Centre County Tax Collection Committee
Goal Setting Discussion
January 13, 2010

Charge of the TCC: Select a tax collector for Centre County

At the December 10, 2010 meeting of the CCTCC, Committee members offered the following goals:

a. Customer service
b. Local presence
    i. Office in each School District
    ii. Office in Centre County
    iii. Seasonal or permanent field office
c. Electronic Filing
d. Cost effective collection practices
e. Revenue maximization
    i. Pursue non-filers
    ii. Collection practices
f. Tax roll maintenance in a timely manner
g. Use of technology to streamline work cycle
h. Ensure the collector has the capability to collect, administer and report in compliance with Act 32
i. Retain local jobs and local operations
j. Realistic cash flow process to municipalities and school districts in timely manner
k. Ensure security of funds (non-TCD business with TCD activity)
l. Capability to use existing data for smooth transition
m. Fair, equitable treatment of taxpayers (employers and taxpayers)
n. Tax Collection Office should be market competitive to attract and retain qualified employees
o. Organized to address future needs of the TCD including expanded services
p. Foster legislative relationships with government units to provide meaningful tax reform and alternatives

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Organizational Goals:

1. Legal compliance including Act 32
2. Respectful consideration of TCC members, member organizations, and constituents
3. Revenue Maximization
4. Tax collection cost control
5. Foster legislative relationships with government units to provide meaningful tax reform and alternatives
6. Long term plan for effective operation and future needs of the TCC

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Tax Collector Process Goals:

1. Emphasis on customer service
    - Local presence
        - Seasonal field or permanent office
        - Office in each school district
        - Office in Centre County
        - Retain local jobs

2. Use of Technology
    - Electronic Filing
    - Streamlined work cycle
    - Data transfer from current collectors

3. Cost effective collection practices

4. Revenue maximization
    - Pursue non-filers
    - Collection practices

5. Tax role maintenance in a timely manner

6. Growth potential to address future TCD needs - i.e. expanded services

7. Ensure the collector has the capability to collect, administer and report in compliance with Act 32

8. Cash Management
    - Reasonable cash flow to municipalities and school districts in timely manner
    - Ensure security of funds (non-TCD business with TCD activity)

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Tax Collector Process Goals : (continued)

9. Fair, equitable treatment of taxpayers (employers and individuals)

10. Tax Collection Office should be market competitive to attract and retain qualified employees