



City of Dallas

Government Performance & Finance Management Committee

November 10, 2020



LINEBARGER

ATTORNEYS AT LAW

Who We Are

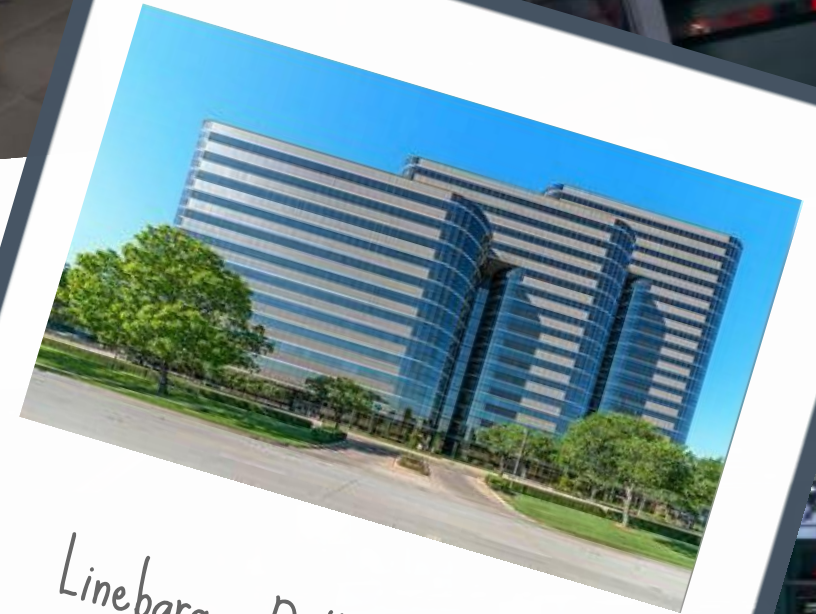
The Linebarger Dallas office team consists of a diverse group of professionals delivering exceptional customer service and representation.

We are proud to say our team is made up of 80+ talented members who are ready to serve our clients and the communities where we work & live.

Linebarger was established in 1976. Nationally, our firm is composed of over 1,000 employees, 120 attorneys, 160 information technology specialists and 280 call center personnel.



Our Dallas Team



Linebarger Dallas Office

Delinquent Tax Collection Process



Payment Options & Exemptions

Linebarger carries out the policies of the City of Dallas/Dallas County to ensure property owners are provided with multiple options, as allowed by law. We treat property owners with the utmost respect and professionalism.

Regular Payment Agreements

Available to most taxpayers depending on factual circumstances. (may range from 90 days to 12 months)



Homestead Payment Agreements

State law permits property owners to obtain a minimum of 12 months to resolve their tax liability on homestead exempt properties



Post-Judgment Payment Agreements

Following the conclusion of a litigated case, taxpayers are given additional opportunities to resolve their tax liability



Exemptions

- Age 65 or Older
- Disabled Person
- Armed Forces & Veterans
- Homestead



Program Activities & Results

July 2019 - June 2020



Collecting During COVID-19

Tech Transition



Shift to virtual
workforce overnight



1000+ employees connected
to secure resources



Virtual meeting software
(employee & client)



Virtual meeting software
(Attend court hearings)



Technology used for remote,
in-office & hybrid employees

Compassionate Collections

We shifted our approach of collecting by offering a more flexible Taxpayer Assistance Program while still collecting important revenue for our government clients

- Created special tailored letters and mailings to address current economic conditions
- Provided a resource list of non-profit & government assistance programs through our collections, litigation & post judgment staff
- Added additional information to our firm website (resources assistance & updates)
- Taxpayer Assistance Program reports
- Lawsuit filing requirement as tailored by our clients
- Online auction for sheriff's sale