

June 14, 2023



Treasurer & Tax Collector
CITY AND COUNTY OF SAN FRANCISCO

Office of the Treasurer & Tax Collector

Presented by Treasurer José Cisneros



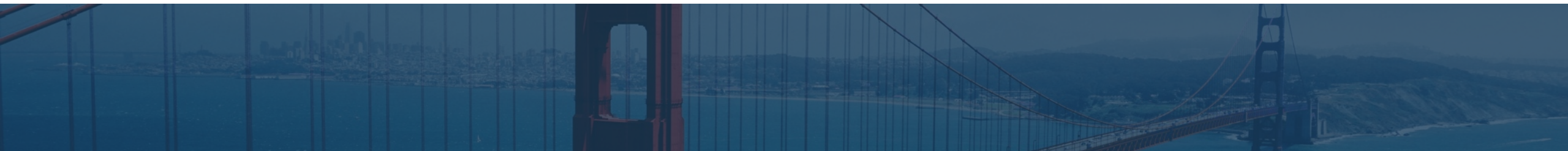
Mission & Vision

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.



Objectives



1

Fiscal Stewardship – Safe, sound investments that support the goals of the City & County of San Francisco

2

Financial Equity – Remove barriers and develop safe financial products for residents and businesses

3

Customer Service – Consistent, agile and responsive

4

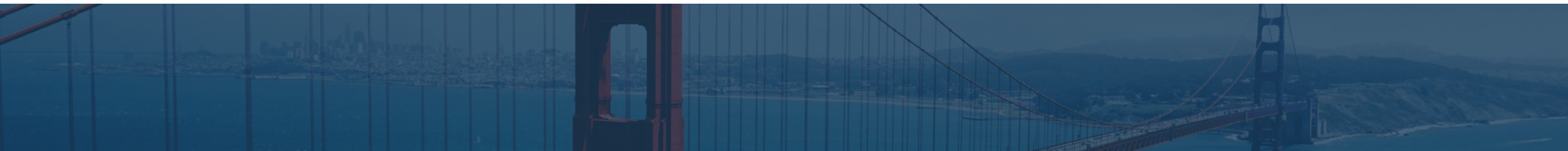
Innovation – Execute continuous improvement and be customer and staff-centric

5

Operational Excellence – Optimize business effectiveness

6

Rigorous Compliance – Digital, intelligent and rapid





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2023 Highlights

By the Numbers



95,000

Registered Businesses



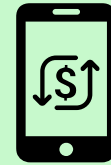
\$3.3 Billion

Online Payments



\$6.3 Billion

Revenue Collected



16 Million

Online Transactions



\$15 Billion

Funds Invested



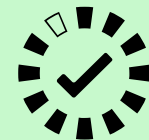
77,000

311 Calls/Tickets



1,146,000

Individual Communications
Delivered



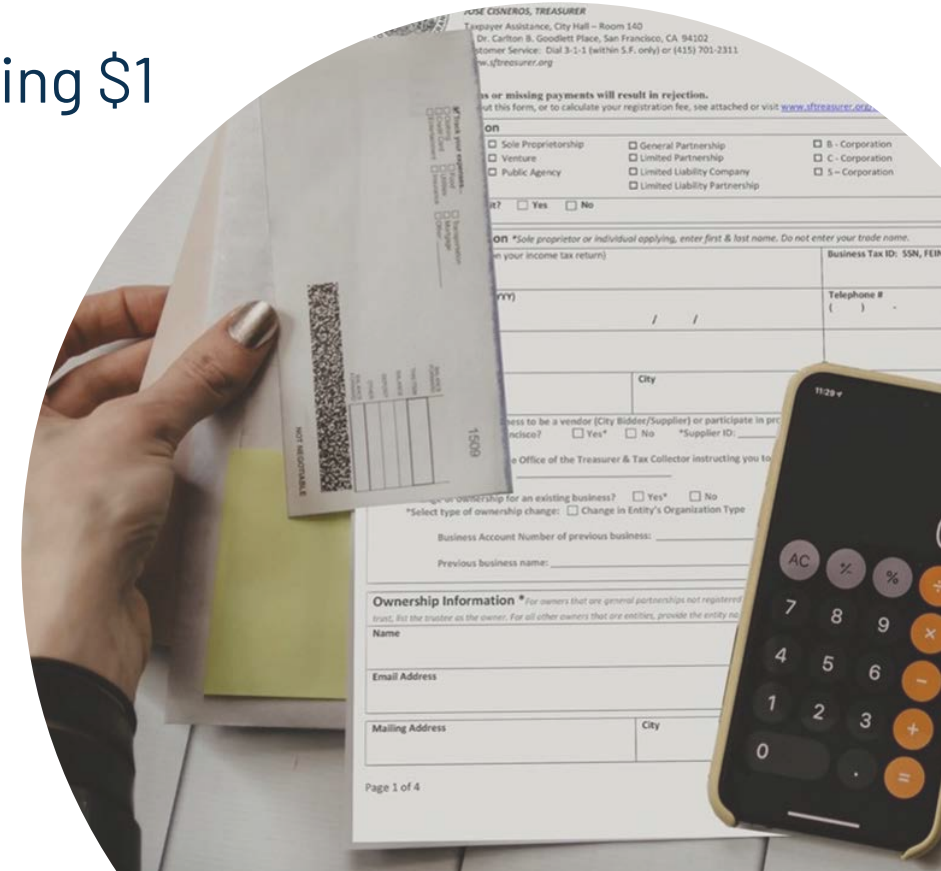
754,000

Online Interactions with
99% of Tax Filings Online

2023 Highlights



- Implemented two voter-approved business taxes: the Overpaid Executive Tax and the Commercial Vacancy Tax.
- Transitioned the City to a new banking partner– yielding \$1 Million in savings in '23 and upwards of \$500M in '24





First Year Free

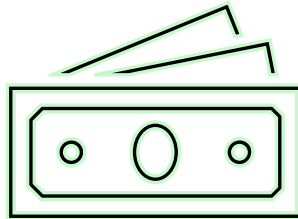
Led expansion and implementation of First Year Free to support San Francisco small businesses as they recover from the pandemic. Since November 1, 2021:

4,122 First Year Free Enrollments



\$698,402

DBI



\$494,894

TTX



\$235,233

DPH



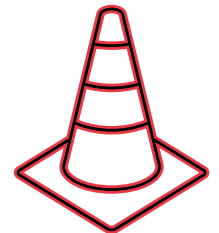
\$31,423

ENT



\$12,629

CPC



\$5,793

DPW

Total Waived: \$1,481,604



Kindergarten to College

Celebrated first class of graduating students!

- Began distributing funds to graduates
- Seniors who contributed their own money, and who had accounts since Kindergarten have an average balance of \$1,422 – a 28x increase from the initial \$50!

Overall:



52,000+

SFUSD TOTAL ACCOUNTS



\$1,046

AVERAGE ACCOUNT BALANCE (SAVERS)



\$15 MILLION

TOTAL IN ACCOUNTS





Be the Jury

Partnered with San Francisco Superior Court, Public Defender's Office, District Attorney's Office, and Bar Association

First Program to increase jury stipend to \$100 per day for low- to moderate-income San Franciscans

- Over **400** jurors have participated in this program
- **81 %** of participants state they could not have served without the \$100/day stipend
- **63%** participants self-identified as people of color
- **95%** of participants completed a voluntary survey





Advancing Racial Equity

- Manager and All-Staff trainings
- Monthly department wide employee engagement events to build an increased culture of belonging and inclusion
- Changed minimum qualifications for key entry positions that yielded more diverse applicant pool and more diverse hires



Addressing Disparities

- Promoted 30 city employees, including 19 TTX internal promotions, with the majority being people of color and women
- Increased number of hires to 68 Appointments as of June 2023 compared to 40 total in FY21-22
- 14 Separations as of March 2023 compared to 20 in FY21-22
- Focused hiring on revenue classifications – auditors, collectors and investigators



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Budget



Budget at a Glance

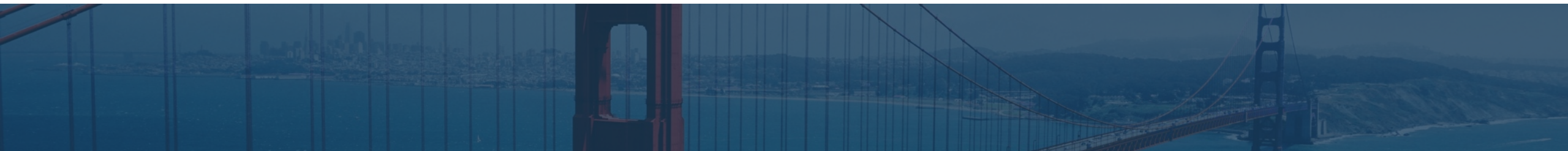
2023

- Increased Department Revenue based on prior year actuals by \$449K
- Deleted 6.25 FTEs of vacant positions
- Reduced \$223k non-personnel costs
- Financial Justice Project lobbied for state legislation netting \$1.9M for General Fund
- Reduced project funding by \$400K in the current year

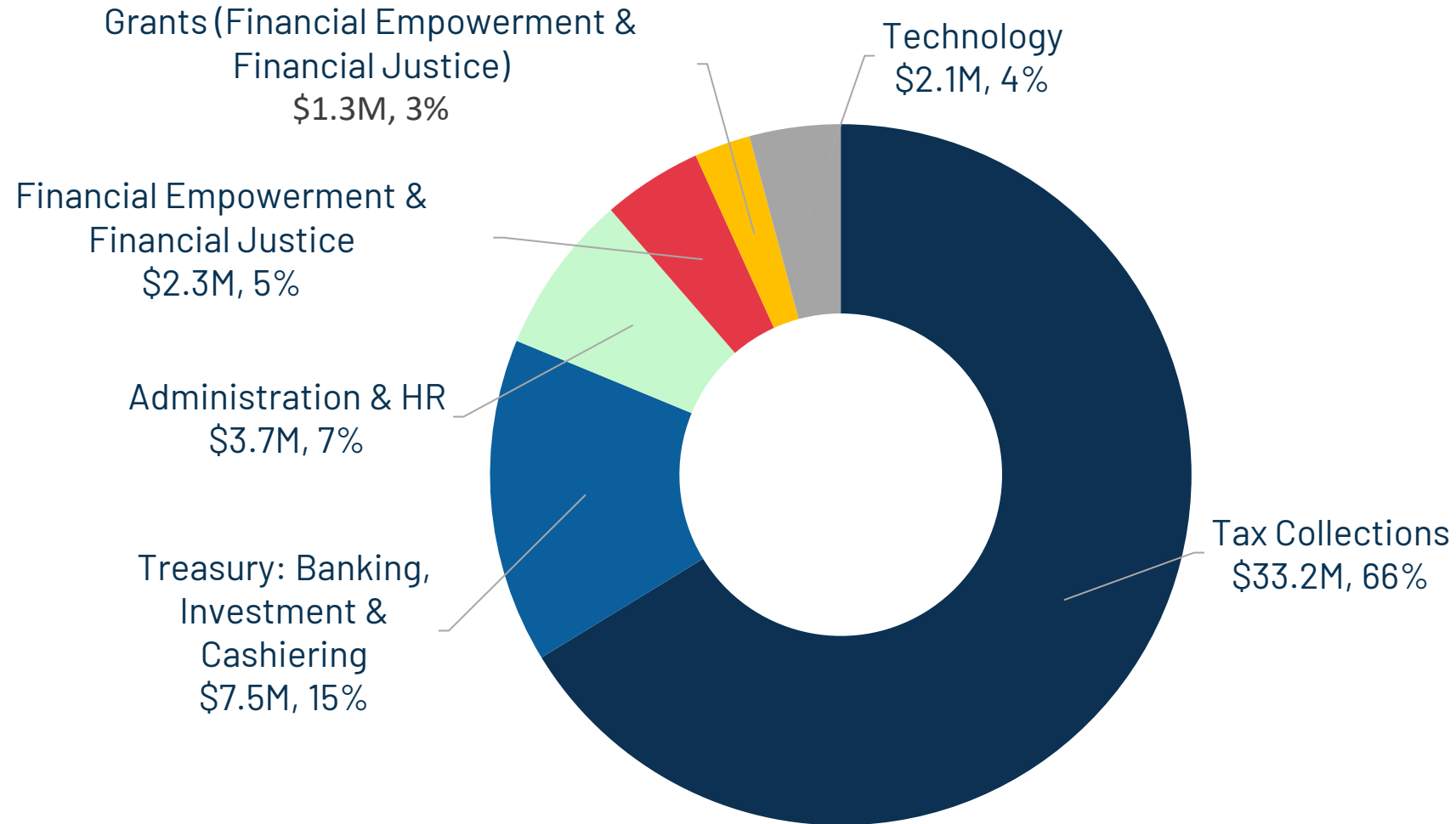
2024

- Reduced another \$100K one-time in projects
- Reduced an additional 2 FTEs
- 16% or \$288K reduction in software licensing budget

Increases: Empty Homes Tax – COIT; First Year Free; Be the Jury & Financial Services



Proposed FY23-24 Budget: \$50.1M





Two Year Comparison

	FY22-23	FY23-24 (Proposed)	FY24-25 (Proposed)
General Fund	\$30.5M	\$30.3M*	\$30.4M
Interdepartmental Services	\$10.3M	\$10.7M	\$10.8M
Projects	\$5.5M	\$5.8M	\$6.1M
Grants	\$1.6M	\$1.3M**	\$1.4M
TOTAL	\$47.9M	\$48.1M	\$48.7M

*FY23-24 General Fund excludes the First Year Free (\$2.1M)

**FY23-24 Pending grant from the State for \$0.6M as part of technical adjustment



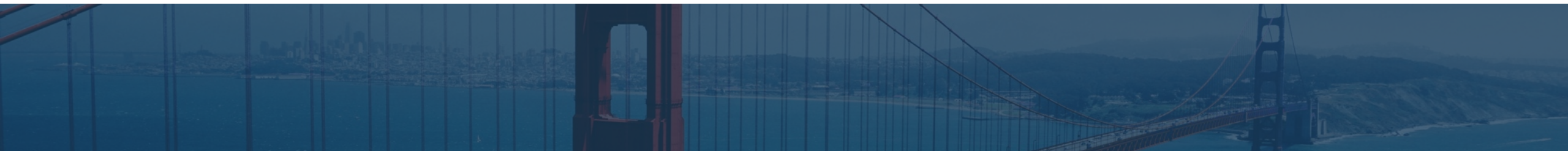
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Priorities for the Future



2023-24 Priorities

- Implement the Empty Homes Tax
- Distribute funds to the first graduating class of Kindergarten to College Accounts
- RFP for credit card processing to reduce cost of funds
- Continue progress of hiring and retaining quality team members – reduced vacancy rate by 4% (12% to 8%)
- Launch SF Lends pilot – identify high quality bank products for LBE's





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Questions?
