



Commissioner of the Revenue
City of Charlottesville
605 E. Main Street, Room A130
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Charlottesville, VA 22902-2964
434-970-3160

July 22, 2024

Honorable Ann Burkholder
President CRAV
Creamery Building
21 S Kent Street, #100
Winchester, VA 22601

Dear President Burkholder,

Please accept this nomination of Rosalind Collins of Charlottesville for the 2024 Margaret Ann Anderson Outstanding Deputy Commissioner Award.

When I think of Rosalind Collins, I feel a deep sense of admiration, inspiration, and gratitude. Roz has served the people of Charlottesville for over thirty years, under three Commissioners of the Revenue. Her energy and enthusiasm for the job we do, and the service we provide, remains boundless. I do not exaggerate when I say that we would be lost without her.

In addition to her many accomplishments (which I will outline below), I appreciate her leadership, communication, and creativity. But what I appreciate the most about Roz is her dedication. And when I say dedication, I REALLY mean it.

After thirty years on the job, Roz entered into a well-deserved retirement in September of 2021. Unfortunately, coinciding with Roz's retirement were a rash of simultaneous turnover and other retirements in our office - spawned by the Covid-induced "Great Resignation". Suddenly finding ourselves in a DIRE staffing situation, I quickly learned to appreciate just how much we depended on Roz. As I struggled to hire new people and place others into positions with which they had little familiarity, I took a chance and asked Roz if she would consider coming back to work as a "returning retiree" (something that I was delighted to learn was a thing).

Realizing the predicament we were in, and because of her profound dedication to the job and to our taxpayers, Roz said yes. Thank God! She does so many indispensable things for us that I absolutely dread the day when she decides to retire for real.

To list her many accomplishments and contributions to the Commonwealth, to the City, and to our office takes some time. However, it is worth doing in order to convey the enormity of her impact:

Outside of Charlottesville:

- Roz has had two articles published in Virginia Government Magazine;
- She taught technology and internet classes for CORVA and LGOC in the 90's;
- She created the first user-led Laserfiche user group in the world – which has grown to over 200 groups internationally, with Virginia's group still being the largest. Many of our colleagues and their deputies around the State participate in this group.

For the City of Charlottesville, Roz has participated on and led a dizzying number of City technology teams through the years:

- In the early nineties, Roz was on a team of tech-savvy City employees who tested and ultimately selected the City's first PCs and software to be used on them (Lotus 1-2-3, AmiPro, Freelance, and MS Access 1.0);
- Roz helped install and manage the first LAN (local area network in the City – as a pilot for a Citywide LAN that came two years later);
- Under her leadership, the Commissioner of the Revenue's Office was among the first to have a web presence in the City. Roz helped create the City's internet use policy & the first website templates. She later participated on the team selecting the first content management system for the city web site;
- Roz spearheaded the implementation and administration of the City's first digital document management system, Laserfiche (which is still used in several departments). She has continually worked to improve efficiency and internal work processes using add-ons to that system and enhancements to its features;
- She was heavily involved with the team that brought an Enterprise GIS system to the City, helping to write the proposal that garnered the funds and a dedicated IT position;
- She was on the implementation team that stood up the City's current financial system of record – SAP;
- Roz routinely receives recognition for her service to the City, such as the City's "Doin' Good Awards" and several "Bridge Builder" bears for cross-departmental projects.

For our office, her contributions toward modernization are truly jaw-dropping:

- Roz created our office's state income tax management database that we used until 2017 when many of its functions were replaced by our current system. However, there are still functions of her system in use today that will be used well into the future;
- Roz's video "Tour of Commissioner of the Revenue's Office" ran for years on public access, and won our office and the City a national award;
- She implemented Laserfiche Rio and Forms in our office, which has no less than revolutionized many of our processes;
- Her leadership helped us win our first MCCi Excellence Award in November of 2019;
- Roz single-handedly provided conversion data for our tax management software upgrade, and has served as our liaison to that vendor ever since;
- She built and maintains systems and databases to run alongside that software, vastly expanding the usefulness of the off-the-shelf-system;
- Her systems are critical to our ability to produce tax books, to perform annual updates to our forms and taxpayer communications, to compile the strategic measures that help us evaluate our performance... I could go on and on.

In putting forward a nomination for the Margaret Ann Anderson Outstanding Deputy Commissioner Award, it is customary to cite the three criteria embodied by the nominee:

1. Roz Collins has certainly demonstrated an achievement or excellence during the current year that enhanced the operations of her local Commissioner's office;
2. Roz Collins has unselfishly given her time by working on behalf of the Association;
3. And Roz Collins has absolutely contributed to the professionalism of her office and of the Association over a LONG period of time.

I can think of no one more deserving to carry on the legacy of Margaret Ann Anderson. It is therefore with a mixture of gratitude, pride, and admiration that I nominate Rosalind Collins to be the recipient of the 2024 Margaret Ann Anderson Outstanding Deputy Commissioner Award.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd D. Divers". The signature is fluid and cursive, with a long horizontal stroke at the end.

Todd D. Divers
Charlottesville Commissioner of the Revenue