

Treasurer-Tax Collector-Revenue Services Newsletter

At A Glance ~ January 2018

Treasurer

Sandie Arnott, Treasurer-Tax Collector

•Happy New Year! Hope everyone enjoyed their holidays and that you have not been a victim of this horrible flu that's making the rounds around the County. Please ensure you dress appropriately for the weather, wipe down your desks with Clorox wipes often and don't forget to "cover that cough" if you're ill to prevent spreading germs. Thanks.

•Thank you all so much for stepping up during what is typically a more quiet time in our office. My appreciation to each of you who ensured our customer's needs were met, always professionally and with a smile.

•Big thanks to Ringo Lam who manned our mobile mailbox this season. He was also able to assist us on December 29th collecting second installment payments. The mobile mailbox continues to be quite popular with our taxpayers. Last December, 546 taxpayers used this option. This December that number rose to 815 with an additional 60 using it on 12/29. This option is really alleviating the frustration taxpayers voiced trying to find parking.

•I will be out of the country 1/18 through 2/2 with limited email.

Human Resources & Wellness

Tiffany Htwe, Management Analyst

•Performance: FY 2017-18 Employee's meeting the 20 hour annual training requirement is at 7% as of 12/21/17. It is important for you to attend training in the areas you think are useful and necessary for you to perform better. I strongly encourage you to complete the 20 hour requirement annually because continuous training will empower you, and gives you the confidence to perform better and gain new ideas. It will also allow you to network with other County departments.

•Payroll: We continue to experience various issues with our Payroll reporting process. Try your best to verify your time and your employee hours weekly. Please continue to turn in your timecard promptly and accurately. You are responsible for reporting your total hours worked and time off correctly. If you submitted your timecard with an error, it will be corrected in the following pay period.

•Wellness: We held our 2nd Annual Wellness lunch on Wednesday, December 13th. Thank you for attending and providing valuable feedback. The TTCRS Wellness Committee will meet to discuss the event and how we can improve for 2018.

The Treasurer-Tax Collector-Revenue Services 2nd Annual Wellness Luncheon was held on December 13, 2017 in Room 101



Tax Collector

Robin Elliott, Assistant Tax Collector

•We received and processed over 90,000 second installment payments by 12/31/17, just short of double the number we had received by the same time in 2016. Almost half of these, about 38,000, were processed in just two weeks between the tax bill's passage on 12/19/17 and 12/31/17. For perspective, we only processed about 3000 payments during the same time period in 2016. Thank you to the Tax and Treasurer's team, who worked extremely hard during a time period in which we were extremely short staffed to get all of these payments processed and provide excellent customer service to our taxpayers.

•The Tax department has a department meeting Wednesday, 1/10, at 8:45 am

•Grant Street Group will be on site the week of 1/22, and will begin meeting with business process owners from the Tax and Treasurer's teams to begin business process development for the future TaxSys system

Revenue Services

Laura Williams, Revenue Services Division Manager

•As of January 1, 2018, the California legislature amended the law to limit authority of local agencies to assess and collect certain specified fees against families of persons subject to the juvenile delinquency system. Revenue Services will cease all active juvenile collections and return any payments that come to the office after that date.

•I'm pleased to announce that Uriel Espino will be joining our division as Revenue Collector II starting January 16. Uriel will be working court collections and will report to Irma. Please give Uriel a warm welcome as a new member of our team.

Investments

Charles Tovstein, Chief Investment Officer & Joe Demeo, Financial Services Manager II

•The estimated gross earnings for the month ending December 31 are 1.325%