

Treasurer & Tax Collector Proposed Budget Overview FY 2020-21 and 2021-22



CITY & COUNTY OF SAN FRANCISCO

José Cisneros, Treasurer

August 2020



Mission

- Facilitate voluntary compliance with the tax laws
- Provide efficient customer service
- Collect all taxes and fees
- Conserve city funds, prudently investing to achieve maximum yield, low risk, high liquidity

Key Strategic Goals

- Fiscal Stewardship – Safe, sound investments that support the goals of CCSF
- 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

TTX during COVID-19



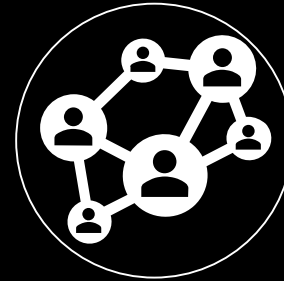
Deferred Taxes & Fees



Financial Resources for
Businesses & Workers



Treasurer Appointed to Co-
Chair Economic Recovery
Task Force



Seamlessly Continued
Office Operations

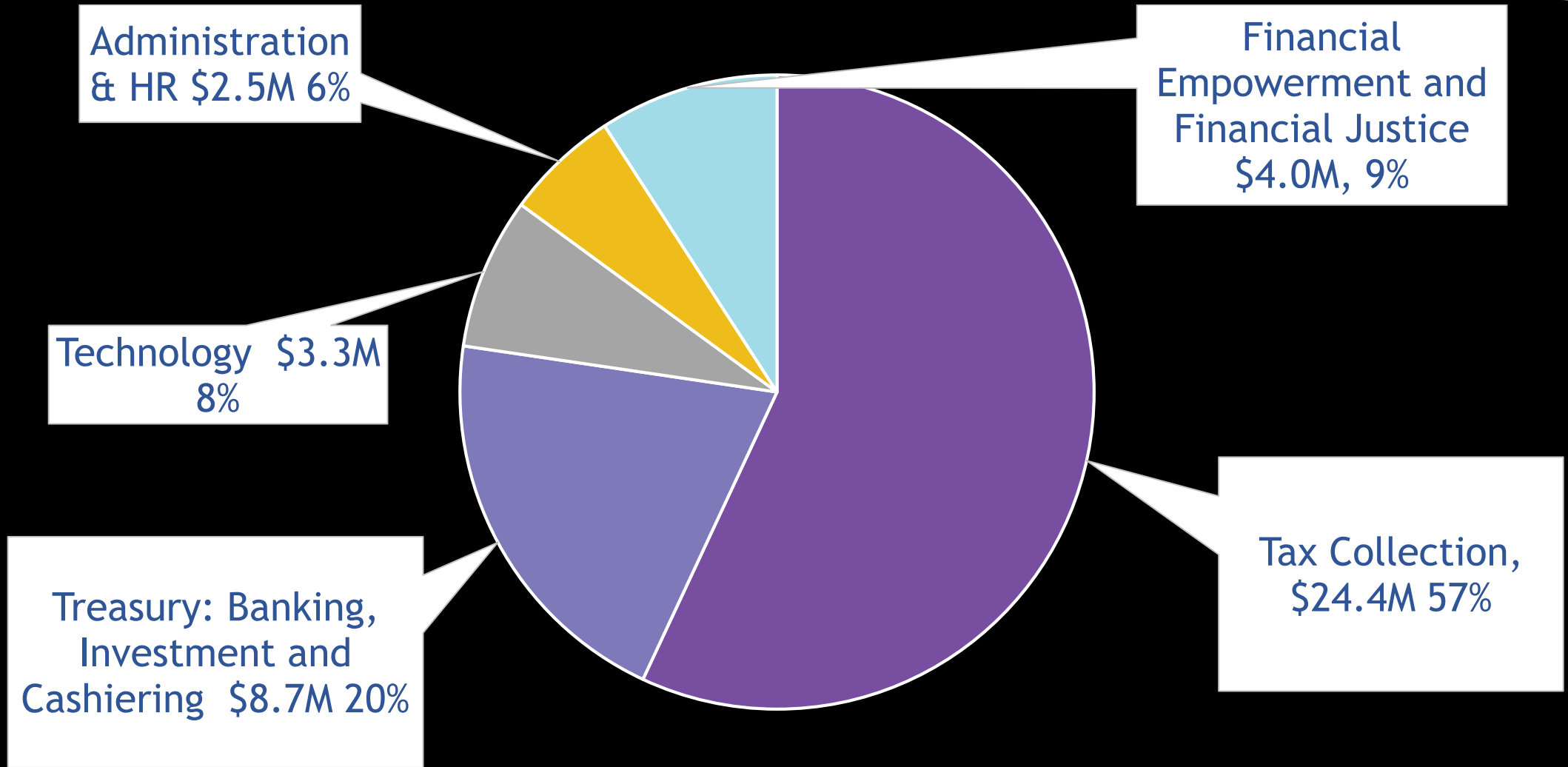


Stepping Up as Disaster
Service Workers



Continued Timely Taxpayer
Assistance

Proposed FY 2020-21 Budget-42.8M



Budget Comparison



Proposed

	FY19-20	FY20-21	FY21-22
Budgeted FTE	209	207	205
General Fund Support	\$24.78M	\$23.46M	\$24.90M
TTX Budget	\$41.67M	\$42.85M	\$43.07M



Priorities for FY 2020-21

Revenue collection

- Complete Property Tax Replacement Project - Just went live on July 20, 2020
- Implement voter-initiated tax measures and tax deferral efforts due to COVID-19 as directed by the Board and Mayor

Customer Service

- 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

Advancing Racial Equity & Addressing Disparities



Office of Financial Empowerment:

- Released report on banking relief for communities of color during COVID-19
- Performed outreach to residents to distribute information about COVID-19 relief
- Helped low-income families and families of color save for college via Kindergarten to College and released report on the impacts of COVID-19 on college savings
- Provided financial coaching to almost 600 clients

Financial Justice Project:

- Worked to become first county in the nation to make jail phone calls free and eliminate markups in the jail store/commissary
- Issued report on City actions to alleviate fines, fees and collections during COVID-19
- Eliminated overdue library fines and outstanding debt from these fines
- Launched SF Museums For All in partnership with Mayor and Human Services Agency

Advancing Racial Equity & Addressing Disparities - Continued

Recruitment:

- Examined the minimum qualifications of TTX specific classifications and made changes to allow for more equity and inclusion based on work experience.

Hiring:

- Reviewed the exam and interview questions that subject matter experts create to ensure that questions are framed in a way that provides more equal opportunity to candidates to succeed in responding and competing.

Compensation:

- Conducted salary review to ensure gender and racial equity, while working within the City's compensation rules.



Questions or Comments?