



**ALAMEDA COUNTY**  
**TREASURER – TAX COLLECTOR**  
**FISCAL YEAR 2015 – 2016**

---

**Budget Work Session**

**Donald R. White**  
**Treasurer – Tax Collector**  
**April 7, 2015**

- To provide a secure and convenient countywide central banking facility to all County departments and all other depositing agencies, which include all school and community college districts and some special districts that use the county treasury as their depository.
- To provide countywide treasury management and administration of all county monies, including the investment of these funds in the Treasurer's Investment Pool.
- To provide billing and collecting services for real estate and personal property taxes.
- To provide business licensing services in the unincorporated areas of the County.
- To provide in-house administration of the County's 457(b) and 401(a) deferred compensation programs for eligible county employees.

## Mandated Services

- Receive, account for, and safe keep the cash resources/revenues of the County and all depositing agencies.
- Bill and collect property taxes.
- Sell in a public auction 5-year tax-defaulted properties.
- Bill and collect business license taxes in unincorporated areas.

## Non-Mandated Services

- Invest the Treasurer's cash pool.
- Administer the County's 457(b) and 401(a) deferred compensation plan programs.

- Enhance the current Web Portal to include online services (payment processing and online tax information) for prior year secured and supplemental delinquent taxes.
- Upgrade the Interactive Voice Response (IVR) solution with a new IVR software and operating system to prevent system vulnerability to security breaches and compatibility issues.
- Automate the process for mailing, handling, and collection of taxes on the Utility Tax Roll.

- Implement the use of Image-based lockbox payment processing services to secured property taxes. Expand lockbox services to include supplemental and unsecured taxes.
- Install a self-service kiosk in Hayward Office to accept credit cards for property tax payments, business license taxes and application fees.
- Continue to enhance the Treasurer-Tax Collector's website with relevant investment information.

- Enhance the current Property Tax Web Portal to allow taxpayers to pay multiple tax bills using multiple payment sources.
- Continue to enhance the capabilities of the cashiering and remittance processing system to accept image check treasury deposits from county departments, schools and special districts.
- Working with ITD on the modernization of the Unsecured Property Tax System (TCUPS) in collaboration with the Assessors and Auditor-Controller.

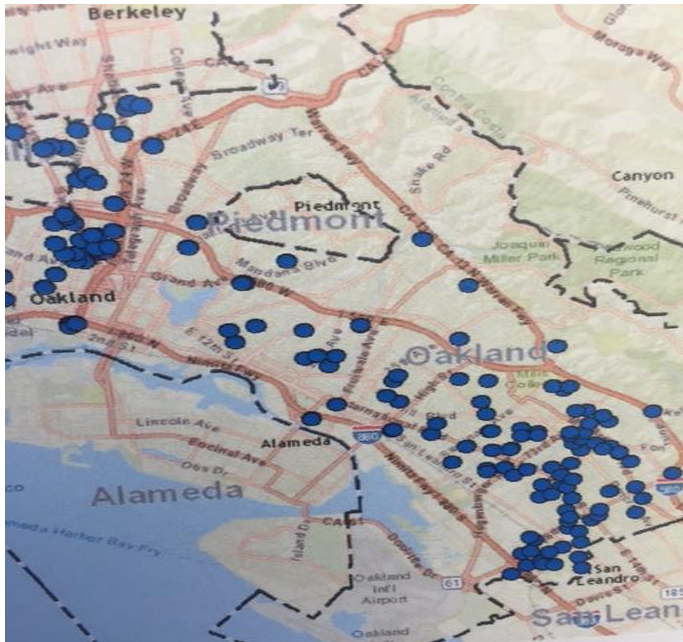
# Accomplishments for FY 2014-2015

---

- Implemented strategies to diversify investment portfolio to new asset classes approved by the State of California.
- Completed the enhancement of the Investment Portfolio Management System (SYMPRO) to effectively manage the Treasurer's Investment Pool. The upgrade included new delivered investment reports required by Internal and External Auditors.

# Accomplishments for FY 2014 - 2015

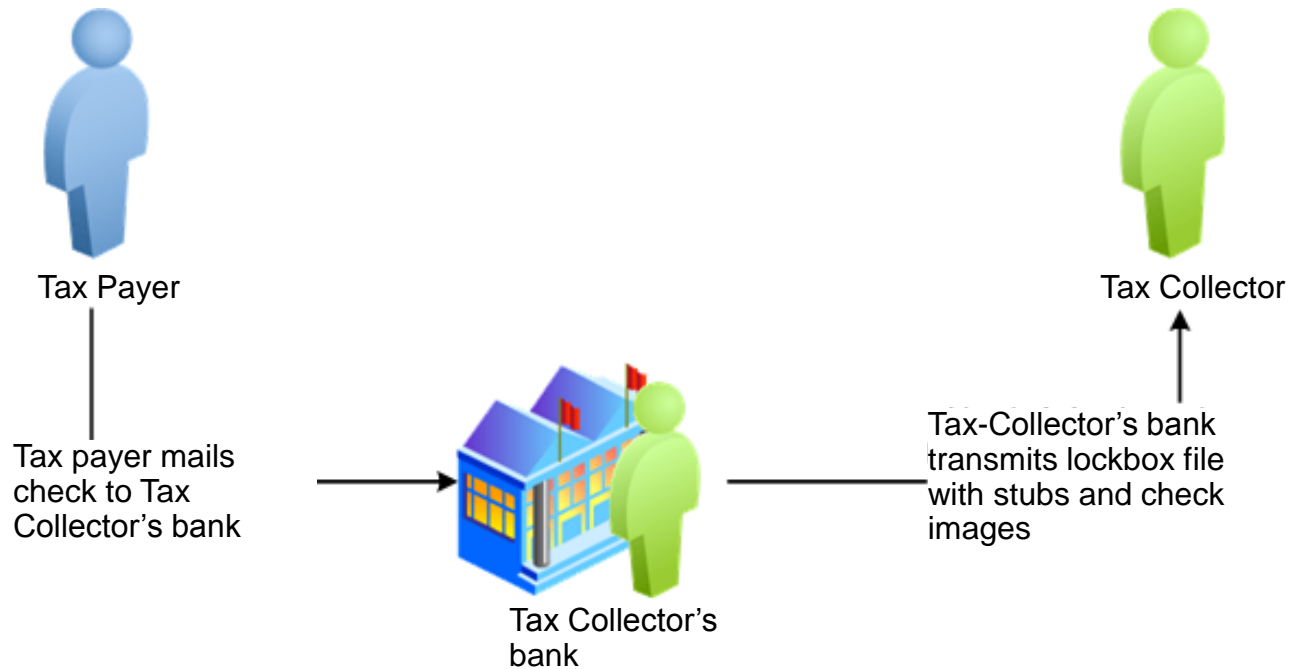
- Implemented a Web based Tax Sale Canvassing application that supports the use of tablets for site visits and document management of Tax Defaulted Properties.





# Accomplishments for FY 2014 - 2015

- Implemented LOCKBOX PAYMENT SERVICES for secured property taxes with the County's financial institution.



# Accomplishments for FY 2014 - 2015

- Implemented the “**Unpaid Prior Year Taxes Due**” reminder watermark on the secured property tax bills, which increased the collection of prior year tax delinquent accounts by 10%

**2014-2015 INTERNET COPY**  
 For Fiscal Year Beginning July 1, 2014 and Ending June 30, 2015  
**ALAMEDA COUNTY**  
**SECURED PROPERTY TAX STATEMENT**  
 Donald R. White, Treasurer and Tax Collector  
 1221 Oak Street  
 Oakland, California 94612-4285

Parcel Number	Tracer Number	Tax-Rate Area	Special Handling
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Location of Property [REDACTED]

Assessed to on January 1, 2014

ASSESSEE NAME AND ADDRESS ARE NOT AVAILABLE ONLINE  
 PER CA GOV CODE §6254.21

**THIS IS NOT AN OFFICIAL BILL**

Tax-Rate Breakdown		
Taxing Agency	Tax Rate	Tax Amount
COUNTYWIDE TAX	1.0000 %	9,279.11
VOTER APPROVED DEBT SERVICE	0.0250 %	231.97
CITY OF ALAMEDA	0.0503 %	466.74
SCHOOL UNIFIED	0.0142 %	382.30
SCHOOL COMM COL	0.0047 %	41.76
BAY AREA RAPID TRANSIT	0.0085 %	78.87
EAST BAY REGIONAL PARK	0.0047 %	43.61
EBMUD SPEC DIST 1		
<b>TOTAL</b>	<b>1.1342 %</b>	<b>10,524.36</b>

**UNPAID PRIOR YEAR TAXES DUE**

Fixed Charges and/or Special Assessments		
Description	Phone	Amount
CITY SEWER SERVICE	800-676-7516	2,173.02
CITY LANDSCAPE 4	800-676-7516	366.80
MOSQUITO ABATEMENT	800-273-5167	1.74
CSA PARAMEDIC	800-441-8280	116.20
CSA VECTOR CONTROL	800-273-5167	11.84
HEALTHCARE DIST	510-814-4038	298.00
SCHOOL MEASURE A	800-273-5167	2,040.96
PERALTA CCD MEAS B	800-792-8021	48.00
CSA VECTOR CNTRL B	800-273-5167	2.04
MOSQUITO ASSESS 2	800-273-5167	1.24
AC TRANSIT MEAS VV	877-299-1190	96.00
EBMUD WETWEATHER	510-287-1852	268.00
EAST BAY TRAIL LLD	800-676-7516	5.44
URBAN RUNOFF	510-670-5543	210.54
<b>Total Fixed Charges and/or Special Assessments</b>		<b>5,639.82</b>

Tax Computation Worksheet			
Description	Full Valuation	x Tax Rate	= Tax Amount
LAND IMPROVEMENTS	271,143		
FIXTURES	656,768		
TOTAL REAL PROPERTY	927,911		
PERSONAL PROPERTY			
GROSS ASSESSMENT & TAX	927,911	1.1342 %	10,524.36
HOMEOWNERS EXEMPTION			
OTHER EXEMPTION			
NET ASSESSMENT AND TAX	927,911	1.1342 %	10,524.36
			<b>10,524.36</b>
<b>First Installment</b>		<b>Second Installment</b>	<b>Total Amount Due</b>
<b>PAID</b>	<b>\$ 8,082.09</b>	<b>PAID</b>	<b>\$ 8,082.09</b>
			<b>\$ 16,164.18</b>

# Accomplishments for FY 2014 - 2015

- Amended the Deferred Compensation Plan 457(b) to allow retired annuitants to contribute to the plan.
- Participated in County and ACERA Health Fairs resulting in increased deferred compensation plan enrollments.

**ALAMEDA COUNTY EMPLOYEES' RETIREMENT ASSOCIATION**

## 2014 Retiree Health Fair

**Come Join Us!**  
Good health is like a bank account loaded with the riches of vitality. Build your fitness portfolio by joining your fellow ACERA retirees for ACERA's annual Retiree Health Fair.

We encourage you, your spouse/domestic partner, and your caregivers to attend this social, informative event. Representatives from all of our medical, dental, and vision plans will be there to answer all of your wellness questions. For speedy entrance to the fair, bring the completed Health Fair Release Form with you, available at [www.acera.org/forms](http://www.acera.org/forms).

Attend a seminar where an expert will guide you in making the best health and wealth decisions. Take home some of the numerous free publications and other freebies.

**October 31, 2014**  
Friday, 9:00 am — 2:00 pm

**Oakland Airport Hilton**  
1 Hegemburger Road  
Oakland, CA 94621  
(510) 635-5000

-Free Validated Parking

The Hilton's free hotel shuttle will pick you up at the Coliseum Bart Station once per hour at the top of the hour (9 am, 10 am, 11 am, 12 pm, 1 pm). Call 510-635-5000 at least 15 minutes prior to arriving to ensure shuttle ride.

-Halloween costumes optional

Your Alameda County Retirement staff invites you to join us for our annual health fair. Fair warning, we all smile, and it's contagious. It's science—our smiles will make you smile, stress levels will lower, immune system will become stronger, and blood pressure lowers—all with a beautiful smile.

**Giveaways, Snacks, and Expert Knowledge**

This year we have more exhibitors than ever, and a number of new exhibitors. These include Eatwell Farm ([eatwell.com](http://eatwell.com)), a local farm you can subscribe to and receive weekly or biweekly fresh fruits and vegetables, and Road Scholar ([roadscholar.org](http://roadscholar.org)), which creates group educational adventures for seniors. Take home some of the numerous free publications and other freebies.

**Exhibitors**

- 1st United Services Credit Union
- ACRE Local 1021 SEBU
- Social Security Administration
- Alameda County Health Services Agency
- Costco
- NEW! Eatwell Farm
- Delta Dental
- Wells Fargo Advisors/Deferred Comp
- NEW! KeenanDirect
- NEW! American Cancer Society
- OneExchange (formerly ExtendHealth, Inc)
- NEW! Road Scholar
- Kaiser Permanente and UnitedHealthcare
- NEW! Connect Hearing
- Energy Resource Center (PG&E)
- REAC
- Vision Service Plan (VSP)
- Whole Foods
- CTAP - CA Telephone Access Program

**ACERA**

# Workload Measures

## FY 2015 - 2016

Treasurer - Tax Collector	FY 2013	FY2014	FY2015	FY2016
	Actual	Actual	Estimate	Estimate
Regular Secured & Supplemental Tax Bills	463,692	471,904	475,000	476,000
Delinquent Secured & Supplemental Tax Bills	49,128	44,315	44,000	43,000
Tax Defaulted Properties for Auction	1,396	1,608	1,700	1,800
Regular Unsecured Tax Bills	57,301	55,406	55,000	55,000
Delinquent Unsecured Tax Bills	17,630	15,637	15,500	15,500
Telephone Assisted Calls	60,970	53,484	53,000	52,000
Business License Taxes	7,138	7,058	7,058	7,058
Deferred Compensation Plan Participants	5,086	5,930	6,200	6,500
Deferred Compensation Plan Assets (millions)	\$488	\$533	\$550	\$560
Invested Pooled Funds (billions)	\$3.4	\$3.4	\$3.5	\$3.5
Paper Checks Deposited/Processed	36,118	34,379	25,000	20,000
Image Checks Deposited/Processed	829,814	778,029	282,000	282,000
# of Property Taxes paid by Credit Card (Web/IVR/Mobile)	19,723	21,871	22,100	23,000
# of Property Taxes paid by ACH/E-Check (Web)	46,815	59,259	60,000	61,000
# of Property Taxes paid by Electronic Fund Transfer	212,529	217,265	219,500	220,000
# of Property Taxes paid by Cash/Checks	676,017	676,526	684,000	685,000
# of Property Taxes processed through Lockbox	0	0	365,280	400,000
# of Warrants Paid /Redeemed	570,454	528,293	523,000	520,000

# Financial Summary

## FY 2015 - 2016

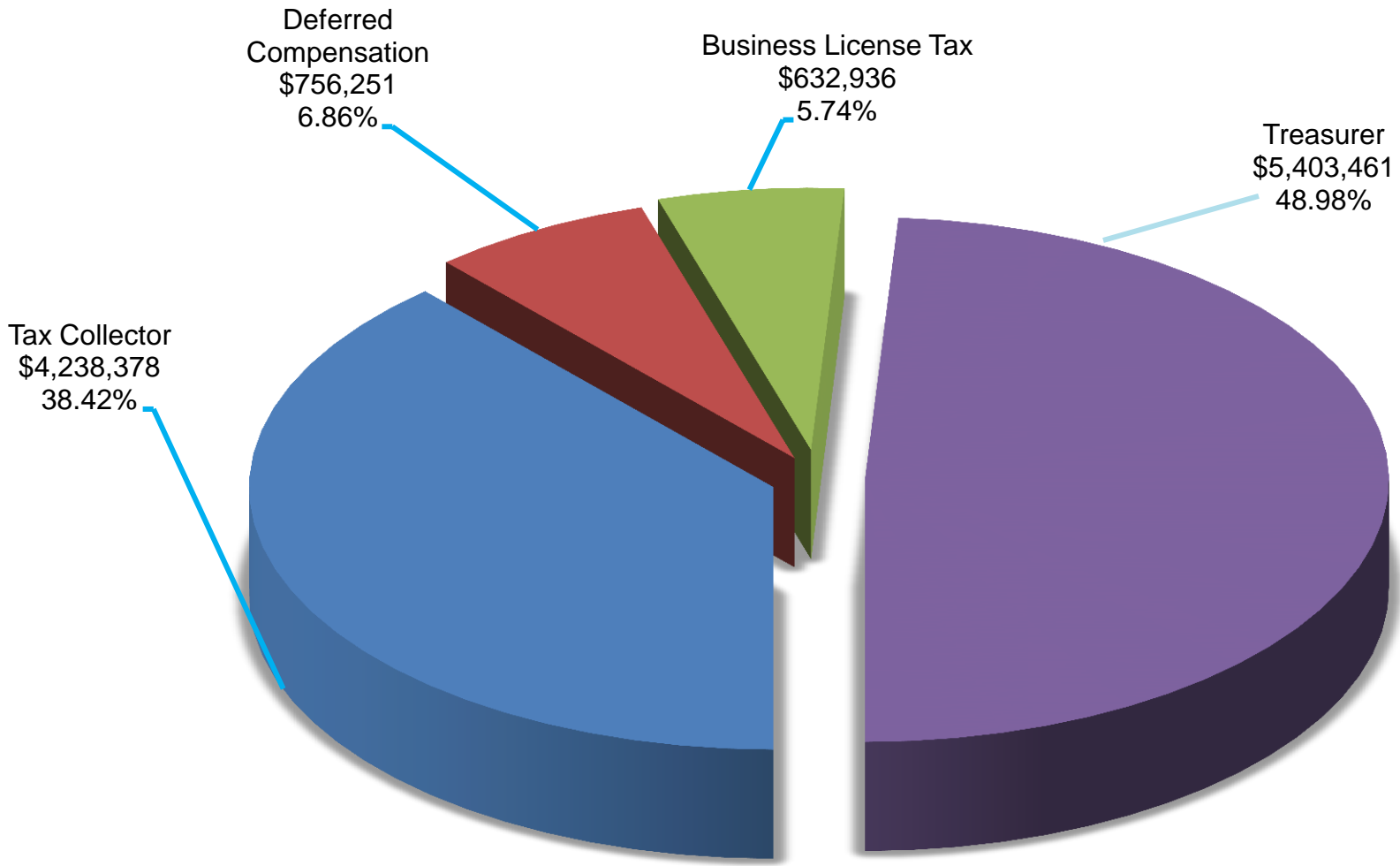
TREASURER-TAX COLLECTOR	FY 2014-2015	FY 2015-2016	Change from 2014-2015 Budget	
	Approved Budget	MOE Funding Request	Amount	Percent
Appropriations	10,426,081	11,031,026	604,945	5.80%
Revenue	8,571,167	8,772,392	201,225	2.35%
Net	1,854,914	2,258,634	403,720	21.76%
FTE - Mgmt	19.33	19.33	0.00	0.00%
FTE - Non Mgmt	35.14	35.14	0.00	0.00%
Total FTE	54.47	54.47	0.00	0.00%

# Major Components of Net County Cost Change

Component	NCC Change
Salary and Employee Benefits (1)	220,549
Discretionary Services and Supplies (2)	260,172
Non-Discretionary Services and Supplies (3)	114,224
Revenue Accounts (increase) (4)	211,225
Other Revenue (5)	(10,000)
Total NCC Change	403,720

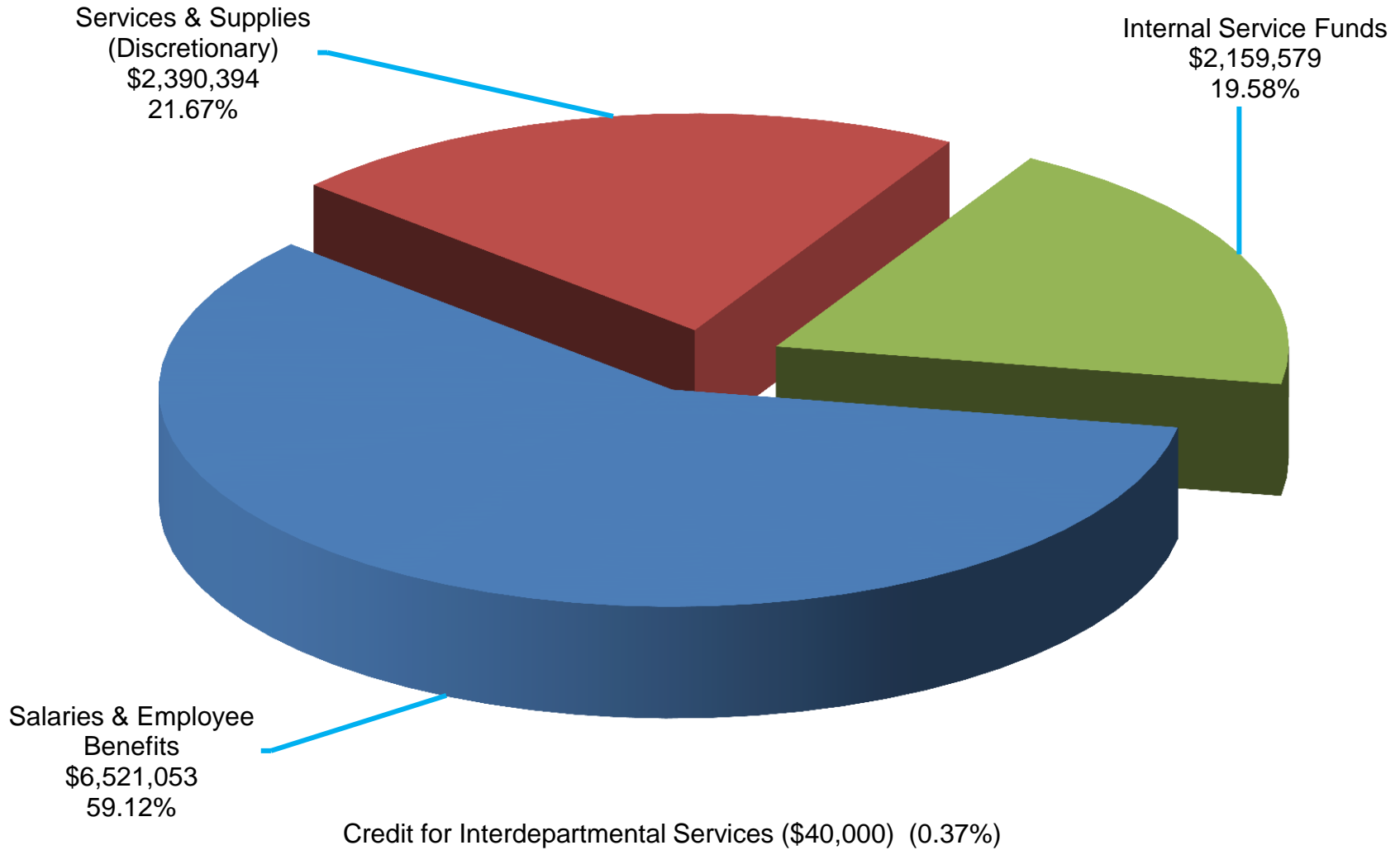
1. Due to salary adjustments from position reclassification, salary step increases and cost of living adjustments.
2. Due to increase in contractual services and required upgrade of IVR system.
3. Due to increase costs of all ISF accounts (BMD space rental, ITD services, Risk Management and Telephony services).
4. Due to increase in Charges for Current Services and Tax Collector Fees.
5. Decrease revenues from returned check fees resulting from increased use of ACH and credit card payments by the public.

# Appropriation by Departmental Function



**Total Appropriations: \$11,031,026 - 100%**

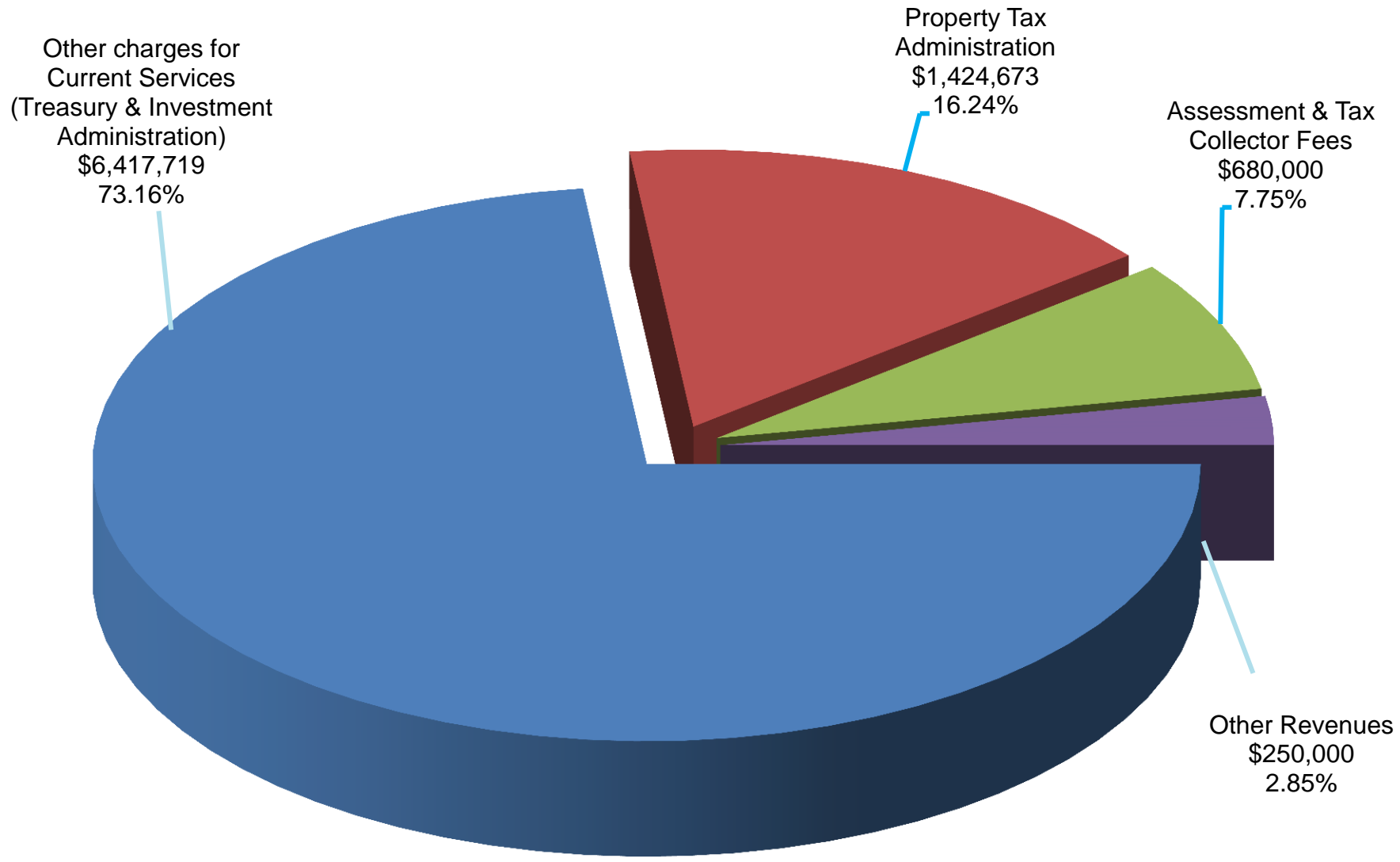
# Appropriation by Major Objects



**Total Appropriations: \$11,031,026 - 100%**



# Total Revenue by Source



**Total Revenue: \$8,772,392 - 100%**

**Questions?**

---