



Office of the Treasurer & Tax Collector

Budget Presentation

February 11, 2022



Mission

The Office of the San Francisco Treasurer & Tax Collector serves as the banker, tax collector, collection agent, and investment officer for the City and County of San Francisco. Our mission is to collect and safeguard the City's money and use our expertise to assist low-income San Francisco families build economic security and mobility.

Vision

We are committed to providing excellent services for taxpayers, customers, and our community. By promoting diversity, equity, and inclusion, we are a stronger, smarter, and more informed government agency.



Objectives

Fiscal Stewardship – Safe, sound investments that support the goals of the City & County of San Francisco

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

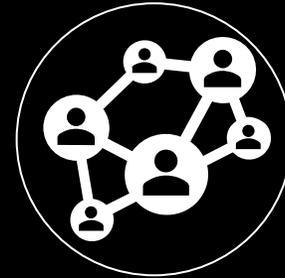
Operational Excellence – Optimize business effectiveness

Rigorous Compliance – Digital, intelligent and rapid

COVID-19 Response



Implemented Tax & Fee
Deferrals



Seamlessly Continued
Office Operations



Supported Small
Business Recovery



Continued Timely
Taxpayer Assistance



Connected Workers &
Residents to Financial
Resources

Outcomes & Performance Measures



- Implemented Prop F, the voter-approved business tax overhaul
- Led implementation of First Year Free and other efforts to support and revive San Francisco small businesses as they recover from the pandemic
- Safely reopened City Hall offices to the public while implementing contactless taxpayer payment and assistance strategies
- Improved customer service and taxpayer compliance with increased communications, instructional videos, and renewed focus on taxpayer experience
- Convened the Guaranteed Income Advisory Group to develop a robust playbook for future work



Priorities for the Future

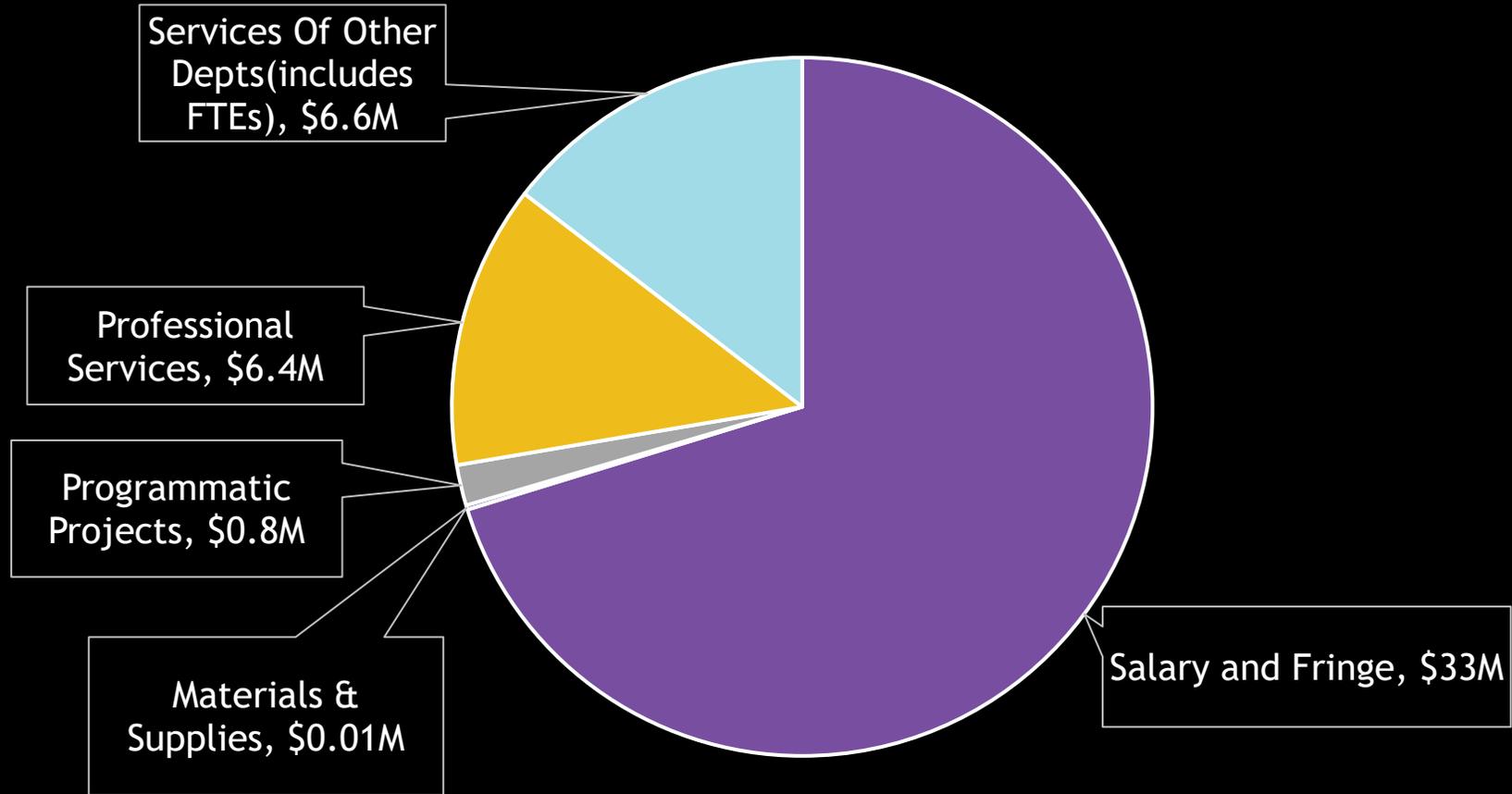
- Implement voter-initiated tax measures such the commercial Vacancy Tax and Overpaid Executive Tax
- Provide high quality customer service using new modes of engagement that are direct, real time and contactless
- Extend contactless payments citywide while reducing costs and risks and improving banking practices
- Expand Smart Money Coaching and consumer protection to more in our community, including at-risk youth and our small businesses
- Increase number of families saving to their Kindergarten to College accounts

Three Year Comparison



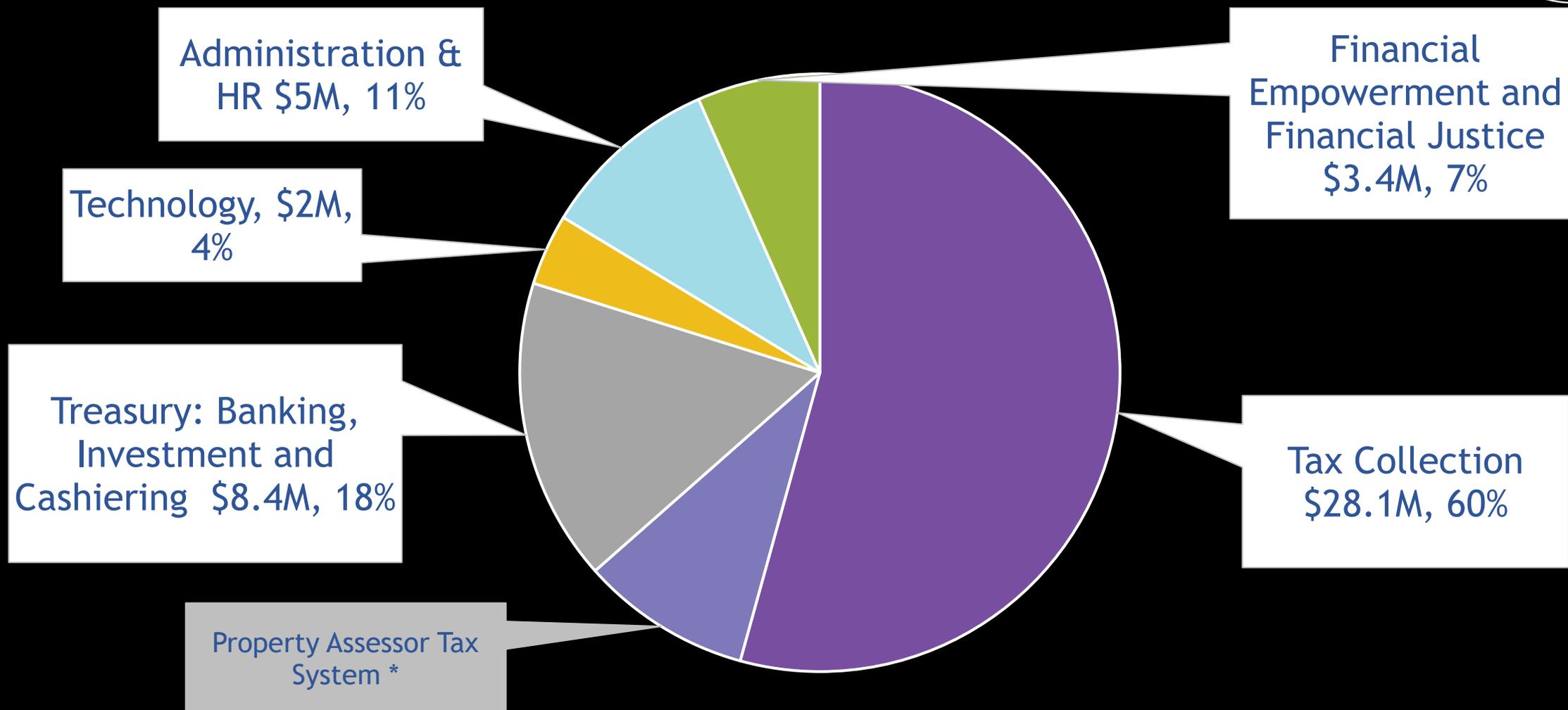
	FY20-21	FY21-22	FY22-23 (Proposed)
TTX Budget	\$42.67M	\$44.96M	\$47.01M
General Fund Support	\$23.28M	\$25.93M	\$25.97M
Budgeted FTE	206	203	209

Expenditures in FY 22-23 - \$47M





FY 2022-23 Budget- \$47M

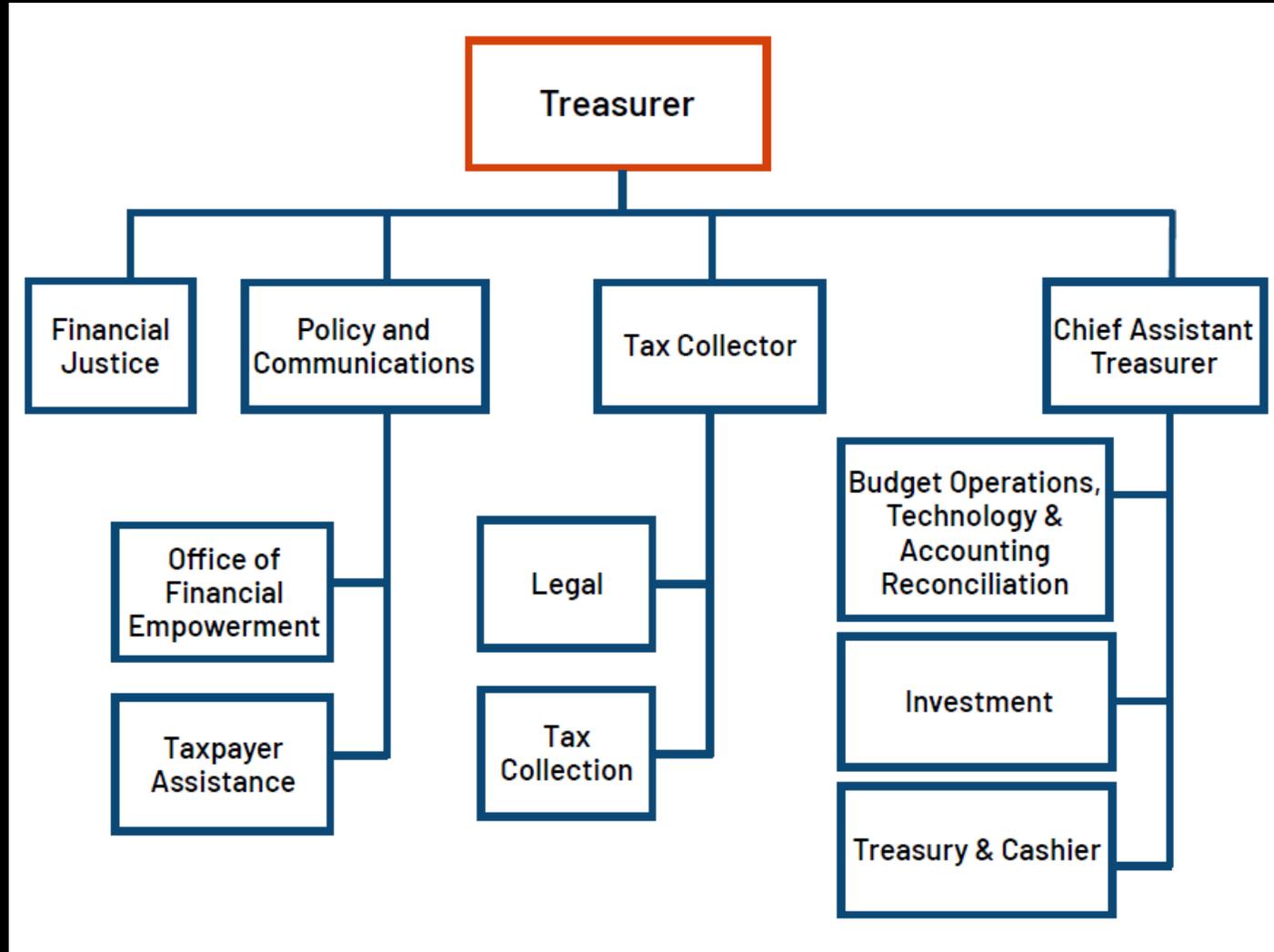




Top Expenditures

- Interdepartmental Services Requesting:
 - 311 Customer Service
 - Leases
 - Repro Mail
 - City Attorney
- Contracts Paid
 - Grant Street Group for Property Tax System
 - Xtech for Business Tax System
 - Wausau Financial System for Cashiering Payments and Mail Processing
 - Collection Solutions Software for Delinquent Revenue System

Organization Chart





Advancing Racial Equity & Addressing Disparities

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

- Hired consultant to work with the department on Restorative Justice;
- Reviewing join classifications with CON and ASR that are not diverse nor representative;
- Training and coaching on issues of race and work environments;
- 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

Public Comments Today:

Please limit your comments to two minutes

Written Comments:

Provide written comments at www.sftreasurer.org/budget