

DEPARTMENT OF FINANCE



WHAT WE DO

The Department of Finance (DOF) is responsible for the collection of more than \$50 billion in revenue annually for the City and the valuation of over one million properties worth a total of nearly \$1.5 trillion in Fiscal 2025. DOF administers property tax exemption and abatement programs, collects City business and excise taxes, adjudicates parking and camera violations, records property-related documents, administers the City's bank accounts, and assists New Yorkers with tax payment issues through the Office of the Taxpayer Advocate.

Through the Office of the Sheriff, DOF enforces court mandates and orders, warrants of arrest, property seizures, and a wide variety of New York State and City public safety mandates. The Sheriff's Office investigates deed fraud, combats the trafficking of illegal and untaxed tobacco products, and enforces against illegal cannabis retail stores.

Through the Mayor's Office of Pensions and Investments, DOF advises the administration on the management of the City's five pension systems.

DOF continuously strives to provide exceptional customer service, and the Agency has implemented many programs and initiatives to improve the customer's experience and ensure that New Yorkers have the opportunity to receive all DOF-administered benefits and savings for which they are eligible.

FOCUS ON EQUITY

DOF's programs and benefits touch the lives of seniors, people with disabilities, veterans, people with low or no English language proficiency, low-income households, and other vulnerable constituencies. DOF is committed to ensuring that eligible individuals and families can access the benefits to which they are entitled. The Agency is committed to enforcing the tax codes justly so that all New Yorkers pay their fair share.

DOF programs that promote equity include those that help New Yorkers remain in their homes and in their communities. These include the Rent Freeze Program, including the Senior Citizen Rent Increase Exemption (SCRIE) and the Disability Rent Increase Exemption (DRIE), which protects New Yorkers from rent increases. It also includes property tax exemptions like the Senior Citizen Homeowners' Exemption (SCHE) and the Disabled Homeowners' Exemption (DHE), which help homeowners remain in their homes by reducing their property taxes. DOF also offers veterans, clergy, and other property tax exemptions.

The Agency's Office of the Taxpayer Advocate (OTA) and the Office of the Parking Summons Advocate (OPSA) help New York City taxpayers with limited resources resolve challenging and potentially costly tax or parking and camera violation issues with the City. Each year, OTA reviews DOF's operations and makes recommendations to help more New Yorkers get the services and resources they need.

DOF is committed to making it as convenient as possible for customers to interact with the Agency. Over the past several years, DOF has introduced new programs and payment options to ensure that customers get clear and accurate information as well as prompt and professional service. While most Department of Finance transactions can be conducted online, the Agency provides options for customers to access DOF's services in the manner they prefer. DOF's five borough-based business centers provide residents and businesses with an in-person option to make payments, apply for benefits, or receive general assistance.

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 requests for refunds.
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SERVICE 2 Bill, adjudicate and collect on parking summonses.

- Goal 2a Increase the proportion of parking and camera violation summonses that are resolved.
 - Goal 2b Assure that all respondents are offered convenient options for paying and challenging violations.
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SERVICE 3 Administer rent and property owner exemption programs.

- Goal 3a Promptly review applications for exemption programs.
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SERVICE 4 Help NYC taxpayers resolve tax issues.

- Goal 4a Through the Office of the Taxpayer Advocate, promptly address inquiries and resolve cases.
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SERVICE 5 Record property-related documents.

- Goal 5a Increase the percentage of online property recording transactions.
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SERVICE 6 Serve and execute legal processes and mandates.

- Goal 6a Increase the proportion of judgments, orders and warrants that are successfully served/executed.

HOW WE PERFORMED

- During the first four months of Fiscal 2026, the Tax Audit and Enforcement Division completed field audits 15 percent faster than the same period of Fiscal 2025, 484 days compared to 567 days. This improvement is due to the hiring of new and experienced auditors who were assigned specifically to work on field audits. The additional auditors were able to complete a high number of cases, reducing the turnaround time on field audits and increasing tax liability associated with field audits by 20 percentage points, up to 34.9 percent. Non-field audit completion time increased by 7 percent to 178 days, compared to 167 days. This is because a significant number of cases were assigned to new, less experienced auditors, as more experienced auditors were assigned to field audits, which tend to be more complex. The average amount collected from a closed audit, including all field and non-field audits, increased by 44 percent, totaling \$96,000. This was due in part to the newly hired experienced auditors, who were assigned to work on a backlog of higher-complexity audits, as high-complexity audit cases tend to generate a higher amount collected.
- The Agency processed 3,779 property refunds in the first four months of Fiscal 2026, a 12 percent increase from the same period of Fiscal 2025, totaling \$153.9 million. Despite the increase in requests for refunds, DOF reduced the time required to process these refunds by 34 percent to 24 days, following a spike in refund time in Fiscal 2025. This reduction in time was thanks to continued examiner training and increased staff familiarity with a new fraud-reduction review process.
- The number of hearings-by-mail decreased 12 percent, down from 49,970 in the first four months of Fiscal 2025 to 43,988 in the first four months of Fiscal 2026, as more respondents chose online hearings (four percent increase) and “Pay or Dispute” options (11 percent increase) to submit summonses for hearings. Turnaround times for in-person hearings increased from 9.0 to 13.6 days, or 50 percent, and turnaround times for online hearings decreased from 5.4 to 4.1 days, or 24 percent. Turnaround times for in-person hearings have increased because there is a continuing shortage of administrative law judges due to market conditions favorable to private-sector employment, and because DOF reallocated resources to non-in-person hearing requests to address a backlog of such requests. This backlog resulted from the overall eight percent increase in non-in-person hearings.
- The number of parking summons appeals reviewed increased 84 percent across comparative reporting periods. This is due to a significant rise in the number of camera violations issued and submitted for hearings, as the Metropolitan Transit Authority (MTA) increased use of cameras mounted on buses to capture double-parking and bus lane violations, as well as an increase in commercial hearings appealed.
- DOF demonstrated continued improvements and a sustained commitment to efficient service delivery for SCRIE, DRIE, SCHE, and DHE over the first four months of Fiscal 2026 compared to the same period in Fiscal 2025. The data shows ongoing reductions in processing times for rental programs. Operational improvements (including enhanced automation, streamlined validation workflows, and optimized resource allocation) across all programs have contributed to faster processing times and improved accuracy. These outcomes demonstrate the Agency’s continued commitment to supporting seniors and individuals with disabilities by ensuring timely access to essential benefits. DOF expects these positive trends to continue as it implements additional refinements throughout Fiscal 2026.
 - For SCRIE, the average time to process initial applications declined by 44 percent, from 15.2 to 8.6 days, and renewal application processing time also improved by nine percent to 8.3 days. Application volume remains strong, with only modest decreases in renewal submissions.
 - For DRIE, initial processing time improved by 57 percent, falling from 17.8 to 7.7 days, well below the 10-day target. Renewal time increased slightly, to 9.2 days, but remains under target. Application volumes for DRIE remain stable.
 - Processing times for SCHE and DHE have seen increases since last year. SCHE continues to process initial and renewal applications within five days; initial application processing time is at 4.8 days compared to 1.8 days during the same period of Fiscal 2025, while renewal application time is at 2.3 days compared to 0.8 days in Fiscal 2025. DHE is processing both initial and renewal applications in under one day, representing improvements by 5.8 days and 0.2 days from the same period last year, respectively. Renewal application volume for SCHE is down significantly as these benefits are renewed on two-year cycles and a high number of beneficiaries apply on odd-numbered years. Initial application volume for SCHE is also down, slipping 29 percent to 991 applications, as is renewal application volume for DHE, which dropped 94 percent to 26 applications.

- The rise in the Office of the Taxpayer Advocate’s average inquiry and case cycle time is directly related to its involvement in lien sale matters in late Fiscal 2025. Inquiries and cases related to the lien sale are more complex and often require significant interdivisional coordination. The time it took to address these inquiries increased from 5.1 days to 8.0 days across comparative reporting periods, and the time it took to close these cases increased to 64.1 days compared to 46.9 days during the same period last fiscal year.
- In the first four months of Fiscal 2026 compared to the same period of Fiscal 2025, the average time to record property documents increased by one day, from 0.9 to 1.9 days, primarily due to a higher volume of document submissions. Additionally, intermittent system issues affected operational efficiency for a few days of the reporting period. These disruptions temporarily slowed one step in the processing of documents, impacting average turnaround times.
- In the first four months of Fiscal 2026 compared to the same period of Fiscal 2025, arrest warrants executed by the Sheriff’s Office increased two percentage points, indicating consistent demand and operational capacity. Several other Sheriff’s Office service categories experienced declines. The number of orders of protection successfully served decreased by six percentage points, to 49 percent. However, the total number of cases attempted increased significantly. The successful service of child support orders also declined by six percentage points, to 47 percent, due in part to errors from the court in providing the respondents’ locations. This decrease continues a pattern that may hinder deputies’ ability to successfully serve orders. The most significant change occurred in the execution of property seizure orders, which fell by 35 percentage points (from 71 percent to 37 percent). This decrease is largely attributable to cannabis-related seizure orders that were ultimately closed as “unsatisfied,” as well as to the difficulty of satisfying judgments on debtors who refuse to pay and cannot be located. However, the Sheriff’s Office significantly increased the total number of smoke shops closed since the launch of Operation Padlock to Protect in May 2024, to more than 1,600 shops. The Sheriff’s Office continues to monitor its performance and adopt strategic adjustments as needed to increase productivity, including better coordination with the courts.

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 Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Property taxes billed that are paid (%)	97.8%	97.7%	98.0%	98.0%	98.0%	NA	NA
– Paid on time (%)	94.7%	94.4%	94.6%	*	*	94.2%	94.0%
Average turnaround time for field audits (days)	528	519	510	*	*	567	484
Average turnaround time for non-field audits (days)	197	190	194	*	*	167	178
Average amount collected from a closed audit (\$000)	\$133	\$113	\$112	*	*	\$67	\$96
Increase in tax liability as a result of audits (%)	25.3%	29.1%	29.5%	*	*	14.6%	34.7%
Increase in tax liability as a result of field audits (%)	24.9%	27.8%	28.3%	*	*	14.7%	34.9%
Increase in tax liability as a result of non-field audits (%)	33.2%	47.9%	43.5%	*	*	13.5%	33.3%
Originally noticed properties sold in lien sale (%)	NA	NA	15%	*	*	NA	NA
Properties in final lien sale	NA	NA	4,545	*	*	NA	NA
★ Field audits closed within a year (%)	51.3%	57.0%	60.0%	*	*	60.0%	55.0%
★ Non-Field audits closed within a year (%)	87.6%	87.0%	91.0%	*	*	93.0%	93.0%
★ Critical Indicator	● Equity Indicator	“NA” Not Available		↕ Directional Target	* None		

Goal 1b

Promptly review requests for refunds.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Property tax refunds and adjustments processed	21,939	20,172	10,031	*	*	3,369	3,779
Business tax refunds processed	60,660	62,122	61,969	*	*	14,900	14,773
★ Average time to issue a property tax refund (days)	13	25	35	20	20	36	24
★ Average time to issue a business tax refund (requested or non-requested) (days)	12	11	12	25	25	13	12
Average time to issue a requested business tax refund (days)	12	12	12	17	17	13	12
★ Average time to issue a non-requested business tax refund (days)	12	12	12	17	17	11	11
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 2 Bill, adjudicate and collect on parking summonses.

Goal 2a

Increase the proportion of parking and camera violation summonses that are resolved.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Parking and camera summonses received (000)	17,314	16,101	16,559	*	*	5,788	5,657
Parking and camera summonses resolved within 90 days (000)	12,470	11,748	12,079	*	*	4,186	4,023
★ Parking and camera summonses paid within 90 days (%)	69.0%	69.0%	69.6%	65.0%	65.0%	69.0%	70.3%
Parking and camera summonses dismissed within 90 days (%)	3.4%	3.7%	2.9%	*	*	3.1%	2.6%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2b

Assure that all respondents are offered convenient options for paying and challenging violations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Parking summonses adjudicated (000)	2,247	2,004	2,087	*	*	740	754
★ Parking summons hearings	1,277,636	1,014,990	1,070,881	*	*	368,905	371,676
– In-person hearings	341,533	210,624	222,060	*	*	74,027	73,323
– Hearings-by-mail	190,708	138,999	134,075	*	*	49,970	43,988
– Web hearings	745,395	665,367	714,746	*	*	244,908	254,365
Parking summons "Pay or Dispute" app transactions	2,524,746	2,489,701	2,646,336	*	*	853,455	943,307
★ Average turnaround time for in-person parking summons hearings (minutes)	3.3	5.3	11.2	12.0	12.0	9.0	13.6
★ Average turnaround time to issue decision for parking summons hearing-by-web (days)	5.9	4.2	5.0	8.5	8.5	5.4	4.1
★ Average turnaround time to issue decision for parking summons hearing-by-mail (days)	7.8	6.6	6.7	14.0	14.0	6.9	6.9
Parking summons appeals reviewed	54,671	130,576	132,758	*	*	40,575	74,537
Parking summons appeals granted a reversal (%)	11.0%	7.0%	6.0%	*	*	6.9%	4.0%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 3 Administer rent and property owner exemption programs.

Goal 3a Promptly review applications for exemption programs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Initial applications received — Senior Citizen Rent Increase Exemption	7,154	7,823	7,266	*	*	2,430	2,567
★ Average time to process initial Senior Citizen Rent Increase Exemption applications (days)	25.8	16.2	12.2	10.0	10.0	15.2	8.6
Renewal applications received — Senior Citizen Rent Increase Exemption	22,959	26,380	23,402	*	*	8,867	8,396
★ Average time to process Senior Citizen Rent Increase Exemption renewal applications (days)	25.3	9.0	9.4	10.0	10.0	9.1	8.3
Initial applications received — Disability Rent Increase Exemption	1,472	1,648	1,606	*	*	567	508
★ Average time to process initial Disability Rent Increase Exemption applications (days)	22.7	15.6	12.7	10.0	10.0	17.8	7.7
Renewal applications received — Disability Rent Increase Exemption	5,810	6,238	5,622	*	*	2,047	2,048
★ Average time to process Disability Rent Increase Exemption renewal applications (days)	22.4	8.3	8.5	10.0	10.0	8.4	9.2
Initial applications received — Senior Citizen Homeowners' Exemption	7,312	8,433	7,241	*	*	1,392	991
★ Average time to process initial Senior Citizen Homeowners' Exemption applications (days)	14.5	21.6	3.5	↓	↓	1.8	4.8
Renewal applications received — Senior Citizen Homeowners' Exemption	33,141	13,117	22,579	*	*	4,756	2,441
★ Average time to process Senior Citizen Homeowners' Exemption renewal applications (days)	19.3	25.2	5.5	↓	↓	0.8	2.3
Initial applications received — Disability Homeowners' Exemption	728	321	300	*	*	56	79
★ Average time to process initial Disability Homeowners' Exemption applications (days)	10.0	27.0	4.9	↓	↓	6.3	0.5
Renewal applications received — Disability Homeowners' Exemption	2,997	2,223	1,966	*	*	410	26
★ Average time to process Disability Homeowners' Exemption renewal applications (days)	12.8	13.9	3.2	↓	↓	0.5	0.3
★ Critical Indicator ⚙ Equity Indicator "NA" Not Available ↕ Directional Target * None							

SERVICE 4 Help NYC taxpayers resolve tax issues.

Goal 4a Through the Office of the Taxpayer Advocate, promptly address inquiries and resolve cases.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Inquiries received	1,201	1,231	1,608	*	*	395	406
★ Average time to address inquiries (days)	5.9	8.5	4.1	10.0	10.0	5.1	8.0
Cases opened	1,045	1,045	1,013	*	*	292	268
Cases closed	1,073	1,090	1,091	*	*	379	395
★ Average time to close a case (days)	33.0	41.5	36.7	45.0	45.0	46.9	64.0
★ Critical Indicator ⚙ Equity Indicator "NA" Not Available ↕ Directional Target * None							

SERVICE 5 Record property-related documents.

Goal 5a Increase the percentage of online property recording transactions.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Property recording transactions online (%)	83.9%	86.8%	87.4%	*	*	87.0%	87.5%
★ Average time to record and index property documents citywide (days)	1.3	1.1	1.2	↓	↓	0.9	1.9
★ Critical Indicator ⚙ Equity Indicator "NA" Not Available ↕ Directional Target * None							

SERVICE 6 Serve and execute legal processes and mandates.

Goal 6a Increase the proportion of judgments, orders and warrants that are successfully served/executed.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Arrest warrants successfully executed (%)	65%	59%	57%	*	*	53%	55%
★ Orders of protection successfully served (%)	58%	56%	53%	↑	↑	55%	49%
Property seizure orders successfully executed (%)	51%	49%	67%	*	*	71%	37%
★ Child support orders successfully served (%)	56%	56%	50%	↑	↑	53%	47%
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Total revenue collected (\$000,000)	\$47,768	\$49,120	\$52,432	*	*	NA	NA
– Property taxes collected (\$000,000)	\$31,502	\$32,820	\$34,607	*	*	NA	NA
– Business taxes collected (\$000,000)	\$10,494	\$11,383	\$12,665	*	*	NA	NA
– Property transfer taxes collected (\$000,000)	\$2,175	\$1,723	\$2,027	*	*	NA	NA
– Parking summons revenue (\$000,000)	\$1,118	\$998	\$1,010	*	*	NA	NA
– Audit and enforcement revenue collected (\$000,000)	\$1,337	\$947	\$900	*	*	NA	NA
– Other revenue (\$000,000)	\$1,142	\$1,250	\$1,223	*	*	NA	NA
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customer Experience							
E-mails responded to within 14 days (%)	60%	51%	56%	85%	85%	57%	61%
Letters responded to within 14 days (%)	56%	68%	77%	85%	85%	71%	77%
Completed requests for interpretation	6,031	7,555	7,277	*	*	1,487	3,724
Average customer in-person wait time (minutes)	21	14	15	12	12	13	13
Calls answered by a Collections customer service representative (%)	30%	32%	23%	*	*	23%	30%
CORE facility rating	97	100	93	90	90	NA	NA
Number of calls answered by the Customer Contact Center	73,552	52,711	33,193	*	*	13,729	9,700
Average time to complete calls to the Customer Contact Center (minutes:seconds)	10:59	10:47	10:11	*	*	9:25	11:57
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26 ¹	FY27 ¹	FY25	FY26
Expenditures (\$000,000) ²	\$332.1	\$341.8	\$351.5	\$371.2	\$387.6	\$378.5	\$174.1	\$168.4
Revenues (\$000,000)	\$1,298.6	\$1,179.1	\$1,219.8	\$1,079.2	\$1,148.9	\$1,142.2	\$408.7	\$430.6
Personnel	1,691	1,709	1,760	2,047	2,066	2,078	1,672	1,756
Overtime paid (\$000)	\$8,552	\$7,920	\$8,262	\$1,358	\$1,803	\$1,803	\$2,234	\$2,151
¹ February 2026 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY25 ¹ (\$000,000)	February 2026 Financial Plan FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$175.1	\$194.0	
001 - Administration and Planning	\$51.4	\$51.6	All
002 - Operations	\$22.6	\$23.2	1b, 3a
003 - Property	\$30.2	\$34.1	1a, 1b, 5a
004 - Audit	\$30.6	\$36.2	1a, 1b
005 - Legal	\$6.3	\$7.5	1a, 1b, 2a
007 - Parking Violations Bureau	\$9.4	\$10.5	2a, 2b
009 - City Sheriff	\$24.6	\$30.9	1a, 2a, 6a
Other Than Personal Services - Total	\$176.4	\$193.7	
011 - Administration	\$100.3	\$102.4	All
022 - Operations	\$41.4	\$41.7	1b, 3a
033 - Property	\$4.6	\$5.2	1a, 1b, 5a
044 - Audit	\$0.3	\$0.4	1a, 1b
055 - Legal	\$0.2	\$0.2	1a, 1b, 2a
077 - Parking Violations Bureau	\$0.8	\$1.9	2a, 2b
099 - City Sheriff	\$28.8	\$42.0	1a, 2a, 6a
Agency Total	\$351.5	\$387.6	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In Goal 1a, ‘Field audits closed within a year (%)’ and ‘Non-Field audits closed within a year (%)’ were changed from two decimal points to one, affecting previous figures, as having two decimal places was determined to be unnecessarily precise for these specific indicators.
- In Goal 3a, figures were changed for several indicators for Fiscal 2025 four-month actuals to reflect finalized data. Data for ‘Initial applications received—Senior Citizen Rent Increase Exemption’ was updated from 2,614 to 2,430, for ‘Renewal applications received—Senior Citizen Rent Increase Exemption’ from 8,430 to 8,867, for ‘Initial applications received—Disability Rent Increase Exemption’ from 486 to 567, and for ‘Renewal applications received—Disability Rent Increase Exemption’ from 2,062 to 2,047.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- NYC Rent Freeze Program (Senior Citizen Rent Increase Exemption and Disability Rent Increase Exemption):
www.nyc.gov/rentfreeze
- Senior Citizen Homeowners' Exemption:
www.nyc.gov/sche
- Disabled Homeowners' Exemption:
www.nyc.gov/dhe

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

