



Office of the Treasurer & Tax Collector

Budget Presentation

February 6, 2020



Mission

- Facilitate voluntary compliance with the tax laws
- Provide efficient customer service
- Collect all taxes and fees
- Conserve city funds, prudently investing to achieve maximum yield, low risk, high liquidity

Objectives

- Fiscal Stewardship – Safe, sound investments that support the goals of CCSF
- Financial Equity – Remove barriers and develop safe financial products for residents and businesses
- Customer Service – Consistent, agile and responsive
- Innovation – Execute continuous improvement and be customer and staff-centric
- Operational Excellence – Optimize business effectiveness
- Rigorous Compliance – Digital, intelligent and rapid



By the Numbers



102,000 Registered
Businesses



83,000 Customers
Served Annually



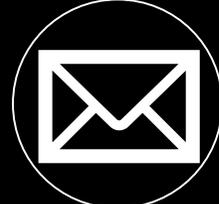
181 Tax Types Collected
(including licenses)



1.7 million Transactions



\$5.4 Billion in Tax
Revenue Collected



1.2 million Taxpayer
Contacts



\$12 Billion of Funds
Invested



99% Online Filings



Outcomes & Performance Measures

- Implemented Early Care and Education Commercial Rents Tax, Homelessness Gross Receipts Tax, and Traffic Congestion Mitigation Tax
- Improved customer service and taxpayer compliance with new website, instructional videos, and renewed focus on taxpayer experience
- Led efforts to centralize electronic payments and issued citywide policy to ensure that all departments meet credit card industry standards
- Continued investment in business process redesign to improve taxpayer and staff experiences
- Released groundbreaking reports on Municipal Bank Feasibility, Student Loan Debt, Criminal Justice Fines and Fees, and Child Support Debt
- In-sourced lock-box services from outside vendors to city staff



Priorities for the Future

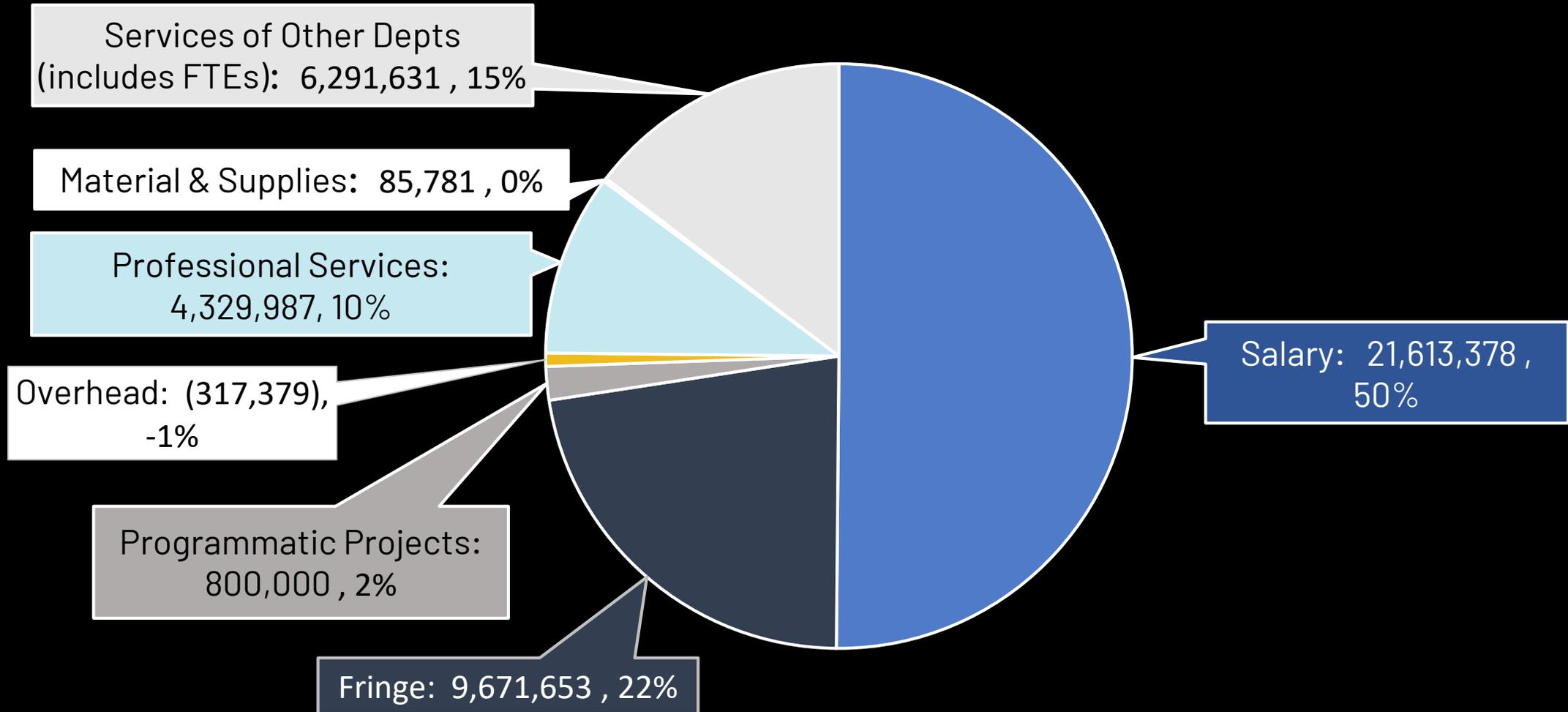
- Complete Property Tax Replacement Project
- Begin Cannabis Tax implementation and collection
- Provide expertise on tax related matters to Business Tax Reform efforts and other proposed tax initiatives
- Swiftly and efficiently implement new tax measures as mandated by San Francisco voters
- Use our core competency to support citywide efforts, such as cashiering at the new Permit Center, increasing compliance with credit card industry standards, and improving banking practices
- Expand Smart Money Coaching and consumer protection to more in our community, including our small businesses
- Increase number of families saving to their Kindergarten to College accounts

Six Year Comparison

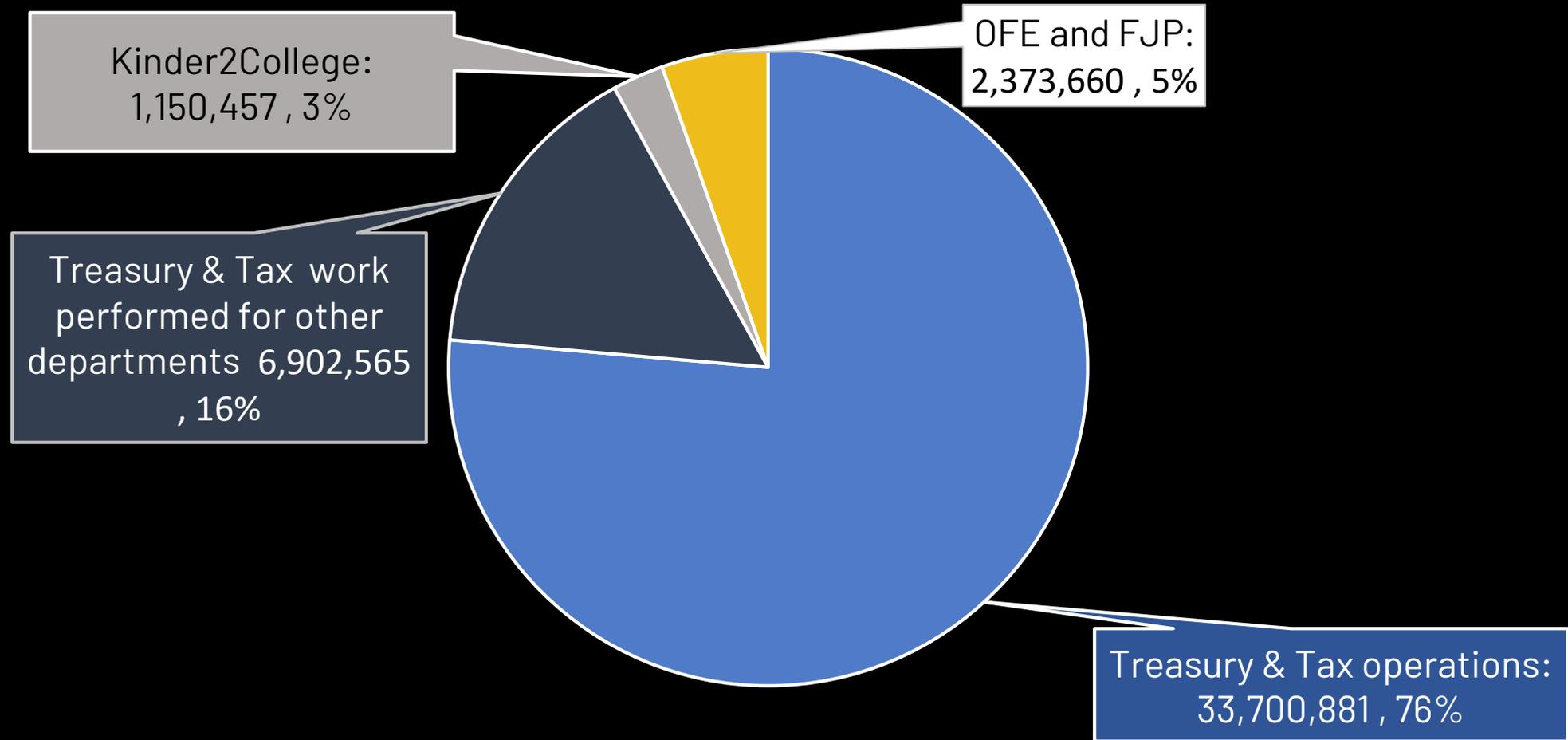


	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20	<i>FY20-21 Initial</i>
Tax Revenue Collected	\$4.0B	\$4.4B	\$4.9B	\$5.2B	\$5.4B	<i>\$5.4B</i>
TTX Budget	\$39.24M	\$42.21M	\$41.10M	\$39.41M	\$41.95M	<i>\$42.47M</i>
General Fund Support	\$23.22M	\$24.78M	\$24.06M	\$23.97M	\$25.06M	<i>\$25.33M</i>
Budgeted FTE	219	219	207	207	209	<i>209</i>

Expenditures for FY 20-21 - \$42M



Expenditures by Category





COMMENTS

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