

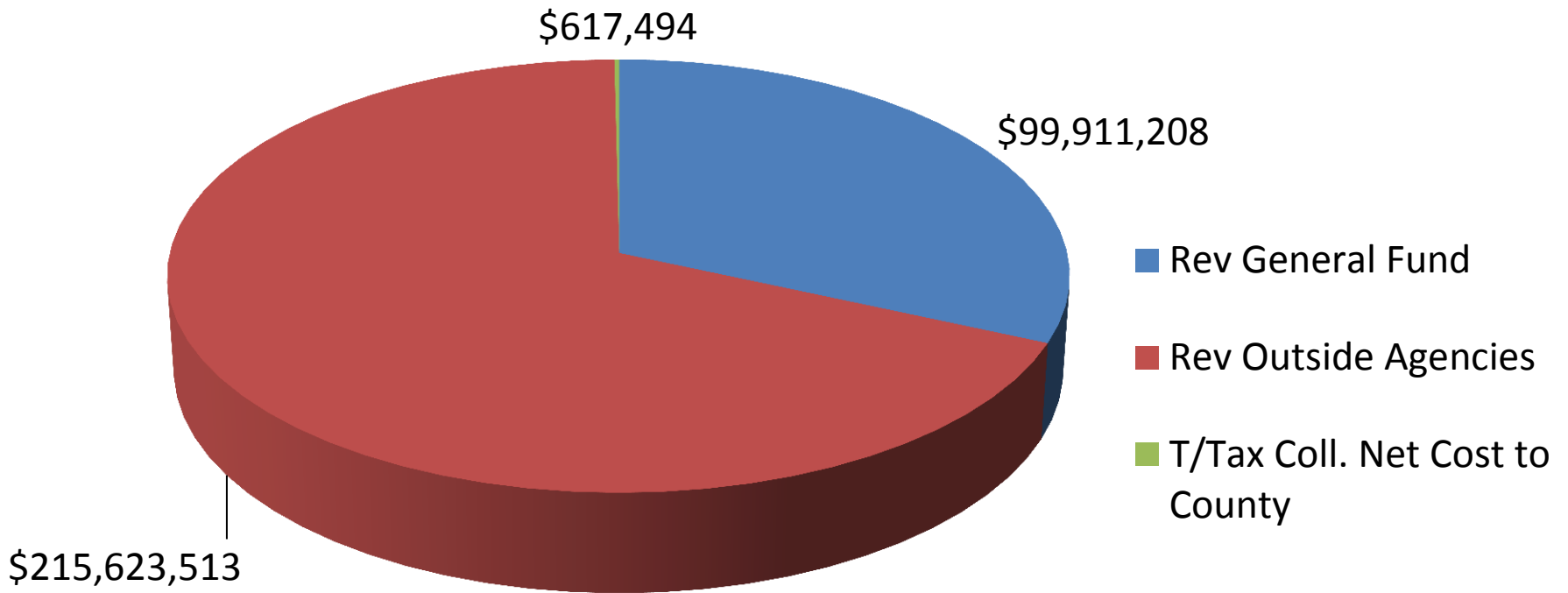


**We do what?!!!!**

# Secured Property Tax History

- 1984-85 Rate of default 9.3%
- 2013-14 Rate of default 1.46%
- This means at end of year very little in uncollected secured taxes.

# PROPERTY TAX AND TRANSIENT OCCUPANCY TAX COLLECTED FY 2013/14



# Volumes

- 10,000 to 15,000 pieces of correspondence per year.
- (Increased 20 fold)

# Calls

- 1,200 to 2,400 phone calls per month.
- ~ 300 to 500 phone calls per week.
- Special occasions - supplementals... volume goes up.

# Accomplishments FY 2013-14

- Implemented test of enhanced collections for unsecured taxes 3 mo. – last year
  - Produced + \$378,000 add'l revenue.
- Would have liked to continue the program but ... we can't do it unless we add a position.

# CHALLENGES

- Work load increasing exponentially.
- Need to implement a web crawler to “scrape” internet.
- Compliance enforcement - need help
- Bankruptcies



# Secured Property Taxes



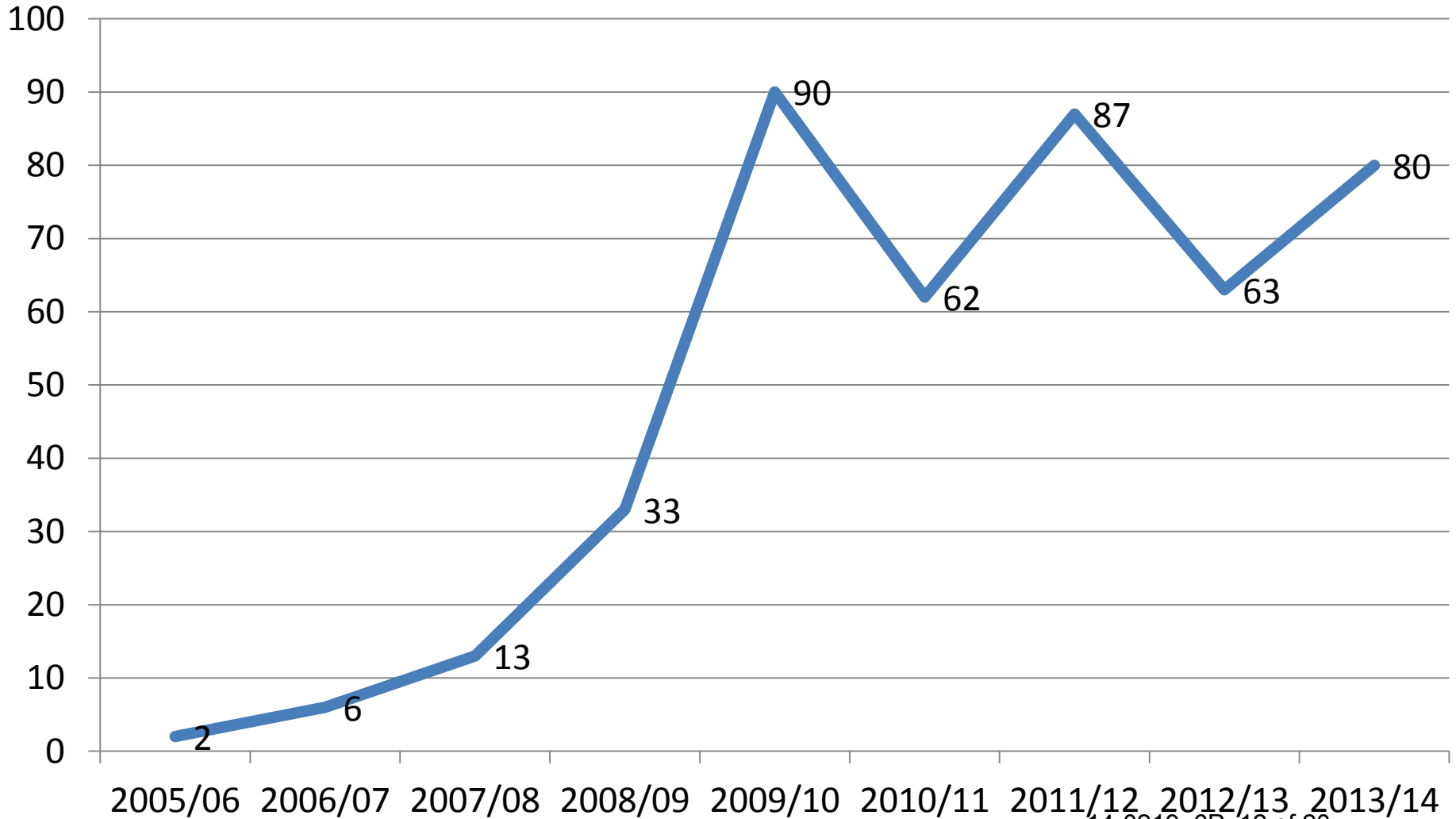
# Challenges - Supplementals

- 28,000 Supplemental tax bills
- Will increase secured work load by ~25%.

# Unsecured Taxes



# New BANKRUPTCY CASES

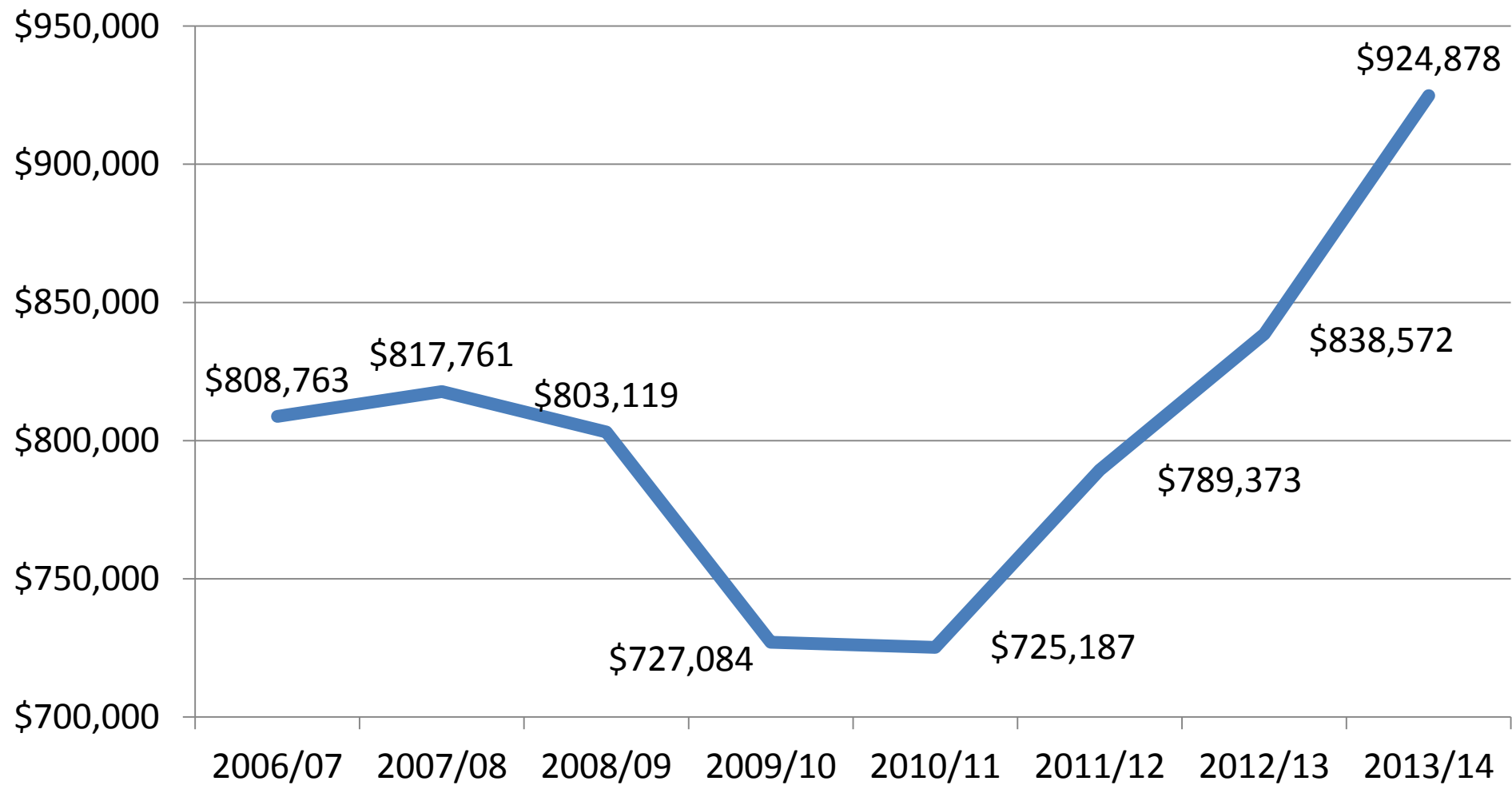




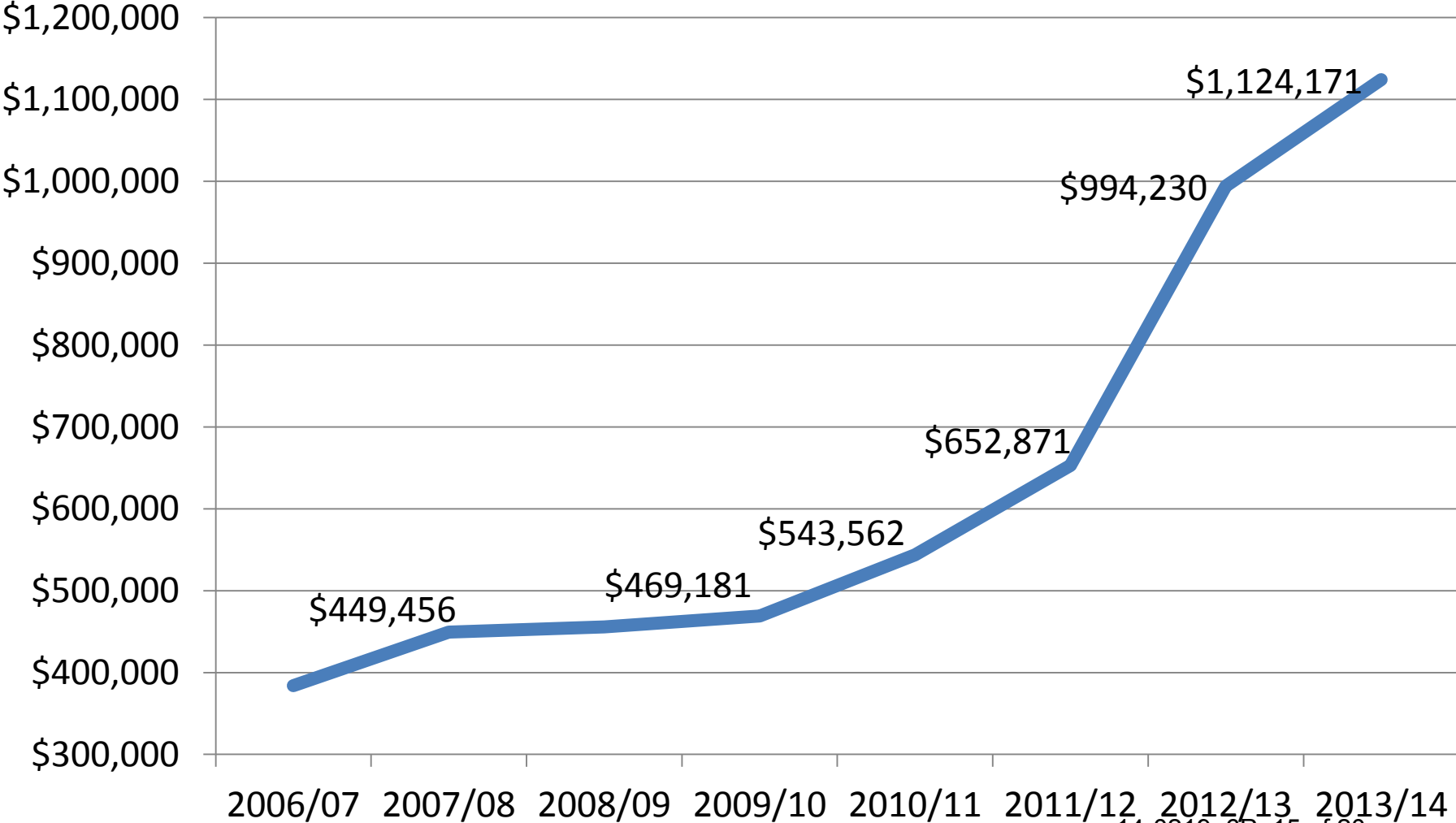
# TRANSIENT OCCUPANCY TAX (TOT)



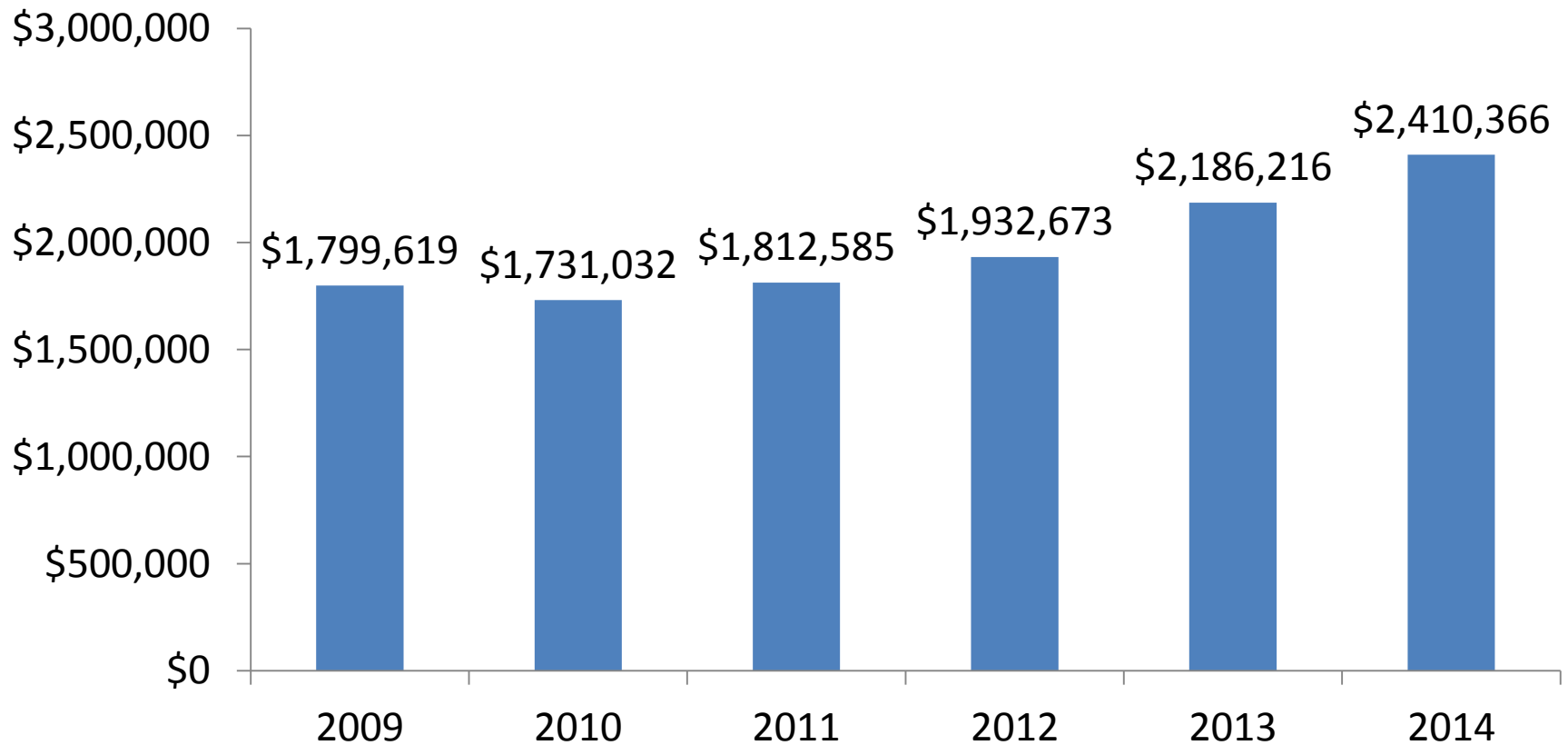
# West Slope – Transient Occupancy Tax Collected



# Vacation Home Rental Revenue – South Lake Tahoe



# Transient Occupancy Tax Revenue Collected



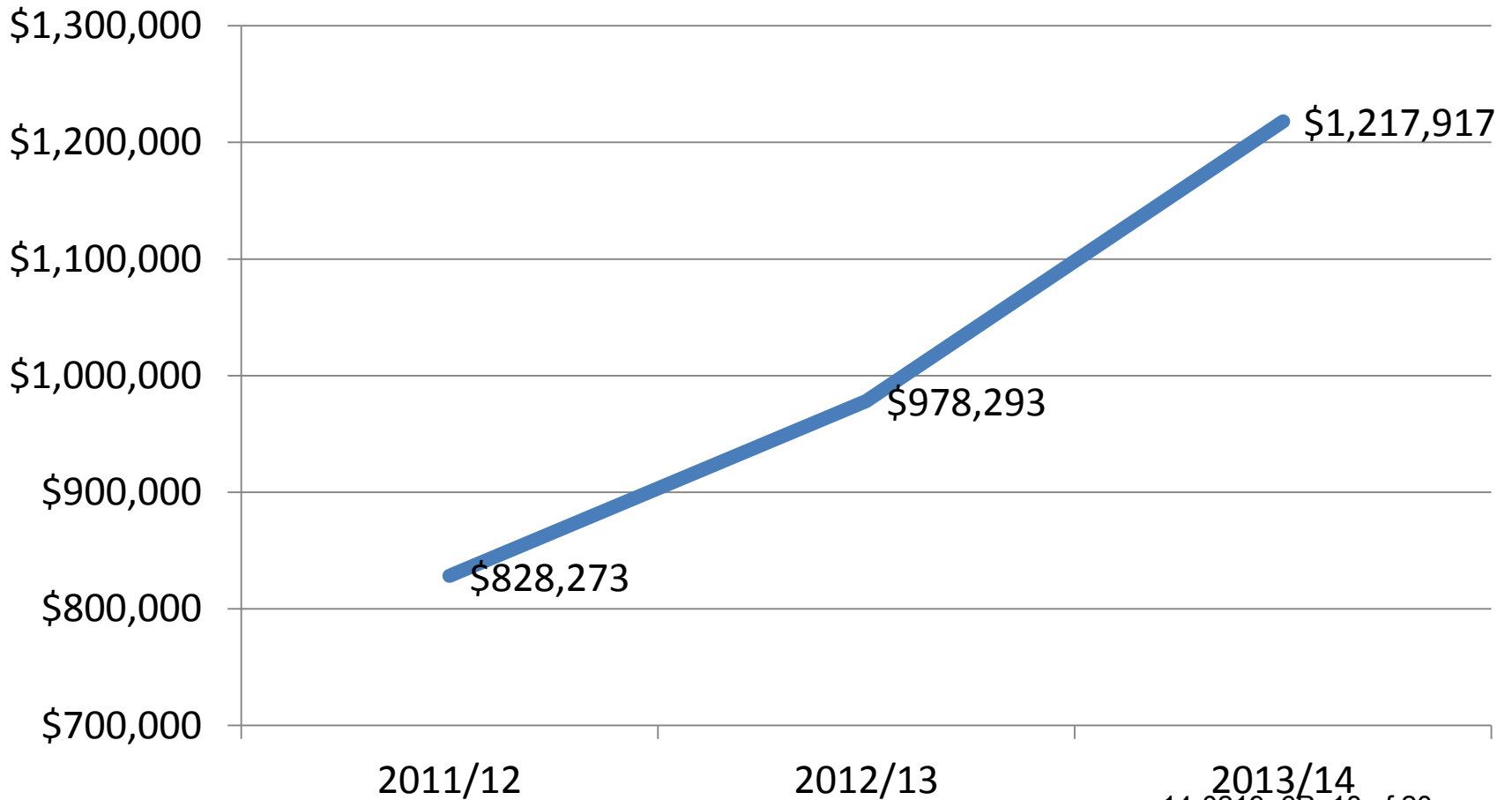


# Plan to Increase Revenue



# Unsecured Enhanced Collections Results

**24% increase from 2013/14 to 2014/15**



# Increasing Revenues requires \$'s

Add: Sr. Accountant	<u>~\$80,000</u>
Increase TOT 15%	\$362,000
Bankruptcies	\$160,000
Unsecured Taxes	<u>\$378,000*</u>
Total	<u>\$900,000</u>

# Accomplishments FY 2013-14

- Web Business License renewal system
- Expanded credit card acceptance for tax payments over the counter
- Implemented enhanced collections program for unsecured taxes + \$378,000
- “Good Neighbor Program” for TOT at Tahoe.