

OMF Revenue Bureau

81.5 FTE

Thomas W. Lannom, Director
503-823-5154

Tax Division

35.5 FTE+1 FTE from County
Terri Williams, Manager
503-865-2469

Core Responsibilities

1. collect business and hotel taxes for the city & county
2. collect Clean & Safe, Tourism Improvement District 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 tax and transportation leaf fee billing systems
2. design, implement and maintain collection and account management solutions for city bureaus
3. automation and process improvement

Regulatory Division

10 FTE
Kathleen Butler, Manager
503-865-2486

Core Responsibilities

1. regulate targeted industries to ensure public safety and equity: taxicabs and other for-hire transportation vehicles, towing, parking lots, vehicle impound lots, secondhand merchandise dealers, gambling, payday lenders, use of the public right-of-way for parades and special events

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)

PBOT – Portland Bureau of Transportation

BTS – Bureau of Technology Services

Fast Facts: During the year ending June 30, 2013, the Revenue Bureau has collected and supported the collection of over \$674 million while managing over 516,000 customer accounts. Bureau collections are the largest revenue source for the City of Portland's General Fund following property taxes. The Bureau's excellent customer service record was highlighted in the City's 2012 Customer Service Advisory Committee report. The Revenue Bureau 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 \$54 million.