

BUREAU OF REVENUE COLLECTIONS

MISSION

The Bureau of Revenue Collections strategically, efficiently and effectively collects funds owed to the City of Baltimore for the purpose of sustaining and enhancing City-wide operations.

VISION

Be a leader in government revenue collections by utilizing emerging technology to maximize collection rates while lowering costs for the City and providing an ever-improving customer experience.

CORE VALUES

- Support the Mayor's priorities by utilizing innovative technologies
- Attract, train, and retain an expert and professional workforce

B R C

- Value honesty, competence, diligence, job satisfaction and teamwork
- Increase customer awareness and satisfaction
- Learn and implement industry best practices

GOAL 1

Provide the highest level of customer service

OBJECTIVES

- Modernize technology
- Produce bills timely and accurately
- Collect revenue timely and efficiently
- Communicate information effectively
- Increase availability of information

GOAL 2

Maintain a highly competent staff

OBJECTIVES

- Modernize technology
- Upgrade the credentials of staff
- Establish a formal, comprehensive training program
- Prepare for succession transitions

GOAL 3

Enhance communication of information

OBJECTIVES

- Modernize technology
- Showcase organizational accomplishments
- Strengthen relationships with customers
- Continuously upgrade the website and other access channels

GOAL 4

Improve the condition of BRC facility

OBJECTIVES

- Modernize technology
- Improve safety
- Improve visual appeal
- Maximize current use of space