



DEPARTMENT OF FINANCE

David M. Frankel, Commissioner

What We Do

The Department of Finance (DOF) collects City revenues; enforces compliance with City tax laws; values all real property in the City; maintains accurate property records; provides an independent forum for the public to contest summonses issued for parking violations; and, through the Sheriff's Office, serves as the chief civil law enforcement body for New York City. The Mayor's Office of Pensions and Investments, located at the Department of Finance, represents the Mayor at the City's five pension systems. In addition to monitoring the eligibility of disability pensioners, it advises on the operational efficiency of the pension funds, with a focus on improving returns and optimizing risk.

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 and collect 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: July–October

- The percent of audits closed within a year rose by nearly 5 percentage points to 39.1 percent. On average, the Department collected between \$84,000 and \$106,000 more in taxes over what was originally filed, for an average increase in tax liability of more than 13 percent per closed audit. Introduction of a modeling committee improved the audit selection and management process by strategically identifying cases for audits.
- The Department conducted a total of 377,507 parking ticket hearings from July – October 2012 compared to 418,215 during the July to October 2011 four-month period. The number of in-person hearings continue to trend downward in favor of hearings by mail and web. In addition, the number of in-person hearings reflects a significant decrease because Hurricane Sandy, which struck on October 29, 2012, prevented many people from traveling to business centers to participate in an in-person hearing, and the Manhattan Business Center was closed due to the Hurricane. Average turnaround times for in-person hearings held steady at 19 minutes, were two days faster for online hearings and at three days, more than 90 percent better for hearings-by-mail. Beginning in the latter part of Fiscal 2012, additional Administrative Law Judges were hired, leading to the improvements in turnaround time.
- In spring 2011 the Department implemented technological enhancements which opened online parking ticket hearings to drivers who wanted to submit supporting evidence such as photos and other documents. As a result, the percent of drivers contesting tickets online has been growing and, largely due to this change, the percent of electronic payments has increased, a trend that the Department expects will continue. During the July to October 2012 period, almost one-third of payments to the Department were made over the Internet compared to 18.1 percent a year ago.

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 Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ City debt resolved (%)	42.0%	39.6%	39.2%	*	39.0%	18.0%	18.5%
★ Property taxes billed that are paid (%)	98.1%	97.0%	97.3%	*	97.0%	NA	NA
- Paid on time (%)	95.0%	95.0%	94.4%	*	*	94.2%	94.9%
Average turnaround time for audits (days)	598	612	684	*	*	655	611
Increase in tax liability as a result of audits (%)	18.6%	26.9%	10.5%	*	*	12.0%	13.0%
Originally noticed properties sold in lien sale (%)	19%	20%	19%	*	*	NA	NA
Total revenue collected (\$000)	NA	\$27,013,547	\$28,114,706	*	*	NA	NA

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Senior Citizen Rent Increase Exemption (SCRIE) - Initial applications received	NA	NA	NA	*	*	NA	2,382
SCRIE - Renewal applications received	NA	NA	NA	*	*	NA	8,059
★ Average time to process initial applications (days)	NA	NA	NA	*	↓	NA	35.8
★ Average time to process renewal applications (days)	NA	NA	NA	*	↓	NA	22.9

Goal 1c: Promptly review requests for refunds.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Average time to issue a property tax refund (days)	19	22	26	20	20	20	20
★ Average time to issue a business tax refund (days)	39	39	32	45	32	31	29

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Payment method (%) - Electronic (ACH/EFT)	16.7%	16.5%	20.8%	*	35.0%	18.1%	31.8%

Service 2: Bill and collect parking tickets.

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Tickets paid before enforcement action (%)	NA	NA	NA	*	*	NA	48.0%
★ Parking tickets issued that are paid within 90 days (%)	61.1%	63.3%	65.1%	*	65.0%	64.5%	62.6%
★ Parking summons revenue (\$000)	NA	\$569,500	\$568,472	*	*	NA	NA

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

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Parking ticket hearings - Total	NA	1,169,864	1,235,067	*	*	418,215	377,507
★ Average turnaround time for in-person parking ticket hearings (minutes)	25	23	18	40	40	19	19
★ Average turnaround time to issue decision for parking ticket hearing-by-web (days)	NA	7.0	6.5	*	10.0	4.5	2.5
★ Average turnaround time to issue decision for parking ticket hearing-by-mail (days)	NA	27.3	23.2	*	15.0	31.5	3.0
Parking ticket appeals granted a reversal (%)	15.1%	15.6%	12.2%	*	*	10.6%	9.4%
Average time to issue decision for parking ticket appeals (days)	11.0	11.0	11.0	15.0	15.0	11.0	11.0

Service 3: Provide public access to data.

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Current property tax documents available online (%)	NA	100%	100%	*	100%	NA	NA

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

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	92%	78%	75%	75%	*	71%	93%
Letters responded to in 14 days (%)	97%	77%	61%	61%	*	66%	93%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$230.9	\$219.7	\$221.3	\$223.5	\$231.7	\$224.6	\$85.3	\$90.5
Revenues (\$000,000)	\$709.6	\$679.2	\$693.6	\$702.8	\$654.2	\$672.2	\$219.9	\$225.1
Personnel	1,930	1,756	1,814	2,038	1,963	1,963	1,785	1,797
Overtime paid (\$000,000)	\$0.3	\$0.4	\$0.6	\$0.7	\$0.6	\$0.6	\$0.1	\$0.2

¹January 2013 Financial Plan ²Expenditures include all funds. *NA" - Not Available in this report
 January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The Department added the following metrics: 'Total tax revenue collected,' 'Tickets paid before enforcement action (%)', 'Parking summons revenue (\$000),' 'Parking ticket hearings - Total,' 'Current property tax documents available online (%)', as well as indicators that report on the number of initial and renewal applications for Senior Citizen Rent Increase Exemption (SCRIE) benefits and the average time to process each application type.
- The Department also removed the following indicators: 'Parking summonses paid online (%)', 'Average time to issue refunds for parking tickets, appeals and towing charges (days),' 'Percent of tax conciliation cases decided within 6 months (%)', 'Property assessments reduced by the Tax Commission (%)', and the two metrics that reported on the average time to respond to email and hard mail correspondence.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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