

COUNTY OF **SAN MATEO**



Treasurer-Tax Collector

Sandie Arnott

November 1, 2016

COUNTY OF SAN MATEO

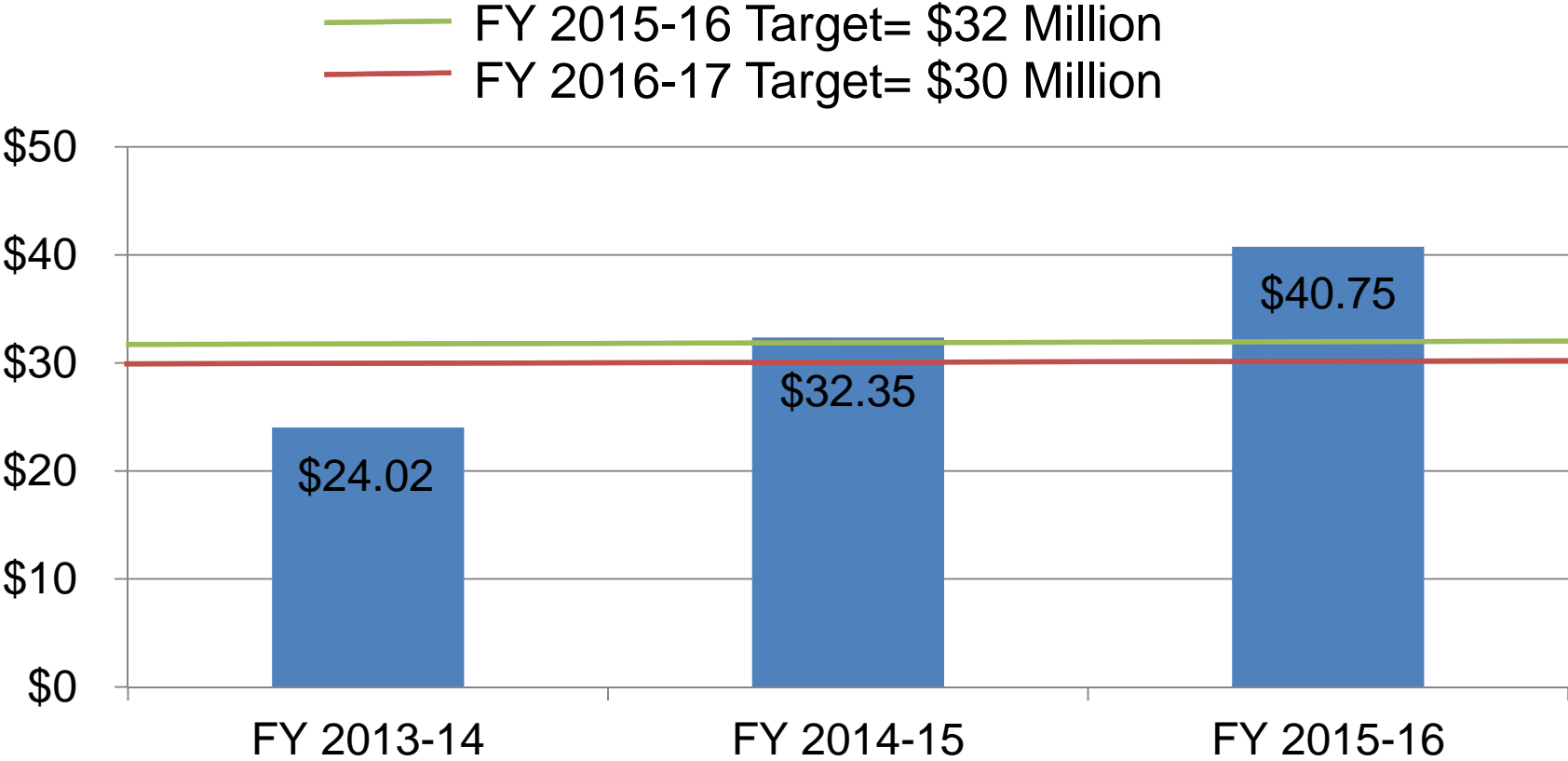


Department Mission Statement

The San Mateo County Treasurer-Tax Collector is dedicated to courteously 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.

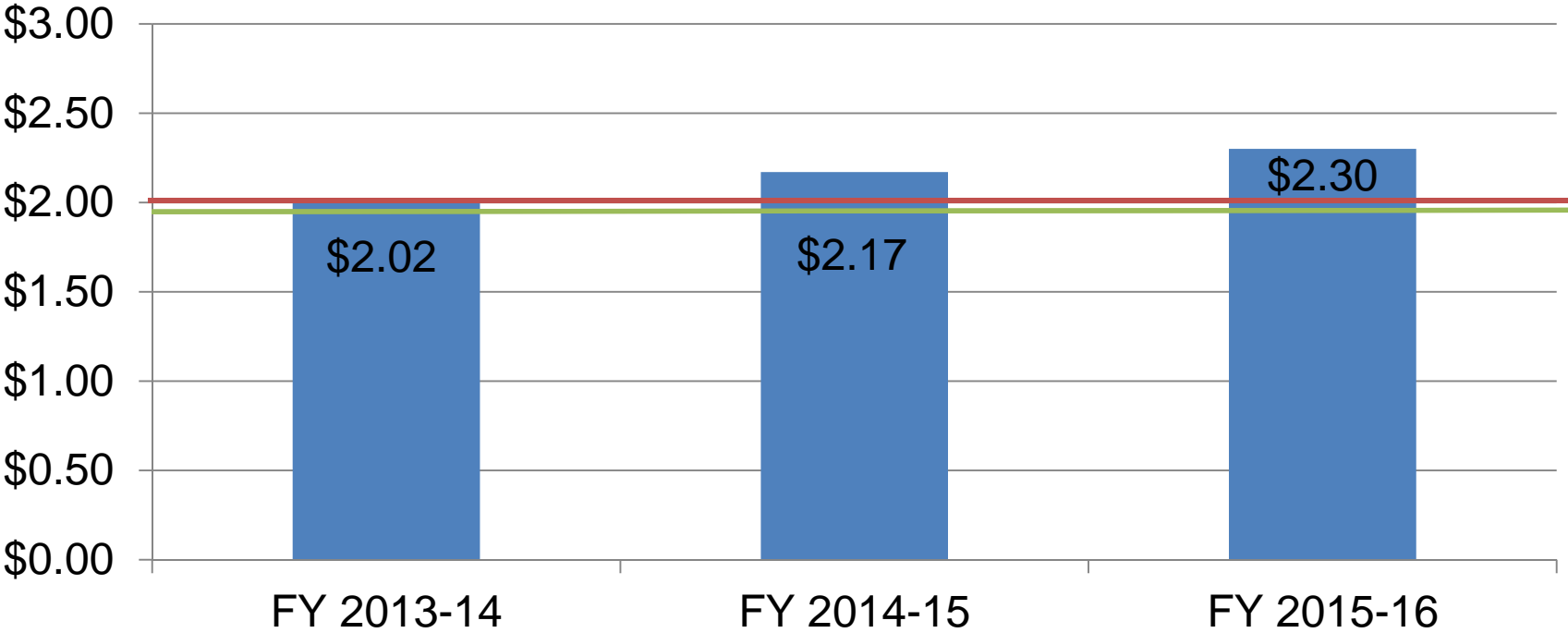


County Pool Dollar Earnings (in Millions)

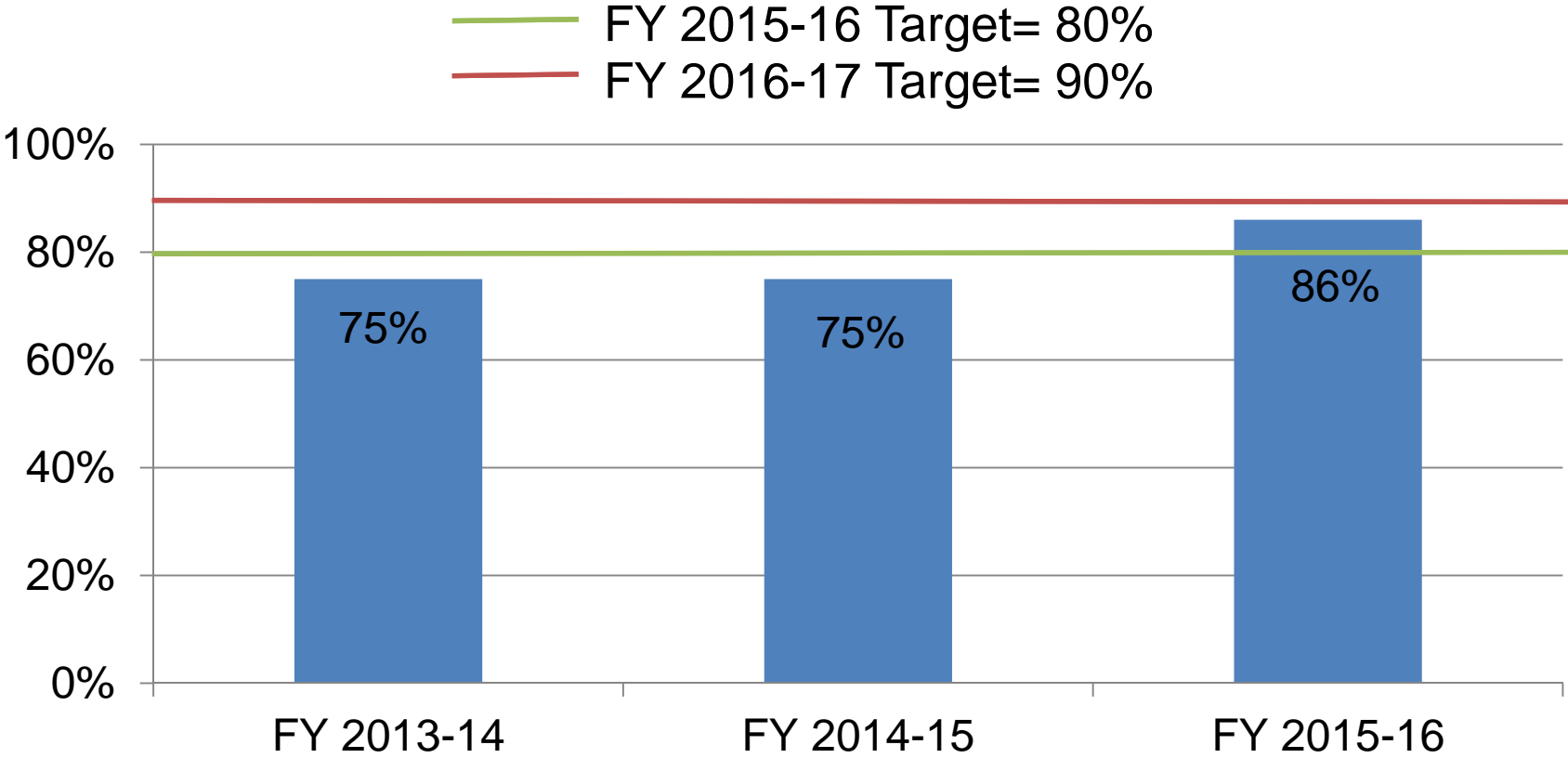


Dollars Collected for All Tax Rolls (in Billions)

— FY 2015-16 Target= \$1.9 Billion
— FY 2016-17 Target= \$2 Billion

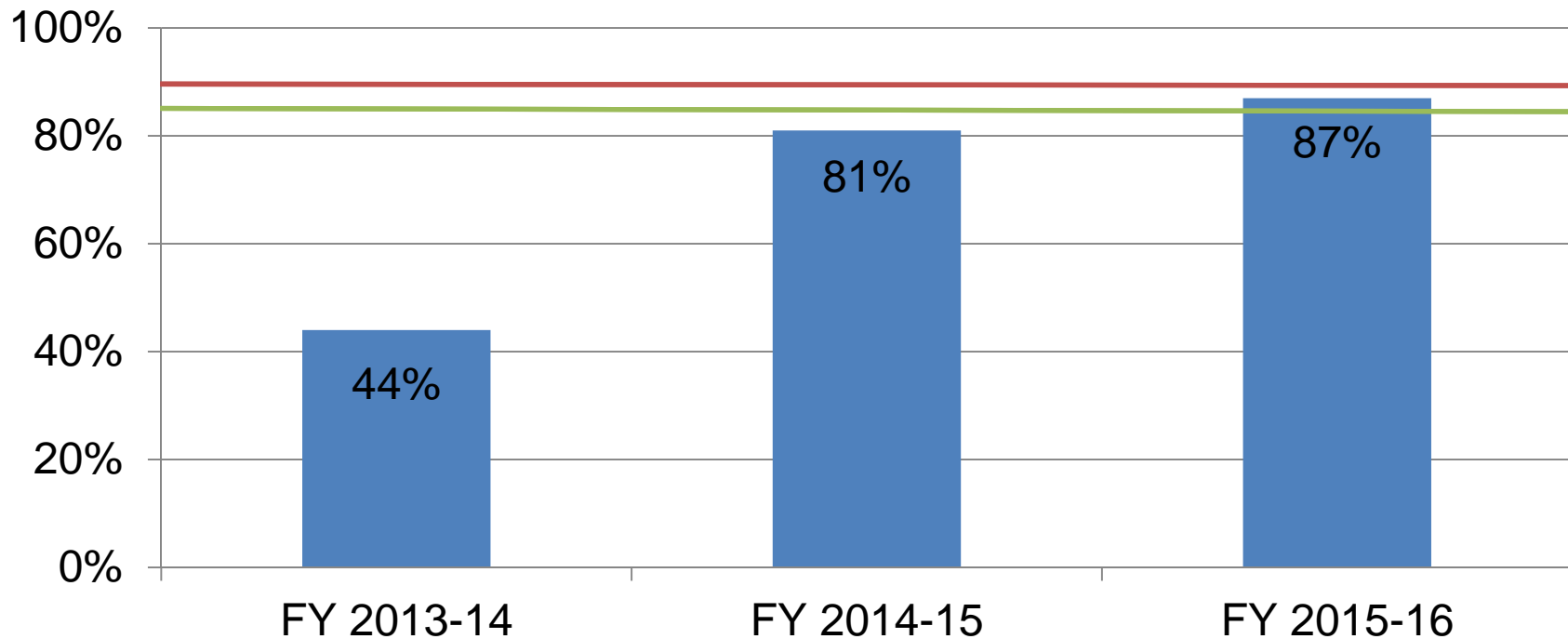


Percent of Performance Goals Met

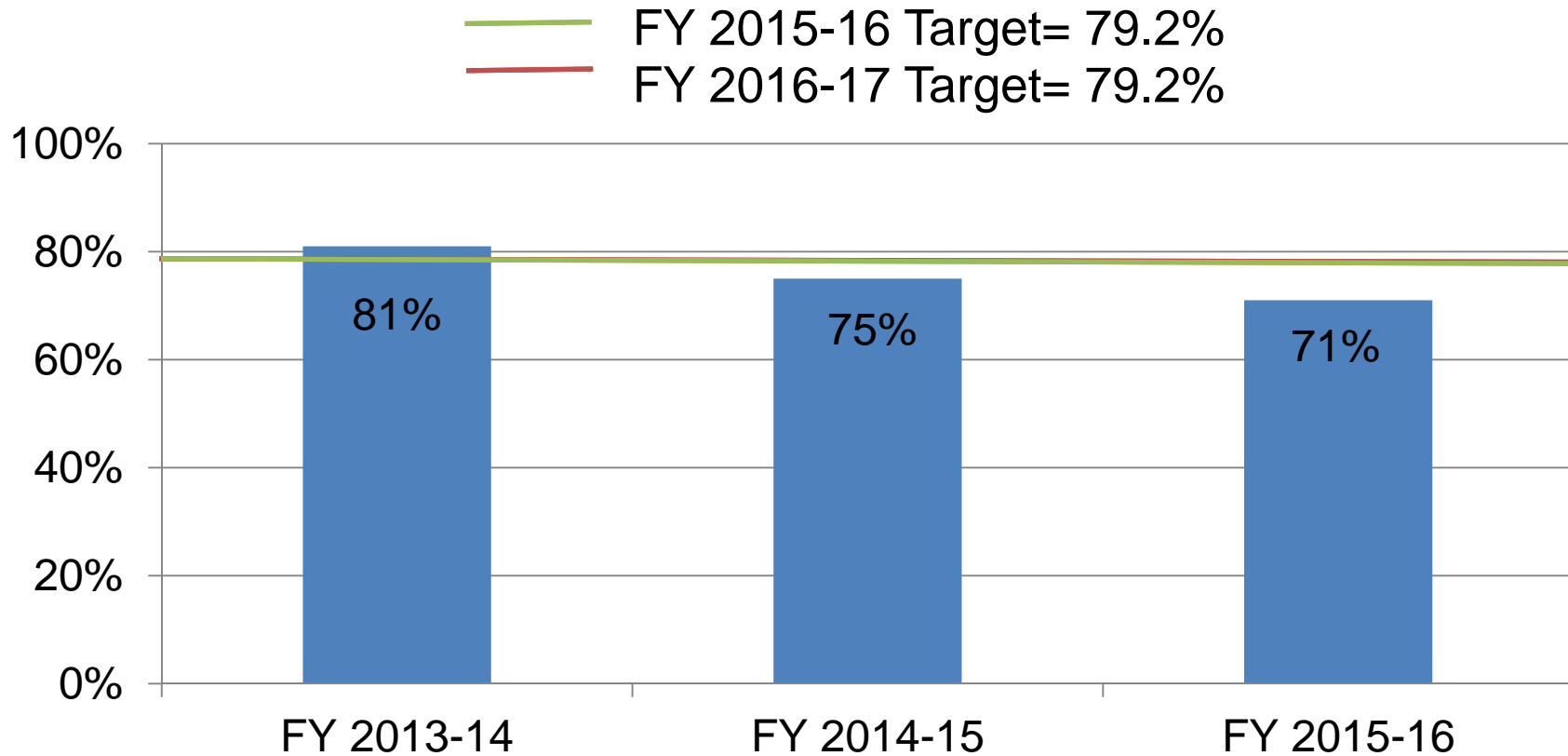


Percent of Employee Evaluations Completed Annually

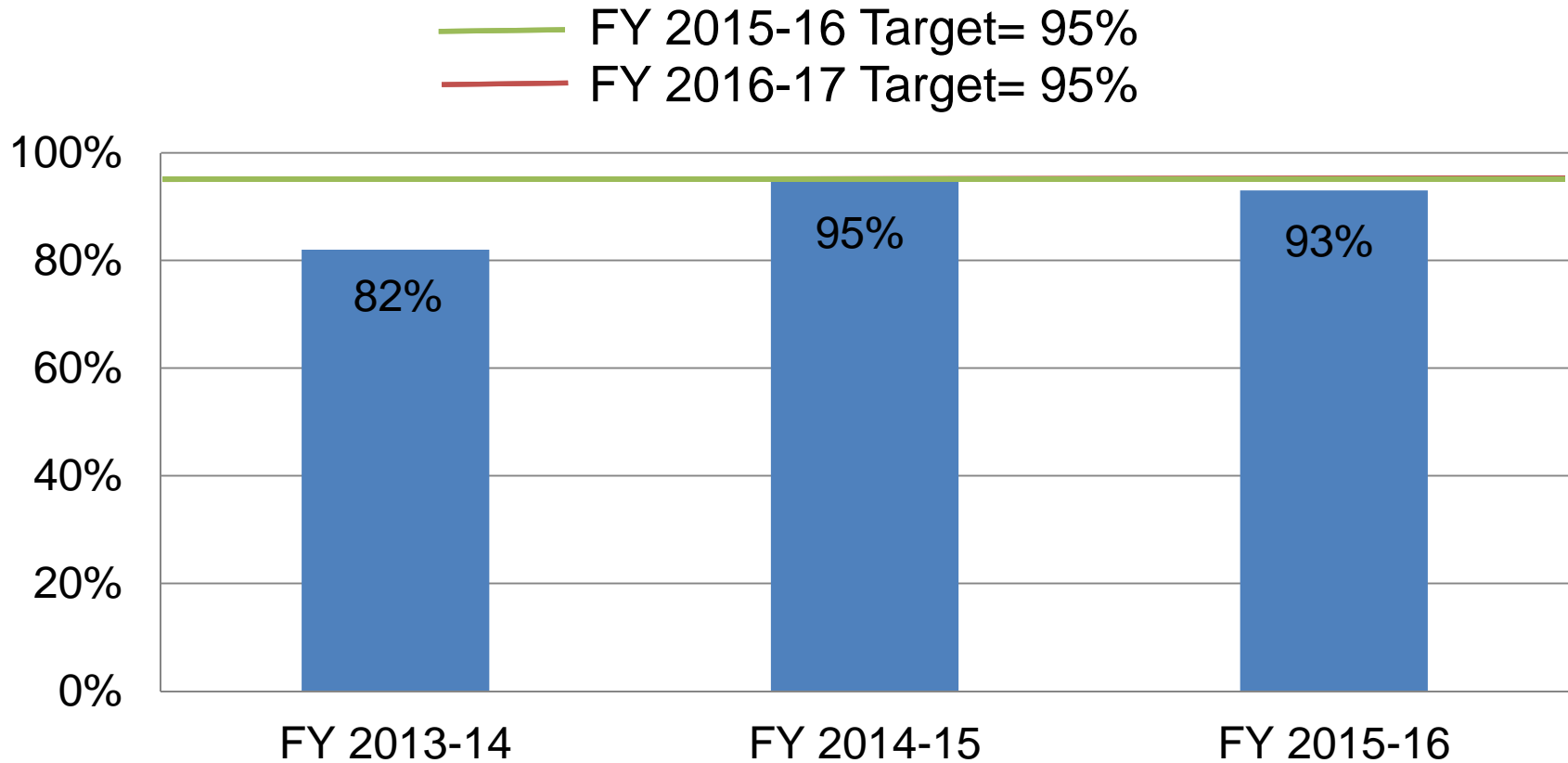
FY 2015-16 Target= 85%
FY 2016-17 Target= 89%



Percent of Employees Rating Experience Working for the County as Good or Better



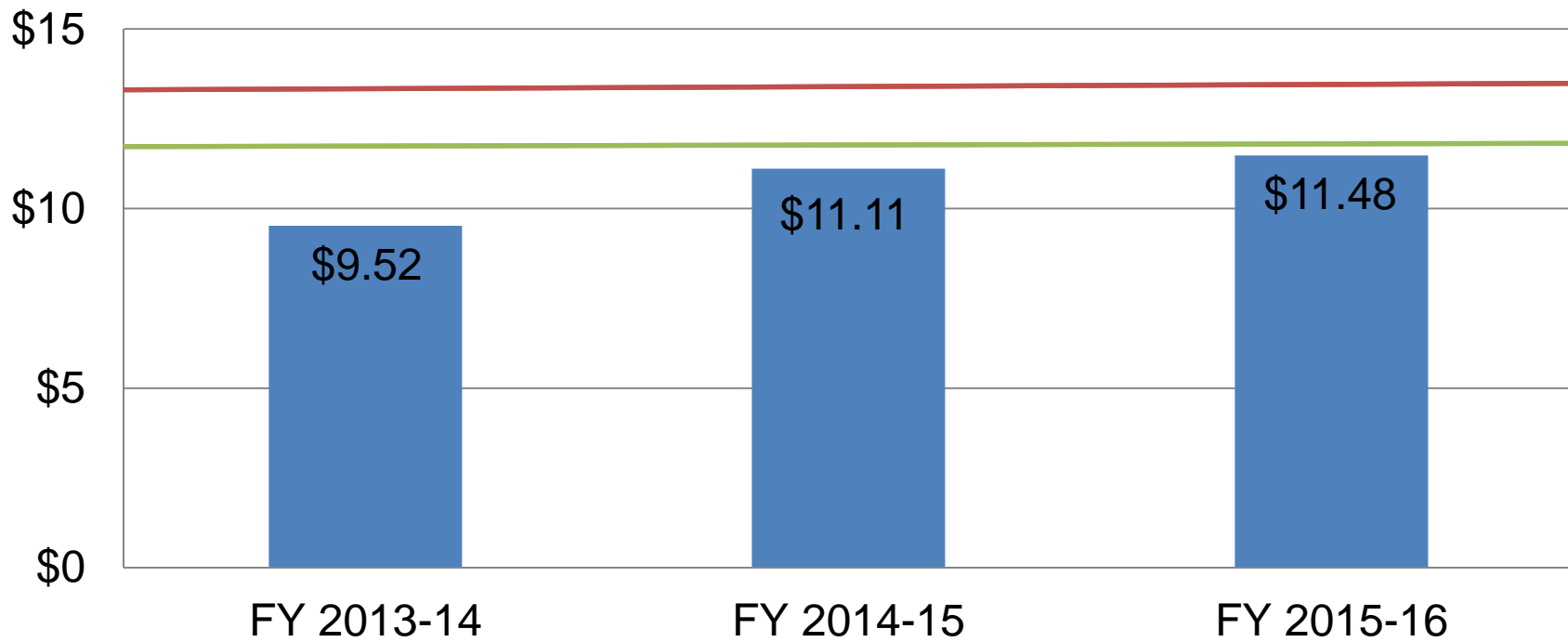
Percent of Customer Survey Respondents Rating Services Good or Better



Cost per Capita

Based on Countywide Population

— FY 2015-16 Target= \$11.74
— FY 2016-17 Target= \$13.00



FY 2015-17 Highlights

- In FY 2015-16, Dollars Collected for All Tax Rolls increased \$130 Million from the previous year, while maintaining the Secured Tax Collection rate at 99%.
- The County Investment Pool gross earnings rate for FY 2015-16 was 0.92%.
- As the provider of banking services for all County departments, the cashiering area processed approximately 86,875 deposits during FY 2015-16.
- The Investment Pool administrative fee was reduced from 11.5 basis points to 10.5 basis points, effective July 1, 2016.



FY 2015-17 Highlights

- Revenue Services collected \$1.8 Million over their target (i.e., \$16 Million) for FY 2015-16.
- Revenue Services exceeded their contracted collection goal of 60% on the Court Ordered Debt Comprehensive Collection Program.
- The first Treasurer-Tax Collector Retreat in June 2016 was a resounding hit.



FY 2017-19 Goals

- Implementation of a new and advanced property tax system.
- An imaging project to convert all paper records to imaged documents and populate historical information into the new system.
- Begin testing supplemental tax payment processing through the Union Bank Lockbox.
- Continue to monitor the department's budget and maximize resources to meet the operational needs of each division.



FY 2017-19 Goals

- Upgrade the Revenue Services E-document Management System and research moving to a more user friendly integrated document solution.
- Look for opportunities to improve processes, provide efficient services and maintain high performance levels.



FY 2017-19 Challenges

- The primary obstacle impacting collections in Revenue Services is the high cost of living in the Bay Area and stagnant wages.
- Continuing to conduct tax collection processes effectively on the current antiquated legacy system.
- Retention of Fiscal Office Specialists/Cashiers has been a challenge due to the amount of work, level of responsibility, and pay of the positions.





COUNTY OF **SAN MATEO**

