

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





# Treasurer-Tax Collector Performance Report

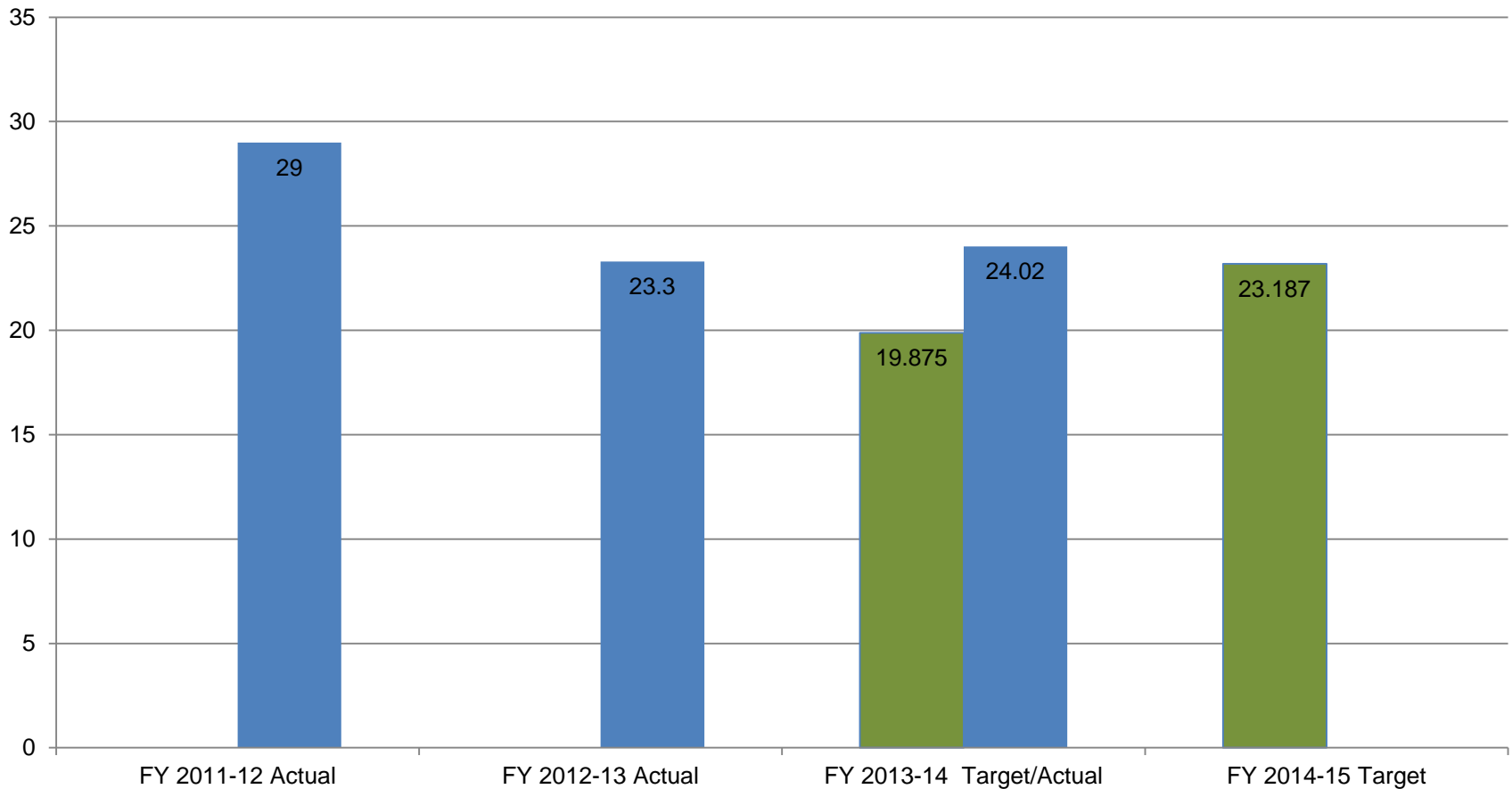
**Sandie Arnott**

September 9, 2014

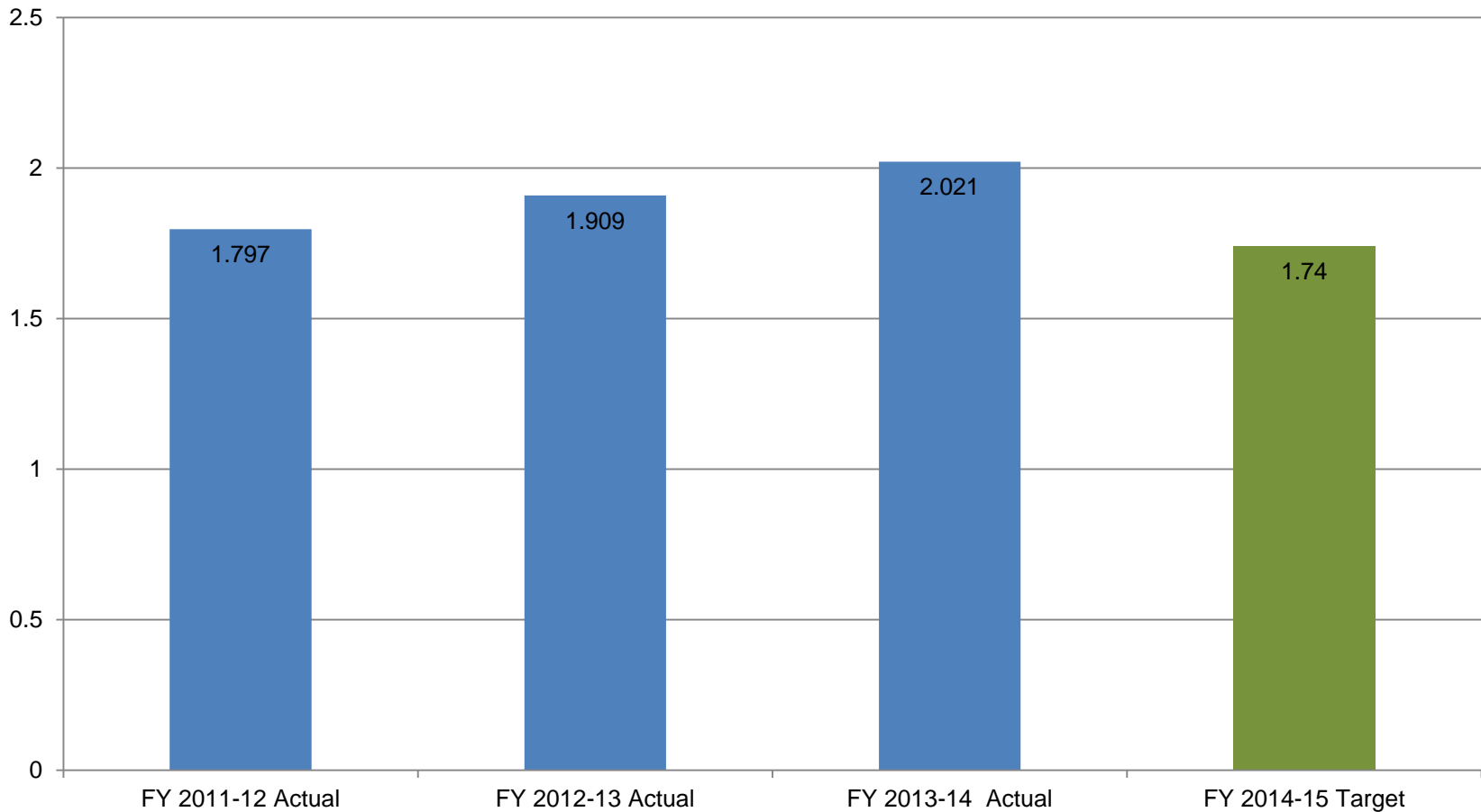
# Treasurer-Tax Collector Mission

- The Treasurer-Tax Collector manages and protects the County's financial assets and ensures the greatest return on County funds through the efficient collection of property taxes, professional administration of the County treasury and support to County departments in their effort to recover revenues due to the County.

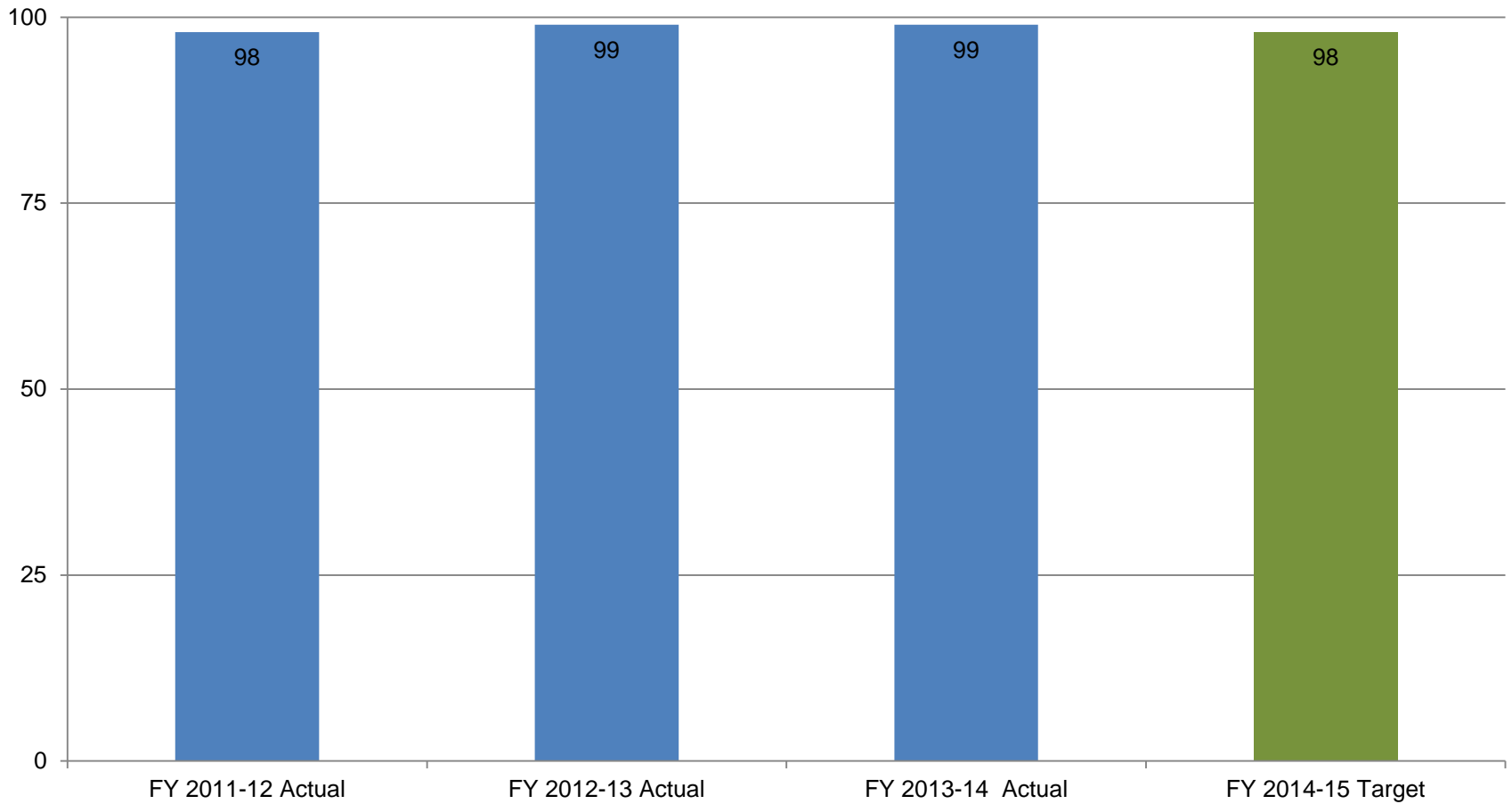
# County Pool Dollar Earnings (in Millions)



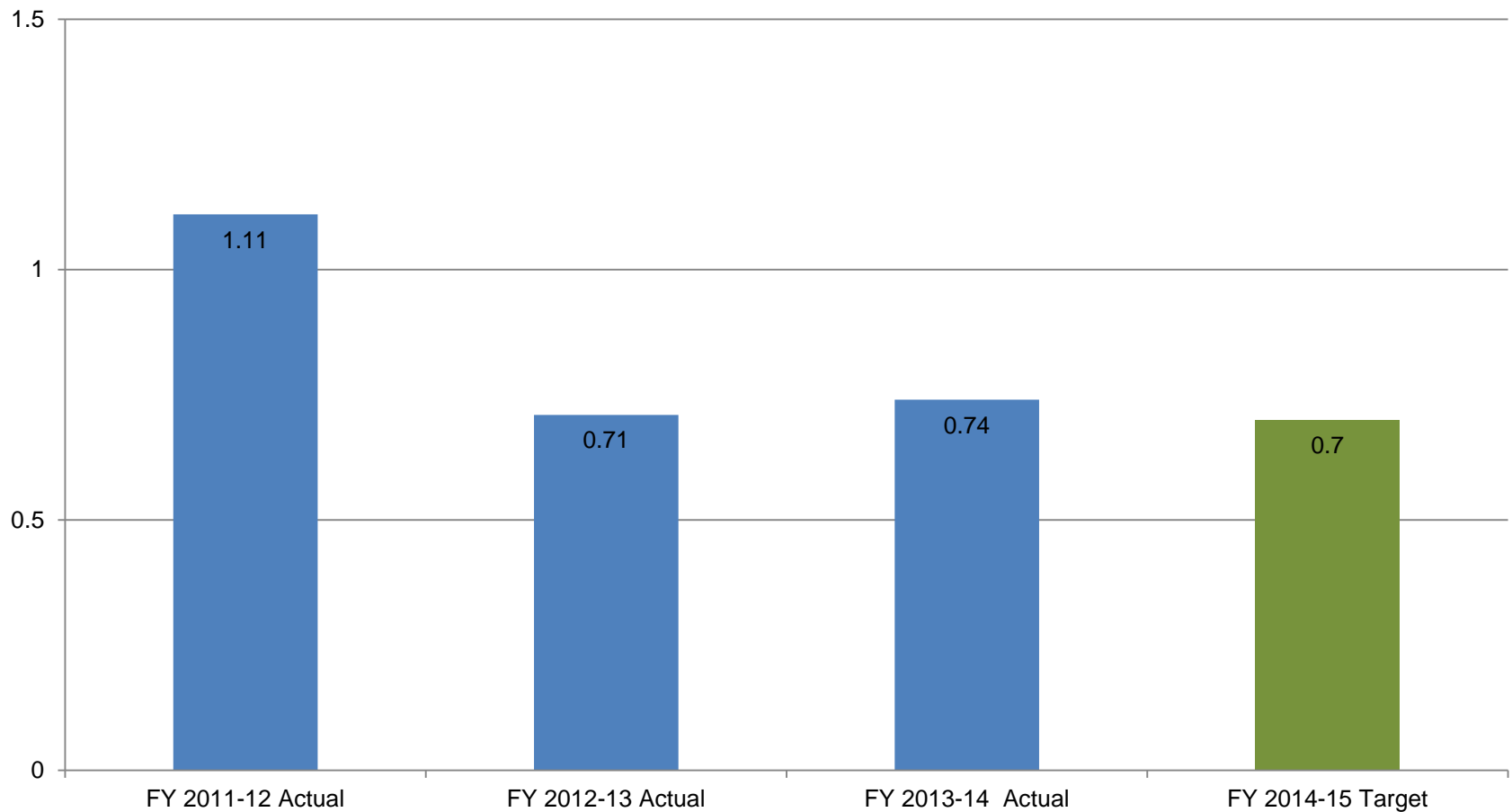
# Dollars Collected (All Tax Rolls in Billions)



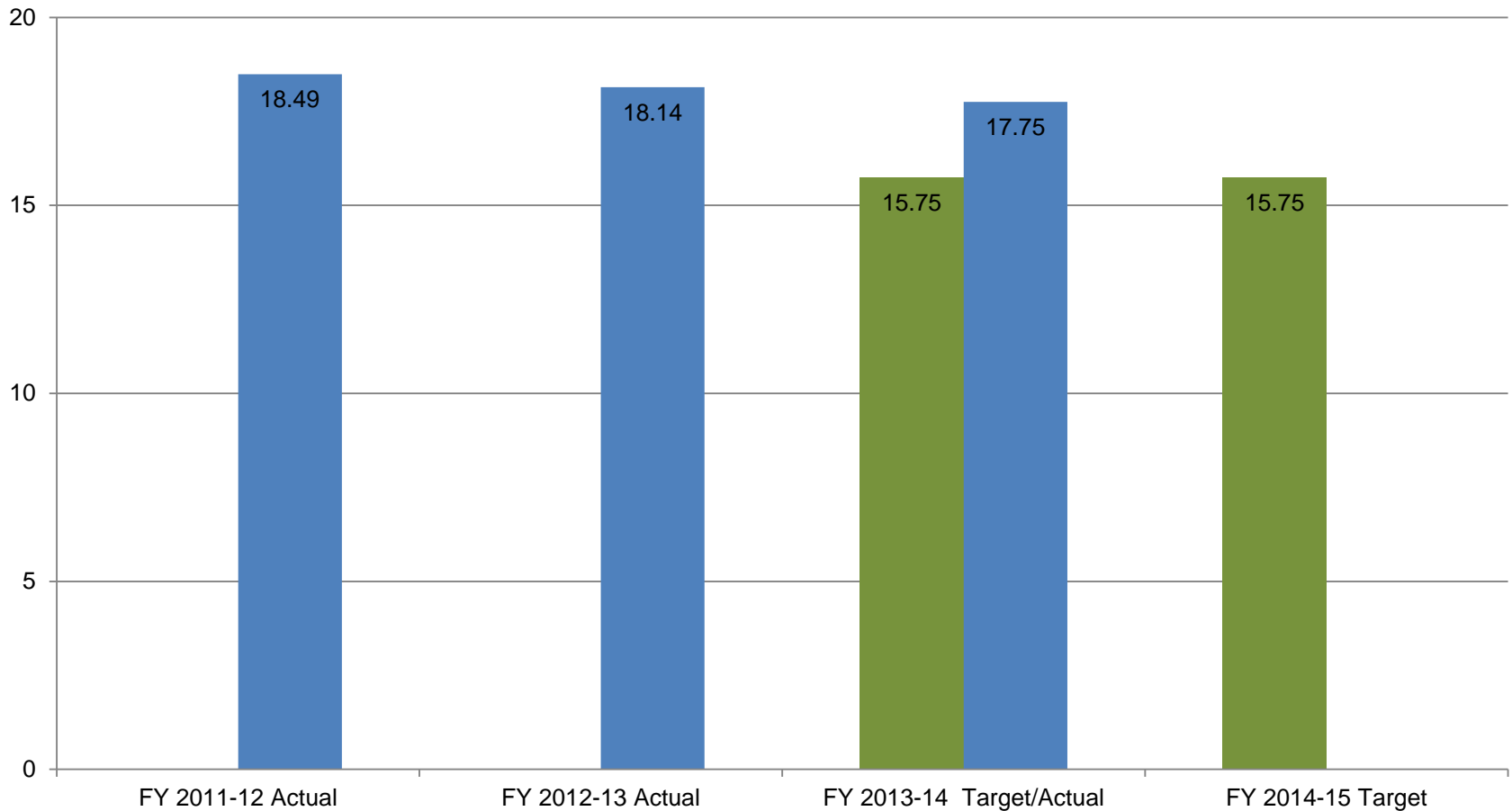
# Secured Collection Rate



# County Pool Gross Earnings Rate



# Dollars Collected (in Millions)



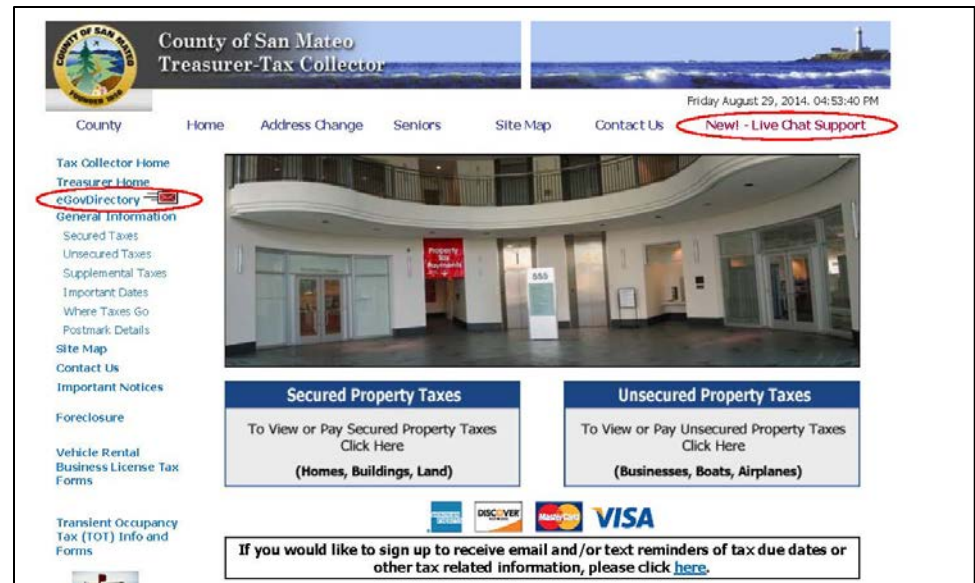


# Budget Summary

- FY 2013-14
  - Total Sources:  
\$8,856,489
  - Total Requirements:  
\$9,678,528
  - Net County Cost:  
\$822,039
  - Funded FTEs: 61
- FY 2014-15
  - Total Sources:  
\$7,815,805
  - Total Requirements:  
\$8,658,825
  - Net County Cost:  
\$843,020
  - Funded FTEs: 61

# Fiscal Year 2013-15 HIGHLIGHTS

- 2013 County Stars award
- Lockbox service
- e-Gov directory



# Fiscal Year 2013-15 HIGHLIGHTS

- Secured property tax bill printing
- Informational inserts
- Lehman Loss recovery
- Outstanding debt collected

**PET LICENSING – IT'S THE LAW!**

Licensing helps to ensure your pets' safe return if they become lost, and provides an important reminder to vaccinate against rabies. The money you pay for the license helps pay for animal control services that safeguard the health and safety of our community. **Dogs** residing in San Mateo County must be vaccinated against rabies by a licensed veterinarian and licensed by the age of 4 months or within 60 days of moving into the County. **Cats** who reside in Belmont, Brisbane, Hillsborough, Millbrae, San Mateo, Redwood City, and unincorporated areas of the County must be vaccinated against rabies by a licensed veterinarian and obtain a license by 4 months of age; but, cat owners everywhere are encouraged to license their cats to ensure that they are returned home if they become lost. **Animal licensing is required in San Mateo County and failure to comply can result in fines and penalties.** To license your pet, call 866.925.5906 or go to [www.petdata.com](http://www.petdata.com).

**DO YOU NEED ASSISTANCE WITH CHILD SUPPORT?**

The San Mateo County Department of Child Support Services can help you with your child support needs. It is quick and easy to apply online for services. Visit our website at [www.smcjcss.com](http://www.smcjcss.com) to apply today. Our agency can: establish, modify, and enforce a child support order; provide free paternity testing; eliminate court filing fees for child support related issues; and provide 24/7 access to pay child support and track status of payments. We are located at 555 County Center, 2<sup>nd</sup> Floor, Redwood City, CA 94062. Contact us at 866.901.3212.

**EMAIL AND TEXT REMINDERS FROM THE TAX COLLECTOR'S OFFICE**

Would you like to receive email and/or text reminders of due dates, and other important information from the Tax Office? Sign up for alerts! Go to [www.sanmatocountytaxcollector.org](http://www.sanmatocountytaxcollector.org) and click on "eGov Directory" in the menu bar on the left.

# Fiscal Year 2013-15 PRIORITIES

- Property Tax System Replacement
- Centralized cashiering
- CORE cashiering system
- E-bill

The screenshot displays the 'Secured Tax Payments' window in the CORE Cashiering Center. The interface includes a top navigation bar with buttons like 'SEARCH', 'Event Tools', 'Auto-Receipt on', 'Reset Pen/Penials', 'Open Drawers', 'Admin Center', 'Auto Balance', 'Balance', 'Close', and 'Log Out'. The main content area is divided into sections for Customer Information, Total, Secured Items, Supplemental Items, and Redemption Items Payment Plan. Each section contains a table with columns for selection, parcel, property address, owner, year, installment, amount due, pending, balance due, payment amount, and details. The 'Total' section shows an adjusted due amount of \$132,448.52 and a payment amount of \$132,448.52. The 'Secured Items' section lists two items with a total adjusted due of \$52,756.00. The 'Supplemental Items' section lists one item with an adjusted due of \$78,020.01. The 'Redemption Items Payment Plan' section lists one item with an adjusted due of \$1,672.51. At the bottom, there are 'CONTINUE' and 'CANCEL' buttons, and a footer indicating the user is Goldie Hang - Cashiering Center - [2014043001] - ghang.

**Secured Tax Payments**

Customer Information

PARCEL	PROPERTY ADDRESS	OWNER	BILLING ADDRESS
11032812	27 Lynch Rd San Mateo, CA 94401	Alfred Hitch	27 Lynch Rd San Mateo, CA 94401

**Total** ADJUSTED DUE: **\$132,448.52** PAYMENT AMOUNT: **\$132,448.52**

**Secured Items** ADJUSTED DUE: **\$52,756.00** PAYMENT AMOUNT: **\$52,756.00**

SELECT	PARCEL	PROPERTY ADDRESS	OWNER	YEAR	INSTALLMENT	AMOUNT DUE	PENDING	BALANCE DUE	PAYMENT AMOUNT	DETAILS
<input type="checkbox"/>	11032812	27 Lynch Rd San Mateo, CA 94401	Alfred Hitch	2014	1	\$51,200.00	\$51,200.00	\$0.00	\$0.00	<a href="#">Details</a>
<input checked="" type="checkbox"/>	11032812	27 Lynch Rd San Mateo, CA 94401	Alfred Hitch	2014	2	\$51,200.00	\$0.00	\$51,200.00	\$51,200.00	<a href="#">Details</a>

**Supplemental Items** ADJUSTED DUE: **\$78,020.01** PAYMENT AMOUNT: **\$78,020.01**

SELECT	PARCEL	PROPERTY ADDRESS	OWNER	YEAR	INSTALLMENT	AMOUNT DUE	PENDING	BALANCE DUE	PAYMENT AMOUNT	DETAILS
<input checked="" type="checkbox"/>	36522751	184 Garden Dr San Mateo, CA 94401	Alfred Hitch	2013	2	\$78,020.01	\$0.00	\$78,020.01	\$78,020.01	<a href="#">Details</a>

**Redemption Items Payment Plan** ADJUSTED DUE: **\$1,672.51** PAYMENT AMOUNT: **\$1,672.51**

SELECT	PARCEL	PROPERTY ADDRESS	OWNER	ABSTRACT YEAR	ABSTRACT #	PENDING	MIN DUE	MAX DUE	PAYMENT AMOUNT	DETAILS
<input checked="" type="checkbox"/>	36522751	184 Garden Dr San Mateo, CA 94401	Alfred Hitch	2014	713910	\$0.00	\$418.13	\$1,672.51		<a href="#">Details</a>

CONTINUE CANCEL

Powered by CORE Business Technologies Goldie Hang - Cashiering Center - [2014043001] - ghang

# Fiscal Year 2013-15 PRIORITIES

- QR Codes
- Document imaging project

The property owner is ultimately responsible for ensuring that the taxes are paid timely regardless of any arrangement or agreement you may have with your lender. **Therefore, if your mortgage has recently been paid off or refinanced, we strongly recommend that you contact this office immediately to receive payment information.** Write to San Mateo County Tax Collector, 555 County Center, Redwood City, CA 94063, Telephone (650) 363-4142.

1. **ATTENTION: NEW OWNERS AND PRESENT OWNERS WITH NEW CONSTRUCTION** may be required to pay a **SUPPLEMENTAL TAX BILL**. Senate Bill 613, Chapter 456, establishes an **ADDITIONAL** fee using for new owners and new construction. A complete explanation of the supplemental property tax fee will be mailed with the supplemental property tax bill. **SUPPLEMENTAL TAX BILLS** are separate from and in **ADDITION** to this **ANNUAL BILL** and any previous or subsequent supplemental bills. They must all be paid timely to avoid penalty.
2. If you receive a **SUPPLEMENTAL TAX BILL**, in addition to this annual bill, it **MAY** have different delinquency dates than the annual bill.
3. The **LIEN DATE** is 12:01 A.M. on the first day of January, 2014.
4. **FIRST INSTALLMENT DELINQUENT** after 5 P.M. December 10th - 10% penalty added thereafter.
5. **SECOND INSTALLMENT DELINQUENT** after 5 P.M. April 10th - 10% penalty added thereafter, plus cost of delinquency of \$40.00 for each single valuation.
6. **DELINQUENCY** 10th or April 10th falls on a **SATURDAY, SUNDAY, OR LEGAL HOLIDAY**, the time of delinquency is 5 P.M. of the next business day.
7. The statement **"UNPAID DELINQUENCY TAXES"** on the face of this tax bill indicates that taxes are **UNPAID** for one or more prior years. For the amount of delinquent taxes due or the **assessable** of a payment plan for prior years taxes, contact our Redemption Department at (650) 363-4040 immediately.
8. A **REDEMPTION FEE** of \$35.00 per parcel will be charged on each single valuation that is unpaid after June 30th. A **REDEMPTION PENALTY** of 1.5% per month will also be charged for succeeding years, until paid, on each single valuation.
9. A **RETURNED ITEM CHARGE** of \$55.00 will be assessed on all checks, drafts, e-check or credit card payments returned unpaid by banks or processing centers for any reason. If this bill was paid by check, draft, e-check or credit card which for any reason was not collected by our agent, receipt for said payment is **NULL AND VOID**.
10. Tax payments are deposited immediately upon receipt - **do not post-date your check!**
11. To ensure proper credit, write your parcel number(s) on the face of your check and include the **ORIGINAL** bill payment stub(s). Likewise, any correspondence with regard to this fee should bear the parcel number(s).

For additional information or to pay your taxes by credit card or by e-check, visit our website at [www.sanmateocountytaxcollector.org](http://www.sanmateocountytaxcollector.org) or call (650) 363-4142 and follow the prompts. Tax Collector staff will never request sensitive information, such as social security numbers or credit card numbers, on the telephone, via e-mail or in written communication.

Please note that a **service fee** will be charged for credit card payments and this fee will be added to your tax amount. Please be advised that neither the Tax Collector nor the County of San Mateo benefits from any part of the service fee. The fee is imposed by the credit card companies and cannot legally be absorbed by the County, therefore the fee must be passed on to the customer.

If you disagree with the assessed value as shown on this tax bill, you have the right to an informal assessment review by contacting the San Mateo County Assessor's Office - Real Property Division. The location of the office is 555 County Center, Redwood City, CA 94063. Telephone (650) 363-4200.

If, pursuant to the review, you and the Assessor do not agree on the proper assessed value, you have the right to file an application for reduction in assessment for the following year. The application must be filed with the Clerk of the Assessment Appeals Board between July 2nd and November 30th, inclusive. The Clerk of the Assessment Appeals Board is located at 400 County Center, Redwood City, CA 94063. Telephone (650) 363-4373.

A **PENDING ASSESSMENT APPEAL** DOES NOT ALLOW THE TAX COLLECTOR TO ACCEPT AN AMOUNT DIFFERENT THAN THAT STATED ON THE REVERSE SIDE OF THIS TAX BILL. LIKEWISE, THE DELINQUENCY DATES OF DECEMBER 10 AND APRIL 10 ARE STILL APPLICABLE EVEN THOUGH THE ASSESSMENT MAY BE UNDER APPEAL. FAILURE TO PAY THE CORRECT AMOUNT IN A TIMELY MANNER WILL RESULT IN PENALTIES BEING ADDED TO YOUR TAX BILL.

**Scan QR Code for Directions**

TO PAY BOTH INSTALLMENTS

SEND BOTH STUBS

Man Office  
Phone: (650) 363-4142

South City Office

Hill Moon Bay Office

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Phone: (650) 363-4142

South City Office

Hill Moon Bay Office

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