

	FY 16 Actual	FY 17 Actual	FY 18 Actual	FY 19 Target	FY 19 Actual
Legal					
Legal matters opened	550	125	349	300	43
Public Records Act requests	200	170	227	150	159
Information Technology					
Number of web-enabled transactions completed online using SFGOV online service portal	125,000	228,014	231,480	200,00	292,809
Business Tax/License					
Number of taxpayer audits completed	407	586	512	625	893
Number of businesses registered	115,229	132,432	131,605	120,000	121,729
Business Registration Fee collections, in millions	\$34.3	\$47.3	\$44.3	\$45	\$47.5
Third Party (Transient Occupancy, Parking, Utility Users, Access Line) Tax Collections, in millions	\$614	\$667	\$606	\$608	\$617
Number of Regulatory Licenses issued or renewed	16,516	16,723	16,438	18,000	21,539
Bureau of Delinquent Revenue					
Amount of total revenue collected on all delinquent debts, in millions	\$36	\$113	\$136	\$110	\$111
Amount of total revenue collected on non-business tax debts, in millions	\$28.6	\$35.5	\$40.9	\$50	\$26
Amount of total revenue collected on business tax debts, in millions	\$7.0	\$78	\$95	\$60	\$85
Amount of total revenue collected from summary judgments, in millions	\$0.38	\$2.07	\$1.74	\$1.8	\$2.5
Investment					
Percent of portfolio in the top credit rating by market value	74%	75%	97.6%	80%	99.1%
Property Tax					
Percentage of delinquency rate of secured property taxes	1%	1%	1%	1%	1%
Number of property tax refunds processed	12,356	6,734	9,707	9,500	11,247
Taxpayer Assistance					
Average number of days to close 311 service tickets	2.3	2.45	2.23	3.75	2.66
Number of 311 service tickets received	23,696	24,516	21,579	23,000	22,959
Treasury					
Total number of bank accounts managed	324	334	315	324	266
Total number of outgoing wires processed	494	541	541	384	575
Total number of returned items processed	2,604	2,392	3,477	2,400	4,234