



COOK COUNTY TREASURER
MARIA PAPPAS

STATE OF THE OFFICE – 2014

CONTENTS

| | | |
|----------|---|--------------|
| A | President's Letter/Background | 2-6 |
| | Employee Compensation History | 5 |
| | Cost-of-Living Adjustment (COLA) History | 6 |
| B | FY2014 Budget Highlights | 7-11 |
| | 1. Reduce Corporate Budget | 7 |
| | 2. Reduce Headcount | 8 |
| | 3. Enhance Revenues | 9 |
| | 4. Further Self-Funding | 10 |
| | 5. County Projects | 11 |
| C | FY2014 Account Summaries | 12-13 |
| D | Top 10 Office Accomplishments | 14-17 |
| E | FY2014-FY2016 Projects | 18-26 |
| F | FY2013 Projects | 27-32 |
| G | Automation Highlights | 33-67 |
| | PIN Research – Internal Portal | 33-37 |
| | Web Site www.cookcountytreasurer.com | 38-44 |
| | Debt Disclosure Ordinance | 45-49 |
| | Redesigned Tax Bill | 50-51 |
| | Property Tax Portal | 52-54 |
| | STOPS – Duplicate/Overpayment Prevention System | 55-60 |
| | Automated Name Change System | 61-63 |
| | Automated Tax Sale System | 64-67 |
| H | Top 100 Automation Efforts & Streamlining of Processes | 68-72 |
| I | Treasurer's Office Statistics | 73-95 |
| | Customer Service – Call Center | 73 |
| | Property Tax Refunds | 74 |
| | Third-Party Agent (TPA) Payments | 75 |
| | Internet (Online) Tax Payments | 76 |
| | Community Bank Payment Program | 77 |
| | Bank Branch Payments | 78 |
| | Payment Source Trend by Tax Year | 79 |
| | Cook County Bank Branch Payments (by Commissioner District) | 80-89 |
| | Non-Cook County Bank Branch Payments | 90-95 |

Section A

PRESIDENT'S LETTER/BACKGROUND



October 24, 2013

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 2014 Budget for my Office.

I believe this budget shows that my office continues to demonstrate fiscal discipline by creating a leaner and more efficient operation without overburdening taxpayers. This will be the 13th straight year that we cut the taxpayer-funded portion of our budget, which we achieve by position reductions made possible through automation efforts.

I also want to take this opportunity to thank you and the other real estate tax offices for collaborating to develop projects that improve Cook County's property tax system. Our mutual efforts will help build a streamlined and even more efficient property tax system in the future.

Here are some highlights of the FY2014 budget for the Treasurer's Office:

- Our 060 corporate budget falls from \$3,906,208 to \$1,952,814, a 50 percent decrease in money from tax revenues.
- Our headcount falls to ninety-two (92), and is now 13.2 fewer FTE's than in FY2013 – and 63.2 percent less than the 250 employees the Office had in 1998.
- In 1998 the Office's \$10.6 million budget was all "corporate," money from taxpayers. Today, more than two-thirds of our total budget comes from commercial users of our services.
- The 534 Account uses fees collected from commercial users to upgrade our technology, enhance internal systems and further streamline the Office.
- Since its inception, the 534 Account has helped the County save \$151 million in tax money.

Because of our ongoing technological improvements, we continue to make corporate and personnel cuts without compromising service. In fact, we will improve our service – and continue to coordinate with the other real estate offices on improving the entire property tax system.

The major office project for FY2014 is the Comprehensive Scanning and Document Imaging Initiative. We intend to eliminate physical paper coming to the Office and from within the Office by installing systems for scanning, imaging and electronic work flow. The goal is to have all documents stored on hard drives instead of thousands of boxes sitting on the shelves at the Rockwell Warehouse.

Other projects we already are working on or are prepared to begin include:

- Electronic Warrant Book
- Central Repository for Property Tax Identification (PIN) Data
- DDO Web-site Enhancements
- Automation of Bank Reconciliations

I am proud to submit the FY2014 budget for the Treasurer's Office. If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Maria". The signature is written in a cursive, flowing style.

Maria Pappas
Cook County Treasurer

BACKGROUND

Prior to reviewing the budget of the Treasurer's Office, it is important to understand how it operates with two separate and distinct budgetary accounts:

- ① 060 – County Treasurer Corporate Account
 - Funded primarily by taxpayer sources
 - FY2014 Budget: \$1,952,814

- ② 534 – County Treasurer Tax Sale Automation Account
 - Funded by fees/revenues approved by the County Board
 - Established by County ordinance on April 6, 1999
 - FY2014 Budget: \$9,605,533

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

NOTE: The Treasurer's Office pays the health care, vision, dental, life insurance and pension benefits for employees on the 534 account. The result is a savings of \$9.4 million to the County from FY2008 to FY2014.

BACKGROUND – EMPLOYEE COMPENSATION HISTORY

| GRADE | STEP | Salary of an Employee in FY1998 | Salary of same Employee in FY2014 (after COLAs) | INCREASE (over FY1998) | % of INCREASE (over 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 | \$ 67,219 | \$ 32,608 | 94% |
| 18* | 1 | \$ 37,092 | \$ 72,084 | \$ 34,992 | 94% |
| 19* | 1 | \$ 40,701 | \$ 78,460 | \$ 37,759 | 93% |
| 20* | 1 | \$ 44,711 | \$ 85,835 | \$ 41,124 | 92% |
| 21* | 1 | \$ 49,158 | \$ 94,361 | \$ 45,203 | 92% |
| 22* | 1 | \$ 53,963 | \$ 103,742 | \$ 49,779 | 92% |
| 23* | 1 | \$ 56,609 | \$ 108,501 | \$ 51,892 | 92% |

*Non-Union

BACKGROUND – COST-OF-LIVING ADJUSTMENT (COLA) HISTORY

| Implemented | COLA | Note |
|----------------------------------|-------|---|
| FY1998 December 1, 1997 | | |
| 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.

Section B

**FY2014 BUDGET
HIGHLIGHTS**

FY2014 BUDGET HIGHLIGHT 1: REDUCE CORPORATE BUDGET

1) Reduce Corporate Budget

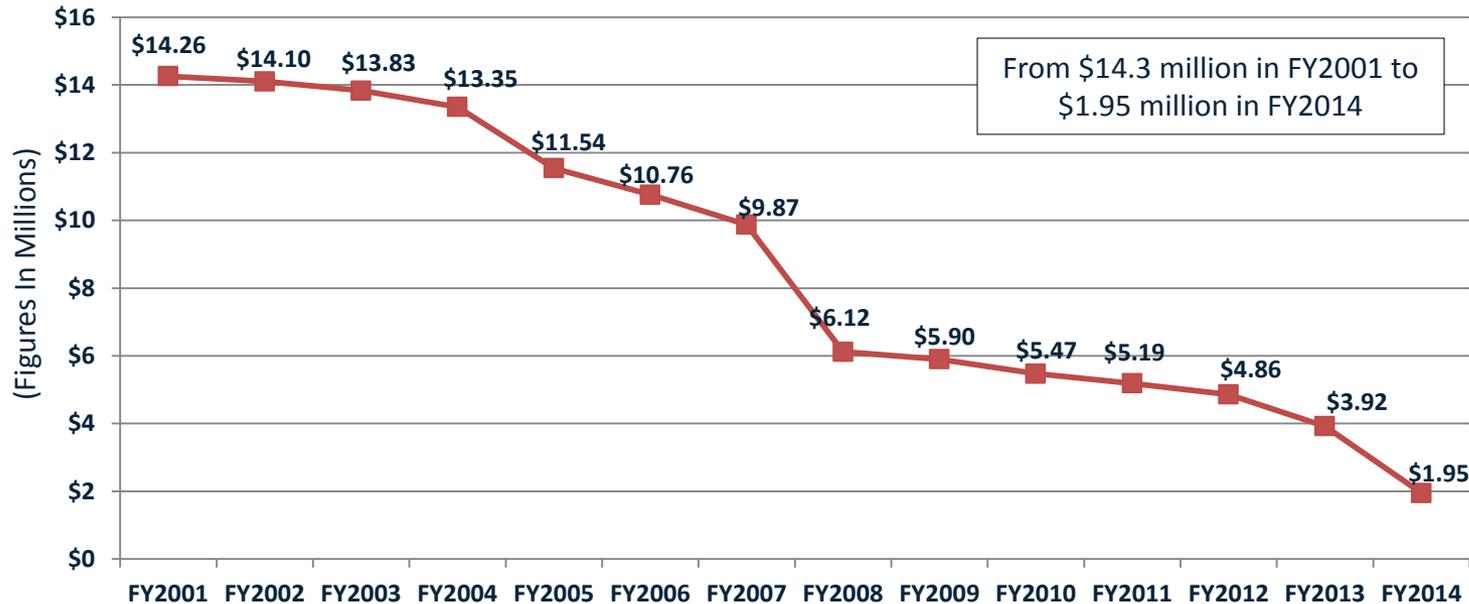
FY2014 marks the 13th consecutive year that the request for 060 Corporate Account excluding fringe benefits has been reduced.

The Treasurer's Office achieves a 50 percent cut by reducing the 060 Corporate Account by \$1,953,394.

- From \$3,906,208 in FY2013 to \$1,952,814 in FY2014

The savings is attributed to the County picking up postage costs and eliminating positions on the account.

**060 Corporate Account
Reductions (since FY2001)**



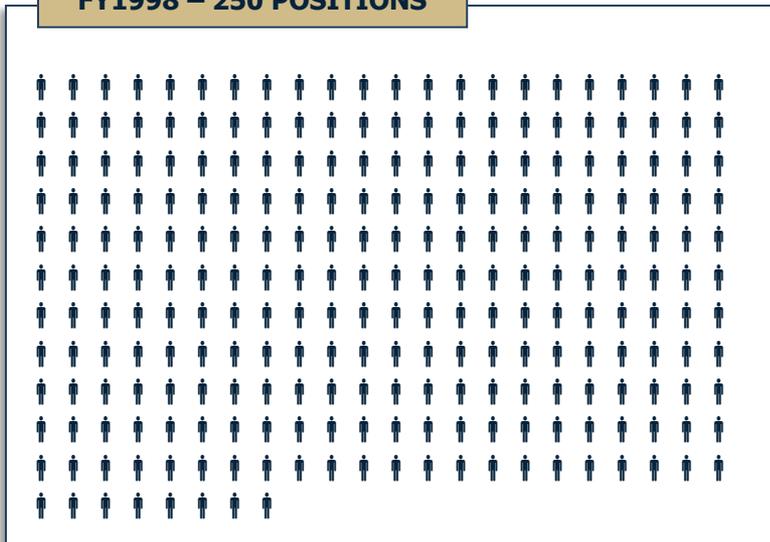
FY2014 BUDGET HIGHLIGHT 2: REDUCE HEADCOUNT

2) Reduce Headcount

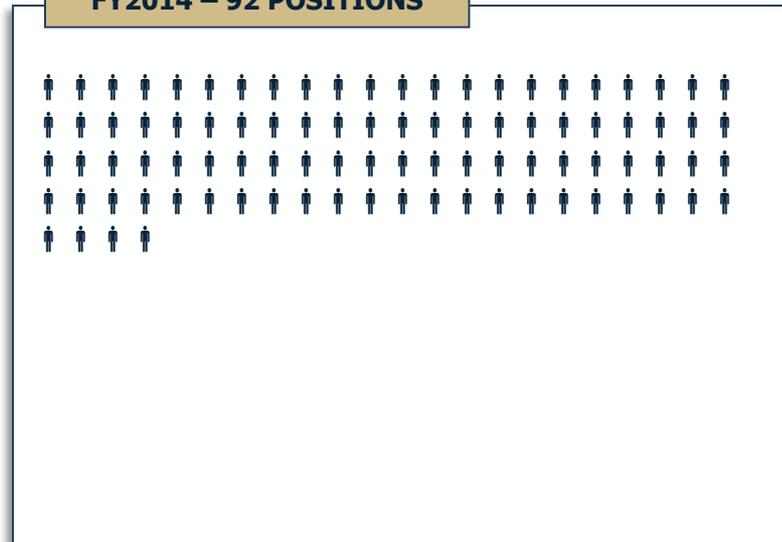
Headcount has gone from 250 positions in FY1998 to 92 in FY2014, a reduction of 63.2 percent.

- 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.

FY1998 – 250 POSITIONS



FY2014 – 92 POSITIONS



FY2014 BUDGET HIGHLIGHT 3: ENHANCE REVENUES

3) Enhance Revenues

The Treasurer's Office is projecting to generate \$81 million in revenue for FY2013, or \$5 million more, than the Revenue Estimate of \$76 million.

Historic Revenue Figures

| | Penalties on Delinquent Taxes | Interest on Investments | Inheritance Tax Commissions | Special Fees | One-Time Revenue Items | Indemnity Fund | TOTAL |
|----------------|-------------------------------|-------------------------|-----------------------------|--------------|------------------------|----------------|---------------|
| FY2013 | Projected Total: | | | | | | \$81.0 |
| FY2012 | \$82.0 | \$0.1 | \$7.3 | \$0.8 | | | \$90.2 |
| FY2011 | \$74.6 | \$0.1 | \$0.4 | \$0.1 | | | \$75.2 |
| FY2010 | \$86.0 | \$0.1 | \$7.7 | \$0.5 | | | \$94.3 |
| FY2009 | \$71.2 | \$0.1 | \$8.5 | \$0.1 | | | \$79.9 |
| FY2008 | \$69.9 | \$0.8 | \$11.8 | \$0.2 | | | \$82.7 |
| FY2007 | \$44.4 | \$1.4 | \$8.4 | \$0.2 | | | \$54.4 |
| FY2006 | \$51.3 | \$1.2 | \$8.1 | \$0.3 | | \$9.4 | \$70.3 |
| FY2005 | \$43.6 | \$0.6 | \$7.9 | \$0.3 | | \$1.6 | \$54.0 |
| FY2004 | \$36.9 | \$0.2 | \$7.6 | \$0.4 | | | \$45.1 |
| FY2003 | \$39.2 | \$0.1 | \$6.7 | \$0.7 | | | \$46.7 |
| FY2002 | \$36.1 | \$1.1 | \$8.6 | \$0.7 | | | \$46.5 |
| FY2001 | \$33.9 | \$5.5 | \$8.6 | \$0.5 | \$45.3 | | \$93.8 |
| FY2000 | \$35.4 | \$4.5 | \$16.3 | \$1.0 | | | \$57.2 |
| FY1999 | \$30.3 | \$3.9 | \$15.1 | \$1.0 | | | \$50.3 |
| *FY1998 | \$27.6 | \$3.8 | \$6.2 | | | | \$37.6 |

*Previous Administration
NOTE: All figures listed in millions.

REVENUE DESCRIPTIONS

Penalties on Delinquent Taxes – Consists of penalties collected on late property tax payments. All properties upon which taxes remain unpaid are deemed delinquent and bear interest at the rate of 1.5% per month.

Interest on Investments – Consists of interest earned on estate of heir collections, inheritance-tax commissions, special fees, escrow accounts and penalties on delinquent taxes.

Inheritance Tax Commission – Consists of a 6% commission on Inheritance Tax money collected by the Treasurer for the State of Illinois. As of July 1, 2012, the Treasurer no longer collects inheritance taxes due to a law signed on June 30, 2012.

Special Fees – Consists of miscellaneous fees collected by the Treasurer which include duplicate bills, proof of payment, microfiche, microfilm, Scavenger Sale registration, Scavenger Sale listing, Annual Sale listings, FOIA, etc., that are authorized by the Cook County Board.

Indemnity Fund – Is held to satisfy judgments contained against the County Treasurer, as trustee of the fund.

FY2014 BUDGET HIGHLIGHT 4: FURTHER SELF-FUNDING

4) Become Further Self-Funded

- The office continues moving toward being self-funded by relying less on taxpayer funding on the 060 corporate account and more on user-based revenues, approved by the Board, to fund the 534 automation account.
- The following revenues allow us to further enhance the automation of our operations, thus saving money and streamlining processes for both commercial users and individual taxpayers:

| Revenue Source | Amount | Fiscal Year 2013* |
|--------------------------------------|---------------|--------------------------|
| Commercial Payor Duplicate Bill | \$5 | \$ 8,053,434 |
| Electronic Payment Fee | \$1 | \$ 1,545,542 |
| Tax Sale Automation | \$10 | \$ 142,501 |
| Bulk Payment Correction | \$50 | \$ 40,200 |
| Research | \$50 | \$ 500 |
| TOTAL OF SELF-FUNDED REVENUES | | \$ 9,782,177 |
| *Through September 30, 2013. | | |

FY2014 BUDGET HIGHLIGHT 5: PROJECTS

5) Projects

- In FY2014, the Treasurer's Office will continue its countywide commitment for additional projects aimed at improving the entire property tax system.
- The major office project for FY2014 is the Comprehensive Scanning and Document Imaging Initiative. The intent is to eliminate physical paper coming to the office and from within the office by installing systems for scanning, imaging and electronic work flow. The goal is to have all documents stored on hard drives instead of thousands of boxes sitting on the shelves at the Rockwell Warehouse.
- The creation of the Electronic Warrant Book is another project for FY2014. We are already working with the Clerk's Office on this project designed to replace the physical Warrant Books located on the 4th Floor and 3M with an electronic system. All PIN-related transactions will be posted on a daily basis automatically, thereby eliminating the need for manual postings.

Other projects include:

- Central Repository for Property Tax Identification (PIN) Data
- DDO Web Site Enhancements
- Automation of Bank Reconciliations
- Property Tax Portal (Phase 3)

Section C

**FY2014 ACCOUNT
SUMMARIES**

ACCOUNT SUMMARY – 060 CORPORATE ACCOUNT

| FY2014 Department Account Summary | | | | 060 |
|-----------------------------------|--------------------------------------|--------------------|--------------------|----------------------|
| OA/BU | Description | 2013 Adjusted | 2014 Request | Difference |
| 108/501035 | Furlough Day Adjustment | \$0 | -\$9,411 | \$0 |
| 110/501010 | Sal & Wgs Of Reg Employees | \$2,065,937 | \$1,737,562 | -\$297,785 |
| 115/501170 | Approp. Adj. For Personal Svcs. | \$50,000 | \$0 | -\$50,000 |
| 120/501210 | Overtime Compensation | \$0 | \$0 | \$0 |
| 129/501300 | Sal & Wgs of Seasonal Employees | \$6,000 | \$6,000 | \$0 |
| 185/501810 | Prof & Tech Membership Fees | \$1,900 | \$2,750 | \$850 |
| 186/501860 | Training Programs for Staff Persnl | \$1,500 | \$1,500 | \$0 |
| 190/501970 | Transpt & Other Travel Exp.-Empls | \$100 | \$100 | \$0 |
| 214/520030 | Armored Car Service | \$3,500 | \$3,500 | \$0 |
| 217/520100 | Transpt for Specific Activities | \$97 | \$100 | \$0 |
| 220/520150 | Communication Services | \$22,864 | \$23,571 | \$0 |
| 225/520260 | Postage | \$1,581,100 | \$0 | -\$1,630,000 |
| 228/520280 | Delivery Services | \$97 | \$0 | -\$100 |
| 242/520550 | Surveys, Operations & Reports | \$9,215 | \$7,500 | -\$2,000 |
| 245/520610 | Advertising For Specific Purposes | \$1,940 | \$1,500 | -\$500 |
| 246/520650 | Imaging & Microfilming Records | \$97 | \$100 | \$0 |
| 250/520730 | Premium-Fidelity, Bonds & Liability | \$12,500 | \$30,500 | \$18,000 |
| 261/520890 | Legal Fees-Labor Matters | \$29,100 | \$30,000 | \$0 |
| 320/530100 | Wearing Apparel | \$2,910 | \$2,700 | -\$300 |
| 350/530600 | Office Supplies | \$14,491 | \$15,000 | \$510 |
| 353/530640 | Bks, Periodcls, Publcts & Data Svcs | \$4,700 | \$3,600 | \$600 |
| 353/530675 | County Wide Lexis-Nexis Contract | \$0 | \$1,331 | -\$369 |
| 355/530700 | Photographic & Reproduction Supplies | \$291 | \$300 | \$0 |
| 388/531650 | Computer Operation Supplies | \$970 | \$500 | -\$500 |
| 440/540130 | Maint & Repair of Office Equip | \$9,800 | \$9,800 | \$0 |
| 441/540170 | Maint & Repair of Data Prcng Equip | \$160 | \$0 | -\$100 |
| 441/540172 | County Wide Contract Data Processing | \$0 | \$7,560 | \$7,500 |
| 445/540290 | Operation of Auto Equip | \$9,700 | \$6,908 | -\$3,092 |
| 630/550010 | Office Equipment Rental | \$77,042 | \$63,000 | -\$7,000 |
| 630/550018 | County Wide Photocopier Lease | \$0 | \$6,843 | -\$199 |
| 634/550060 | Automotive Equipment Rental | \$97 | \$0 | -\$100 |
| 881/580240 | County Gov.Pub Prgms & Events | \$100 | \$0 | -\$100 |
| Total on Department: | | \$3,906,208 | \$1,952,814 | (\$1,953,394) |
| | | | Decrease | -50.01% |

ACCOUNT SUMMARY – 534 TAX SALE AUTOMATION ACCOUNT

| FY2014 Department Account Summary | | | | 534 |
|-----------------------------------|---------------------------------------|--------------------|--------------------|-------------------|
| OA/BU | Description | 2013 Adjusted | 2014 Request | Difference |
| 110/501010 | Sal & Wgs Of Reg Employees | \$5,349,424 | \$5,075,834 | -\$273,590 |
| 115/501170 | Approp. Adj. For Personal Svcs. | \$60,000 | \$0 | -\$60,000 |
| 120/501210 | Overtime Compensation | \$10,000 | \$10,000 | \$0 |
| 129/501300 | Sal & Wgs of Seasonal Employees | \$150,000 | \$229,200 | \$79,200 |
| 170/501510 | Mandatory Medicare Cost | \$83,782 | \$79,829 | -\$3,953 |
| 172/501540 | Worker's Compensation | \$0 | \$0 | \$0 |
| 174/501570 | Pension | \$740,519 | \$705,579 | -\$34,940 |
| 175/501590 | Group Life Insurance | \$13,473 | \$12,837 | -\$636 |
| 176/501610 | Group Health Insurance | \$970,887 | \$868,875 | -\$102,012 |
| 177/501640 | Group Dental Insurance | \$33,777 | \$30,375 | -\$3,402 |
| 178/501660 | Unemployment Compensation | \$0 | \$0 | \$0 |
| 179/501690 | Vision Care | \$8,488 | \$7,591 | -\$897 |
| 183/501770 | Seminars for Professional Empls | \$2,000 | \$2,000 | \$0 |
| 185/501810 | Prof & Tech Membership Fees | \$1,500 | \$3,215 | \$1,715 |
| 186/501860 | Training Programs for Staff Persnl | \$71,250 | \$35,000 | -\$36,250 |
| 190/501970 | Transpt & Other Travel Exp.-Empls | \$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 & Mgrl Services | \$487,000 | \$785,000 | \$298,000 |
| 350/530600 | Office Supplies | \$20,700 | \$21,000 | \$300 |
| 353/530640 | Bks, Periodicals, Publcts & Data Svcs | \$5,000 | \$5,000 | \$0 |
| 388/531650 | Computer Operation Supplies | \$145,000 | \$149,500 | \$4,500 |
| 441/540170 | Maint & Repair of Data Prcng Equip | \$506,900 | \$463,538 | -\$43,362 |
| 441/540172 | County Wide Contract Data Processing | \$25,000 | \$25,000 | \$0 |
| 530/560510 | Office Furnishings and Equip | \$0 | \$10,000 | \$10,000 |
| 570/560440 | Telecommunications Equipment | \$0 | \$16,200 | \$16,200 |
| 579/560450 | Computer Equipment | \$268,549 | \$273,450 | \$4,901 |
| 630/550018 | County Wide Photocopier Lease | \$7,050 | \$6,843 | -\$207 |
| 814/580380 | Approp. Adj. | \$1,405,170 | \$0 | -\$1,405,170 |
| 818/580033 | Reimbursement to Designated Fund | -\$1,405,170 | \$0 | \$1,405,170 |
| 883/580260 | Cook County Administration | \$256,067 | \$256,067 | \$0 |
| Total on Department: | | \$9,749,966 | \$9,605,533 | -\$144,433 |
| | | | Decrease: | -1.48% |

Section D

TOP 10 OFFICE ACCOMPLISHMENTS

TOP 10 OFFICE ACCOMPLISHMENTS

① Automation/Information Technology – Major Projects

The Treasurer's Office will continue its countywide commitment to automation in FY2014. Last year, CCTO provided \$1.4 million to the Bureau of Technology to fund projects aimed at improving the entire property tax system, including:

- Property Tax Portal (Phase 2)
- Electronic Warrant Book (Phase 1)
- Automate Reconciliations

Major projects in FY2014 include:

- Comprehensive Scanning and Document Imaging Initiative
- Electronic Warrant Book

② Debt Disclosure Ordinance – Transparency in Government

The Debt Disclosure Ordinance, initiated by the Cook County Treasurer and passed by the Cook County Board, requires every local taxing district to annually submit an electronic copy of the agency's most recent financial statement, debts/liabilities, gross tax levy, revenue, pension liability and unfunded pension liability. Visit cookcountytreasurer.com to review this financial information.

TOP 10 OFFICE ACCOMPLISHMENTS

③ Taxpayer Convenience – Payments

Three alternative methods of paying Cook County property taxes:

- Some 400 Chase Branches accept Cook County property tax payments. These Chase locations have collected over 7.2 million payments. Nearly 10.2 million property tax payments have been made at bank-branch locations including those made at the previous branch provider.
- Online Payments – over 2.3 million property tax payments made online.
- Community Banking Program – 194 bank branches participated in the last installment.

④ Web Site – cookcountytreasurer.com

Nearly 37.7 million (almost 325,000 per month) visitors have used this state-of-the-art system since February 2004 to:

- Check payment status, search for a refund and check 3-year exemption history.
- Download forms, applications and brochures.
- Access taxing agency debt disclosure information.

⑤ Automated Phone System – English • Spanish • Polish – 312.443.5100

Nearly 4.1 million (over 40,000 per month) calls received since the implementation of the Automated Phone System (August 2003) to:

- Check payment status and search for a refund.
- Receive important frequently updated information about the property tax system.

TOP 10 OFFICE ACCOMPLISHMENTS

⑥ E-Mail System – Customer Relationship Management System

Over 120,000 e-mails answered through this system by 30-40 employees in the Office who have been trained on the system, Customer Service and various research systems.

⑦ Budget – Fiscal Responsibility

Submitted annual budgets for the 060 County Treasurer budget below the previous year, for 13 consecutive budgets beginning in FY2002 with a 1.1% reduction, followed by reductions of 1.9%, 3.5%, 3.2%, 6.8%, 8.3%, 34.8%, 6.8%, 7.2%, 5.2%, 6.5% and 19.4%. The FY2014 proposed corporate budget features a 50% reduction. Beginning in FY2008, reductions are due primarily to shifting the burden from the Corporate, taxpayer-funded 060 Corporate Account to the 534 County Treasurer – Automation Account, which is funded through fees collected by the Treasurer's Office.

⑧ Reduction in Staff

Reduced staff by 158 positions, a decrease of 63.2%. (FY1998 – 250 positions to FY2014 – 92 positions.) This reduction occurred through automation, attrition, reduction in staff and closing five satellite offices. Note: Upon taking office, recruited and hired specialized professional-level employees.

TOP 10 OFFICE ACCOMPLISHMENTS

⑨ Web-based Systems for Third Parties

- Nearly 15 million payments totaling over \$39 billion have been made using the Third Party Agent (TPA) Program since the implementation of the system in September 2003.
- Subsequent Tax Electronic Payment System (STEPS) allows Annual Tax Buyers to pay subsequent general taxes online through an ACH debit. Over 253,000 payments have been made since the system was implemented on December 17, 2007.
- Real-Time TPA System (RTS) allows banks, mortgage and title companies to pay general property taxes online through an ACH debit and receive an instant receipt. Over 480,000 payments have been made since the system was implemented on February 4, 2008.
- Designed Online Taxing Agency Extranet, which provides an informational site for communication with taxing agencies.
- Implemented an Automated Tax Sale to replace the traditional outcry auction. Previously, the sale would take one month but now takes only four days.

⑩ Informational Brochures

Informational brochures are currently available in English and 23 languages: Albanian, Arabic, Assyrian, Bulgarian, Chinese, Croatian, Czech, German, Greek, Hindi, Italian, Japanese, Korean, Lithuanian, Polish, Romanian, Russian, Serbian, Slovakian, Spanish, Thai, Ukrainian and Urdu. These brochures have been downloaded nearly 460,000 times from the web site since 2006. New informational brochures were introduced during FY2013.

Section E

**FY2014-FY2016
PROJECTS**

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|--|
| Name of Project: | Comprehensive Scanning and Document Imaging Initiative |
| 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. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • 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. |

| | |
|--------------------------------|--|
| Name of Project: | Electronic Warrant Book |
| Description of Project: | Create an Electronic Warrant Book to serve 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: | <ul style="list-style-type: none"> • Eliminate the necessity for manual postings of transactions which occur after books 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: | 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: | <ul style="list-style-type: none"> • 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: | DDO Web Site Enhancements |
| Description of Project: | Add functionality and data to the Debt Disclosure Ordinance information for the County's primary taxing agencies available online. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improve the display of information accessed by the public. • Where applicable, modify the data input process by taxing agencies. |

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|--|
| Name of Project: | Automated Bank Reconciliations Through GTreasury |
| Description of Project: | Purchase Bank Reconciliation Module from GTreasury to automate process of monthly and daily bank reconciliations. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduce time spent on current manual monthly and daily reconciliations in Accounting. |

| | |
|--------------------------------|--|
| Name of Project: | Automating Manual Check Requests |
| Description of Project: | Eliminate multiple data entries using workflow. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduce processing time for Accounts Payable. |

| | |
|--------------------------------|--|
| Name of Project: | JDE Conversion |
| Description of Project: | Convert the JDE system, used within the county, to a new version. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • 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: | <ul style="list-style-type: none"> • Automatically load NSF transactions into MIS instead of through a manual process. |

| | |
|--------------------------------|---|
| Name of Project: | Issue Refunds via ACH |
| Description of Project: | Eliminate printing & mailing of refund checks. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduces number of returns due to incorrect address. • Saves paper. • Refunds issued to taxpayers quicker than the USPS. |

| | |
|--------------------------------|---|
| Name of Project: | Return Check Inventory Tracking |
| Description of Project: | Eliminate a manual spreadsheet by modifying the JDE AP System so it can track returned checks. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Eliminate time spent manually entering data. • Reduce human error. |

FY2014-FY2016 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: | <ul style="list-style-type: none"> • 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: | 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: | <ul style="list-style-type: none"> • 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: | <ul style="list-style-type: none"> • System will be written in a supported language enabling system issues to be addressed. |

| | |
|--------------------------------|--|
| 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: | <ul style="list-style-type: none"> • 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: | <ul style="list-style-type: none"> • 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: | Downloadable Certificate of Error and Property Tax Appeal Board Applications |
| Description of Project: | Electronically load C of E and PTAB decision information to CCTO's web site which will allow taxpayers and attorneys to download PTAB and C of E pre-filled applications. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • No longer need to print and mail applications. |

FY2014-FY2016 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: | <ul style="list-style-type: none"> • Expand on the existing data captured for employees. |
| Name of Project: | HR Reporting |
| Description of Project: | Expand reporting capabilities of the internal system to create functionality for certain users to directly run a report instead of request one from IT. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Provides a level of self-service to management. • Eliminates the need for requests to be submitted and fulfilled. • Reports available round-the-clock. |
| 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: | <ul style="list-style-type: none"> • 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: | <ul style="list-style-type: none"> • Eliminate the need for manual orientation. • Can be used a reference for existing employees and for refresher training purposes. |
| Name of Project: | Disaster Recovery |
| Description of Project: | Provide backup equipment/plan for servers and vital computer equipment if disaster occurs. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Will prevent interruption of vital services to the public. |
| 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: | <ul style="list-style-type: none"> • Streamline and increase efficiency of bill printing process. |

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|---|
| 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: | <ul style="list-style-type: none"> • Improve payment processing systems so taxpayers can pay multiple PINs at the same time. • Improve system design and communication. |

| | |
|--------------------------------|---|
| 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: | <ul style="list-style-type: none"> • Reduce cashiering errors. • Eliminate manual entry. |

| | |
|--------------------------------|--|
| 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: | <ul style="list-style-type: none"> • Provides even more convenience for taxpayers to submit tax payments. |

| | |
|--------------------------------|---|
| 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: | <ul style="list-style-type: none"> • Taxpayers can know exactly what stage their application is in and when they can expect their check to arrive in the mail. |

| | |
|--------------------------------|--|
| Name of Project: | Name Change File Upload to MIS via Web Site Form |
| Description of Project: | Add fillable form to web site, use identification verification service, to identify taxpayer, write name change file from web service for daily uploads. Requires legislation. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Dramatically improves the ease by which a taxpayer or new homeowner can modify their existing name and address on file. |

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|--|
| 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 web site. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Eliminates need to have customer service and cashier staff handle image requests. • Reduce staff cost. |
| 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: | <ul style="list-style-type: none"> • Reduce duplicate payments and resulting refunds that would be required to be issued. |
| 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: | <ul style="list-style-type: none"> • 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: | Sale In Error Refund Reduction Project |
| Description of Project: | Permanently fix scavenger sale issue PINs by addressing main reasons for SIEs and provide proactive plan to reduce/eliminate. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduce the number of Sale-In-Error Refunds necessary for the Treasurer’s Office to process. |

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|--|
| 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: | <ul style="list-style-type: none"> • Eliminates the need for CCTO to print receipts and for tax buyers to physically pickup the receipts. |
| Name of Project: | Office Wide Bankruptcy Automatic Stay Compliance |
| Description of Project: | Design and 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. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Adhere to court requirements by preventing payments from non-trustees. |
| Name of Project: | Combine Taxpayer Correspondence Requests into Unified System |
| Description of Project: | Replace existing Correspondence Management Database, CRM e-Mail system and Tax Research Systems into an electronic, work-flow driven system that captures images and responses. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Puts all requests made of the office into one system. • Ensures taxpayer requests are responded to or resolved in a timely manner. |
| 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: | <ul style="list-style-type: none"> • Ensures latest security measures. • Potential risks are mitigated as identified. |
| Name of Project: | Mobile Application Development |
| Description of Project: | Develop mobile site/mobile application based on current regular CCTO Main web site. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Using GPS technology, will allow users to see closest payment locations. • Access to information on our web site conforms to a smart phone or tablet. |
| Name of Project: | Server 2012 |
| Description of Project: | Upgrade to Server 2012 to help virtualization, networking, storage, and cloud computing. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Keep data stored on servers secure and accessible. |

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|--|
| Name of Project: | SQL 2012 |
| Description of Project: | Upgrade to SQL 2012 to better manage and protect data. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Keep data stored on servers secure and accessible according to data queries. |

| | |
|--------------------------------|--|
| 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: | <ul style="list-style-type: none"> • Utilize workflow and imaging to aid in the proofing decision. • Add enhancements as required and identified by Refund Department. |

| | |
|--------------------------------|--|
| 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: | <ul style="list-style-type: none"> • Add the following: <ul style="list-style-type: none"> • C of E type, status, reason • 20-year history screen (complete with Tax Amount, AV, EAV, Tax Rate and Classification) • Build-in functionality to print a duplicate tax bill, and track stats for the same process • Expand 'Notes' function to include categories and attachments such as screen shots |

| | |
|--------------------------------|---|
| 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: | <ul style="list-style-type: none"> • 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. |

FY2014-FY2016 PROJECTS

| | |
|--------------------------------|---|
| Name of Project: | Exchange 2013 Implementation |
| Description of Project: | Converting existing mail system to Exchange Server 2013. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improve performance and reliability. • Virtualized for improved value. • Enhance unified communications. • Improve redundancy and reliability. |

| | |
|--------------------------------|---|
| 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: | <ul style="list-style-type: none"> • 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. |

| | |
|--------------------------------|--|
| Name of Project: | SharePoint 2010 Upgrade |
| Description of Project: | Upgrade existing SharePoint Infrastructure to SharePoint 2010. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improve search capabilities. • Improve indexing capabilities. • Improve performance. • Improve reliability. • Virtualize for improved value. |

| | |
|--------------------------------|---|
| Name of Project: | Hyper-V Server Virtualization and Consolidation |
| Description of Project: | Convert physical servers to clustered Hyper-V virtualized servers. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduced number of physical servers. • Hardware Independence. • Improved resource utilization. |

Section F

FY2013 PROJECTS

FY2013 PROJECTS

| | |
|--------------------------------|---|
| Name of Project: | Reporting Systems (JDE and Refunds Reports) |
| Description of Project: | Expand reporting functionality for users to create and run reports from data contained within JDE and Refunds. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Allowed certain users with requisite access the ability to run reports without IT involvement. |
| Name of Project: | Redesign Treasurer's Intranet Site |
| Description of Project: | Update and redesign internal portal site utilized by employees within the office. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improved accessibility to most commonly used internal applications. • Created SharePoint site to hold user manuals, templates and forms. • Updated to latest version .NET for increased reliability. |
| Name of Project: | Internal Application Rewrite/Upgrade |
| Description of Project: | Updating all internal applications (programs) to latest .NET environment. Also involves stabilizing the SQL data components to latest SQL 2008. Over 25 internal applications were included in the project. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • All internal applications have same look and feel. • Internal application accessible through Intranet site. • Programming code stabilized and saved in one central development location. |
| Name of Project: | Property Tax Portal (Phase 2) |
| Description of Project: | Expand functionality and access to information and data on the consolidated Cook County Property Tax Portal. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Provided easy access to geographical information (GIS). • Integrated software in compliance with the Americans with Disabilities Act. • Provided a 'Google'-like search function. • Added a suggestion box to capture comments and ideas from users. • Added information such as: <ul style="list-style-type: none"> ○ 4-year assessed value history ○ Property class code and description ○ Redeemed or forfeited indicators ○ Exempt or Divided PIN identification |

FY2013 PROJECTS

| | |
|--------------------------------|--|
| Name of Project: | Third-Party Agent (TPA) System Rewrite and Creation of TPA Administrative Site |
| Description of Project: | Updated the TPA System to .NET and introduced a number of enhancements for bulk commercial users like banks, mortgage and title companies to commit and pay on PINs. Also created a brand-new TPA Administrative Site to internally manage the data linked to the TPA site. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Updated the display of the TPA System so it has the same look and feel as CCTO's other sites. • Separated functions for uploading a file of PINs and manually loading a single PIN. • Streamlined Account Management functions. • Addition of navigation controls and functions, such as "Forgot My Password" function, calendar displays and automatic tax year entry. |
| Name of Project: | Online Penalty Amounts on Payment Status |
| Description of Project: | Update the CCTO web site to better display for users the amount of penalty in addition to tax due. Will reduce calls/emails requesting penalty amounts. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improved presentation and functionality on CCTO web site. |
| Name of Project: | STOPS Enhancement - Prior Year Online Payment |
| Description of Project: | Prevents taxpayers from paying current year's taxes when prior year is open. Reduces transfers and possible sale-in-errors. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduced transfers and possible sale-in-errors. |
| Name of Project: | Web Bill Ordering Redesign |
| Description of Project: | Update functionality for users wishing to order a duplicate bill from CCTO web site. Will reduce calls/emails requesting dup bill. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Reduced calls/emails requesting duplicate bill. • Improved presentation and functionality on CCTO web site. |

FY2013 PROJECTS

| | |
|--------------------------------|---|
| Name of Project: | Intelligent Mail Bar Code |
| Description of Project: | Update tax bill coupon barcode as required by the US Postal Service to receive lowest automation rates. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> Received lowest automation rates and stay compliant with US Postal Service regulations. |

| | |
|--------------------------------|--|
| Name of Project: | New Informational Brochures |
| Description of Project: | Treasurer's Office produced new informational brochures in print and online to provide important property tax information to taxpayers. Brochure subjects are Property Tax Payment Guide, Saving Your Money, Read Your Bill: Tracking Your Tax Dollars, and New Homeowner Guide. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> Subjects of brochures targeted to address the questions most frequently asked by property owners. |

| | |
|--------------------------------|--|
| Name of Project: | Tax Bill Data - First Installment Bills Contain Debt Disclosure Ordinance (DDO) Information |
| Description of Project: | Included DDO figures on each First Installment property tax bill instead of the usual message in the body of the bill. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> Provided useful information directly to taxpayers by including on the body of the property tax bill. |

| | |
|--------------------------------|--|
| Name of Project: | Tax Bill Redesign - Second Installment Tax Bills |
| Description of Project: | Beginning with the 2012 Second Installment Property Tax Bills, bills are in 8 ½ X 14 size. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> Provided more organized display of data. Important messages consolidated in one area. Costs remain the same to mail. |

| | |
|--------------------------------|---|
| Name of Project: | Implemented Sunset Exemption |
| Description of Project: | Included the new Sunset Exemption within internal systems, including the Electronic Tax Bill Testing Tool. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> Provided tools to answer taxpayer's questions regarding the new exemption. Ensured that 2012 Second Installment Property Tax Bills contain the proper message and amounts. |

FY2013 PROJECTS

| | |
|--------------------------------|---|
| Name of Project: | Electronic Property Tax Appeal Board (PTAB) File Upload |
| Description of Project: | Received electronic data file from PTAB and load automatically into MIS Mainframe Database. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Eliminated manual data entry. • Eliminated possible data entry errors. |
| Name of Project: | Redesign/Enhance Internal PIN Research System |
| Description of Project: | Updated internal PIN Research to .NET and add enhancements to increase functionality. This system combines PIN-level data into one program so that a simple search results in comprehensive information for each of the 1.8 million parcels in Cook County. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Stabilized programming code to .NET. • Improved functionality and navigation to return results faster. • Created a PIN Summary screen that provides a comprehensive 20-year snap shot, with the ability to drill-down to any year desired. |
| Name of Project: | Document Imaging and Management System for Legal |
| Description of Project: | System allowed Legal Department to store, search and retrieve electronic image files of applicable documents instead of keeping paper copies of everything. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Save time locating, using and updating documents vital for business research, legal research, and litigation support. |
| Name of Project: | IT Security Risk Assessment |
| Description of Project: | <p>The IT Security Risk Assessment was conducted in two phases: an external vulnerability scan and an internal vulnerability scan.</p> <ul style="list-style-type: none"> • The external included an examination and monitoring of the CCTO main web site, servers, all switches and routers, and production applications including our databases. • The internal vulnerability scan included a system security assessment that identifies known vulnerabilities, such as backdoors, security patch levels, file permissions, registry permissions, the operating systems and web server configurations. It also included database vulnerability testing and application vulnerability testing. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Identified known vulnerabilities. • Identified potential security weaknesses in application design and implementation. • Identified Internal Network vulnerabilities. • Remediated items as necessary. |

FY2013 PROJECTS

| | |
|--------------------------------|---|
| Name of Project: | Electronic Reconciliation of Collections |
| Description of Project: | Created a daily collection reconciliation report that consolidates figures from a variety of sources. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Eliminated the manual process of seeking data and entering on a spreadsheet to reconcile figures. • Implementation resulted in a reduction of staff within the Finance Department. |

| | |
|--------------------------------|---|
| Name of Project: | POS Enhancements |
| Description of Project: | Working with bank branch vendor Chase Bank to introduce enhancements including a 7-day-a-week STOPS file so that duplicate and overpayments are stopped daily. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Decreased the number of refunds required to processed by CCTO. • Improved bank branch payment process for taxpayers. |

| | |
|--------------------------------|--|
| Name of Project: | Transitioned Vault Functions to Operations Department |
| Description of Project: | Vault functions assigned to the Operations Department. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Trained Operations employees to carry out duties for greater efficiency. |

| | |
|--------------------------------|--|
| Name of Project: | Implementation of the Commercial Payor Enhanced Payment Processing Fee |
| Description of Project: | Pursuant to Ordinance 13-0-12, implemented the Enhanced Payment Processing Fee collected from commercial payers such as banks or mortgage companies. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Allowed for additional funding source of automation efforts, especially as they pertain to improvements and enhancements to bulk payment processing systems. |

| | |
|--------------------------------|---|
| Name of Project: | Automated Transmission Process |
| Description of Project: | Analysis of automated controls policy and review of transmissions process. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Streamlined a batch process and eliminated a manual intervention. |

| | |
|--------------------------------|---|
| Name of Project: | Conversion - Special Assessment Database System |
| Description of Project: | Converted SA to .NET from its current unsupported database. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Updated to latest supported technology. • Improved the process by implementing enhancements. |

FY2013 PROJECTS

| | |
|--------------------------------|--|
| Name of Project: | Conversion - Taxing Agency Extranet (TAE Web Site) |
| Description of Project: | Updated site from current PHP language to .NET and add enhancements. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improved customer service capabilities that CCTO provides to taxing agencies. • Improved reporting capabilities for taxing agencies as well as CCTO users. • Reduction in staff time spent on taxing agency inquiries. |

| | |
|--------------------------------|--|
| Name of Project: | Conversion and Enhancement of Bankruptcy Database System |
| Description of Project: | Converted Bankruptcy to .NET from its current database and add enhancements. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improved the internal management of bankruptcy cases. • Easier flagging of systems when bankruptcies are filed and dismissed. |

| | |
|--------------------------------|--|
| Name of Project: | Internet Information Services Upgrade |
| Description of Project: | Upgraded Internet Information Services to IIS 7.5 on Web Servers internally and at Server Central. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Improved performance and reliability. |

| | |
|--------------------------------|---|
| Name of Project: | Upgrade of Content Management System (CMS) |
| Description of Project: | CMS allows for changes and additions of text on the CCTO Main web site to be made without a programmer modifying code. |
| Benefit(s) of Project: | <ul style="list-style-type: none"> • Quicker updates to the CCTO Main site. • Added the ability to do a global search of a text string. |

Section G

AUTOMATION HIGHLIGHTS

AUTOMATION HIGHLIGHTS – PIN RESEARCH (INTERNAL PORTAL)

The PIN Research System is the centerpiece of the Cook County Treasurer's Office. The internal system centralizes various forms of crucial data that otherwise are accessible only via cumbersome stand-alone modules. It underwent a major overhaul in 2013 and the result is that even more data is available electronically to internal users.

By entering a PIN, an employee has access to 20 years of PIN data within one single system. PIN Research eliminates the need for an employee to access up to 14 different programs. The data with the system includes:

- Entire PIN Summary, including mailing address, property address, exemption data, payment overview and photo of the parcel.
- Detailed payment data, which includes the amount paid, date paid, and method of payment.
- All scanned images, including payment coupons and checks, post penalty envelope images (used to verify late-payment according to USPS postmark), Name/Address change applications, and Returned Certified Mail images.
- Refund history.
- STOPS notification (to prevent duplicate payment on a previously paid PIN).
- History of correspondence, sent from taxpayer and sent to taxpayer.

AUTOMATION HIGHLIGHTS – PIN RESEARCH

Cook County Treasurer's Office
CHICAGO, ILLINOIS



COOK COUNTY TREASURER
Maria Pappas

PIN Research (Property Summary)

Property Summary PIN Summary Request a Tax Bill Image Searches ▶ Advanced Searches ▶ Table Searches ▶ [PIN Lookup](#)

PIN:
 - - - -

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

DAVID 22 ST BARRINGTON IL 60010

PIN Summary

- 2012 Current Tax (Balance Due)
- 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)
- 1993 Current Tax

Image Searches

- Coupon and Check Images
 - Tax Year 2012 2
 - 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.
- Returned Certified Mail Images
 - No records have been found.
- Image Archive

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
- Cook County GIS Map Viewer
- Cook County Property Tax Portal

AUTOMATION HIGHLIGHTS – PIN RESEARCH

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

PIN Research (PIN Summary)

Property Summary PIN Summary Request a Tax Bill Image Searches Advanced Searches Table Searches

PIN Lookup

PIN:

17 - 16 - - -

Search Reset

Search results for PIN **17-16-**

and Tax Year **2012**

Select from the available tax years: 2012 Current Tax

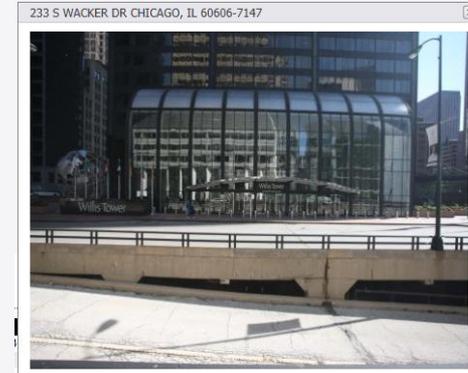
Tax Year: 2012
Tax Type: Current Tax (00)
Tax Status: Taxable Parcel
Volume: 511
Classification: 5-91

Mailing Address:

CHICAGO, IL 60606-6437

Property Address:

233 S WACKER DR
CHICAGO, IL 60606-7147



Original Tax Amount

First Installment: \$13,368,813.89
Second Installment: \$11,336,758.00
Total Original Tax Amount: \$24,705,571.89

Tax Year:

Assessed Valuation:

Equalized Valuation:

Total Tax Amount:

Tax Rate:

Tax Code:

Exemptions

Homeowner:

Senior Citizen:

Senior Citizen Freeze:

| | First Installment | Second Installment |
|-------------|-------------------|--------------------|
| Tax Amount: | \$0.00 | \$0.00 |
| Penalty: | \$0.00 | \$0.00 |
| Cost: | \$0.00 | \$0.00 |
| Amount Due: | \$0.00 | \$0.00 |

BALANCE DUE NOW: \$0.00

TPA Committed Message:

No active commitment.

Transaction History



| PMT | Payment Date | Tax Amount | Penalty | Cost | Total Serial Number | Payment Source | Tax Type |
|-----|--------------|------------|---------|------|---------------------|----------------|----------|
|-----|--------------|------------|---------|------|---------------------|----------------|----------|

AUTOMATION HIGHLIGHTS – PIN RESEARCH

Search results for PIN **01-01** and Tax Year **2011** Select from the available tax years: **2011 Current Tax** ▾

| | | | |
|------------------------|------------------|--------------------------|--|
| Tax Year: | 2011 | Mailing Address: | |
| Tax Type: | Current Tax (00) | | |
| Tax Status: | Taxable Parcel | Property Address: | |
| Volume: | 001 | | |
| Classification: | 2-05 | | |

Original Tax Amount

| | |
|-----------------------------------|-------------------|
| First Installment: | \$3,450.31 |
| Second Installment: | \$3,676.96 |
| Total Original Tax Amount: | \$7,127.27 |

Tax Amount: \$0.00 **Penalty:** \$0.00 **Cost:** \$0.00 **Amount Due:** \$0.00

BALANCE DUE NOW: \$0.00

TPA Committed Message:
No active commitment.

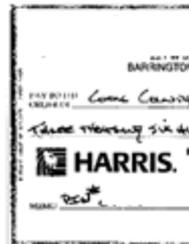
| | | |
|-----------------------------|-------------------|-------------------|
| Tax Year: | 2011 | 2010 |
| Assessed Valuation: | 40,618 | 40,618 |
| Equalized Valuation: | 114,660 | 114,039 |
| Total Tax Amount: | \$7,127.27 | \$6,273.29 |
| Tax Rate: | 6.216 | 5.501 |
| Tax Code: | 10021 | 10021 |
| Exemptions | | |
| Homeowner: | \$372.96 | \$1,100.20 |
| Senior Citizen: | \$0.00 | \$0.00 |
| Senior Citizen Freeze: | \$0.00 | \$0.00 |

Transaction History

| PMT | Payment Date |
|-----|--------------|
| P1 | 05/31/2012 |
| P2 | 09/19/2012 |

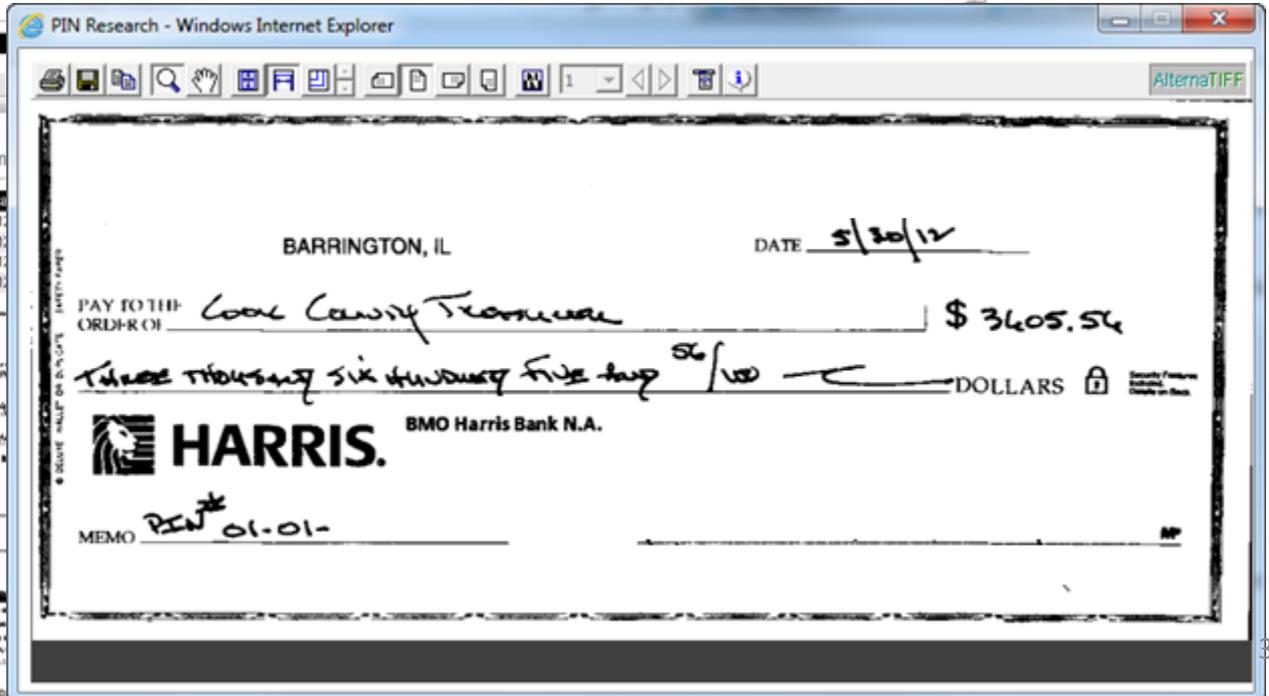
Coupon and Check Im

| Type | Image Sc |
|--------|------------|
| Check | 05/31/2012 |
| Coupon | 05/31/2012 |
| Check | 09/19/2012 |
| Coupon | 09/19/2012 |



| PAYMENT COUPON | |
|--------------------------------------|----------|
| \$ | 3,450.31 |
| Name/Mailing Address Changed (Check) | |

00201101030303100095000



AUTOMATION HIGHLIGHTS – PIN RESEARCH

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](#)

PIN Research (STOPS Letters)

[Property Summary](#) [PIN Summary](#) [Request a Tax Bill](#) [Image Searches](#) [Advanced Searches](#) [Table Searches](#) [PIN Lookup](#)

PIN:

03 - 24 - - - -   

[Search](#) [Reset](#)

Search results for PIN **20-25** (ALL TAX YEARS SHOWN)

| Date Modified | Document Type | PIN | Name | Last Updated By |
|--|---------------|----------------|------------------|-----------------|
|  03/03/2013 | STOPS | 20-25-████████ | FLOYD ██████████ | shookk |
|  07/25/2013 | STOPS | 20-25-████████ | FLOYD ██████████ | shookk |

[PIN Research](#)

[Correspondence](#)

[D&O System](#)

[CRM System](#)

[Web Update](#)

[Help Desk](#)

[Request Time-Off](#)

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

The state-of-the-art web site provides taxpayers access to a wealth of information, including:

- Pay online
- Check payment status
- Order duplicate tax bill
- Search for refunds
- Access frequently used forms
- Download informational brochures in English and 23 other languages:
 - Albanian
 - Arabic
 - Assyrian
 - Bulgarian
 - Chinese
 - Croatian
 - Czech
 - German
 - Greek
 - Hindi
 - Italian
 - Japanese
 - Korean
 - Lithuanian
 - Polish
 - Romanian
 - Russian
 - Serbian
 - Slovakian
 - Spanish
 - Thai
 - Ukrainian
 - Urdu

Since 2006, the brochures have been downloaded over 460,000 times.

NOTE: In FY2013, the Treasurer’s Office updated the informational brochures and digital online versions.

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

[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](#)

Cook County Property Search

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

[Payment Status / Pay Online](#)

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:

[Cook County Property Tax Portal](#)

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

[View Taxing District Financial Statements](#)



Want to see your local government debt? [CLICK HERE](#)

Important Dates

After August 26, 2013, taxpayers who would like information concerning whether their 2011 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 2012 First Installment was Friday, March 1, 2013.

The due date for the Tax Year 2012 Second Installment was Thursday, August 1, 2013.

You may pay current Tax Year 2012 at any of the more than 400 Chase Bank locations, by mail or [online](#).

Pamphlets

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

| | | | | | |
|---------|--------------|-----------|-----------------|-------------|---------|
| English | 中文 | Български | Українська мова | Italiano | العربية |
| Español | Русский язык | Hrvatski | عربي | Lietuviškai | 日本語 |
| Polski | Deutsch | Română | Česky | Slovensky | ไทย |
| 한국어 | Shqip | Srpski | Ελληνικά | اردو | हिन्दी |

Forbes Interview with Maria Pappas

[Click here to read a recent Forbes Magazine interview with Cook County Treasurer Maria Pappas regarding local debt.](#)

Pappas: Tax Bills Allow Homeowners to Track Government Spending

[Click here for informational video regarding the new tax bill information.](#)

Property owners can now see the financial state of their various local governments that tax them right on their first installment property tax bill, Cook County Treasurer Maria Pappas announced.

On each individual tax bill homeowners will find how much their local governments are in debt, where their taxes are going, how much their local governments spend, and pension obligations both funded and unfunded.

Pappas encourages paying online at cookcountytreasurer.com. Property owners can also pay at more than 400 Chase Bank locations in Chicagoland and at some 200 participating community banks.

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

In 2011, a list of outstanding or uncashed checks issued by the Treasurer’s Office was added to the web site.

Taxpayers can search by PIN or by Payee Name to locate an outstanding check and request a reissue.



Uncashed Check Information

To assist Cook County residents in obtaining unclaimed funds, the Cook County Treasurer's Office ("CCTO") posts information related to uncashed checks issued by the CCTO in the regular course of its business.

You may search by 14-digit Property Index Number (PIN) or by Payee Name for information regarding checks that remain uncashed between one (1) and five (5) years following the date of their issuance by the CCTO.

Note: You may only search this site for uncashed checks issued by the CCTO in the regular course of its business. If you believe that you are the payee of an uncashed check issued by a Cook County agency other than the CCTO, please [click here](#) for an internet directory of Cook County governmental agencies and visit the website of the appropriate agency in order to obtain further information regarding the procedure(s) for recovering those funds.

Uncashed Check Search:

Use the fields below to search for any Uncashed Check Information. We will e-mail your uncashed check information.

* Indicates required field

You may search for uncashed checks by Property Index Number or Payee Name.

Search Method: Search by PIN (Property Index Number) Search by Payee Name

You must search by PIN in order to locate uncashed property tax payment refund checks.

* PIN (Property Index Number):

* Your First Name:

* Your Last Name:

* Your E-mail Address:

(example: username@domain.com)

* Verify Your E-mail Address by E-mail Address:

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

Since 2004, over 36 million visitors have navigated to our web site at www.cookcountytreasurer.com.

| Fiscal Year | Quantity |
|------------------------------|-------------------|
| 2013* | 3,517,692 |
| 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 | 37,699,747 |
| *Through September 30, 2013. | |

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

STAT FACT: CRM E-Mails

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

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

| Calendar Year | Quantity |
|------------------------------|----------------|
| 2013* | 3,946 |
| 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 | 120,448 |
| *Through September 30, 2013. | |

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

STAT FACT: Duplicate Property Tax Bills Requested Online

On November 10, 2009, the web site was updated to enable taxpayers to request a duplicate copy of their property tax bill. Taxpayers will be mailed a copy of their bill to any address they provide in the online form.

Thus far, taxpayers have ordered nearly 70,000 duplicate bills from the web.

| Calendar Year | Quantity |
|------------------------------|-----------------|
| 2013* | 17,448 |
| 2012 | 18,496 |
| 2011 | 15,476 |
| 2010 | 15,173 |
| 2009 | 3,184 |
| Total | 69,777 |
| *Through September 30, 2013. | |

AUTOMATION HIGHLIGHTS – WEB SITE www.cookcountytreasurer.com

In FY2013, the web site has been visited over 3.5 million times. Comprehensive statistics appear below.

| General Statistics | December | January | February | March | April | May | June | July | August | September | October* | YTD |
|--------------------------------------|-----------------|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|------------------|------------|
| Number of Visits | 233,608 | 340,470 | 478,631 | 406,375 | 344,397 | 297,391 | 295,481 | 532,146 | 337,334 | 251,859 | 66,188 | 3,583,880 |
| Average Visit Length (Minutes) | 9.63 | 9.48 | 8.40 | 7.42 | 7.50 | 3.76 | 3.96 | 5.45 | 4.52 | 4.19 | 4.13 | 5.70 |
| Visitors that visited more than once | 31,598 | 43,161 | 58,509 | 53,917 | 47,536 | 84,695 | 38,018 | 137,483 | 90,524 | 69,094 | 29,076 | 683,611 |
| First time visitors | 138,973 | 214,861 | 312,449 | 251,764 | 205,597 | 62,438 | 29,116 | 288,292 | 84,041 | 131,180 | 37,112 | 1,755,823 |
| Visited Pages | December | January | February | March | April | May | June | July | August | September | October* | YTD |
| Payment Status Results | 106,005 | 143,579 | 225,697 | 185,428 | 156,330 | 143,516 | 143,266 | 319,948 | 189,694 | 132,744 | 65,109 | 1,811,316 |
| Payment Status Search | 129,199 | 178,574 | 258,286 | 208,646 | 179,593 | 210,814 | 199,210 | 371,617 | 222,267 | 157,598 | 78,478 | 2,194,282 |
| Payment Status Results Printout | 51 | 89 | 87 | 76 | 91 | 45 | 37 | 52 | 40 | 18 | 12 | 598 |
| Locate Your PIN | 5,782 | 7,889 | 9,307 | 8,195 | 8,159 | 5,033 | 4,874 | 8,034 | 5,276 | 4,437 | 2,394 | 69,380 |
| Scavenger Tax Sale | 1,177 | 1,395 | 1,237 | 1,162 | 1,208 | 1,118 | 1,432 | 1,469 | 1,315 | 1,144 | 500 | 13,157 |
| Refund Search | 4,845 | 6,892 | 6,048 | 4,933 | 4,479 | 3,370 | 3,492 | 7,048 | 5,230 | 4,429 | 1,986 | 52,752 |
| Payment Index Page | 8,875 | 13,898 | 18,593 | 14,928 | 12,455 | 431 | 0 | 0 | 0 | 0 | 0 | 69,180 |
| Name/Address Change | 5,120 | 8,374 | 13,742 | 7,721 | 5,931 | 5,284 | 6,080 | 17,446 | 7,825 | 5,507 | 2,452 | 85,482 |
| Contact Us Form | 714 | 728 | 847 | 703 | 558 | 472 | 506 | 1,115 | 765 | 505 | 231 | 7,144 |
| Contact Us Information | 3,093 | 4,207 | 5,117 | 3,906 | 3,229 | 3,836 | 4,239 | 8,905 | 5,113 | 3,369 | 1,705 | 46,719 |
| Get Copy of Bill | 5,169 | 9,397 | 11,772 | 8,556 | 7,479 | 3,284 | 4,450 | 12,513 | 5,698 | 4,981 | 2,763 | 76,062 |
| If Taxes Were Sold | 2,171 | 2,546 | 2,185 | 2,012 | 1,922 | 1,479 | 1,323 | 1,773 | 1,833 | 1,673 | 816 | 19,733 |
| Name/Address Change Application | 2,789 | 4,934 | 8,694 | 4,514 | 3,371 | 5,203 | 6,080 | 17,446 | 7,825 | 5,507 | 2,655 | 69,018 |
| Annual Tax Sale Information | 1,169 | 1,547 | 1,246 | 1,166 | 1,204 | 1,253 | 200 | 114 | 702 | 888 | 396 | 9,885 |
| Tax Bill Schedule | 2,723 | 6,978 | 2,059 | 1,792 | 1,743 | 2,075 | 4,473 | 2,116 | 1,130 | 1,140 | 683 | 26,912 |
| Homeowner Exemption Information | 3,411 | 7,278 | 6,427 | 4,461 | 3,491 | 1,985 | 2,230 | 5,615 | 2,421 | 1,979 | 988 | 40,286 |
| Apply for Refund Information | 1,185 | 1,563 | 1,388 | 1,177 | 1,040 | 771 | 847 | 2,438 | 1,475 | 1,197 | 501 | 13,582 |
| Research A Topic | 2,621 | 3,830 | 3,180 | 2,606 | 2,258 | 1,375 | 1,529 | 10,344 | 3,660 | 2,216 | 1,086 | 34,705 |
| News Article View | 5,320 | 4,691 | 3,778 | 4,745 | 4,365 | 555 | 439 | 588 | 360 | 388 | 178 | 25,407 |
| TPA Home Site | 76 | 61 | 184 | 32 | 32 | 1 | 2 | 0 | 0 | 2 | 0 | 390 |
| Community Bank Home (Teller View) | 27 | 72 | 577 | 146 | 46 | 145 | 167 | 581 | 219 | 143 | 52 | 2,175 |
| Tax Sale List | 25 | 29 | 22 | 11 | 12 | 0 | 867 | 1,262 | 854 | 24 | 10 | 3,116 |
| Exemption Results | 4,289 | 9,939 | 13,254 | 8,139 | 6,950 | 6,410 | 6,870 | 11,428 | 5,372 | 4,841 | 2,349 | 79,841 |
| Sold Taxes | 3 | 15 | 8 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 31 |
| PIN Summary | 118,251 | 161,451 | 248,862 | 202,862 | 170,113 | 155,264 | 158,112 | 347,134 | 205,359 | 143,034 | 70,066 | 1,979,915 |
| Payment By Electronic Check | 4,566 | 6,696 | 51,443 | 21,533 | 8,420 | 6,474 | 5,851 | 73,110 | 22,948 | 8,373 | 3,307 | 212,721 |
| Payment By Credit Card | 1 | 299 | 4,424 | 848 | 3 | 0 | 0 | 7,168 | 1,108 | 0 | 0 | 13,851 |
| | December | January | February | March | April | May | June | July | August | September | October * | YTD |
| Completed Refunds Searches | 5,348 | 6,659 | 6,199 | 5,011 | 7,446 | 6,441 | 3,342 | 7,537 | 5,419 | 6,049 | 1,776 | 61,227 |
| Completed Uncashed Check Searches | 268 | 462 | 412 | 360 | 327 | 247 | 248 | 305 | 272 | 283 | 129 | 3313 |

*Through October 15, 2013.

AUTOMATION HIGHLIGHTS – DEBT DISCLOSURE ORDINANCE

The Taxing District Debt Disclosure Ordinance approved by the County Board of Commissioners on September 1, 2009 provides extraordinary transparency in government.

The ordinance requires taxing districts to submit audited financial statements from their most recent audit that includes total debts and liabilities, total of gross tax levy, gross operating budget revenue and pension information such as the funded and unfunded amounts.

This ordinance and its amendments:

- Created a single electronic repository which allows taxpayers to electronically access the financial information they need to make informed decisions about the taxing districts they support.
- Mandated the Treasurer's Office to house and maintain the electronic infrastructure where each taxing district uploads its information and makes that information electronically available to taxpayers.

In 2012, the Treasurer's Office created a virtual online tax bill that allows taxpayers to view the financial information to their associated tax districts based on a PIN.

AUTOMATION HIGHLIGHTS – DEBT DISCLOSURE ORDINANCE

[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

Taxpayers may conduct a search by Property Index Number (PIN) or Taxing District name to view debt disclosures and/or 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, primary 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 Web site, please contact that agency directly for more information.

NOTE: Refer to your Second Installment tax bill for the names of your taxing districts.

Taxing Districts' Financial Statements Search:

Search Method: Search by Property Index Number (PIN) Search by Agency Name

Please enter a search term:

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [View All](#)

Found 1,315 records.

[First](#) [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) ... [Next](#) [Last](#) Go to page:

Click on the to view the summary of financial information.

Click on the link under Fiscal Year to display and review the agency's annual financial report in PDF form.

Taxing districts that participate in the Teachers' Retirement System of the State of Illinois (TRS) or the State Universities Retirement System of Illinois (SURS) do not report pension liabilities for those State of Illinois entities. Such pension liabilities are obligations of TRS and SURS and are not obligations of the individual taxing districts. Therefore, the pension amounts below do not include any pension liabilities that are the responsibility of TRS or SURS.

| Agency Name | Fiscal Year | Date Uploaded |
|---|----------------------|---------------------|
| <input type="checkbox"/> ACORN PUBLIC LIBRARY DIST | 2012 | 01/23/2013 03:38 PM |
| <input type="checkbox"/> ACORN PUBLIC LIBRARY DIST | 2011 | 11/11/2011 04:58 PM |
| <input type="checkbox"/> ADDISON CREEK CONSERV DIST | 2012 | 12/18/2012 05:47 PM |
| <input type="checkbox"/> ADDISON CREEK CONSERV DIST | 2009 | 06/18/2012 02:52 PM |
| <input type="checkbox"/> ALSIP PARK DISTRICT | 2012 | 12/20/2012 03:03 PM |
| <input type="checkbox"/> ALSIP PARK DISTRICT | 2011 | 02/02/2012 09:34 AM |
| <input type="checkbox"/> ALSIP-MERRIONT.PK. LIBRARY | 2012 | 02/01/2013 03:11 PM |
| <input type="checkbox"/> ALSIP-MERRIONT.PK. LIBRARY | 2011 | 11/04/2011 03:44 PM |

AUTOMATION HIGHLIGHTS – DEBT DISCLOSURE ORDINANCE

Taxing districts that participate in the Teachers' Retirement System of the State of Illinois (TRS) or the State Universities Retirement System of Illinois (SURS) do not report pension liabilities for those State of Illinois entities. Such pension liabilities are obligations of TRS and SURS and are not obligations of the individual taxing districts. Therefore, the pension amounts below do not include any pension liabilities that are the responsibility of TRS or SURS.

TOTAL TAXES DUE IN 2012
\$ 7,544.82

2012 Property Tax Bill

Property Index Number (PIN) Volume Code Tax Year Payable In Township Classification
 001 10021 2012 2013 BARRINGTON 2-05

Please click this [LINK](#) for Payment Status.

LATE PENALTY IS 1.5% PER MONTH, BY STATE LAW

TAXING DISTRICT BREAKDOWN

| Taxing District | 2012 Tax | 2012 Rate | 2012 % | Pension | 2011 Tax |
|---|-----------------|--------------|----------------|---------|-----------------|
| MISCELLANEOUS TAXES | | | | | |
| <input type="checkbox"/> Northwest Mosquito Abatement | 11.77 | 0.011 | 0.16% | | 11.47 |
| <input type="checkbox"/> Barrington Public Library | 238.52 | 0.223 | 3.16% | 21.39 | 223.59 |
| <input type="checkbox"/> Barrington Park District | 820.37 | 0.767 | 10.87% | 37.43 | 771.66 |
| Miscellaneous Taxes Total | 1,070.66 | 1.001 | 14.19% | | 1,006.72 |
| SCHOOL TAXES | | | | | |
| Lake County Tax Objection-D220 | 145.46 | 0.136 | 1.93% | | 100.90 |
| <input type="checkbox"/> Community Unit School District 220 | 4,590.64 | 4.292 | 60.84% | 151.88 | 4,343.32 |
| <input type="checkbox"/> Harper Community College Dist 512 | 398.95 | 0.373 | 5.29% | | 382.96 |
| School Taxes Total | 5,135.05 | 4.801 | 68.06% | | 4,827.18 |
| MUNICIPALITY/TOWNSHIP TAXES | | | | | |
| <input type="checkbox"/> Village of Barrington | 672.77 | 0.629 | 8.92% | 218.19 | 638.66 |
| Road & Bridge Barrington | 0.00 | 0.000 | 0.00% | | 0.00 |
| General Assistance Barrington | 1.07 | 0.001 | 0.01% | | 0.00 |
| <input type="checkbox"/> Town Barrington | 29.95 | 0.028 | 0.40% | | 29.81 |
| Municipality/Township Taxes Total | 703.79 | 0.658 | 9.33% | | 668.47 |
| COOK COUNTY TAXES | | | | | |
| <input type="checkbox"/> Cook County Forest Preserve District | 67.38 | 0.063 | 0.89% | 2.13 | 66.50 |
| Consolidated Elections | 0.00 | 0.000 | 0.00% | | 28.67 |
| <input type="checkbox"/> County of Cook | 306.97 | 0.287 | 4.07% | 115.51 | 255.70 |
| Cook County Public Safety | 193.59 | 0.181 | 2.57% | | 184.60 |
| Cook County Health Facilities | 67.38 | 0.063 | 0.89% | | 89.43 |
| Cook County Taxes Total | 635.32 | 0.594 | 8.42% | | 624.90 |
| (Do not pay these totals) | 7,544.82 | 7.054 | 100.00% | | 7,127.27 |

TAX CALCULATOR

First Installment 3,920.00
 Second Installment + 3,624.82
Total 2012 Tax (Payable In 2013) = 7,544.82

PROPERTY LOCATION

AUTOMATION HIGHLIGHTS – DEBT DISCLOSURE ORDINANCE

In July 2012, the Treasurer’s Office and the Office of the President presented the taxing agency debt and financial information in the *Chicago Tribune*, *Sun-Times*, and *Daily Herald*. A sample of the listing which appears in the newspapers appears below.

| MUNICIPALITIES | | | | | | | |
|---|-------------------------|-----------------------------|-------------------------|----------------------------------|---------------------|---------------------------|---------------------------------|
| VILLAGE BELLWOOD | FINANCIAL DATA: | | | | | | |
| | Gross Operating Budget | Total Debts and Liabilities | Total Pension Liability | Total Unfunded Pension Liability | % Funded | Investment Rate of Return | Annual Rate of Salary Increases |
| | \$37,350,121 | \$95,761,097 | \$78,069,358 | \$27,888,750 | 64.28% | 7.25% | 5.00% |
| | AGENCY TAX DATA: | | | | | | |
| | 2010 – \$22,341,290 | 2009 – \$20,911,246 | 2008 – \$19,065,588 | 2007 – \$16,429,359 | 2006 – \$15,268,147 | | |
| 2005 – \$13,673,775 | 2004 – \$12,607,026 | 2003 – \$11,608,096 | 2002 – \$9,650,616 | 2001 – \$9,778,798 | | | |
| PERCENTAGE CHANGE OVER 10-YEAR PERIOD: | | 128.47% | | | | | |
| VILLAGE OF ALSIP | FINANCIAL DATA: | | | | | | |
| | Gross Operating Budget | Total Debts and Liabilities | Total Pension Liability | Total Unfunded Pension Liability | % Funded | Investment Rate of Return | Annual Rate of Salary Increases |
| | \$15,726,835 | \$21,930,550 | \$73,703,981 | \$38,721,467 | 47.46% | 7.00% | 5.50% |
| | AGENCY TAX DATA: | | | | | | |
| | 2010 – \$9,051,984 | 2009 – \$8,445,036 | 2008 – \$7,836,561 | 2007 – \$7,323,433 | 2006 – \$6,805,606 | | |
| 2005 – \$6,567,602 | 2004 – \$6,381,837 | 2003 – \$6,438,823 | 2002 – \$5,883,643 | 2001 – \$5,424,825 | | | |
| PERCENTAGE CHANGE OVER 10-YEAR PERIOD: | | 66.86% | | | | | |
| VILLAGE OF BARRINGTON | FINANCIAL DATA: | | | | | | |
| | Gross Operating Budget | Total Debts and Liabilities | Total Pension Liability | Total Unfunded Pension Liability | % Funded | Investment Rate of Return | Annual Rate of Salary Increases |
| | \$24,641,274 | \$36,527,999 | \$36,913,430 | \$14,770,257 | 59.99% | 7.50% | 5.50% |
| | AGENCY TAX DATA: | | | | | | |
| | 2010 – \$2,603,804 | 2009 – \$2,930,967 | 2008 – \$2,708,425 | 2007 – \$2,652,504 | 2006 – \$2,459,542 | | |
| 2005 – \$2,112,183 | 2004 – \$2,111,364 | 2003 – \$1,815,164 | 2002 – \$1,701,520 | 2001 – \$1,505,066 | | | |
| PERCENTAGE CHANGE OVER 10-YEAR PERIOD: | | 73.00% | | | | | |
| VILLAGE OF BARTLETT | FINANCIAL DATA: | | | | | | |
| | Gross Operating Budget | Total Debts and Liabilities | Total Pension Liability | Total Unfunded Pension Liability | % Funded | Investment Rate of Return | Annual Rate of Salary Increases |
| | \$37,508,577 | \$57,171,235 | \$58,409,342 | \$18,602,219 | 68.15% | 7.50% | 5.50% |
| | AGENCY TAX DATA: | | | | | | |
| | 2010 – \$5,039,798 | 2009 – \$6,158,335 | 2008 – \$6,196,847 | 2007 – \$6,698,309 | 2006 – \$5,632,634 | | |
| 2005 – \$5,863,217 | 2004 – \$3,203,686 | 2003 – \$2,965,487 | 2002 – \$2,653,811 | 2001 – \$2,626,213 | | | |
| PERCENTAGE CHANGE OVER 10-YEAR PERIOD: | | 91.90% | | | | | |

AUTOMATION HIGHLIGHTS – DEBT DISCLOSURE ORDINANCE

In January 2013, the Treasurer’s Office included the DDO data pertaining to each parcel’s taxing districts directly on the First Installment Property Tax Bill:

PAY ONLY THIS AMOUNT

\$ 6,071.40

BY 03/01/13 (on time)

2012 First Installment Property Tax Bill

Property Index Number (PIN) Volume Code Tax Year (Payable In) Township

73079 2012 (2013)

IF PAID LATE 03/02/13 - 04/01/13 IF PAID LATE 04/02/13 - 05/01/13 IF PAID LATE 05/02/13 - 06/01/13

\$ 6,162.47 \$ 6,253.54 \$ 6,344.61

TAX CALCULATOR

PAYMENT INFO This tax bill has been identified to be paid by a bank/mortgage company. Verify by contacting your lender. Do not double-pay this bill.

Property location and classification for this PIN

NEW INFORMATION: YOUR TAXING DISTRICTS DEBT AND FIN

Pursuant to Section 2-243 of the Cook County Code of Ordinances, commonly referred to as the Debt Disclosure Ordinance, primary taxing districts are required to provide their most recent financial statements and certain other financial disclosures to the Cook County Treasurer's Office. Below, please find the data for the primary taxing districts who receive a share of the property taxes for this PIN.

| Your Taxing Districts | Total Debts And Liabilities | Gross Operating Budget | Total Pension Liability | Total Unfunded Pension Liability | Pension Funded Ratio |
|--------------------------------------|-----------------------------|------------------------|-------------------------|----------------------------------|----------------------|
| County Of Cook | \$6,841,042,098 | \$2,949,118,327 | \$14,306,845,949 | \$6,409,743,833 | 55.19% |
| Cook County Forest Preserve District | \$229,871,728 | \$78,942,734 | \$289,321,074 | \$111,195,011 | 61.56% |
| City Of Chicago | \$33,087,334,000 | \$6,292,447,000 | \$28,625,214,000 | \$17,104,077,000 | 40.24% |
| Chicago Community College Dist 508 | \$178,041,917 | \$319,021,079 | \$0 | \$0 | N/A |
| Board Of Education | \$11,370,824,665 | \$5,110,210,000 | \$19,111,888,101 | \$8,159,613,376 | 57.30% |
| Chicago Park District | \$1,375,224,943 | \$407,519,803 | \$883,919,544 | \$394,549,039 | 55.36% |
| Metro Water Reclamation District | \$3,117,851,000 | \$1,040,949,849 | \$2,495,995,098 | \$1,343,601,892 | 46.16% |

PAYMENT COUPON **PAYMENT INFO**

\$ 6,071.40

BY 03/01/13 (on time)

If paying later, refer to amounts above.

This tax bill has been identified to be paid by a bank/mortgage company. Verify by contacting your lender. Do not double-pay this bill.

SN 0020120100 RTN 500001075 AN (see PIN) TC 008922

Name/Mailing Address change? Check box and complete form on back to update your name and/or mailing address.

Amount Paid

\$

Include name, PIN, address, location, phone and e-mail on check payable to Cook County Treasurer.

COOK COUNTY TREASURER

PO BOX 805438

CHICAGO IL 60680-4116

CHICAGO IL

/0/12/E/0000607140/1

AUTOMATION HIGHLIGHTS – REDESIGNED TAX BILL

The Treasurer's Office redesigned its Property Tax Bill beginning with the 2012 Second Installment (mailed in July 2013). The new legal-sized bill allows for more information to be displayed larger and in a more organized way.

| TOTAL PAYMENT DUE | | 2012 Second Installment Property Tax Bill | | | |
|---|-------------------|--|---|---|-----------------------|
| \$349.27 | | Property Index Number (PIN) | Volume | Code | Tax Year (Payable In) |
| By 08/01/13 (on time) | | 180 | 32092 | 2012 | (2013) |
| | | Township | Classification | | |
| | | RICH | 1-00 | | |
| IF PAYING LATE | 08/02/13-09/01/13 | 09/02/13-10/01/13 | 10/02/13-11/01/13 | LATE PENALTY IS 1.5% PER MONTH, BY STATE LAW | |
| PLEASE PAY | \$354.51 | \$359.75 | \$364.99 | | |
| TAXING DISTRICT BREAKDOWN | | | | | |
| Taxing District | 2012 Tax | 2012 Rate | 2012 % | Penalty | 2011 Tax |
| MISCELLANEOUS TAXES | | | | | |
| South Cook Mosquito Abatement | 0.88 | 0.014 | 0.10% | | 0.82 |
| Metro Water Reclamation District | 18.04 | 0.370 | 2.56% | 1.02 | 16.52 |
| Richton Park Public Library | 40.91 | 0.839 | 5.81% | 3.31 | 25.56 |
| Miscellaneous Taxes Total | 59.83 | 1.223 | 8.47% | | 42.70 |
| SCHOOL TAXES | | | | | |
| Prarie State Comm College Dist 515 | 19.99 | 0.410 | 2.84% | | 18.43 |
| Rich Twp High School District 227 | 258.53 | 5.302 | 36.73% | 15.74 | 241.99 |
| School District 159 | 316.40 | 6.489 | 44.98% | 17.69 | 294.45 |
| School Taxes Total | 594.92 | 12.201 | 84.53% | | 554.87 |
| MUNICIPALITY/TOWNSHIP TAXES | | | | | |
| Road & Bridge Rich | 4.14 | 0.085 | 0.59% | | 3.82 |
| General Assistance Rich | 1.90 | 0.039 | 0.27% | | 1.76 |
| Town Rich | 14.24 | 0.292 | 2.02% | 1.90 | 13.32 |
| Municipality/Township Taxes Total | 20.28 | 0.416 | 2.88% | | 18.90 |
| COOK COUNTY TAXES | | | | | |
| Cook County Forest Preserve District | 3.07 | 0.063 | 0.44% | 0.09 | 2.99 |
| Consolidated Elections | 0.00 | 0.000 | 0.00% | | 1.29 |
| County of Cook | 14.00 | 0.287 | 1.99% | 5.26 | 11.51 |
| Cook County Public Safety | 8.83 | 0.181 | 1.25% | | 8.31 |
| Cook County Health Facilities | 3.07 | 0.063 | 0.44% | | 4.03 |
| Cook County Taxes Total | 28.97 | 0.594 | 4.12% | | 28.13 |
| (Do not pay these totals) | 703.80 | 14.434 | 100.00% | | 644.60 |
| TAX CALCULATOR | | | IMPORTANT MESSAGES | | |
| 2011 Assessed Value | 1,738 | 2012 Total Tax Before Exemptions | Thank you for your first installment payment of: \$354.51 on 02-05-13 | | |
| | | 703.80 | | | |
| | | Homeowner's Exemption | | | |
| | | 00 | | | |
| | | Senior Citizen Exemption | | | |
| | | 00 | | | |
| | | Senior Assessment Freeze Exemption | | | |
| | | 00 | | | |
| 2012 Assessed Value | 1,738 | | | | |
| 2012 State Equalization Factor X | 2.8050 | | | | |
| 2012 Equalized Assessed Value (EAV) | 4,876 | 2012 Total Tax After Exemptions | | | |
| | | 703.80 | | | |
| 2012 Local Tax Rate X | 14.434% | First Installment | | | |
| 2012 Total Tax Before Exemptions | 703.80 | 354.53 | | | |
| | | Second Installment + | | | |
| | | 349.27 | | | |
| | | Total 2012 Tax (Payable In 2013) | | | |
| | | 703.80 | | | |
| | | PROPERTY LOCATION | MAILING ADDRESS | | |
| | | RICHTON PARK IL 60471 0000 | HOUSTON TX 77210-4372 | | |
| DETACH & INCLUDE WITH PAYMENT | | | | | |
| TOTAL PAYMENT DUE | | IMPORTANT PAYMENT MESSAGES | | Property Index Number (PIN) 180 | |
| \$349.27 | | Use of this coupon authorizes the Treasurer's Office to reduce the check amount to prevent overpayment. Include only one check and one original coupon per envelope. | | Amount Paid | |
| By 08/01/13 (on time) | | | | \$ | |
| If paying later, refer to amounts above. | | | | | |
| | | SN 0020120200 RTN 509001075 AN (see PIN) TC 008922 | | Include name, PIN, address, location, phone and e-mail on check payable to Cook County Treasurer. | |
| <input type="checkbox"/> Name/Mailing Address change? Check box and complete form on back to update your name and/or mailing address. | | | | | |
| 00201202002 400892240000034927500000354100000035975600000364997 | | | | | |
| | | COOK COUNTY TREASURER PO BOX 805438 CHICAGO IL 60680-4118 | | | |
| HOUSTON TX 77210-4372 | | | | | |
| | | /012/F/00000349272 | | | |

TOTAL PAYMENT DUE
\$349.27
 By 08/01/13 (on time)

2012 Second Installment Property Tax Bill

Property Index Number (PIN) 180 Volume Code 32092 Tax Year 2012 (Payable In) 2013 Township RICH Classification 1-00

IF PAYING LATE PLEASE PAY 08/02/13-09/01/13 \$354.51 09/02/13-10/01/13 \$359.75 10/02/13-11/01/13 \$364.99 LATE PENALTY IS 1.5% PER MONTH, BY STATE LAW

| TAXING DISTRICT BREAKDOWN | | | | | |
|--|---------------|---------------|----------------|---------|---------------|
| Taxing District | 2012 Tax | 2012 Rate | 2012 % | Pension | 2011 Tax |
| MISCELLANEOUS TAXES | | | | | |
| South Cook Mosquito Abatement | 0.88 | 0.014 | 0.10% | | 0.82 |
| Metro Water Reclamation District | 18.04 | 0.370 | 2.56% | 1.02 | 18.52 |
| Richton Park Public Library | 40.91 | 0.839 | 5.81% | 3.31 | 25.56 |
| Miscellaneous Taxes Total | 59.63 | 1.223 | 8.47% | | 42.70 |
| SCHOOL TAXES | | | | | |
| Prairie State Comm College Dist 515 | 19.99 | 0.410 | 2.84% | | 18.43 |
| Rich Twp High School District 227 | 258.53 | 5.302 | 36.73% | 15.74 | 241.99 |
| School District 159 | 316.40 | 6.489 | 44.96% | 17.69 | 294.45 |
| School Taxes Total | 594.92 | 12.201 | 84.53% | | 554.87 |
| MUNICIPALITY/TOWNSHIP TAXES | | | | | |
| Road & Bridge Rich | 4.14 | 0.085 | 0.59% | | 3.82 |
| General Assistance Rich | 1.90 | 0.039 | 0.27% | | 1.76 |
| Town Rich | 14.24 | 0.292 | 2.02% | 1.90 | 13.32 |
| Municipality/Township Taxes Total | 20.28 | 0.416 | 2.88% | | 18.90 |
| COOK COUNTY TAXES | | | | | |
| Cook County Forest Preserve District | 3.07 | 0.063 | 0.44% | 0.09 | 2.99 |
| Consolidated Elections | 0.00 | 0.000 | 0.00% | | 1.29 |
| County of Cook | 14.00 | 0.287 | 1.99% | 5.26 | 11.51 |
| Cook County Public Safety | 8.83 | 0.181 | 1.25% | | 8.31 |
| Cook County Health Facilities | 3.07 | 0.063 | 0.44% | | 4.03 |
| Cook County Taxes Total | 28.97 | 0.594 | 4.12% | | 28.13 |
| (Do not pay these totals) | 703.80 | 14.434 | 100.00% | | 644.60 |

| TAX CALCULATOR | |
|-------------------------------------|---------|
| 2011 Assessed Value | 1,738 |
| 2012 Total Tax Before Exemptions | 703.80 |
| Homeowner's Exemption | .00 |
| Senior Citizen Exemption | .00 |
| Senior Assessment Freeze Exemption | .00 |
| 2012 Assessed Value | 1,738 |
| 2012 State Equalization Factor X | 2.8056 |
| 2012 Equalized Assessed Value (EAV) | 4,876 |
| 2012 Local Tax Rate X | 14.434% |
| 2012 Total Tax Before Exemptions | 703.80 |
| 2012 Total Tax After Exemptions | 703.80 |
| First Installment | 354.53 |
| Second Installment + | 349.27 |
| Total 2012 Tax (Payable in 2013) | 703.80 |

IMPORTANT MESSAGES

- Thank you for your First Installment payment of: \$354.53 on 02-26-13

PROPERTY LOCATION RICHTON PARK IL 60471 0000

MAILING ADDRESS HOUSTON TX 77210-4372

TOTAL PAYMENT DUE
\$349.27
 By 08/01/13 (on time)
 If paying later, refer to amounts above.

IMPORTANT PAYMENT MESSAGES

Use of this coupon authorizes the Treasurer's Office to reduce the check amount to prevent overpayment. Include only one check and one original coupon per envelope.

SN 0020120200 RTN 500001075 AN (see PIN) TC 008922

Property Index Number (PIN) 180
 Volume 180
 Amount Paid \$

Name/Mailing Address change? Check box and complete form on back to update your name and/or mailing address. Include name, PIN, address, location, phone and e-mail on check payable to Cook County Treasurer.

0020120200: +008922400000349275000003545100000035975600000364997



COOK COUNTY TREASURER
 PO BOX 805433
 CHICAGO IL 60680-4116

HOUSTON TX 77210-4372



/0/12/F/0000034927/2

AUTOMATION HIGHLIGHTS – PROPERTY TAX PORTAL

The Treasurer's Office managed a project creating the Property Tax Portal for property owners in the County.

The portal is a collaborative effort that allows residents access to information such as:

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

The Treasurer's Office went live with the new web site on April 1, 2012, and completed the project in just 90 days. A second phase of the portal went live on September 5, 2013.

The portal has been visited 2.3 million times, or roughly 4,500 visits each day.

AUTOMATION HIGHLIGHTS – PROPERTY TAX PORTAL

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 Search

Cook County property owners are able to search for their records online. To begin, they may enter their 14-digit Property Index Number (PIN) or property address below.

Search by PIN

OR

Search by Property Address

- Billed Amounts & Tax History >>
- Pay Online >>
- Tax Sale (Delinquencies) >>
- Property Description >>
- Tax Exemptions >>
- Refund Search >>
- Documents, Deeds & Liens >>
- Tax Appeals Dates & Deadlines >>
- Tax Rates >>

The Cook County Property Tax Portal is the result of collaboration among the elected officials who take part in the property tax system; the Portal consolidates information and delivers Cook County taxpayers a one-stop customer service website.

Taxing Districts' Financial Statements

Tax Increment Financing Districts (TIF)

News

- 7/22/2013
Pappas: Pay On-line or by CERTIFIED check to Avoid Annual Tax Sale in August
- 6/25/2013
Clerk Orr Releases 2012 Tax Rates
- 1/21/2013
Pappas: Tax Bills Allow Homeowners to Track Government Spending
- 12/18/2012
Forbes: Pappas Warns U.S. Homeowners and Retirees of Local Debt Hazards
- 12/14/2012
Annual Display of Christmas Trees and Religious Displays Shown in Pappas' Office
- 12/6/2012
Orr Introduces New Delinquent Property Tax Search
- 7/25/2012
Pappas Urges Delinquent Owners to Pay 2010 Property Taxes

Calendar

< September 2013 >

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |

Upcoming Events

- > 09/11/13 - Hanover - Assessment Notices Mailed (Estimated)

Learn More About Your Government

- Cook County Government >
- Cook County Assessor >
- Cook County Board of Review >
- Cook County Clerk >
- Cook County Recorder of Deeds >
- Cook County Treasurer's Office >

Send A Suggestion

AUTOMATION HIGHLIGHTS – PROPERTY TAX PORTAL

Cook County Property Tax Portal Search Results Search Again »



10/25/2007

[View on CookViewer Map »](#)

Property Characteristics

[Tax Calculator](#)

[More Property Characteristic Information »](#)

Info for Tax Year: 2012

PIN:
 Address:
 City: BARRINGTON
 Zip Code: 60010
 Township: BARRINGTON

Info for Tax Year: 2012

Estimated Property Value: \$406,180
 Total Assessed Value: 40,618
 Lot Size (SqFt): 11,682
 Building (SqFt): 1,708
 Property Class: 2-05

[Assessed Value History](#)

[Property Class Description](#)

Tax Bill Mailing Address

Info for Tax Year: 2012

BARRINGTON, IL 60010

[Update Mailing Address »](#)

Other Related Information

Tax Rate (2012): 7.054
 Tax Code (2012): 10021

[Tax Rate History](#)

[View Taxing Districts' Financial Statements »](#)

[More Tax Rate Information »](#)

Tax Billed Amounts & Tax History Exemptions Appeals

| | |
|------------------|---------------------------------|
| 2012: \$7,544.82 | Paid in Full |
| 2011: \$7,127.27 | Paid in Full |
| 2010: \$6,273.29 | Payment History |
| 2009: \$6,459.82 | Payment History |
| 2008: \$5,466.95 | Payment History |
| 2007: \$5,044.94 | Payment History |
| 2006: \$4,933.83 | Payment History |

* = (1st Install Only)

[More Payment Options, Instructions & Tax Bill Requests »](#)

| | |
|-------|---------------------------------------|
| 2012: | 1 Exemptions Received |
| 2011: | 1 Exemptions Received |
| 2010: | 1 Exemptions Received |
| 2009: | 1 Exemptions Received |
| 2008: | 1 Exemptions Received |
| 2007: | 1 Exemptions Received |
| 2006: | 1 Exemptions Received |

[More Exemption Information »](#)

| | |
|-------|---------------------------------------|
| 2012: | Not Accepting Appeals |
| 2011: | Not Accepting Appeals |
| 2010: | Not Accepting Appeals |
| 2009: | Not Accepting Appeals |
| 2008: | Not Accepting Appeals |
| 2007: | Not Accepting Appeals |
| 2006: | Not Accepting Appeals |

[More Appeal Information »](#)

Refunds Available Tax Sale (Delinquencies) Documents, Deeds & Liens

No Refund Available

[More Refund Information »](#)

| | |
|-------|---|
| 2012: | Tax Sale Has Not Occurred |
| 2011: | Tax Sale Has Not Occurred |

| |
|--------------------------------------|
| 0523116068 - ASSIGNMENT - 08/19/2005 |
| 91316238 - MORTGAGE - 06/27/1991 |

AUTOMATION HIGHLIGHTS – STOPS

STAT FACT:

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, over 40,000 duplicate payment attempts have been stopped in the amount of nearly \$165 million.

| Tax Year/Installment | Quantity | Dollar Amount |
|-----------------------------|---------------|----------------------|
| 2012-02* | 6,306 | \$23,274,486 |
| 2012-01 | 6,203 | \$29,016,746 |
| 2011-02 | 3,044 | \$18,967,234 |
| 2011-01 | 3,102 | \$10,466,248 |
| 2010-02 | 6,028 | \$24,954,223 |
| 2010-01 | 5,990 | \$26,584,904 |
| 2009-02 | 9,430 | \$28,024,221 |
| Total | 40,899 | \$164,796,851 |
| *Through September 30, 2013 | | |

AUTOMATION HIGHLIGHTS – STOPS

The STOPS program is designed to ensure that only the legally responsible party submits payment.

STOPS prevents duplicate and overpayments by flagging screens within each of the four main payment channels:

- Third Party Agent (TPA) - Mortgage/Title Company electronic bulk payment site
- Mail (Lockbox)
- Online (e-check and credit card)
- In Person

A payment will be stopped if the taxes have already been paid or a TPA, such as a mortgage company, commits to pay the taxes.

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

AUTOMATION HIGHLIGHTS – STOPS

Mail payments are compared against a daily STOPS file during processing at Lockbox. Payments identified as STOPS are compared to the internal PIN Research System to verify prior payment or commitment.



PIN Research (PIN Summary)

Property Summary PIN Summary Request a Tax Bill Image Searches ▶ Advanced Searches ▶ Table Searches ▶ [PIN Lookup](#)

PIN:
 - - - -

Search results for PIN **32-14-** **0000** and Tax Year **2012**

Select from the available tax years:

| | |
|-------------------------------------|--|
| Tax Year: 2012 | Mailing Address: |
| Tax Type: Current Tax (00) | CHICAGO, IL 60602-2801 |
| Tax Status: Taxable Parcel | Property Address: |
| Volume: 011 | FORD HEIGHTS, IL 60411-0000 |
| Classification: 1-00 | |
| Original Tax Amount | |
| First Installment: \$91.51 | Tax Year: 2012 2011 |
| Second Installment: \$92.71 | Assessed Valuation: 206 206 |
| Total Original Tax Amount: \$184.22 | Equalized Valuation: 578 612 |
| | Total Tax Amount: \$184.22 \$166.38 |
| | Tax Rate: 31.872 27.186 |
| | Tax Code: 12034 12034 |
| | Exemptions |
| | Homeowner: \$0.00 \$0.00 |
| | Senior Citizen: \$0.00 \$0.00 |
| | Senior Citizen Freeze: \$0.00 \$0.00 |

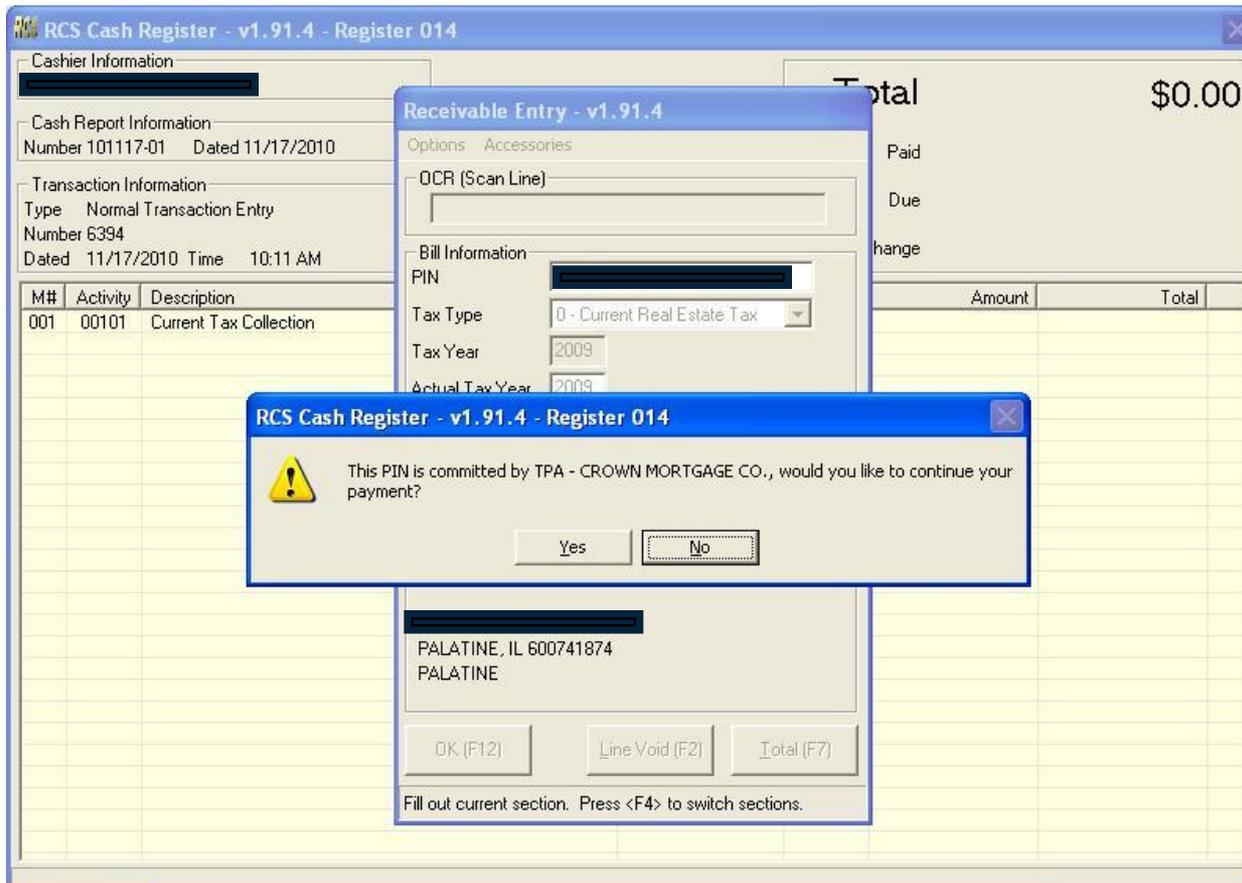
BALANCE DUE NOW: \$199.35

TPA Committed Message:

SEAWAY BANK & TRUST CO. has committed to pay this PIN on behalf of [REDACTED] on or before the due date. ←

AUTOMATION HIGHLIGHTS – STOPS

Taxpayers attempting to make an in-person property tax payment at the Treasurer's Office or Chase Bank location are alerted if the taxes were paid or are committed to be paid. The below screen shot displays the message that appears within the Treasurer's collection system.



AUTOMATION HIGHLIGHTS – STOPS

Taxpayers attempting to make an online property tax payment at www.cookcountytreasurer.com are alerted if the taxes were paid or are committed to be paid by a mortgage company.



The image shows the header and navigation menu of the Cook County Treasurer's Office website. The header is dark blue with white text. On the left, it says "Cook County Treasurer's Office" and "CHICAGO, ILLINOIS". In the center is the Seal of Cook County, which features a map of the county and the text "SEAL OF COOK COUNTY" and "JANUARY 1831". On the right, it says "COOK COUNTY TREASURER" and "Maria Pappas". Below the header is a navigation menu with ten items: "Payments", "Exemptions/ Savings", "Refunds", "Service For Seniors", "Understanding Your Tax Bill", "Tax Dates", "Third Party Agents", "Forms", "Inheritance", "About The Office", "Contact Us", and "News & Video".

Online Payments for Cook County Property Taxes

WARNING: COOK COUNTY TEST ACCOUNT has committed to pay this PIN for the current tax year on behalf of DONALD [REDACTED] by the due date. Please check with your lender before proceeding to ensure that the taxes are not double paid.

Do you want to proceed with the payment?

| | |
|-----|----|
| Yes | No |
|-----|----|

AUTOMATION HIGHLIGHTS – STOPS

Taxpayers who hold mortgages with certain Third-Party Agents (TPA) received notification on their tax bill of a TPA's pre-commitment to pay property taxes. The message appears within the 'Important Payment Messages' box on the coupon portion in an effort to prevent duplicate payments being made to the PIN.

DETACH & INCLUDE WITH PAYMENT

| | | |
|--|---|---|
| TOTAL PAYMENT DUE | IMPORTANT PAYMENT MESSAGES | Property Index Number (PIN) T316 Volume 16-20 040 Amount Paid <div style="border: 1px solid black; height: 30px; width: 100%; display: flex; align-items: center; justify-content: center;"> \$ </div> |
| \$1,771.43 By 08/01/13 (on time) If paying later, refer to amounts above. | This tax bill has been identified to be paid by a bank/mortgage company. Verify by contacting your lender. Do not double-pay this bill. | |

SN 0020120200 RTN 500001075 AN (see PIN) TC 008922

Name/Mailing Address change? Check box and complete form on back to update your name and/or mailing address.

Include name, PIN, address, location, phone and e-mail on check payable to Cook County Treasurer.

002012020021620000000000005008922400001771435000017980010000182457200001851144



20 16-20 0 12 4 1478002

OR CURRENT OWNER

CICERO IL 60804



COOK COUNTY TREASURER
PO BOX 805438
CHICAGO IL 60680-4116



1620
/0/12/F/0000177143/2

AUTOMATION HIGHLIGHTS – AUTOMATED NAME CHANGE SYSTEM

The Treasurer's Office created an Automated Name Change System that automatically updates a taxpayer's name and address when a Transfer Declaration is filed with the Cook County Recorder of Deeds. The Treasurer's Office receives and uploads name and address data that is entered by the Recorder's Office staff. This cooperation between governmental agencies improves efficiencies for taxpayers by eliminating the need for redundant forms and duplicate data entry.

AUTOMATION HIGHLIGHTS – AUTOMATED NAME CHANGE SYSTEM

STAT FACT:

The Treasurer's Office has electronically received over 595,000 name changes since July 2005 as a result of the collaboration with the Recorder of Deeds.

| Calendar Year | Quantity |
|------------------------------|----------------|
| 2013* | 56,334 |
| 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 | 595,555 |
| *Through September 30, 2013. | |

AUTOMATION HIGHLIGHTS – AUTOMATED NAME CHANGE SYSTEM

[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](#)

Automated Name Change

MIS Update Statistics [Process Exceptions](#) [Recorder Statistics](#) [Transaction Detail](#)

MIS Update Statistics

Run Date: ▼

| | |
|----------------------------|-----|
| Successful Updates: | 378 |
| Total Data Errors: | 16 |
| Blank Addresses: | 0 |
| Incomplete Addresses: | 0 |
| Invalid Addresses: | 15 |
| Invalid PINs: | 1 |
| Exempt PINs: | 0 |
| Divided PINs: | 0 |
| To Be Divided: | 44 |
| Railroads: | 0 |

AUTOMATION HIGHLIGHTS – AUTOMATED TAX SALE

The Treasurer's Office automated the traditional outcry Annual Tax Sale auction to an online auction in the summer of 2008. Process of tax buyer registration, collateral deposits, bidding and payments went from a manually intensive system to an online Internet system.

- Sale previously lasted 20 days; now it takes only four days. Historically a daily auction would require a staff of eight people. The decrease in the duration of days of the sale allows staff to work on other Treasurer's Office projects.
- A computer program selects the winning bidder instead of a human auctioneer, thereby eliminating any human judgment and ensures that the awarding of parcels is completely random.
- Registration, collateral deposits and payments are completed online which all contribute to creating a "virtual office" that has less reliance on customer service and cashiering personnel.

AUTOMATION HIGHLIGHTS – AUTOMATED 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 — ▾

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 | | |

[\[Back to Top\]](#)

[Go to Batch >](#)

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 | | |

[\[Back to Top\]](#)

[Go to Batch >](#)

AUTOMATION HIGHLIGHTS – AUTOMATED 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](#)

[Return to Auction](#)

Admin Control Panel



Auction Info

Audit Trails



Update Items

Advertisement Status
Bidder Report
Bidder Deposits/Payments
Assign ID's to Bidders
Registrations Awaiting Review
Refunds Awaiting Review



Live Stats



Reports

Collateral Deposit Report
Funds Summary
Bidder Refund Summary
Bidder Balance Due
Bidder Results Summary
Bidder Reconciliation Report
Auction Results – Random Analysis
Winners by # Certs Won
Winners by Total Face Amount Won
Winners by Weighted Interest Rate
Bidders by Geographic Area
Top 10 Certs with No Bids
Unavailable Certs
Miscellaneous
Custom
Registrations Awaiting Collateral
Registrations Awaiting ID's
Annual Tax Sale List Purchases
Batch Buy Sheet

AUTOMATION HIGHLIGHTS – AUTOMATED TAX SALE

Annual Sale Statistics

| Tax Year (Year Sale Held) | PINs Published/Sent Certified Notice | PINs Offered | PINs Sold |
|---------------------------|--------------------------------------|--------------|-----------|
| 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 |

Scavenger Sale Statistics

| Year Scavenger Sale Held | PINs Published | PINs Offered | PINs Sold |
|--------------------------|----------------|--------------|-----------|
| 2011 | 24,258 | 19,285 | 1,112 |
| 2009 | 10,531 | 9,215 | 545 |
| 2007 | 6,060 | 4,266 | 1,326 |
| 2005 | 23,928 | 18,154 | 7,088 |
| 2003 | 31,353 | 27,979 | 9,828 |

Section H

TOP 100 AUTOMATION EFFORTS & STREAMLINING OF PROCESSES

TOP 100 AUTOMATION EFFORTS & STREAMLINING OF PROCESSES FY1998 - FY2013

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 web sites
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 EFFORTS & STREAMLINING OF PROCESSES FY1998 - FY2013

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 web site traffic reporting
26. I.T. Improvements - Upgraded www.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 EFFORTS & STREAMLINING OF PROCESSES FY1998 - FY2013

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 - Reconciliation 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 EFFORTS & STREAMLINING OF PROCESSES FY1998 - FY2013

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
87. Training - Cross-Training employees across various departments
88. Training - Customer Service

TOP 100 AUTOMATION EFFORTS & STREAMLINING OF PROCESSES FY1998 - FY2013

89. Training - Email Response
90. Training - Word and Excel
91. Treasury Management System - Consolidate and automate daily cash management, investment, and collateral responsibilities
92. Web Site - cookcountytreasurer.com re-design/re-launch
93. Web Site - Customer Relational Management System - Email Inquiries
94. Web Site - Interactive property tax bill containing taxing district debt/financial information
95. Web Site - Property Tax Portal at cookcountypropertyinfo.com
96. Web Site - 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

Section I

TREASURER'S OFFICE STATISTICS

CUSTOMER SERVICE – CALL CENTER STATISTICS

STAT FACT: In FY2013, the Treasurer’s Customer Service Call Center has handled over 62,000 inquiries.

| Call Topic | Percentage of All Calls | Year-To-Date Total* |
|---|-------------------------|---------------------|
| Duplicate Bill (copy/ proof) | 15.1% | 9,378 |
| Payment Instructions (including hardship and partial payments) | 12.1% | 7,493 |
| Payment Status1 (paid, open, why \$0, NSF, prepay) | 18.2% | 11,310 |
| Payment Status2 (caller referred to Web/Phone) | 6.4% | 4,000 |
| On-Line Payments (paid, rejected, cancel payment, etc.) | 2.9% | 1,799 |
| Name Change | 5.6% | 3,466 |
| Tax Sale Date (Annual, Scavenger) | 1.7% | 1,074 |
| Lost Checks (CCTO, Chase, Cancel/Re-issues, Currency Exchange) | 0.5% | 297 |
| Penalty Waiver Request | 1.3% | 778 |
| Transfer Information | 0.8% | 519 |
| STOPS | 0.3% | 175 |
| Refund Info (Do I have a refund? How to apply?) | 5.1% | 3,172 |
| Refund Info (Where is my Check?) | 8.0% | 4,968 |
| Due Date and/or Amt. | 3.6% | 2,233 |
| Senior Deferral Info (How to apply? Am I in? Take me out, etc.) | 0.7% | 434 |
| Mortgage Increased - Bank or Mortgage Co. Directed to CCTO | 0.1% | 79 |
| Chase Questions | 0.3% | 173 |
| Other Offices Questions (asked of CCTO Staff) | | |
| Assessment (bill too high) | 2.3% | 1,442 |
| Exemption(s) not received | 3.6% | 2,222 |
| Other Assessor Issues (property location, altered, Certificate of Error, PIN) | 4.4% | 2,749 |
| Clerk - Sold & Prior Year Taxes | 2.3% | 1,409 |
| Recorder of Deeds | 1.2% | 754 |
| Other | 3.5% | 2,155 |
| Total | 100.0% | 62,079 |

*Through September 30, 2013.

PROPERTY TAX REFUNDS

STAT FACT:

Over 920,000 property tax refunds have been issued by the Treasurer's Office in the last six years for various refund types such as:

- Exemption or assessment Certificates of Error directed by the Cook County Assessor
- Illinois Property Tax Appeals Board assessment reductions
- Court-ordered assessment reductions
- Duplicate and Overpayments

| Fiscal Year | Quantity |
|--------------|----------------|
| 2013* | 103,506 |
| 2012 | 180,241 |
| 2011 | 155,594 |
| 2010 | 171,163 |
| 2009 | 162,647 |
| 2008 | 148,738 |
| Total | 921,889 |

*Through September 30, 2013.

THIRD-PARTY AGENT (TPA) PAYMENTS

STAT FACT:

Banks, mortgage companies and title companies utilize two bulk payment methods to pay property taxes. One system is a wire payment system and the other permits payment through an ACH debit. Nearly 15 million payments totaling almost \$40 billion have been made since August 2003.

| Tax Year | Quantity | Dollar Amount |
|--------------|-------------------|--------------------------|
| 2012* | 1,534,206 | \$ 4,599,652,078 |
| 2011 | 1,572,864 | \$ 4,548,567,553 |
| 2010 | 1,573,542 | \$ 4,525,668,098 |
| 2009 | 1,561,694 | \$ 4,357,810,062 |
| 2008 | 1,538,741 | \$ 4,180,159,051 |
| 2007 | 1,473,584 | \$ 3,899,020,420 |
| 2006 | 1,373,801 | \$ 3,514,821,738 |
| 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 | 14,999,922 | \$ 39,437,104,562 |

*Through September 30, 2013.

INTERNET (ONLINE) TAX PAYMENTS

STAT FACT:

In March 2002, the Treasurer's Office introduced online e-check 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.

The Treasurer's Office began collecting credit card payments for on-time payments In July 2012. 21,469 credit card payments have been made to date.

| TAX YEAR | # of E-CHECK PAYMENTS | % of INCREASE OVER THE PREVIOUS TAX YEAR |
|--------------|-----------------------|---|
| 2012* | 302,199 | |
| 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 | 2,355,762 | |

*Through September 30, 2013 (please note taxpayers may continue to pay 2012 taxes online using e-check).

COMMUNITY BANK PAYMENTS

STAT FACT:

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 |
|------------------------------|------------------------------|---------------|
| 2012-2* | 194 | 3,515 |
| 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 | | 59,534 |
| *Through September 30, 2013. | | |

BANK BRANCH PAYMENT CENTERS – PAYMENT HISTORY

STAT FACT:

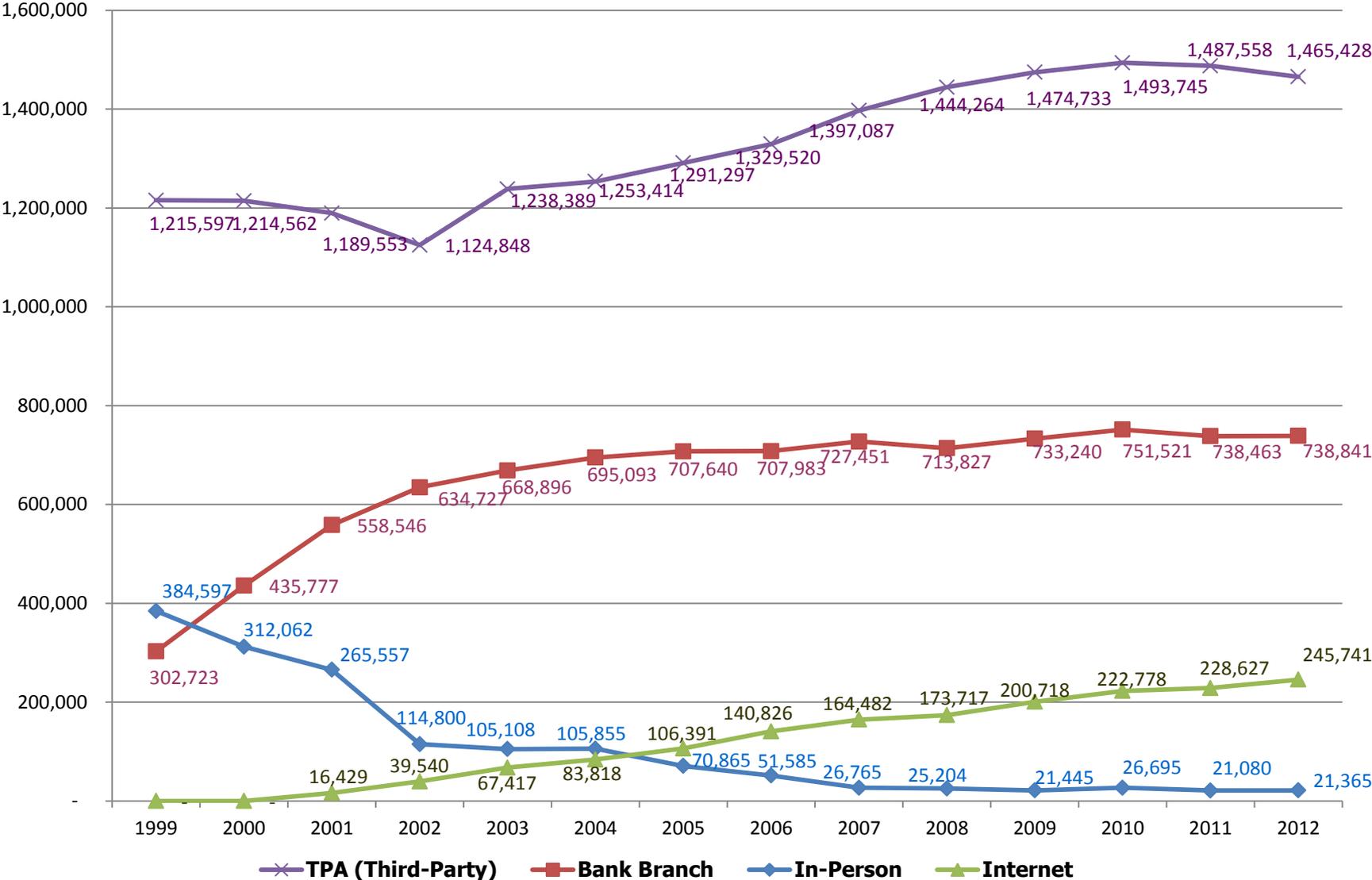
Nearly 10.2 million payments have been made at branch locations. Chase Bank currently collects Cook County property tax payments at some 400 locations throughout Chicagoland.

| TAX YEAR | ON-TIME PAYMENTS | LATE PAYMENTS | TOTAL PAYMENTS |
|--------------|------------------|----------------|-------------------|
| 2012* | 738,841 | 64,751 | 803,592 |
| 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 | 9,231,929 | 967,392 | 10,199,321 |

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, 2013.
Payments may include prior tax years.

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



PROPERTY TAX PAYMENTS

Chase Bank Payment Centers - by Cook County District

(New Branches are identified in red print.)

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|-------------------------------|
| 1 | Collins | 0 | 0 | 855 | 3,799 | 4,623 | 5,088 | 5,095 | Broadview Village Square |
| | | 996 | 1,100 | 1,051 | 1,102 | 1,023 | 998 | 1,001 | Bucktown |
| | | 0 | 0 | 143 | 482 | 566 | 667 | 636 | Chicago & Kedzie |
| | | 2,598 | 2,796 | 2,584 | 2,346 | 2,372 | 2,149 | 2,065 | Damen & Division |
| | | 2,800 | 2,491 | 1,725 | 2,566 | 2,635 | 2,195 | 2,059 | Galewood Plaza |
| | | 1,422 | 1,542 | 1,744 | 1,509 | 1,522 | 1,378 | 1,155 | Milwaukee & Ashland |
| | | 6,703 | 6,808 | 6,210 | 6,644 | 5,612 | 5,575 | 4,962 | Oak Park - Madison & Drive-Up |
| | | 0 | 0 | 144 | 448 | 691 | 712 | 565 | West Garfield |
| | | 14,519 | 14,737 | 14,456 | 18,896 | 19,044 | 18,762 | 17,538 | Count = 8 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|--|
| 2 | Steele | 3,988 | 3,189 | 2,192 | 2,386 | 2,618 | 2,579 | 2,832 | 2 N. LaSalle (moved from 120 S. LaSalle) |
| | | 1,438 | 1,518 | 1,506 | 1,520 | 1,821 | 1,754 | 1,691 | 300 S. Riverside |
| | | 0 | 68 | 1,467 | 1,652 | 1,843 | 1,700 | 1,576 | Chicago Board of Trade |
| | | 17,335 | 13,362 | 10,686 | 9,655 | 9,377 | 9,024 | 8,020 | Chicago Main |
| | | 1,388 | 1,458 | 1,348 | 1,258 | 1,120 | 1,139 | 1,194 | Clark & West Chicago |
| | | 1,204 | 1,383 | 1,517 | 1,509 | 1,499 | 1,623 | 1,619 | Clinton & Adams |
| | | 3,502 | 3,507 | 3,058 | 2,825 | 2,482 | 3,051 | 3,004 | CME |
| | | 296 | 1,156 | 849 | 869 | 1,124 | 1,248 | 1,067 | Dearborn & Ohio |
| | | 0 | 28 | 873 | 1,197 | 1,249 | 1,511 | 1,218 | Des Plaines and Kinzie |
| | | 432 | 479 | 452 | 446 | 478 | 424 | 371 | Division & Sedgwick Dominick's |
| | | 0 | 0 | 291 | 959 | 1,269 | 1,463 | 1,229 | Englewood Plaza |
| | | 2,480 | 2,624 | 2,453 | 2,259 | 2,856 | 2,529 | 2,353 | Grand & Franklin |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 342 | Kinzie & Clark NEW |
| | | 1,188 | 697 | 5 | 0 | 0 | 0 | 0 | Lawndale Dominick's - (Closed) |
| | | 661 | 685 | 644 | 540 | 621 | 550 | 513 | Madison & Halsted Dominick's |
| | | 809 | 785 | 847 | 685 | 769 | 849 | 771 | Marina City |
| | | 0 | 0 | 254 | 822 | 783 | 803 | 757 | Michigan & Jackson |
| | | 0 | 0 | 226 | 595 | 718 | 721 | 0 | Michigan & Lake |
| | | 49 | 2,062 | 2,037 | 1,531 | 1,689 | 1,652 | 2,181 | Michigan & Randolph |
| | | 2,098 | 2,187 | 2,074 | 1,571 | 1,585 | 1,620 | 1,501 | Near North |
| | | 0 | 0 | 429 | 776 | 845 | 1,059 | 1,184 | North & Larrabee |
| | | 699 | 766 | 959 | 846 | 793 | 847 | 615 | Old Town |
| | | 737 | 951 | 851 | 771 | 770 | 717 | 644 | Printer's Row |
| | | 825 | 782 | 712 | 689 | 805 | 841 | 962 | Roosevelt & Canal Dominick's |
| | | 1,574 | 2,041 | 2,466 | 2,313 | 2,336 | 2,149 | 2,299 | South Canal |
| | | 718 | 818 | 768 | 791 | 877 | 893 | 904 | South Loop |
| | | 1,276 | 1,551 | 1,667 | 1,675 | 1,830 | 2,020 | 1,911 | State & Archer |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 187 | State & Delaware NEW |
| | | 0 | 0 | 324 | 1,047 | 1,242 | 1,392 | 1,426 | State & Division |
| | | 1,663 | 1,763 | 1,743 | 1,494 | 1,499 | 1,673 | 1,514 | State/Jackson/Adams |
| | | 1,186 | 1,394 | 1,525 | 1,550 | 1,578 | 1,753 | 1,795 | Taylor & May |
| | | 0 | 0 | 5 | 1,004 | 1,040 | 1,009 | 1,117 | Wabash & Adams |
| | | 2,886 | 2,243 | 2,027 | 1,840 | 1,716 | 1,674 | 1,441 | Wacker Drive |
| | | 0 | 0 | 245 | 898 | 959 | 1,174 | 1,288 | Washington & Wabash |
| | | 1,184 | 1,219 | 1,551 | 1,307 | 1,450 | 1,577 | 1,384 | West Loop |
| 0 | 0 | 611 | 1,524 | 2,007 | 2,124 | 2,133 | West Monroe & Wells | | |
| | | 49,616 | 48,716 | 48,662 | 50,804 | 53,648 | 55,142 | 53,043 | Count = 35 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|------------------------------------|
| 3 | Butler | 2,648 | 2,889 | 2,271 | 2,191 | 2,136 | 2,047 | 1,741 | 79th & Princeton |
| | | 334 | 1 | 0 | 0 | 0 | 0 | 0 | 71st & Jeffery - (Closed) |
| | | 1,088 | 1,074 | 883 | 857 | 871 | 883 | 787 | Bronzeville |
| | | 706 | 0 | 0 | 0 | 0 | 0 | 0 | Chatham Dominick's - (Closed) |
| | | 0 | 0 | 0 | 0 | 116 | 3,973 | 4,430 | Evergreen Park |
| | | 612 | 231 | 266 | 260 | 298 | 381 | 423 | Grand & Columbus Dominick's |
| | | 3,148 | 3,198 | 3,270 | 3,073 | 3,377 | 3,488 | 3,569 | Hancock Center |
| | | 2,339 | 2,448 | 2,419 | 2,574 | 2,725 | 2,720 | 2,503 | Hyde Park |
| | | 1,552 | 1,816 | 1,655 | 1,593 | 1,588 | 1,545 | 1,292 | Jeffery Plaza |
| | | 3,995 | 4,373 | 3,922 | 3,633 | 3,561 | 3,250 | 2,868 | Kedzie |
| | | 0 | 2,491 | 1,185 | 1,300 | 1,450 | 1,791 | 1,811 | Lakeshore East |
| | | 2,362 | 2,267 | 2,032 | 2,227 | 2,247 | 2,188 | 1,790 | Michigan Avenue |
| | | 0 | 0 | 50 | 4,372 | 5,651 | 5,075 | 4,738 | Oak Lawn Keeler |
| | | 2,727 | 2,693 | 2,332 | 2,104 | 2,111 | 2,010 | 1,865 | Stony Island |
| 16 | 1,098 | 1,273 | 1,383 | 1,568 | 1,468 | 1,381 | Streeterville | | |
| | | 21,527 | 24,579 | 21,558 | 25,567 | 27,699 | 30,819 | 29,198 | Count = 13 |
| 4 | Moore | 4,217 | 4,423 | 4,396 | 3,360 | 2,957 | 2,896 | 2,336 | 87th & Halsted |
| | | 4,692 | 4,739 | 4,187 | 4,711 | 4,861 | 4,650 | 4,451 | 91st & Commercial |
| | | 1,246 | 0 | 0 | 6 | 0 | 0 | 0 | Calumet City Dominick's - (Closed) |
| | | 0 | 0 | 316 | 1,144 | 1,476 | 1,707 | 1,742 | Chatham Village Square |
| | | 3,041 | 3,352 | 2,984 | 2,340 | 2,108 | 2,018 | 1,729 | Cottage Grove |
| | | 0 | 0 | 122 | 473 | 648 | 781 | 713 | Ellis & 162nd |
| | | 6,169 | 6,377 | 5,155 | 4,859 | 4,616 | 4,612 | 3,987 | Jeffrey Manor |
| | | 19,365 | 18,891 | 17,160 | 16,893 | 16,666 | 16,664 | 14,958 | Count = 6 |
| 5 | Sims | 2,964 | 3,587 | 3,158 | 3,471 | 3,522 | 3,355 | 3,084 | Country Club Hills |
| | | 0 | 0 | 403 | 1,407 | 1,745 | 1,974 | 1,762 | East 103rd & Michigan |
| | | 4,980 | 4,494 | 3,341 | 3,401 | 3,383 | 3,213 | 2,780 | Hazel Crest |
| | | 38 | 2,611 | 2,696 | 2,973 | 2,878 | 2,833 | 2,944 | Lincoln Mall |
| | | 2,601 | 1,832 | 1,208 | 1,197 | 1,066 | 1,022 | 957 | Matteson Dominick's |
| | | 0 | 0 | 131 | 541 | 690 | 765 | 0 | Olympia Corners |
| | | 4,655 | 4,184 | 3,604 | 3,990 | 3,950 | 3,890 | 3,580 | Olympia Fields |
| | | 0 | 0 | 511 | 1,476 | 1,932 | 2,264 | 2,150 | Raceway Park |
| | | 0 | 0 | 629 | 1,875 | 2,451 | 2,750 | 2,441 | South Halsted & 117th |
| | | 0 | 0 | 163 | 615 | 705 | 745 | 735 | West 144th Street |
| | | 15,238 | 16,708 | 15,844 | 20,946 | 22,322 | 22,811 | 20,433 | Count = 10 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|---|
| 6 | Murphy | 0 | 0 | 636 | 3,188 | 3,804 | 4,175 | 4,020 | Alsip |
| | | 5,111 | 1 | 13 | 0 | 0 | 0 | 0 | Bridgeview Dominick's - (Closed) |
| | | 10,493 | 9,797 | 8,259 | 8,158 | 6,993 | 6,790 | 6,077 | Calumet City |
| | | 0 | 0 | 488 | 1,405 | 2,009 | 2,396 | 2,493 | Chicago Rd & Sauk Trail |
| | | 5,251 | 5,414 | 7,443 | 9,155 | 9,008 | 8,793 | 7,911 | Crestwood |
| | | 7,753 | 7,631 | 6,317 | 6,355 | 6,225 | 6,236 | 5,540 | Glenwood |
| | | 4,552 | 5,063 | 4,526 | 4,846 | 4,942 | 5,207 | 4,899 | Homewood |
| | | 10,322 | 10,525 | 9,647 | 10,067 | 9,904 | 9,627 | 8,801 | Lansing Ridge & Lansing Torrence |
| | | 5,050 | 5,199 | 4,490 | 3,799 | 3,568 | 3,409 | 3,088 | Merrionette Park Dominick's |
| | | 6,742 | 7,220 | 6,513 | 7,268 | 7,087 | 7,148 | 6,546 | Oak Forest |
| | | 15,404 | 15,611 | 13,492 | 10,987 | 10,170 | 9,312 | 8,295 | Oak Lawn |
| | | 3,781 | 3,595 | 2,876 | 2,617 | 2,346 | 2,245 | 2,038 | Park Forest |
| | | 376 | 3,489 | 3,395 | 3,517 | 3,564 | 3,741 | 3,570 | So. Park Ave./So. Holland |
| | | 0 | 0 | 0 | 184 | 2,135 | 2,625 | 2,719 | The Landings |
| 12,406 | 12,768 | 11,681 | 9,889 | 9,176 | 8,385 | 6,676 | Worth | | |
| | | 87,241 | 86,313 | 79,776 | 81,435 | 80,931 | 80,089 | 72,673 | Count = 14 |
| 7 | Garcia | 4,263 | 4,328 | 4,102 | 4,237 | 4,424 | 4,172 | 4,245 | Archer Avenue |
| | | 1,471 | 1,568 | 1,279 | 1,395 | 1,451 | 1,579 | 1,576 | Back of the Yards |
| | | 1,524 | 1,910 | 1,697 | 1,715 | 1,682 | 1,598 | 1,496 | 3101 W. Cermak |
| | | 3,214 | 3,484 | 3,190 | 3,318 | 3,241 | 3,220 | 3,383 | Little Village |
| | | 4,336 | 4,320 | 3,848 | 3,835 | 3,929 | 3,411 | 3,304 | Midway Square |
| | | 2,252 | 2,220 | 2,327 | 2,175 | 2,374 | 2,641 | 2,478 | Pilsen |
| | | 0 | 0 | 0 | 0 | 24 | 1,833 | 1,949 | Pulaski & 45th |
| | | 17,060 | 17,830 | 16,443 | 16,675 | 17,125 | 18,454 | 18,431 | Count = 7 |
| 8 | Reyes | 4,776 | 5,035 | 4,540 | 4,100 | 4,196 | 4,013 | 3,698 | Armitage & Cicero |
| | | 1,189 | 1,307 | 1,205 | 1,208 | 1,268 | 1,218 | 1,202 | Barry Plaza |
| | | 0 | 0 | 161 | 420 | 487 | 593 | 570 | Belmont Plaza |
| | | 2,620 | 2,635 | 2,509 | 2,680 | 2,763 | 2,761 | 2,554 | Elston Plaza |
| | | 2,543 | 2,802 | 2,989 | 2,976 | 2,979 | 2,806 | 2,722 | Logan Square |
| | | 1,182 | 1,286 | 1,158 | 1,167 | 1,171 | 589 | 0 | North Center |
| | | 940 | 1,083 | 892 | 890 | 876 | 859 | 818 | North Logan Square |
| | | 0 | 0 | 218 | 731 | 1,010 | 1,096 | 1,219 | North & Grand |
| 782 | 799 | 724 | 741 | 759 | 1,393 | 2,093 | Old Irving | | |
| | | 14,032 | 14,947 | 14,396 | 14,913 | 15,509 | 15,328 | 14,876 | Count = 9 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|------------------------------------|
| 9 | Silvestri | 0 | 0 | 0 | 8 | 6,410 | 8,080 | 8,338 | Busse Highway & Greenwood |
| | | 10,844 | 11,441 | 11,307 | 10,299 | 9,025 | 8,697 | 7,628 | Cumberland & Lawrence |
| | | 0 | 0 | 723 | 1,862 | 2,134 | 2,383 | 2,206 | Four Flags Center |
| | | 6,346 | 6,558 | 6,264 | 5,542 | 4,996 | 5,141 | 4,811 | Harlem & Belmont |
| | | 5,535 | 5,442 | 4,833 | 8,393 | 9,065 | 10,224 | 9,833 | Harlem & Irving |
| | | 8,453 | 8,003 | 7,793 | 7,439 | 7,049 | 6,906 | 5,753 | Milwaukee Avenue |
| | | 9,586 | 9,970 | 9,552 | 9,202 | 8,450 | 8,171 | 7,544 | Niles |
| | | 1,538 | 9 | 0 | 0 | 0 | 0 | 0 | Niles Dominick's - (Closed) |
| | | 0 | 0 | 298 | 1 | 0 | 0 | 0 | Norridge Commons - (Closed) |
| | | 4,347 | 4,502 | 4,580 | 4,569 | 4,304 | 4,368 | 3,943 | Northwest Highway & Harlem |
| | | 6,808 | 5,886 | 6,899 | 6,728 | 6,867 | 6,592 | 6,300 | Oak Park & River Forest Drive-Up |
| | | 13,612 | 14,059 | 14,067 | 13,901 | 9,689 | 8,590 | 7,447 | Park Ridge |
| | | 3,169 | 3,155 | 3,032 | 2,895 | 2,391 | 2,518 | 2,376 | Park Ridge Dominick's |
| | | 3,872 | 3,956 | 3,921 | 3,791 | 3,625 | 3,645 | 3,272 | River Grove Dominick's |
| | | 5,531 | 5,492 | 5,363 | 4,039 | 4,270 | 4,224 | 3,865 | Schiller Park |
| | | | | 79,641 | 78,473 | 78,632 | 78,669 | 78,275 | 79,539 |
| 10 | Gainer | 793 | 867 | 887 | 863 | 888 | 888 | 762 | 2603 N. Halsted |
| | | 844 | 1,101 | 886 | 768 | 870 | 827 | 780 | Bryn Mawr |
| | | 0 | 0 | 76 | 200 | 195 | 226 | 308 | Clark & Cornelia |
| | | 0 | 0 | 238 | 470 | 525 | 623 | 646 | Clark & Gregory |
| | | 448 | 468 | 525 | 430 | 487 | 530 | 433 | Devon - Arthur/Sheridan |
| | | 2,165 | 2,328 | 2,190 | 2,263 | 2,113 | 2,008 | 2,043 | East Lakeview |
| | | 745 | 1,205 | 1,132 | 1,097 | 1,022 | 1,079 | 1,061 | Edgewater |
| | | 617 | 682 | 695 | 618 | 569 | 610 | 472 | Irving Park & Sheridan |
| | | 1,749 | 1,664 | 1,572 | 1,503 | 1,589 | 1,663 | 1,786 | Lincoln Park Central |
| | | 6,431 | 7,198 | 7,336 | 7,491 | 7,133 | 7,236 | 7,084 | Lincolnwood |
| | | 487 | 565 | 590 | 529 | 516 | 507 | 530 | North Broadway Dominick's |
| | | 0 | 0 | 139 | 264 | 349 | 419 | 415 | North Broadway & Sheridan |
| | | 0 | 0 | 109 | 276 | 404 | 493 | 482 | North Sheridan & Foster |
| | | 1,256 | 1,488 | 1,469 | 1,299 | 1,299 | 1,381 | 1,185 | North Wells |
| | | 1,625 | 1,826 | 1,931 | 1,994 | 2,151 | 2,307 | 2,072 | North Wrigleyville |
| | | 1,137 | 1,141 | 1,119 | 1,003 | 1,177 | 1,286 | 1,494 | Peterson Western Damen |
| | | 4,988 | 4,796 | 4,649 | 4,599 | 4,467 | 4,446 | 4,192 | Sauganash |
| | | 1,011 | 1,309 | 1,160 | 1,063 | 1,179 | 1,258 | 1,099 | Sheffield & Armitage |
| | | 733 | 667 | 817 | 718 | 708 | 753 | 664 | Southport Waveland |
| | | 896 | 919 | 788 | 823 | 689 | 676 | 715 | Uptown |
| 3,395 | 3,203 | 3,090 | 2,745 | 2,638 | 2,657 | 2,184 | West Lakeview | | |
| | | 29,320 | 31,427 | 31,398 | 31,016 | 30,968 | 31,873 | 30,407 | Count = 21 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------------|---------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|---|
| 11 | Daley | 11,781 | 13,400 | 12,834 | 12,681 | 12,775 | 12,514 | 11,614 | 5687 S. Archer Ave. |
| | | 7,905 | 9,246 | 8,591 | 7,957 | 7,609 | 7,431 | 7,751 | 79th & Cicero |
| | | 1,721 | 60 | 0 | 0 | 0 | 0 | 0 | Archer & Central Dominick's - (Closed) |
| | | 7,900 | 8,195 | 6,909 | 6,409 | 6,154 | 4,875 | 4,153 | Beverly |
| | | 4,267 | 4,118 | 3,890 | 3,909 | 4,141 | 4,069 | 3,978 | Bridgeport |
| | | 0 | 0 | 242 | 938 | 1,498 | 1,720 | 0 | Burbank Station |
| | | 3,688 | 3,744 | 3,394 | 3,204 | 3,200 | 3,000 | 2,988 | Chicago Lawn |
| | | 0 | 0 | 587 | 1,254 | 1,196 | 1,145 | 1,143 | Cicero & 106th |
| | | 13,167 | 14,647 | 13,342 | 12,215 | 11,446 | 11,001 | 9,728 | Oak Lawn/95th Street |
| | | 2,628 | 2,822 | 2,752 | 3,120 | 3,303 | 3,629 | 3,916 | South Ashland Dominick's |
| | | 3,645 | 3,485 | 2,894 | 2,838 | 2,619 | 2,631 | 2,185 | Western |
| 56,702 | 59,717 | 55,435 | 54,525 | 53,941 | 52,015 | 47,456 | Count = 10 | | |
| 12 | Fritchey | 1,317 | 1,453 | 1,400 | 1,300 | 1,313 | 1,323 | 1,154 | Andersonville |
| | | 9,755 | 11,068 | 7,441 | 4,658 | 4,349 | 4,254 | 3,846 | Belmont & Central |
| | | 700 | 989 | 987 | 990 | 839 | 858 | 776 | Belmont & Racine |
| | | 0 | 0 | 274 | 769 | 921 | 965 | 1,224 | Clybourn Square |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 1,004 | Elston & Laramie NEW |
| | | 1,338 | 1,551 | 1,347 | 1,220 | 1,297 | 1,107 | 1,074 | Fullerton & Wood |
| | | 2,772 | 3,021 | 2,919 | 2,771 | 2,941 | 2,497 | 2,167 | Jefferson Park |
| | | 912 | 758 | 695 | 724 | 734 | 719 | 626 | Lawrence & Kedzie |
| | | 1,493 | 1,573 | 1,346 | 1,067 | 1,030 | 1,074 | 971 | Lincoln Berwyn |
| | | 1,686 | 1,943 | 2,008 | 1,697 | 1,786 | 1,582 | 1,755 | Lincoln/Byron/Irving |
| | | 2,006 | 1,980 | 1,925 | 1,647 | 1,753 | 1,527 | 1,757 | Lincoln Park |
| | | 1,132 | 1,037 | 1,150 | 1,021 | 1,098 | 1,069 | 955 | Lincoln Square |
| | | 0 | 0 | 230 | 655 | 785 | 1,016 | 960 | Lincoln & Summerdale |
| | | 1,075 | 1,219 | 1,150 | 1,104 | 1,166 | 1,155 | 961 | Lincoln & Wellington |
| | | 0 | 0 | 0 | 0 | 1,409 | 3,538 | 3,489 | Montrose & Central |
| | | 1,805 | 2,087 | 2,424 | 2,420 | 2,532 | 2,599 | 2,353 | North Pulaski |
| | | 2,439 | 2,385 | 2,408 | 2,462 | 2,443 | 2,354 | 2,239 | Ravenswood |
| | | 3,164 | 3,159 | 2,667 | 2,384 | 1,839 | 1,642 | 1,504 | Six Corners |
| | | 1,300 | 1,371 | 1,387 | 1,245 | 1,141 | 1,304 | 1,295 | Western & Addison |
| 32,894 | 35,594 | 31,758 | 28,134 | 29,376 | 30,583 | 30,110 | Count = 19 | | |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|--|
| 13 | Suffredin | 1,376 | 1,587 | 1,656 | 1,671 | 1,728 | 1,784 | 1,685 | Chicago Avenue |
| | | 427 | 475 | 434 | 418 | 343 | 379 | 334 | Clark & Howard Dominick's |
| | | 7,973 | 8,447 | 6,383 | 6,122 | 5,955 | 6,263 | 5,869 | Dempster |
| | | 0 | 0 | 3,559 | 4,515 | 4,723 | 4,744 | 4,849 | Dempster & Gross Pointe |
| | | 525 | 581 | 543 | 562 | 599 | 648 | 704 | Evanston Dominick's |
| | | 2,033 | 2,043 | 2,037 | 2,256 | 1,905 | 1,998 | 1,798 | Grove Street |
| | | 0 | 0 | 120 | 314 | 327 | 402 | 317 | Howard & Clark |
| | | 2,205 | 2,328 | 2,357 | 2,166 | 2,017 | 2,058 | 1,853 | Hubbard Woods |
| | | 7,227 | 7,310 | 6,779 | 6,120 | 5,934 | 5,792 | 5,278 | Lincoln |
| | | 1,758 | 1,752 | 1,696 | 1,665 | 1,616 | 1,746 | 1,622 | Lincolnwood Pratt Dominick's |
| | | 2,460 | 2,442 | 2,328 | 2,372 | 2,468 | 2,476 | 2,259 | McDaniel |
| | | 9,575 | 10,298 | 9,771 | 9,540 | 9,373 | 9,421 | 8,951 | Niles Dempster |
| | | 171 | 10 | 0 | 14 | 0 | 0 | 0 | North Damen Dominick's - (Closed) |
| | | 2,901 | 2,966 | 3,009 | 2,930 | 3,105 | 3,108 | 2,806 | North Evanston |
| | | 1,898 | 1,757 | 1,886 | 1,757 | 1,622 | 1,609 | 1,506 | Orrington |
| | | 3,258 | 3,215 | 2,999 | 2,941 | 2,882 | 2,873 | 2,480 | Rogers Park |
| | | 4,163 | 4,598 | 4,030 | 4,086 | 4,334 | 4,182 | 3,925 | Skokie/Old Glenview |
| | | 5,324 | 5,144 | 5,219 | 5,042 | 5,274 | 5,198 | 4,958 | Skokie/West Touhy Avenue |
| | | 0 | 0 | 63 | 215 | 286 | 340 | 373 | West Morse & Glenwood |
| | | 4,828 | 5,231 | 5,437 | 5,388 | 5,262 | 5,380 | 5,034 | Wilmette Main |
| 3,030 | 3,411 | 3,464 | 3,453 | 3,440 | 3,407 | 3,274 | Winnetka & Winnetka Drive-Up | | |
| | | 61,132 | 63,595 | 63,770 | 63,547 | 63,193 | 63,808 | 59,875 | Count = 20 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|---------------------------------------|
| 14 | Goslin | 18 | 0 | 0 | 0 | 0 | 0 | 0 | Allstate Northbrook - (CLOSED) |
| | | 7,840 | 8,049 | 8,076 | 7,913 | 7,888 | 7,736 | 7,276 | Arlington - Rand |
| | | 7,401 | 7,836 | 7,717 | 7,643 | 7,432 | 7,263 | 6,769 | Arlington Heights - Dunton |
| | | 2,969 | 3,184 | 3,465 | 3,162 | 2,918 | 2,941 | 2,765 | Barrington |
| | | 3,364 | 3,591 | 3,712 | 3,313 | 3,248 | 3,101 | 2,957 | Buffalo Grove Dundee Dominick's |
| | | 5,000 | 5,266 | 5,282 | 5,054 | 4,823 | 4,299 | 4,036 | Cherry Lane Northbrook |
| | | 0 | 0 | 0 | 0 | 15 | 1,926 | 2,148 | Dundee & Milwaukee |
| | | 0 | 0 | 0 | 0 | 1,417 | 2,746 | 2,676 | Dundee & Sanders |
| | | 1,520 | 1,572 | 1,636 | 1,607 | 1,607 | 1,678 | 1,682 | Glenview Dominick's |
| | | 5,725 | 6,385 | 6,340 | 6,329 | 6,273 | 6,024 | 5,404 | Glenview River Drive |
| | | 728 | 333 | 0 | 0 | 0 | 0 | 0 | Kenilworth - (Closed) |
| | | 87 | 52 | 73 | 36 | 43 | 44 | 35 | Luther Village |
| | | 4,618 | 4,390 | 4,526 | 4,147 | 3,887 | 3,212 | 2,842 | Northbrook |
| | | 1,304 | 1,449 | 1,332 | 1,418 | 1,153 | 807 | 727 | Northbrook Dominick's |
| | | 2,582 | 3,068 | 2,931 | 2,820 | 2,870 | 2,883 | 2,688 | Northfield |
| | | 515 | 29 | 415 | 491 | 516 | 490 | 509 | Northfield Dominick's |
| | | 0 | 0 | 0 | 2,082 | 4,978 | 5,838 | 6,117 | Northwest Hwy & Smith Street |
| | | 0 | 0 | 474 | 926 | 636 | 729 | 0 | Northwest Shopping Ctr. |
| | | 4,968 | 4,804 | 4,789 | 3,947 | 3,389 | 3,166 | 2,997 | Palatine |
| | | 2,176 | 2,280 | 2,073 | 1,505 | 1,137 | 975 | 1,267 | Palatine Dominick's |
| | | 7,370 | 8,075 | 8,072 | 7,414 | 6,749 | 6,509 | 6,216 | Palatine South |
| | | 7,083 | 7,242 | 7,335 | 7,397 | 7,502 | 7,256 | 6,421 | Pfingsten |
| | | 3,633 | 3,781 | 3,835 | 3,642 | 4,016 | 4,900 | 4,925 | Rolling Meadows |
| | | 0 | 0 | 339 | 741 | 796 | 833 | 707 | S. Waukegan Rd & Lake Cook |
| 0 | 0 | 346 | 1,176 | 1,396 | 1,295 | 1,216 | The Grove | | |
| 0 | 0 | 0 | 0 | 28 | 2,162 | 2,180 | Waukegan & Three Lakes | | |
| | | 68,901 | 71,386 | 72,768 | 72,763 | 74,717 | 78,813 | 74,560 | Count = 24 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|---------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|--|
| 15 | Schneider | 4,534 | 4,635 | 4,483 | 4,360 | 4,480 | 4,633 | 4,433 | Elk Grove Dominick's |
| | | 0 | 0 | 0 | 0 | 7 | 15 | 19 | Friendship Village |
| | | 5,244 | 5,329 | 5,207 | 5,002 | 4,740 | 4,800 | 4,515 | Golf Road |
| | | 88 | 5,519 | 3,571 | 2,011 | 2,195 | 2,210 | 2,088 | Hanover Park |
| | | 4,026 | 4,271 | 4,260 | 4,295 | 4,221 | 4,613 | 4,618 | Hoffman Estates |
| | | 656 | 780 | 725 | 664 | 624 | 0 | 0 | Hoffman Estates Dominick's |
| | | 0 | 0 | 372 | 782 | 966 | 1,094 | 0 | Meadows Pt |
| | | 7,084 | 6,113 | 6,491 | 6,209 | 6,307 | 5,781 | 5,118 | Mt. Prospect - Busse |
| | | 6,823 | 7,314 | 7,034 | 7,321 | 7,194 | 7,165 | 6,569 | Mt. Prospect - Countryside |
| | | 11,623 | 11,913 | 12,110 | 12,313 | 11,794 | 11,359 | 10,335 | Randhurst |
| | | 0 | 0 | 1,033 | 2,935 | 3,492 | 4,384 | 4,295 | Roselle and Wise |
| | | 3,744 | 3,345 | 3,197 | 3,216 | 3,163 | 3,245 | 3,121 | Schaumburg - Barrington Road |
| | | 1,197 | 1,250 | 1,210 | 1,181 | 1,133 | 1,306 | 1,282 | Schaumburg - Higgins Dominick's |
| | | 5,666 | 5,870 | 5,674 | 5,839 | 5,747 | 5,887 | 5,407 | Schaumburg - Meacham |
| | | 5,135 | 4,965 | 4,396 | 3,680 | 3,567 | 3,620 | 3,290 | Schaumburg - Roselle Dominick's |
| | | 2,123 | 2,617 | 2,319 | 2,306 | 2,353 | 2,428 | 2,278 | Shady Oaks |
| | | 4,147 | 3,816 | 3,542 | 3,527 | 3,441 | 3,531 | 3,233 | Streamwood |
| | | 2,292 | 2,664 | 2,563 | 2,797 | 2,661 | 2,725 | 2,610 | Streamwood - Route 59 |
| 285 | 279 | 254 | 265 | 263 | 234 | 212 | Woodfield | | |
| | | 64,667 | 70,680 | 68,441 | 68,703 | 68,348 | 69,030 | 63,423 | Count = 19 |
| 16 | Tobolski | 4,308 | 4,899 | 4,433 | 3,790 | 3,747 | 3,631 | 3,356 | 1730 S. Harlem |
| | | 7,578 | 7,765 | 7,317 | 7,383 | 7,445 | 7,549 | 7,129 | Berwyn |
| | | 4,902 | 5,531 | 5,779 | 5,574 | 5,591 | 5,520 | 5,098 | Countryside Willow Spgs Dominick's |
| | | 0 | 0 | 31 | 2,081 | 2,431 | 2,663 | 2,655 | Hillside Town Center |
| | | 11,404 | 11,311 | 10,854 | 9,731 | 9,686 | 9,266 | 8,753 | La Grange Main & La Grange Drive-Up |
| | | 9,912 | 8,631 | 7,041 | 6,486 | 5,874 | 5,485 | 5,199 | Melrose Park |
| | | 873 | 0 | 0 | 0 | 0 | 0 | 0 | North Riverside Dominick's - (Closed) |
| | | 8,718 | 8,803 | 8,762 | 8,310 | 8,207 | 8,269 | 7,402 | Ogden Avenue & Home |
| | | 6,896 | 8,048 | 8,320 | 6,839 | 6,591 | 6,104 | 5,500 | Westchester |
| | | 4,172 | 4,277 | 5,426 | 3,981 | 4,038 | 3,987 | 3,659 | Western Springs Dominick's |
| | | 58,763 | 59,265 | 57,963 | 54,175 | 53,610 | 52,474 | 48,751 | Count = 9 |

| DIST. # | COMMISSIONER | # OF PAYMENTS (2/4/07 - 2/1/08) | # OF PAYMENTS (2/2/08 - 1/31/09) | # OF PAYMENTS (2/2/09 - 1/22/10) | # OF PAYMENTS (1/25/10 - 1/31/11) | # OF PAYMENTS (2/1/11 - 1/31/12) | # OF PAYMENTS (2/1/12 - 1/31/13) | # OF PAYMENTS (2/1/13 - 9/30/13) | CHASE BRANCH |
|----------------------------|--------------|---------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|---|
| 17 | Gorman | 5,763 | 6,196 | 5,997 | 5,277 | 5,172 | 5,223 | 3,822 | Des Plaines Dominick's |
| | | 3,658 | 3,812 | 3,732 | 3,716 | 3,694 | 3,671 | 3,356 | Elk Grove Village - Higgins Road |
| | | 0 | 0 | 1,541 | 4,883 | 6,832 | 8,183 | 10,456 | Hickory Palos Square |
| | | 5,407 | 5,676 | 5,479 | 5,799 | 5,966 | 6,185 | 5,860 | Lemont |
| | | 0 | 0 | 0 | 1,176 | 3,280 | 3,882 | 3,990 | Manheim & Grand |
| | | 0 | 0 | 508 | 1,529 | 1,967 | 2,352 | 2,506 | Marley Creek Square |
| | | 0 | 0 | 161 | 435 | 557 | 335 | 352 | Mokena Market Place |
| | | 3 | 1 | 0 | 76 | 0 | 0 | 0 | Mount Prospect Dominick's - (Closed) |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 2,242 | Oakton & Lee NEW |
| | | 10,483 | 10,195 | 9,637 | 9,867 | 10,193 | 10,400 | 8,343 | Orland Park - Harlem |
| | | 21,501 | 19,957 | 17,535 | 17,923 | 17,454 | 17,837 | 15,877 | Orland Park - LaGrange |
| | | 33 | 3,510 | 3,831 | 3,697 | 3,164 | 3,326 | 2,964 | Northlake |
| | | 6,057 | 5,904 | 4,900 | 3,879 | 3,578 | 3,389 | 2,976 | Palos Heights Dominick's |
| | | 0 | 0 | 0 | 0 | 1,210 | 3,362 | 3,499 | Rand & Central |
| | | 0 | 0 | 12 | 3,667 | 4,909 | 5,177 | 5,303 | Ridgeland & 127th |
| 0 | 0 | 0 | 0 | 0 | 0 | 2,389 | Tnley Park NEW | | |
| | | 52,905 | 55,251 | 53,333 | 61,924 | 67,976 | 73,322 | 73,935 | Count = 15 |
| TOTAL - COOK COUNTY | | 743,523 | 768,109 | 741,793 | 759,585 | 773,348 | 789,526 | 742,983 | Count = 252 |

PROPERTY TAX PAYMENTS

Chase Bank Payment Centers – Non-Cook County Locations

(New Branches are identified in red print.)

| # OF PAYMENTS (2/4/07 thru 2/1/08) | # OF PAYMENTS (2/2/08 thru 1/31/09) | # OF PAYMENTS (2/2/09 thru 1/22/10) | # OF PAYMENTS (1/25/10 thru 1/31/11) | # OF PAYMENTS (2/1/11 thru 1/31/12) | # OF PAYMENTS (2/1/12 thru 1/31/13) | # OF PAYMENTS (2/1/13 thru 9/30/13) | CITY | CHASE BRANCH |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------|------------------------------|
| 656 | 740 | 722 | 1,044 | 508 | 396 | 351 | Addison | Addison |
| 0 | 0 | 70 | 514 | 654 | 664 | 706 | Addison | Green Meadow |
| 197 | 420 | 326 | 292 | 205 | 206 | 217 | Algonquin | Algonquin |
| 0 | 0 | 0 | 103 | 102 | 121 | 168 | Algonquin | Randall & Harnish |
| 182 | 188 | 154 | 642 | 137 | 146 | 143 | Antioch | Antioch |
| 0 | 0 | 0 | 160 | 56 | 105 | 57 | Antioch | Deep Lake & Rt 173 |
| 19 | 19 | 24 | 31 | 15 | 20 | 10 | Aurora | Aurora Dominick's |
| 0 | 3 | 87 | 337 | 75 | 82 | 82 | Aurora | Aurora Farnsworth |
| 0 | 1 | 0 | 2 | 5 | 15 | 10 | Aurora | Aurora Fox Valley Commercial |
| 0 | 0 | 0 | 730 | 125 | 132 | 130 | Aurora | Eola and Indian Trail |
| 327 | 278 | 178 | 715 | 152 | 134 | 141 | Aurora | Fox Valley |
| 105 | 104 | 174 | 558 | 178 | 101 | 128 | Aurora | West Aurora |
| 163 | 150 | 191 | 278 | 227 | 259 | 323 | Bannockburn | Bannockburn Dominick's |
| 553 | 561 | 609 | 1,013 | 595 | 696 | 637 | Bartlett | Bartlett Stearns Dominick's |
| 51 | 52 | 46 | 493 | 70 | 64 | 73 | Batavia | Batavia Avenue |
| 77 | 175 | 176 | 1,034 | 182 | 139 | 142 | Batavia | Randall |
| 452 | 620 | 285 | 298 | 204 | 199 | 201 | Bensenville | Bensenville Dominick's |
| 533 | 507 | 509 | 1,392 | 557 | 515 | 507 | Bensenville | Bensenville Main |
| 1,248 | 1,204 | 1,144 | 1,306 | 777 | 780 | 696 | Bensenville | Grand |
| 68 | 72 | 61 | 98 | 52 | 22 | 0 | Bloomington | Bloomington Gary Dominick's |
| 0 | 0 | 0 | 0 | 4 | 173 | 180 | Bloomington | North Ave & Bloomington Rd. |
| 790 | 844 | 1,005 | 2,481 | 740 | 784 | 665 | Bloomington | Springbrook |
| 1,053 | 1,056 | 946 | 2,685 | 965 | 826 | 858 | Bloomington | Stratford |
| 0 | 0 | 0 | 142 | 3 | 9 | 6 | Bloomington | Bloomington Downtown |
| 0 | 0 | 0 | 447 | 0 | 9 | 11 | Bloomington | Bloomington Main |

| # OF PAYMENTS (2/4/07 thru 2/1/08) | # OF PAYMENTS (2/2/08 thru 1/31/09) | # OF PAYMENTS (2/2/09 thru 1/22/10) | # OF PAYMENTS (1/25/10 thru 1/31/11) | # OF PAYMENTS (2/1/11 thru 1/31/12) | # OF PAYMENTS (2/1/12 thru 1/31/13) | # OF PAYMENTS (2/1/13 thru 9/30/13) | CITY | CHASE BRANCH |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------------|--|
| 0 | 0 | 0 | 122 | 0 | 0 | 8 | Bloomington | West Market Bloomington |
| 194 | 504 | 245 | 213 | 221 | 238 | 227 | Bolingbrook | Bolingbrook |
| 0 | 109 | 149 | 285 | 296 | 302 | 251 | Bolingbrook | Boughton & Janes |
| 175 | 203 | 247 | 308 | 250 | 286 | 284 | Bolingbrook | Bolingbrook/Weber Road |
| 703 | 815 | 734 | 855 | 657 | 686 | 706 | Buffalo Grove | Buffalo Grove Lake Cook Dominick's |
| 342 | 357 | 357 | 705 | 402 | 384 | 363 | Buffalo Grove | Half Day Dominick's |
| 340 | 325 | 298 | 1,752 | 366 | 272 | 277 | Carol Stream | Carol Stream |
| 26 | 37 | 22 | 37 | 22 | 12 | 15 | Carol Stream | Carol Stream Dominick's |
| 0 | 8 | 283 | 1,240 | 347 | 400 | 338 | Carpentersville | Carpentersville |
| 58 | 57 | 45 | 267 | 40 | 0 | 0 | Carpentersville | Carpentersville Dominick's |
| 0 | 0 | 107 | 548 | 117 | 150 | 142 | Carpentersville | Randall & Binnie |
| 108 | 102 | 120 | 109 | 154 | 127 | 139 | Cary | Cary |
| 0 | 0 | 0 | 0 | 0 | 4 | 6 | Champaign | Champaign Downtown |
| 0 | 0 | 0 | 0 | 2 | 9 | 5 | Champaign | County Fair |
| 0 | 0 | 0 | 0 | 0 | 4 | 6 | Champaign | Urbana |
| 0 | 8 | 80 | 67 | 95 | 96 | 96 | Channahon | Channahon |
| 107 | 81 | 70 | 87 | 122 | 131 | 116 | Crest Hill | Crest Hill |
| 34 | 32 | 30 | 29 | 19 | 29 | 21 | Crystal Lake | Crystal Lake Dominick's |
| 157 | 216 | 254 | 312 | 285 | 229 | 247 | Crystal Lake | Crystal Lake Main |
| 1,298 | 1,543 | 1,513 | 2,691 | 1,350 | 1,311 | 1,121 | Deerfield | Deerfield |
| 0 | 0 | 63 | 398 | 318 | 258 | 323 | Downers Grove | Downers Grove |
| 136 | 224 | 128 | 156 | 102 | 80 | 82 | Downers Grove | Downers Grove Dominick's |
| 921 | 649 | 670 | 2,661 | 784 | 630 | 617 | Downers Grove | Downers Grove Ogden |
| 0 | 0 | 0 | 0 | 0 | 288 | 521 | DuPage | Main & 63rd Street |
| 0 | 0 | 0 | 0 | 3 | 106 | 109 | DuPage | Butterfield & SR 53 |
| 0 | 0 | 0 | 0 | 0 | 120 | 402 | DuPage | Yorktown Center |
| 27 | 2 | 0 | 0 | 0 | 0 | 0 | East Dundee | East Dundee Dominick's (Closed) |
| 217 | 213 | 202 | 820 | 203 | 172 | 184 | Elgin | Elgin |
| 378 | 413 | 401 | 2,027 | 449 | 380 | 375 | Elgin | Elgin Randall Road |
| 129 | 157 | 129 | 2,097 | 186 | 186 | 165 | Elgin | Larkin |
| 137 | 219 | 202 | 863 | 241 | 207 | 206 | Elgin | Mclean |

| # OF PAYMENTS (2/4/07 thru 2/1/08) | # OF PAYMENTS (2/2/08 thru 1/31/09) | # OF PAYMENTS (2/2/09 thru 1/22/10) | # OF PAYMENTS (1/25/10 thru 1/31/11) | # OF PAYMENTS (2/1/11 thru 1/31/12) | # OF PAYMENTS (2/1/12 thru 1/31/13) | # OF PAYMENTS (2/1/13 thru 9/30/13) | CITY | CHASE BRANCH |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------------|---|
| 0 | 0 | 0 | 0 | 100 | 222 | 254 | Elgin | South Elgin Randall Rd |
| 1,530 | 1,329 | 1,172 | 1,511 | 824 | 817 | 703 | Elmhurst | Elmhurst |
| 331 | 390 | 309 | 265 | 199 | 157 | 156 | Elmhurst | Elmhurst Dominick's |
| 0 | 0 | 263 | 704 | 720 | 872 | 1,027 | Elmhurst | Elmhurst Plaza |
| 0 | 0 | 14 | 742 | 566 | 592 | 648 | Elmhurst | St Charles & West |
| 29 | 28 | 28 | 116 | 29 | 35 | 27 | Fox Lake | Fox Lake Dominick's |
| 0 | 1 | 123 | 460 | 120 | 142 | 146 | Fox Lake | Fox Lake Dominick's |
| 0 | 185 | 175 | 432 | 165 | 165 | 170 | Fox River Grove | Fox River Grove |
| 87 | 38 | 31 | 31 | 37 | 50 | 69 | Fox River Grove | Fox River Grove Dominick's |
| 2,187 | 2,294 | 1,764 | 1,770 | 1,701 | 1,612 | 1,387 | Frankfort | Frankfort |
| 199 | 232 | 225 | 194 | 215 | 165 | 222 | Frankfort | Frankfort Dominick's |
| 11 | 11 | 34 | 63 | 25 | 30 | 46 | Geneva | Geneva Dominick's |
| 545 | 483 | 481 | 1,544 | 407 | 422 | 386 | Glen Ellyn | Glen Ellyn |
| 76 | 33 | 41 | 54 | 22 | 35 | 44 | Glen Ellyn | Glen Ellyn Dominick's |
| 0 | 12 | 444 | 1,116 | 475 | 511 | 473 | Glendale Heights | Army Trail & Bloomingdale |
| 46 | 2 | 11 | 0 | 0 | 0 | 0 | Glendale Heights | Glendale Heights Dominick's (Closed) |
| 4 | 114 | 159 | 502 | 120 | 153 | 161 | Grayslake | Grayslake |
| 278 | 234 | 330 | 657 | 285 | 276 | 254 | Gurnee | Gurnee |
| 14 | 14 | 19 | 62 | 77 | 21 | 25 | Gurnee | Gurnee Dominick's |
| 0 | 0 | 0 | 1,009 | 1,150 | 1,259 | 1,420 | Highland Park | Clavey and US 41 |
| 1,016 | 1,206 | 1,100 | 2,334 | 892 | 922 | 916 | Highland Park | Highland Pk & Highland Pk Drive-Up |
| 2,900 | 2,996 | 3,093 | 3,571 | 2,716 | 2,566 | 2,542 | Hinsdale | Hinsdale Ogden |
| 944 | 1,015 | 943 | 960 | 1,016 | 1,182 | 1,221 | Homer Glen | Lockport Dominick's |
| 211 | 307 | 252 | 768 | 250 | 275 | 232 | Huntley | Huntley |
| 0 | 0 | 0 | 31 | 77 | 103 | 120 | Johnsburg | Johnsburg |
| 133 | 140 | 170 | 213 | 234 | 208 | 183 | Joliet | Jefferson |
| 14 | 15 | 21 | 15 | 23 | 7 | 15 | Joliet | Joliet Caton Farm Dominick's |
| 50 | 33 | 57 | 55 | 98 | 73 | 54 | Joliet | Scott |
| 0 | 0 | 0 | 0 | 131 | 488 | 562 | Lake | Long Grove |
| 0 | 0 | 0 | 430 | 154 | 169 | 136 | Lake Bluff | Lake Bluff |
| 384 | 401 | 362 | 527 | 416 | 358 | 348 | Lake Forest | Lake Forest |

| # OF PAYMENTS (2/4/07 thru 2/1/08) | # OF PAYMENTS (2/2/08 thru 1/31/09) | # OF PAYMENTS (2/2/09 thru 1/22/10) | # OF PAYMENTS (1/25/10 thru 1/31/11) | # OF PAYMENTS (2/1/11 thru 1/31/12) | # OF PAYMENTS (2/1/12 thru 1/31/13) | # OF PAYMENTS (2/1/13 thru 9/30/13) | CITY | CHASE BRANCH |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------|------------------------------------|
| 323 | 369 | 318 | 337 | 346 | 324 | 228 | Lake in the Hills | Lake in the Hills |
| 178 | 101 | 111 | 270 | 96 | 130 | 99 | Lake Zurich | Lake Zurich Dominick's |
| 389 | 483 | 520 | 1,546 | 618 | 622 | 561 | Lake Zurich | Lake Zurich Plaza |
| 549 | 995 | 663 | 1,351 | 608 | 662 | 579 | Lake Zurich | Lake Zurich Rand Road |
| 131 | 158 | 156 | 575 | 194 | 165 | 180 | Libertyville | Cook |
| 428 | 526 | 658 | 1,229 | 447 | 466 | 433 | Libertyville | Libertyville - Milwaukee |
| 0 | 10 | 75 | 291 | 148 | 164 | 136 | Lindenhurst | Linden Plaza |
| 25 | 490 | 268 | 293 | 363 | 365 | 320 | Lockport | Farrell & 159th |
| 3 | 922 | 1,032 | 1,579 | 1,198 | 1,046 | 1,009 | Lombard | Highland & Roosevelt |
| 0 | 0 | 0 | 7 | 139 | 14 | 22 | Loves Park | Loves Park |
| 45 | 53 | 31 | 27 | 56 | 71 | 77 | Marengo | Marengo |
| 0 | 0 | 0 | 0 | 16 | 59 | 59 | McHenry | JR Rakow Rd & SR 31 |
| 133 | 725 | 1,446 | 157 | 90 | 84 | 109 | McHenry | McHenry & McHenry Drive-Up |
| 420 | 535 | 413 | 295 | 242 | 255 | 226 | Mokena | Mokena |
| 0 | 0 | 0 | 16 | 25 | 32 | 22 | Montgomery | Orchard & Mayfield |
| 0 | 55 | 34 | 49 | 39 | 75 | 55 | Morris | Route 47 & Route 6 |
| 154 | 236 | 168 | 381 | 139 | 187 | 218 | Mundelein | Mundelein Dominick's |
| 0 | 0 | 293 | 852 | 427 | 483 | 505 | Mundelein | Townline & Lake |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | Naperville | Commercial/Wheaton (Closed) |
| 298 | 474 | 480 | 1,018 | 512 | 726 | 598 | Naperville | Naper & Ogden |
| 555 | 547 | 488 | 1,944 | 550 | 551 | 521 | Naperville | Naperville |
| 41 | 30 | 23 | 73 | 33 | 23 | 40 | Naperville | Naperville Dominick's |
| 134 | 99 | 84 | 344 | 146 | 128 | 115 | Naperville | Naperville Downtown |
| 40 | 60 | 67 | 45 | 103 | 88 | 71 | Naperville | Naperville - Route 59 Dominick's |
| 0 | 0 | 149 | 347 | 217 | 113 | 105 | Naperville | Rt. 59 and Brookdale |
| 147 | 28 | 35 | 76 | 40 | 50 | 39 | Naperville | South Naper Dominick's |
| 172 | 196 | 140 | 138 | 137 | 162 | 167 | Naperville | South Naperville |
| 0 | 4 | 148 | 448 | 185 | 239 | 273 | Naperville | Springbrook Prairie |
| 271 | 343 | 364 | 338 | 328 | 326 | 332 | New Lenox | New Lenox |
| 0 | 0 | 0 | 11 | 28 | 33 | 28 | North Aurora | Orchard & Oak |
| 2,413 | 2,371 | 2,247 | 2,415 | 1,689 | 2,034 | 1,709 | Oak Brook | Oak Brook |

| # OF PAYMENTS (2/4/07 thru 2/1/08) | # OF PAYMENTS (2/2/08 thru 1/31/09) | # OF PAYMENTS (2/2/09 thru 1/22/10) | # OF PAYMENTS (1/25/10 thru 1/31/11) | # OF PAYMENTS (2/1/11 thru 1/31/12) | # OF PAYMENTS (2/1/12 thru 1/31/13) | # OF PAYMENTS (2/1/13 thru 9/30/13) | CITY | CHASE BRANCH |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------------|-------------------------|
| 2,161 | 1,955 | 4,175 | 6,037 | 5,888 | 6,016 | 5,857 | Orland Park | Orland Park Southmoor |
| 0 | 0 | 0 | 11 | 7 | 8 | 8 | Oswego | Oswego Dominick's |
| 0 | 0 | 0 | 16 | 26 | 19 | 13 | Oswego | Oswego Orchard Road |
| 0 | 0 | 142 | 60 | 80 | 84 | 82 | Oswego | Rte. 34 and 5th St. |
| 0 | 0 | 0 | 306 | 0 | 5 | 10 | Peoria | Knoxville |
| 0 | 0 | 0 | 45 | 0 | 1 | 7 | Peoria | Peoria Main |
| 0 | 0 | 0 | 150 | 0 | 0 | 0 | Peoria | Wisconsin Plaza |
| 0 | 0 | 0 | 0 | 0 | 4 | 3 | Peoria | Sterling Kroger |
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | Peoria | Evergreen Square Kroger |
| 114 | 122 | 54 | 60 | 45 | 58 | 60 | Plainfield | Plainfield |
| 0 | 3 | 129 | 152 | 176 | 169 | 157 | Plainfield | Rt. 59 and 135th St. |
| 836 | 838 | 799 | 1,244 | 846 | 703 | 651 | Riverwoods | Riverwoods |
| 0 | 0 | 0 | 3 | 9 | 19 | 31 | Rockford | Harrison Rockford |
| 0 | 0 | 0 | 0 | 9 | 13 | 4 | Rockford | Rockford Downtown |
| 0 | 0 | 0 | 0 | 0 | 0 | 114 | Rockford | Jefferson Drive-Up |
| 0 | 0 | 0 | 47 | 92 | 119 | 103 | Rockford | Mulford |
| 0 | 0 | 0 | 3 | 1 | 10 | 3 | Rockford | North Main Rockford |
| 0 | 0 | 0 | 0 | 9 | 6 | 8 | Rock Island | Moline Main |
| 0 | 0 | 0 | 0 | 6 | 4 | 10 | Rock Island | City Line |
| 0 | 0 | 0 | 6 | 25 | 26 | 24 | Roscoe | Roscoe |
| 91 | 71 | 49 | 36 | 22 | 32 | 24 | Romeoville | Romeoville Dominick's |
| 153 | 237 | 154 | 129 | 152 | 138 | 129 | Romeoville | Romeoville Phelps |
| 0 | 90 | 231 | 279 | 285 | 272 | 208 | Romeoville | Weber & Airport |
| 0 | 0 | 0 | 172 | 46 | 49 | 53 | Round Lake | Round Lake |
| 0 | 0 | 0 | 326 | 73 | 84 | 72 | Round Lake Beach | Round Lake Beach |
| 0 | 0 | 0 | 1 | 3 | 1 | 0 | Sangamon | Springfield East |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | Sangamon | Springfield Main |
| 0 | 0 | 0 | 0 | 0 | 2 | 2 | Sangamon | Springfield North |
| 0 | 0 | 0 | 0 | 0 | 2 | 8 | Sangamon | Springfield West |
| 108 | 99 | 237 | 102 | 140 | 129 | 114 | Shorewood | Shorewood |
| 21 | 22 | 15 | 17 | 20 | 28 | 48 | Shorewood | Shorewood Dominick's |

| # OF PAYMENTS (2/4/07 thru 2/1/08) | # OF PAYMENTS (2/2/08 thru 1/31/09) | # OF PAYMENTS (2/2/09 thru 1/22/10) | # OF PAYMENTS (1/25/10 thru 1/31/11) | # OF PAYMENTS (2/1/11 thru 1/31/12) | # OF PAYMENTS (2/1/12 thru 1/31/13) | # OF PAYMENTS (2/1/13 thru 9/30/13) | CITY | CHASE BRANCH |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--|
| 0 | 102 | 187 | 146 | 181 | 180 | 172 | Shorewood | Shorewood - Route 59 |
| 0 | 0 | 400 | 153 | 45 | 32 | 28 | South Elgin | South Elgin Caputos |
| 11 | 0 | 0 | 0 | 0 | 0 | 0 | South Elgin | South Elgin Dominick's (Closed) |
| 0 | 0 | 106 | 84 | 85 | 95 | 84 | Spring Grove | Spring Grove |
| 417 | 247 | 269 | 1,186 | 335 | 371 | 295 | St Charles | Dunham |
| 15 | 18 | 20 | 10 | 0 | 0 | 0 | St Charles | St Charles Dominick's (Closed) |
| 221 | 220 | 226 | 1,426 | 354 | 324 | 314 | St Charles | St Charles Randall |
| 1 | 186 | 179 | 271 | 78 | 56 | 46 | Sugar Grove | Sugar Grove |
| 327 | 399 | 428 | 743 | 399 | 448 | 403 | Vernon Hills | Vernon Hills |
| 126 | 120 | 101 | 848 | 116 | 126 | 110 | Warrenville | Warrenville |
| 133 | 133 | 165 | 521 | 214 | 204 | 255 | Wauconda | Wauconda |
| 0 | 74 | 185 | 420 | 235 | 209 | 174 | Waukegan | Northpoint & Route 120 |
| 0 | 0 | 0 | 239 | 128 | 126 | 101 | Wheaton | Roosevelt & County Farm |
| 45 | 188 | 45 | 87 | 23 | 31 | 49 | Wheaton | Wheaton Dominick's |
| 204 | 187 | 201 | 1,771 | 195 | 205 | 178 | Wheaton | Wheaton Main & Wheaton Drive-UP |
| 467 | 383 | 398 | 2,424 | 363 | 320 | 251 | Wheaton | Wheaton South |
| 0 | 0 | 0 | 0 | 14 | 65 | 82 | Will | Essington & Caton Farm |
| 0 | 0 | 0 | 0 | 1 | 67 | 81 | Will | Route 30 & Williams |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | Willowbrook | Commercial - Willowbrook (Closed) |
| 2,173 | 2,277 | 2,397 | 3,673 | 2,727 | 2,859 | 2,686 | Willowbrook | Willowbrook |
| 252 | 340 | 265 | 524 | 349 | 377 | 303 | Willowbrook | Willowbrook Dominick's |
| 95 | 134 | 173 | 1,247 | 144 | 149 | 166 | Winfield | Winfield Road |
| 1,043 | 1,179 | 1,198 | 4,327 | 1,449 | 1,252 | 1,177 | Woodridge | Woodridge |
| 163 | 73 | 76 | 158 | 75 | 88 | 452 | Woodridge | Woodridge Dominick's |
| 70 | 130 | 139 | 57 | 128 | 129 | 110 | Woodstock | Woodstock & Woodstock Drive-UP |
| 0 | 2 | 57 | 52 | 60 | 59 | 64 | Yorkville | 110 E Veterans Pkwy |
| 39,047 | 44,421 | 48,288 | 101,601 | 51,680 | 53,034 | 51,961 | Total Count = 169 | |