



# Treasurer-Tax Collector Department



## Vision

**We Collect**

**We Bank**

**We Invest**

**We Serve**

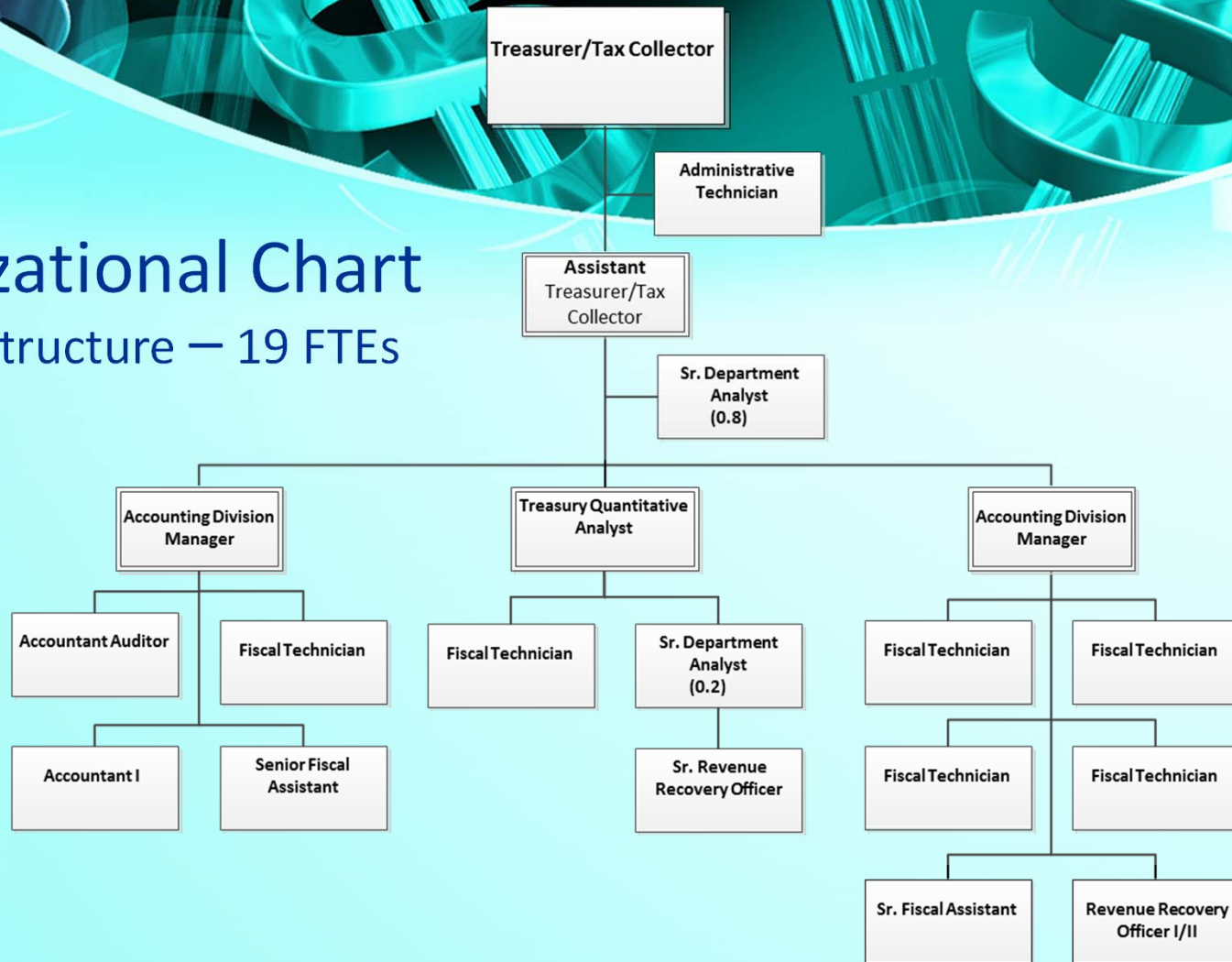
The background of the slide is a light teal color. At the top, there is a decorative graphic consisting of several 3D-rendered dollar signs (\$) in a darker teal shade, arranged in a curved, overlapping pattern. Below this graphic, the word "Mission" is centered in a dark blue, sans-serif font.

## Mission

To effectively manage the financial resources of El Dorado County within our purview through efficient collections, daily banking, safe and sound investments and exceptional public service.

# Organizational Chart

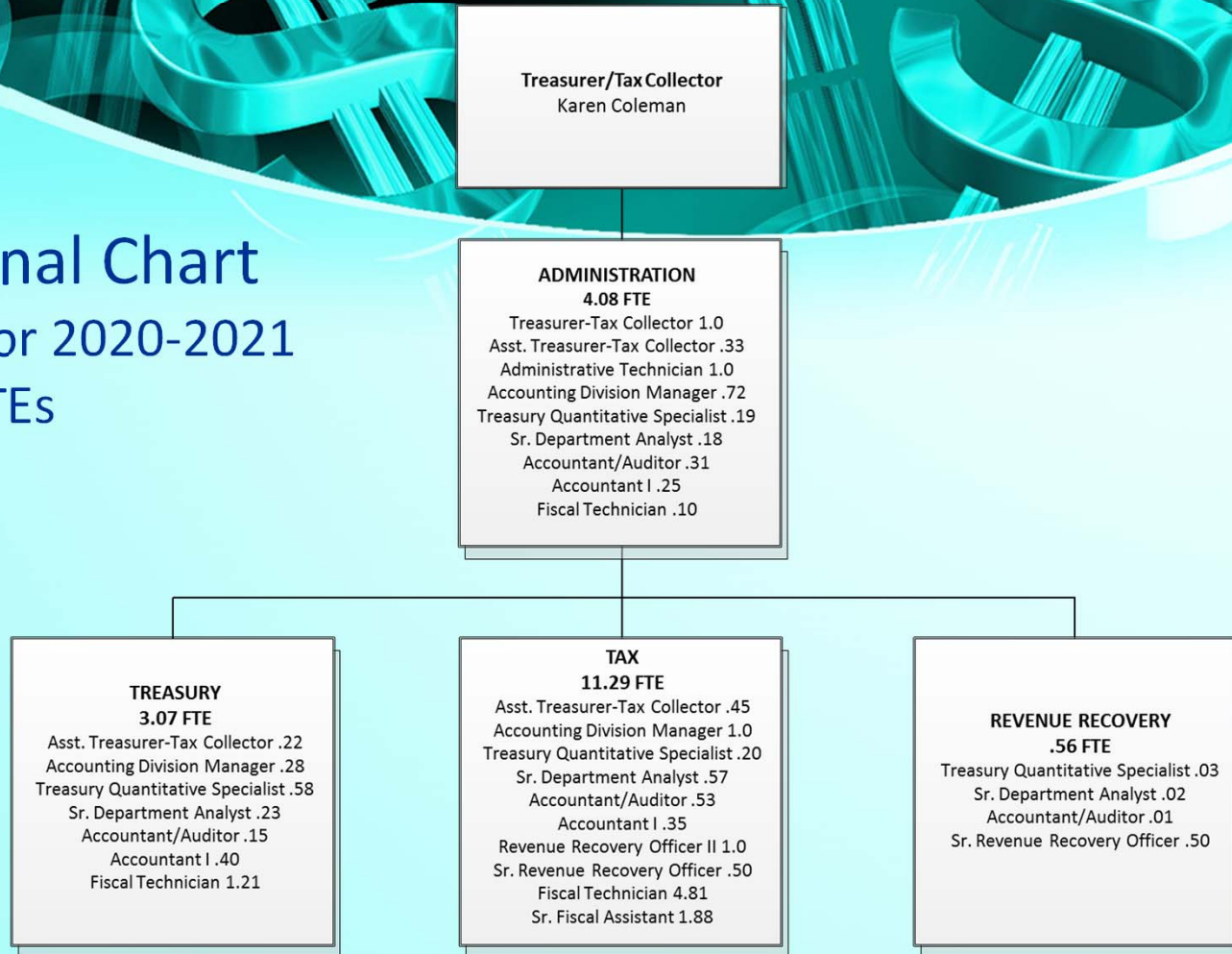
## Current Structure – 19 FTEs



# Organizational Chart

## New Structure for 2020-2021

19 FTEs





## A New Divisional Structure

- This change reorganizes the Treasurer-Tax Collector's Office from a two Department structure (TTC and Revenue Recovery) into a one Department four Divisions structure
- The four Divisions will be Administration, Tax Collection, Treasury and Revenue Recovery



## A New Divisional Structure (cont.)

- A Divisional structure will provide a more transparent cost accounting model
- A Divisional structure will also provide the needed flexibility to allow resources to be utilized efficiently and effectively



## Administration Division

- Accounting Activities
- HR/Payroll
- Procurement and Contracts
- Facilities/IT Coordination
- Public Relations and Communications
- Policies, Procedures, and Forms
- Enhancements to the Treasurer-Tax Collector Webpage
  - Online Customer Service
    - Fillable forms, FAQs, published email addresses, and a the addition of a Customer Survey



# Improved Technology



El Dorado County

Search El Dorado County...



- Home
- I Want To
- Government
- Doing Business
- Living
- Visiting
- Emergency Services
- Connect With Us
- Phone Directory
- Strategic Plan
- Transparent EDC

MENU **Treasurer Tax Collector Menu**

## Treasurer-Tax Collector

Home > Government > Treasurer-Tax Collector

### Property Tax

- Pay, Print, and View Your Property Taxes  
**(Fees Apply when paying with a Credit Card or eCheck)**
- How to Pay your Property Tax
- Click here to view or print tax bills created prior to July 2018
- **Need help finding your Parcel Number? (.pdf)**
- Publication Notices
- Change of Address Form
- Q & A - Property Tax
- Email: taxcollector@edcgov.us

### Business License

- Business License Information (Apply or Renew)  
**(Fees Apply when paying with a Credit Card or eCheck)**
- Business Licenses - Active List
- Business License Forms
- Business Licenses Ordinance
- Email: buslic@edcgov.us

### Commercial Cannabis Activities Tax

- Commercial Cannabis Activities Tax Payment  
**(Fees Apply when paying with a Credit Card or eCheck)**
- Commercial Cannabis Activities Tax Forms
- Commercial Cannabis Activities Tax ordinance
- Email: buslic@edcgov.us

### Revenue Recovery

- Revenue Recovery Information
- Email: revrec@edcgov.us

### Transient Occupancy Tax

- Pay TOT Taxes  
**(Fees Apply when paying with a Credit Card or eCheck)**
- TOT Forms
- TOT Ordinance
- Email: tot@edcgov.us

### Delinquent Unsecured Taxes

(Business Equipment, boats, aircraft, etc.)

- DMV Registration Withhold
- Email: delqunsecuretax@edcgov.us



K.E. Coleman, MBA | M. ACC. | Message from Treasurer-Tax Collector  
Treasurer-Tax Collector  
360 Fair Lane  
Placerville, CA 95667  
(530) 621-5800  
(530) 642-8870 Fax  
Email: taxcollector@edcgov.us  
Customer Survey

### Fiscal Year 2017/18 Proposition 13 1% Property Tax Distribution



### Email Subscription

- Subscribe to Secured Tax Bill Due Date Reminders
- Subscribe to Unsecured Tax Bill Due Date Reminders
- Subscribe to Public Auction Tax Sale

### Press Releases

- January 2020
- September 2019
- March 2019
- January 2019



## Treasury Division

### **Banking Activities**

- Deposits from County Departments, County Schools, County Fire Departments and Special Districts
- Daily bank reconciliations
- Process annual deposits ~ \$1.1Billion

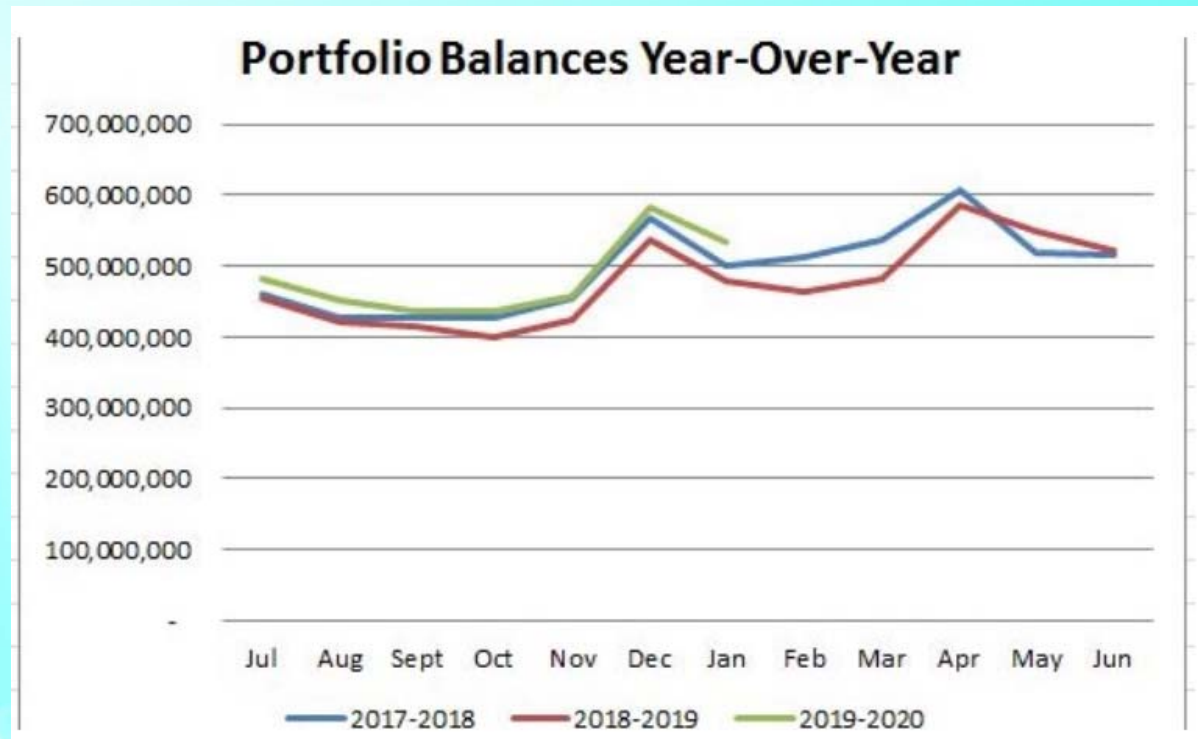


## Treasury Division (cont.)

### **Investment Activities**

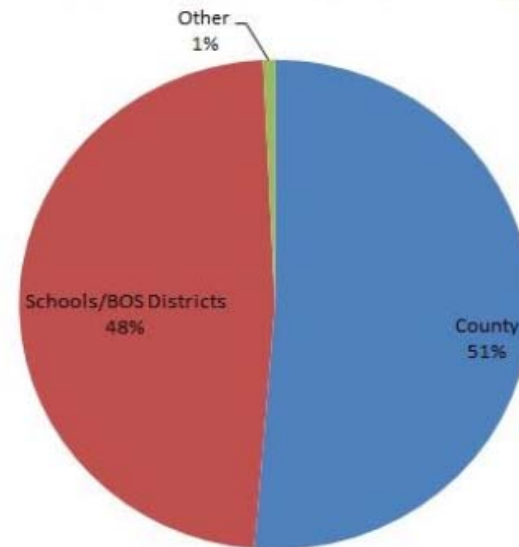
- Investment portfolio ~ \$500 million
- Daily cash flow analysis
- Monitoring investments for liquidity needs
- Purchases and draws

## Treasury Division (cont.)



## Treasury Division (cont.)

Pool Participants by Percentage





## Goals for the Treasury Division

- Update the Investment Policy to include additional instruments to improve interest earnings
- Implement a new Treasury/Cashiering System
- Upgrade the Investment Software for better tracking and reporting



## Tax Collector Division

### **Secured Property Taxes**

- Tax bills mailed ~ 127,000
- Total Tax Due = \$407M
- Estimate 99% collections ~ \$403M



## Tax Collector Division (cont.)

### **Public Auction of Tax Defaulted Property**

- Under California law, the Treasurer–Tax Collector may sell property at public auction after 5 years in default
- The primary purpose of a public auction is to collect the defaulted taxes and transfer the property into the hands of a party who will pay the taxes





## Tax Collector Division (cont.)

### **Unsecured Taxes**

- Tax bills mailed ~ 7,700
- Total Tax Due = \$6.7M
- Estimate 97 % Collections = \$6.5M



## Tax Collector Division (cont.)

### Unsecured Taxes

- Field visits resulted in \$153K in FY 18-19 and \$110K to date this fiscal year
- Implemented DMV Registration Withhold for defaulted boats and water craft
  - 904 notices to taxpayers resulted in 65% compliance or 589 payments

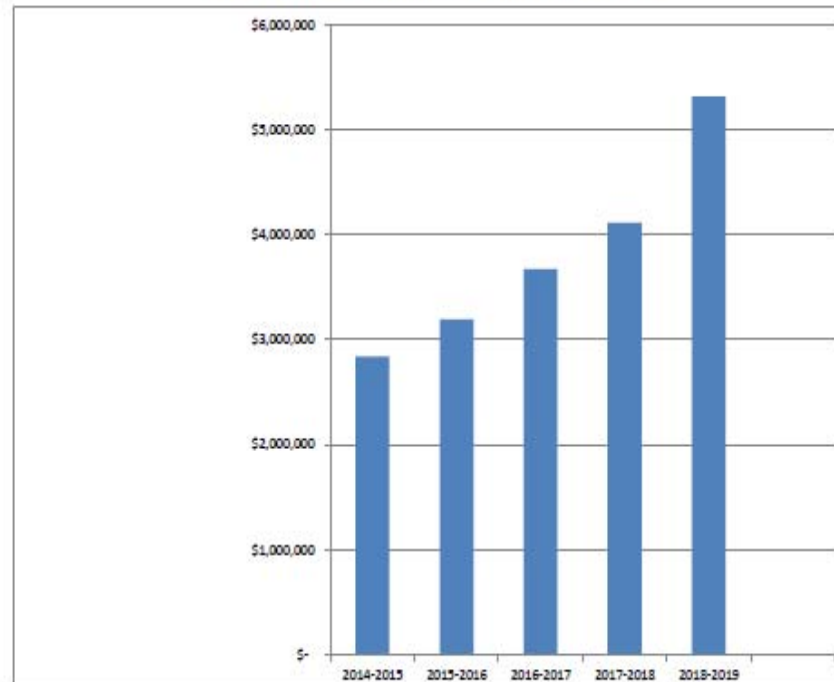


## Tax Collector Division (cont.)

- FY 18/19 Transient Occupancy Taxes (TOT) collections hit an all time high of \$5.3 Million
- FY 19/20 conservative projection is ~ \$5.3 Million
- There are 1,086 licensed TOT filers who file 4,344 returns annually

## Tax Collection (cont.)

Transient Occupancy Tax Collected





## Tax Collection (cont.)

- Considering a contract with a company to identify unlicensed Short-Term Rentals
- Will increase business license and TOT revenue
- This contract should pay for itself within one year



## Tax Collector Division (cont.)

- FY 19/20 Cannabis Activities Tax Collections to date ~ \$120K
- Currently, only the dispensaries in the unincorporated area of the County are making tax payments
- Next steps are to develop an Audit Program so we can identify distributors and get them licensed and making tax payments



## Tax Collector Division (cont.)

### **Business Licenses**

- County currently has 12,104 active business licenses
- Business licenses are renewed annually
- FY 19/20 business license revenue projected ~ \$500,000



## Goals for the Tax Collector Division

- Implement audit programs for Airbnb and cannabis activities/taxes
- Implement Megabyte imaging module for easy document retrieval
- Implement an On-Line Tax-Sale Software
- Increase tax collection efforts using tax intercepts





## Revenue Recovery

- Pursues monies owed to the County
- Corresponds and negotiates with debtors to settle accounts
- Annually discharges uncollectible accounts as prescribed by law



## Revenue Recovery (cont.)

- 18/19 – received 480 referrals from County departments
- 18/19 – collected 717 payments totaling \$112K
- 19/20 – received 247 referrals from County departments to date
- 19/20 – collected 311 payments to date totaling \$106K

### **Goal for the Revenue Recovery Division**

- Increase outreach and education regarding Collections Policy B-4



## Megabyte

- The Megabyte implementation is complete.
- We met all of the statutory deadlines.
- The County's Megabyte team deserves recognition. I would like to personally thank the team members from the Assessor, Auditor-Controller, Treasurer-Tax Collector, and IT Departments who worked tirelessly from business process review to go-live. Not to mention, we met the deadline to get the County off of the Mainframe.
- Additional thanks go to all of the staff who covered for those working on the project, maintaining day-to-day operations, while attending training and made this a successful implementation.



## FY 19/20 Service Highlights

- Assist ~ 30,000 walk-in customers at the counter
- Answer over 21,000 phone calls
- Receive and send over 20,000 letters and other correspondence (i.e. emails and faxes)
- Process over 10,000 deposits
- Recently the Department completed the HDL system implementation for Business Licenses, Transient Occupancy Tax and Cannabis Tax Collection.
  - Provides online payment options – a first for TOT



## Departmental Goals

- It is the goal of this Department to collect taxes and other monies owed to the County effectively and efficiently
- It is the goal of this Department to continually look for cost savings and to work toward reasonable cost benefits
- It is the goal of this Department to utilize technology for maximum efficiency
- It is the goal of this Department to have a well-trained staff to serve the public
- It is the goal of this Department to ensure collaborative relationships and open communications with other Departments and the public