdictions
179	Soft Launched @arlvacor
180	Presented check to Clothesline from proceeds from "Jeans Day Friday" participation
181	Facebook - Broke 100 followers, LinkedIn & Instagram - Broke 50 Followers
182	Researched rates and usage for ArlNOW ads in partnership with TRE



Vehicle Personal Property Tax Division

183	Opened DMV Select to the Public 5 Days per Week
184	DMV Select - Transaction increased by 136 from 2023 = 2024 1st quarter 1,804
185	Attended Annual Regional Meeting
186	Met with DMV Select Liaison
187	Met with FBI VCIN Liaison
188	Upgraded VCIN Desktop for Security Compliance
189	Formalized VCIN Processes and Policies
190	Began VCIN Audit
191	Began DMV Select Visibility & Education Campaign
192	Partnered with DMV and Arlington County to ensure ADA Compliance
193	Generated 67,469 VPP CAPP Courtesy Notices
194	Sent 40,333 VPP Courtesy Reminder Postcards to Customers
195	Sent 1,860 Out of State License Plate Reminders to Customers

196	Conducted VPP Field Visits of 97 Apartment Complexes
197	Conducted VPP Field Visits of 41 Civic Associations
198	Completed CoR Compliance Ride-Along & Additional Civic and Public Engagement Initiatives
199	Upgraded PPEP Enforcement License Plate Reader Laptop
200	Met with Fairfax County to demonstrate and share our License Plate Reader processes
201	Completed DMV plate update report with 1352 of work items generated
202	Update appeals language for web and emails
203	Conducted account clean-up on 4000 exempted vehicles
204	Review of account closed/re-open process for better messaging and understanding
205	Met with DMV Select Manager regarding additional training requirements and procedures
206	Completed bringing VCIN Terminal into Compliance and Passed State Audit
207	Completed DMV Select QRT (Quality Review Tracking) inquires/report
208	Set meeting with County GIS program for integration with field work
209	Assessed 8754 accounts = 1.223 million dollars in tax (1st 3 months in 2023 & early billing)
210	Provided DMF projected billing data for VPP mainbook to assist with PPTRA planning
211	Provided monthly data to DMF re Rental Car tax revenue as provided by IRMS
212	# of phone calls received/answered: 4,273/4,064
213	# of emails received/answered: 675
214	# of mailed correspondence received/scanned and worked: 253
215	# of accounts added to tax roll/accounts opened: 10,050 (includes 392 PPEP)
216	# of account relieved for period: 1,278
217	# of work items generated 28,937
218	VPP Move: 2,100
219	VPP Delete: 9,932
220	VPP Add: 10,744
221	Delete/Add: 142
222	CR2E Updates: 2,390
223	CAPP Change Request: 155
224	Vehicle Change Follow-up: 141
225	DMV Mark-up: 772
226	DMV Updates: 1,351
227	CAPP Vehicle Invalid Address: 7
228	VPP Add Record (CAPP): 736
229	Conducted License Plate Reader (LPR) Roadshow with NoVA Commissioners of Revenue
230	Continued DMV Select services by renewing the 2024-2025 contract
231	Completed County Audit (CLA-CliftonLarsonAllen)
232	Completed standardized procedural checklist to follow when DMV Select is out-of-service
233	Vehicle Personal Property Tax for Fiscal Year 2024 posted at over \$112 M
234	Provided reflective branded safety jackets for PPEP Team
235	Met with DMF to review data for budgeting purposes
236	FY 2024 total of over \$112 Million Dollars in Vehicle tax assessments at an all-time
237	Scheduled Ride-along with Loudoun County to demonstrate and share LPR best practices
238	Created SmartForm for VPP customers who qualify for Military exemption
239	Created SmartForm for VPP customers to streamline processes and enhance customer service
240	Civic Association Field Visit Enforcement Pilot Program
241	Partnered with Douglas Park Civic Association
242	Revised Enforcement "Initial Request for Information (RFI)" Letter Language
243	Streamlined the Vehicle Personal Property Assessment Appeals Process
244	State Income Tax - Completed Safeguarding Tax Information Mandatory Annual Training

245	State Income Tax - Completed Virginia Tax Ethics Mandatory Annual Training
246	Updated website to include link for RFI SmartForm
247	Completed first phase of VPP Core 21 testing
248	Personal Property Enforcement Program (PPEP) - CY 2024 Total Field Visits Conducted: 331
249	CY 2024 Total Vehicles Registered through PPEP: 1,556
250	CY 2024 Total Apartment Lists completed: 71
251	CY 2024 Total DMV transactions: 7,661
252	CY 2024 # of phone calls received/answered: 13,911/13,521
253	CY 2024 # of emails received/answered: 4,499
254	CY 2024 # of mailed correspondence received/scanned and worked: 1,209
255	CY 2024 # of account relieved for period: 15,845
256	CY 2024 # VPP Move work items completed: 8,833
257	CY 2024 # VPP Delete work items completed: 37,903
258	CY 2024 # VPP Add work items completed: 40,302
259	CY 2024 # Delete/Add work items completed: 449
260	CY 2024 # CR2E Updates work items completed: 10,771
261	CY 2024 # CAPP Change Request work items completed: 703
262	CY 2024 # Vehicle Change Follow-up work items completed: 595
263	CY 2024 # DMV Mark-up work items completed: 3,465
264	CY 2024 # VPP Add Record (CAPP) work items completed: 3,459
265	CY 2024 # CAPP Vehicle Invalid Address work items completed: 22
266	CY 2024 # Smartforms submitted/completed since Aug 2024: 172
267	CY 2024 COR -VPP Internal Audit Work Items Completed: 1,637
268	Revised and Completed VPP Budget Measures
269	Revised and Completed Compliance Budget Measures
270	CY 2024 # of State Income Tax Customers Assisted: 295
271	Completed an Internal end of year DMV audit
272	Initiated DMV outreach with out of state dealerships to increase transaction volume
273	Created customer tracking forms for counter productivity
274	Completed a mid year compliance and security DMV audit scoring 92%
275	CY 2024 # DMV Quality Review tracking (QRT) audits completed: 8 / Reviewed: 14,933 items
276	Initiated process with DMV IT to upgrade counter computers for a smooth transition
277	Team member completed the new employee mandatory DMV Select virtual Training
278	Implemented PPEP RFI Smart Form
279	Implemented Civic Association Based PPEP Pilot



Business Tax Division

280	Piloted GIS Business Location Tool
281	Created Accessory Homestays Impact Presentation
282	Implemented Tax Auditor Supervisor Position
283	Defined new metrics for Annual Budget Report
284	Opened New Customer Service Counters
285	Opened New Self Service Kiosks

286	Hired New Team Member to Audit Division and Onboarded
287	Renewed 12,568 Business Licenses with 13,694 Section Codes
288	1,723 Statutory/Estimated Section Code Business Assessments were generated automatically by the system (ACE)
289	1,056 Statutory/Estimated Section Code Business Assessments manually entered into ACE
290	Completed 1,094 New Business License registrations
291	Completed 8,244 telephone calls answered in the business call center
292	Closed 27 Audits
293	Launched 2024 Audit Season
294	Conducted 15 Field Visits to bring Businesses into Compliance
295	Partnered with TRE to bring multiple Businesses into Compliance
296	Conducted Analysis to respond to County Board BPOL Inquiries
297	Renewed 6,301 2024 business tangible returns
298	2,731 1st and 2nd year business license true-ups
299	Partnered with Permit Arlington on Certificate of Occupancy/Home Occupation Permits
300	Provided reports to state and county to verify BPOL compliance
301	Provided other jurisdictions with information regarding Vertical Farming "Best Practices"
302	Increasing oversight of Airbnb and other Short-Term rentals
303	Met with Arlington County Director of Tourism regarding TIDs
304	Met with Fairfax County Regarding Bank Franchise Tax
305	Attended 2024 FAST Compliance Conference
306	Met with County Board Regarding Accessory Homestays
307	Completed 2024 Audit Season
308	Met with fellow Commissioner of Revenue Peers at the Northern Virginia Commissioner fo Revenue meeting in Manassas Park
309	Attended BizLaunch's Arlington's Small Business Assistance Network's Brunch and Business Event
310	Prioritized Business Tax Initiatives for the beginning of Calendar Year 2025
311	Partnered with CPHD to build a comprehensive snapshot of Accessory Homestays in Arlington County
312	Established New Performance Measures to Better Reflect The Efficacy of Assessment Efforts and Value to Arlington County
313	Worked alongside TRE to streamline Assement to Lien Process
314	Engineered new forms for customers to request an Abatement
315	Established a Monthly Audit Team All-Hands
316	Reviewing 800 schedule C filers for compliance
317	415 inquiry letters send to customers in regard to their business activities in Arlington County
318	Over 150 business license registrations that initiated with an inquiry letter
319	158 Peddler licenses issued in partnership with Licensing & Compliance Office of the Police Department
320	Over 180 scenarios tested in preparation to ACE/CAPP 3.0
321	Created new form to simplify abatements process
322	Developed more strategic, value-add performance metrics for Business Tax
323	Celebrated the retirement of two teammebers, each with 30+ years of service
324	Onboarded two new Auditors
325	Partnered with DMF and Other Departments on Revenue Generating Task Force



Technology

Staying at the Forefront of Innovation

326	Participated in Executive Sponsorship Meeting for our Tax System/CRM Upgrade
327	Participated in Meetings for New Call Center System
328	Participated in Arlington County G10 Meeting
329	Participated in Reviewing DTA AI Policies
330	Participated in Testing for New Payment Portal Features
331	Met with G10 Lead to Review Purpose and Priorities
332	Met with DTS and HR to determine additional CoR Technology Resource Needs
333	Met with DTS to Reestablish SQR Processes and Priorities
334	Initiated Process to Identify Current and Future Reporting Needs
335	Initiated Process to Identify Current and Future SmartForm Needs
336	Completed Call Center Upgrade with Five9
337	Completed Telephony Upgrade to Microsoft Teams
338	Created SmartForm for internal technology inventory
339	Installed cameras in the office to ensure there are fewer blind spots and enhance safety
340	Kicked off Core 21/Assessment Collection Enterprise (ACE) system upgrade project
341	Installed dashboard camera on PPEP's LPR vehicle for additional safety and compliance
342	Attended FAST Services Annual Client Conference
343	Brought Virginia State Police VCIN Terminal into Compliance
344	Completed Multi Factor Authentication for State VCIN Terminal
345	Developed, Signed & Executed MOU with DTS, TRE & COR
346	Initiated Microsoft Dynamic (CRM) Pilot for email mitigation and data retrieval
347	Initiated Testing for ACE CORE21 Upgrade
348	Created Call Log Reporting System
349	Converted Legacy Letters to Standard Letter Template
350	Removed Legacy County Logo from Letters
351	Took Over Facilitation of SQR Meetings & Caught Up on SQR Backlogs
352	Formalized Technology Onboarding Processes
353	Formalized Technology Offboarding Processes
354	Created BTN Reporting Capabilities to Support Data Driven Decision Making & Policy Recommendations
355	Installed Windows 11 Upgrade on Specific Devices for Testing Purposes
356	Initiated Planning for Full Windows 11 Roll-Out
357	Conducted Research for Upgrading Customer Facing Kiosks/Devices for Business Division
358	Initiated Research for Implementing Customer Facing Kiosks/Devices for VPP Division
359	Initiated Cross CoR Measure Monthly Reporting System
360	Completed Assigned ACE CORE21 Test Cases prior to EOY
361	Welcomed new Acting DTS Department Head
362	Shared Preliminary CAPP/CORE 21 Upgrade "Top 10" Enhancement with Incoming County Board Chair
363	Identified Additional Paper Forms to be Converted to SmartForms
364	Implemented MS 365 Sharepoint Teams
365	Implemented MS 365 Sharepoint Planner