JANUARY 1831

COOK COUNTY TREASURER
MARIA PAPPAS

STATE OF THE OFFICE - 2015

CONTENTS

A Background **2-11**
Employee Compensation History 7
Cost-of-Living Adjustment (COLA) History 8
Fringe Benefit Comparison 9
B Automation Projects – Payments **12-22**
Lockbox 14
Bank Branch Payments 15
Community Bank Branch Payments 16
In-Person Payments 17
Third Party Agent (TPA) – Wire Payments 18
Third Party Agent (TPA) – ACH Payments 19
Online Payments 20
Credit Card Payments 21
Subsequent Tax Electronic Payment System (STEPS) 22
C Automation Projects – Systems **24-45**
Website cookcountytreasurer.com 25-26
Website Informational Brochures 27-28
CRM (E-mail System) 29-30
Electronic Duplicate Tax Bill Request System 31-32
PIN Research – Internal Portal 33-34
Electronic Warrant Book 35-36
Annual Tax Sale 37-38
Automatic Name Changes 39-40
Stop Taxpayer Over-Payment System (STOPS) 41-42
Taxing Agency Extranet 43-44
D Transparency Projects **46-55**
Debt Disclosure Ordinance (DDO) 47-48
Debt Disclosure Ordinance (DDO) Data and TIF Information on the Tax Bills 49-51
County Property Tax Portal Website 52-53
Freedom of Information Act (FOIA) Log 53-55
E Focus on Budget **56-63**
FY2015 Budget Highlights 58-61
Account Summaries 62-64
F Projects **64-83**
FY2015 – FY2017 Projects 65-73
FY2014 Projects 74-77
Top 100 Automation Efforts & Streamlining of Processes 78-82
Appendix (Statistics) **84**

BACKGROUND

Maria Pappas

Cook County Treasurer

October 20, 2014

Toni Preckwinkle
President
Cook County Board of Commissioners
118 N. Clark Street, Room 500
Chicago, IL 60602

Dear President Preckwinkle:

It is with pleasure that I submit to you the Fiscal Year 2015 Budget for my office.

Year after year, I have come before the Board with a budget request that reduces even more than the proposed target. As Treasurer, I believe that it is my duty to demonstrate fiscal discipline by ensuring that my office operates efficiently and that the taxpayers are not overburdened. This will be the 14th consecutive year that the taxpayer-funded portion of my office's budget has been reduced. This reduction has been achieved by reductions in force made possible through continued automation efforts.

I thank you and the other real estate tax offices for collaborative efforts to develop projects that streamline Cook County's property tax system. These efforts will continue to build a streamlined and more efficient property tax system.

Because of technological improvements, the Treasurer's Office continues to reduce the corporate budget and headcount without compromising service. In fact, we will improve our service – even as we coordinate with the other real estate offices on improving the system. The following are three major projects we are working on:

- Electronic Warrant Book
- Integrated Property Tax System
- Document Scanning Project

I thank the City of Chicago Public Schools, Chicago Summer Business Institute, and various universities for partnering with our office and providing us with student interns. Since its inception in 2004, my internship program has provided many students with opportunity to grow by enhancing their skill and learning about government, the financial industry, banking and technology. This experience will be extremely beneficial to these students in their future careers.

While I seek to further automate this office, I am tied to certain County mandated benefits that are extended to my employees such as: a) Employee Time-off averaging 10 employees off per day and b) healthcare-pension costs averaging approximately $26,000 per employee per year.

As to the particulars of the Treasurer's FY2015 budget, the following highlights:

- Our 060 corporate budget falls from $1,967,061 to $1,305,389, a **33.6 percent decrease** in money from tax revenues in one year.
  - The reduction is attributed to the elimination of vacant positions on the corporate fund and the shifting of six (6) positions to the 534 Automation Fund.
  - The $661,672 reduction will also save the County an estimated $155,000, as the fringe benefits will now be absorbed by the 534 Automation fund.
    - The 33.6 percent reduction coupled with an additional 7.9 percent credit for absorbing the fringe benefits, gives the Treasurer's office a **total reduction of 41.5 percent**.

- Our headcount falls to 89, which is a **64.4 percent reduction** from 1998 when the office had 250 employees.

- If the office maintained a staff of 250 employees as it had in 1998, the budget for the office would be an **estimated $33.4 million**.

- In 1998, the Office's $10.6 million budget was all "corporate" money, from taxpayers. Today, nearly 90 percent of our total budget comes from mortgage-industry users of our services.
  - Those commercial fees go into our 534 Account, which we use to upgrade our technology and streamline the office.

I am proud to recommend the adoption of the FY2015 budget for the Treasurer's Office. If you have any questions, please do not hesitate to contact me.

Sincerely,

Maria

Maria Pappas
Cook County Treasurer

BACKGROUND

The Treasurer's Office had 250 employees in FY1998.

If the office maintained its staff of 250, the FY2015 budget would be **$33.4 million**.

Instead, the office will have 89 positions and a budget of $11.8 million in FY2015. Only $1.3 million comes from taxpayer revenues while $10.5 million comes from commercial user fees.

Since FY2008, the Treasurer's Office has used $68.5 million in commercial user fees to fund itself and automation efforts. The office is close to 90% self-funded.

$33.4 million

would be the budget with 1998's employment

If the Treasurer's Office had the 250 employees that it had in FY1998, the budget WOULD HAVE BEEN:

$33.4 million

Instead, the office will have 89 positions and the FY2015 budget IS:

$11.8 million

BACKGROUND

The biggest portion of the Treasurer’s Office FY2015 budget comes from personnel costs – salaries and fringe benefits, such as health, vision, dental and life insurance.

These personnel costs comprised **71% of the FY2015 budget**.

County employees are automatically awarded longevity increases, or STEPS, based on years of service. Employee salaries also increase as a result of Cost-Of-Living Adjustments (COLA’s) that are approved by the County Board. Additionally, fringe benefit costs continue to increase.

The following three charts illustrate the budgetary challenges posed by salary increases, COLA’s and fringe benefits.

71%

of the Treasurer’s budget is personnel costs

BACKGROUND – Employee Compensation History

Grade	Step	Salary of an Employee in FY1998	Salary of same Employee in FY2015 (after COLAs)	Increase (from FY1998)	% of Increase (from FY1998)
11	1	$ 22,599	$ 42,852	$ 20,253	90%
12	1	$ 24,215	$ 45,914	$ 21,699	90%
13	1	$ 25,950	$ 49,317	$ 23,367	90%
14	1	$ 27,869	$ 52,967	$ 25,098	90%
15	1	$ 30,020	$ 56,965	$ 26,945	90%
16	1	$ 32,240	$ 60,859	$ 28,619	89%
17*	1	$ 34,611	$ 68,576	$ 33,965	98%
18*	1	$ 37,092	$ 73,536	$ 36,444	98%
19*	1	$ 40,701	$ 80,043	$ 39,342	97%
20*	1	$ 44,711	$ 87,564	$ 42,853	96%
21*	1	$ 49,158	$ 96,264	$ 47,106	96%
22*	1	$ 53,963	$ 105,830	$ 51,867	96%
23*	1	$ 56,609	$ 110,689	$ 54,080	96%

*Non-Union

BACKGROUND – Cost-Of-Living Adjustment (COLA) History

Implemented	COLA	Note
FY1999 June 1, 1999	4.0%	
FY2000 December 1, 1999	3.0%	
FY2001 December 1, 2000	3.0%	Plus $.10/hour increase
FY2002 June 1, 2002	2.5%	
FY2003 December 1, 2002	2.0%	
FY2003 June 1, 2003	1.0%	
FY2004 December 1, 2003	3.0%	
FY2005 December 1, 2004*	1.0%	
FY2006 December 1, 2005*	1.0%	
FY2006 June 1, 2006*	2.0%	Plus $500 Cash Bonus
FY2007 December 1, 2006*	1.5%	
FY2007 June 1, 2007	2.5%	3% for Non-Union Employees and $1,000 Cash Bonus
FY2008 December 1, 2007	2.0%	
FY2008 June 1, 2008	2.75%	
FY2011 January 1, 2011*	2.25%	
FY2012 December 1, 2011**	2.25%	
FY2012 June 1, 2012	3.75%	

*COLA awarded to Union employees only.

**COLA awarded to Non-Union employees only.

BACKGROUND – Fringe Benefit Comparison

If the Treasurer’s Office maintained 250 employees, the fringe benefit obligations would be approximately $6.4 million in FY2015. Instead, the benefits for the 89 employees in FY2015 is $2.3 million.

Benefit	FY1998 Average Cost Per Employee	FY2015 Average Cost Per Employee	Increase ($)	Increase (%)
Medicare	$ 290.44	$ 1,239.77	$ 949.33	426.9%
Pension	$ 3,976.59	$ 10,374.12	$ 6,397.53	260.9%
Life Insurance	$ 127.42	$ 199.36	$ 71.94	156.5%
Health/Pharmacy Insurance	$ 3,351.73	$ 13,493.89	$ 10,142.16	402.6%
Dental Insurance	$ 118.61	$ 471.73	$ 353.12	397.7%
Vision Insurance	$ 90.68	$ 117.89	$ 27.21	130.0%
Total	**$7,955.47**	**$25,896.76**	**$ 17,941.29**	**325.5%**

$6.4 million

cost of benefits if the office had 250 employees in FY2015

BACKGROUND

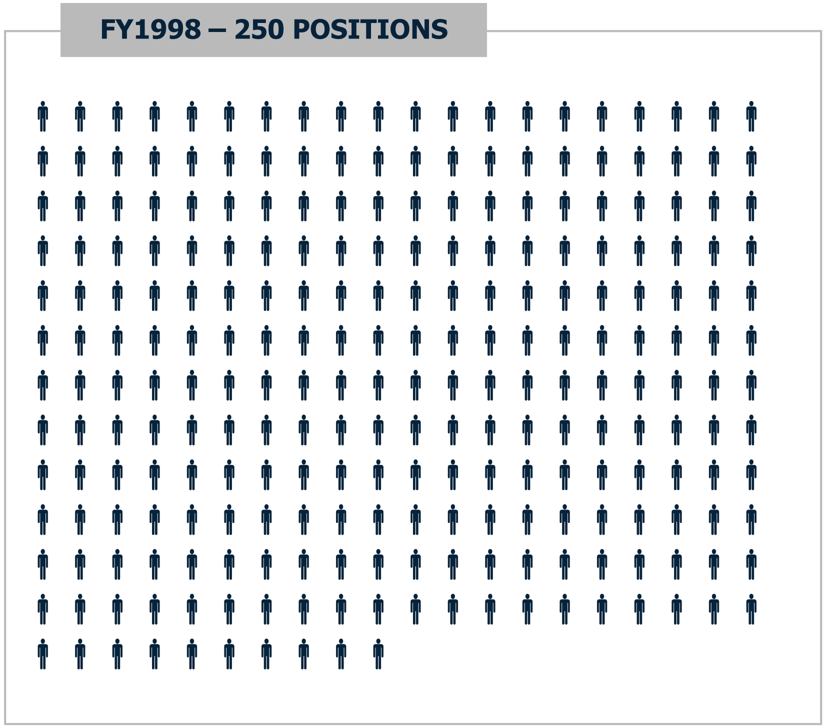
In FY1998, there were a number of challenges in the Treasurer's Office:

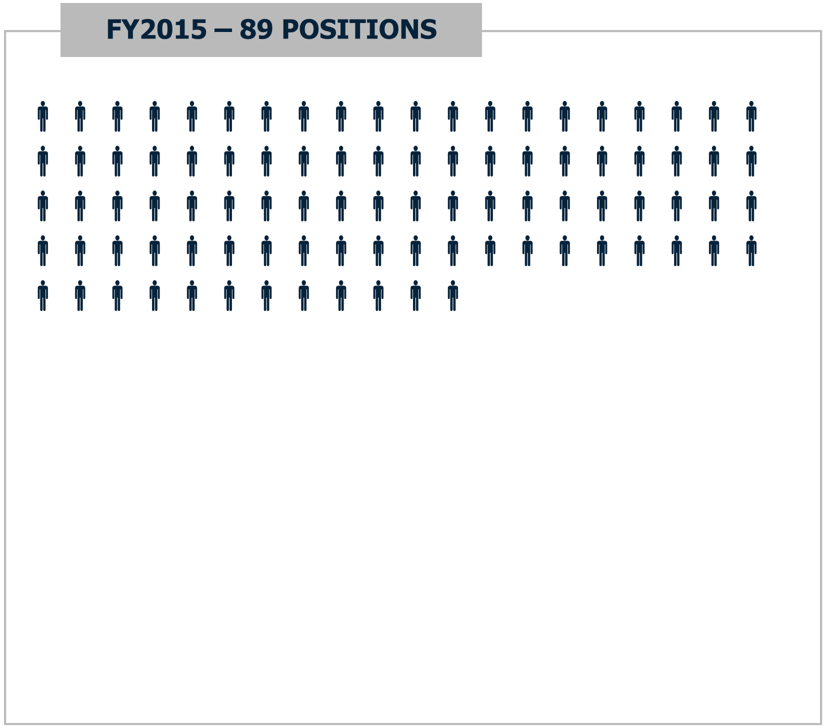
- 250 employees in the office
- Only six '386' personal computers
- Office was not Y2K Compliant
- No Third Party Agent (TPA) wire payment system
- No lockbox
- No bank branches accepting payments
- No financial audit
- No Information Technology (IT) department
- No website
- No e-mail system
- No phone system
- $30 million in uncashed checks on the floor
- One mail opening machine

The solution?
Automation, which has led to reduced headcount and greater efficiency.

BACKGROUND

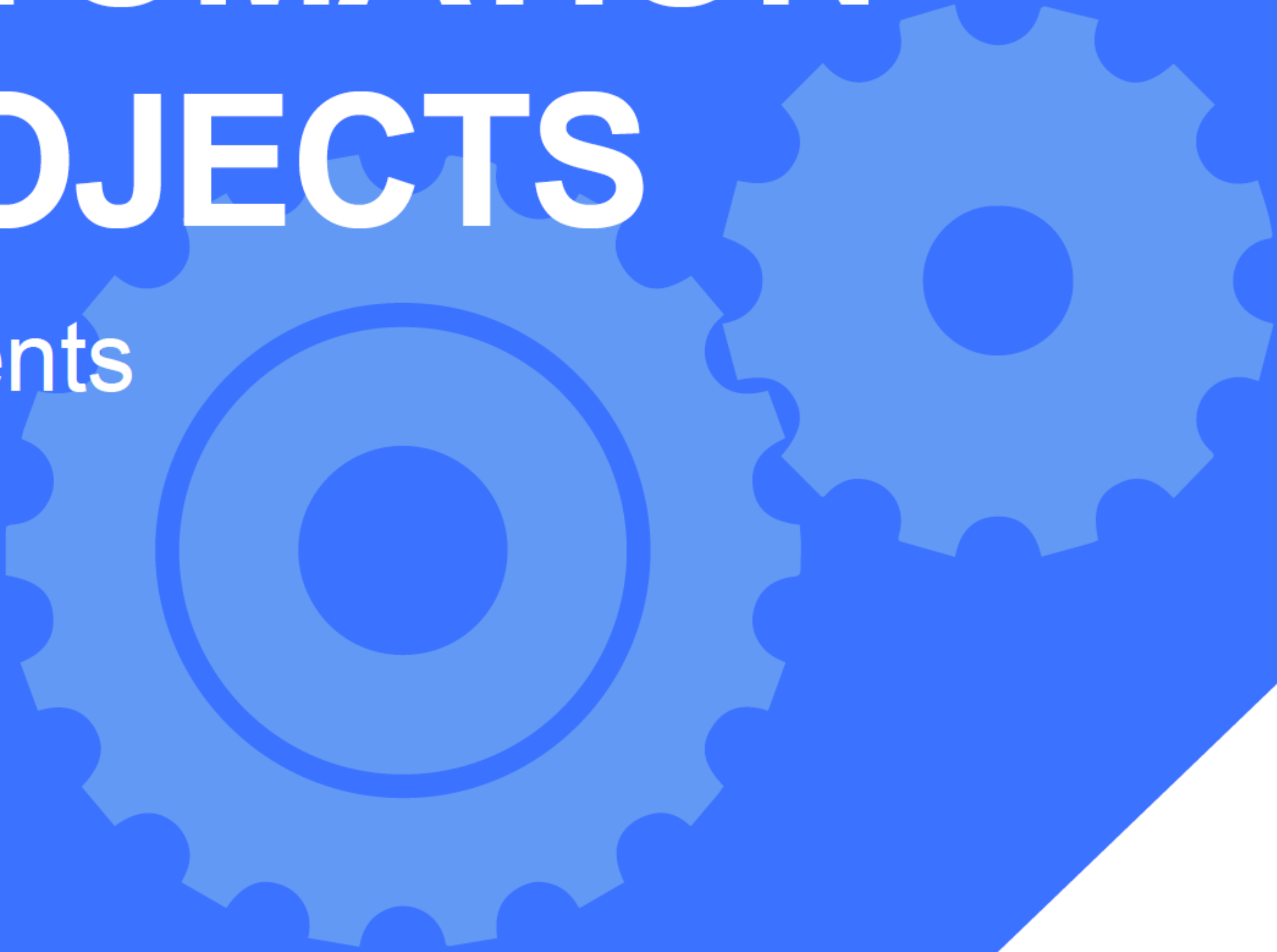
The Automation Projects of the Treasurer’s Office have resulted in a decrease in headcount from 250 positions in FY1998 to 89 in FY2015, a reduction of **64.4 percent**.


FY1998 – 250 POSITIONS


FY2015 – 89 POSITIONS

AUTOMATION PROJECTS

Payments



AUTOMATION PROJECTS – PAYMENTS

In 1998, there were two payment options: mail and in-person at one of six office locations. Now, there are nine payment options (only one of which is a CCTO Staff manual process).

Results: Headcount reduction in Collections Department, easy taxpayer access to make payment

1998

TWO PAYMENT METHODS:

- Mail to CCTO
- In-Person at CCTO (6 Offices)

2015

NINE PAYMENT METHODS:

- Mail to Lockbox
- In-Person at Chase (More than 400 Locations)
- In-Person at Community Banks (208 Locations)
- In-Person at CCTO (1 Office)
- Wire Payments by Third Party Agents
- ACH Payments by Third Party Agents
- Online (Internet)
- Credit Card (Internet)
- Subsequent Taxes by Tax Buyers (Internet)

AUTOMATION PROJECTS – PAYMENTS

Lockbox

In 1999, the Treasurer’s Office incorporated a lockbox system for collecting and processing taxes. This meant same-day deposits, immediate interest earnings and quicker distributions to taxing agencies.

The lockbox system eliminated the need for daily mail payments to be opened and processed individually by Treasurer’s staff.

Since 1999, **9.3 million** payments have been processed by lockbox.

For more information, see Appendix 2.

9.3million

payments processed by lockbox

AUTOMATION PROJECTS – PAYMENTS

Bank Branch Payments

Cook County property tax payments are accepted at hundreds of local banks making it convenient for taxpayers to pay.

Today, there are more than 400 Chase banking locations in and around Cook County that accept property tax payments.

More than 11 million payments have been accepted at bank branches since calendar year 1999.

11million

payments accepted at bank branches

For more information, see Appendix 3.

AUTOMATION PROJECTS – PAYMENTS

Community Bank Branch Payments

Cook County taxpayers may visit one of the participating local community banks to pay taxes by direct debit.

208 banking locations throughout Cook County accept property tax payments.

Nearly 67,000 payments have been accepted at these locations since 2004.

For more information, see Appendix 4.

67,000

payments at community banks

AUTOMATION PROJECTS – PAYMENTS

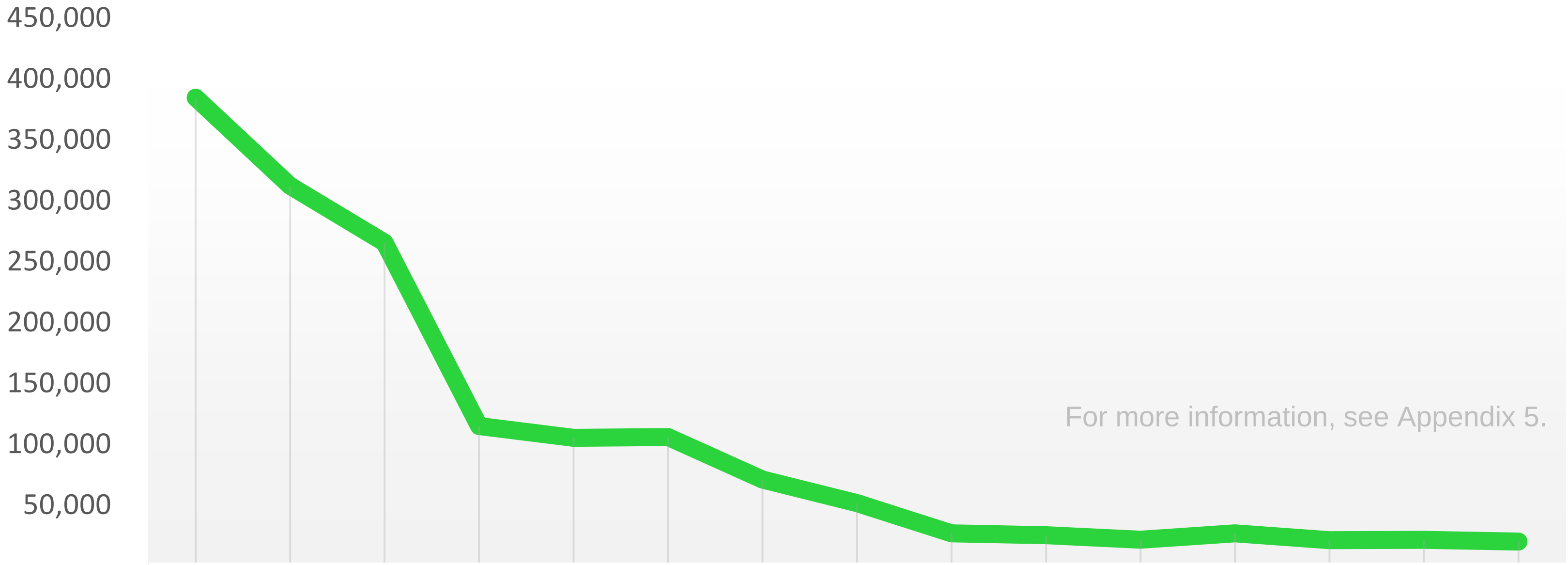
In-Person Payments

Because of many payment options available to taxpayers, the Treasurer's Office closed the five satellite offices at the end of 2005.

The CCTO had more than 384,000 in-person payments at its six office locations in 2000.

In 2014, the number of in-person, on-time payments is **down to 19,926** at only one location – just 0.6% of more than 3 million total on-time payments.

On-Time In-Person Payments (Satellite and Downtown Totals)



For more information, see Appendix 5.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
In-Person	384,597	312,062	265,557	114,800	105,108	105,855	70,865	51,585	26,765	25,204	21,445	26,695	21,080	21,365	19,926

AUTOMATION PROJECTS – PAYMENTS

Third Party Agent (TPA) – Wire Payments

The Treasurer’s Office established a commercial wire payment system used by banks, mortgage and title companies to pay instead of submitting individual checks to the office.

The prior process in the office used to require manual handling and deposit of individual checks.

Wire payments from commercial users have totaled **16 million** payments (**$42 billion**) since August 2003, *not one of which an employee had to physically touch*.

16million

commercial user wire payments

For more information, see Appendix 6.

AUTOMATION PROJECTS – PAYMENTS

Third Party Agent (TPA) – ACH Payments

The Treasurer’s Office instituted a system for commercial users (banks, mortgage and title companies) to pay via ACH direct debit transactions from an online site instead of submitting individual checks to the office.

Commercial users have submitted more than **561,000** payments (almost **$2 billion**) since 2007.

561,000

commercial user ACH direct debit payments

For more information, see Appendix 7.

AUTOMATION PROJECTS – PAYMENTS

Online Payments

The office provided taxpayers an option to pay current and prior-year taxes online (instead of waiting in-line).

A Cook County property owner can submit their tax payment anywhere in the world with an internet connection.

A total of **2.7 million** online payments have been made since 2002.

For more information, see Appendix 8.

2.7 million

online payments

AUTOMATION PROJECTS – PAYMENTS

Credit Card Payments

The office added the option for taxpayers to pay on-time property taxes with a credit card in July 2012.

A total of **37,389** credit card payments have been made totaling more than $80 million.

For more information, see Appendix 9.

37,389

credit card payments

AUTOMATION PROJECTS – PAYMENTS

Subsequent Tax Electronic Payment System (STEPS)

The Treasurer’s Office created an online payment method for Tax Buyers to make subsequent delinquent payments on properties purchased at the Annual Tax Sale.

Tax Buyers are able to pull up lists of eligible PINs by annual tax sale year and volume number range, and pay subsequent taxes.

Since 2007, there have been nearly **300,000** (more than **$788 million**) subsequent tax payments.

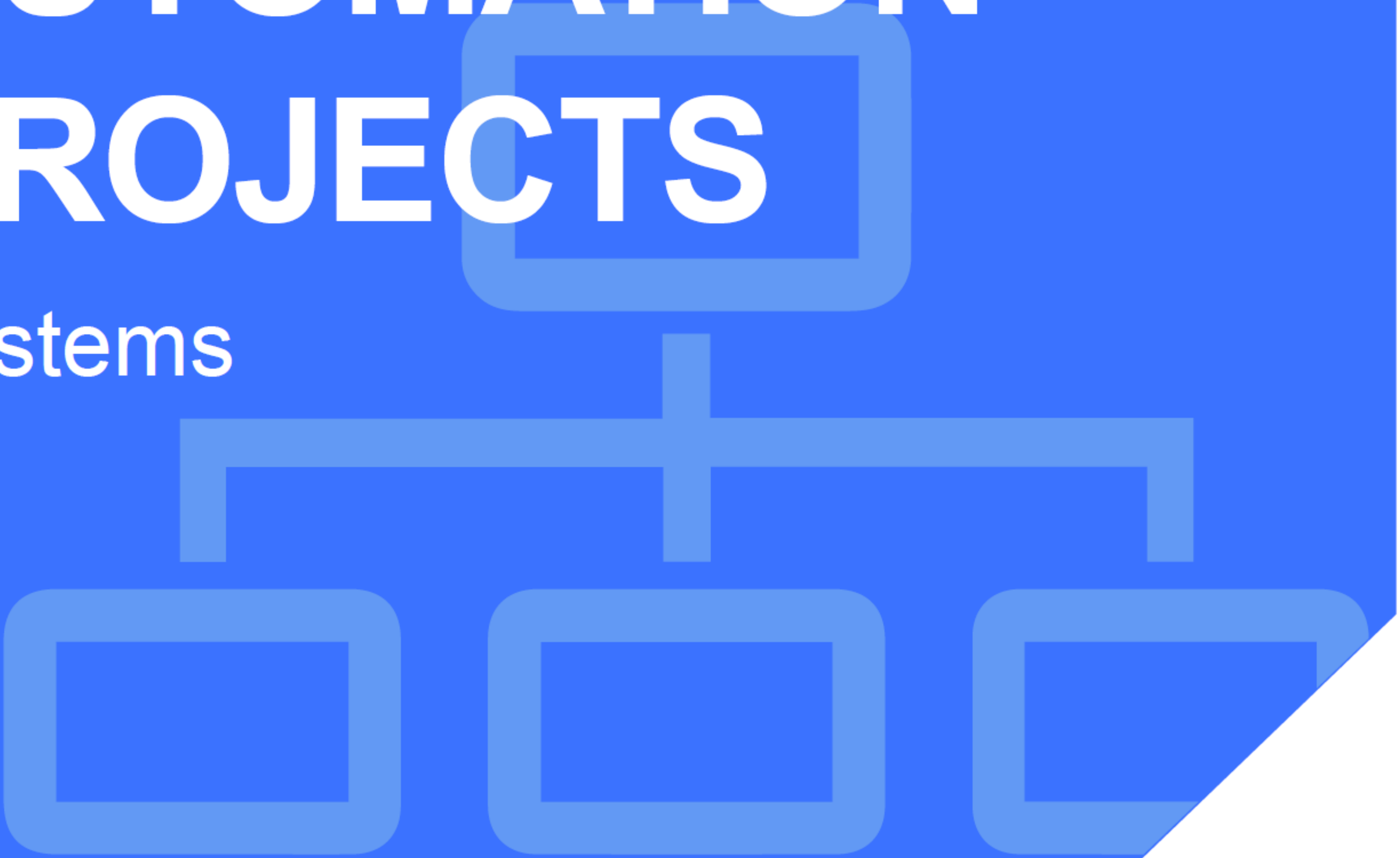
For more information, see Appendix 10.

300,000

subsequent taxes paid online by tax buyers

AUTOMATION PROJECTS

Systems



WEBSITE (cookcountytreasurer.com)

The Treasurer’s Office created an online site specifically so that taxpayers can directly access information and:

- Submit payment online
- Check payment status
- Order duplicate tax bill
- Search for refunds
- Access frequently used forms
- ‘Contact Us’ via e-mail
- Download informational brochures

The site has been visited nearly **39.8 million** times.

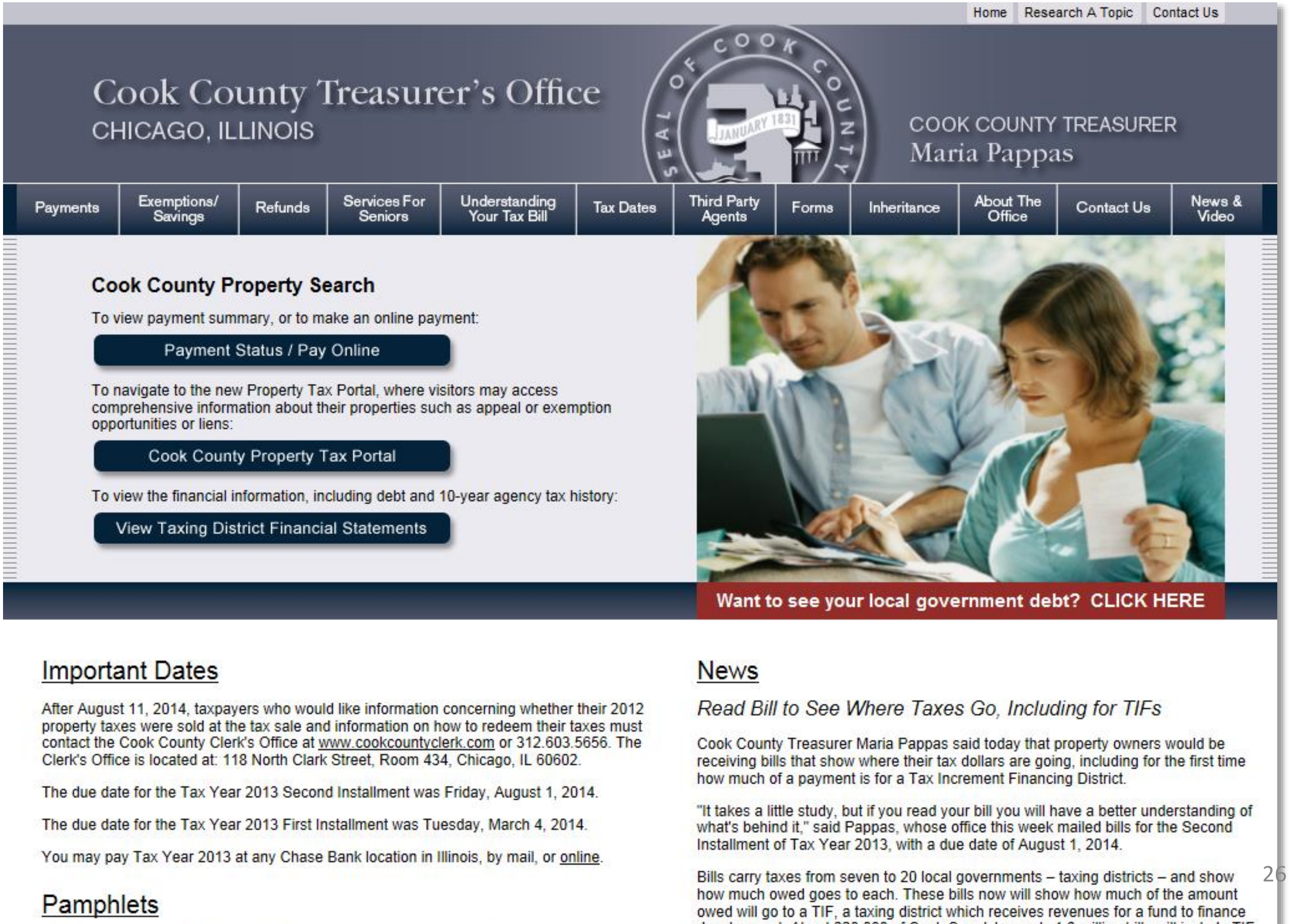
Results: Headcount reduction in Customer Service Department, improved access to information

39.8million

website visitors

For more information, see Appendixes 11 and 12.

WEBSITE (cookcountytreasurer.com)


Home
Research A Topic
Contact Us
Cook County Treasurer's Office
CHICAGO, ILLINOIS
SEAL OF COOK COUNTY
JANUARY 1831
COOK COUNTY TREASURER
Maria Pappas
Payments
Exemptions/ Savings
Refunds
Services For Seniors
Understanding Your Tax Bill
Tax Dates
Third Party Agents
Forms
Inheritance
About The Office
Contact Us
News & Video
Payment Status / Pay Online
Cook County Property Tax Portal
View Taxing District Financial Statements
Want to see your local government debt? CLICK HERE

Cook County Property Search

To view payment summary, or to make an online payment:

To navigate to the new Property Tax Portal, where visitors may access comprehensive information about their properties such as appeal or exemption opportunities or liens:

To view the financial information, including debt and 10-year agency tax history:

Important Dates

After August 11, 2014, taxpayers who would like information concerning whether their 2012 property taxes were sold at the tax sale and information on how to redeem their taxes must contact the Cook County Clerk's Office at www.cookcountyclerk.com or 312.603.5656. The Clerk's Office is located at: 118 North Clark Street, Room 434, Chicago, IL 60602.

The due date for the Tax Year 2013 Second Installment was Friday, August 1, 2014.

The due date for the Tax Year 2013 First Installment was Tuesday, March 4, 2014.

You may pay Tax Year 2013 at any Chase Bank location in Illinois, by mail, or online.

Pamphlets

News

Read Bill to See Where Taxes Go, Including for TIFs

Cook County Treasurer Maria Pappas said today that property owners would be receiving bills that show where their tax dollars are going, including for the first time how much of a payment is for a Tax Increment Financing District.

"It takes a little study, but if you read your bill you will have a better understanding of what's behind it," said Pappas, whose office this week mailed bills for the Second Installment of Tax Year 2013, with a due date of August 1, 2014.

Bills carry taxes from seven to 20 local governments – taxing districts – and show how much owed goes to each. These bills now will show how much of the amount owed will go to a TIF, a taxing district which receives revenues for a fund to finance

WEBSITE INFORMATIONAL BROCHURES

Taxpayers may view and download informational brochures in English and 23 foreign languages on cookcountytreasurer.com:

- Albanian
- Arabic
- Assyrian
- Bulgarian
- Chinese
- Croatian
- Czech
- German
- Greek
- Hindi
- Italian
- Japanese
- Korean
- Lithuanian
- Polish
- Romanian
- Russian
- Serbian
- Slovakian
- Spanish
- Thai
- Ukrainian
- Urdu

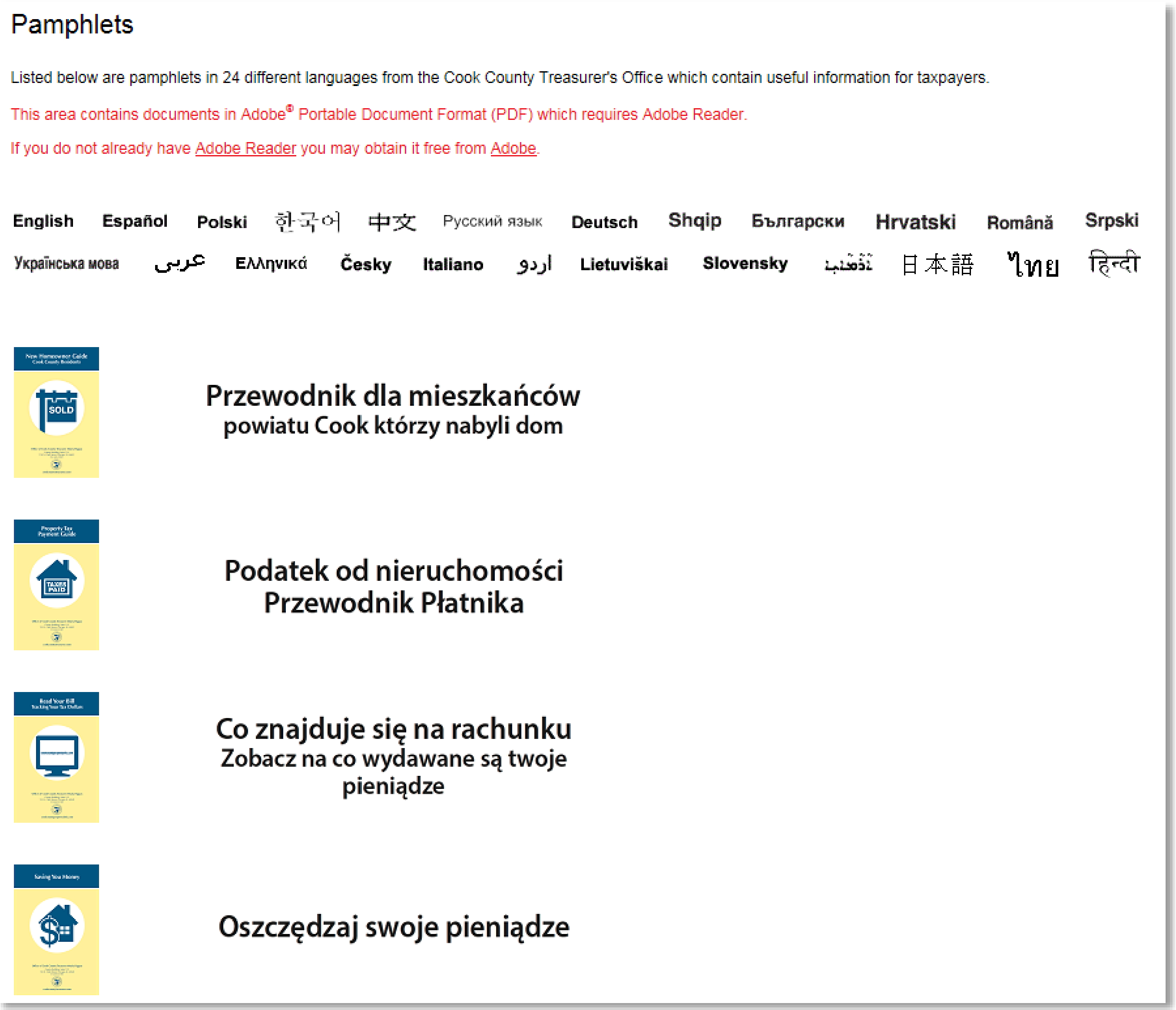
The informational brochures have been downloaded **469,755** times (foreign brochures downloaded **394,516** times) since 2006.

Results: Headcount reduction in Customer Service Department

394,516

foreign language brochure downloads

WEBSITE INFORMATIONAL BROCHURES



Pamphlets

Listed below are pamphlets in 24 different languages from the Cook County Treasurer's Office which contain useful information for taxpayers.

This area contains documents in Adobe® Portable Document Format (PDF) which requires Adobe Reader.

If you do not already have Adobe Reader you may obtain it free from Adobe.

English Español Polski 한국어 中文 Русский язык Deutsch Shqip Български Hrvatski Română Srpski
Українська мова عربى Ελληνικά Česky Italiano اردو Lietuviškai Slovensky [illegible] 日本語 ไทย हिन्दी

Przewodnik dla mieszkańców powiatu Cook którzy nabyli dom

Podatek od nieruchomości Przewodnik Płatnika

Co znajduje się na rachunku Zobacz na co wydawane są twoje pieniądze

Oszczędzaj swoje pieniądze

CRM (E-mail system)

The Treasurer’s Office created online functionality so that taxpayers can ‘Contact Us’ via e-mail.

In August 2010, the site was updated to display answers to frequently asked questions. Automatic responses are generated before a taxpayer enters a question. These filtering features continue to reduce the number of incoming e-mails.

E-mails are routed to employees throughout the office to respond within 48 hours.

The Treasurer’s Office has received and responded to nearly **125,000** e-mails since 2003.

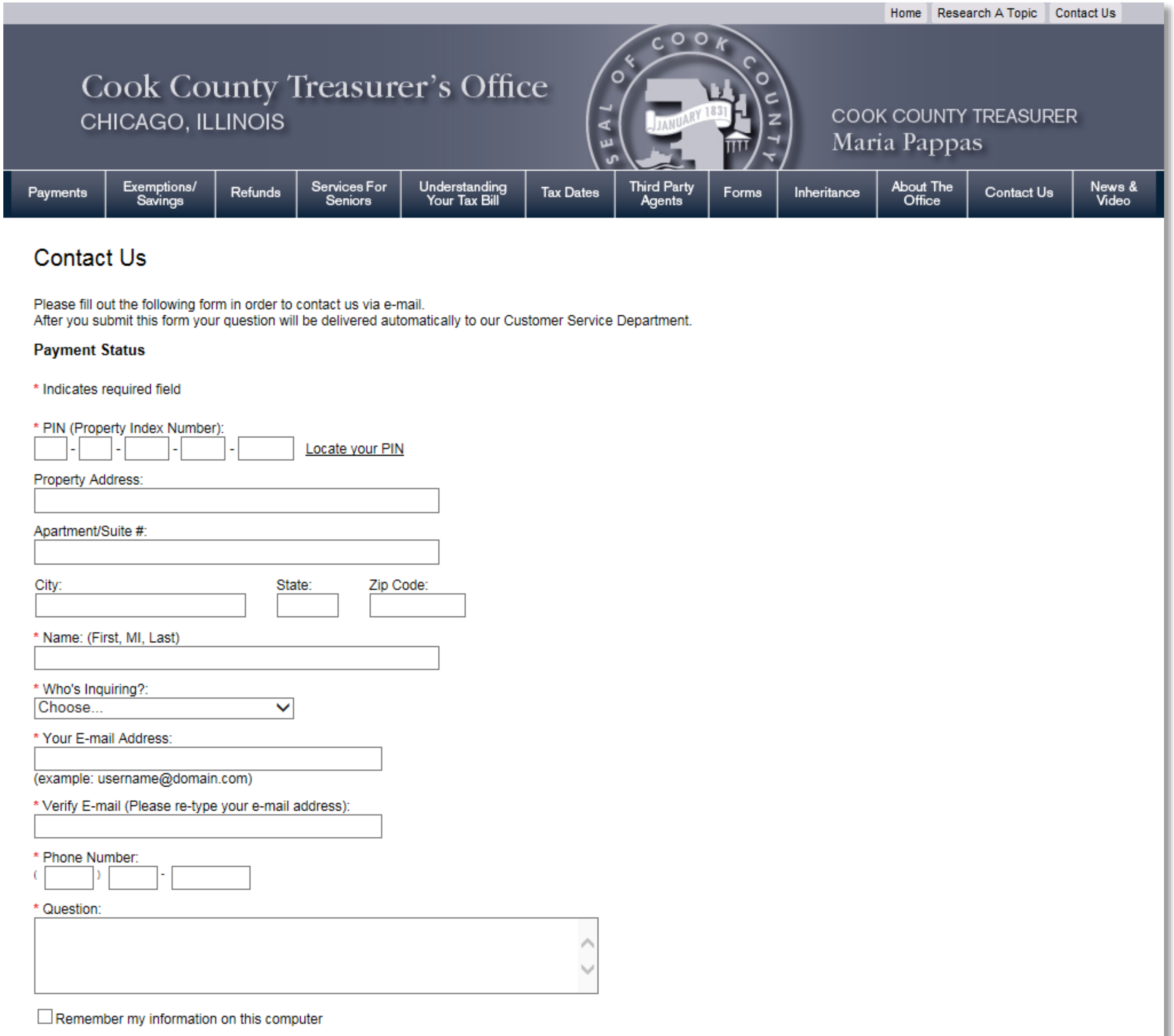
Results: Headcount reduction in Correspondence Department, fewer taxpayers coming into the office

125,000

e-mails by taxpayers

For more information, see Appendix 13.

CRM (E-mail system)


Home
Research A Topic
Contact Us
Cook County Treasurer's Office
CHICAGO, ILLINOIS
SEAL OF COOK COUNTY
JANUARY 1831
COOK COUNTY TREASURER
Maria Pappas
Payments
Exemptions/ Savings
Refunds
Services For Seniors
Understanding Your Tax Bill
Tax Dates
Third Party Agents
Forms
Inheritance
About The Office
Contact Us
News & Video

Contact Us

Please fill out the following form in order to contact us via e-mail.
After you submit this form your question will be delivered automatically to our Customer Service Department.

Payment Status

* Indicates required field

* PIN (Property Index Number): ___ - ___ - ___ - ___ - ___ Locate your PIN

Property Address:

Apartment/Suite #:

City: State: Zip Code:

* Name: (First, MI, Last)

* Who's Inquiring?: Choose...

* Your E-mail Address:

(example: username@domain.com)

* Verify E-mail (Please re-type your e-mail address):

* Phone Number: ( ) -

* Question:

☐ Remember my information on this computer

Electronic Duplicate Tax Bill Request System

On November 10, 2009, the website was updated so taxpayers may request a duplicate copy of their property tax bill instead of requesting a copy in-person.

Taxpayers are mailed a copy of their bill to any address they provide in the online form.

More than 96,000 taxpayers have used the online request system for duplicate property tax bills.

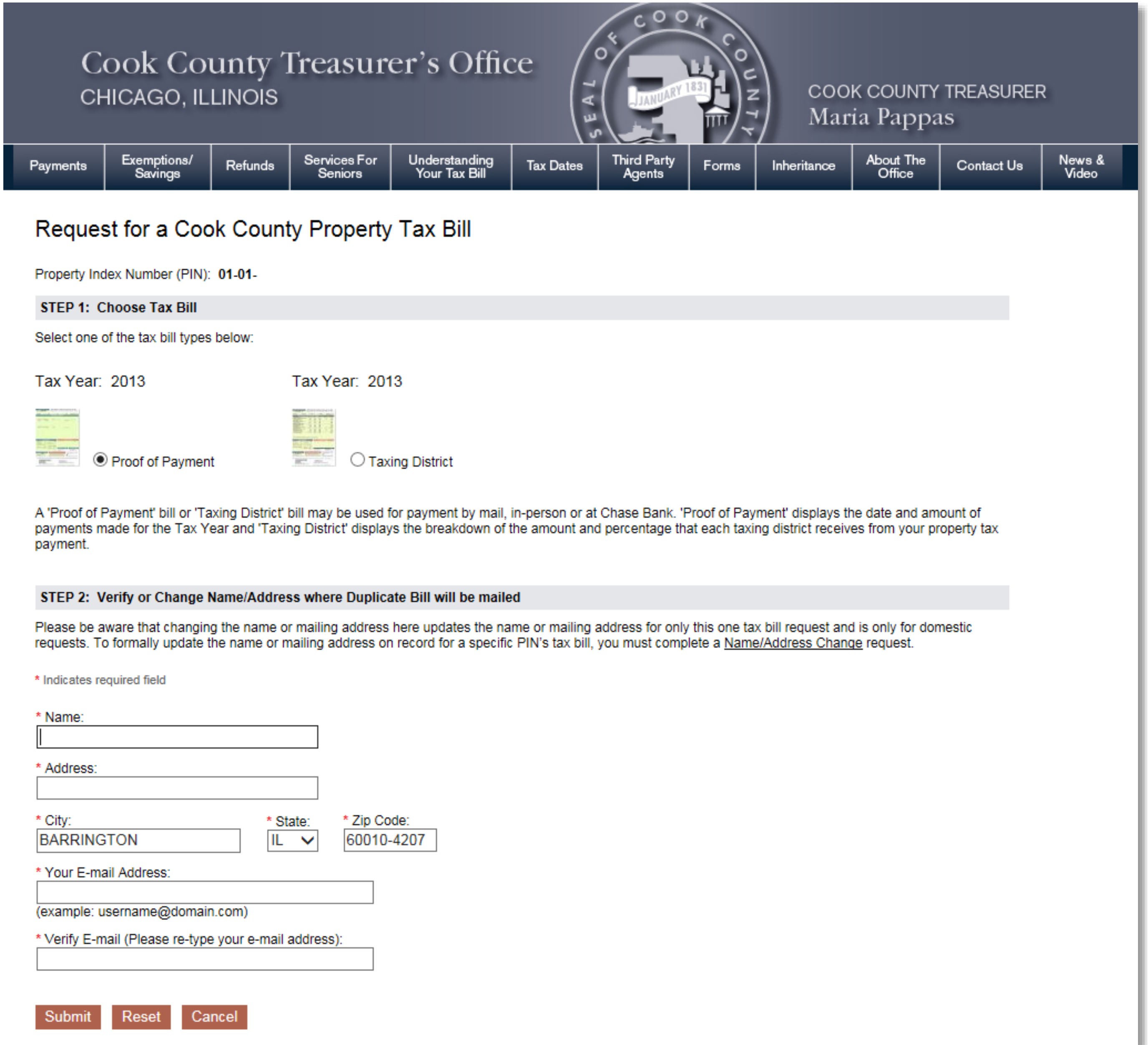
Results: Headcount reduction in Customer Service Department, fewer taxpayers visiting the office

96,000

electronic tax bill requests from taxpayers

For more information, see Appendix 14.

Electronic Duplicate Tax Bill Request System


Cook County Treasurer's Office
CHICAGO, ILLINOIS
COOK COUNTY TREASURER
Maria Pappas
Payments
Exemptions/ Savings
Refunds
Services For Seniors
Understanding Your Tax Bill
Tax Dates
Third Party Agents
Forms
Inheritance
About The Office
Contact Us
News & Video
Submit
Reset
Cancel

Request for a Cook County Property Tax Bill

Property Index Number (PIN): **01-01-**

STEP 1: Choose Tax Bill

Select one of the tax bill types below:

Tax Year: 2013 — ● Proof of Payment

Tax Year: 2013 — ○ Taxing District

A 'Proof of Payment' bill or 'Taxing District' bill may be used for payment by mail, in-person or at Chase Bank. 'Proof of Payment' displays the date and amount of payments made for the Tax Year and 'Taxing District' displays the breakdown of the amount and percentage that each taxing district receives from your property tax payment.

STEP 2: Verify or Change Name/Address where Duplicate Bill will be mailed

Please be aware that changing the name or mailing address here updates the name or mailing address for only this one tax bill request and is only for domestic requests. To formally update the name or mailing address on record for a specific PIN's tax bill, you must complete a Name/Address Change request.

* Indicates required field

* Name:

* Address:

* City: BARRINGTON

* State: IL

* Zip Code: 60010-4207

* Your E-mail Address:

(example: username@domain.com)

* Verify E-mail (Please re-type your e-mail address):

PIN Research (Internal Portal)

The PIN Research System is an internal system used by office staff that centralizes PIN data that otherwise had been accessible only via cumbersome stand-alone modules.

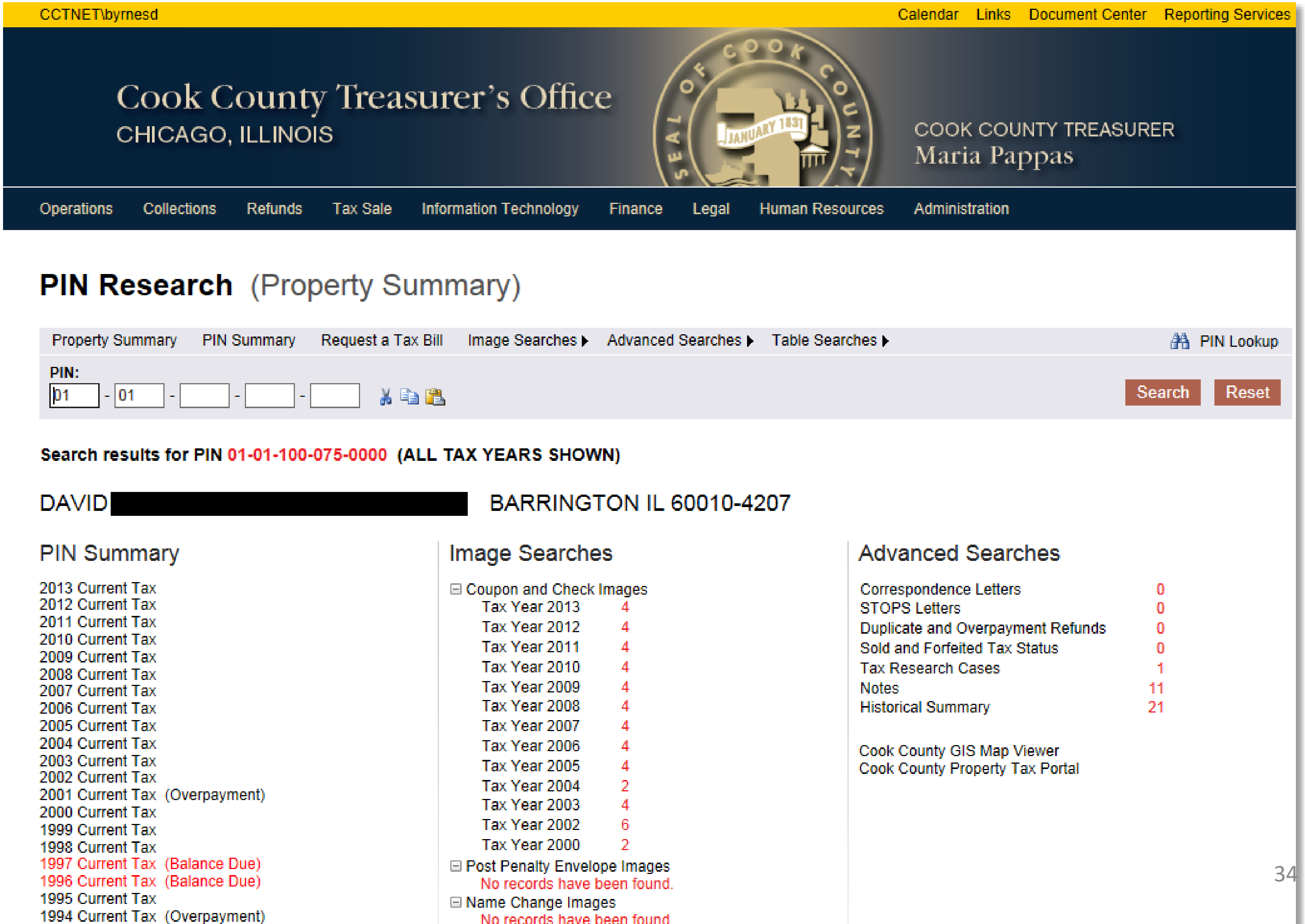
The system contains 20 years of PIN data including entire PIN Summary, mailing address, property address, exemption data, payment overview and scanned images, such as payment coupons and checks, Name/Address change applications, and Returned Certified Mail images.

Results: Headcount reduction in Customer Service Department, improved access to information

2,076,298

total number of PIN records available

PIN Research (Internal Portal)


CCTNET\byrnesd
Calendar
Links
Document Center
Reporting Services
Cook County Treasurer's Office
CHICAGO, ILLINOIS
COOK COUNTY TREASURER
Maria Pappas
Operations
Collections
Refunds
Tax Sale
Information Technology
Finance
Legal
Human Resources
Administration
Property Summary
PIN Summary
Request a Tax Bill
Image Searches ▸
Advanced Searches ▸
Table Searches ▸
PIN Lookup
Search
Reset

PIN Research (Property Summary)

PIN: 01 - 01 - - -

Search results for PIN 01-01-100-075-0000 (ALL TAX YEARS SHOWN)

DAVID [redacted] BARRINGTON IL 60010-4207

PIN Summary

2013 Current Tax
2012 Current Tax
2011 Current Tax
2010 Current Tax
2009 Current Tax
2008 Current Tax
2007 Current Tax
2006 Current Tax
2005 Current Tax
2004 Current Tax
2003 Current Tax
2002 Current Tax
2001 Current Tax (Overpayment)
2000 Current Tax
1999 Current Tax
1998 Current Tax
1997 Current Tax (Balance Due)
1996 Current Tax (Balance Due)
1995 Current Tax
1994 Current Tax (Overpayment)

Image Searches

⊟ Coupon and Check Images

Tax Year 2013	4
Tax Year 2012	4
Tax Year 2011	4
Tax Year 2010	4
Tax Year 2009	4
Tax Year 2008	4
Tax Year 2007	4
Tax Year 2006	4
Tax Year 2005	4
Tax Year 2004	2
Tax Year 2003	4
Tax Year 2002	6
Tax Year 2000	2

⊟ Post Penalty Envelope Images
No records have been found.

⊟ Name Change Images
No records have been found

Advanced Searches

Correspondence Letters	0
STOPS Letters	0
Duplicate and Overpayment Refunds	0
Sold and Forfeited Tax Status	0
Tax Research Cases	1
Notes	11
Historical Summary	21

Cook County GIS Map Viewer
Cook County Property Tax Portal

Electronic Warrant Book

Electronic Warrant Book

An Electronic Property Tax Warrant Book system will replace the physical Warrant Books, which serve as the official property tax records for the county.

4,765,458 individual pages from **12,011** prior year books were physically scanned and will be incorporated into the system.

The new system eliminates manual posting of records because all future transactions will be added electronically.

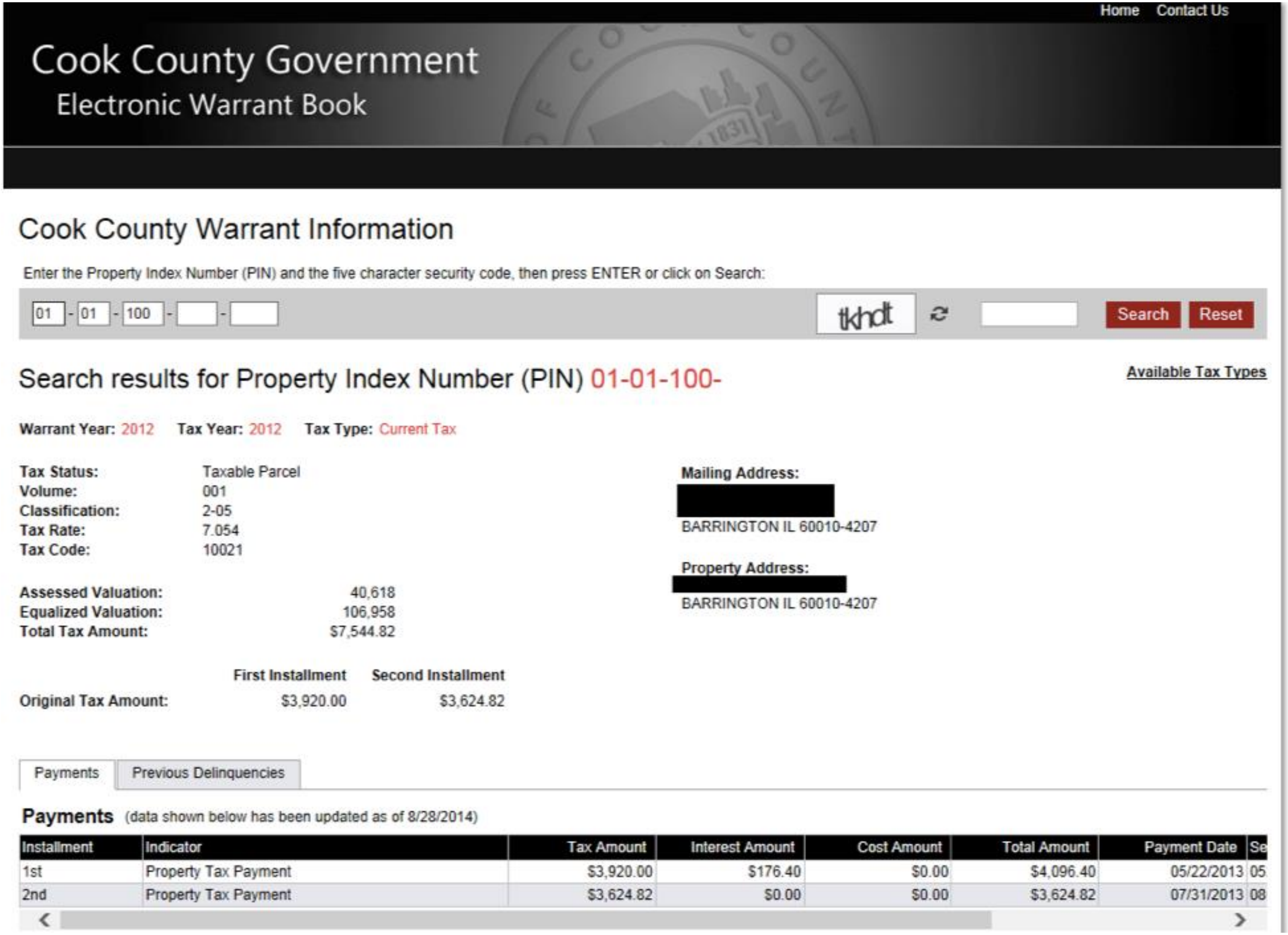
Results: Headcount reduction in Warrant Posting Department, immediate recording of tax records

4,765,458

total number of pages scanned

ANT BOOK 2004

Electronic Warrant Book


Home
Contact Us
Cook County Government
Electronic Warrant Book
tkhdt
Search
Reset
Available Tax Types
Payments
Previous Delinquencies

Cook County Warrant Information

Enter the Property Index Number (PIN) and the five character security code, then press ENTER or click on Search:

01 - 01 - 100 - -

Search results for Property Index Number (PIN) 01-01-100-

Warrant Year: 2012 **Tax Year:** 2012 **Tax Type:** Current Tax

Tax Status:	Taxable Parcel
Volume:	001
Classification:	2-05
Tax Rate:	7.054
Tax Code:	10021

Assessed Valuation:	40,618
Equalized Valuation:	106,958
Total Tax Amount:	$7,544.82

Mailing Address:
[redacted]
BARRINGTON IL 60010-4207

Property Address:
[redacted]
BARRINGTON IL 60010-4207

	First Installment	Second Installment
Original Tax Amount:	$3,920.00	$3,624.82

Payments (data shown below has been updated as of 8/28/2014)

Installment	Indicator	Tax Amount	Interest Amount	Cost Amount	Total Amount	Payment Date	Se
1st	Property Tax Payment	$3,920.00	$176.40	$0.00	$4,096.40	05/22/2013	05
2nd	Property Tax Payment	$3,624.82	$0.00	$0.00	$3,624.82	07/31/2013	08

Annual Tax Sale

The Treasurer’s Office replaced the traditional outcry Annual Tax Sale auction to an automated, online auction in 2008. Tax buyer registration, collateral deposits, bidding and payments went from manually intensive processes to an online system.

Prior to this automation project, the outcry auction would take 20 days to conduct and require a staff of eight people to manage.

Now, the sale lasts just four days and two employees; a computer algorithm awards PINs.

139,539 PINs have been sold through the automated sale system since 2008.

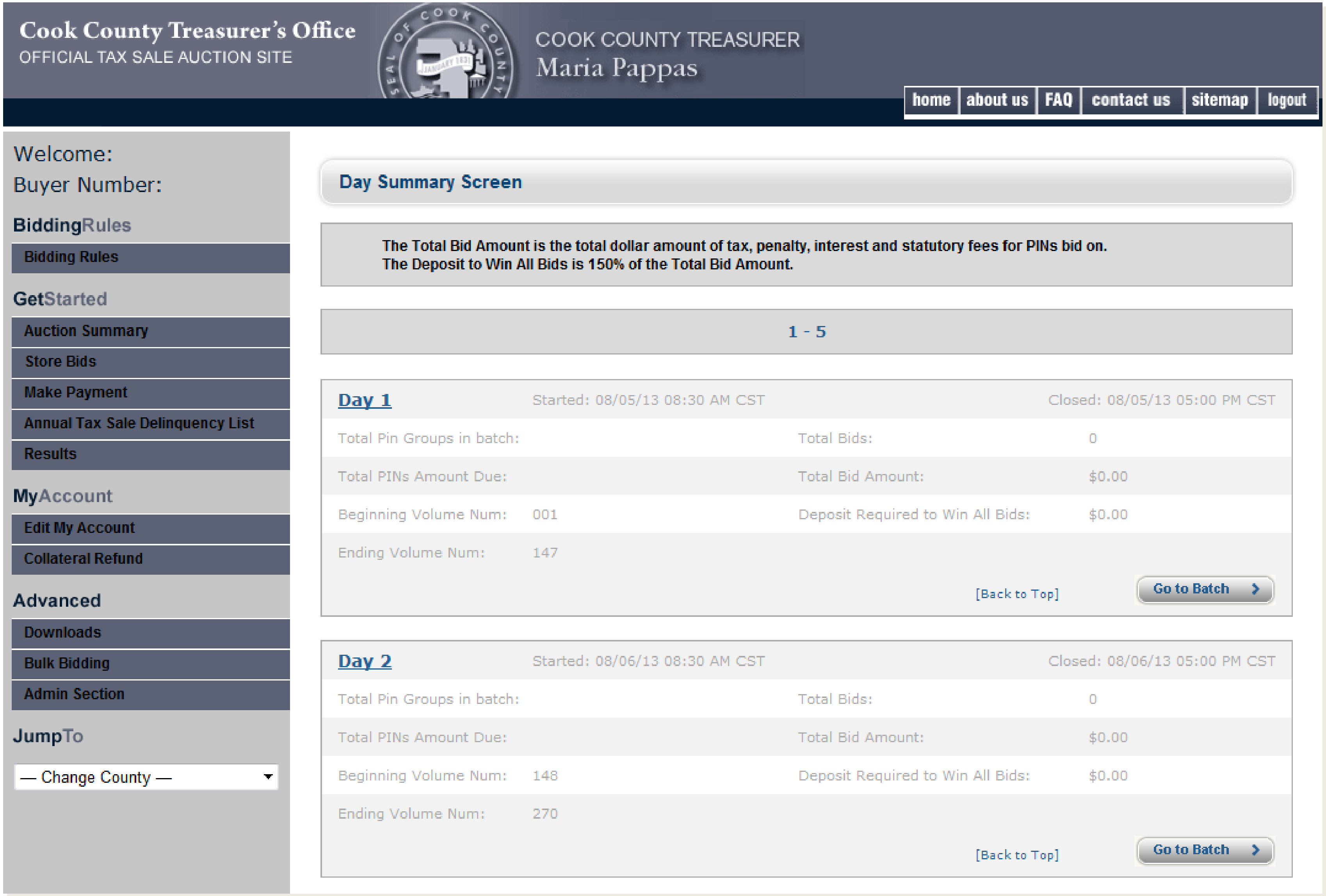
Results: Headcount reduction in Tax Sale Department

139,539

PINs sold at automated Tax Sale

For more information, see Appendix 16.

Annual Tax Sale


Cook County Treasurer's Office
OFFICIAL TAX SALE AUCTION SITE
COOK COUNTY TREASURER
Maria Pappas
home
about us
FAQ
contact us
sitemap
logout
Welcome:
Buyer Number:
BiddingRules
Bidding Rules
GetStarted
Auction Summary
Store Bids
Make Payment
Annual Tax Sale Delinquency List
Results
MyAccount
Edit My Account
Collateral Refund
Advanced
Downloads
Bulk Bidding
Admin Section
JumpTo
— Change County —
[Back to Top]
Go to Batch

Day Summary Screen

The Total Bid Amount is the total dollar amount of tax, penalty, interest and statutory fees for PINs bid on.
The Deposit to Win All Bids is 150% of the Total Bid Amount.

1 - 5

Day 1 Started: 08/05/13 08:30 AM CST Closed: 08/05/13 05:00 PM CST

Total Pin Groups in batch:		Total Bids:	0
Total PINs Amount Due:		Total Bid Amount:	$0.00
Beginning Volume Num:	001	Deposit Required to Win All Bids:	$0.00
Ending Volume Num:	147		

Day 2 Started: 08/06/13 08:30 AM CST Closed: 08/06/13 05:00 PM CST

Total Pin Groups in batch:		Total Bids:	0
Total PINs Amount Due:		Total Bid Amount:	$0.00
Beginning Volume Num:	148	Deposit Required to Win All Bids:	$0.00
Ending Volume Num:	270		

Automatic Name Changes

The Treasurer's Office created an Automated Name Change System that updates a taxpayer's name and address when a new property deed is filed with the Recorder of Deeds. On a daily basis, the Treasurer's Office automatically receives and uploads new name and address data.

Prior to this system, manual processing by Treasurer's Office employees was required to input approximately 150,000 individual name changes on an annual basis.

The system has automatically processed **691,000** name changes since 2005 – *not one of which an employee had to physically touch*.

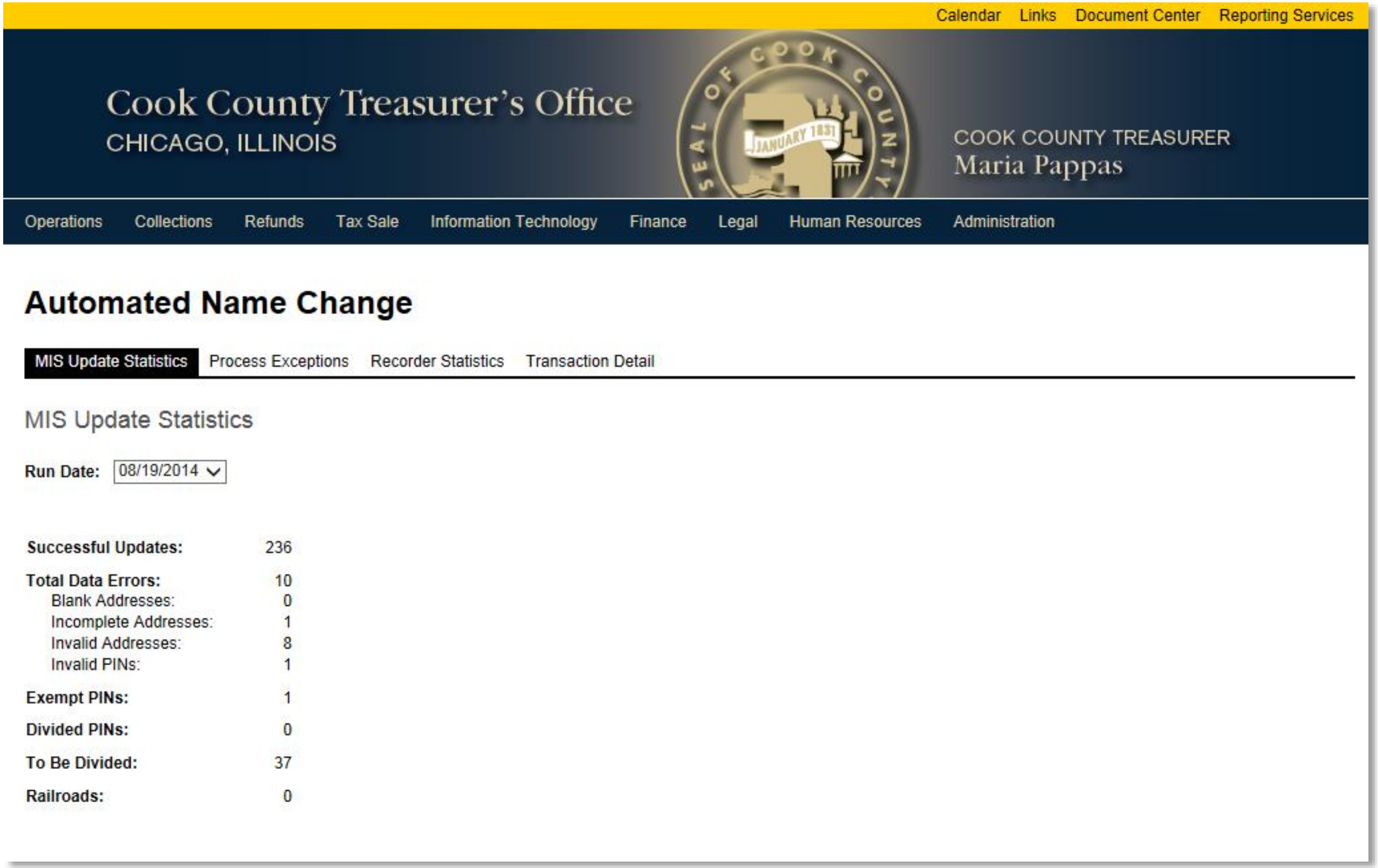
Results: Headcount reduction in Name Change Department

691,000

automatic name and address changes

For more information, see Appendix 17.

Automatic Name Changes



Calendar
Links
Document Center
Reporting Services
Cook County Treasurer's Office
CHICAGO, ILLINOIS
COOK COUNTY TREASURER
Maria Pappas
Operations
Collections
Refunds
Tax Sale
Information Technology
Finance
Legal
Human Resources
Administration
MIS Update Statistics
Process Exceptions
Recorder Statistics
Transaction Detail

Automated Name Change

MIS Update Statistics

Run Date: 08/19/2014

Successful Updates:	236
Total Data Errors:	10
Blank Addresses:	0
Incomplete Addresses:	1
Invalid Addresses:	8
Invalid PINs:	1
Exempt PINs:	1
Divided PINs:	0
To Be Divided:	37
Railroads:	0

Stop Taxpayer Over-Payment System (STOPS)

The STOPS System was created by the Treasurer's Office to prevent the double payment of taxes and automatically return the second (duplicate) payment to the taxpayer.

If a payment is stopped, the payer is notified in-person (or a letter mailed by the Treasurer's Office). The payer is given the opportunity to only resubmit payment if legally responsible. When this occurs, the first payee is authorized to receive a refund.

48,000 payments (**$195 million**) that would have instead been issued as refunds have been stopped and returned since November 2010.

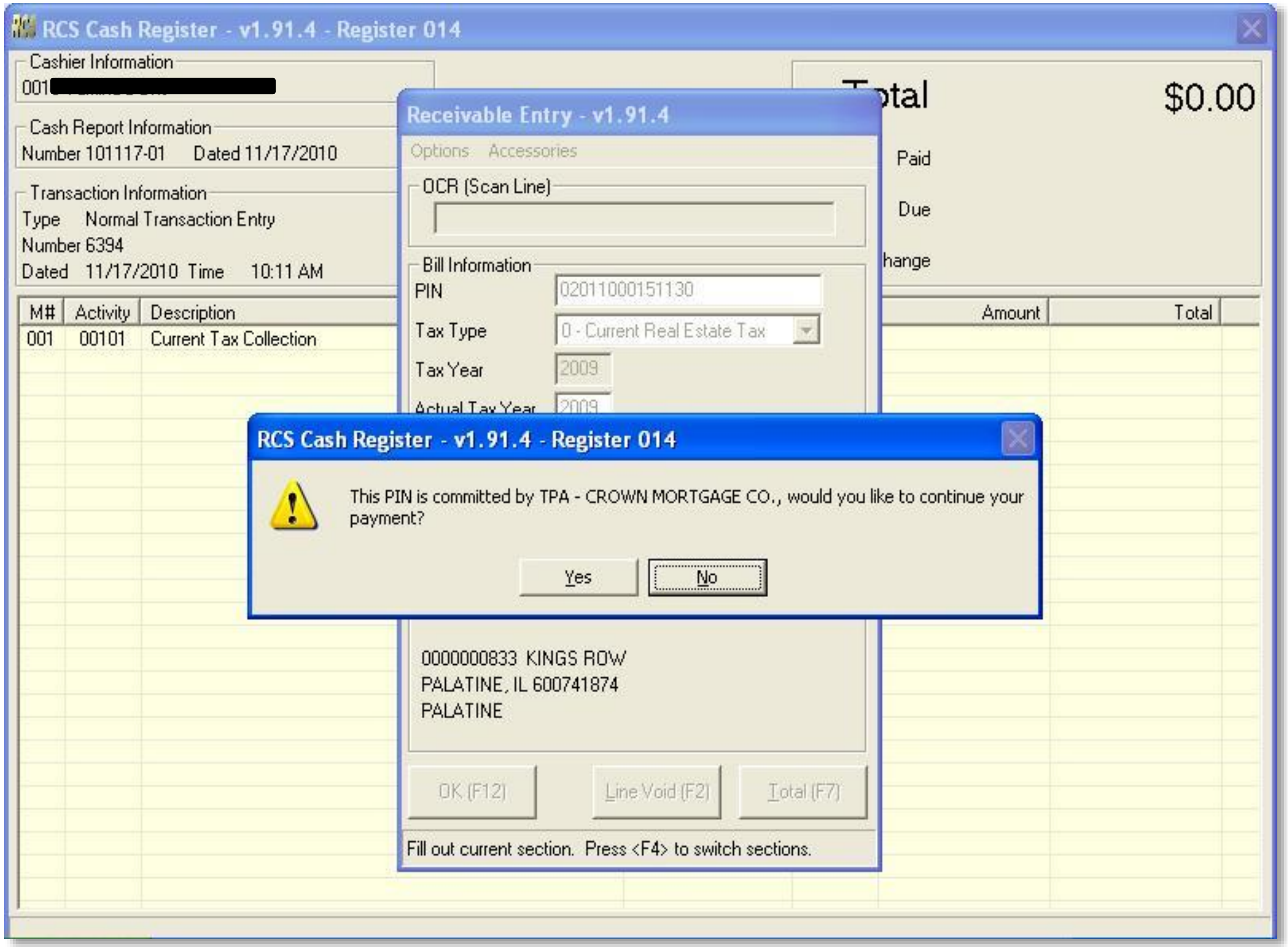
Results: Headcount reduction in Refund Department, eliminates manual refund application process

$195million

duplicate payments stopped from taxpayers

For more information, see Appendix 18.

Stop Taxpayer Over-Payment System (STOPS)



RCS Cash Register - v1.91.4 - Register 014

Cashier Information
001 [redacted]

Cash Report Information
Number 101117-01 Dated 11/17/2010

Transaction Information
Type Normal Transaction Entry
Number 6394
Dated 11/17/2010 Time 10:11 AM

M#	Activity	Description	Amount	Total
001	00101	Current Tax Collection		

T tal $0.00
Paid
Due
hange

Receivable Entry - v1.91.4

OCR (Scan Line)

Bill Information
PIN 02011000151130
Tax Type 0 - Current Real Estate Tax
Tax Year 2009
Actual Tax Year 2009

0000000833 KINGS ROW
PALATINE, IL 600741874
PALATINE

Fill out current section. Press <F4> to switch sections.

RCS Cash Register - v1.91.4 - Register 014

This PIN is committed by TPA - CROWN MORTGAGE CO., would you like to continue your payment?

Taxing Agency Extranet

The Treasurer’s Office developed the Taxing Agency Extranet to provide taxing agencies direct access to data and reports that used to be individually printed and mailed at the Treasurer’s expense.

The site allows authorized users 24 hour, online retrieval of useful information and reports:

- Record of Distribution Report
- Agency Distribution Collection Summary
- Statement of Distribution
- PIN Detail of Funds Recouped

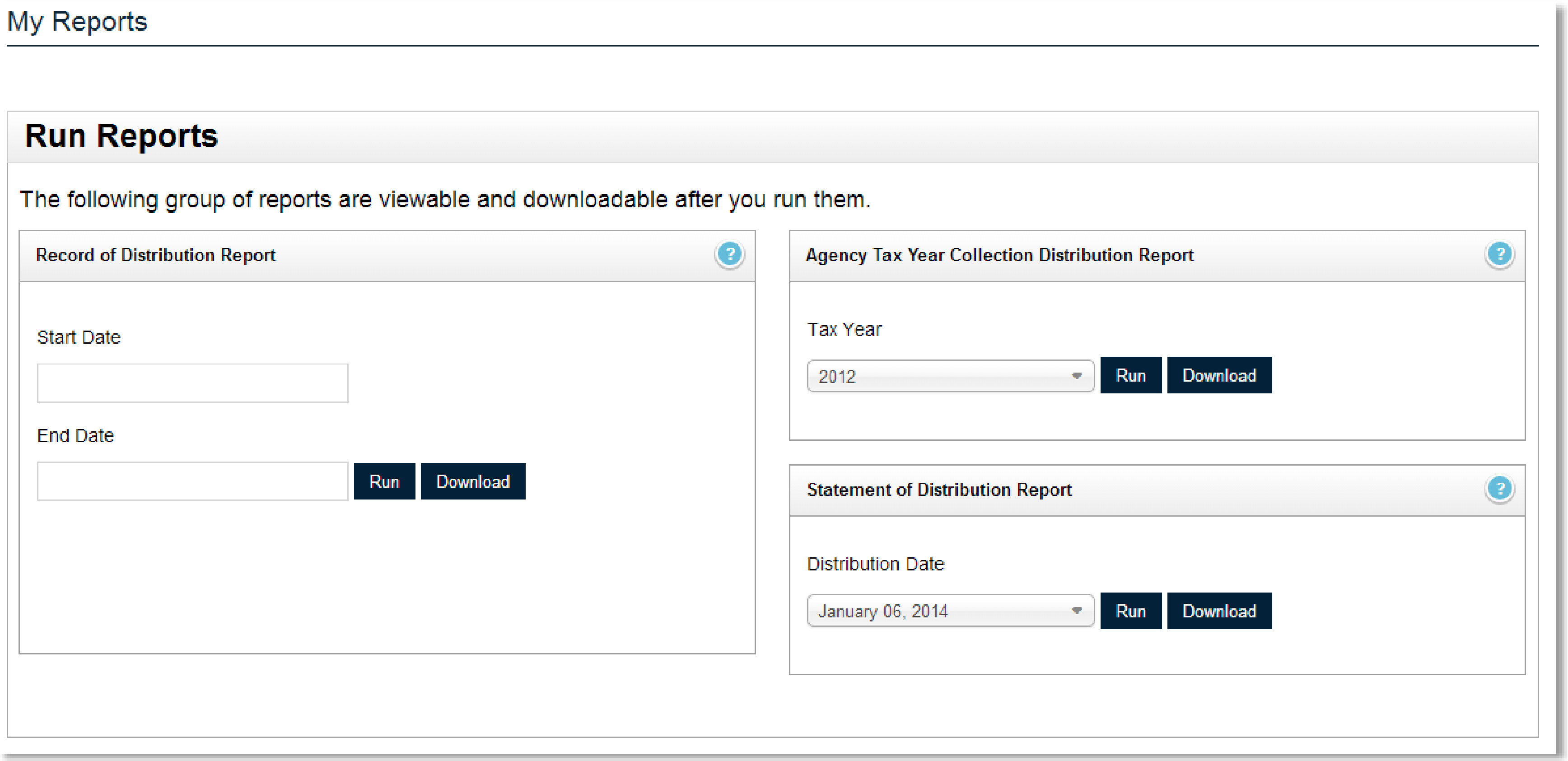
Annually, there are approximately 175,000 visits to the site.

Results: Headcount reduction in Finance Department; detailed electronic reports/data for agencies

175,000

annual visits to the Taxing Agency Extranet

Taxing Agency Extranet



My Reports

Run Reports

The following group of reports are viewable and downloadable after you run them.

Record of Distribution Report

Start Date

End Date

Run
Download

Agency Tax Year Collection Distribution Report

Tax Year: 2012

Run
Download

Statement of Distribution Report

Distribution Date: January 06, 2014

Run
Download

TRANSPARENCY PROJECTS

Debt Disclosure Ordinance (DDO)

Approved by the County Board of Commissioners in September 2009, the Taxing District Debt Disclosure Ordinance, provides extraordinary transparency in government.

The ordinance requires the county's 549 primary local governments to provide their financial data and annual financial reports to CCTO each year including:

- Audited financial statements from their most recent audit
- Money owed (or total debts and liabilities)
- Pension and Retiree Healthcare information (including the amount promised to retirees and the amount promised that local governments do not have)

The data easily accessible online at cookcountytreasurer.com allows taxpayers to electronically access the financial information they need to make informed decisions about the local agencies that receive a share of their property taxes.

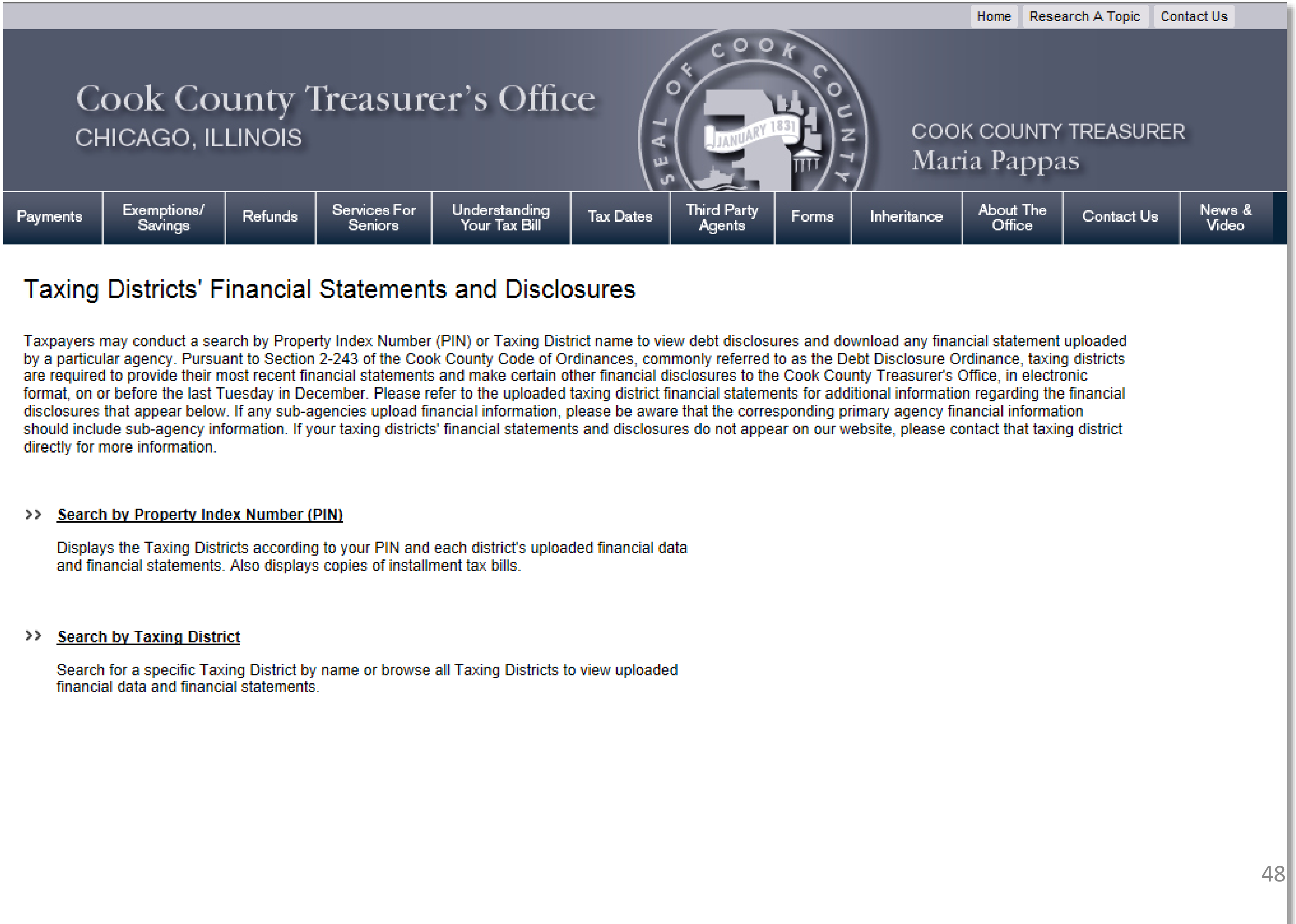
The total money owed, or debt, reported by all 549 agencies in Cook County is **$140 billion** and climbing.

Results: Property owners have unprecedented access to important financial data in one-single site

$140billion

total debt of the 549 primary taxing agencies

Debt Disclosure Ordinance (DDO)


Home
Research A Topic
Contact Us
Cook County Treasurer's Office
CHICAGO, ILLINOIS
COOK COUNTY TREASURER
Maria Pappas
Payments
Exemptions/ Savings
Refunds
Services For Seniors
Understanding Your Tax Bill
Tax Dates
Third Party Agents
Forms
Inheritance
About The Office
Contact Us
News & Video

Taxing Districts' Financial Statements and Disclosures

Taxpayers may conduct a search by Property Index Number (PIN) or Taxing District name to view debt disclosures and download any financial statement uploaded by a particular agency. Pursuant to Section 2-243 of the Cook County Code of Ordinances, commonly referred to as the Debt Disclosure Ordinance, taxing districts are required to provide their most recent financial statements and make certain other financial disclosures to the Cook County Treasurer's Office, in electronic format, on or before the last Tuesday in December. Please refer to the uploaded taxing district financial statements for additional information regarding the financial disclosures that appear below. If any sub-agencies upload financial information, please be aware that the corresponding primary agency financial information should include sub-agency information. If your taxing districts' financial statements and disclosures do not appear on our website, please contact that taxing district directly for more information.

>> **Search by Property Index Number (PIN)**

Displays the Taxing Districts according to your PIN and each district's uploaded financial data and financial statements. Also displays copies of installment tax bills.

>> **Search by Taxing District**

Search for a specific Taxing District by name or browse all Taxing Districts to view uploaded financial data and financial statements.

Debt Disclosure Ordinance (DDO) Data and TIF information on The Tax Bills

The Treasurer’s Office has crafted the property tax bill to contain useful information for property owners.

In January 2013, the Treasurer’s Office began including the Debt Disclosure Ordinance (DDO) data pertaining to each parcel’s taxing districts directly on the First Installment Property Tax Bill.

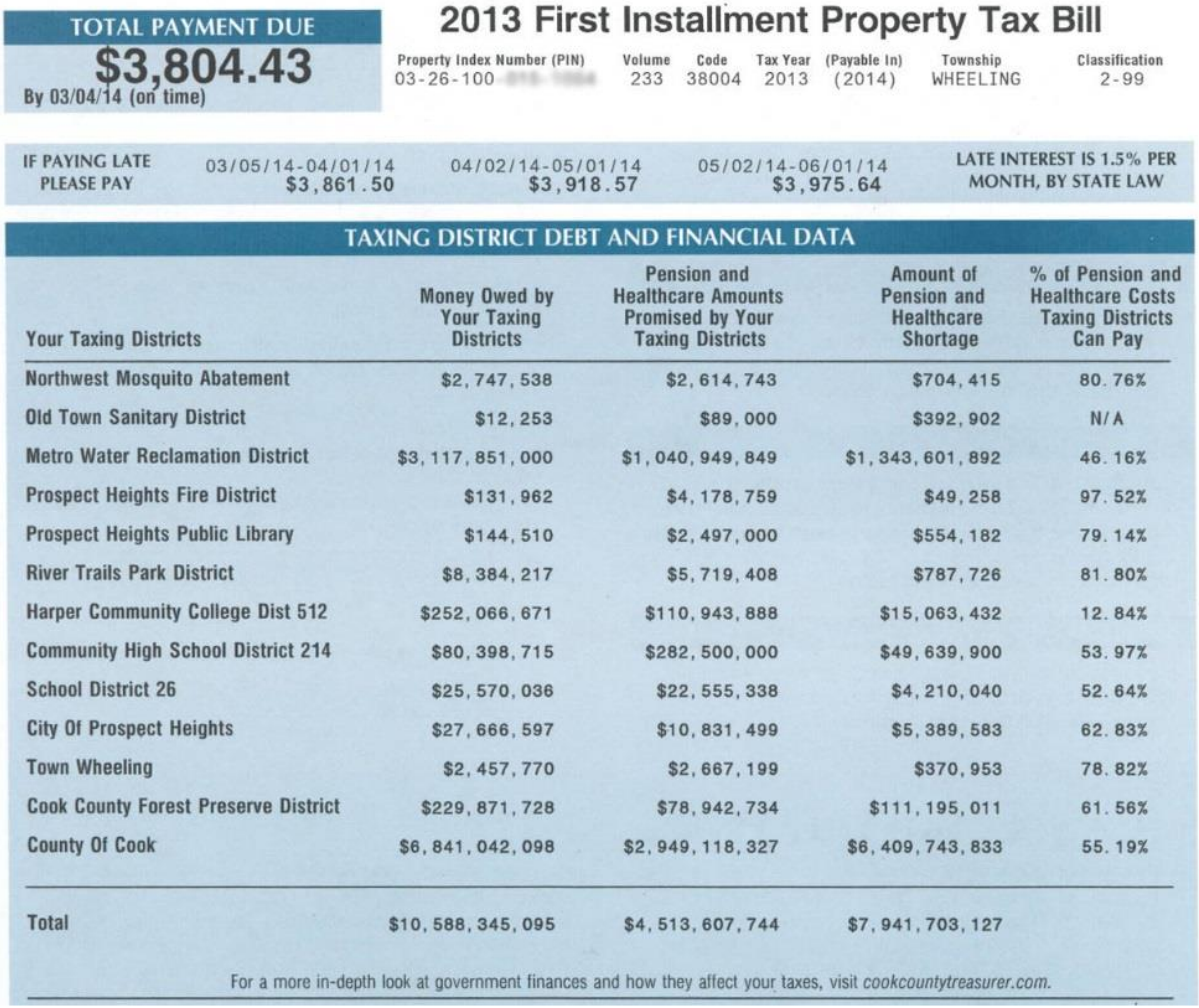
The figures give taxpayers full information about each local government’s financial data including:

- Money owed (or debt)
- Pension and Healthcare Amounts Promised by Local Governments
- Amount of Pension and Healthcare Shortage
- Percent of Pension and Healthcare Costs They Can Pay

Beginning in July 2014, the Second Installment Property Tax Bill displays to taxpayers how much each Tax Incremental Financing (TIF) District -- in addition to their local governments -- receives from their tax bill payments.

Results: Informed public, fewer questions directed to the Treasurer’s Office

Debt Disclosure Ordinance (DDO) Data – First Installment



TOTAL PAYMENT DUE

$3,804.43

By 03/04/14 (on time)

2013 First Installment Property Tax Bill

Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
03-26-100 [redacted]	233	38004	2013	(2014)	WHEELING	2-99

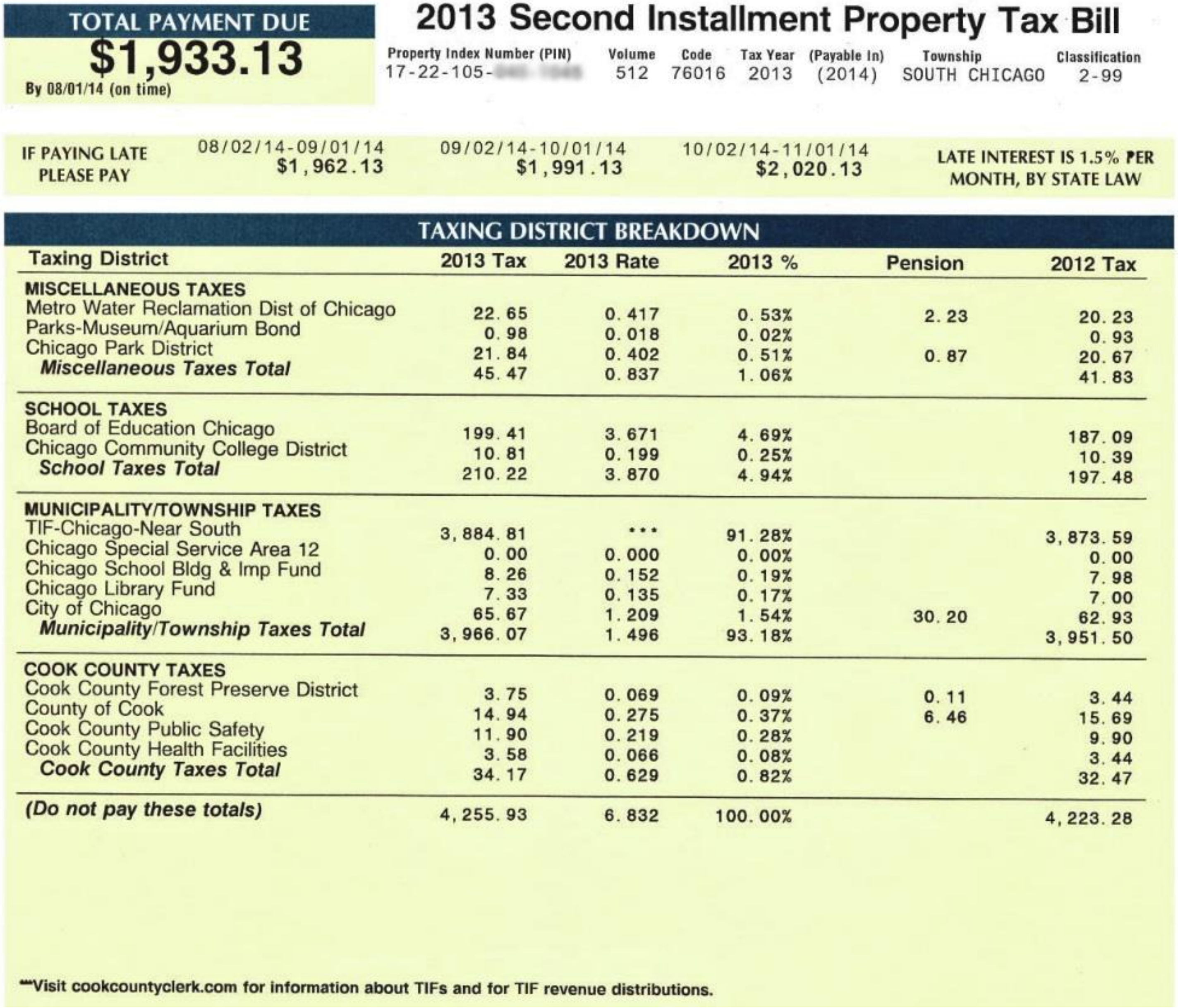
IF PAYING LATE PLEASE PAY	03/05/14-04/01/14	04/02/14-05/01/14	05/02/14-06/01/14	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW
	$3,861.50	$3,918.57	$3,975.64	

TAXING DISTRICT DEBT AND FINANCIAL DATA

Your Taxing Districts	Money Owed by Your Taxing Districts	Pension and Healthcare Amounts Promised by Your Taxing Districts	Amount of Pension and Healthcare Shortage	% of Pension and Healthcare Costs Taxing Districts Can Pay
Northwest Mosquito Abatement	$2,747,538	$2,614,743	$704,415	80.76%
Old Town Sanitary District	$12,253	$89,000	$392,902	N/A
Metro Water Reclamation District	$3,117,851,000	$1,040,949,849	$1,343,601,892	46.16%
Prospect Heights Fire District	$131,962	$4,178,759	$49,258	97.52%
Prospect Heights Public Library	$144,510	$2,497,000	$554,182	79.14%
River Trails Park District	$8,384,217	$5,719,408	$787,726	81.80%
Harper Community College Dist 512	$252,066,671	$110,943,888	$15,063,432	12.84%
Community High School District 214	$80,398,715	$282,500,000	$49,639,900	53.97%
School District 26	$25,570,036	$22,555,338	$4,210,040	52.64%
City Of Prospect Heights	$27,666,597	$10,831,499	$5,389,583	62.83%
Town Wheeling	$2,457,770	$2,667,199	$370,953	78.82%
Cook County Forest Preserve District	$229,871,728	$78,942,734	$111,195,011	61.56%
County Of Cook	$6,841,042,098	$2,949,118,327	$6,409,743,833	55.19%
Total	$10,588,345,095	$4,513,607,744	$7,941,703,127	

For a more in-depth look at government finances and how they affect your taxes, visit *cookcountytreasurer.com*.

TIF information on the Tax Bills – Second Installment



TOTAL PAYMENT DUE

$1,933.13

By 08/01/14 (on time)

2013 Second Installment Property Tax Bill

Property Index Number (PIN)	Volume	Code	Tax Year	(Payable In)	Township	Classification
17-22-105-[redacted]	512	76016	2013	(2014)	SOUTH CHICAGO	2-99

IF PAYING LATE PLEASE PAY	08/02/14-09/01/14	09/02/14-10/01/14	10/02/14-11/01/14	LATE INTEREST IS 1.5% PER MONTH, BY STATE LAW
	$1,962.13	$1,991.13	$2,020.13	

TAXING DISTRICT BREAKDOWN

Taxing District	2013 Tax	2013 Rate	2013 %	Pension	2012 Tax
MISCELLANEOUS TAXES					
Metro Water Reclamation Dist of Chicago	22.65	0.417	0.53%	2.23	20.23
Parks-Museum/Aquarium Bond	0.98	0.018	0.02%		0.93
Chicago Park District	21.84	0.402	0.51%	0.87	20.67
Miscellaneous Taxes Total	45.47	0.837	1.06%		41.83
SCHOOL TAXES					
Board of Education Chicago	199.41	3.671	4.69%		187.09
Chicago Community College District	10.81	0.199	0.25%		10.39
School Taxes Total	210.22	3.870	4.94%		197.48
MUNICIPALITY/TOWNSHIP TAXES					
TIF-Chicago-Near South	3,884.81	***	91.28%		3,873.59
Chicago Special Service Area 12	0.00	0.000	0.00%		0.00
Chicago School Bldg & Imp Fund	8.26	0.152	0.19%		7.98
Chicago Library Fund	7.33	0.135	0.17%		7.00
City of Chicago	65.67	1.209	1.54%	30.20	62.93
Municipality/Township Taxes Total	3,966.07	1.496	93.18%		3,951.50
COOK COUNTY TAXES					
Cook County Forest Preserve District	3.75	0.069	0.09%	0.11	3.44
County of Cook	14.94	0.275	0.37%	6.46	15.69
Cook County Public Safety	11.90	0.219	0.28%		9.90
Cook County Health Facilities	3.58	0.066	0.08%		3.44
Cook County Taxes Total	34.17	0.629	0.82%		32.47
(Do not pay these totals)	4,255.93	6.832	100.00%		4,223.28

***Visit cookcountyclerk.com for information about TIFs and for TIF revenue distributions.

County Property Tax Portal Website

The Treasurer’s Office managed the Property Tax Portal project that combines data and information from five different property-tax related offices into one single site:

- Ownership and liens – from the Recorder of Deeds
- Tax payments and refunds – from the Treasurer
- Valuations, exemptions and appeals – Provided by the Assessor
- Prior year tax statuses, delinquencies and TIF information – from the Clerk
- Appeals – from the Board of Review

Since property owners have direct access to vital data, it reduces the number of questions posed to Treasurer’s Office staff.

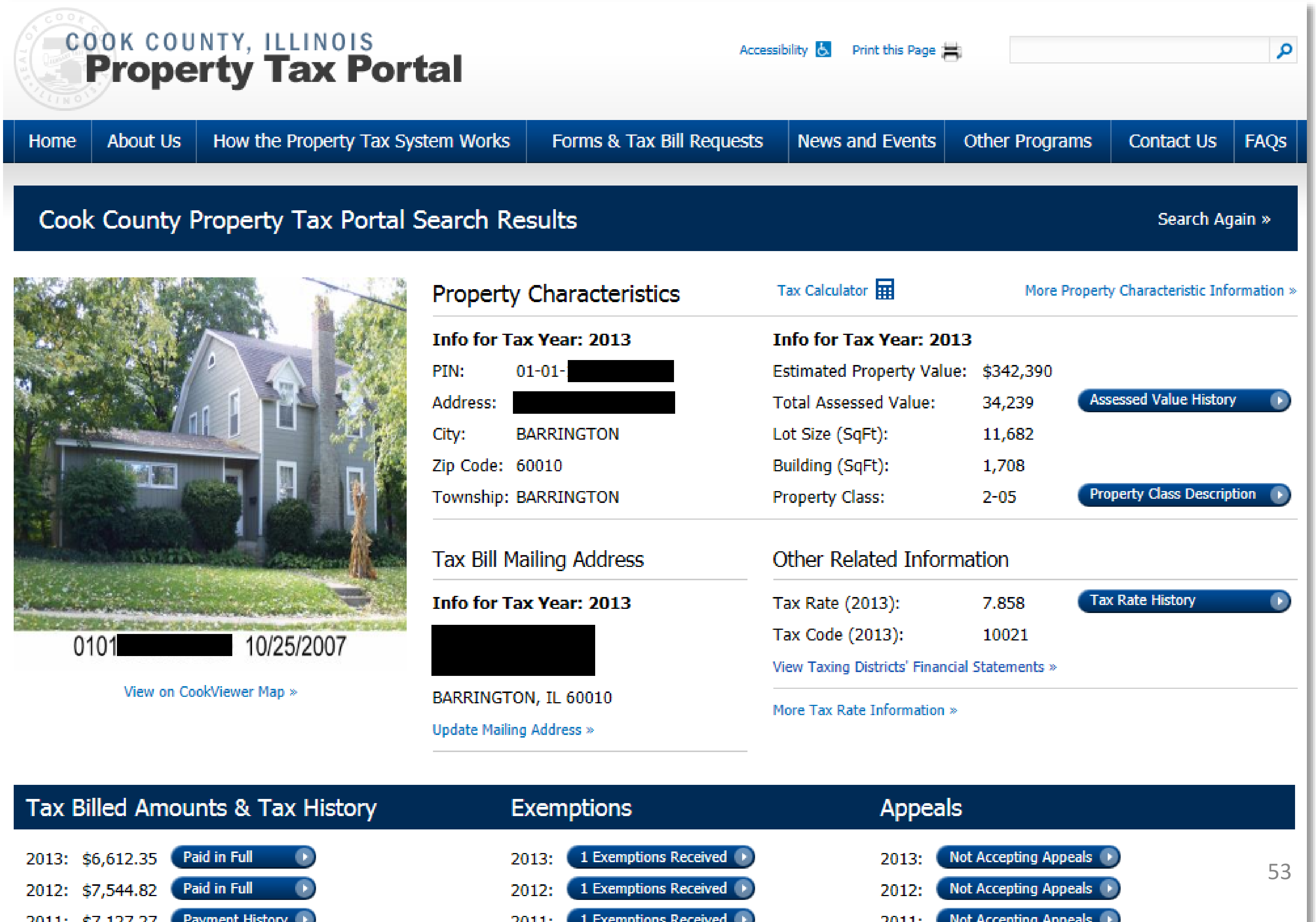
The portal has been visited more than **3.7 million** times since April 1, 2012. In 2014, visitor traffic has averaged **8,399** visitors per day.

Results: Better and easier access to information

3.7million

visitors to the Property Tax Portal

County Property Tax Portal Website


COOK COUNTY, ILLINOIS
Property Tax Portal
Accessibility
Print this Page
Home
About Us
How the Property Tax System Works
Forms & Tax Bill Requests
News and Events
Other Programs
Contact Us
FAQs

Cook County Property Tax Portal Search Results

Search Again »

0101[redacted] 10/25/2007

View on CookViewer Map »

Property Characteristics

Tax Calculator

More Property Characteristic Information »

Info for Tax Year: 2013

PIN:	01-01-[redacted]
Address:	[redacted]
City:	BARRINGTON
Zip Code:	60010
Township:	BARRINGTON

Info for Tax Year: 2013

Estimated Property Value:	$342,390	
Total Assessed Value:	34,239	Assessed Value History
Lot Size (SqFt):	11,682	
Building (SqFt):	1,708	
Property Class:	2-05	Property Class Description

Tax Bill Mailing Address

Info for Tax Year: 2013

[redacted]

BARRINGTON, IL 60010

Update Mailing Address »

Other Related Information

Tax Rate (2013):	7.858	Tax Rate History
Tax Code (2013):	10021	

View Taxing Districts' Financial Statements »

More Tax Rate Information »

Tax Billed Amounts & Tax History

2013:	$6,612.35	Paid in Full
2012:	$7,544.82	Paid in Full
2011:	$7,127.27	Payment History

Exemptions

2013:	1 Exemptions Received
2012:	1 Exemptions Received
2011:	1 Exemptions Received

Appeals

2013:	Not Accepting Appeals
2012:	Not Accepting Appeals
2011:	Not Accepting Appeals

Freedom of Information Act (FOIA) Log

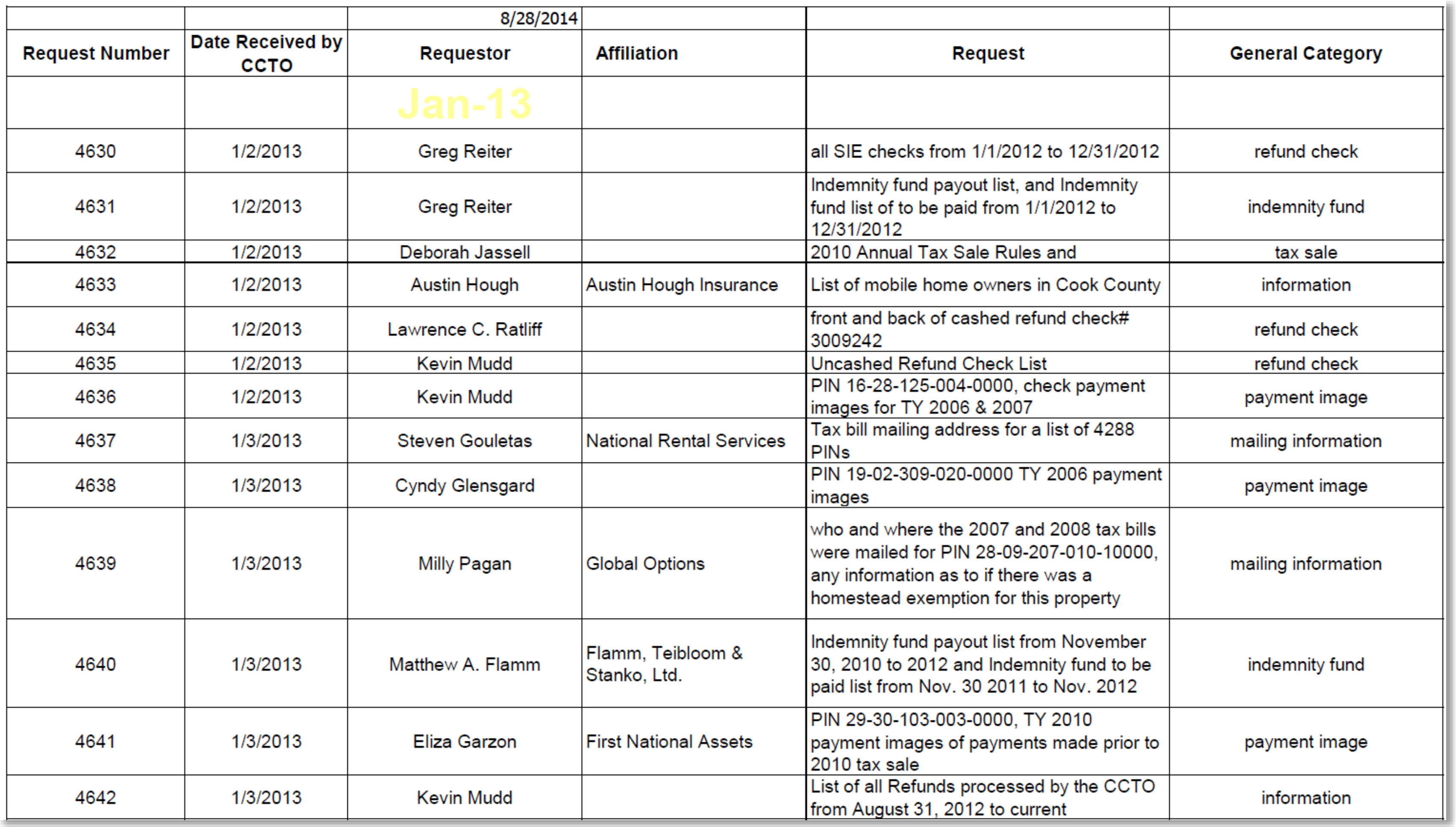
A log of all Freedom of Information Act (FOIA) requests received by the Treasurer's Office since January 1, 2013 is published to the website.

The additional level of transparency allows the public to view who is requesting information and what type of information they are requesting.

The log is updated every week in PDF format.

Results: Transparent information available to public

Freedom of Information Act (FOIA) Log



		8/28/2014			
Request Number	**Date Received by CCTO**	**Requestor**	**Affiliation**	**Request**	**General Category**
		Jan-13			
4630	1/2/2013	Greg Reiter		all SIE checks from 1/1/2012 to 12/31/2012	refund check
4631	1/2/2013	Greg Reiter		Indemnity fund payout list, and Indemnity fund list of to be paid from 1/1/2012 to 12/31/2012	indemnity fund
4632	1/2/2013	Deborah Jassell		2010 Annual Tax Sale Rules and	tax sale
4633	1/2/2013	Austin Hough	Austin Hough Insurance	List of mobile home owners in Cook County	information
4634	1/2/2013	Lawrence C. Ratliff		front and back of cashed refund check# 3009242	refund check
4635	1/2/2013	Kevin Mudd		Uncashed Refund Check List	refund check
4636	1/2/2013	Kevin Mudd		PIN 16-28-125-004-0000, check payment images for TY 2006 & 2007	payment image
4637	1/3/2013	Steven Gouletas	National Rental Services	Tax bill mailing address for a list of 4288 PINs	mailing information
4638	1/3/2013	Cyndy Glensgard		PIN 19-02-309-020-0000 TY 2006 payment images	payment image
4639	1/3/2013	Milly Pagan	Global Options	who and where the 2007 and 2008 tax bills were mailed for PIN 28-09-207-010-10000, any information as to if there was a homestead exemption for this property	mailing information
4640	1/3/2013	Matthew A. Flamm	Flamm, Teibloom & Stanko, Ltd.	Indemnity fund payout list from November 30, 2010 to 2012 and Indemnity fund to be paid list from Nov. 30 2011 to Nov. 2012	indemnity fund
4641	1/3/2013	Eliza Garzon	First National Assets	PIN 29-30-103-003-0000, TY 2010 payment images of payments made prior to 2010 tax sale	payment image
4642	1/3/2013	Kevin Mudd		List of all Refunds processed by the CCTO from August 31, 2012 to current	information

FOCUS ON BUDGET

FOCUS ON BUDGET

The budget of the Treasurer's Office operates with two separate and distinct accounts, one funded by tax money and the other by commercial user fees. These accounts are:

❶ 060 – County Treasurer Corporate Account

- Funded primarily by taxpayer sources
- FY2015 Budget: $1,305,389

❷ 534 – County Treasurer Tax Sale Automation Account

- Funded by commercial user fees paid by banking and mortgage firms
- Established by County ordinance on April 6, 1999
- FY2015 Budget: $10,483,791

Since FY2008, the Treasurer's Office has continually reduced the 060 Corporate Account by shifting costs to the 534 Automation Account. *Many governmental entities simply raise property taxes instead of creating alternative funding sources and reducing their budgets.*

FY2015 BUDGET HIGHLIGHT 1: Reduce Corporate Budget

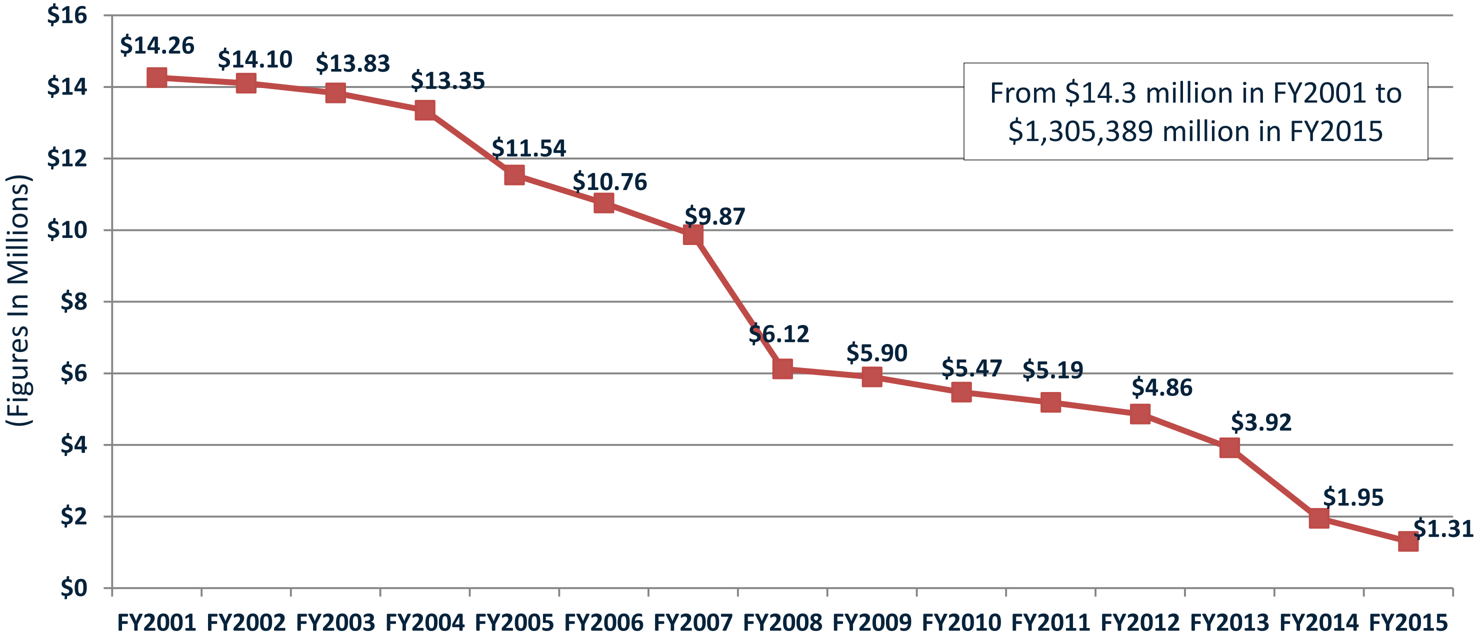
FY2015 marks the 14th consecutive year that the request for 060 Corporate Account funding, excluding fringe benefits, has been reduced. The Treasurer's Office achieved a 33.6% cut by reducing the 060 Corporate Account by $661,672.

- From $1,952,814 in FY2014 to $1,305,389 in FY2015

The savings are primarily attributed to eliminating three vacant positions and shifting six employees to the 534 automation account.

060 Corporate Account

Reductions (since FY2001)



From $14.3 million in FY2001 to $1,305,389 million in FY2015

FY2015 BUDGET HIGHLIGHT 2: Reduce Headcount

Once again, headcount has gone from 250 positions in FY1998 to 89 in FY2015, a reduction of 64.4 percent.

- Reductions in staff have occurred through elimination of vacant positions, through attrition and automation of services.
- Recruited and hired specialized professional employees in Information Technology, Finance and Legal departments.
- Conducted office-wide training to focus on the most important topics, processes and procedures. Continued to cross-train in all departments.

FY2015 BUDGET HIGHLIGHT 3: Further Self-Funding

- The office continues moving toward being self-funded by relying less on taxpayer funding on the 060 corporate account and more on commercial user-based revenues, approved by the Board, to fund the 534 automation account.
- From FY2008 through FY2015, the following revenues generated from commercial users to support the Treasurer's Automation account have saved the county $68.5 million. These commercial user fees continue to support automation efforts:

Revenue Source	Amount	Fiscal Year 2014*
Commercial Payor Duplicate Bill	$5	$7,777,685
Electronic Payment Fee	$1	$1,536,662
Tax Sale Automation	$10	$150,560
Bulk Payment Correction	$50	$20,750
Research	$50	$200
TOTAL OF SELF-FUNDED REVENUES		**$9,485,857**

*Through August 31, 2014

NOTE: The 534 Automation budget will continue to increase year-after-year as personnel costs due to COLA's, STEPS and fringe benefits increase. Projections indicate the account could be depleted as early as FY2017.

FY2015 BUDGET HIGHLIGHT 4: Student Intern Program

In FY2015, the Treasurer's office will continue its Student Intern Program.

- This will be the 11th consecutive year that the Treasurer's office hosts interns.
- The internship program helps students develop new skills and refine their existing skills by applying what they have learned in the classroom to actual practice.
- Interns work on various projects, get exposure to work culture, and learn the importance of team work while being accountable for the results.

Local high school and college students may work to earn school credit on office projects related to semi-annual tax collection (tax run). Some of the projects include:

- Returned-Mail Tracking – (Scanning & Indexing all returned Mail)
- Refund Application Tracking – (Scanning, Indexing and Editing Refund Applications)
- Warrant Posting – (Reviewing, and applying Warrant Labels to Warrant Books)
- Assisting with Taxpayer Direction – (Ensuring taxpayers are being helped)
- Image Search – (Researching and providing images upon request)
- Tax Sale Customer Service – (Assisting with Tax Sale registration/general inquiries)
- IT Help Desk – Assisting and learning from our Help Desk Administrator

An Internship that is regarded as an Invaluable Learning Experience

- Students get the opportunity to work with experienced professionals that have many years of institutional knowledge.
- Students learn about the various aspects of County government and its operations through a weekly training course that provides them with a thorough overview of the County, its duties and governmental functions.

ACCOUNT SUMMARY – 060 Corporate Account

FY2015 Department Account Summary				**060**
OA/BU	**Description**	**2014 Adjusted**	**2015 Request**	**Difference**
108/501035	Furlough Day Adjustment	-$9,411	$0	$9,411
110/501010	Salaries & Wages of Regular Employees	$1,737,562	$1,155,124	-$582,438
115/501170	Appropriation Adjustment for Personal Services	$0	$0	$0
120/501210	Overtime Compensation	$0	$0	$0
129/501300	Salaries & Wages of Seasonal Employees	$6,000	$0	-$6,000
170/501510	Mandatory Medicare Costs	$14,984	$16,752	$1,768
185/501810	Professional & Technology Membership Fees	$2,750	$2,800	$50
186/501860	Training Programs for Staff Personnel	$1,500	$1,500	$0
190/501970	Transportation & Other Travel Expenses	$100	$0	-$100
214/520030	Armored Car Service	$3,500	$3,500	$0
217/520100	Transportation for Specific Activities	$97	$100	$3
220/520150	Communication Services	$22,864	$23,197	$333
228/520280	Delivery Services	$0	$0	$0
242/520550	Surveys, Operations & Reports	$7,500	$10,000	$2,500
245/520610	Advertising for Specific Purposes	$1,500	$0	-$1,500
246/520650	Imaging & Microfilming Records	$97	$0	-$97
250/520730	Premium-Fidelity, Bonds & Liability	$30,500	$12,500	-$18,000
261/520890	Legal Fees-Labor Matters	$30,000	$30,000	$0
320/530100	Wearing Apparel	$2,700	$2,500	-$200
350/530600	Office Supplies	$15,000	$10,000	-$5,000
353/530640	Books, Periodicals, Publications & Data Services	$3,600	$3,600	$0
353/530675	County Wide Lexis-Nexis Contract	$1,331	$1,331	$0
355/530700	Photographic & Reproduction Supplies	$291	$300	$9
388/531650	Computer Operation Supplies	$485	$500	$15
440/540130	Maintenance & Repair of Office Equipment	$9,800	$9,800	$0
441/540170	Maintenance & Repair of Data Processing Equipment	$60	$0	-$60
441/540172	County Wide Contract Data Processing	$7,500	$7,560	$60
445/540290	Operation of Auto Equipment	$6,908	$7,300	$392
630/550010	Office Equipment Rental	$63,000	$0	-$63,000
630/550018	County Wide Photocopier Lease	$6,843	$7,025	$182
634/550060	Automotive Equipment Rental	$0	$0	$0
881/580240	County Government Public Programs & Events	$0	$0	$0
Total on Department:		**$1,967,061**	**$1,305,389**	**($661,672)**
				Decrease: -33.6%

ACCOUNT SUMMARY – 534 Automation Account

FY2015 Department Account Summary				**534**
OA/BU	**Description**	**2014 Adjusted**	**2015 Request**	**Difference**
110/501010	Salaries & Wages of Regular Employees	$5,075,834	$5,363,794	$287,960
115/501170	Appropriation Adjustment For Personal Services	$0	$0	$0
120/501210	Overtime Compensation	$10,000	$10,000	$0
129/501300	Salaries & Wages of Seasonal Employees	$229,200	$187,200	-$42,000
170/501510	Mandatory Medicare Cost	$79,829	$80,635	$806
174/501570	Pension	$705,579	$746,937	$41,358
175/501590	Group Life Insurance	$12,837	$13,305	$468
176/501610	Group Health Insurance	$868,875	$799,361	-$69,514
177/501640	Group Dental Insurance	$30,375	$32,596	$2,221
179/501690	Vision Care	$7,591	$8,250	$659
181/501715	Group Pharmacy Insurance	$0	$137,128	$137,128
183/501770	Seminars for Professional Employees	$2,000	$2,000	$0
185/501810	Professional & Technology Membership Fees	$3,215	$3,730	$515
186/501860	Training Programs for Staff Personnel	$35,000	$22,500	-$12,500
190/501970	Transportation & Other Travel Expenses	$100	$100	$0
240/520490	Printing and Publishing	$530,000	$530,000	$0
245/520610	Advertising For Specific Purposes	$3,500	$3,500	$0
260/520830	Professional & Managerial Services	$785,000	$1,235,000	$450,000
350/530600	Office Supplies	$21,000	$21,000	$0
353/530640	Books, Periodicals, Publications & Data Services	$5,000	$5,700	$700
388/531650	Computer Operation Supplies	$149,500	$150,700	$1,200
441/540170	Maintenance & Repair of Data Processing Equipment	$463,538	$463,538	$0
441/540172	County Wide Contract Data Processing	$25,000	$25,000	$0
530/560510	Office Furnishings and Equipment	$10,000	$9,000	-$1,000
570/560440	Telecommunications Equipment	$16,200	$0	-$16,200
579/560450	Computer Equipment	$273,450	$294,250	$20,800
630/550018	County Wide Photocopier Lease	$0	$75,000	$75,000
814/580380	Appropriation Adjustment	$6,843	$7,500	$657
818/580033	Reimbursement to Designated Fund	$0	$1,009,890	$1,009,890
819/580420	Appropriation Transfer For Reimbursement From Designated Fund		-$1,009,890	-$1,009,890
883/580260	Cook County Administration	$256,067	$256,067	$0
Total on Department:		**$9,605,533**	**$10,483,791**	**$878,258**
				Increase: 9.14%

PROJECTS

FY2015-FY2017 PROJECTS

Name of Project:	Electronic Warrant Book – Phase 2
Description of Project:	The Electronic Warrant Book's first phase created an entire electronic book for TY2012. This phase includes the scanning/imaging of nineteen older years and incorporation of a 'hybrid' display that will combine the image and any future electronic records. Also, additional enhancements will made, such as the inclusion of a balance due or refund bottom-line total. Project is a collaborative effort with the Clerk's Office.
Benefit(s) of Project:	• Eliminate the necessity for manual postings of transactions for older years. • New transactions will be added on a daily basis. • Eliminate the space required to house the physical books.

Name of Project:	Integrated Property Tax System – Central Repository for Property Tax Identification (PIN) Data
Description of Project:	CCTO supports the President's initiative to replace the MIS Mainframe with an integrated property tax system to be used by all of the property tax offices.
Benefit(s) of Project:	• Eliminates the antiquated MIS Mainframe, and its limited functionality. • Combine all data for each parcel into one unified system. • Will be updated in real time instead of nightly batch jobs.

Name of Project:	Comprehensive Imaging and Document Scanning Project
Description of Project:	Implement document management systems to store documents in electronic folders that can be indexed by multiple pieces of information, giving users the ability to search and retrieve documents based upon different criteria. Create e-Forms for users to enter data and submit electronically; process will eliminate paper forms/applications. Phase 1 will include the creation of a system that combines CRM e-mails, Correspondence letters, and Tax Research into one system. System will have workflow and imaging functionality.
Benefit(s) of Project:	• Reduce time spent managing documents by controlling the life cycle of documents in CCTO — How they are created, used, and published, and how they are ultimately disposed of or retained. • Decrease processing time for taxpayer requests with electronic data feeds. • Eliminate requirement of storing documents at Rockwell warehouse and filing cabinets.

FY2015-FY2017 PROJECTS

Name of Project:	Sales in Error Database Rewrite
Description of Project:	Create a system that allows the user to process a Sale in Error refund from the beginning of the process.
Benefit(s) of Project:	• Eliminate tracking of Vacate Tax Sale component in Excel spreadsheets and double-entry of same information into database. • Eliminate need for employees to access MIS, transcribe payment information, and then re-enter into database to process refund request. • Scavenger Payments and Refunds will post to MIS, thereby making the information available to the county.

Name of Project:	JDE Conversion
Description of Project:	Convert the JDE system, used within the county, to a new version.
Benefit(s) of Project:	• Update to the latest version to ensure compliance with the all county departments.

Name of Project:	NSF Batch Processing
Description of Project:	Eliminate the manual data entry of NSF's into MIS through automation efforts.
Benefit(s) of Project:	• Automatically load NSF transactions into MIS instead of through a manual process.

Name of Project:	Redacted Payment Images Via the Web
Description of Project:	Cook County Treasurer's Office will create a system to automatically redact personal information from payment images and allow taxpayers to pay and order redacted check images via our website.
Benefit(s) of Project:	• Eliminates need to have customer service and cashier staff handle image requests. • Reduce staff cost.

Name of Project:	Collection Alternative – Payment Kiosks
Description of Project:	Seek vendor who can program ATM network to collect property tax payments in an effort to develop additional collection alternatives.
Benefit(s) of Project:	• Provides even more convenience for taxpayers to submit tax payments.

Name of Project:	Tax Buyer Email Electronic Receipts after Annual Sale
Description of Project:	Produce electronic receipts emailed to tax buyers instead of producing paper receipts.
Benefit(s) of Project:	• Eliminates the need for CCTO to print receipts and for tax buyers to physically pickup the receipts.

FY2015-FY2017 PROJECTS

Name of Project:	Office Wide Bankruptcy Automatic Stay Compliance – Phase 2
Description of Project:	Implement a system to prevent unauthorized payments: person in bankruptcy or TPA can pay only current payments: prior payments can be paid only by trustee. Phase 2 will expand the system to include other payment sites/methods, such as online payments, Lockbox, bank branch, etc.
Benefit(s) of Project:	• Adhere to court requirements by preventing payments from non-trustees.

Name of Project:	Streamline Payments from Online Bill Payment Sites
Description of Project:	Create an electronic file of all online bill payments. Use a STOP/verification file to validate the PIN, amount, tax amount, tax year.
Benefit(s) of Project:	• Reduce volume of manual payments required to be researched. • Increases accuracy of payments that otherwise would be sent back to taxpayers for inaccurate or missing information.

Name of Project:	Electronic Feed of Open Item Bill Amounts
Description of Project:	Enhance cashiering system to electronically receive Clerk open-item billing information from MIS so cashiers do not have to manually enter bill amount.
Benefit(s) of Project:	• Reduce cashiering errors. • Eliminate manual entry.

Name of Project:	Online Open Item Bill Payments
Description of Project:	Enhance online payment system to allow taxpayers to pay open older years electronically based on data from the Treasurer and Clerk.
Benefit(s) of Project:	• Provide taxpayers another option to pay (right now, Open Items can only be paid in-person or by mail). • Eliminate manual payment processing.

FY2015-FY2017 PROJECTS

Name of Project:	D&O System Rewrite
Description of Project:	Rewrite the current D&O System in the latest .NET environment.
Benefit(s) of Project:	• Utilize workflow and imaging to aid in the proofing decision. • Add enhancements as required and identified by Refund Department.

Name of Project:	Automate the Over-Assessment C of E Process
Description of Project:	Automate C of E over-assessments to a similar process as automatic exemption refunds.
Benefit(s) of Project:	• Streamline and increase efficiency by eliminating the manual application and processing requirements currently in place.

Name of Project:	Automate D&O Applications
Description of Project:	Create a system that automatically generates and mail a refund application 30 days after the overpayment is made.
Benefit(s) of Project:	• Process will notify taxpayers to claim their refund quicker; taxpayers does not need to come to the office to request a refund.

Name of Project:	Automatically Issue Refunds via ACH
Description of Project:	Eliminate printing & mailing of refund checks by returning funds directly to payer. Bulk payer refunds will be batched to produce a single refund instead of multiple checks.
Benefit(s) of Project:	• Reduces number of returns due to incorrect address. • Saves paper. • Refunds issued to taxpayers quicker than the USPS.

Name of Project:	Refund Check Tracking
Description of Project:	Create tracking system so taxpayers can go online and get refund status updates instead of phoning the call center, sending an e-mail or visiting the office.
Benefit(s) of Project:	• Taxpayers can know exactly what stage their application is in and when they can expect their check to arrive in the mail.

FY2015-FY2017 PROJECTS

Name of Project:	Mobile Application Development
Description of Project:	Develop mobile site/mobile application based on current regular CCTO Main website.
Benefit(s) of Project:	• Using GPS technology, will allow users to see closest payment locations. • Access to information on our website conforms to a smart phone or tablet.

Name of Project:	SQL 2012
Description of Project:	Upgrade to SQL 2012 to better manage and protect data.
Benefit(s) of Project:	• Keep data stored on servers secure and accessible according to data queries.

Name of Project:	Server 2012
Description of Project:	Upgrade to Server 2012 to help virtualization, networking, storage, and cloud computing.
Benefit(s) of Project:	• Keep data stored on servers secure and accessible.

Name of Project:	Data Dictionary
Description of Project:	Created dictionary/index of all data related to property taxes used by our systems.
Benefit(s) of Project:	• Beneficial in the creation/modification of systems going forward as it will be easier to identify what data we already have in a table or if we need to create a new data source.

Name of Project:	Name Change File Upload to MIS via Website Form
Description of Project:	Add fillable form to website, use identification verification service, to identify taxpayer, write name change file from web service for daily uploads. Requires legislation.
Benefit(s) of Project:	• Dramatically improves the ease by which a taxpayer or new homeowner can modify their existing name and address on file.

Name of Project:	Electronic Exemption Testing Tool
Description of Project:	Create additional automatic checks on Assessor's Exemption file prior to Second Installment.
Benefit(s) of Project:	• Eliminate manual review of exemptions during the Second Installment tax bill testing process.

FY2015-FY2017 PROJECTS

Name of Project:	Electronic Billing to Tax Payers
Description of Project:	Establish a system that will allow Cook County to send electronically (via email) a property tax bill to taxpayers.
Benefit(s) of Project:	• Allow for simple interface to review and pay property tax bill online. • Since taxpayers would ‘opt-in,’ those PINs could be removed from the printing, folding and mailing program thereby reducing some costs. • Ensures delivery of bill instead of possible delays or inconsistency in delivery date by USPS.

Name of Project:	Automating Manual Check Requests
Description of Project:	Eliminate multiple data entries using workflow.
Benefit(s) of Project:	• Reduce processing time for Accounts Payable.

Name of Project:	Conversion – Certificate of Error/A Refund Voucher System
Description of Project:	Convert C of E/A Voucher System to .NET from its current unsupported database.
Benefit(s) of Project:	• System will be written in a supported language enabling system issues to be addressed.

Name of Project:	Conversion – Certificate of Error Refund Database
Description of Project:	Convert C of E Database to .NET from its current unsupported database.
Benefit(s) of Project:	• System will be written in a supported language enabling system issues to be addressed.

Name of Project:	Automatically Generate C of E Applications for Individual C of E Refunds
Description of Project:	Create a system that will allow for processing refund applications for the individual C of E credits.
Benefit(s) of Project:	• Eliminate the current manual process.

Name of Project:	Automation of Property Tax Appeal Board (PTAB) Refunds
Description of Project:	Streamline the PTAB refund process by automatically loading the individual refund data entry to MIS system.
Benefit(s) of Project:	• Refunds are issued as soon as file is received and loaded into the MIS mainframe. • Eliminates the manual keying-in of data. • Reduces errors.

FY2015-FY2017 PROJECTS

Name of Project:	Overbid Function of the Scavenger Sale-In-Error (SIE) Refund System
Description of Project:	Record the overbid Scavenger SIE Refunds on the MIS Mainframe so that the overbid refund amount is included on the refund check.
Benefit(s) of Project:	• Overbid amount will appear online in MIS and in CCTO internal systems • Overbid refunds will not require a separate check, which is the current process

Name of Project:	PIN Research – Additional Enhancements
Description of Project:	PIN Research was re-launched in 2013. CCTO continues to build upon its foundation and provide more functionality and data users would like to see within the application.
Benefit(s) of Project:	• Add the following: • C of E type, status, reason • Build-in functionality to print a duplicate tax bill, and track stats for the same process • CRM/Correspondence History – log of taxpayer contact with the office

Name of Project:	Real-Time Third Party Payment System Enhancement
Description of Project:	Enhance the Real-Time TPA System (RTS) payment site which allows banks, mortgage companies and title companies to pay property taxes online to provide system users the most recent payment commitment information from other third party payers who have already committed to make a tax payment.
Benefit(s) of Project:	• Reduce duplicate payments and resulting refunds that would be required to be issued.

Name of Project:	Outsource Tax Bill Printing
Description of Project:	Print bi-annual 1.8 million tax bills offsite instead of printing them internally.
Benefit(s) of Project:	• Streamline and increase efficiency of bill printing process.

Name of Project:	Update Individual Online Payment Site
Description of Project:	Create a more robust online payment system that leverages emails, creates taxpayer payment carts, along with adding logic to charge bulk (non-TPA) payers the $ 1.00 enhanced processing fee.
Benefit(s) of Project:	• Improve payment processing systems so taxpayers can pay multiple PINs at the same time. • Improve system design and communication.

FY2015-FY2017 PROJECTS

Name of Project:	**Tax History Project**
Description of Project:	Create a comprehensive PIN history list that will serve as the basis for delinquent properties to be offered at the Scavenger Sale. The project will create a rolling twenty-year history of PIN transactions and ensure only those PINs that meet the Scavenger Sale requirements are offered at sale.
Benefit(s) of Project:	• Achieve administrative efficiencies by continuously cleanse the list from year to year. • Reduce sales-in-error. • Enable CCTO to work with municipalities to permanently remove exempt properties from the list.

Name of Project:	**Explore Creation of Annual and Scavenger Sale Systems**
Description of Project:	Develop and/or acquire replacement systems for the annual tax sale and scavenger sale.
Benefit(s) of Project:	• Streamline and standardize the process of each sale. • Reduce costs by internally developing tools to conduct the sale.

Name of Project:	**Automatic Supply Request**
Description of Project:	Create a system that automates the request/approval process of supplies.
Benefit(s) of Project:	• Eliminate the current process that is carried out manually. • Streamline the approval process to expedite delivery of goods as needed.

Name of Project:	**Asset Tracking System**
Description of Project:	Merge the current purchasing and assets tracking systems used by the office. The asset system and the purchasing system should be able to function as one or in concert with one another. When an item is purchased and then received, the system should automatically generate an asset tag.
Benefit(s) of Project:	• Eliminate the redundancy of entering the same information into two separate systems.

Name of Project:	**MIS Knowledge Transfer**
Description of Project:	Document existing TR Run-A-Job jobs spreadsheet that MIS runs for the Treasurer’s office for the various office activities.
Benefit(s) of Project:	• Provide information about the MIS programs and their functionality, in case the programs may need to be rewritten in another language. • Provide the overall CCTO business process flow that MIS programs are a part of so that this is better understood and can be improved.

FY2015-FY2017 PROJECTS

Name of Project:	Exchange 2013 Implementation
Description of Project:	Converting existing mail system to Exchange Server 2013.
Benefit(s) of Project:	• Improve performance and reliability. • Virtualized for improved value. • Enhance unified communications. • Improve redundancy and reliability.

Name of Project:	SharePoint 2010 Upgrade
Description of Project:	Upgrade existing SharePoint Infrastructure to SharePoint 2010.
Benefit(s) of Project:	• Improve search capabilities. • Improve indexing capabilities. • Improve performance. • Improve reliability. • Virtualize for improved value.

Name of Project:	Automatic Time Load into HR Database
Description of Project:	Eliminate the manual process to record swipe times in the HR Database by automating and "pushing" the data directly to the system.
Benefit(s) of Project:	• Allow for fewer steps in processing time and have data directly connected to the database in one step.

Name of Project:	Interactive New Employee Training on Intranet
Description of Project:	Create an interactive video/voice training program that could be uploaded to the intranet. The goal would be to give new employees an understanding of the office and virtual orientation.
Benefit(s) of Project:	• Eliminate the need for manual orientation. • Can be used a reference for existing employees and for refresher training purposes.

FY2014 PROJECTS

Name of Project:	Electronic Warrant Book
Description of Project:	Create an Electronic Warrant Book to serves as the official county property tax records by replacing the antiquated books currently in use. Project will create an entire electronic book for TY2012 and future years and create a hybrid electronic record for prior years that combines imaging of those books with posting of any subsequent transactions electronically. Project is a collaborative effort with the Clerk's Office.
Benefit(s) of Project:	• Eliminate the necessity for manual postings of transactions which occur after book are printed each year. • Improve accuracy by eliminating the potential for manual mis-postings. • New transactions will be added on a daily basis.

Name of Project:	TIF (Tax Increment Funding) District Tax Data added to Second Installment Property Tax Bill
Description of Project:	For the first time ever, the breakdown of the amount of property taxes that is distributed to TIF Districts appeared on the 2013 Second Installment Property Tax Bills.
Benefit(s) of Project:	• Received lowest automation rates and stay compliant with US Postal Service regulations.

Name of Project:	PIN Research - Enhancements
Description of Project:	PIN Research was re-launched in 2013, and there is even more functionality and data users would like to see within the application.
Benefit(s) of Project:	• Added A 20-year history screen (complete with Tax Amount, AV, EAV, Tax Rate and Classification) • Expand 'Notes' function to include categories and attachments such as screen shots

Name of Project:	Office Wide Bankruptcy Automatic Stay Compliance
Description of Project:	Implemented a system to prevent unauthorized payments for in-person payments: person in bankruptcy or TPA can pay only current payments: prior payments can be paid only by trustee. Second phase of project will add same functionality to other payment methods/sites.
Benefit(s) of Project:	• Adhere to court requirements by preventing payments from non-trustees.

FY2014 PROJECTS

Name of Project:	HR Database Enhancements
Description of Project:	Implement enhancements to the existing internal HR Database application, including additional fields of data and functionality.
Benefit(s) of Project:	• Expand on the existing data captured for employees. • Create reports specifically for better interaction with the new payroll system.

Name of Project:	New Finance Reconcilement System
Description of Project:	Created new system to automate reconciliations of payments, refunds and distributions.
Benefit(s) of Project:	• Remove manual reconciliation process by automatically generating and verifying data on a daily basis.

Name of Project:	New, Upgraded Bankruptcy System
Description of Project:	Converted Bankruptcy to .NET from its current unsupported database and add enhancements.
Benefit(s) of Project:	• Remove manual reconciliation process by automatically generating and verifying data on a daily basis.

Name of Project:	Disaster Recovery Plan
Description of Project:	Drafted detailed plan for processes and vital computer equipment if disaster occurs.
Benefit(s) of Project:	• Will prevent interruption of vital services to the public. • Ensures continuity of basic services.

Name of Project:	Erroneous Homestead Exemption Program
Description of Project:	Create systems to support Assessor's "Erroneous Homestead Exemption" program.
Benefit(s) of Project:	• Promoted code to record waived exemptions and paybacks of erroneous exemptions in MIS Mainframe. • Established source code to flag repayments in cashiering system.

FY2014 PROJECTS

Name of Project:	Automation of Specific Objection (SP) Refunds
Description of Project:	Streamline the SP refund process by eliminating majority of the 1st calculations and individual refund data entry to MIS system.
Benefit(s) of Project:	• Faster refund processing as the calculations are entered directly by the taxpayers representative.

Name of Project:	Annual Security Risk Assessment
Description of Project:	IT’s systems, programs and infrastructure to undergo an annual risk assessment by a third party.
Benefit(s) of Project:	• Ensures latest security measures. • Potential risks are mitigated as identified.

Name of Project:	Install New Interactive Voice Response System (IVR)
Description of Project:	Upgrade the technology for providing the most accurate and up-to-date information to callers.
Benefit(s) of Project:	• Allow taxpayers inquiring about amounts due, due dates, etc. to obtain the information needed without a live employee handling the call.

Name of Project:	Enhancements to IT Control Panel
Description of Project:	Make more functions added to the Control Panel, which basically is a switchboard for online functionality. Additions include duplicate web bill ordering, standardizing dates/time, etc.
Benefit(s) of Project:	• Allow configurations to be made without changing code.

FY2014 PROJECTS

Name of Project:	Content Management System (CMS) Enhancements – Phase 2
Description of Project:	Add functionality to the internally developed CMS to manage content on other sites like STEPS, RTS and TPA. The functionality is already in place for CCTO Main.
Benefit(s) of Project:	• Enables content (text) to be added without changing code behind.

Name of Project:	Reimplementation of Enterprise Project Management (EPM) System
Description of Project:	Upgrade to the latest version of Enterprise Project Management (EPM) to track projects, including tasks, dates, milestones and assignments.
Benefit(s) of Project:	• Allows for better project and resource management.

Name of Project:	Disaster Recovery – Alternate Site
Description of Project:	Implement hardware/infrastructure to insure continuation of vital services to the public in the event of disaster.
Benefit(s) of Project:	• Permit CCTO to carry out its duties and responsibilities should the need arise.

Name of Project:	Collect Tax Payers Email Addresses
Description of Project:	Create a system to collect tax payers email addresses after opting-in. Email addresses will be used to communicate with taxpayer on a broad range of issues and announcements.
Benefit(s) of Project:	• Increases aware of property tax related news and important dates. • Allows the office to communicate directly with tax payers who choose to receive periodic updates.

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2014

1. Automated Telephone System
2. Consolidation of Bank Accounts
3. Customer Service - Express-Line Payments
4. Customer Service - Pro-bono Seasonal Employee Assistance From Local Banks During Peak Collection Periods
5. Database - Banking Contact Management System
6. Electronic Inheritance Tax Filing/Wire Transfer
7. Email Reports to Department of Revenue
8. I.T. Improvements - Automated Entry of Investment Transactions into General Ledger
9. I.T. Improvements - Automated Entry of Cost Breakdown for Refund Checks into General Ledger
10. I.T. Improvements - Automated Security Patch Management
11. I.T. Improvements - Backup Tape Drive Replaced (to handle increased storage size)
12. I.T. Improvements - Consolidated data and network storage onto one system
13. I.T. Improvements - Disk-to-disk Backup System Installed (for fast recovery of lost or damaged files)
14. I.T. Improvements - Enhanced Workflow for Human Resource System
15. I.T. Improvements - Enhanced Correspondence Database (to improve performance)
16. I.T. Improvements - Increased Network Security
17. I.T. Improvements - Internal Support of websites
18. I.T. Improvements - Name Change Application Imaging Project
19. I.T. Improvements - Remote Access to Email through Web and Mobile Phones
20. I.T. Improvements - Replaced Web Servers with Faster Hardware and New Software for Improved Performance and Reliability
21. I.T. Improvements - Server Monitoring Software to Track System Errors
22. I.T. Improvements - Standardized PC Image on Windows 7, Office 2010

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2014

23. I.T. Improvements - Installation of replacement Storage Area Network (SAN) System
24. I.T. Improvements - Streamlined Building and Rollout of New PCs
25. I.T. Improvements - Streamlined website traffic reporting
26. I.T. Improvements - Upgraded cookcountytreasurer.com to Latest Software Infrastructure to Improve Performance
27. I.T. Improvements - Upgraded Email Server and Improved Filters for Junk/Spam Email
28. I.T. Improvements - Upgraded Servers from Windows Server 2003 to Windows Server 2008
29. I.T. Improvements - Upgraded to Microsoft Office 2010
30. I.T. Improvements - Upgraded Call Center Hardware/Software
31. I.T. Improvements - Upgraded Annual Escheatment Software (HRS Pro)
32. Infrastructure - Installed Local Area Network (LAN)
33. New System - Amount Guaranteed (reduction of check amount to match amount due)
34. New System - Automated Scavenger Sale Removal Tool
35. New System - Automated Tax Sale
36. New System - Automatic Certificate of Error Refund Checks
37. New System - Cash Reports (replaces microfiche)
38. New System - Cash Management Online Banking System
39. New System - Cashiering
40. New System - CCT Printing Refund Checks (no longer through County mainframe)
41. New System - Check Images Captured at Lockbox
42. New System - Duplicate and Overpayment Refund System
43. New System - Duplicate Tax Bill Request Form and Affidavit Image Retrieval System
44. New System - Fixed Asset Inventory
45. New System - General Ledger

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2014

46. New System - GIFTS - Government Investment of Funds Tracking (maintains history of investments)
47. New System - Governmental Unit Acquisition (GA) Database
48. New System - Revamped Help Desk Program
49. New System - Human Resources
50. New System - Internal Open Item Tax Bill Request System
51. New System - Name Change - Electronic Capture of Info with Recorder of Deeds
52. New System - Online Investment Auction
53. New System - Online Payment System - “STEPS” Subsequent Tax Electronic Payment System
54. New System - Online Penalty Chart
55. New System - PIN Research/PIN Payment Summaries
56. New System - Post-Penalty Envelopes Imaging
57. New System - Real-Time TPA System (RTS)
58. New System - Reconcilement Database
59. New System - Refund Check Search Engine Added to CCT Intranet
60. New System - Refund - Automatically Refund Overpayments as a result of Assessment Reduction
61. New System - Refund - Worked with MIS to Record Certain Type of Refunds on County Mainframe - Specific Objections and PTAB Decisions
62. New System - Returned Mail Imaging System
63. New System - Sale-In-Error
64. New System - Security Monitoring (cameras)
65. New System - Senior Deferral Payment Transmission
66. New System - Special Assessments
67. New System - STOPS (to prevent duplicate and overpayments by ensuring that only the legally responsible party submits payment)

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2014

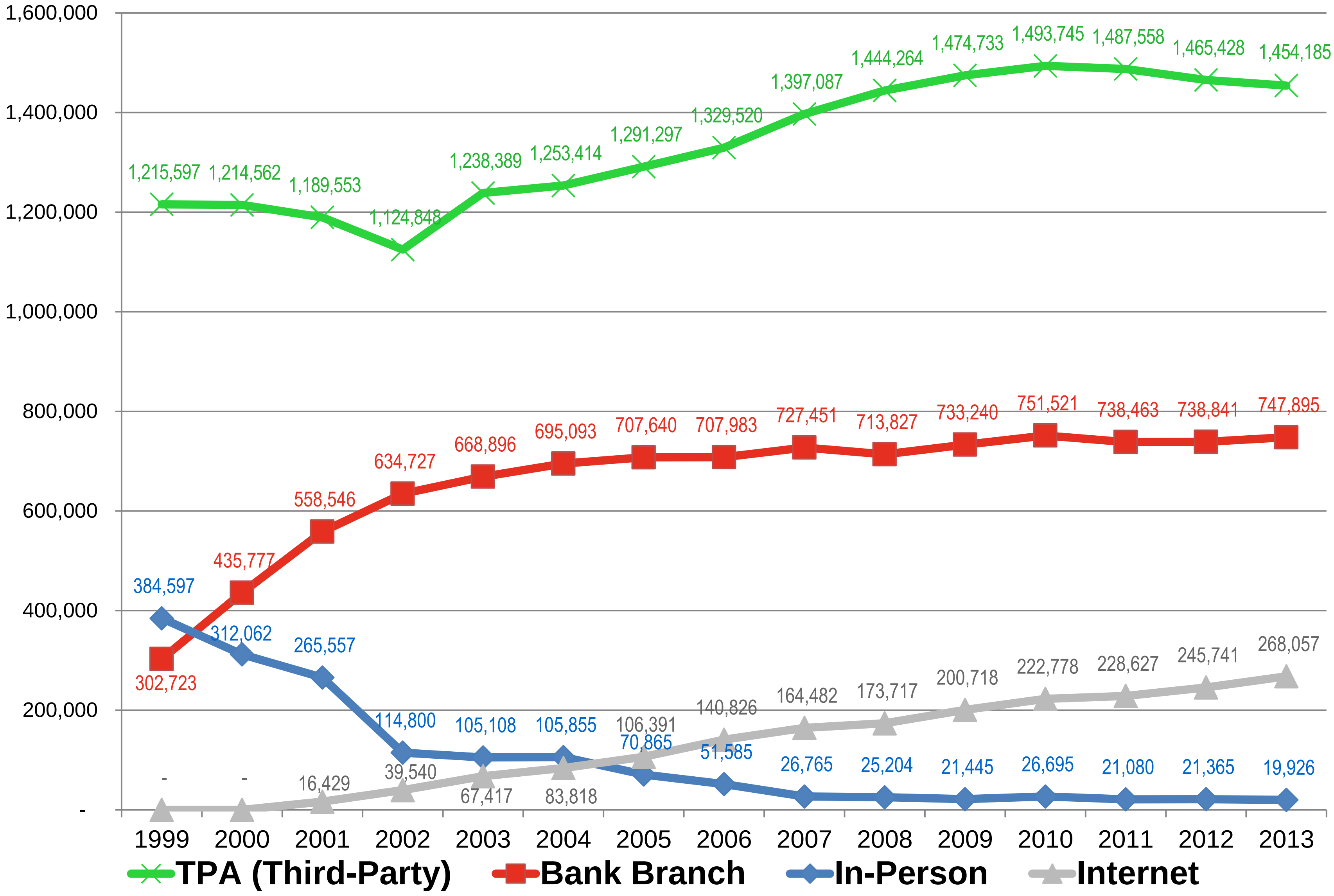
68. New System - Swipe Card Time System
69. New System - Tax Sale System (to track delinquent PINs and removals)
70. New System - Warrant Posting Labels
71. New System - Workflow
72. Office Restructure - Centralize Refund Department
73. Office Restructure - Consolidation of Multiple Customer Service Departments (One-Stop Shopping)
74. Office Restructure - Creation of Legal Exception Department
75. Payments Accepted at Offsite Banking Locations
76. Payments Accepted and Processed (multiple tax years, Certified Delinquent Tax Payments, Adjusted Certificate of Error Tax Bills, and Specialty Bills) at banking locations and Lockbox
77. Payments Accepted Online (expanded from full payment to on-time to two tax years, partial payment, and late payment)
78. Payments Accepted Through Community Bank Program
79. Payments by Third-Party Agents Online (expanded from on-time payments to late payments)
80. Payments Accepted Online (on-time payments using credit/debit card)
81. Positive Pay - Tool to prevent fraud in checks written from Treasury accounts
82. Streamline Management of "C" Fund with Comptroller's Office
83. Tax Bill - Re-design to larger 8½ X 14 size and inclusion of DDO Data on the First Installment Bill
84. Tax Bill - Testing/Verification Plan
85. Tax Bill - Electronic Data Testing
86. Training - Business Letter Writing and Email Response
87. Training - Cross-Training employees across various departments
88. Training - Customer Service

TOP 100 AUTOMATION/STREAMLINING EFFORTS FY1998 - FY2014

89. Training - Word and Excel
90. Treasury Management System - Consolidate and automate daily cash management, investment, and collateral responsibilities
91. Website - cookcountytreasurer.com re-design/re-launch
92. Website - Customer Relational Management System - Email Inquiries
93. Website - Electronic Warrant Book
94. Website - Interactive property tax bill containing taxing district debt/financial information
95. Website - Property Tax Portal at cookcountypropertyinfo.com
96. Website - Taxing Agency Extranet
97. Web-Based - Cash Management
98. Web-Based - Payment Status/Refund Availability
99. Web-Based - Reports
100. Web-Based - Taxing District Debt Disclosure Site

APPENDIX

PAYMENT SOURCE TREND BY TAX YEAR (on-time payments)



Appendix 1

LOCKBOX PAYMENTS

Since 1999, more than 9 million on-time payments have been processed by the Lockbox facility. The implementation of the Lockbox eliminated the need for Treasurer's Office staff to handle mail payments manually.

Tax Year	Quantity
2013*	493,316
2012	495,577
2011	504,629
2010	481,173
2009	527,264
2008	493,194
2007	583,267
2006	640,139
2005	652,493
2004	704,773
2003	736,396
2002	855,683
2001	788,621
2000	752,702
1999	624,703
Total	**9,333,930**

*On-Time Payment statistics are through the August 1, 2014 Second Installment Due Date.

BANK BRANCH PAYMENTS

More than 11 million payments have been made at branch locations. Chase Bank currently collects Cook County property tax payments at some 400 locations throughout Chicagoland.

Tax Year	On-Time Payments	Late Payments	Total Payments
2013*	747,895	61,179	809,074
2012	738,841	96,680	835,520
2011	745,788	96,866	842,654
2010	751,521	73,513	825,034
2009	733,239	127,947	861,186
2008	713,827	76,254	790,081
2007	727,451	85,079	812,530
2006	707,983	74,587	782,570
2005	707,640	84,223	791,863
2004	695,093	68,685	763,778
2003	668,896	60,094	728,990
2002	634,727	55,467	690,194
2001	558,546	49,828	608,374
2000	435,777	30,643	466,420
1999	302,723	19,455	322,178
1998	109,877		109,877
Total	**9,979,824**	**1,060,500**	**11,040,323**

As a result of bank branches accepting Cook County property tax payments, the Treasurer's Office closed its five Cook County Satellite Offices.

*Through September 30, 2014.
Payments may include prior tax years.

COMMUNITY BANK BRANCH PAYMENTS

Cook County taxpayers may visit one of the participating local community banks to pay taxes by direct debit from a checking or savings account with that bank.

Tax Year-Installment	# of Community Bank Branches	# of Payments
2013-2*	208	3,561
2013-1	208	3,549
2012-2	194	3,595
2012-1	194	3,545
2011-2	209	3,620
2011-1	208	3,371
2010-2	209	3,352
2010-1	209	3,870
2009-2	216	3,447
2009-1	226	3,396
2008-2	223	3,241
2008-1	222	2,843
2007-2	220	2,686
2007-1	217	2,925
2006-2	216	2,489
2006-1	216	2,853
2005-2	214	2,722
2005-1	211	2,785
2004-2	213	2,372
2004-1	215	2,422
2003-2	219	2,168
2003-1	135	1,912
Total		**66,724**

*Through August 28, 2014.

IN-PERSON PAYMENTS

The number of in-person on-time payments has been reduced to only 19,000 as other payment options have been implemented by the Treasurer’s Office.

Tax Year	Quantity
2013* (payable in calendar year 2014)	19,926
2012	21,365
2011	21,080
2010	26,695
2009	21,445
2008	25,204
2007	26,765
2006	51,585
2005	70,865
2004	105,855
2003	105,108
2002	114,800
2001	265,557
2000	312,062
1999	384,597
Total	**1,572,909**

*On-Time Payment statistics are through the August 1, 2014 Second Installment Due Date.

THIRD-PARTY AGENT (TPA) – WIRE PAYMENTS

Banks, mortgage companies and title companies utilize the wire payment method to pay property taxes. Almost 16 million payments totaling more than $42 billion have been made since August 2003.

Tax Year	Quantity	Dollar Amount
2013*	1,458,473	$ 4,212,981,060
2012	1,469,742	$ 4,294,860,099
2011	1,491,680	$ 4,205,521,196
2010	1,496,930	$ 4,245,980,447
2009	1,478,790	$ 4,092,128,626
2008	1,451,042	$ 3,947,466,410
2007	1,403,129	$ 3,731,088,684
2006	1,349,619	$ 3,459,730,206
2005	1,291,410	$ 3,106,617,529
2004	1,253,555	$ 2,873,612,587
2003	1,238,729	$ 2,621,405,164
2002	587,796	$ 1,209,770,282
Total	**15,970,895**	**$ 42,001,162,290**

*Through September 30, 2014.

THIRD-PARTY AGENT (TPA) – ACH PAYMENTS

Banks, mortgage companies and title companies also utilize an ACH method to pay property taxes. More than 560,000 payments totaling almost $2 billion have been made since 2006

Tax Year	Quantity	Dollar Amount
2013*	54,362	$ 291,842,317
2012	84,071	$ 356,061,761
2011	81,184	$ 343,046,357
2010	76,612	$ 279,687,650
2009	82,904	$ 265,681,436
2008	87,699	$ 232,692,641
2007	70,455	$ 167,931,735
2006	24,182	$ 55,091,532
Total	**561,469**	**$ 1,992,035,428**

*Through September 30, 2014.

ONLINE TAX PAYMENTS

In March 2002, the Treasurer's Office introduced online payments for on-time payments. In August 2005, the program was expanded to include late payments. In January 2007, it was reprogrammed to include current and prior year payments.

Tax Year	Quantity of Online Payments	% Increase over the previous tax year
2013*	323,734	
2012	353,035	4.0%
2011	339,438	5.2%
2010	322,734	9.2%
2009	295,638	8.3%
2008	273,083	13.3%
2007	240,931	16.9%
2006	206,067	33.0%
2005	154,950	60.8%
2004	96,362	42.1%
2003	67,828	70.4%
2002	39,794	137.7%
2001	16,738	
Total	**2,730,937**	

*****Through September 30, 2014 (please note taxpayers may continue to pay 2013 taxes online).

CREDIT CARD PAYMENTS

The Treasurer’s Office began collecting credit card payments for on-time payments In July 2012. 37,389 credit card payments have been made to date.

Tax Year	Quantity	Dollar Amount
2013*	15,919	$ 34,911,509
2012	13,802	$ 29,732,837
2011	7,668	$ 15,360,212
Total	**37,389**	**$ 80,004,558**

*On-Time Payment statistics are through the August 1, 2014 Second Installment Due Date.

SUBSEQUENT TAX ELECTRONIC PAYMENT SYSTEM (STEPS)

In 2006, the Treasurer’s Office implemented an electronic payment system specifically for tax buyers to pay delinquent taxes for properties they were awarded during the annual sale.

Tax Year	Quantity	Dollar Amount
2013*	19,880	$ 45,341,601
2012	39,298	$ 95,799,877
2011	46,068	$ 124,413,038
2010	46,589	$ 132,676,578
2009	44,977	$ 136,854,229
2008	42,528	$ 118,181,052
2007	45,984	$ 106,138,464
2006	14,617	$ 29,455,268
Total	**299,941**	**$ 788,860,108**

*Through September 30, 2014.

WEBSITE – VISITORS

More than 39.7 million visitors have navigated to cookcountytreasurer.com since 2004.

Fiscal Year	Quantity
2014*	1,807,662
2013	3,766,049
2012	4,367,537
2011	4,081,384
2010	3,776,292
2009	3,390,660
2008	3,412,301
2007	4,832,303
2006	3,678,393
2005	3,904,819
2004	2,738,366
Total	**39,755,766**

*Through September 30, 2014.

WEBSITE – PAGE VISITS

In FY2014, cookcountytreasurer.com has been visited more than 1.8 million times. Comprehensive statistics appear below.

General Statistics	December	January	February	March	April	May	June	July	August	September	YTD*
Number of Visits	110,536	170,648	253,799	248,415	154,217	127,169	140,518	296,724	173,815	131,821	1,807,662
Average Visit Length (Minutes)	4.14	4.96	4.96	4.45	4.21	4.25	4.29	5.21	4.66	3.93	4.51
Visitors that visited more than once	45,365	80,686	89,796	72,054	61,014	43,443	51,849	86,724	58,869	46,928	567,884
First time visitors	68,269	89,962	164,003	176,361	111,973	83,726	88,669	210,866	116,052	84,893	1,194,774
Visited Pages	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**YTD***
Payment Status Results	96,534	138,720	241,788	241,618	143,298	117,731	126,469	295,210	169,054	124,350	1,694,772
Payment Status Search	118,598	175,902	285,341	283,744	198,772	143,626	158,457	351,833	200,228	148,668	2,065,169
Locate Your PIN	4,023	5,893	8,140	9,054	7,253	4,501	4,704	7,951	5,121	4,647	61,287
Scavenger Tax Sale	838	1,061	1,087	1,215	1,200	1,045	1,134	1,399	1,212	840	11,031
Refund Seach	3,321	5,095	5,740	5,446	4,401	3,373	3,708	7,311	6,746	4,491	49,632
Payment Index Page	6,475	12,713	14,945	4,388	3,113	2,220	2,817	4,516	2,948	1,947	56,082
Name/Address Change	4,433	9,246	16,695	11,422	6,778	5,067	5,718	15,636	7,461	5,476	87,932
Contact Us Form	477	565	881	975	480	426	543	1,177	747	487	6,758
Contact Us Information	3,218	4,770	6,744	5,991	3,823	3,213	4,257	9,239	4,586	4,787	50,628
Get Copy of Bill	4,613	9,152	13,840	11,746	9,042	5,633	6,957	15,601	6,862	5,738	89,184
If Taxes Were Sold	1,371	2,110	2,212	2,194	1,839	1,387	1,568	1,954	1,721	1,611	17,967
Name/Address Change Application	4,433	9,246	16,695	11,422	6,778	5,067	5,718	15,636	7,461	5,476	87,932
Annual Tax Sale Information	654	1,101	1,121	1,167	1,164	981	249	221	835	768	8,261
Tax Bill Schedule	1,793	5,817	1,763	1,820	1,642	1,686	4,233	2,461	1,114	1,040	23,369
Homeowner Exemption Information	1,895	4,692	5,042	3,980	2,754	1,848	2,162	5,779	2,447	1,928	32,527
Apply for Refund Information	810	1,308	1,516	1,460	1,087	754	846	2,689	1,528	1,231	13,229
Research A Topic	1,793	3,043	2,845	2,749	1,920	1,200	1,508	11,043	3,770	2,404	32,275
News Article View	401	931	1,216	902	507	268	368	1,206	377	329	6,505
TPA Home Site	1,480	1,137	2,237	1,245	1,079	823	783	2,065	1,171	1,182	13,202
Community Bank Home (Teller View)	115	208	509	357	141	163	159	1,752	259	163	3,826
Tax Sale List	11	14	8	17	10	3	822	1,209	546	22	2,662
Exemption Results	3,667	8,669	13,383	10,609	7,599	5,831	6,260	11,248	5,415	4,685	77,366
PIN Summary	104,792	153,397	263,552	260,502	180,154	127,893	139,857	319,576	182,395	133,681	1,865,799
Payment By Electronic Check	5,041	9,417	58,839	48,099	10,300	6,766	5,166	73,946	25,436	9,328	252,338
Payment By Credit Card	1	531	4,804	3,233	4	2	5	7,772	1,264	1	17,616
Visited Pages	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**YTD***
Completed Refunds Searches	3,296	4,941	5,427	4,377	3,391	2,882	4,537	7,566	4,035	3,743	44,195
Completed Uncashed Check Searches	194	285	363	374	333	194	1,204	375	239	294	3,855

*Through September 30, 2014.

CRM (E-MAIL SYSTEM)

Taxpayers access the Treasurer’s Office email system by using the form located at cookcountytreasurer.com.

Calendar Year	Quantity
2014*	3,576
2013	4,731
2012	6,686
2011	7,471
2010	9,658
2009	14,951
2008	16,093
2007	13,145
2006	11,681
2005	13,706
2004	15,430
2003 (Began May 2003)	7,681
Total	**124,809**

*Through September 30, 2014.

ELECTRONIC DUPLICATE TAX BILL REQUEST SYSTEM

Taxpayers have ordered more than 96,000 property tax bills from the web. The process put in place eliminates the need for taxpayers to come into the office to request a duplicate.

Calendar Year	Quantity
2014*	21,811
2013	22,096
2012	18,496
2011	15,476
2010	15,173
2009	3,184
Total	**96,236**

*Through September 30, 2014.

CUSTOMER SERVICE – CALL CENTER

In FY2014, the Treasurer's Customer Service Call Center has handled more than **55,000** inquiries. The Automated Phone System has be used **179,786** times without live representative assistance from January 1, 2014 to August 31, 2014.

Call Topic	Percentage of All Calls	Year-To-Date Total*
Duplicate Bill (copy/ proof)	11.7%	**7,837**
Payment Instructions (including hardship and partial payments)	8.6%	**7,010**
Payment Status1 (paid, open, why $0, NSF, prepay)	15.3%	**9,246**
Payment Status2 (caller referred to Web/Phone)	7.2%	**3,232**
On-Line Payments (paid, rejected, cancel payment, etc.)	4.1%	**2,371**
Name Change	7.7%	**3,726**
Tax Sale Date (Annual, Scavenger)	0.5%	**1,444**
Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange)	1.4%	**295**
Penalty Waiver Request	1.4%	**704**
Transfer Information	2.7%	**904**
STOPS	0.0%	**198**
Refund Info (Do I have a refund? How to apply?)	13.5%	**3,658**
Refund Info (Where is my Check?)	14.4%	**3,552**
Due Date and/or Amt.	0.5%	**1,887**
Senior Deferral Info (How to apply? Am I in? Take me out, etc.)	0.5%	**700**
Mortgage Increased - Bank or Mortgage Co. Directed to CCTO	0.0%	**113**
Chase Questions	0.0%	**195**
Other Offices Questions (asked of CCTO Staff)		
Assessment (bill too high)	0.0%	**697**
Exemption(s) not received	3.2%	**1,839**
Other Assessor Issues (property location, altered, Certificate of Error, PIN)	0.9%	**1,965**
Clerk - Sold & Prior Year Taxes	4.1%	**1,388**
Recorder of Deeds	1.8%	**645**
Other	0.9%	**1,606**
Total	100.0%	**55,212**

*Through September 30, 2014.

AUTOMATED TAX SALE

Annual Sale Statistics since the Treasurer’s Office replaced the traditional outcry auction with an automated solution in 2008.

Tax Year (Year Sale Held)	PINs Published/Sent Certified Notice	PINs Offered	PINs Sold
2013 (2014)	69,288	50,036	15,757
2011 (2013)	73,418	51,289	16,442
2010 (2012)	78,418	49,462	16,419
2009 (2011)	69,484	37,827	20,814
2008 (2010)	57,181	33,114	21,399
2007 (2009)	62,728	29,787	23,848
2006 (2008)	53,347	26,846	24,860

AUTOMATED NAME CHANGES

The Treasurer’s Office has electronically received more than 690,000 name changes since July 2005 as a result of the collaboration with the Recorder of Deeds.

Calendar Year	Quantity
2014*	56,937
2013	95,222
2012	50,913
2011	43,094
2010	43,184
2009	54,064
2008	67,361
2007	100,605
2006	124,149
2005 (began July 25, 2005)	55,851
Total	**691,380**

*Through September 30, 2014.

STOP TAXPAYER OVER-PAYMENT SYSTEM (STOPS)

STOPS was implemented for the 2009 Second Installment property tax collection in an effort to reduce the number of erroneous duplicate and overpayments of property taxes, and thus eliminate the need for taxpayers to apply for a refund.

Since November 2010, nearly 48,000 duplicate payment attempts have been stopped in the amount of more than $195 million.

Tax Year/Installment	Quantity	Dollar Amount
2013-02*	3,996	$ 14,740,560
2013-01	2,397	$ 12,991,542
2012-02	6,920	$ 25,920,731
2012-01	6,203	$ 29,019,746
2011-02	3,837	$ 22,466,975
2011-01	3,104	$ 10,470,245
2010-02	6,029	$ 24,956,274
2010-01	5,990	$ 26,584,904
2009-02	9,430	$ 28,024,221
Total	47,906	**$ 195,175,199**

*Through September 30, 2014