OMF Revenue Division
68.5 FTE + 4 FTE outside
Thomas W. Lannom, Director
503-823-5154

Tax Division
37.5 FTE+1 FTE from County
Terri Williams, Manager
503-865-2469

Core Responsibilities
1. collect business, arts and hotel taxes for the city & county

2. collect Clean & Safe and Lloyd business improvement district fees

3. front line customer service, cash receipting, and mail processing

Audit & Accounting Division
14.5 FTE
Scott Karter, Manager
503-865-2470

Core Responsibilities
1. cash control, accounting and deposits

2. business and hotel tax audits

3. property lien collections

4. administration, budgeting, payroll, and personnel

5. police bureau collections

Business Solutions Division
9 FTE + 3 FTE from BTS
Julie Shervey, Manager
503-823-4973

Core Responsibilities
1. maintain and improve water, sewer, business tax, hotel tax, regulatory, arts, and transportation leaf fee billing systems

2. design, implement and maintain collection and account management solutions for city bureaus

3. automation and process improvement

Office for Community Technology
7.5 FTE
Mary Beth Henry, Manager
503-823-5414

Core Responsibilities
1. administer utility license program; negotiate and manage utility franchises and wireless agreements for use of the public right-of-way, including collection of franchise fees

2. provide staff support to the Mt. Hood Cable Regulatory Commission, an intergovernmental partnership that enforces cable service franchises and manages public benefit resources derived from the franchises

Initialisms
FTE – full time equivalent (employees)
BTS – Bureau of Technology Services

Fast Facts: During the year ending June 30, 2015, the Revenue Division will collect and support the collection of over $725 million while managing over 694,000 customer accounts. Division collections are the largest revenue source for the City of Portland's General Fund following property taxes. The Revenue Division is Elder Friendly and Blue Works/Recycle Works certified, has easy access to multiple modes of transportation including in-building parking, and provides on-site service in eight languages.
The Bureau's annual budget is $43 million.