

	FY 15 Actual	FY16 Actual	FY 17 Actual	FY 18 Target	FY 18 Actual
<b>Legal</b>					
Legal matters opened	520	533	125	550	349
Public Records Act requests	237	184	170	200	227
<b>Information Technology</b>					
Number of web-enabled transactions completed online using SFGOV online service portal	127,836	170,693	228,014	150,000	231,480
<b>Business Tax/License</b>					
Number of taxpayer audits completed	287	407	586	575	512
Number of businesses registered	103,323	115,229	132,432	120,000	131,605
Business Registration Fee collections, in millions	\$31	\$34.8	\$47.3	\$35	\$44.3
Third Party (Transient Occupancy, Parking, Utility Users, Access Line) Tax Collections, in millions	\$580	\$614	\$667	\$580	\$606
Number of Regulatory Licenses issued or renewed	17,917	16,516	16,723	20,000	16,438
<b>Bureau of Delinquent Revenue</b>					
Amount of total revenue collected on all delinquent debts, in millions	\$48	\$36	\$113	\$100	\$136
Amount of total revenue collected on non-business tax debts, in millions	\$39	\$28.6	\$35.5	\$45	\$40.9
Amount of total revenue collected on business tax debts, in millions	\$9.2	\$7	\$78	\$55	\$95
Amount of total revenue collected from summary judgments, in millions	\$1.2	\$0.38	\$2.07	\$1.6	\$1.74
<b>Investment</b>					
Percent of portfolio in the top credit rating by market value	-	74%	75%	65%	97.6%
<b>Property Tax</b>					
Percentage of delinquency rate of secured property taxes	1%	1%	1%	1%	1%
Number of property tax refunds processed	8,109	12,356	6,734	10,000	9,707
<b>Taxpayer Assistance</b>					
Average number of days to close 311 service tickets	4.5	2.2	2.45	3.75	2.23
Number of 311 service tickets received	21,736	23,696	24,516	23,000	21,579
<b>Treasury</b>					
Total number of bank accounts managed	-	324	334	324	315
Total number of outgoing wires processed	384	494	541	384	541
Total number of returned items processed	2,305	2,604	2,392	2,400	3,477