



Treasurer-Tax Collector

FY 2021-22 Performance

Sandie Arnott

December 6, 2022

COUNTY OF SAN MATEO



Purpose

- The Tax Collector program is responsible for administering, collecting, and reporting tax revenues annually for secured, unsecured, and supplemental taxes. The division is also responsible for the collection of the Transient Occupancy Tax (TOT) and Vehicle Rental Business License Tax (VRBLT).
- The Treasurer program is responsible for the receipt, custody, and investment of monies for all County departments, schools, cities, and special districts. The division also provides banking and cash management services to all pool participants and acts as a paying agent for school district general obligation bonds.

Diversity, Equity, and Inclusion

- Updated the Investment Policy with an ESG statement
- Installed the ADA-accessible door in the lobby for customers with disabilities
- Increased linguistic access to informational materials
- Solicited ideas from staff on DEI opportunities
- Created a culture in which people are safe, seen, heard, and respected.
- Intentionally committed to change and/or addressing areas of disparity



Performance Measure Spotlight

Live Chat Support for Taxpayers

The Tax Collector's live chat service provides customers with a way to reach the office with their questions or problems. Staff is available M-F, 9-5. It provides taxpayers with immediate access and avoids the delay of waiting for a response to an email. Live Chat opens the door to more powerful customer relationships, especially the users with disabilities who can now experience greater access to our services. A printed copy of the conversation is immediately available so the customer may reference it at any time.

FY Year 2021-22 Results

Number of Live Chats and Calls	29,691
---------------------------------------	---------------



Performance Measure Spotlight

Treasurer In-person Service

The pandemic highlighted the importance of public services for residents with limited technical knowledge and accessibility. The Office adopted and re-adjusted how services are delivered to minimize the negative impact on individuals and communities. With an increased awareness of the digital divide, the Office provided in-person service throughout the pandemic for those who had limited access to the internet or a computer. We have also provided PC stations in all three tax collection locations to assist customers in transacting payments online.

FY Year 2021-22 Results

Number of In-person transactions

48,602



Innovations

- Permanent payment drop box off Winslow Street in Redwood City
- Available 24/7 during peak tax season.
- 6,369 tax payments collected





Innovations

- Diverse workforce drives innovation and development of products/services more likely to resonate with diverse customers
- Various language assistance services



Innovations

- Centralized cashiering: Payment Express
- One-stop payment portal for participating departments
- Residents can place various payments in cart and pay as one transaction

Innovations

- Challenge for customers: unsure which windows are open for transactions
- Installed queue management system (Qmatic)
- Announces available windows and reflects the information on a monitor in available languages



What's Next?

- Working with our tax system vendor to allow e-bill customers the option of receiving their e-bill in a preferred language.
- Conducting a random survey of the e-bill and live chat customers on website improvements.
- Working on 100% document digitizing to reduce storage costs, save time in retrieval, can be shared instantly, and can be more efficiently tracked for compliance.





Questions?