

# Treasurer-Tax Collector

FY 2019-21 Recommended Budget

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# Mission

*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.*

# FY 2017-19 Accomplishments

- Replaced existing property tax system
- Redesigned department website
- Dollars collected for all tax rolls increased in a total of \$302 million in FY 17-18 and FY 18-19
- Reduced pool administration fee to 9.5 bp in FY 17-18
- Established Continuity of Operation Plan
- Implemented e-billing process for property tax

# FY 2019-20 Budget Overview

	FY 2018-19 Revised	FY 2019-20 Recommended	Amount Change	Percent Change
Total Sources	14,868,450	12,938,450	(1,930,000)	(13%)
Total Requirements	16,890,725	15,197,286	(1,693,438)	(11%)
Net County Cost	2,022,275	2,258,836	236,562	11%
Total Positions	34.00	34.00	0	0

# FY 2020-21 Budget Overview

	FY 2019-20 Recommended	FY 2020-21 Preliminary Recommended	Amount Change	Percent Change
Total Sources	12,938,450	9,994,453	(2,943,997)	(23%)
Total Requirements	15,197,286	12,529,384	(2,667,903)	(17%)
Net County Cost	2,258,836	2,534,931	276,094	12%
Total Positions	34.00	34.00	0	0%

# Significant Budget Changes

- Completion of New Property Tax System Go-Live date July 1, 2019.
- Final Funding source for the new tax system \$3.5 million which was previously set aside in the Department's Property Tax Replacement Trust.

# FY 2019-21 Challenges

- Any items identified within the new tax system requiring remediation will be recommended changes to the business process, additional modifications to application configurations, data conversion issues, or training requirements.

# FY 2019-21 Priorities and Innovations

- Centralize cash management services
- Provide tablet-based kiosks for property tax payment
- Install smart queue management system to improve customer experience
- Implement workplace safety program
- Convert all paper records to imaged documents



# Questions?

