



Department of Revenue
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Central Purpose

- Generate revenue required to fund City services by billing and collecting 33 municipal taxes, including but not limited to fees, fines and other monies owed the City
- Manages tax program, including processing and conducting tax return audits and discovery investigations of unregistered businesses to insure maximum collections and compliance with the municipal tax code
- Manage parking and red light enforcement program in the City’s public way including parking ticket booting enforcement
- Manage disabled and special permit parking programs
- Provide quality and timely on-line, kiosk, telephone and in-person customer service for water, license, parking, tax and other customer accounts with the City, including account information, transaction history, payment and payment plan information and assistance, and referral assistance and information

Key Facts

In 2010 the Department of Revenue (DOR) collected \$1.18 billion in DOR administered taxes, which included \$220.4 million in parking and red light revenues, \$618.5 million in water collections and \$709.2 million in other collections. DOR is responsible for revenue collections, billing individuals and entities for monies owed the City of Chicago, and for cashiering those funds through a variety of on-line, in-person, kiosk and mail payment options. DOR directly administers the City’s parking and red light enforcement programs, and enforces municipal code and cost recovery claims. The department is responsible for enforcing tax compliance and resolving deficient and delinquent filings.



Goals

- Centralize and consolidate delinquent debt in DOR to standardize collection protocol and maximize collections
- Continue to apply the tax code fairly and equitably, ensuring all taxable revenue is collected
- Reduce waiting time by automating Full Payment Certificate Program for water services
- Deploy enhanced Chicago EZ Pay Stations, which offer a speaking option for the visually impaired, and continue to expand the Chicago EZ Pay Station Program to include 22 EZ Pay Stations located throughout the City
- Increase the productivity and savings associated with the use of EZDec, an on-line filing of the Real Property Transfer Tax, which allows 24/7 on-line filing and payment
- Implement online data entry access for booted vehicle information to reduce dispatcher time

Employees

Full Time Positions	Amount
	467

2011 Budget

Fund	Amount
Corporate Fund	\$45,752,598
Water Fund	\$7,269,317
Vehicle Tax Fund	\$436,572
TOTAL	\$53,458,487

Significant Dates

Event	Date
Annual Tax Filing Deadline with Recurring Liabilities	8/15/2011
Water Shut Off Posting – Customer Service	Mid-March
Water Shut Off (weather permitting) – Customer Service	April thru Dec
City-wide Revenue Reporting	Monthly/Annually
Special Sports Residential Parking Permits	March

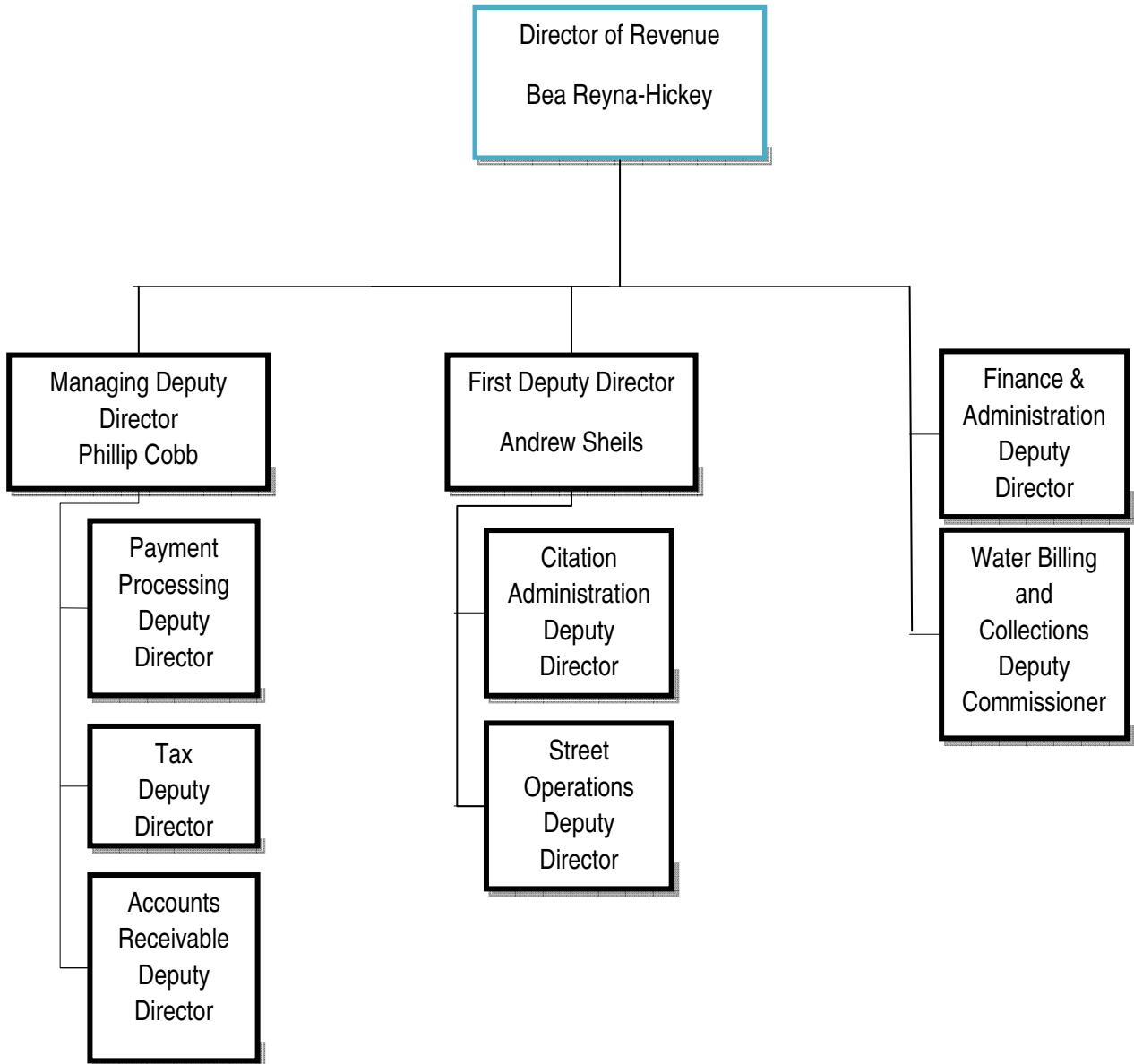
Key Agreements

Project	Term
City of Chicago and State of Illinois Intergovernmental Tax Information Exchange Agreement	8/28/91 thru 7/21/12
City of Chicago, Cook County and State of Illinois Intergovernmental Agreement for EZ Dec RPTT System	7/28/09 - ongoing (to be terminated with 90 days written notice)
EZ Dec City, Cook County and Individual Title Company RPTT Stamp Sale Agreement (10 agreements all signed between 2/11/10 & 9/9/10)	2/11/10 (terminated only upon 6 months advance written notice)
Chicago and MPEA IGA for Chicago Revenue Dept. to collect MPEA Airport Departure Tax	12/24/92 thru Repeal Date of Tax (can be terminated with 12 month written notice or 6 months notice if negatively impacts City's role in collection tax)
Chicago and CTA IGA for Chicago Revenue Dept. To Administer the CTA Real Property Transfer Tax	4/1/08 thru date of mutual written agreement.
City of Chicago and Secretary of State License Plate Registration and Drivers License Suspension Record	4/12/07 thru 6/30/11
City of Chicago and Cook County Joint Cigarette Tax Stamp	1/22/10 - ongoing (can be terminated at any time upon 90 days written notice)

Major Contracts

Project	Term
RFP for Cashiering and Related Customer Services	5yrs + 5 xtn yrs
RFP for On-Going Maintenance and Support of the City's CANVAS Parking Application and Related Business Processes	7yrs + 6 xtn yrs
Bid for Printing of Various Department of Revenue Parking Permits, Decals, and Labels (supports \$228 million in revenue)	3 yrs no xtns
RFP for Payment Services for City Fines, Fees, or Services at Various Walk-In Facilities	5yrs + 5 xtn yrs
Bid for Messenger Services	5yrs + 3 xtn yrs
RFP for Out-of-State Motor Vehicle License Plate Look-Up	3yrs + 2 xtn yrs
Bid for Printing and Mailing of Water Bills	5yrs + 5 xtn yrs
Bid for Banking Bags	5yrs + 3 xtn yrs
RFP or Bid for Customer Traffic Flow Management System	5yrs + 5 xtn yrs
RFP for Consulting Services to Maximize State/Federal Government-Medicaid Supplemented Payments	5yrs + xtn yrs
RFP for Credit Card Processing (supports about 4 million transactions)	5yrs + 5 xtn yrs

Organizational Chart



Facility Locations

Location	Address	Suite	Zip	Phone	Hours
City Hall Service and Payment Center	121 N. LaSalle	107	60602	312-744-5347	Mon – Fri: 8 am – 5 pm
Main Office (City Hall)	121 N. LaSalle	107A	60602	312-744-0514	Mon – Fri: 8 am – 5 pm
Street Operations, Parking Enforcement Office	333 S. State Street	LL30	60604	312-744-4500	Mon – Fri: 6 am – 2 pm
DePaul Center, Water Customer Service Center	333 S. State Street	LL10	60604	312-747-4426	Mon – Fri: 8 am – 4:30 pm
DePaul Center, Tax Division	333 S. State Street	300	60604	312-747-8898	Mon – Fri: 8 am – 4:30 pm
DePaul Center, Fin. & Admin	333 S. State Street	310	60604	312-747-8946	Mon – Fri: 8 am – 4:30 pm
Street Operations, Ashland Facility	2735 N. Ashland		60614	312-744-4500	Mon – Sat: opens at 5 am on Monday thru 7 pm on Saturday
IBM, Citation Administration	330 N. Wabash	27 th floor	60604	312-744-7275	Mon – Fri: 8 am – 5pm 744-PARK is available 24/7.
Superior Service and Payment Center	400 W. Superior	1 st floor	60654	312-742-8280	Mon – Fri: 8 am – 4:30 pm Sat: 8 – 3:30
Kedzie Service and Payment Center	4770 S. Kedzie		60632	312-745-2360	Mon – Fri: 8 am – 6:30 pm
95 th Street Service and Payment Center	2006 E. 95 th Street		60617	312-745-2011	Mon – Fri: 8 am – 6:30 pm
Addison Service and Payment Center	2550 W. Addison		60618	312-742-2565	Mon – Fri: 8 am – 6:30 pm

Unions Representing Department Employees

Unions
AFSCME
SEIU Public Safety, Unit 2
State and Municipal Teamsters Local 726
Laborers International Union 1001