

**COUNTY**<sub>OF</sub> **SAN MATEO**



# Treasurer-Tax Collector

FY 2017-19 Recommended Budget

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June 19, 2017

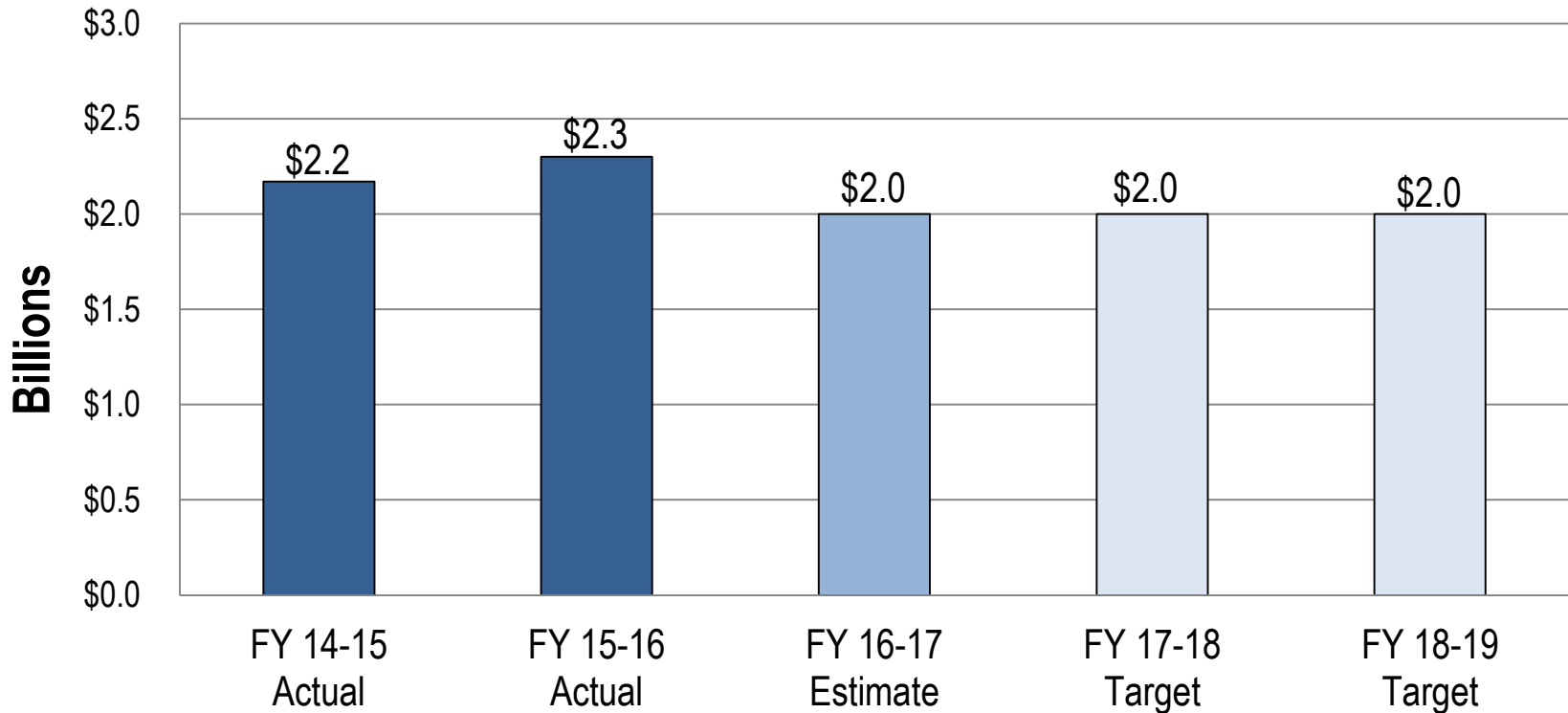


# Mission

The San Mateo County Treasurer-Tax Collector is dedicated to providing the highest level of customer service in an efficient, consistent, and professional manner while providing accurate information, collecting revenue, investing responsibly, and safeguarding taxpayer dollars for the residents of the county.

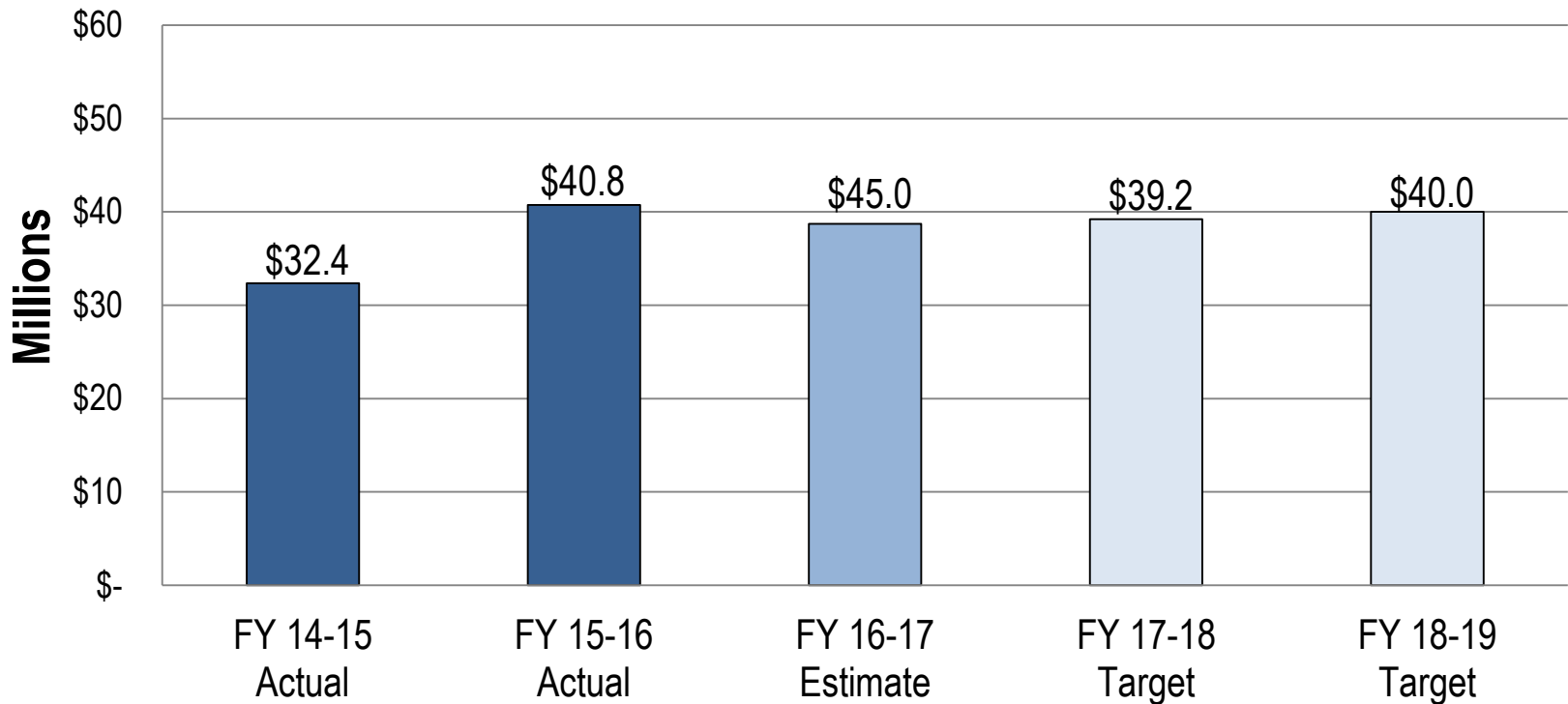
# Headline Measure #1

## Dollars Collected for All Tax Rolls



# Headline Measure #2

## County Pool Dollar Earnings



# FY 2015-17 Accomplishments

- One of the top two counties in the state to have the highest tax collection rate at 99.5 percent
- In FY 2015-16, dollars collected for all tax rolls increased \$130 million from FY 2014-15
- Upgraded the cashiering system in the Treasurer's Office
- Included the Quick Response (QR) code on all tax bills to provide payment locations
- Provided a Tax Collector's mobile mailbox located at the County Center roundabout off of Middlefield Road in Redwood City

# FY 2015-17 Accomplishments

- Introduced E-bill in September 2015 and currently 2,562 taxpayers are enrolled in the program
- Reduced the administration fee from 11.5 basis points to 10.5 basis points due to the increased size of the County Investment Pool
- Reclassified six Fiscal Office Specialists to retain vitally needed positions and strengthen the workforce serving our taxpayers

# FY 2017-19 Challenges

- Migrating current business processes to the new property tax system (TaxSys). Pending Board approval, implementation of the new property tax system is scheduled to commence on July 1, 2017.
- The project is comprised of four components:
  - (1) Project Initiation and Planning;
  - (2) System Implementation (Development Planning and Execution);
  - (3) Implementation Conclusion and Delivery; and
  - (4) Maintenance and Support



# FY 2017-19 Challenges

- Converting all paper records to imaged documents and populate historical information into a secured storage environment
- Restructuring operations to adapt to current and potential situations due to revenue losses in the Revenue Services collection program

# FY 2017-19 Priorities

- Website redesign
- Centralized cashiering
- Implement an improved workplace safety program
- Employ a document imaging project to convert all vital records by indexing, retrieving, storing, and sharing important information
- Continue to work collaboratively with County departments on Continuity of Operations Planning
- Migrate the current system (AS400) to the new property tax system (TaxSys)

# FY 2017-19 Budget Overview

	FY 2016-17 Revised	FY 2017-18 Recommended	Amount Change	Percent Change
Total Sources	10,025,018	15,519,732	5,494,714	54.8%
Total Requirements	11,493,219	17,118,532	5,625,313	48.9%
Net County Cost	1,468,201	1,598,800	130,599	8.9%
Total Positions	61	59	(2)	(3.3%)

# FY 2017-19 Budget Overview

	FY 2017-18 Recommended	FY 2018-19 Preliminary Recommended	Amount Change	Percent Change
Total Sources	15,519,732	9,946,368	(5,573,364)	(35.9%)
Total Requirements	17,118,532	11,650,703	(5,467,829)	(31.9%)
Net County Cost	1,598,800	1,704,335	105,535	6.6%
Total Positions	59	59	-	-

# Significant Budget Changes

## Property Tax System

- Currently in the final stage of commencing implementation of the new system
- Funding from two sources:
  - \$5.6 million previously set aside in the Department's Property Tax Replacement Trust Fund;
  - \$9.1 million from Non-Departmental Services

# June Revision

## Add One Information Technology Manager

- Critical business operations of the tax system requires a dedicated Information Technology Manager to handle ongoing operations and the future expansion of services to our taxpayers

# Questions?



# COUNTY OF SAN MATEO

