

# Annual Report 2019

TREASURER-TAX COLLECTOR NAPA COUNTY, CA



*We're improving how we invest, work, share information, and serve Napa County.*

## Enhanced Revenue through Smart Investing

The Treasurer-Tax Collector (TTC) manages a \$600 to \$700 million portfolio consisting of funds from the Schools, Community College, County (such as libraries, roads, and waste management), and Special Districts (such as flood control).

This year the TTC Team created a new investment allocation model with outstanding results. Despite decreasing interest rates, our new way of investing enabled the investment portfolio to outperform the prior year and the current 2-year treasury yield (the unofficial benchmark of the portfolio).

In the 2017/18 fiscal year, the treasury pool earned \$8.1 million; in 2018/19, it earned \$14.2 million; that's a **6 million dollar annual increase**. These funds benefit the community by going directly to programs and services at local schools, the Community College, County, and Special Districts.



James Hudak and Bret Prebula, TTC Leadership

## Enhanced Services for You

**We're adding more staff to serve you:** Fiscal Year (FY) 2019-20 budget, added an additional position to assist with Unsecured Property Tax Collections.

**We're moving funds into the community faster:** Created a streamlined process for staff to deposit payments daily, which enables us to move funds faster to our clients like Napa Vallejo Waste Management and the County Airport.

**We're increasing efficiency through automation:** Created a digital work flow system to allow users to electronically enter new collection accounts and to automatically calculate fines and fees on accounts.



*Through smart investing, the TTC Team increased earnings last year by **6 million dollars** for the benefit of the people of Napa County.*

# We've Been Busy!

## Last Year the TTC Team Processed:

Over **51,000** parcels

Over **7,100** unsecured (planes, boats, etc.) property tax bills

Over **6,000** supplemental tax bills

Over **100,000** pieces of incoming mail



## Improved Operations Save Time and Money

The TTC team strengthened the effectiveness and efficiency of operations through a variety of improvements.

### **We made things easier by going digital:**

Developed an electronic property tax process for Lot Line and Parcel Map tax estimates.

### **We're now faster at getting money where it is needed:**

Significantly shortened the process for the Treasurer-Tax Collector Trust Funds, decreasing the time it takes to reconcile and disburse funds.

### **We made the mobile home tax process smoother and more accurate:**

Automated the journal upload process for mobile home tax payments, enhancing the accuracy and timeliness of these payment records for the public.

### **We simplified public access to information:**

Developed a Cloud storage site (via Dropbox) to distribute public requested property tax information.

### **We streamlined our workflow to save time and money:**

Deleted outdated tax processes, saving hundreds of hours of staff time annually, which we reallocated to other tax-related functions that enhance our ability to serve our communities.

### **We saved you money on fees and made payment options more convenient:**

Negotiated with our credit card vendor to lower the fee charged to the public for credit card payment in county departments; added free ACH check payments (set for approval by Board of Supervisors in August).

## Transparency in Government

### **We're explaining things clearly and openly:**

Added an investment analysis section to our monthly investment report which provides the public context to the investment figures.

### **We're helping you meet your deadlines:**

Created property tax email alerts to remind residents when major property tax payments are due.

### **We're making it easier for you to avoid late fees:**

Worked with an outside vendor to develop a better system for finding the correct address when mail is returned, which means more reminders reach taxpayers, allowing them to avoid late penalties.

The TTC Team



Learn more: [www.countyofnapa.org/1227](http://www.countyofnapa.org/1227)