

	FY 13 Actual	FY 14 Actual	FY 15 Actual	FY16 Target	FY16 Actual
Legal					
Legal matters opened	-	-	520	550	533
Public Records Act requests	-	-	237	200	184
Information Technology					
Number of web-enabled transactions completed online using SFGOV online service portal	96,862	114,773	127,836	100,000	170,693
Business Tax/License					
Number of taxpayer audits completed	585	431	287	350	407
Number of businesses registered	95,561	98,690	103,323	105,000	115,229
Business Registration Fee collections, in millions	\$10	\$42	\$31	\$33	\$34.8
Third Party (Transient Occupancy, Parking, Utility Users, Access Line) Tax Collections, in millions	\$510	\$539	\$580	\$550	\$614
Number of Regulatory Licenses issued or renewed	15,538	15,555	17,917	18,000	16,516
Bureau of Delinquent Revenue					
Amount of total revenue collected on all delinquent debts, in millions	\$125	\$78	\$48	\$90	\$36
Amount of total revenue collected on non-business tax debts, in millions	\$55	\$41	\$39	\$40	\$28.6
Amount of total revenue collected on business tax debts, in millions	\$70	\$37	\$9.2	\$50	\$7
Amount of total revenue collected from summary judgments, in millions	\$2	\$1.8	\$1.2	\$1.6	\$0.38
Investment					
Percent of portfolio in the top credit rating by market value	-	-	-	-	74%
Property Tax					
Percentage of delinquency rate of secured property taxes	1%	2%	1%	1%	1%
Number of property tax refunds processed	8,374	9,140	8,109	8,000	12,356
Taxpayer Assistance					
Average number of days to close 311 service tickets	-	4.35	4.5	4.5	2.2
Number of 311 service tickets received	-	24,732	21,736	18,000	23,696
Treasury					
Total number of bank accounts managed	-	-	-	324	324
Total number of outgoing wires processed	-	381	384	-	494
Total number of returned items processed	-	3,208	2,305	-	2,604