

COUNTY OF SAN MATEO



Controller's Office

FY 2017-18 Performance Report

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Controller

October 2, 2018

Our Mission

To promote the County's operational effectiveness and ensure its financial transparency and integrity by providing quality accounting, audit, and financial reporting services.



Goals

- Provide excellent customer service.
- Ensure the County uses resources efficiently and effectively.
- Enhance the transparency, presentation, and accessibility of financial information.

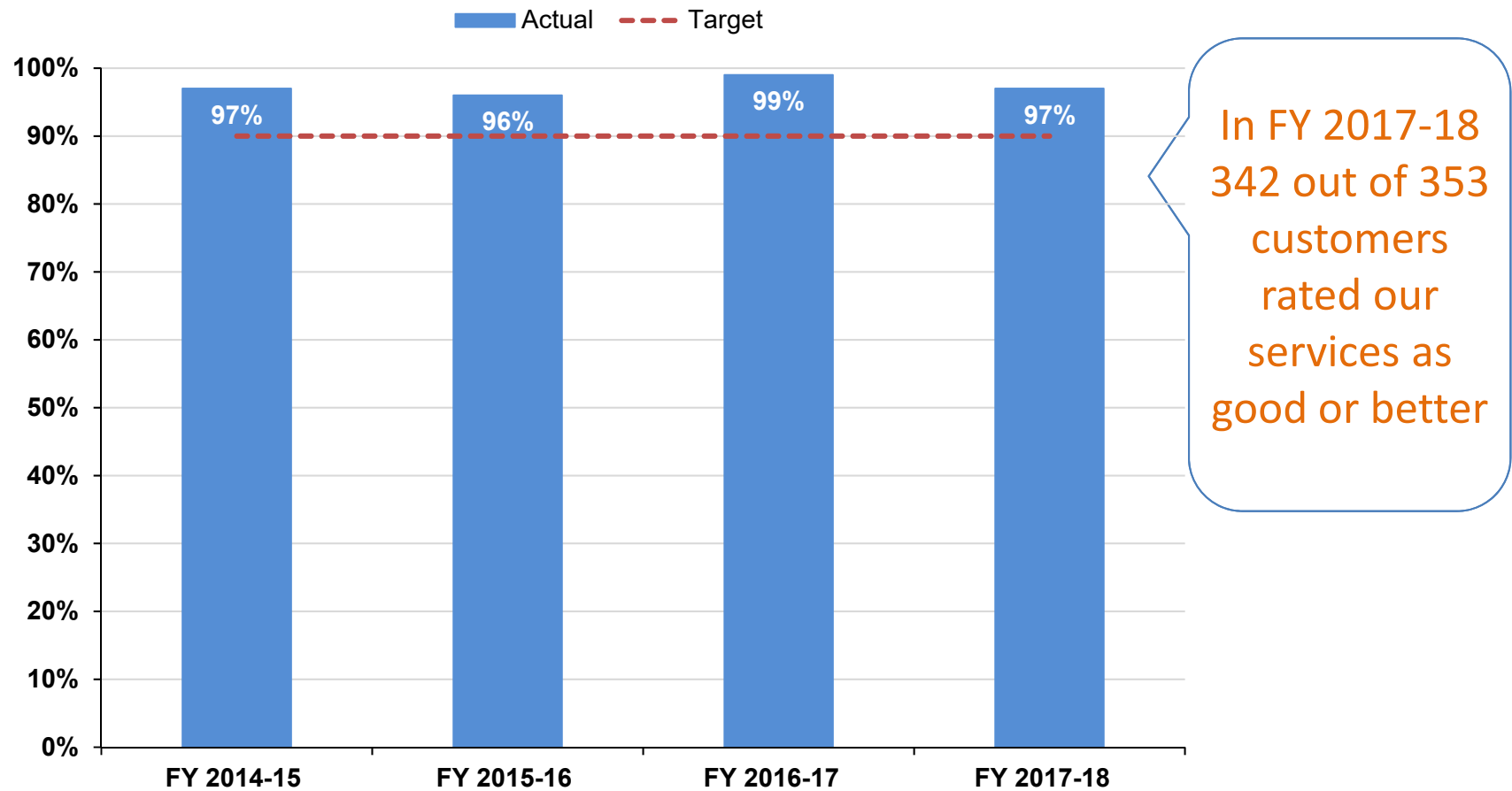


Financial Awards

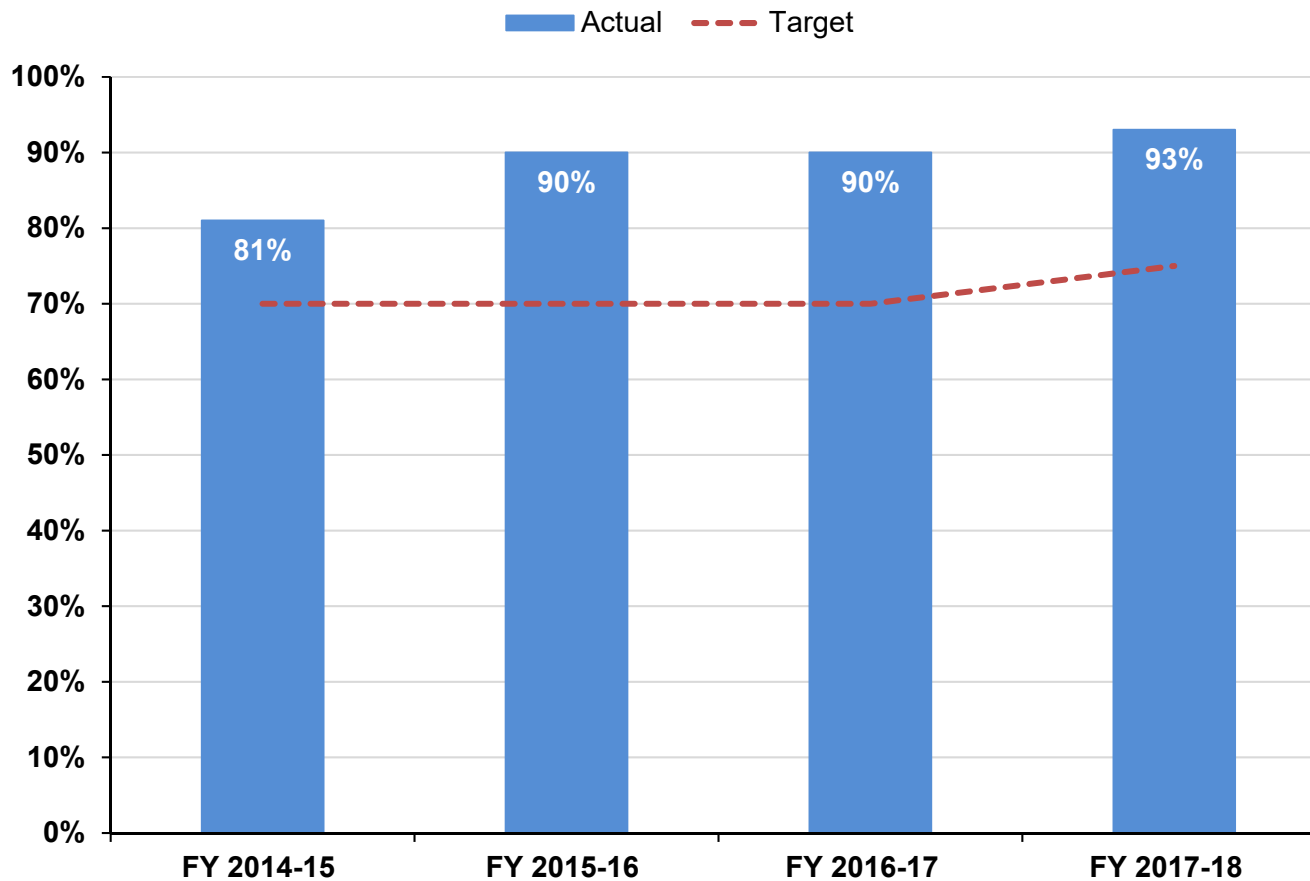
- The County's financial report (Comprehensive Annual Financial Report - CAFR) received clean opinion from external auditors.
- Received Government Finance Officers Association (GFOA) Award for Excellence in Financial Reporting for the 18th consecutive year.
- Received GFOA Award for Outstanding Achievement in Popular Annual Financial Reporting (for PAFR-Financial Highlights Report) for 16th consecutive year.



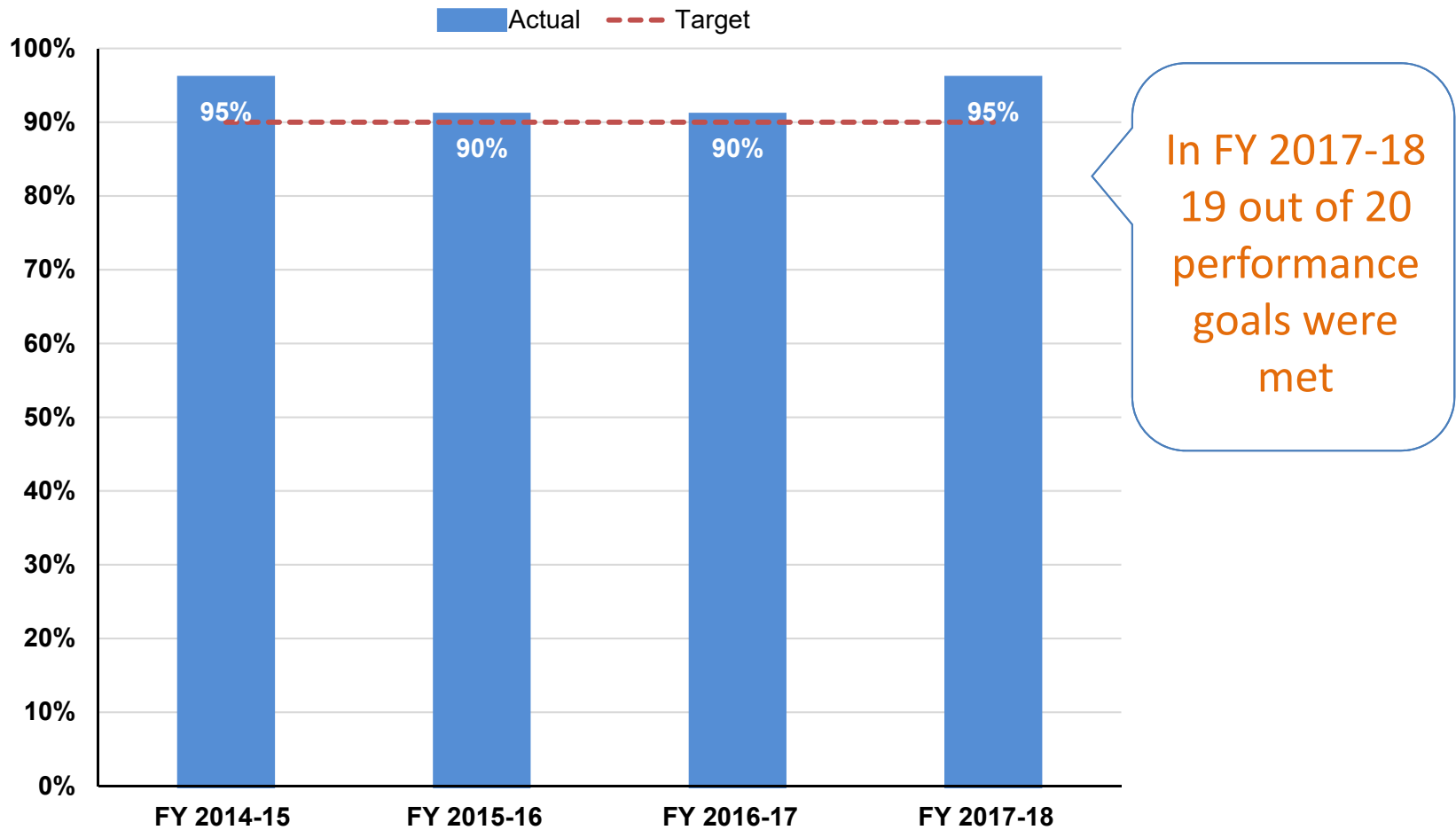
Percent of Customer Survey Respondents Rating Services Good or Better



Percent of Employee Evaluations Completed Annually



Percent of Performance Goals Met



2017 Employee Engagement Survey Results

	CONTROLLER'S OFFICE	COUNTYWIDE
Overall Favorability	86%	75%

IME INDICES	CONTROLLER'S OFFICE	COUNTYWIDE	Other Key Measures	CONTROLLER'S OFFICE	COUNTYWIDE
I = How Employees Feel About Their Work	88%	83%	Highly Engaged Teams	78%	71%
M = How Employees Perceive Their Managers	87%	75%	We Like The Work We Do	90%	90%
E = How Employees Perceive Their Senior Leaders	82%	61%	Proud to Work Here	85%	85%



FY 2017-18 Highlights

- Vehicle Rental Business License Tax Audit - recovered \$2.21 million in un-reported taxes.
- Property Tax Highlights Publication issued.
- Upgraded: HR-Payroll system, automated timekeeping system, and financial accounting system.
- PG&E agreement for San Bruno Fire - recovered \$707,000 in property tax revenue losses on behalf of the County and nine other local agencies.

FY 2018-19 Priorities

- Implement GASB Pronouncement No. 74 and 75 – related to accounting and reporting for Post-Employment Benefits.
- Begin implementation of new property tax system.
- Perform operational and information system audits to improve efficiency, effectiveness, and internal controls.
- Provide transparent financial information - CAFR, PAFR, Property Tax Highlights Publication and Open Checkbook.



FY 2018-19 Priorities

- Enhance/upgrade County's financial accounting, timekeeping, and payroll systems.
- Audit construction projects.
- Develop County's cost reimbursement manual for disaster related costs.



COUNTY OF **SAN MATEO**

