



**OFFICE OF THE TAX COLLECTOR  
DIVISION OF REAL PROPERTY TAX  
ACTION PLAN FOR COLLECTIONS**

**Strategic Goal**

**To accelerate and enhance the collection of outstanding delinquent real property tax receivables.**

**Objective**

**Details an action plan to reduce outstanding real property tax receivables as of September 2024.**

Task	Specific action steps for achieving this Goal	Target Start Date	Target End Date	Responsible Party	Additional Responsible Parties	Supporting Department(s)	Status	Comments
1	Continue current collection plan and provide enhancements enabled by additional investment in the Real Property Tax Division.	4/15/2019		OLG	Virgin Islands Legislature, RPT Software Vendor			Funding needed for Personnel, Vehicles and Software Upgrades. P- \$130K, V- \$110K, SU-\$500K
2	Suggest draft legislation to enhance abilities of the Real Property Tax Division to bill and collect on taxes.	2/1/2025		OLG	OLG Legal Counsel			V.I.C. 33 § 2495 needs updating to remove "certified mail" & authorize bill distribution by email and first class mail.
3	Provide additional brochures as handouts to inform customers of payment options available.	2/1/2025		OLG	RPT Software Vendor			Pending reply from RPT Software Vendor regarding next steps to obtaining additional payment types
4	Enhance marketing outreach with radio, TV and print media.	2/1/2025		OLG	Virgin Islands Legislature			Funding needed for enhanced marketing. <b>Marketing-\$500K</b>
5	Conduct 10-step FCA preparation check for all unpaid properties listed in delinquency publication.	2/1/2025	4/1/2030	OLG	OTC, OTA, RoD, GIS	Superior Court		RPT Del. List Inclusion, Tax Status Print, Judiciary Check, T&E Search, GIS Inclusion, Field Verification, Registered OLG Map, FCA Lien Placement, FCA Fees Applied, IPA Status
6	Provide amnesty, as appropriate, to stimulate enhancement of collections during periods of reduced GVI receivables.	As appropriate		OLG				Lieutenant Governor authorizes amnesty based only on an "as needed" basis
7	Publish annual Delinquency Publications at the end of each current tax year billing cycle, lasting for four weeks.	September of each Year		OLG	Virgin Islands Legislature			Funding required for publication of all RPT delinquencies, to include parcels with payment plans. <b>Included in Item 4</b>
8	Conduct Opt-In campaign to reduce returned mail and enhance the collection process for web-friendly customers.	4/1/2025		OLG	Virgin Islands Legislature			Funding required for marketing initiative. <b>Included in Item 4</b>
9	Conduct Final Collection Activities twice a year in each District	6/1/2025	6/30/2030	OLG	Business & Financial Management Division, OLG Legal Counsel	Department of Education, VIPD, Superior Court		Funding required to secure venues other than public schools for Final Collection Activities. <b>Included in Item 4</b>