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# TREASURER-TAX COLLECTOR PERFORMANCE PRESENTATION

Sandie Arnott, Treasurer-Tax Collector

November 6th, 2018

COUNTY OF SAN MATEO



# Mission Statement



## Department Mission Statement

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

# Shared Vision 2025 Alignment



The Treasurer-Tax Collector's Office Shared Vision goals focus on a Collaborative Community by managing the financial assets of the County and providing services related to property tax billing and collection. Currently, our effort in the implementation of a new property tax system will create an effective, efficient and enhanced collection and payment process for the taxpayers of San Mateo County.

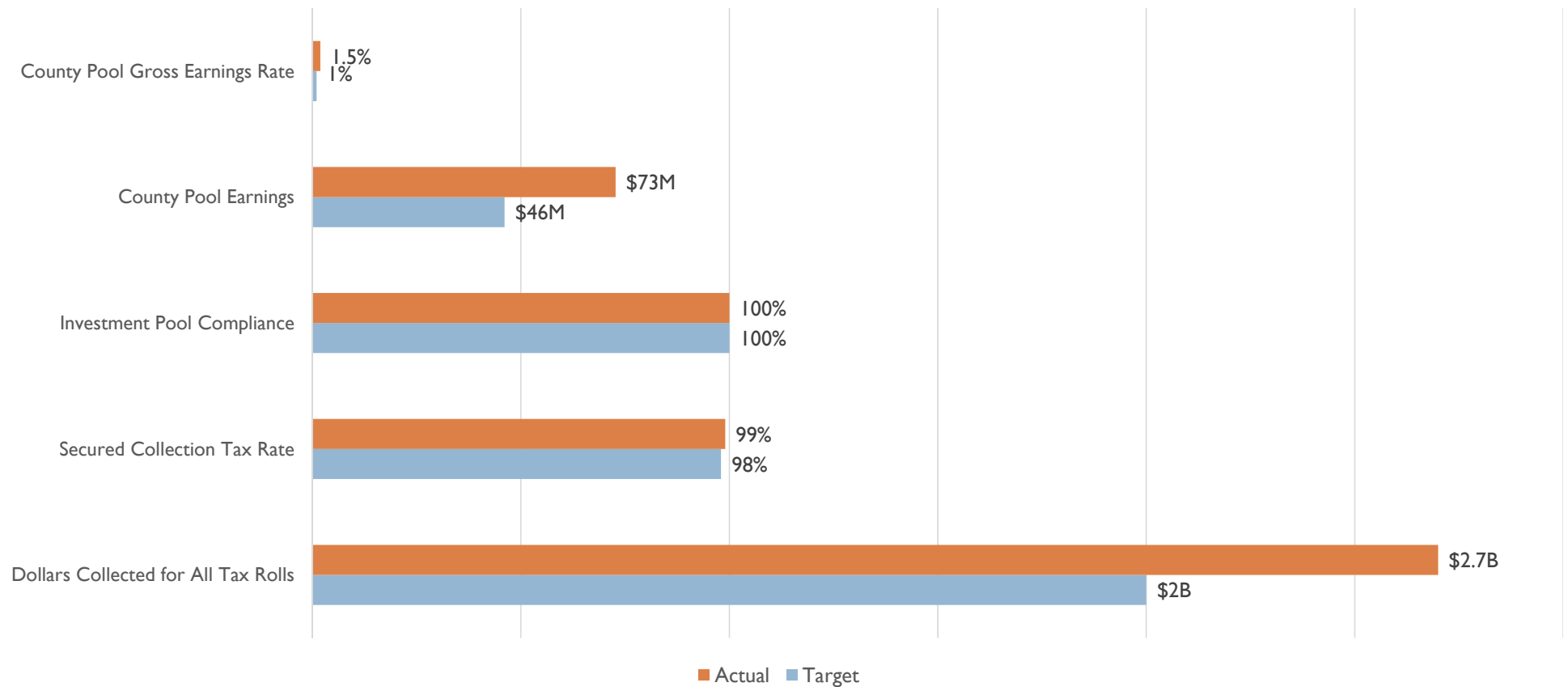
**Collaborative Community: Open, Responsive and Effective Government**



# Department Summary



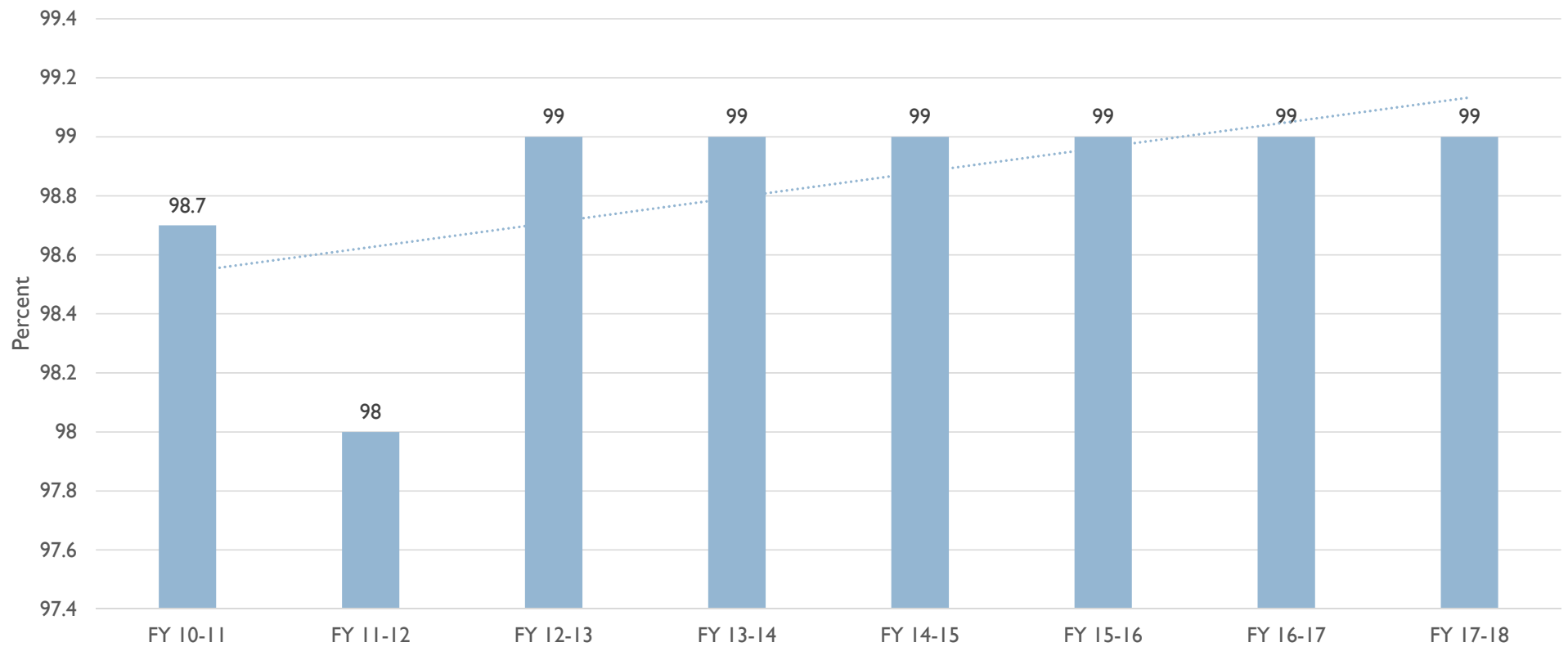
Overall Performance Met 83% for All Key Measures



# FY 2017-18 Highlights



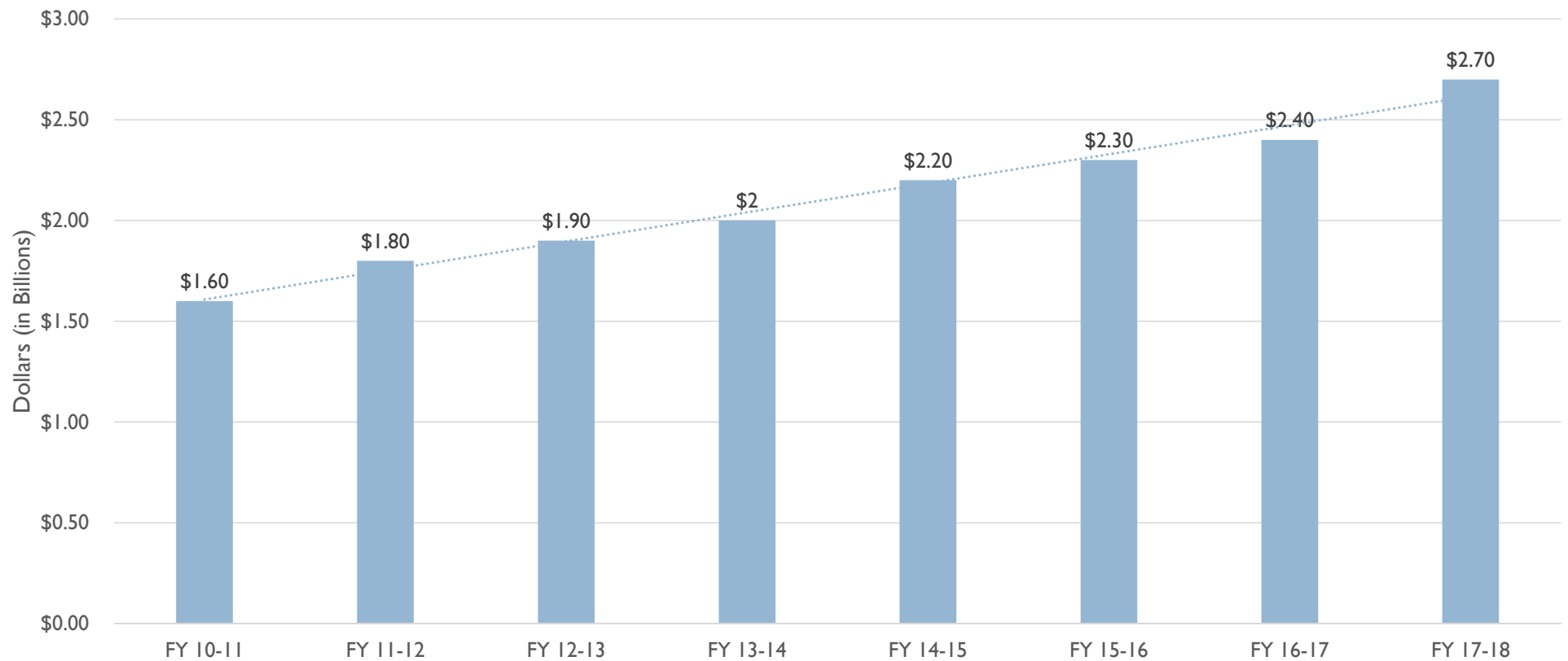
Secured Property Tax Collection Rate



# FY 2017-18 Highlights



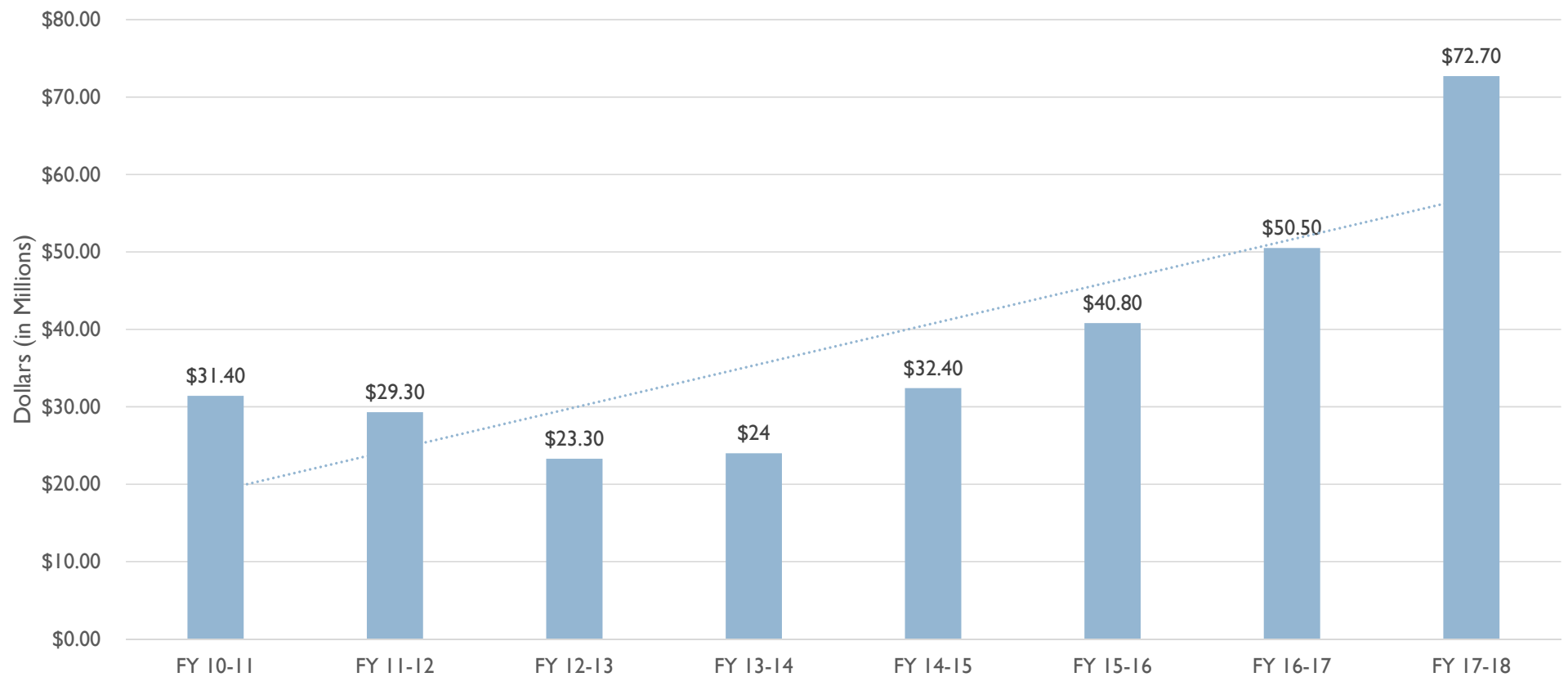
Dollars Collected for All Tax Rolls



# FY 2017-18 Highlights



County Pool Dollar Earnings



## FY 2018-19 Challenges



- Implementation of the new tax system on time and on budget
- Time required to complete the security cameras upgrade and document imaging project within budget
- Cost per tax bill continues to appear high during the property tax system implementation



# FY 2018-19 Goals



- Replace existing property tax system
- Redesign department website
- Upgrade security cameras with high-quality video resolution
- Centralize cashiering
- Update workplace safety program with the assistance of Redwood City PD and County Sheriff
- Convert all paper records to imaged documents
- Conduct mock Continuity of Operation Plan (COOP)