

PROGRAM MISSION

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

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

- The Personal Property Tax function provides assessment of vehicle personal property taxes on motor vehicles, trailers and boats; vehicle registrations, vehicle status modifications, tax liability adjustments, tax code interpretation and application. Assessments must comply with the Personal Property Tax Relief Act of 1998, Code of Virginia Section 58.1-3523 et seq., as enacted by the Virginia General Assembly.
- 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/or 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.

PROGRAM FINANCIAL SUMMARY

	FY 2005 Actual	FY 2006 Adopted	FY 2007 Proposed	% Change '06 to '07
Personnel	\$902,240	\$1,020,971	\$1,097,123	7%
Non-Personnel	109,128	71,447	102,413	43%
Total Expenditures	1,011,368	1,092,418	1,199,536	10%
Total Revenues	135,795	152,818	150,437	-2%
Net Tax Support	\$875,573	\$939,600	\$1,049,099	12%
Authorized FTEs	25.4	17.0	17.0	
Funded FTEs	25.4	17.0	17.0	

SIGNIFICANT BUDGET HIGHLIGHTS

- ↑ The FY 2007 proposed budget reflects a two percent market pay line adjustment, a ten percent increase in employer health insurance costs, and an increase in employer retirement contributions to maintain full funding of the retirement fund.
- ↑ An increase in non-personnel expenses (\$30,966) is due to an increase in funding for NADA automated assessment service offset by a decrease in the Department of Technology Services projected telephone costs.
- ↓ A decrease in revenue (\$2,381) is due to the decrease in DMV Select revenue, partially offset by the FY 2006 cost of living increase approved by the State Compensation Board.

PERFORMANCE MEASURES

	FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate	FY 2007 Estimate	FY 2007 Goal
Total value of assessments (billion)	\$1.15	\$1.17	\$1.3	\$1.4	\$1.5	\$1.5	\$1.5
Percent of assessments in compliance with the Code of Virginia	N/A	N/A	100%	100%	100%	100%	100%
Percent of Personal Property Tax relief that meets the PPTR Act compliance guidelines	N/A	N/A	N/A	100%	100%	100%	100%
Percent of total accounts adjusted	17%	18%	16%	15%	15%	14%	14%
Call abandon rate	N/A	6.00%	2.00%	1.95%	1.85%	1.90%	1.80%
Percent of e-mail inquiries resolved within a three day timeframe	N/A	N/A	98%	100%	100%	100%	100%
Number of personal property assessed (vehicles, boats, etc.)	188,708	188,578	187,987	187,979	189,000	195,000	195,000
Number of tax adjustments	32,021	33,102	29,005	11,861	11,700	11,300	11,300
Number of e-mails received	N/A	1,989	5,249	5,590	7,000	7,000	7,000
Total calls received	N/A	44,581	41,581	44,020	44,000	44,000	44,000

- For some of the measures above, data collection did not begin until FY 2004.

FUTURE BUDGET CONSIDERATIONS

- Although the number of accounts assessed and billed may increase in future years, if the value of vehicles drops substantially there could be a negative impact on the revenues collected.