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DEPARTMENT OF FINANCE
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REVENEWS

FALL 2004 | FINANCE'S QUARTERLY NEWSLETTER | VOLUME I, NUMBER 3

Commissioner's Corner

Remembering Denise Chamberlain

by Martha E. Stark

This fall, it was with great sadness that the Finance family marked the passing of Denise Chamberlain, the Administrative Manager of the Manhattan Business Center and a Finance employee since the Parking Violation Bureau merged in 1984. Denise lost her fight with cancer on September 28, 2004.

Denise was one of my favorite people at Finance because she was so great with the public. She was quiet, soft-spoken yet strong. You had that sense about her with every interaction. So, for this issue of ReveNEWS, I dedicate my Commissioner's Corner to Denise's memory, and wanted to share with you some of her background and what her colleagues thought about her.

Denise Chamberlain began working at the Department of Transportation in October 1987 and spent almost her entire career serving the City of New York. Her first assignment at Finance was for the Queens Help Center in Lefrak City, and she eventually went on to become the Assistant Manager of the Brooklyn Help Center. Payment Operations Assistant Commissioner Leslie Zimmerman tapped into Denise's "dedication, common sense, bright smile" and years of experience, promoting her to Manager of the Manhattan Business Center.

"Her colleagues were her friends," remembered Victor Jativa, who worked with Denise at the Brooklyn Business Center. "She always had an open personality and was full of energy." She was someone who really took the time to get to know her co-workers personally, and often attended their weddings, anniversaries and other family events. She was respected and admired by the staff, the [Administrative Law] judges and the public she served as well. I learned how to deal with people through her. If I had only one sentence to describe Denise, it would be about her wonderful smiling face and her love of having a good time," said Jativa.

Denise's colleagues remember her as a friend, but also as a hard worker who was determined to grow and develop professionally and, most important, to get the job done. Assistant Commissioners, Directors and colleagues always welcomed her cooperative and creative nature. "Denise would work with anything you gave her to do. Nothing was too difficult. She would always figure out a way to accomplish the task," commented Payment Operations Administrative Liaison Eva Gambino.

City Register Annette Hill fondly remembers Denise from their time working together at the Department of Transportation's Help Center. "Denise came to Finance about a year before I did, and we continued working together. She was diligent and cooperative, and nothing was a problem for her. She was proud to be continuing her education, and I can still remember how excited she was when Commissioner Stark agreed to be a guest speaker at her college a few years ago. But her favorite topic, by far, was her nephew Dwayne, whom she had helped to raise from infancy. We talked about him often, about the challenges of raising children, how important he was to her and how she loved him so much. Recently, a niece came into the family, and Denise was so happy that her family was growing. I will miss our conversations and her bright smile."

Desiree Marks, who also works for Finance at the Queens Business Center, was a personal friend who knew Denise for twenty-eight years. They grew up together in Jamaica, went to high school together, and were the "ultimate best friends." Desiree knew that Denise was committed to continuing her education and was extremely proud to have gone back to college to get her degree. In 1996,

Continued on page 2

Property Tax Rebate Approved

Finance Mails Rebate Checks to Eligible Property Owners

This summer, Mayor Bloomberg's property tax rebate was approved by the State Legislature and signed into law by the Governor. Long before the ink was dry on the legislation, Payment Operations and ISS were busy planning the logistics so that Finance would be ready to implement a program of this magnitude. In fact, the first batch of checks – 370,000 of them – hit the mail on September 29, and were announced with much fanfare by Mayor Bloomberg himself at a senior center in Queens.

To be eligible for this year's rebate, homeowners must simply live at the property and have no more than $25 in outstanding property taxes. But how, exactly, did Finance know where owners live? To determine if the property is the owner's "primary residence," Finance checks against its record of taxpayers who are currently enrolled in the STAR program, or those who submitted a STAR exemption application by the October 15th rebate deadline.

Why STAR? Because the STAR tax reduction is already available to any New York City homeowners who own their property, and, by applying for STAR, homeowners certify that the property is their primary residence.

So, completing a STAR application by October 15th not only reduced one's property tax bill by approximately $200 next July, but it also certified that the property you live in is your primary residence and automatically qualified you for the 2004 rebate.

Most owners of homes, condos and co-ops in the five boroughs already had STAR, so they did not need to do anything in order to get their $400 rebate. To help get the word out about the rebate, Finance placed ads in several major newspapers, posted information on our web site along with answers to frequently asked questions (FAQs), and also sent a letter to all NYC elected officials. Our very own Commissioner even appeared on Fox 5 and the Mayor's weekly radio show to help make sure New Yorkers didn't miss out on their chance for the rebate.

Also, to assist 311 with the high volume of inquiries all the media attention has been generating, the Communications & Customer Service Division (CCS) recently implemented a real-time rebate search feature on the Customer Assistance IVR (interactive voice response) system. Kudos to CCS' very own IVR guru David Feinberg and all who worked on this effort, which allows owners to check their rebate status just by calling the helpline (212-504-4080) and entering their Borough Block and Lot number or, in the case of cooperatives, their Social Security number.

Even with this feature, the phones at 311, Finance Customer Assistance and the executive office have been ringing off the hook. Meanwhile, First Deputy Commissioner Rochelle Patricof has spearheaded the effort to correct errors that have led to checks being issued to the incorrect owner. All of these complaints should be forwarded to the executive office, and documents, such as copies of deeds and incorrect rebate checks, should be mailed to Rebate Correction, NYC Department of Finance, Room 500N, New York, NY 10007.

Thanks to everyone who has pitched in on this effort.

Commissioner's Corner

Continued from page 1

she accomplished that goal and graduated from Queensboro College. In fact, just last year, she had enrolled in an Urban Studies graduate course at Queens College Graduate School.

Denise's accomplishments and her devotion to work, family, friends, and education demonstrated "the great strength that she had during her entire life, even throughout her illness," said Marks. "She was open and honest about her fears and the reality of her situation. But she remained hopeful. She asked me and her friends 'not to cry and never count her out.' Other than my memories of our wonderful friendship, I will always remember her warm smile that greeted everyone she encountered."

On Wednesday, October 20th, we honored Denise Chamberlain for her personal and professional contributions and years of service by posthumously awarding her with the Lawrence Brochhausen Memorial Award for Leadership. This award, created in honor of Deputy Commissioner Larry Brochhausen, whom I had the pleasure of working with during my first stint at Finance, is given to an employee with managerial or high-level supervisory responsibilities who provides excellent leadership and demonstrates the qualities that Larry showed when he was here. He was an innovator, accepted challenges and achieved results. He fostered cooperation, developed employees skills and abilities, motivated staff, facilitated change, and inspired others.

Although we had lots of nominations for this year's award, in the end, it was clear when we were deciding that this year's Larry Brochhausen Award should go to an individual who epitomized what Larry stood for – and that was Denise Chamberlain. I was fortunate that Denise's mom, Mary, along with her sister, Jennifer and her Godmother, Aretha, were able to accept this award on Denise's behalf at the Awards For Excellence ceremony.

I was also pleased to announce that, to honor Denise's legacy, I have established a new award in her name. Next year, we will award the Denise Chamberlain Memorial Award for Customer Service. This award will be given to an employee who consistently demonstrates a commitment to high standards of customer service, both through interpersonal dealings with respondents/taxpayers and by contributing to the overall professionalism of the Department in verbal and/or written communication. The employee will have to demonstrate exceptional customer service skills by always displaying a positive demeanor and patience. In addition, the employee has to be recognized by his/her peers for outstanding performance and serve as a role model for others. Last but not least, the person has to have Denise's wonderful and warm smile!

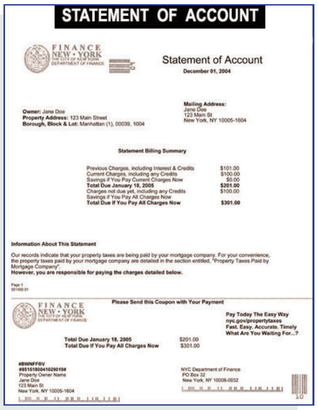
This is just one small way that I can help to ensure that Denise will be remembered for the countless ways she touched so many of our lives.

Sincerely,

Martha E. Stark

New Statement of Account

Finance's New Statement of Account Set to Launch December


STATEMENT OF ACCOUNT

FINANCE NEW • YORK THE CITY OF NEW YORK DEPARTMENT OF FINANCE

Statement of Account
December 01, 2004

Owner: Jane Doe
Property Address: 123 Main Street
Borough, Block & Lot: Manhattan (1), 00039, 1004

Mailing Address:
Jane Doe
123 Main St
New York, NY 10005-1604

Statement Billing Summary

Previous Charges, including Interest & Credits	$101.00
Current Charges, including any Credits	$100.00
Savings if You Pay Current Charges Now	$0.00
Total Due January 18, 2005	**$201.00**
Charges not due yet, including any Credits	$100.00
Savings if You Pay All Charges Now	
Total Due If You Pay All Charges Now	**$301.00**

Information About This Statement

Our records indicate that your property taxes are being paid by your mortgage company. For your convenience, the property taxes paid by your mortgage company are detailed in the section entitled, "Property Taxes Paid by Mortgage Company".
However, you are responsible for paying the charges detailed below.

Page 1
001400 01

Please Send this Coupon with Your Payment

FINANCE NEW • YORK THE CITY OF NEW YORK DEPARTMENT OF FINANCE

Pay Today The Easy Way
nyc.gov/propertytaxes
Fast. Easy. Accurate. Timely
What Are You Waiting For...?

Total Due January 18, 2005	$201.00
Total Due If You Pay All Charges Now	$301.00

#BWNFFBV
#851518004102901 9#
Property Owner Name
Jane Doe
123 Main St
New York, NY 10005-1604

NYC Department of Finance
PO Box 32
New York, NY 10008-0032

For more than a decade, Finance has calculated the July 1st annual property tax bill using the previous year's real estate tax rates, typically because the new rates were not finalized by the time the tax bills needed to be mailed in June. Then, once the rates were final, Finance sends out a recalculated "rebill" in December. In between, we mailed various billing-related notices to taxpayers who may not have paid or had some change to their tax liability. Although these different notices (i.e., delinquency, balance due, etc.) may appear different to the taxpayer, they are all versions of the same property tax bill.

So, this year, Commissioner Stark asked Payment Operations and ISS to re-evaluate all of Finance's billing notices to come up with a consolidated billing statement, in a new format that would be easier for taxpayers to read and understand.

After several months of analysis and planning, beginning with the rebill in December, Finance will send out a new property tax bill called the Statement of Account. The Statement of Account will be used for all property-related billing notices and will present information in a consistent format to the taxpayer, which will include a running total of what is still owed.

Designed in collaboration with Bank of America (which recently acquired Fleet Bank), the Statement of Account looks more like the kind of bills people receive from the private sector. Page one shows a Statement Billing Summary, which indicates the previous and current charges as well as the total due – much as you might see on a bill from your credit card company or Con Ed. There is also a place on the statement for "charges not yet due," which gives taxpayers an idea of the charges that are coming due in the next tax period, just in case they want to plan ahead. This section also shows the amount the taxpayer would save by paying in advance. The tear-off strip, to be returned with mail-in payment, is also at the bottom of page one.

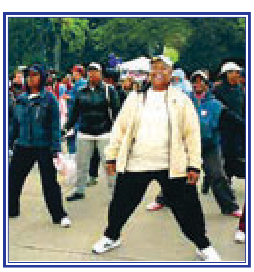
The second page breaks down the current and previous charges, and gives more detailed property tax information.

The new Statement of Account is just another example of how Commissioner Stark is challenging each division head to think about "big and bold" ideas that will make Finance a more customer-friendly agency. "The formula for calculating taxes, which is set in the state's real property tax law, is complicated enough for the average person. The new Statement of Account will make the bill less confusing and easier for the average homeowner to follow. One shouldn't have to be an accountant, a lawyer or a Finance employee to be able to understand how much you owe," said Stark.

With the new Statement of Account almost finalized, ISS and Payment Operations are busy working on the many details involved with implementation. Homeowners will receive this statement whenever a payment is due or there is any other activity on their account that impacts their tax liability. While this consolidated statement represents a tremendous customer service improvement for the long-term, Finance is also planning for the calls and questions that will undoubtedly arise in the short-term. To be sure we're ready, Customer Assistance staff will be briefed on the new statement, and CCS will create an insert that will be mailed with the statement to help explain the new billing format.

Strides Against Breast Cancer

Making Strides



It is unfortunately true but very likely that you, or someone you know, will be affected by breast cancer. To do their part to combat this disease, on October 17th, approximately 65 Finance employees once again joined Making Strides Against Breast Cancer – the number one breast cancer fundraiser in the USA.

Finance employees walked in several locations and raised over $8,500: • 9 in Central Park • 28 in Prospect Park, Brooklyn • 4 at Jones Beach, Long Island • 11 in Point Pleasant, Long Island • 14 on Staten Island

Lunchtime Expos were also held on October 1st in Brooklyn and October 8th in Manhattan, where 85 employees were briefed on the Walk and received information on cancer prevention and prostate, colon, lung and ovarian cancers.

For more information on these illnesses and other cancer fundraisers, call the American Cancer Society at 800-ACS-2345 or visit their web site at cancer.org/stridesonline.

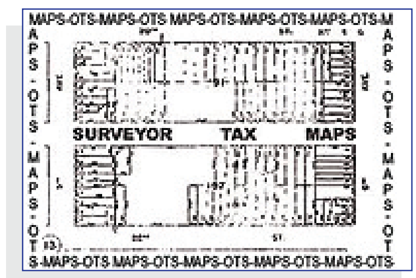
Together, we can make progress against breast cancer. If you did not participate this year, the Strides Team hopes you'll walk with them next year.

OTS Puts Surveyors on the MAPS!

Since the end of July, Finance's Office of the Surveyor has implemented MAPS — that is, the new Merger and Apportionment Processing System. Developed entirely by Finance's Office of Technology Solutions, MAPS allows the surveyors to track the thousands of apportionments (splitting of parcels of land) and mergers (combining of parcels) that are requested each year and that must be approved by the Departments of Finance and Buildings.

The Old Way of Doing Business

When developers, architects or engineers submit requests to split (apportion) or merge lots, the Office of the Surveyor, headed by Bob Trapasso, must approve their requests. Before MAPS, the 200 to 400 requests received each month were very hard to organize, access, or report on. Finding a paper request months after it had initially been submitted was a cumbersome process; generating management reports from thousands of individual applications was impossible. For valuation purposes, the Property Division had to be notified of every final apportionment or merger, on paper, one-by-one … a process that allowed for lost paper and potentially costly taxation errors.



The New Way of Doing Business

Now, every apportionment and merger request is logged into MAPS with a temporary Borough, Block, and Lot (BBL) number. The system allows surveyors to see at a glance the status and detailed information of every apportionment and merger request. When a case has been inactive for a long time, the system will highlight it for follow-up action. MAPS can also generate reports for senior management or other City agencies — such as City Planning — on apportionments and mergers in a particular borough or neighborhood, by volume, or over a designated period of time. An anticipated enhancement will even allow MAPS to report on requests by the name of the architect or builder.

Perhaps most important, according to Bob Trapasso, who worked in the Property Division for 25 years, is the efficiency that MAPS is bringing to the process of notifying property owners of new parcels created by apportionments and mergers. Now, on a regular basis, Bob can generate a report for the Property Division of all the new BBLs that require valuation. These can be valued, the information put into the RPAD system, read by Fairtax, and the owners will receive timely tax bills.

MAPS is not only significant in what it has done for the Office of the Surveyor. The system represents a major agency milestone in that it is the first system developed entirely by the Office of Technology Solutions (OTS), headed by Assistant Commissioner Herb Stratton. Project Manager Mike Hala led the OTS Team, which included Andrew Fontana as Lead Engineer, John Chan, Nancy Feinberg, and Ron Douglass. Bob says that he is "thrilled" with MAPS, and he would like to "…thank Herb Stratton and the entire OTS Project Team for their professionalism and attention to detail, from the inception of the MAPS project through implementation."

So, what's next for MAPS? Besides the ability to report by requestor, the next major enhancement will be linking MAPS to RPAD, to eliminate the paper report on apportionment and mergers from the Office of the Surveyor to the Property Division. When complete, MAPS will "talk to" RPAD, adding the newly created parcels (BBLs) directly into the system. Eventually, in the not-too-distant future, the Surveyor also hopes to have completely digitized tax maps. Creating digitized images of the more than 16,000 tax maps will one day permit surveyors to make changes on the computer, eliminating the need to hand-draw the changes every time a parcel is apportioned or merged as they currently do. While digitizing won't happen right away, it is nice to know that plans are being made to provide the Surveyor with the latest in technology to maintain the City's legal tax maps and to make those images available to the public on the Internet.

Employees Donate so Others Live

Over 235 Staff Respond to Blood Drive!

Thanks to all the donors and to the Captains, Finance continues to help provide a valuable gift to city residents.

Responding to the annual City of New York campaign to help fill a serious blood supply shortage, over 117 employees participated in the agency's September Blood Drive. This brings this year's total to over 235 pints of blood collected.

If you would like to donate to this year's campaign, you can sign up for December's Drive. We anticipate another 115 participants to sign up for the December drive, which will give us a grand total of 350 pints collected for 2004.

We keep on doing it!

Autodialer Helps Collections and Data Management

New System Enhances Efficiency and Customer Service

Not to be outdone by the Office of the Surveyor, the Collections & Data Management Division (CDM) implemented a new call management system this summer, called Autodialer. Developed by a consulting firm, Autodialer is an automated in- and out-bound call handling system that manages telephone resources and helps call centers organize their agents. It also allows supervisors to log in to a call from any seat, to assist with a call, to monitor incoming calls, and to keep the unit running smoothly.

For Finance, this means that the Collections staff can handle a broader range of calls and, in doing so, be cross-trained as they work. Collections staff who had previously just handled Environmental Control Board debt are now learning about business taxes. Those who had just worked on business taxes are now learning about parking violations...and so on. In fact, CDM Assistant Commissioner Pam Parker recently recognized Richard Brown and Rachelle Greaves as the Call Center's Employees of the Month for their "never ending contributions on the Autodialer and the unit's cross-training endeavors."

During Phase 1, the CDM staff members are using Autodialer to identify the type of incoming calls before the Collector picks up the phone. In Phase 2, Autodialer will allow the Collections staff to target certain types of debtors for mailings and outgoing "reminder" calls (the last call before Finance files a judgment against them). It will also allow for automated calling that will leave a message — such as "This is an important message for Mrs. Mary Smith. Please call the Department of Finance at 212-232-0011." While reminder calls are not legally required, they are a customer service Finance will once again be able to offer, thanks to the Autodialer system.

NYCServ Wins National Contest

Recognized as Leader Among Government Projects

Dina Desiderio, Senior Project Manager from the Office of Technology Solutions and Tony Holmes, Director of Operations from the Adjudication Division, both spent the week of October 6th in Boise, Idaho. They were there, on behalf of Finance and the City of New York, to accept the Grand Prize for innovative Excellence in E-Payment Projects, given by the National Electronic Commerce Coordinating Council. NYCServ won this prestigious award over numerous entries from federal, state, and local governments throughout the United States.

For ReveNEWS readers who are not familiar with NYCServ, it is the front-end technology that integrates six different agency legacy systems, allowing customers to pay a variety of City charges through one user-friendly application. NYCServ processes customer credit-card payments for parking tickets, towing fines, property taxes, water bills, Department of Health and Consumer Affairs violations, and other online charges. NYCServ is also used to adjudicate summonses, track towed vehicles, and to process other payments – at the Business Centers, at Finance kiosks, and over the interactive voice response (IVR) phone system.

Before NYCServ, each agency could only process its own payments. Citizens had to pay their property tax in one office, water bill in another, and a parking ticket at still another office. With NYCServ, citizens can pay a variety of fines, taxes, and charges without ever leaving home. Thanks to the Internet, IVR, and the kiosks, 30% of all payments were handled through NYCServ in 2003. That's more than 750,000 payments that did not have to be mailed or walked-into a Business Center!

New Functionality Added

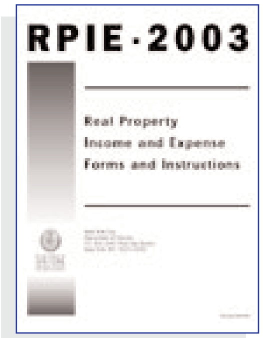
NYCServ is maintained and enhanced by systems experts from Finance's Office of Technology Solutions and Information Systems Services, as well as IBM. Recently, First Deputy Commissioner Rochelle Patricof asked the team to develop a way for the system to let the public know that their requests for parking ticket hearings have been received and are being scheduled by the Adjudication Division. If a respondent could see, online, that his or her request had been received, a number of duplicate requests could be eliminated and the phone calls greatly reduced.

Chris Hudson, ISS' NYCServ Production Support Manager, and his IBM colleagues developed an enhancement to display hearing status on the web through NYCServ. Now, if you have requested a hearing, you can look up your plate or ticket number on NYCServ and see "Hearing Pending" — showing that your request has been received — or "Hearing Completed" — showing that a decision has already been made about your case. Other indicators provide respondents with additional information. Based on the indicator message, you may choose to go to another screen, for instance, to review the hearing decision.

There are more NYCServ enhancements already in the works, but the NECCC award is further validation that this multi-agency project has already achieved its goals to consolidate and streamline City payment and adjudication functions, achieve financial efficiency and improve customer service.

RPIE Filing Changes Implemented

Requirements, Forms and Procedures Overhauled for 2003



Every September, owners of income-producing properties that had an assessment of $80,000 or more were required to file an annual Real Property Income and Expense (RPIE) statement with Finance, unless they were specifically exempt. The Property Division uses the information provided on these RPIE filings to more accurately value commercial properties. If the properties are more accurately valued, the calculations of property tax will also be more accurate.

In the past, however, there were several different RPIE forms. Filers had to determine which form to file, based on the type of property and business involved. Also, Finance mailed the forms each year to prospective filers, based on our records of who we thought was required to file what forms.

This year, Commissioner Martha E. Stark, her Special Counsel Dara Jaffee, and Property's Assistant Commissioner Dara Ottley-Brown set to completely revamp and streamline the RPIE filing requirements, procedures and forms. With the help of key staff in the Office of Legal Affairs and Communications and Customer Service, Property — most notably Anthony Arcuri, Bob Dauman, and Cono Fusco — made important changes for the 2003 filing period, including these:

- The various RPIE forms were consolidated into one RPIE form to be completed by all required filers.
- Consolidated filings for more than one property were eliminated, except for condominiums.
- Finance created a new RPIE-EZ form for property owners who are not legally required to file an RPIE but who may still want to provide information about their properties.
- The receipt and photocopy requirements were eliminated.

Having one form for all filers makes it easier for both the filers and for Finance. Unnecessary and redundant questions were eliminated. Every effort was made to request only that information that would help the agency better forecast value. For example, we no longer require the filer to list the entire lease history for the property – a formerly challenging task. Information on the new form is organized by tenant name, not floor number. Gross square footage is an objective measurement that allows Finance to compare "apples to apples" when we compare properties.

Most significant, the changes implemented this year rightly shift the burden of determining whether an annual RPIE filing is required from Finance back to the taxpayers, who are in the best position to know if they meet the statutory filing criteria or should be exempt.

In recognition of the significant changes made close to the filing period, the agency undertook a number of measures to help commercial property owners meet their filing obligations. These included extending the 2003 filing deadline, mailing a letter to every commercial owner who was a prospective filer to explain the changes, organizing a briefing for key industry associations, and advertising in key real estate publications.

Notwithstanding the obvious improvements that the RPIE has brought, some people in the business of challenging Finance's property values opposed the changes and actually filed suit to stop us from improving this process. We're happy to report the suit was quickly dismissed with the judge citing the overwhelming need to simplify these forms.

While the focus is currently on making RPIE information available to assessors for the next valuation period, ReveNEWS looks forward to reporting back on the impact of the 2003 changes in future issues.

Summer Interns/Aides Aid DOF

The program asks City agencies to provide challenging work experiences for these students that allow them to contribute their energy and skill to the City and their agency. Interns receive training and are placed in work assignments to assist professional staff. Work assignments for this summer's interns ranged from answering 311 telephone inquiries to posting taxpayer payments. A group of students provided computer technical support and conducted an agency inventory of Desktop PC's and Printers. In total, ten divisions utilized the help of the summer interns this year.

To complement the interns' summer work experience, the Department of Citywide Administrative Services invited graduate and undergraduate interns to participate in a special seminar series, featuring top City officials who presented overviews of municipal government, specific agencies, and the latest issues confronting the City.

DATES TO REMEMBER

—December 8, 2004 First Night of Hanukkah	—December 25, 2004 Christmas	—January 1, 2005 New Year's Day	—January 20, 2005 Inauguration Day
—December 21, 2004 Winter Begins	—December 25, 2004 First Day of Kwanzaa	—January 17, 2005 Martin Luther King's Birthday	

Lien Sale Wrap-Up

2004 Program Generates $200+ Million for the City!

On July 29, the City concluded its 2004 annual lien sale, aimed at collecting outstanding real estate taxes, water, sewer and other property-related charges. Although the 2004 sale got off to a rocky start (when the City Council delayed passing the legislation that reauthorized the City to conduct the sale), Finance once again came through with flying colors.

Collaborating with our partners at the Departments of Environmental Protection and Housing, Preservation and Development, Finance successfully administered the program through the very busy annual billing season. The proof is in some of this year's very impressive numbers:

- More than 13,000 60-day notices mailed
- 13,384 calls answered
- 1,351 letters, e-mails or faxes handled
- 637 walk-in customers served
- Evening community outreach conducted in every borough

What is the "bottom line result" of these numbers and all the hard work behind them? A record $166 million in pre-sale collections! Then, the sale itself raised another $40.5 million in overdue real estate and other property-related charges and an additional $10.8 million in outstanding water and sewer charges.

All in all, the City sold liens on 3,293 parcels, less than a third of those that were potentially eligible for the sale, proving once again that the annual program is an effective and successful collection mechanism for the City.

2004 LIEN SALE BOROUGH BREAKDOWN

	Properties	Real Estate Liens Sold	Water Liens Sold
Manhattan	328	$8,954,915	$1,772,817
Bronx	460	$6,027,038	$1,540,717
Brooklyn	1,326	$13,354,696	$4,960,156
Queens	849	$9,414,669	$2,293,739
Staten Island	294	$2,743,488	$237,877
Total	3,293	$40,494,806	$10,805,308

Awards for Excellence

Award Winning Employees Feted

This year's Awards for Excellence (AFE) Ceremony — previously known as the Agencywide Incentive Awards Program — was held on October 20, 2004 at the Fire Department Auditorium, 9 Metrotech Center in Brooklyn. The AFE program recognizes Finance employees who strive for excellence and who accomplish extraordinary operational results that support the agency's mission.

Commissioner Stark presented awards in three categories and Team Finance Awards were presented to the following teams:

Personal Exemptions
Payment Operations

Personnel Planning and Employment Services
Administration

Quality of Worklife Committee
Agencywide

Medals of Honor were presented to the Sheriff's Division Deputies

The Lawrence Brochhausen Award for Leadership was awarded posthumously to Denise Chamberlain, Manager of the Manhattan Business Center, Payment Operations Division, which was accepted by her mother.

Although the agency-wide award nominations are over for this year, please remember that the AFE program provides many opportunities throughout the year for employee recognition. Employees can be nominated at any time for Innovation, Professional Development, and Service, as well as receive "On the Spot" awards. The Administration Division, Labor Relations Unit, coordinates the Awards for Excellence Program. For additional information, see the AFE Program brochure, contact your Administrative Liaison, or call the Labor Relations Unit at 718.403.4348.

Mayor Hosts Barbecue for Finance

Approximately 1,000 Finance employees gathered for food and fun at a barbecue hosted by Mayor Bloomberg and Commissioner Stark on Monday, August 2, 2004, at historic Gracie Mansion. For many employees, it was an opportunity to be reunited with former co-workers and colleagues while taking in the mansion's well-tended grounds and scenic view of the East River. Employees from the Tax Commission and Tax Appeals Tribunal, headed by former Finance Deputy Commissioner Glenn Newman, joined the Finance employees.

Highlights of the barbecue included a picture-taking session with the Mayor, a Finance Trivia Contest, and Commissioner Stark's presentation of a Tax Enforcement cap and jacket to Mayor Bloomberg. Guests also enjoyed music provided by a DJ, delicious food from the grill, like hot dogs, hamburgers, and chicken, followed by brownies and cookies for desert.

COMING IN THE NEXT ISSUE

- Highlights on the 2004 Holiday Party
- Saluting Finance's Military Heroes ... A Tribute to Finance's Employees in Military Service
- Recap of TAXRAPP
- Results of Holiday Food & Toy Drives
- More On Finance Operations, Employees & Events!

nyc.gov/dofstaff

Reminder — Our Emergency Employee Notification Webpage

Did you know that the Department of Finance has an Emergency Employee Notification web page on the Internet? In the event of a weather or other emergency, Finance will post important information or other instructions for employees on this page, so remember **nyc.gov/dofstaff**. In a true emergency, Finance would also use the traditional methods to communicate important information to those employees without Internet access.

2005 e-NEWS Deadlines:

- Winter Issue 12/30/04
- Spring Issue 03/15/05
- Summer Issue 06/15/05
- Fall Issue 09/15/05

E-mail comments & suggestions for future issues of ReveNEWS to MalufL@Finance.nyc.gov

REVENEWS

NYC Department of Finance
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ReveNEWS is a quarterly electronic publication of the NYC Dept. of Finance

Communication & Customer Service Division
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Photographer: Susie Yuen