

June 11, 2025



Treasurer & Tax Collector
CITY AND COUNTY OF SAN FRANCISCO

Office of the Treasurer & Tax Collector

Presented by Treasurer José Cisneros

Mission & Vision

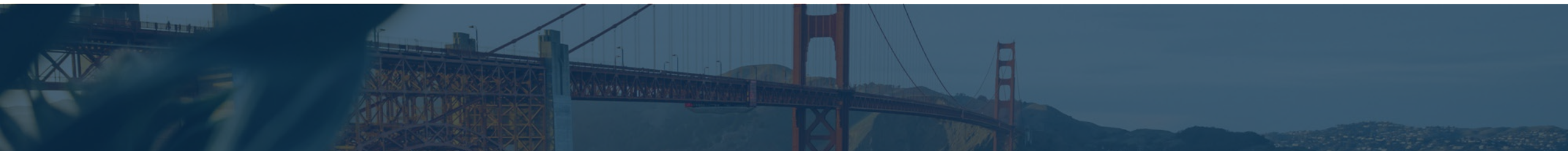


Mission

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.





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Core Functions



Tax Collections and Compliance

Collect \$7.4 billion each year - nearly half of the City's budget.



Collect property taxes, business taxes, fees, and delinquent taxes & payments for other departments.

✓ \$7.4 Billion Collected



Ensure all businesses operating in San Francisco are registered.

✓ 95,000 Currently Registered



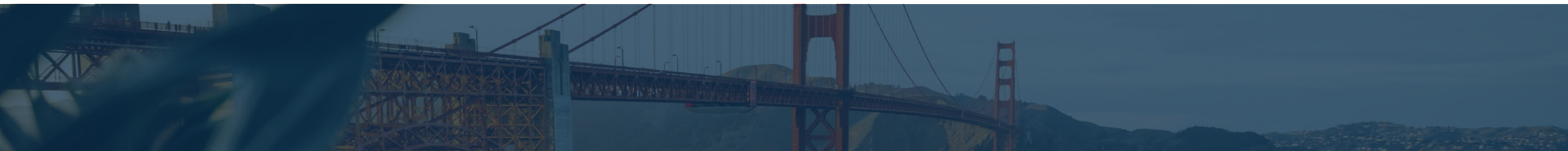
Facilitate online filing and payment by building and employing sophisticated online technology.

✓ 15.2 Million Online Transactions Processed



Communicate with taxpayers consistently through multiple channels.

✓ 485,000 Unique Communications





Tax Collections & Compliance

2023 Annual Business Taxes – Due February 28, 2024

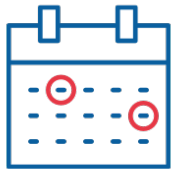
Gross Receipts Tax, Homelessness Gross Receipts Tax, Administrative Office Tax, Commercial Rents Tax, and Overpaid Executive Tax



\$1.78 billion – Total Revenue Collected



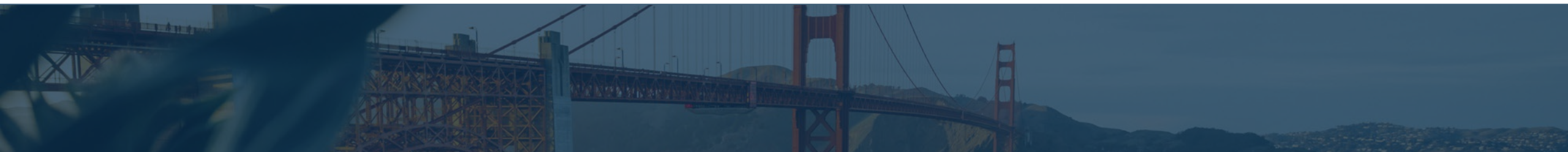
12,689- Notices to File sent via USPS
Followed by email reminders



1,933 - Failure to File Notices sent
139 - Determination Notices sent



99% - Taxpayer filings online





Delinquent Collections & Audits

Delinquent Collections



\$129 million in delinquent collections

Citywide Collections for:
MTA, Hospitals, Fire, Rent Board, and Others

Audits



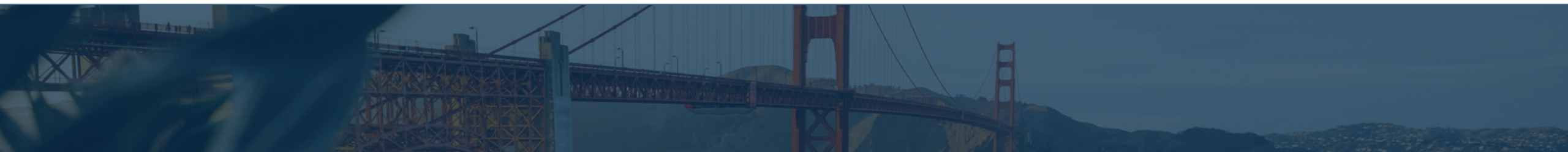
193 audits completed



585 businesses registered after investigator contact



\$212 million collected through audits of prior year tax liabilities, including penalties, interest and fees





Treasury and Banking Services

Manage all City treasury and banking operations and services.

1 Process \$4B in Online Citywide Transactions Annually

Citywide contract with four banks: J P Morgan Chase, US Bank, Bank of America, and Citibank

3 Leverage Technology and Expertise

Secure cheaper and reliable citywide contracts and services for cash management, armored car, deposits, and lockbox.

2 Manage \$19 billion in Treasurer's Pooled Investment Fund

Funds from City departments and external agencies. Invest to meet anticipated disbursements and generate **\$50M** in interest.

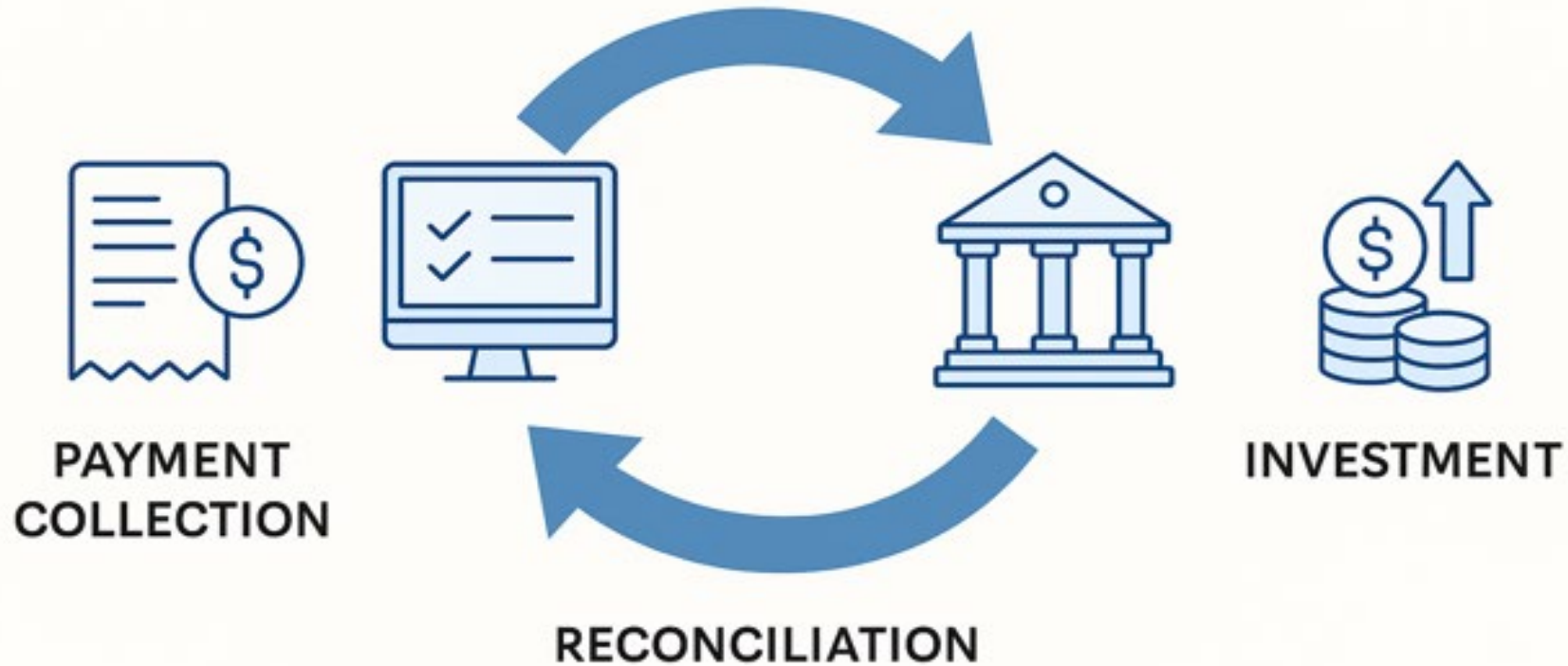
4 Set Payment Standard for All Departments

- Ensure all payers have a free and secure online payment options.
- Citywide training for cash handling and adherence to credit card industry standards.



How a City Dollar Moves

Every dollar flows through TTX—from collection to payment.





Innovating Payment and Refund Processing

Payment Acceptance

- Machine intelligence and automation used to process incoming payments, which enables:
 - Low-cost processing
 - Secure deposits with reduced incidents of fraud
 - Timely accounting, and responsive customer service

Refund Processing

- AI used to accelerate refund processing by more than 600%:
 - First in the nation to implement Robotic Process Automation to expediate refunds to taxpayers.
 - Reduced the refund processing time from six months to less than one month in most circumstances.

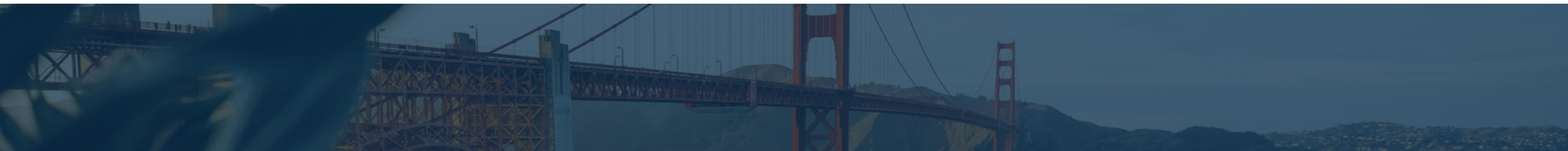


Economic Justice



Launch groundbreaking programs to promote Economic Justice.

- 1 Kindergarten to College** - savings account seeded with \$50 for every child entering SFUSD.
- 2 Fine and Fee Reform** - reform fines and fees that adversely impact on low-income people and communities of color.
- 3 Financial Counseling** - free, confidential, one-on-one service for anyone living, working or receiving services in the City.
- 4 Be the Jury** - \$100 a day to low-income jurors to remove barriers to serving and to increase diversity.
- 5 Museums for All** - four free or discounted tickets per visit to participating museums for residents with Medi-Cal or EBT cards.
- 6 Bank On** –connect low-income residents with safe, affordable bank accounts.

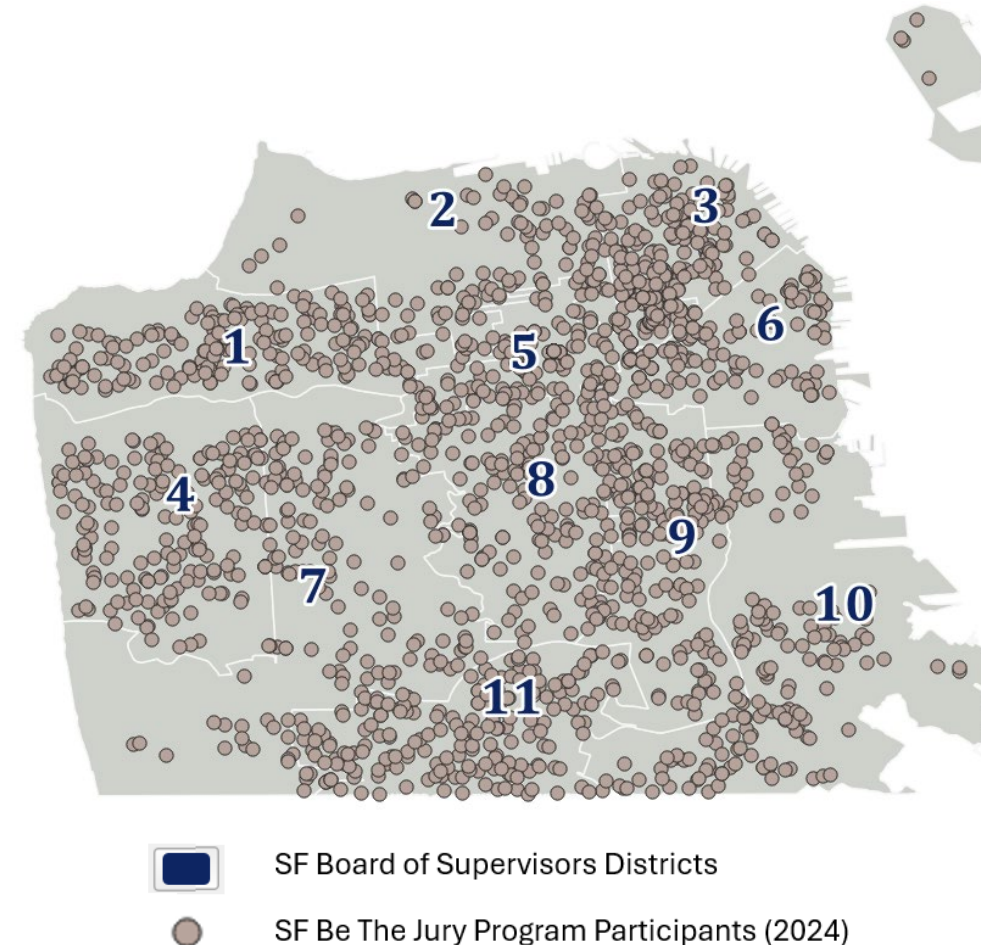




Transforming Diversity of Jury Pools

Be the Jury

- First-of-its kind program increases juror pay from \$15 to \$100 a day for low- to moderate-income jurors.
- 4,000 San Franciscans participated since 2022.
- Significantly increased economic and racial diversity in San Francisco jury pools.





Boosting College Enrollment

- New research shows that **Kindergarten to College (K2C)**, boosts college access, especially for underrepresented students.
- Preliminary findings of an in-depth, three-year study:

Kindergarten to College Students Overall:

➤ **6%** more likely to enroll in college

Underrepresented Students:

➤ **12%** more likely to enroll in college

➤ **30%** Enrollment Gap Closed

➤ **7%** Higher On-Time Graduation Rates





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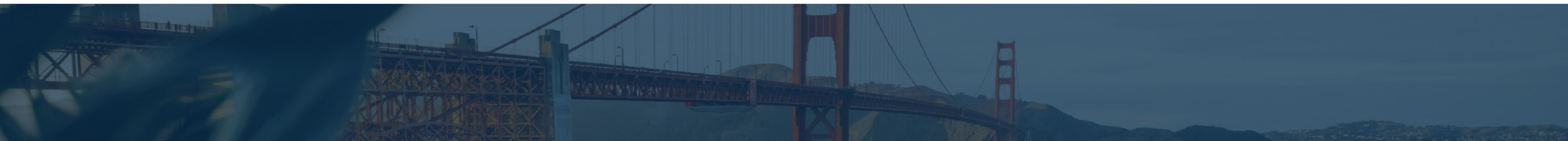
Highlights



Business Tax Reform Implementation

Proposition M(2024)

- 1** Guidance for Taxpayers
 - New regulations.
 - New programs to provide clarity and opportunities for compliance.
 - Extensive outreach and communications campaign.
- 2** Small Business License Reform
 - Eliminates \$10 million in regulatory license fees for small businesses.
 - 91% of restaurants and 87% of businesses in nightlife industry will have annual license bill eliminated.
- 3** Business Tax Application
 - Successful implementation of Proposition M depends on the go live of our new Business Tax application, and the development of six new tax forms.





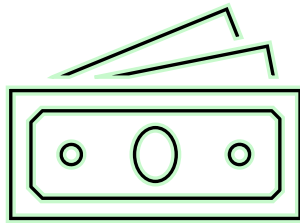
First Year Free

Created in 2021 to support small businesses by waiving initial registration and license fees, and first-year permit fees. Ordinance will continue the program to June 30, 2026.

10,560 First Year Free Enrollments



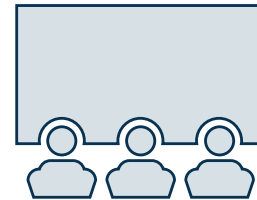
\$2,652,000
DBI



\$1,602,000
TTX



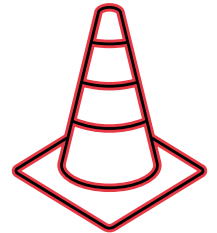
\$718,000
DPH



\$185,000
ENT



\$131,000
CPC



\$146,000
DPW

Total Waived: \$5.46 million



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Budget

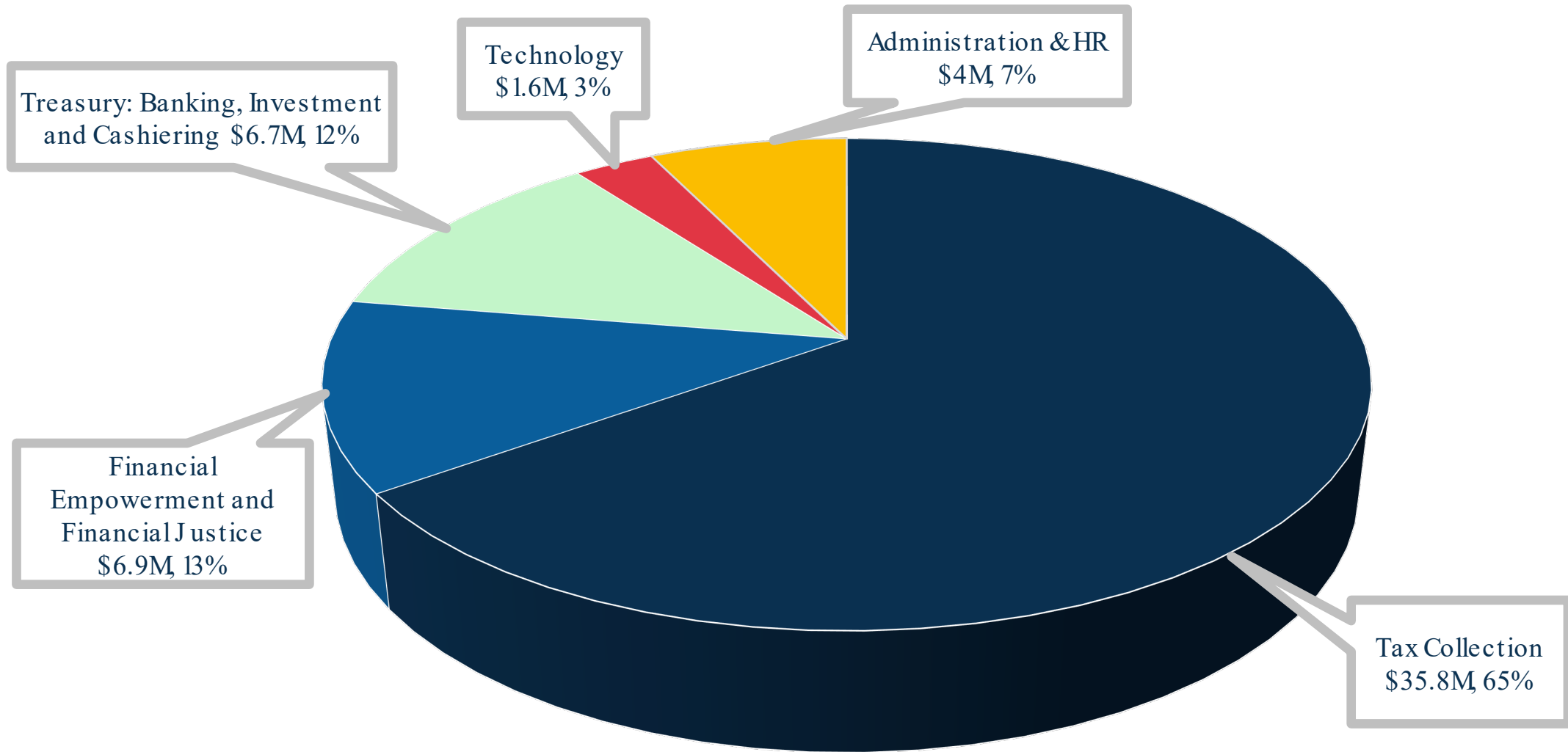
Budget at a Glance



- Delete 13 vacant positions
- Reduced 4 filled positions
- One-time Project : Business Tax Replacement project from COIT and Special Taxes =\$3M
- Continuation of First Year Free =\$2.5M
- Increase City Attorney services for litigation =\$1.9M
- Increase in Rent for 1455 Market St
- No increase in software licensing and other professional services costs

	FY24-25 (Final)	FY25-26 (Proposed)	FY26-27 (Proposed)
General Fund - 10000	\$25.0M	\$23.8M	\$24.4M
Interdepartmental Services - 10060	\$11.9M	\$17.0M	\$14.4M
Projects - 10010 and 10020	\$10.1M	\$13.4M	\$9.5M
Grants -	\$2.0M	\$0.8M	\$0.7M
TOTAL	\$49.0M	\$55.0M	\$49.0M

Proposed FY25-26 Budget - \$55.0M

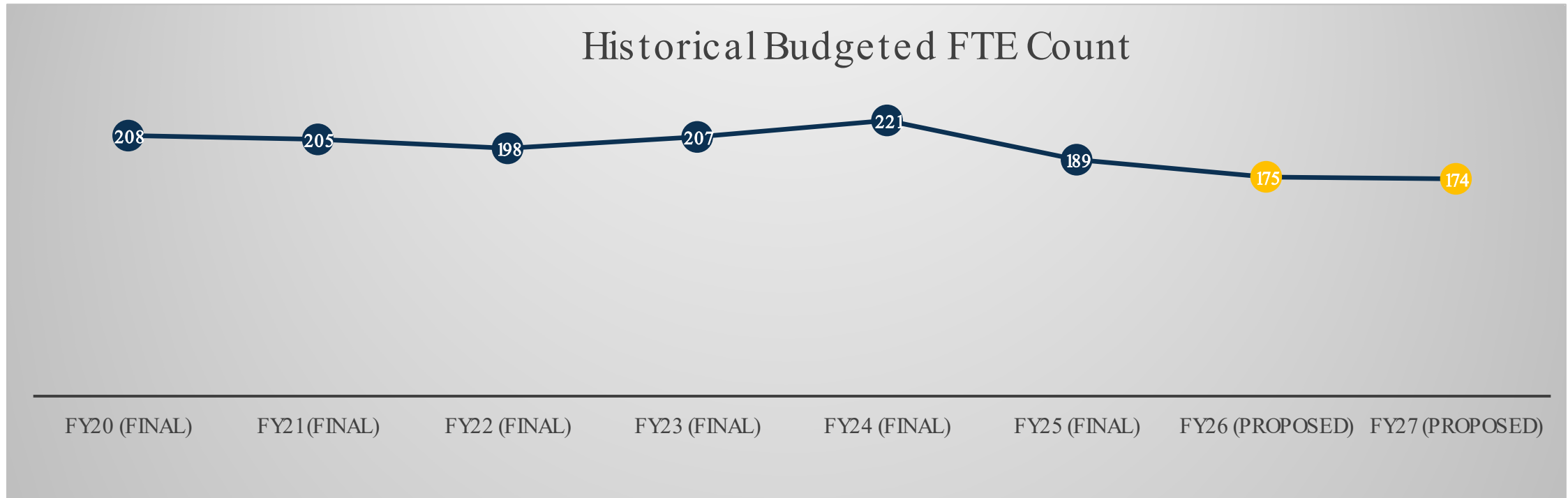


Department Staffing



	FY20	FY21	FY22	FY23	FY24	FY25	<i>FY26</i>	<i>FY27</i>
Total FTE Counts *	208	205	198	207	221	189	<i>175</i>	<i>174</i>

* The numbers represent FTE counts excluding off budgets.



Staffing – Vacancies



Fiscal Year	Funded Permanent FTEs	Filled Permanent FTEs	Vacant Permanent FTEs	Vacancy %
2025	194.4	184.3	9.6	4.9%
2024	203.9	182.3	22.9	11.2%
2023	211.2	184.3	28.3	13.4%
2022	200.6	175.3	26.9	13.4%



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Questions?
