

CITY OF CLARKSTON

CLARKSTON CITY COUNCIL MEETING

ITEM NO: G2

HEARING TYPE:
Council Meeting

BUSINESS AGENDA / MINUTES

ACTION TYPE:
Resolution

MEETING DATE: November 6, 2013

SUBJECT: Service Agreement with Revenue Discovery Service (RDS) Occupational & Alcohol License Management/ Audit Service.

DEPARTMENT: Administration

PUBLIC HEARING: YES NO

ATTACHMENT: YES NO
Pages: 2

INFORMATION CONTACT: Keith Barker
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PURPOSE:

To consider and approve a service agreement between the City of Clarkston and Revenue Discovery Service (RDS) for Occupational & Alcohol License/Tax management and auditing services.

NEED/ IMPACT:

The City is committed to providing updated, secure and dedicated customer service support for the management of its Occupational and Alcohol licensing and fee collection processing. To achieve this goal, the city proposes to partner with RDS, (Revenue Discovery Systems), a nationwide company with over 32 years of experience working with more than 1,000 local governments. RDS will assist the City of Clarkston to achieve the following Revenue Administration and Compliance goals:

- Provide exceptional customer service to taxpayers and expedite receipt of tax payments (improving cash flow) by offering businesses an online business license filing and payment application.
- Streamline the tax collection process by distributing tax packages to taxpayers, receiving and processing paper & electronic forms/payments, and managing aging-receivables.
- Provide ongoing taxpayer education to strengthen relationship between the taxpayer and the jurisdiction.
- Initiate efficient and compliant collection effort on known delinquent taxpayers.
- Identify and attempt to bring into compliance unregistered businesses operating within the City's jurisdiction, including collection of past and current year taxes due the City.
- Perform audit examinations to verify the accuracy of tax filings on the part of registered businesses.
- Provide access to reporting to enable accurate, efficient reporting to government leadership.

RECOMMENDATIONS:

Staff recommends that the Council vote to approve the agreement with Revenue Discovery Service (RDS) for Occupational & Alcohol License/Tax management and auditing services effective for fiscal year 2014.