



Office of the Treasurer & Tax Collector

Budget Presentation

February 10, 2023



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



By the Numbers



95,870 Registered
Businesses



\$3 Billion Online Payments



\$6.3 Billion Revenue
Collected to date



14.7 Million
Online Transactions



\$14 Billion Funds Invested



754,00 Online
Interactions with 99%
of tax filings online



1,136,000 Individual
Communications delivered



311 calls/tickets = 77,000
engagements

Outcomes & Performance Measures



- Implemented the Overpaid Executive Tax and Commercial Vacancy Tax, new voter-approved business taxes
- Led expansion and implementation of First Year Free to support San Francisco small businesses as they recover from the pandemic
- Kindergarten to College celebrated over a decade since the program's founding & prepared to distribute funds to the first group of graduating students
- Led the transition of the City to a new banking partner to better serve residents and businesses
- Convened the Guaranteed Income Advisory Group and developed recommendations a robust playbook for future work



Priorities for the Future

- Implement the Empty Homes Tax
- Distribute funds to the first graduating class with Kindergarten to College Accounts
- Complete implementation of new citywide banking contracts
- Continue to implement our Racial Equity Action plan
- Expand Smart Money Coaching and consumer protection to more in our community, including students and the unhoused



Meeting the Target

- Overall Increase in Department Revenue based of prior year actuals
- Deletion of vacant positions
- Cost sharing of expenses related to tax implementation and collection
- Request for Committee on Information Technology (COIT) funds to support Empty Homes Tax implementation
- New Revenue to General Fund from State legislation and special projects

Three Year Comparison



	FY21-22	FY22-23	FY23-24 (Proposed)
TTX Budget	<i>\$44.96M</i>	<i>\$47.01M</i>	<i>\$47.49M</i>
General Fund Support	<i>\$25.93M</i>	<i>\$25.97M</i>	<i>\$25.08M</i>
Budgeted FTE	<i>203</i>	<i>209</i>	<i>204</i>



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

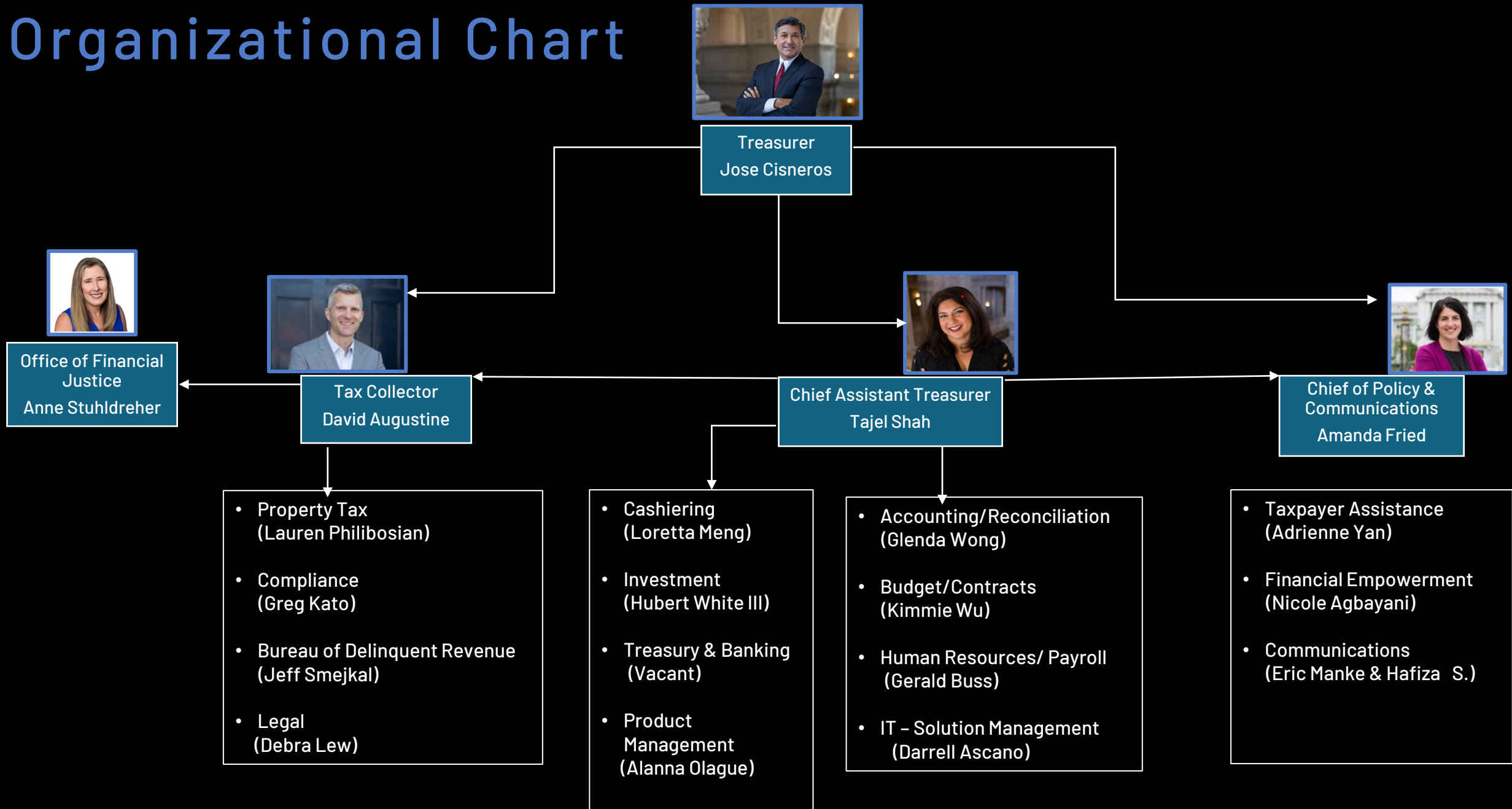


Implementing our [Racial Equity Action Plan](#) with a focus on Phase One of a two-phase plan. Phase One included:

- Assembled a Racial Equity Committee from different work levels, functions and sections.
- Hired consultant to work with the department on implementation of the Action Plan and lead trainings on subjects such as implicit and explicit bias;
- Reviewing joint classifications with other departments that are not diverse nor representative;
- 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.

Organizational Chart





COMMENTS

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