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 as 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

<table>
<thead>
<tr>
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<th>FY20-21</th>
<th>FY21-22</th>
<th>FY22-23 (Proposed)</th>
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</thead>
<tbody>
<tr>
<td>TTX Budget</td>
<td>$42.67M</td>
<td>$44.96M</td>
<td>$47.01M</td>
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<td>General Fund Support</td>
<td>$23.28M</td>
<td>$25.93M</td>
<td>$25.97M</td>
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<tr>
<td>Budgeted FTE</td>
<td>206</td>
<td>203</td>
<td>209</td>
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</tbody>
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Expenditures in FY 22-23 - $47M

- Salary and Fringe: $33M
- Materials & Supplies: $0.01M
- Programmatic Projects: $0.8M
- Professional Services: $6.4M
- Services Of Other Depts (includes FTEs): $6.6M
FY 2022-23 Budget - $47M

- Tax Collection $28.1M, 60%
- Treasury: Banking, Investment and Cashiering $8.4M, 18%
- Technology, $2M, 4%
- Administration & HR $5M, 11%
- Financial Empowerment and Financial Justice $3.4M, 7%
- Property Assessor Tax System *
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
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

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