



# Legislature of the Virgin Islands

P.O. Box 1690, Emancipation Garden Station  
St. Thomas, U.S. Virgin Islands 00804

TEL: (340) 774-2478  
FAX: (340) 774-2492

## POST AUDIT DIVISION

June 16, 2023

### COMMITTEE ON BUDGET, APPROPRIATIONS & FINANCE FISCAL YEAR 2024 BUDGET HEARING

#### BUREAU OF INTERNAL REVENUE

#### TABLE OF CONTENTS

TITLE	PAGE NUMBER
BACKGROUND AND HISTORY	2
MISSION STATEMENT	2
BUDGET OVERVIEW	3
FY 2024 BUDGET SUMMARY	3 – 4
BUDGET BY ACTIVITY CENTER	4 – 9
RENTAL PROPERTY	9
OUTSTANDING VENDOR PAYMENTS	9
VEHICLES	9 – 10
FEDERAL FUNDS	10
GRANTS LISTING	10
PROFESSIONAL SERVICES	10 – 11
POST AUDIT COMMENTS	11
APPENDIX I – PERSONNEL LISTING	12 – 17

## **BACKGROUND AND HISTORY**

The Virgin Islands Bureau of Internal Revenue (the Bureau) was created in August 1980 by Act No. 4473 and was later amended by Act. 4479 in September 1980, followed by Act. No. 6086 on November 9, 1995. A “mirror” system of taxation in the Virgin Islands was established by the Naval Service Appropriation Act of 1922 for income tax purposes, so that the Internal Revenue Code applies by substituting the Virgin Islands for the United States, wherever necessary to give the Internal Revenue Code its unique status in the Virgin Islands. The Bureau benefits from the multitude of forms, regulations, and other printed guidance available from the Internal Revenue Service.

The Bureau was created as a separate independent Agency of the Government of the Virgin Islands with its principal office located on St. Thomas, a fully staffed branch office located on St. Croix, and a satellite office located on St. John. The Bureau, which is the major revenue collection agency of the Government of the Virgin Islands, is responsible to administer and enforce the internal revenue tax laws of the Virgin Islands. The Bureau has jurisdiction over all internal revenue taxes of the Virgin Islands including income, gross receipts, excise, highway users, hotel room, entertainment, and fuel tax.

The Bureau is under the supervision of a Director, with a Deputy Director located in each District, and a Department Chief overseeing the operations of the three main branches. The Bureau consists of the Director’s Office and four main branches:

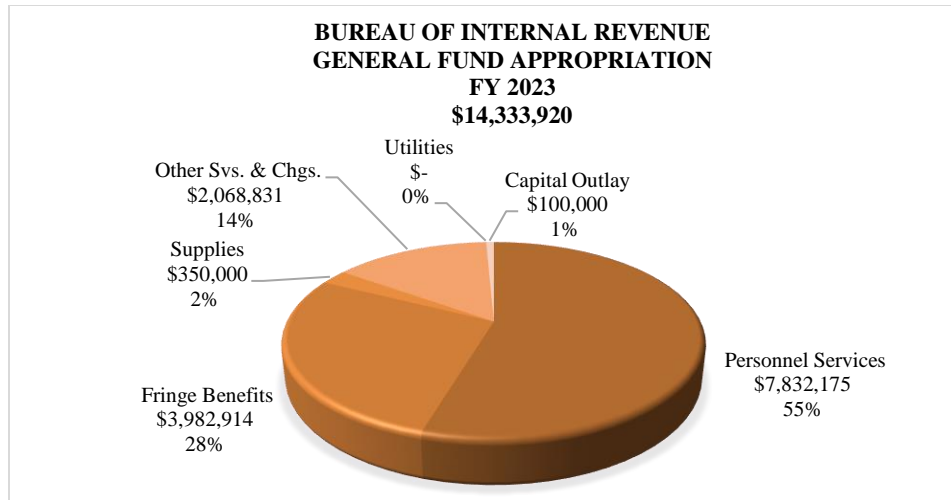
- Director’s Office, which consists of:
  - Federal Disclosure,
  - Human Resources Office,
  - Business Office,
  - Criminal Investigation Division,
  - Legal Counsel’s Office,
  - Reviewer/Conferee, and
  - Computer Operations
- Processing Branch
- Audit Branch
- Collections.

## **MISSION STATEMENT**

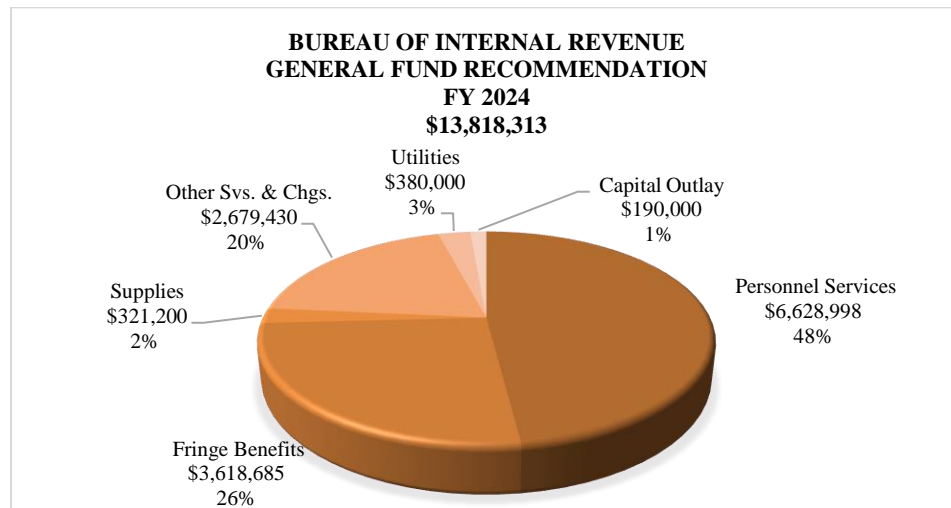
The mission of the Bureau is to enhance voluntary compliance and ensure quality service through taxpayer education and consistent application of laws in order to provide budgetary resources for improving the quality of life for USVI residents.

**BUDGET OVERVIEW**

*Exhibits I & II* displays a comparison between the General Fund appropriation received by the Bureau of Internal Revenue in the amount of **\$16,001,332** for FY 2023 and the Governor’s FY 2024 recommendation in the amount of **\$13,176,237** a decrease of **\$1,587,582**.



*Exhibit I*



*Exhibit II*

**FISCAL YEAR 2024 BUDGET SUMMARY**

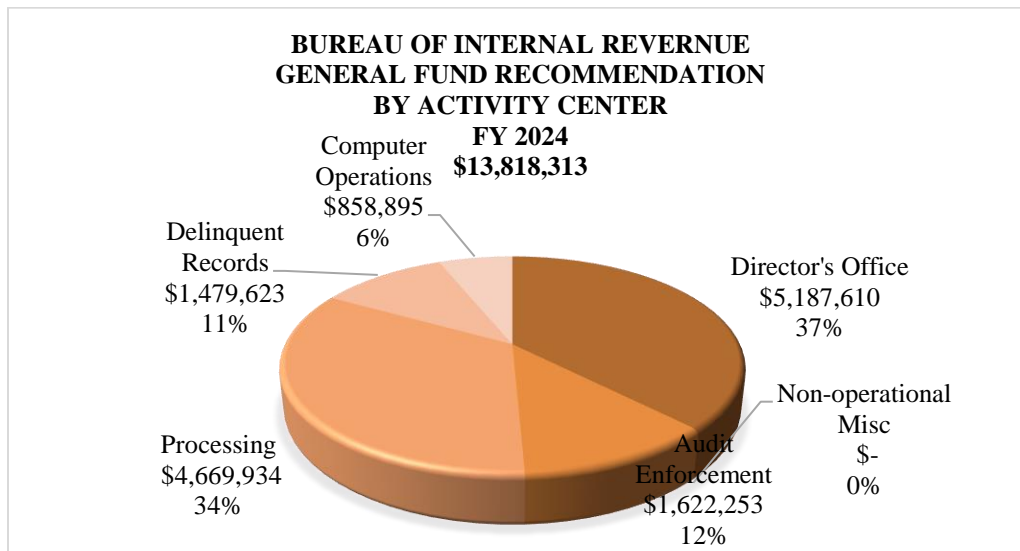
The Governor has recommended a General Fund appropriation of **\$13,176,237** for Fiscal Year 2023. *Exhibit III* compares a three-year Financial Summary for the Bureau of Internal Revenue. The Department’s Utilities of **\$380,000** was removed and placed in the Single Payer Utilities Fund bringing the departments FY 2022 Budget ceiling to **\$15,621,332**. As of May 30, 2022, the Department’s allotment to date totals **\$8,778,983**, which leaves an unallotted balance of **\$6,842,349** for FY 2022.

Description	FY2022 Expenditure per Department	FY 2022 Expenditure per Budget Book	FY 2023 Revised Budget	FY2024 Recommended	Variance	% Chg
<b>Appropriated Funds:</b>						
<b>General Fund</b>						
Personnel Services	\$ 6,691,344	\$ 6,691,344	\$ 7,832,175	\$ 6,628,998	\$ 1,203,177	15%
Fringe Benefits	\$ 3,292,658	\$ 3,292,658	\$ 3,982,914	\$ 3,618,685	\$ 364,229	9%
Supplies	\$ 370,462	\$ 364,603	\$ 350,000	\$ 321,200	\$ 28,800	8%
Other Services & Charges	\$ 3,531,864	\$ 2,168,230	\$ 2,068,831	\$ 2,679,430	\$ 610,599	30%
Utilities	\$ 6,732	\$ 9,684	\$ -	\$ 380,000	\$ 380,000	100%
Capital Outlays	\$ 271,054	\$ 76,450	\$ 100,000	\$ 190,000	\$ 90,000	90%
<b>Total General Fund</b>	<b>\$ 14,164,114</b>	<b>\$ 12,602,969</b>	<b>\$ 14,333,920</b>	<b>\$ 13,818,313</b>	<b>\$ 515,607</b>	<b>4%</b>

Exhibit III

**BUDGET BY ACTIVITY CENTER**

The Post Audit analysis will include a presentation of the following five (5) operational and one (1) non-operational area within the Bureau as submitted.



**ORGANIZATION TYPE: Administrative**

**Org 34000 Director's Office**

**Functional Statement:**

The Director's Office oversees the operation and administers and enforces Internal Revenue tax laws of the Virgin Islands. It makes policy decisions, rulings, and interprets Internal Revenue tax laws. The Office of Chief Counsel, the Criminal Investigation Division, the Reviewer/Conferee and the Federal Disclosure Units are part of the Director's Office. This branch achieves taxpayer compliance through the issuance of press releases to the public and enforcement through the Criminal Investigation Division.

**Honorable Donna A. Frett-Gregory**  
**Budget Hearing FY 2024 – Bureau of Internal Revenue**  
**Page 5 of 16**

Key Performance Indicator(s)	Trend Goal	Target	Result
Percentage of collection cases closed	Increase	100	0%
Percentage of appeals in favor of taxpayer	Decrease	15	0%
Employee turnover rate	Decrease	2	0.00%
Average days to onboard an employee (from selection to filled seat)	Decrease	30	0
Average days to process vendor payments	Decrease	30	0
Percentage of appealed audit cases closed	Increase	100	0.0%

The Director’s Office is expected to receive thirty-seven percent (37%) of the Bureau’s General Fund budget in the sum of **\$5,187,610** for Fiscal Year 2024. This is **\$935,205** more than the total allocated for Fiscal Year 2023, due to an increase in Other Service’s and Charges, Utilities and Capital Outlay.

	Personnel Services	Fringe Benefits	Supplies	Other Svcs. & Chgs.	Utilities	Capital Outlay	Total	% Change
<b>FY 24</b>	\$ 1,112,332	\$ 504,648	\$ 321,200	\$ 2,679,430	\$ 380,000	\$ 190,000	\$ 5,187,610	<b>22%</b>
<b>FY 23</b>	\$ 1,250,330	\$ 553,244	\$ 350,000	\$ 1,998,831	\$ -	\$ 100,000	\$ 4,252,405	
<b>Variance</b>	<b>\$ 137,998</b>	<b>\$ 48,596</b>	<b>\$ 28,800</b>	<b>\$ 680,599</b>	<b>\$ 380,000</b>	<b>\$ 90,000</b>	<b>\$ 935,205</b>	

Personnel Services cost for the Director’s Office in Fiscal Year 2024 will cover seventeen (17) positions under the General Fund; there are 6 vacant positions funded at fifty percent (50%). The Division will see a decrease in Personnel Services and Fringe Benefits in the amount of **\$186,594**.

Fund 100 – Director’s Office	Total Positions	Total Personal Services Cost
Unclassified Filled	10	\$ 746,400
Unclassified Vacant	3	\$ 207,950
Classified Filled	4	\$ 157,982
Adjustment		\$ -
<b>Total Fund 100 – Director’s Office</b>	<b>17.0</b>	<b>\$ 1,112,332</b>

**Org 34010 Audit Enforcement**

**Functional Statement:**

The Audit Enforcement Branch ensures the highest degree of voluntary compliance through field and office audit examinations. The branch also oversees preparation assistance for income tax returns.

Key Performance Indicator(s)	Trend Goal	Target	Result
Number of field audits conducted	Increase	1500	0
Dollar amount of deficiencies	Increase	\$ 7,000,000	\$ -
Number of cases closed	Increase	1600	0
Average days to audit returns	Decrease	180	0
Number of office audits conducted	Increase	500	0

**Honorable Donna A. Frett-Gregory**  
**Budget Hearing FY 2024 – Bureau of Internal Revenue**  
**Page 6 of 16**

The Audit Enforcement unit is expected to receive twelve percent (12%) of the Bureau’s General Fund budget in the sum of **\$1,622,253** for Fiscal Year 2024. This is **\$66,427** less than the total allocated for Fiscal Year 2023, due to a decrease in Personnel Services and Fringe Benefits.

	Personnel Services	Fringe Benefits	Supplies	Other Svcs. & Chgs.	Utilities	Capital Outlay	Total	% Change
<b>FY 24</b>	\$ 1,057,096	\$ 565,157	\$ -	\$ -	\$ -	\$ -	\$ 1,622,253	<b>4%</b>
<b>FY 23</b>	\$ 1,120,780	\$ 567,900	\$ -	\$ -	\$ -	\$ -	\$ 1,688,680	
<b>Variance</b>	<b>\$ 63,684</b>	<b>\$ 2,743</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 66,427</b>	

Personnel Services cost for the Audit Enforcement unit in Fiscal Year 2024 will cover approximately twenty-two (21.5) positions under the General Fund; there is 1 vacant position funded at fifty percent (50%). The Division will see a decrease in Personnel Services and Fringe Benefits in the amount of **\$66,427**.

Fund 100 – Audit Enforcement	Total Positions	Total Personal Services Cost
Unclassified Filled	2.0	\$ 147,100
Classified Filled	19.0	\$ 890,497
Classified Vacant	0.5	\$ 19,499
Adjustment		\$ -
<b>Total Fund 100 – Audit Enforcement</b>	<b>21.5</b>	<b>\$ 1,057,096</b>

**Org 34020 Processing**

**Functional Statement:**

The Processing and Accounts Branch processes all tax returns; collects and deposits all tax revenues; maintains accurate taxpayer information and provides tax collection services at ports of entry and provide taxpayer assistance. This branch facilitates the processing of returns in timely manner by providing the highest level of customer service to taxpayers.

Key Performance Indicator(s)	Trend Goal	Target	Result
Average days for returns corrected within receipt of tax information	Decrease	90	0
Percentage of taxpayers who filed w/payment returns on time (gross receipts)	Increase	90%	0%
Percentage of businesses who filed w/ payment payroll taxes on time (payroll)	Increase	90%	0%
Percentage of dishonored checks collected	Increase	85%	0%
Percentage of income tax returns filed	Increase	70%	0%
Percentage of gross receipt returns filed	Increase	80%	0%
Percentage of withholding tax returns filed	Increase	90%	0%
Percentage of hotel tax returns filed	Increase	90%	0%
Average cycle time (time in which customer's return is process	Decrease	45	0

The Processing and Accounts Branch is expected to receive thirty-four percent (34%) of the Bureau’s General Fund budget in the sum of **\$4,492,228** for Fiscal Year 2023. This is **\$1,013,496** less than the total allocated for Fiscal Year 2022, due to a decrease in Personnel Services and Fringe Benefits.

Honorable Donna A. Frett-Gregory  
 Budget Hearing FY 2024 – Bureau of Internal Revenue  
 Page 7 of 16

	Personnel Services	Fringe Benefits	Supplies	Other Svcs. & Chgs.	Utilities	Capital Outlay	Total	% Change
FY 24	\$ 2,910,533	\$ 1,759,401	\$ -	\$ -	\$ -	\$ -	\$ 4,669,934	15%
FY 23	\$ 3,515,751	\$ 1,965,927	\$ -	\$ -	\$ -	\$ -	\$ 5,481,678	
Variance	\$ 605,218	\$ 206,526	\$ -	\$ -	\$ -	\$ -	\$ 811,744	

Personnel Services cost for the Processing and Accounts Branch in Fiscal Year 2024 will cover seventy-one (71) positions under the General Fund; there are 13 vacant positions funded at fifty percent (50%) and 1 vacant position fully funded (100%). The Branch will see a decrease in Personnel Services and Fringe Benefits in the amount of **\$811,744**.

Fund 100 – Processing	Total Positions	Total Personal Services Cost
Unclassified Filled	3	\$ 172,375
Classified Filled	60	\$ 2,456,297
Classified Vacant	7.5	\$ 263,902
Classified New	0.5	\$ 17,960
Adjustment		\$ -
<b>Total Fund 100 – Processing</b>	<b>71</b>	<b>\$ 2,910,533</b>

**Org 34030 Delinquent Accounts and Return Branch**

**Functional Statement:**

The Delinquent Accounts and Returns Branch collects of all delinquent taxes and tax returns, utilizing various collection tools. This branch facilitates voluntary compliance by assisting taxpayers in satisfying delinquent obligations.

Key Performance Indicator(s)	Trend Goal	Target	Result
Average cycle time (time in which customer's return is process)	Decrease	4.5	4.5
Average days for returns corrected within receipt of tax information	Decrease	10	0
Percentage of businesses who filed w/ payment payroll taxes on time (payroll)	Increase	\$ 35,000,000	\$ 15,633,537
Percentage of dishonored checks collected	Increase	\$ 10,000,000	\$ 2,959,813
Percentage of gross receipt returns filed	Increase	2500	634
Percentage of hotel tax returns filed	Increase	2500	684
Percentage of withholding tax returns filed	Increase	500	79

The Delinquent Accounts and Return Branch is expected to receive eleven percent (11%) of its General Fund budget in the sum of **\$1,479,623** for Fiscal Year 2023. This is **\$428,347** less than the total allocated for Fiscal Year 2023, due to a decrease in Personnel Services and Fringe Benefits.

	Personnel Services	Fringe Benefits	Supplies	Other Svcs. & Chgs.	Utilities	Capital Outlay	Total	% Change
FY 24	\$ 952,637	\$ 526,986	\$ -	\$ -	\$ -	\$ -	\$ 1,479,623	22%
FY 23	\$ 1,289,895	\$ 618,075	\$ -	\$ -	\$ -	\$ -	\$ 1,907,970	
Variance	\$ 337,258	\$ 91,089	\$ -	\$ -	\$ -	\$ -	\$ 428,347	

**Honorable Donna A. Frett-Gregory**  
**Budget Hearing FY 2024 – Bureau of Internal Revenue**  
**Page 8 of 16**

Personnel Services cost for the Delinquent Accounts and Returns Branch in Fiscal Year 2024 will cover twenty-one (21) positions under the General Fund; there are 6 vacant positions funded at fifty percent (50%) and 2 vacant positions fully funded (100%). The Branch will see a decrease in Personnel Services and Fringe Benefits in the amount of **\$428,347**.

<b>Fund 100 – Delinquent Accounts/Return Branch</b>	<b>Total Positions</b>	<b>Total Personal Services Cost</b>
Unclassified Filled	1	\$ 70,000
Unclassified Vacant	0	\$ -
Unclassified New	0	\$ -
Classified Filled	15	\$ 699,291
Classified Vacant	5	\$ 183,346
Classified New	0	\$ -
Adjustment		\$ -
<b>Total Fund 100 – Delinquent Accounts/Return Branch</b>	<b>21</b>	<b>\$ 952,637</b>

**Org 34050 Computer Operations**

**Functional Statement:**

The Computer Operations Branch supports the automated tax administration system, including the creation of an Individual and Business Master Tax File. The system provides data processing support services, generates tax bills, processes tax refunds, and maintains the historical database.

<b>Key Performance Indicator(s)</b>	<b>Trend Goal</b>	<b>Target</b>	<b>Result</b>
Site downtime percentage per month (external)	Decrease	5%	0.0%
Percentage of IT tickets resolved	Increase	100%	0.0%
Site downtime percentage per month (internal)	Decrease	5%	0.0%

The Computer Operations Branch is expected to receive six percent (6%) of the Bureau’s General Fund budget in the sum of **\$858,894** for Fiscal Year 2024. This is **\$74,292** less than the total allotted for Fiscal Year 2023, due to a decrease in Personnel Services and Fringe Benefits.

	<b>Personnel Services</b>	<b>Fringe Benefits</b>	<b>Supplies</b>	<b>Other Svcs. &amp; Chgs.</b>	<b>Utilities</b>	<b>Capital Outlay</b>	<b>Total</b>	<b>% Change</b>
<b>FY 24</b>	\$ 596,401	\$ 262,494	\$ -	\$ -	\$ -	\$ -	\$ 858,895	<b>8%</b>
<b>FY 23</b>	\$ 655,418	\$ 277,769	\$ -	\$ -	\$ -	\$ -	\$ 933,187	
<b>Variance</b>	<b>\$ 59,017</b>	<b>\$ 15,275</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 74,292</b>	

Personnel Services cost for the Computer Operations unit in Fiscal Year 2023 will cover approximately ten (9.5) positions under the General Fund; there is 1 vacant position funded at fifty percent (50%). The Division will see a decrease in Personnel Services and Fringe Benefits in the amount of **\$74,292**.

<b>Fund 100 – Computer Operations</b>	<b>Total Positions</b>	<b>Total Personal Services Cost</b>
Unclassified Filled	4	\$ 289,750
Classified Filled	5	\$ 282,660



Honorable Donna A. Frett-Gregory  
 Budget Hearing FY 2024 – Bureau of Internal Revenue  
 Page 9 of 16

Classified Vacant	0.5	\$ 23,991
Adjustment		\$ -
<b>Total Fund 100 – Computer Operations</b>	<b>9.5</b>	<b>\$ 596,401</b>

**RENTAL PROPERTY**

*Exhibit IV* displays a listing of BIR’s rental property.

Landlord	Address	Term	Annual Rent
East End Plaza	6115 Estate Smith Bay, St. Thomas, VI 00802	60 months	\$ 654,383
Prime Storage STT, LLC	9160 Estate Thomas, St. Thomas, VI 00802	12 months - renewal pending	\$ 97,380
St. Thomas Properties, LLC	800 Nisky Center, Suite 15A, St. Thomas, VI 00802	60 months	\$ 51,463
Virgin Islands Port Authority	STT Sandfill	12 months	\$ 12,000
Virgin Islands Port Authority	STX Molasses Pier	12 months	\$ 12,000
Sun Self Storage	Rem Plot No. 41 A Barren Spot, Kingshill, St. Croix 00850	12 months	\$ 4,440
<b>Grand Totals</b>			<b>\$ 831,665</b>

*Exhibit IV*

**OUTSTANDING VENDOR PAYMENTS**

*Exhibit V* displays a listing of the Bureau’s outstanding vendor payments.

Fiscal Year	Vendor	Funding Source	Reason for Non-Payment	Amount Owed
2023	East End Plaza: January-September 2020: Water/Sewage	GF	Insufficient Funds	\$ 9,396
2023	Prime Storage - 9160 Estate Thomas	GF	Insufficient Funds	\$ 16,230
2023	St. Thomas Properties - 8000 Nisky Centre, Ste 211	GF	Insufficient Funds	\$ 16,867
2023	Scan Optics LLC	GF	Approved/ Waiting to be paid	\$ 83,452
<b>Grand Total</b>				<b>\$ 125,945</b>

*Exhibit V*

**VEHICLES**

*Exhibit VI* displays a listing of the Bureau’s vehicles.

Year	Make	Model	Funding Source	Lease/Own	Condition	Office	Plate No.	Maintenance Cost	Gas Cost
2015	Chevrolet	Equinox	General Fund	Own	Good	STT	IRB-4	\$ 464.86	\$ 198.74
2020	Chevrolet	Equinox	General Fund	Own	Very Good	STT	IRB-2	\$ 240.00	\$ 743.13
2017	Chevrolet	Trax	General Fund	Own	Good	STT	IRB-20	\$ 186.22	\$ 274.00
2017	Chevrolet	Cruze	General Fund	Own	Good	STT	IRB-10	\$ 150.00	\$ 167.51
2017	Chevrolet	Cruze	General Fund	Own	Good	STT	IRB-12	\$ 120.00	\$ 274.82
2020	Chevrolet	Trax	General Fund	Own	Very Good	STT	IRB-16	\$ 170.67	\$ 260.00
2020	Chevrolet	Trax	General Fund	Own	Very Good	STT	IRB-14	\$ 168.28	\$ 115.00
2020	Chevrolet	Trax	General Fund	Own	Very Good	STT	IRB-22	\$ 134.00	\$ 150.00
2020	Chevrolet	Express Van	General Fund	Own	Very Good	STT	IRB-24	\$ 120.00	\$ 245.00
<b>St. Thomas Total</b>								<b>\$ 1,754.03</b>	<b>\$ 2,428.20</b>
2017	Chevrolet	Equinox	General Fund	Own	Good	STX	IRB-1	\$ 755.11	\$ 755.00
2017	Chevrolet	Cruze	General Fund	Own	Good	STX	IRB-5	\$ 500.00	\$ 115.00

**Honorable Donna A. Frett-Gregory**  
**Budget Hearing FY 2024 – Bureau of Internal Revenue**  
**Page 10 of 16**

2017	Chevrolet	Cruze	General Fund	Own	Good	STX	IRB-11	\$ -	\$ 165.00
2017	Chevrolet	Trax	General Fund	Own	Good	STX	IRB-27	\$ 126.50	\$ 145.00
2020	Chevrolet	Trax	General Fund	Own	Very Good	STX	IRB-13	\$ 172.88	\$ 1,085.00
2020	Chevrolet	Trax	General Fund	Own	Very Good	STX	IRB-15	\$ 195.99	\$ 525.00
2020	Chevrolet	Trax	General Fund	Own	Very Good	STX	IRB-17	\$ 244.39	\$ 600.00
2020	Chevrolet	Colorado	General Fund	Own	Very Good	STX	IRB-29	\$ 233.58	\$ 620.00
2022	Tesla	Model Y	General Fund	Own	Excellent	STX	IRB-23	\$ -	\$ -
<b>St. Croix Total</b>								<b>\$ 2,228.45</b>	<b>\$ 4,010.00</b>
<b>IRB's Grand Total</b>								<b>\$ 3,982.48</b>	<b>\$ 6,438.20</b>

*Exhibit VI*

**FEDERAL FUNDS**

*Exhibit VII* displays a listing of BIR’s Federal Funds.

Grantor Agency	Grant Type	CFDA#	Project Name	Period	Sub-Recipient	Designated Agency	Grant Amount
US Department of Homeland Security	Homeland Security Grant Program	97.067	Cybersecurity - Firewall Upgrade Project	9/1/20 - 8/31/23	Yes	VITEMA	\$ 50,000
US Department of Interior	Technical Assistance Program	15.875	On-Line Local Tax Project	7/10/20 - 9/30/24	No	BIR	\$ 675,000
<b>Grand Total</b>							<b>\$ 1,212,500</b>

*Exhibit VII*

**GRANT LISTING**

*Exhibit VIII* displays a listing of BIR’s Grant Listing.

Grantor Agency	Grant Type	Project Name	Period	Grant Amount	Obligated YTD	Expended YTD	Unexpended Balance
US Department of Interior	Technical Assistance Program	On-Line Local Tax Project: Electronic Filing & Payment of Taxes	7/10/20 - 9/30/24	\$ 675,000	\$ 248,000	\$ 19,000	\$ 408,000

*Exhibit VIII*

**PROFESSIONAL SERVICES**

*Exhibit IX* displays the Bureau’s Fiscal Year 2024 Professional Services.

Vendor Name	Purpose	Type of Service	Amount
Envision	Service & Support hours for remote maintenance - network	Information Technology	\$ 5,000.00
Envision	Licenses for software and firmware updates	Information Technology	\$ 5,200.00
Envision	Service & Support hours for Virtual Appliance & Licenses -forticare contract	Information Technology	\$ 5,600.00
Caribbean Computer Consortium	Email Security Gateway Certificate	Information Technology	\$ 4,200.00
Online Filing Services Upgrade	Online Filing Services Upgrade	Information Technology	\$ 25,000.00
Caribbean Cooling Co.	A/C Maintenance - STX	Repairs & Maintenance	\$ 3,840.00
Oliver Exterminating - STT	Pest Control - STT	Maintenance	\$ 3,660.00
Pitney Bowes Puerto Rico, Inc	Service Maintenance Agreement	Maintenance	\$ 3,000.00
Raw Data	Maintenance & Support for Excise Tax Web Portal	Information Technology	\$ 81,090.00
Raw Data	Annual Maintenance for Application Extender (Scanned Images)	Information Technology	\$ 49,000.00
Real Tech Exterminating - STX	Pest Control - STX	Maintenance	\$ 3,000.00

**Honorable Donna A. Frett-Gregory**  
**Budget Hearing FY 2024 – Bureau of Internal Revenue**  
**Page 11 of 16**

Scan-Optics	Maintenance & Support Services for Cashiers and Data Capture	Information Technology	\$ 81,021.86
Thyssen Krup Elevator	Maintenance of Buildings Elevator- STX	Maintenance	\$ 20,000.00
Xerox Corporation	Maintenance Agreement	Maintenance	\$ 23,000.00
InterAmerica Data Florida	IBM iSeries Hardware & Software Maintenance	Information Technology	\$ 32,776.72
Xerox Corporation	Annual Rental Agreement	Equipment Rental	\$ 141,281.52
Pitney Bowes	Annual Rental Agreement	Equipment Rental	\$ 3,000.00
Carpet Masters	Cleaning Services for STX - 3 Locations	Janitorial Services	\$ 26,400.00
Clifford Parker	RPG Programmer to upgrade AS400 w/tax year changes	Professional Services	\$ 75,000.00
Spotless Cleaners, LLC	Cleaning Services for 3 Locations to include STJ	Janitorial Services	\$ 30,780.00
S&F	Sanitization Services	Janitorial Services	\$ 20,400.00
Commercial Security Services, Inc.	Armored Guard Transportation Services	Security Services	\$ 20,000.00
Ranger America of the V.I. Inc	Security Guard Services	Professional Services	\$ 140,000.00
Smartnet	Fiber Internet Access	Communication	\$ 58,260.00
VIYA	Communication Services	Communication	\$ 210,000.00
USPS	Postal Services	Communication	\$ 50,000.00
<b>Total</b>			<b>\$1,120,510.10</b>

*Exhibit I*

**POST AUDIT COMMENTS**

FY 2023 REVISED BUDGET	FY 2024 RECOMMENDED	VARIANCE	FUNDING SOURCE
\$ 14,333,921	\$ 13,818,313	\$ 515,608	General Fund
<b>\$ 14,333,921</b>	<b>\$ 13,818,313</b>	<b>\$ 515,608</b>	<b>Total Operating Budget</b>

The following are points for discussion:

1. In Fiscal Year 2024 the department is budgeting less in personnel cost that is responsible for collecting a large portion of government revenues. This strategy needs to be explained.
2. Like most GVI departments, the BIR lacks or rather shows no progress on its KPI's. What's the explanation?
3. It would be helpful to see performance compared to the last fiscal year in terms of process improvements.
4. The budgeting for utilities seems to be inconsistent. Please explain.
5. Expenditures in the capital projects category are increasing. Why?
6. Other services category is increasing; particularly Travel and Professional Service Contracts. Please explain.

Vincent Samuel  
 Post Auditor

APPENDIX I

LEGISLATURE OF THE VIRGIN ISLANDS  
 POST AUDIT DIVISION

COMMITTEE ON BUDGET, APPROPRIATIONS & FINANCE  
 BUDGET HEARING FISCAL YEAR 2024  
 BUREAU OF INTERNAL REVENUE  
 PERSONNEL LISTING

POSITION TITLE	FY 2021 SALARY		STATUS
<b>340 BUREAU OF INTERNAL REVENUE</b>			
<b>34000 DIRECTORS OFFICE</b>			
<b><u>UNCLASSIFIED</u></b>			
TASK FORCE FINANCIAL ANALYST	\$ 70,000		FILLED
FEDERAL DISCLOSURE OFFICER	\$ 65,000		FILLED
HUMAN RESOURCES DIRECTOR	\$ 80,000		FILLED
CHIEF REVIEWER	\$ 41,200		VACANT
CHIEF TAX POLICY ANALYST	\$ 72,100		FILLED
SPECIAL ASSISTANT	\$ 61,800		FILLED
TASK FORCE FINANCIAL ANALYST	\$ 70,000		FILLED
CHIEF FINANCIAL OFFICER	\$ 42,500		VACANT
ADMINISTRATIVE SPECIALIST	\$ 55,000		FILLED
CHIEF COUNSEL	\$ 118,000		FILLED
MAINTENANCE TECHNICIAN	\$ 20,000		VACANT
DEPUTY DIRECTOR	\$ 46,000		VACANT
SPECIAL ASSISTANT	\$ 25,750		VACANT
TASK FORCE FINANCIAL ANALYST	\$ 47,500		FILLED
DIRECTOR INTERNAL REVENUE	\$ 107,000		FILLED
TASK FORCE FINANCIAL ANALYST	\$ 32,500		VACANT
<b>SUB-TOTAL</b>	<b>\$ 954,350</b>	<b>13</b>	
<b><u>CLASSIFIED</u></b>			
STOREROOM/MOTOR VEHICLE	\$ 42,082		FILLED
MESSENGER MAILROOM CLERK	\$ 28,217		FILLED
FACILITY OFFICER	\$ 30,915		FILLED
SENIOR US CLAIMS OFFICER	\$ 56,768		FILLED
<b>SUB-TOTAL</b>	<b>\$ 157,982</b>	<b>4</b>	
<b>34000 FUND 100 TOTAL</b>	<b>\$ 1,112,332</b>	<b>17</b>	
<b>00340001 ACTIVITY</b>	<b>\$ 1,112,332</b>	<b>17</b>	
<b>340 BUREAU OF INTERNAL REVENUE</b>			
<b>34010 AUDIT ENFORCEMENT</b>			
<b><u>UNCLASSIFIED</u></b>			
TERRITORIAL REVENUE AUDITOR	\$ 75,000		FILLED
CHIEF OF AUDIT	\$ 72,100		FILLED
<b>SUB-TOTAL</b>	<b>\$ 147,100</b>	<b>2</b>	

Honorable Donna A. Frett-Gregory  
 Budget Hearing FY 2024 – Bureau of Internal Revenue  
 Page 13 of 16

<b>CLASSIFIED</b>			
REVENUE AGENT TRAINEE	\$ 44,333		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
TAX MANAGEMENT ASSISTANT	\$ 42,296		FILLED
REVENUE AGENT	\$ 61,498		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
SENIOR REVENUE AGENT	\$ 57,154		FILLED
SENIOR REVENUE AGENT	\$ 57,154		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
REVENUE AGENT	\$ 53,645		FILLED
TAX MANAGEMENT ASSISTANT	\$ 50,956		FILLED
TAX MANAGEMENT ASSISTANT	\$ 42,296		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
ASSISTANT CHIEF OF AUDIT	\$ 75,054		FILLED
REVENUE AGENT TRAINEE	\$ 19,499		VACANT
REVENUE AGENT TRAINEE	\$ 38,998		FILLED
REVENUE AGENT	\$ 45,837		FILLED
SENIOR TAX TECHNICIAN	\$ 48,290		FILLED
<b>SUB-TOTAL</b>	<b>\$ 909,996</b>	<b>19.5</b>	
<b>34010 FUND 100 TOTAL</b>	<b>\$ 1,057,096</b>	<b>21.5</b>	
<b>00340101 ACTIVITY</b>	<b>\$ 1,057,096</b>	<b>21.5</b>	
<b>340 BUREAU OF INTERNAL REVENUE</b>			
<b>34020 PROSSESING BRANCH</b>			
<b>UNCLASSIFIED</b>			
SPECIAL ASSISTANT	\$ 50,000		FILLED
SPECIAL PROJECTS ADMINISTRATOR	\$ 64,375		FILLED
TAX SUPPORT SPECIALIST	\$ 58,000		FILLED
<b>SUB-TOTAL</b>	<b>\$ 172,375</b>	<b>3</b>	
<b>CLASSIFIED</b>			
TAX REGISTRATION & DEPOSIT CLERK	\$ 31,817		FILLED
SUPERVISOR WITHHOLDING TAXES	\$ 64,083		FILLED
PBX OPERATOR/RECEPTIONIST	\$ 15,259		VACANT
LOCAL TAX EXAMINER	\$ 45,664		FILLED
TAX SYSTEM PROGRAM ANALYST	\$ 67,598		FILLED
DATA ENTRY REPAIR OPERATOR	\$ 33,057		FILLED
WITHHOLDING TAX EXAMINER	\$ 17,960		VACANT
DATA ENTRY REPAIR OPERATOR	\$ 19,942		VACANT
SENIOR EXCISE TAX OFFICER	\$ 35,919		FILLED
SENIOR TAX REGISTRATION TELLER	\$ 44,550		FILLED
SUPERVISOR EXCISE TAX	\$ 69,365		FILLED
TAX RETURN CONTROLLER	\$ 35,919		FILLED
SENIOR LOCAL TAX EXAMINER	\$ 26,184		VACANT
TAX RETURN CONTROLLER	\$ 35,919		FILLED
TAX REGISTRATION TELLER	\$ 30,519		FILLED

**Honorable Donna A. Frett-Gregory**  
**Budget Hearing FY 2024 – Bureau of Internal Revenue**  
**Page 14 of 16**

PBX OPERATOR/RECEPTIONIST	\$	30,519	FILLED
ASSESSMENT OFFICER	\$	33,057	FILLED
DATA ENTRY REPAIR OPERATOR	\$	33,057	FILLED
SENIOR EXCISE TAX OFFICER	\$	48,290	FILLED
SENIOR EXCISE TAX OFFICER	\$	38,385	FILLED
PBX OPERATOR/RECEPTIONIST	\$	30,519	FILLED
SENIOR TAXPAYER SERVICE REPRESENTATIVE	\$	17,960	NEW
TAX REGISTRATION TELLER	\$	30,519	FILLED
EXCISE TAX OFFICER	\$	30,519	FILLED
EXCISE TAX OFFICER	\$	15,260	VACANT
PBX OPERATOR/RECEIPT	\$	30,519	FILLED
TAX REVENUE CLERK	\$	14,109	VACANT
TAX MANAGEMENT ASSISTANT	\$	42,296	FILLED
TAX RETURN CONTROLLER	\$	35,919	FILLED
US CLAIMS OFFICER	\$	17,960	VACANT
TAX REGISTRATION & DEPOSIT CLERK	\$	28,217	FILLED
SENIOR TAX REGISTRATION CLERK	\$	42,161	FILLED
SUPERVISOR ASSESSMENT OFFICER	\$	65,364	FILLED
SENIOR WITHHOLDING TAX EXAMINER	\$	52,368	FILLED
TAX ERROR CORRECTION EXAMINER	\$	40,849	FILLED
SENIOR TAX REGISTRATION TELLER	\$	24,145	VACANT
DATA ENTRY REPAIR OPERATOR	\$	33,057	FILLED
TAX REGISTRATION TELLER	\$	30,519	FILLED
DATA ENTRY REPAIR OPERATOR	\$	39,884	FILLED
SUPERVISOR COLLECTION	\$	65,364	FILLED
TAX ERROR CORRECTION EXAMINER	\$	35,919	FILLED
SUPERVISOR LOCAL TAX EXAMINER	\$	64,083	FILLED
ASSISTANT CHIEF OF PROCESSING	\$	76,555	FILLED
SUPERVISOR TAX CORRECTION EXAMINER	\$	65,364	FILLED
WITHHOLDING TAX EXAMINER	\$	35,919	FILLED
LOCAL TAX EXAMINER	\$	16,529	VACANT
TAX REGISTRATION & DEPOSIT CLERK	\$	28,217	FILLED
PBX OPERATOR/RECEPTIONIST	\$	33,502	FILLED
WITHHOLDING TAX EXAMINER	\$	35,919	FILLED
DATA ENTRY REPAIR OPERATOR	\$	33,057	FILLED
SUPERVISOR COLLECTION	\$	65,364	FILLED
LOCAL TAX EXAMINER	\$	33,057	FILLED
TAX REGISTRATION TELLER	\$	30,519	FILLED
TAX REGISTRATION TELLER	\$	30,519	FILLED
TAX REGISTRATION TELLER	\$	30,519	FILLED
TAX ERROR CORRECTION EXAMINER	\$	43,315	FILLED
TAX ERROR CORRECTION EXAMINER	\$	35,919	FILLED
TAX ERROR CORRECTION EXAMINER	\$	21,658	VACANT
SENIOR TAX REGISTRATION CLERK	\$	43,315	FILLED
TAX REGISTRATION & DEPOSIT CLERK	\$	28,217	FILLED
SENIOR TAX REGISTRATION DEPOSIT CLERK	\$	41,024	FILLED
SENIOR ASSESSMENT OFFICER	\$	26,922	VACANT
TAX REGISTRATION & DEPOSIT CLERK	\$	28,217	FILLED
EXCISE TAX OFFICER	\$	34,554	FILLED
SENIOR EXCISE TAX OFFICER	\$	49,584	FILLED
DATA ENTRY REPAIR OPERATOR	\$	33,057	FILLED
WITHHOLDING TAX EXAMINER	\$	17,960	VACANT

Honorable Donna A. Frett-Gregory  
 Budget Hearing FY 2024 – Bureau of Internal Revenue  
 Page 15 of 16

SENIOR EXCISE TAX OFFICER	\$ 48,290		FILLED
TAX REVENUE CLERK	\$ 14,109		VACANT
TAX REGISTRATION & DEPOSIT CLERK	\$ 15,909		VACANT
WITHHOLDING TAX EXAMINER	\$ 48,290		FILLED
TAX RETURN CONTROLLER	\$ 35,919		FILLED
TAX ERROR CORRECTION EXAMINER	\$ 35,919		FILLED
LOCAL TAX EXAMINER	\$ 33,057		FILLED
SENIOR TAX REGISTRATION CLERK	\$ 43,315		FILLED
<b>SUB-TOTAL</b>	<b>\$ 2,738,158</b>	<b>68</b>	
<b>34020 FUND 100 TOTAL</b>	<b>\$ 2,910,533</b>	<b>71</b>	
<b>00340201 ACTIVITY</b>	<b>\$ 2,910,533</b>	<b>71</b>	
<b>340 BUREAU OF INTERNAL REVENUE</b>			
<b>34030 DELINQUENT ACCOUNTS</b>			
<b>UNCLASSIFIED</b>			
CHIEF F DAR BRANCH	\$ 70,000		FILLED
<b>SUB-TOTAL</b>	<b>\$ 70,000</b>	<b>1</b>	
<b>CLASSIFIED</b>			
REVENUE OFFICER TRAINEE	\$ 43,000		FILLED
TAX MANAGEMENT ASSISTANT	\$ 49,515		FILLED
ASST CHIEF DEL ACCTS& RTN BRCH	\$ 72,140		FILLED
SENIOR REVENUE OFFICER	\$ 52,309		FILLED
SENIOR REVENUE OFFICER	\$ 28,577		VACANT
REVENUE OFFICER TRAINEE	\$ 19,499		VACANT
SENIOR REVENUE OFFICER	\$ 57,154		FILLED
SENIOR REVENUE OFFICER	\$ 57,154		FILLED
REVENUE OFFICER TRAINEE	\$ 19,499		VACANT
REVENUE OFFICER TRAINEE	\$ 38,998		FILLED
SENIOR REVENUE OFFICER	\$ 52,309		FILLED
REVENUE OFFICER TRAINEE	\$ 19,499		VACANT
TAX REVENUE CLERK	\$ 28,217		FILLED
SENIOR REVENUE OFFICER	\$ 52,309		FILLED
REVENUE OFFICER TRAINEE	\$ 19,499		VACANT
TAX MANAGEMENT ASSISTANT	\$ 42,296		FILLED
SENIOR REVENUE REPRESENTATIVE	\$ 24,145		VACANT
REVENUE OFFICER TRAINEE	\$ 19,499		VACANT
SENIOR REVENUE REPRESENTATIVE	\$ 38,385		FILLED
SENIOR REVENUE REPRESENTATIVE	\$ 48,290		FILLED
TAX REVENUE CLERK	\$ 28,217		FILLED
SENIOR REVENUE OFFICER	\$ 33,129		VACANT
REVENUE OFFICER TRAINEE	\$ 38,998		FILLED
<b>SUB-TOTAL</b>	<b>\$ 882,637</b>	<b>20</b>	
<b>34030 FUND 100 TOTAL</b>	<b>\$ 952,637</b>	<b>21</b>	
<b>00340301 ACTIVITY</b>	<b>\$ 952,637</b>	<b>21</b>	
<b>340 BUREAU OF INTERNAL REVENUE</b>			

Honorable Donna A. Frett-Gregory  
 Budget Hearing FY 2024 – Bureau of Internal Revenue  
 Page 16 of 16

<b>34050 COMPUTER OPERATIONS</b>			
<b>UNCLASSIFIED</b>			
TELECOMMUNICATION/DATA ADMIN	\$ 77,250		FILLED
SENIOR APPLICATION DEVELOPER	\$ 72,500		FILLED
SENIOR APPLICATION DEVELOPER	\$ 65,000		FILLED
CHIEF COMPUTER OPERATIONS	\$ 75,000		FILLED
<b>SUB-TOTAL</b>	<b>\$ 289,750</b>	<b>4</b>	
<b>CLASSIFIED</b>			
NETWORK SYSTEMS MANAGER	\$ 75,054		FILLED
HELP DESK SPECIALIST	\$ 38,998		FILLED
HELP DESK SPECIALIST	\$ 41,667		FILLED
TAX COMPUTER PROGRAMMER	\$ 23,991		VACANT
HELP DESK SPECIALIST	\$ 52,368		FILLED
TAX SYSTEM ANALYST	\$ 74,573		FILLED
<b>SUB-TOTAL</b>	<b>\$ 306,651</b>	<b>5.5</b>	
<b>34050 FUND 100 TOTAL</b>	<b>\$ 596,401</b>	<b>9.5</b>	
<b>00340501 ACTIVITY</b>	<b>\$ 596,401</b>	<b>9.5</b>	
<b>340 DEPARTMENT</b>	<b>\$ 6,628,998</b>	<b>140</b>	
<b>FUND 100</b>			
<b>UNCLASSIFIED FILLED</b>	\$ 1,425,625	20	
<b>UNCLASSIFIED VACANT</b>	\$ 207,950	3	
<b>UNCLASSIFIED NEW</b>	\$ -	0	
<b>CLASSIFIED FILLED</b>	\$ 4,486,727	103	
<b>CLASSIFIED VACANT</b>	\$ 490,737	13.5	
<b>CLASSIFIED NEW</b>	\$ 17,960	1	
<b>ADJUSTMENTS</b>	\$ -		
<b>340 DEPARTMENT</b>	<b>\$ 6,628,998</b>	<b>140</b>	