



Office of the Treasurer & Tax Collector

Budget Presentation

February 5, 2021



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

COVID-19 Response



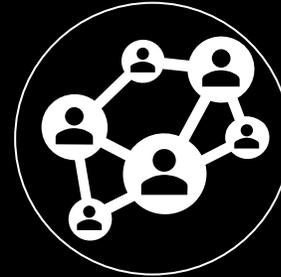
Deferred Taxes & Fees



Financial Resources for
Businesses & Workers



Treasurer Co-Chaired
Economic Recovery Task
Force



Seamlessly Continued
Office Operations



Stepping Up as Disaster
Service Workers



Continued Timely
Taxpayer Assistance



Outcomes & Performance Measures

- Implemented Property Tax Replacement Project
- Improved customer service and taxpayer compliance with increased communications, instructional videos, and renewed focus on taxpayer experience
- Quickly shifted to socially distant and contactless taxpayer payment and assistance strategies
- Continued investment in business process redesign to improve taxpayer and staff experiences
- Released groundbreaking reports on the impacts of COVID-19 on the City's low-income residents



Priorities for the Future

- Implement voter-initiated tax measures such as Prop F, and tax & fee deferral efforts due to COVID-19 as directed by the Board and Mayor
- Provide high quality customer service using new modes of engagement that are direct, real time and contactless
- Extend contactless payments citywide while reducing costs and risks 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

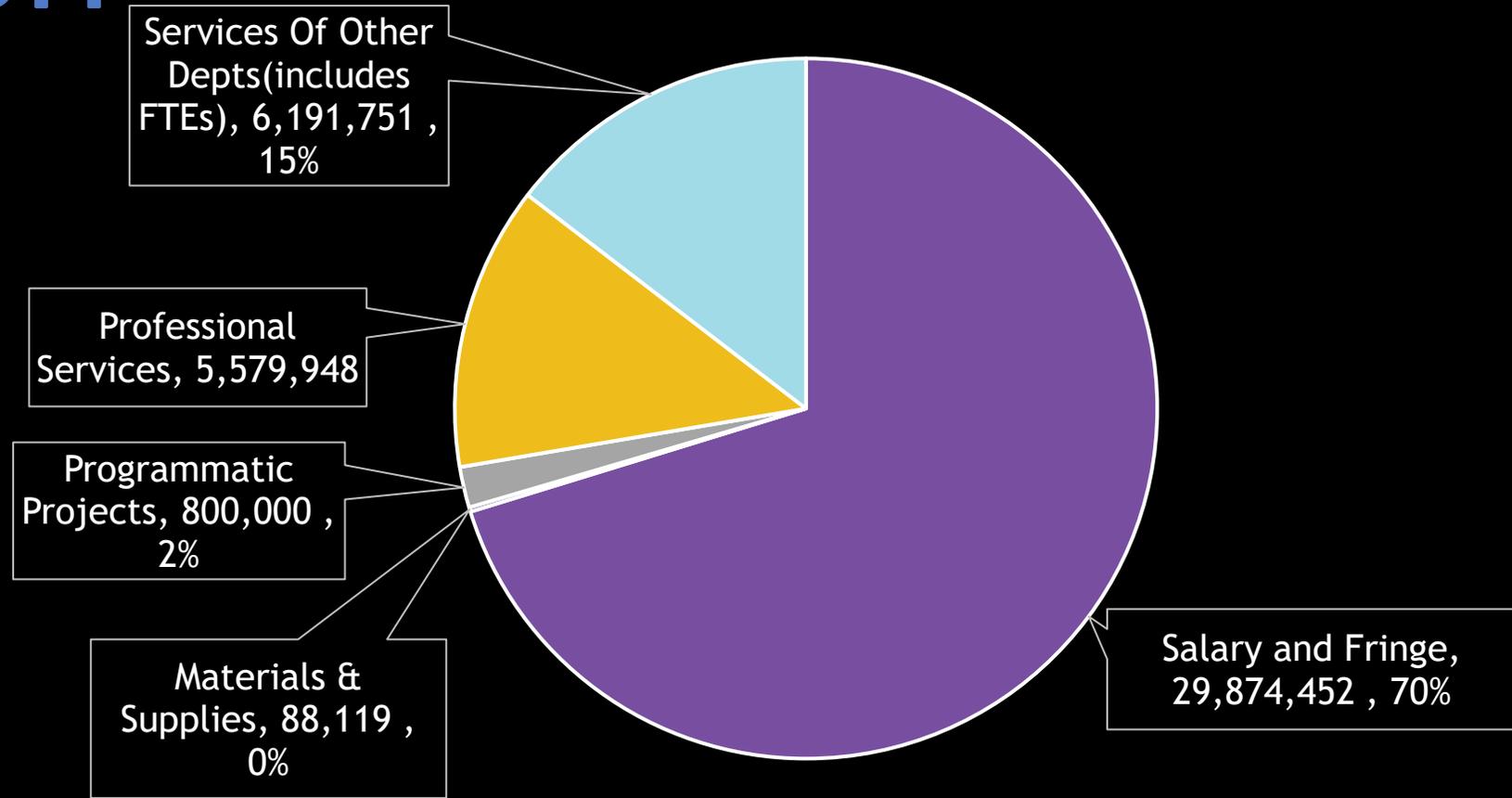
Three Year Comparison



	FY19-20	<i>FY20-21</i>	<i>FY21-22</i>
TTX Budget	\$41.67M	<i>\$42.67M</i>	<i>\$42.53M</i>
General Fund Support	\$24.78M	<i>\$24.72M</i>	<i>\$24.75M</i>
Budgeted FTE	209	<i>206</i>	<i>202</i>

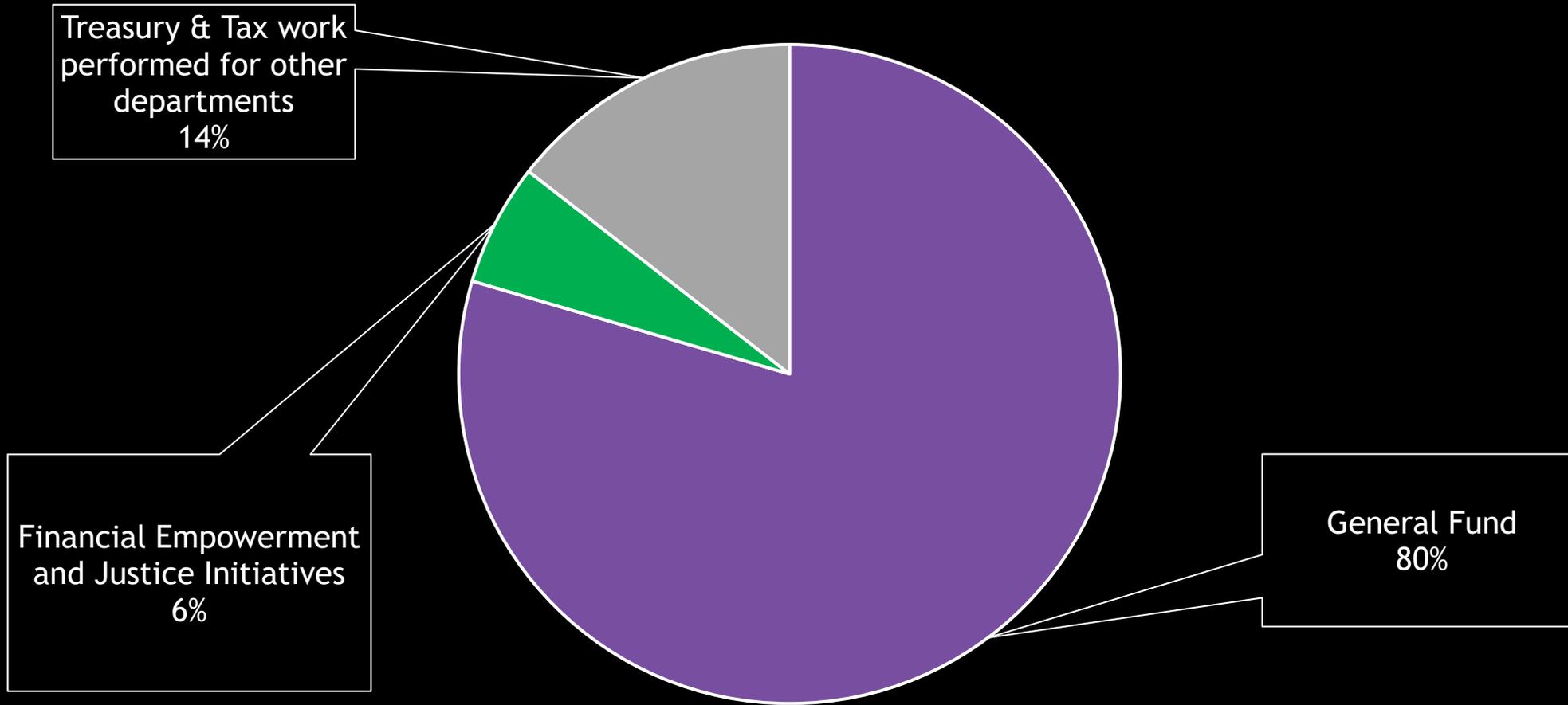


Expenditures for FY 21-22 - \$42.5M





Expenditures by Category





Advancing Racial Equity & Addressing Disparities

Recently released our [Racial Equity Action Plan](#) outlining Phase One of a two-phase plan. Phase One includes:

- Assessing via staff survey current conditions in six key internal focus areas for all employees, especially for Black, Indigenous, and People of Color;
- Identifying necessary staffing and resources;
- Holding ourselves accountable by setting timely, measurable goals and commitments; and
- Intentionally addressing interpersonal and institutional racism.

Phase Two will ensure that our office's procurement, contracting/grants, and delivery of services and programs to San Franciscans are implemented in a way that advance racial equity.



COMMENTS

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